



# **GX5000 series Online Manual**

# Contents

|  |    |
|--|----|
| Using Online Manual. . . . .   | 8  |
| Symbols Used in This Document. . . . .                                       | 9  |
| Touch-enabled Device Users (Windows). . . . .                                | 10 |
| Trademarks and Licenses. . . . .   | 11 |
| Printing Network Settings. . . . .   | 30 |
| Default Network Settings. . . . .  | 36 |
| Connecting with Wireless Direct. . . . .                                     | 38 |
| Switching Printer's Connection to Network or Terminal Devices. . . . .       | 43 |
| Easy Understanding Network Connections. . . . .                              | 45 |
| Restrictions. . . . .  | 48 |
| Network Connection Tips (Windows/macOS). . . . .                             | 50 |
| Detect Same Printer Name. . . . .  | 51 |
| Switching Printer's Connection to Network or Terminal Devices. . . . .       | 43 |
| Setting Up IEEE802.1X/EAP (WPA/WPA2 Enterprise). . . . .                     | 54 |
| Wi-Fi Connection Assistant (macOS). . . . .                                  | 58 |
| Wi-Fi Connection Assistant. . . . .  | 59 |
| Starting Up Wi-Fi Connection Assistant. . . . .                              | 60 |
| Diagnosing and Repairing Network Settings. . . . .                           | 61 |
| List of Models Which Does Not Support Diagnosis and Repair Function. . . . . | 62 |
| Handling Paper, Ink Tanks, etc.. . . . .                                     | 63 |
| Loading Paper. . . . .   | 64 |
| Paper Sources. . . . .   | 65 |
| Loading Photo Paper / Plain Paper in Rear Tray. . . . .                      | 66 |
| Loading Plain Paper in Cassette. . . . .                                     | 71 |
| Loading Envelopes in Rear Tray. . . . .                                      | 76 |
| Refilling Ink Tanks. . . . .   | 80 |
| Refilling Ink Tanks. . . . .   | 81 |
| Checking Ink Level. . . . .  | 87 |
| Ink Tips. . . . .  | 88 |
| If Printing Is Faint or Uneven. . . . .                                      | 89 |
| Maintenance Procedure. . . . .   | 90 |

|  |     |
|--|-----|
| Printing the Nozzle Check Pattern. . . . .                           | 93  |
| Examining the Nozzle Check Pattern. . . . .                          | 94  |
| Cleaning the Print Head. . . . .                                     | 95  |
| Deep Print Head Cleaning. . . . .                                    | 96  |
| Aligning the Print Head. . . . .                                     | 97  |
| Performing Maintenance Functions from Your Computer (macOS). . . . . | 98  |
| Opening Remote UI for Maintenance. . . . .                           | 99  |
| Cleaning the Print Heads. . . . .                                    | 100 |
| Adjusting Print Head Position. . . . .                               | 103 |
| Cleaning. . . . .  | 104 |
| Cleaning Paper Feed Rollers. . . . .                                 | 105 |
| Cleaning Inside the Printer (Bottom Plate Cleaning). . . . .         | 107 |
| Replacing Maintenance Cartridge. . . . .                             | 110 |
| Checking Maintenance Cartridge Status on LCD. . . . .                | 114 |
| Overview. . . . .  | 115 |
| Safety. . . . .  | 116 |
| Safety Precautions. . . . .  | 117 |
| Regulatory Information. . . . .                                      | 120 |
| WEEE. . . . .  | 122 |
| Handling Precautions. . . . .  | 135 |
| Legal Restrictions on Printing. . . . .                              | 136 |
| Printer Handling Precautions. . . . .                                | 137 |
| Transporting Your Printer. . . . .                                   | 138 |
| When Repairing, Lending, or Disposing of the Printer. . . . .        | 141 |
| Keeping Print Quality High. . . . .                                  | 142 |
| Main Components and Their Use. . . . .                               | 143 |
| Main Components. . . . .   | 144 |
| Front View. . . . .  | 145 |
| Rear View. . . . .   | 146 |
| Inside View. . . . .   | 147 |
| Operation Panel. . . . .   | 149 |
| Power Supply. . . . .  | 150 |
| Checking that Power Is On. . . . .                                   | 151 |

|   |     |
|---|-----|
| Turning the Printer On and Off. . . . .                       | 152 |
| Checking the Power Plug/Power Cord. . . . .                   | 154 |
| Unplugging the Printer. . . . .                               | 155 |
| LCD and Operation Panel. . . . .                              | 156 |
| Entering Numbers, Letters, and Symbols. . . . .               | 158 |
| Changing Settings. . . . .                                    | 159 |
| Changing Printer Settings from Your Computer (macOS). . . . . | 160 |
| Managing the Printer Power. . . . .                           | 161 |
| Changing the Printer Operation Mode. . . . .                  | 162 |
| Changing Settings from Operation Panel. . . . .               | 163 |
| Changing Settings from Operation Panel. . . . .               | 164 |
| Setting Items on Operation Panel. . . . .                     | 165 |
| Print settings. . . . .                                       | 166 |
| LAN settings. . . . .   | 167 |
| Other dev. settings. . . . .                                  | 171 |
| Language selection. . . . .                                   | 173 |
| Firmware update. . . . .                                      | 174 |
| Admin pwd. settings. . . . .                                  | 175 |
| Reset setting. . . . .  | 177 |
| Feed settings. . . . .  | 178 |
| Ink level monitor. . . . .                                    | 179 |
| ECO settings. . . . .   | 180 |
| Quiet setting. . . . .  | 182 |
| System information. . . . .                                   | 183 |
| Checking the Total Number of Uses of Printer. . . . .         | 184 |
| Specifications. . . . .                                       | 185 |
| Information about Paper. . . . .                              | 188 |
| Supported Media Types. . . . .                                | 189 |
| Paper Load Limit. . . . .                                     | 192 |
| Unsupported Media Types. . . . .                              | 194 |
| Handling Paper. . . . .                                       | 195 |
| Economy Mode. . . . .   | 196 |
| Printing. . . . .   | 197 |

|  |     |
|--|-----|
| Printing from Computer. . . . .  | 198 |
| Printing from Application Software (macOS AirPrint). . . . .                                     | 199 |
| Printing. . . . .  | 200 |
| Printing on Postcards. . . . .   | 203 |
| Adding Printer. . . . .  | 205 |
| How to Open Printer Settings Screen. . . . .   | 206 |
| Displaying the Printing Status Screen. . . . .   | 207 |
| Deleting the Undesired Print Job. . . . .  | 208 |
| Removing Printer That Is No Longer Required from List of Printers. . . . .                       | 209 |
| Printing Using Canon Application Software. . . . .   | 210 |
| Printing from Smartphone/Tablet. . . . .   | 211 |
| Paper Settings. . . . .  | 212 |
| Frequently Asked Questions. . . . .  | 215 |
| Network FAQ. . . . .   | 218 |
| Network Communication Problems. . . . .  | 221 |
| Cannot Find Printer on Network (Windows/macOS). . . . .  | 222 |
| Cannot Find Printer on Network. . . . .  | 223 |
| Cannot Proceed Beyond Printer Connection Screen (Cannot Find Printer Connected via USB). . . . . | 227 |
| Wireless Router Problems. . . . .  | 229 |
| Network Key (Password) Unknown. . . . .  | 230 |
| Printer Cannot Be Used After Replacing Wireless Router or Changed Router Settings. . . . .       | 232 |
| Printer Settings/Smartphone/Tablet Troubles for Network. . . . .                                 | 234 |
| Solve Network Troubles with The Printer's Diagnostic Functions. . . . .                          | 235 |
| Checking Network Information of Printer. . . . .   | 242 |
| Restoring Printer's LAN Settings to Defaults. . . . .  | 245 |
| Problems While Printing (Scanning) from Smartphone/Tablet. . . . .                               | 246 |
| Cannot Print (Scan) from Smartphone/Tablet. . . . .  | 247 |
| Printing Problems. . . . .   | 251 |
| Printer Does Not Print. . . . .  | 252 |
| Printer Does Not Pick Up or Feed the Paper/"No Paper" Error. . . . .                             | 255 |
| Printout (Copy) Results Are Unsatisfactory. . . . .  | 258 |
| Ink Does Not Come Out/Blurry or Fuzzy/Inaccurate or Bleeding Colors/Streaks. . . . .             | 261 |
| Printed in Black and White. . . . .  | 263 |

|  |            |
|--|------------|
| Lines Are Misaligned/Distorted. . . . .  | 264        |
| Paper Is Smudged/Printed Surface Is Scratched/Ink Blots/Paper Curl. . . . .    | 265        |
| <b>Mechanical Problems. . . . .</b>  | <b>268</b> |
| Printer Does Not Turn On. . . . .  | 269        |
| Printer Turns Off Unexpectedly or Repeatedly. . . . .                          | 270        |
| USB Connection Problems. . . . .   | 271        |
| Wrong Language Appears in LCD. . . . .   | 273        |
| <b>Installation and Download Problems. . . . .</b>                             | <b>274</b> |
| Failed to MP Drivers (Printer Driver) Installation (Windows). . . . .          | 275        |
| Updating MP Drivers (Printer Driver) in Network Environment (Windows). . . . . | 276        |
| <b>Errors and Messages. . . . .</b>  | <b>277</b> |
| Four-Digit Alphanumeric Code Is Displayed on LCD. . . . .                      | 278        |
| When Error Occurred. . . . .   | 279        |
| Message Is Displayed. . . . .  | 280        |
| <b>Repairing Your Printer. . . . .</b>   | <b>283</b> |
| <b>List of Support Codes for Printer Errors. . . . .</b>                       | <b>287</b> |
| <b>What to Do When Paper Is Jammed. . . . .</b>                                | <b>289</b> |
| Removing Jammed Paper inside Printer. . . . .                                  | 293        |
| Removing Jammed Paper from Rear Side. . . . .                                  | 297        |
| 1000. . . . .  | 303        |
| 1003. . . . .  | 304        |
| 1070. . . . .  | 305        |
| 1200. . . . .  | 306        |
| 1401. . . . .  | 307        |
| 1496. . . . .  | 308        |
| 1723. . . . .  | 309        |
| 1724. . . . .  | 310        |
| 1725. . . . .  | 311        |
| 1726. . . . .  | 312        |
| 1727. . . . .  | 313        |
| Shipping Tape etc. Are Still Attached (1890). . . . .                          | 314        |
| 2110. . . . .  | 315        |

|           |     |
|-----------|-----|
| 2113..... | 317 |
| 2114..... | 319 |
| 2200..... | 321 |
| 3252..... | 322 |
| 4103..... | 323 |
| 5100..... | 324 |
| 5200..... | 325 |

## Using Online Manual

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- **Operating Environment**
- **Symbols Used in This Document**
- **Touch-enabled Device Users (Windows)**
- **Printing Online Manual**
- **Trademarks and Licenses**
- **Screenshots in This Manual**

## Symbols Used in This Document

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### **Warning**

Instructions that, if ignored, could result in death, serious personal injury, or property damage caused by incorrect operation of the equipment. These must be observed for safe operation.

### **Caution**

Instructions that, if ignored, could result in personal injury or property damage caused by incorrect operation of the equipment. These must be observed for safe operation.

### **Important**

Instructions including important information that must be observed to avoid damage and injury or improper use of the product. Be sure to read these instructions.

### **Note**

Instructions including notes for operation and additional explanations.

### **Basics**

Instructions explaining basic operations of your product.

### **Note**

- Icons may vary depending on your product.

## **Touch-enabled Device Users (Windows)**

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For touch actions, you need to replace "right-click" in this document with the action set on the operating system. For example, if the action is set to "press and hold" on your operating system, replace "right-click" with "press and hold."

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### ►►► Note

- The formal name of Windows Vista is Microsoft Windows Vista operating system.

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2006-Jan-27

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## Printing Network Settings

Use the operation panel to print the printer's current network settings.

### »» Important

- The network settings printout contains important information about your network. Handle it with care.

1. Check that printer is turned on.
2. [Load three or more sheets of A4 or Letter-sized plain paper.](#)
3. Press **Setup** button.  
The **Setup menu** screen appears.
4. Select **Device settings** and press **OK** button.
5. Select **LAN settings** and press **OK** button.
6. Select **Print LAN details** and press **OK** button.

The printer starts printing the network setting information.

The following information on the printer's network setting is printed out. (Some setting values are not displayed depending on the printer settings.)

| Item Number | Item                | Description         | Setting  |
|-------------|---------------------|---------------------|--|
| 1           | Product Information | Product information | –  |
| 1-1         | Product Name        | Product name        | XXXXXXXX   |
| 1-2         | ROM Version         | ROM version         | XXXXXXXX   |
| 1-3         | Serial Number       | Serial number       | XXXXXXXX   |
| 2           | Network Diagnostics | Network diagnostics | –  |
| 2-1         | Diagnostic Result   | Diagnostic result   | XXXXXXXX   |
| 2-2         | Result Codes        | Result codes        | XXXXXXXX   |
| 2-3         | Result Code Details | Result code details | See <a href="#">Solve Network Troubles with The Printer's Diagnostic Functions</a> to check details on the diagnostic result and result codes. |
| 3           | Wireless LAN        | Wireless LAN        | Enable/Disable   |
| 3-2         | Infrastructure      | Infrastructure      | Enable/Disable   |
| 3-2-1       | Signal Strength     | Signal strength     | 0 to 100 [%]   |

|        |                          |                           |   |
|--------|--------------------------|---------------------------|---|
| 3-2-2  | Link Quality             | Link quality              | 0 to 100 [%]  |
| 3-2-3  | Frequency                | Frequency                 | XX (GHz)  |
| 3-2-4  | MAC Address              | MAC address               | XX:XX:XX:XX:XX:XX   |
| 3-2-5  | Connection               | Connection status         | Active/Inactive   |
| 3-2-6  | SSID                     | SSID                      | Wireless LAN network name (SSID)  |
| 3-2-7  | Channel                  | Channel                   | XXX (1 to 13, 36, 40, 44, 48, 52, 56, 60, 64, 100, 104, 108, 112, 116, 120, 124, 128, 132, 136, 140, 149, 153, 157, 161, 165) |
| 3-2-8  | Encryption               | Encryption method         | none/TKIP/AES   |
| 3-2-10 | Authentication           | Authentication method     | none/auto/open/shared/WPA-PSK/WPA2-PSK  |
| 3-2-11 | TCP/IPv4                 | TCP/IPv4                  | Enable/Disable  |
| 3-2-12 | IP Address               | IP address                | XXX.XXX.XXX.XXX   |
| 3-2-13 | Subnet Mask              | Subnet mask               | XXX.XXX.XXX.XXX   |
| 3-2-14 | Default Gateway          | Default gateway           | XXX.XXX.XXX.XXX   |
| 3-2-15 | TCP/IPv6                 | TCP/IPv6                  | Enable/Disable  |
| 3-2-16 | Link Local Address       | Link local address        | XXXX:XXXX:XXXX:XXXX<br>XXXX:XXXX:XXXX:XXXX  |
| 3-2-17 | Link Local Prefix Length | Link local prefix length  | XXX   |
| 3-2-18 | Stateless Address1       | Stateless address 1       | XXXX:XXXX:XXXX:XXXX<br>XXXX:XXXX:XXXX:XXXX  |
| 3-2-19 | Stateless Prefix Length1 | Stateless prefix length 1 | XXX   |
| 3-2-20 | Stateless Address2       | Stateless address 2       | XXXX:XXXX:XXXX:XXXX<br>XXXX:XXXX:XXXX:XXXX  |
| 3-2-21 | Stateless Prefix Length2 | Stateless prefix length 2 | XXX   |
| 3-2-22 | Stateless Address3       | Stateless address 3       | XXXX:XXXX:XXXX:XXXX<br>XXXX:XXXX:XXXX:XXXX  |
| 3-2-23 | Stateless Prefix Length3 | Stateless prefix length 3 | XXX   |
| 3-2-24 | Stateless Address4       | Stateless address 4       | XXXX:XXXX:XXXX:XXXX<br>XXXX:XXXX:XXXX:XXXX  |

|        |                                   |  |  |
|--------|-----------------------------------|--|--|
| 3-2-25 | Stateless Prefix Length4          | Stateless prefix length 4              | XXX  |
| 3-2-26 | Default Gateway1                  | Default gateway 1                      | XXXX:XXXX:XXXX:XXXX<br>XXXX:XXXX:XXXX:XXXX |
| 3-2-27 | Default Gateway2                  | Default gateway 2                      | XXXX:XXXX:XXXX:XXXX<br>XXXX:XXXX:XXXX:XXXX |
| 3-2-28 | Default Gateway3                  | Default gateway 3                      | XXXX:XXXX:XXXX:XXXX<br>XXXX:XXXX:XXXX:XXXX |
| 3-2-29 | Default Gateway4                  | Default gateway 4                      | XXXX:XXXX:XXXX:XXXX<br>XXXX:XXXX:XXXX:XXXX |
| 3-2-33 | IPsec                             | IPsec setting                          | Active/Inactive                            |
| 3-2-34 | Security Protocol                 | Security method                        | ESP/ESP & AH/AH/Blank (Not selected)       |
| 3-2-35 | Wireless LAN DRX                  | Discontinuous reception (wireless LAN) | Enable/Disable                             |
| 3-3    | Wireless Direct/Access Point Mode | Operation mode for Wireless Direct     | Enable/Disable                             |
| 3-3-1  | MAC Address                       | MAC address                            | XX:XX:XX:XX:XX:XX                          |
| 3-3-2  | Connection                        | Connection status                      | Active/Inactive                            |
| 3-3-3  | SSID                              | SSID                                   | Wireless Direct network name (SSID)        |
| 3-3-4  | Password                          | Password                               | Wireless Direct password                   |
| 3-3-5  | Channel                           | Channel                                | 3  |
| 3-3-6  | Encryption                        | Encryption method                      | AES  |
| 3-3-7  | Authentication                    | Authentication method                  | WPA2-PSK                                   |
| 3-3-8  | TCP/IPv4                          | TCP/IPv4                               | Enable/Disable                             |
| 3-3-9  | IP Address                        | IP address                             | XXX.XXX.XXX.XXX                            |
| 3-3-10 | Subnet Mask                       | Subnet mask                            | XXX.XXX.XXX.XXX                            |
| 3-3-11 | Default Gateway                   | Default gateway                        | XXX.XXX.XXX.XXX                            |
| 3-3-12 | TCP/IPv6                          | TCP/IPv6                               | Enable/Disable                             |
| 3-3-13 | Link Local Address                | Link local address                     | XXXX:XXXX:XXXX:XXXX<br>XXXX:XXXX:XXXX:XXXX |
| 3-3-14 | Link Local Prefix Length          | Link local prefix length               | XXX  |

|        |                          |   |  |
|--------|--------------------------|---|--|
| 3-3-15 | IPsec                    | IPsec setting                             | Active/Inactive                            |
| 3-3-16 | Security Protocol        | Security method                           | ESP/ESP & AH/AH/Blank (Not selected)       |
| 3-3-17 | Wireless LAN DRX         | Discontinuous reception (wireless direct) | Enable/Disable                             |
| 4      | Wired LAN                | Wired LAN                                 | Enable/Disable                             |
| 4-1    | MAC Address              | MAC address                               | XX:XX:XX:XX:XX:XX                          |
| 4-2    | Connection               | Wired LAN status                          | Active/Inactive                            |
| 4-3    | TCP/IPv4                 | TCP/IPv4                                  | Enable/Disable                             |
| 4-4    | IP Address               | IP address                                | XXX.XXX.XXX.XXX                            |
| 4-5    | Subnet Mask              | Subnet mask                               | XXX.XXX.XXX.XXX                            |
| 4-6    | Default Gateway          | Default gateway                           | XXX.XXX.XXX.XXX                            |
| 4-7    | TCP/IPv6                 | TCP/IPv6                                  | Enable/Disable                             |
| 4-8    | Link Local Address       | Link local address                        | XXXX:XXXX:XXXX:XXXX<br>XXXX:XXXX:XXXX:XXXX |
| 4-9    | Link Local Prefix Length | Link local prefix length                  | XXX  |
| 4-10   | Stateless Address1       | Stateless address 1                       | XXXX:XXXX:XXXX:XXXX<br>XXXX:XXXX:XXXX:XXXX |
| 4-11   | Stateless Prefix Length1 | Stateless prefix length 1                 | XXX  |
| 4-12   | Stateless Address2       | Stateless address 2                       | XXXX:XXXX:XXXX:XXXX<br>XXXX:XXXX:XXXX:XXXX |
| 4-13   | Stateless Prefix Length2 | Stateless prefix length 2                 | XXX  |
| 4-14   | Stateless Address3       | Stateless address 3                       | XXXX:XXXX:XXXX:XXXX<br>XXXX:XXXX:XXXX:XXXX |
| 4-15   | Stateless Prefix Length3 | Stateless prefix length 3                 | XXX  |
| 4-16   | Stateless Address4       | Stateless address 4                       | XXXX:XXXX:XXXX:XXXX<br>XXXX:XXXX:XXXX:XXXX |
| 4-17   | Stateless Prefix Length4 | Stateless prefix length 4                 | XXX  |
| 4-18   | Default Gateway1         | Default gateway 1                         | XXXX:XXXX:XXXX:XXXX                        |

|      |                          |   |  |
|------|--------------------------|---|--|
|      |                          |   | XXXX:XXXX:XXXX:XXXX                        |
| 4-19 | Default Gateway2         | Default gateway 2                       | XXXX:XXXX:XXXX:XXXX<br>XXXX:XXXX:XXXX:XXXX |
| 4-20 | Default Gateway3         | Default gateway 3                       | XXXX:XXXX:XXXX:XXXX<br>XXXX:XXXX:XXXX:XXXX |
| 4-21 | Default Gateway4         | Default gateway 4                       | XXXX:XXXX:XXXX:XXXX<br>XXXX:XXXX:XXXX:XXXX |
| 4-25 | IPsec                    | IPsec setting                           | Active/Inactive                            |
| 4-26 | Security Protocol        | Security method                         | ESP/ESP & AH/AH/Blank (Not selected)       |
| 4-27 | Wired LAN DRX            | Discontinuous reception (wired LAN)     | Enable/Disable                             |
| 5    | Other Settings           | Other settings                          | –  |
| 5-1  | Printer Name             | Printer name                            | Printer name                               |
| 5-2  | Wireless Direct Dev-Name | Device name for wireless direct         | Device name for wireless direct            |
| 5-4  | WSD Printing             | WSD printing setting                    | Enable/Disable                             |
| 5-5  | WSD Timeout              | Timeout                                 | 1/5/10/15/20 [min]                         |
| 5-6  | LPD Printing             | LPD printing setting                    | Enable/Disable                             |
| 5-7  | RAW Printing             | RAW printing setting                    | Enable/Disable                             |
| 5-9  | Bonjour                  | Bonjour setting                         | Enable/Disable                             |
| 5-10 | Bonjour Service Name     | Bonjour service name                    | Bonjour service name                       |
| 5-11 | LLMNR                    | LLMNR setting                           | Enable/Disable                             |
| 5-12 | SNMP                     | SNMP setting                            | Enable/Disable                             |
| 5-14 | DNS Server               | Obtain DNS server address automatically | Auto/Manual                                |
| 5-15 | Primary Server           | Primary server address                  | XXX.XXX.XXX.XXX                            |
| 5-16 | Secondary Server         | Secondary server address                | XXX.XXX.XXX.XXX                            |
| 5-17 | Proxy Server             | Proxy server setting                    | Enable/Disable                             |
| 5-18 | Proxy Address            | Proxy address                           | XXXXXXXXXXXXXXXXXXXX                       |
| 5-19 | Proxy Port               | Proxy port specification                | 1 to 65535                                 |

|      |                           |                                   |  |
|------|---------------------------|-----------------------------------|--|
| 5-20 | Cert. Fingerprt(SHA-1)    | Certificate finger-print(SHA-1)   | xxxxxxxx xxxxxxxx xxxxxxxx<br>xxxxxxxx xxxxxxxx                            |
| 5-21 | Cert. Fin-gerprt(SHA-256) | Certificate finger-print(SHA-256) | xxxxxxxx xxxxxxxx xxxxxxxx xxxxxxxx<br>xxxxxxxx xxxxxxxx xxxxxxxx xxxxxxxx |

("XX" represents alphanumeric characters.)

## Default Network Settings

### LAN Connection Defaults

| Item                           | Default             |
|--------------------------------|---------------------|
| <b>Enab./dis. wired LAN</b>    | <b>Disable</b>      |
| Network name (SSID)            | BJNPSETUP           |
| Wi-Fi security                 | Disable             |
| <b>IP address (IPv4)</b>       | <b>Auto setup</b>   |
| IP address (IPv6)              | Auto setup          |
| <b>Set printer name*</b>       | XXXXXXXXXXXX        |
| <b>Enable/disable IPv6</b>     | <b>Enable</b>       |
| <b>Enable/disable WSD</b>      | <b>Enable</b>       |
| <b>Timeout setting (WSD)</b>   | <b>15 minutes</b>   |
| <b>Enab./disab. Bonjour</b>    | <b>Enable</b>       |
| Service name                   | Canon GX5000 series |
| <b>LPR setting</b>             | <b>Enable</b>       |
| <b>RAW protocol</b>            | <b>Enable</b>       |
| <b>LLMNR</b>                   | <b>Enable</b>       |
| <b>DRX setting (Wi-Fi)</b>     | <b>Enable</b>       |
| <b>DRX setting (Wired LAN)</b> | <b>Enable</b>       |

("XX" represents alphanumeric characters.)

\* Default value depends on printer. To check value, use operation panel.

➡ [LAN settings](#)

### Wireless Direct Defaults

| Item                        | Default                     |
|-----------------------------|-----------------------------|
| <b>WL Direct net.(SSID)</b> | DIRECT-abXX-GX5000series *1 |
| Password                    | YYYYYYYYYY *2               |
| Security method             | <b>WPA2-PSK (AES)</b>       |
| <b>Confirm request</b>      | Displayed                   |

\*1 "ab" is specified at random and "XX" represents last two digits of printer's MAC address. (The value is specified when the printer is turned on for the first time.)

\*2 The password is specified automatically when the printer is turned on for the first time.

## Connecting with Wireless Direct

You can connect devices (e.g. computer, smartphone, or tablet) to the printer by two methods below.

- Wireless connection (connecting devices via a wireless router)
- Direct wireless connection (connecting devices directly without a wireless router)

This section describes Wireless Direct, which allows you to print by connecting the devices to the printer directly.

- **Connecting**

1. [Enable Wireless Direct for printer](#)
2. [Connecting a smartphone/tablet/computer to the printer](#)

- **Changing settings**

➡ [Changing Wireless Direct Setting](#)

### Important

- You can connect up to 5 devices to the printer at the same time with Wireless Direct.
- Check the usage restrictions and connect the printer to the Wireless Direct.  
➡ [Restrictions](#)
- Some printers support IEEE802.1X/EAP (WPA/WPA2 Enterprise). If you enable Wireless Direct while IEEE802.1X/EAP (WPA/WPA2 Enterprise) is enabled, IEEE802.1X/EAP (WPA/WPA2 Enterprise) is disabled.

When IEEE802.1X/EAP (WPA/WPA2 Enterprise) is enabled, enable **Administrator mode** so that the Wireless Direct settings cannot be changed.

## Enable Wireless Direct for printer

1. Make sure the printer is turned on.
2. Press **Setup** button once or twice.  
The **Setup menu** screen appears.
3. Select **Device settings** and press the **OK** button.
4. Select **LAN settings** and press the **OK** button.
5. Select **Wireless Direct** and press the **OK** button.
6. Select **Switch WL Direct** and press the **OK** button.
7. Check displayed message, select **Yes** and press the **OK** button.

The Wireless Direct is enabled and a device can be connected to the printer wirelessly.

## »»» Note

- After completing the settings, you can check the **Network name(SSID)**, **Security protocol**, and **WL Direct net.(SSID)** by pressing ◀▶ button.
- When displaying the **Security protocol**, a screen appears asking whether to display the password at the same time. To display the password, select **Yes**. To not display the password, select **No**.
- The password is required when connecting a device to the printer. Depending on the device you are using, no password is required.
- When you connect a Wi-Fi Direct compatible device to the printer, select the printer name from your device.
- To change the identifier (SSID) and the password, see below.

➡ [Changing Wireless Direct Setting](#)

## Connecting a smartphone/tablet/computer to the printer

1. Enable Wi-Fi function on smartphone/tablet/computer.

Enable Wi-Fi in the Settings menu on your smartphone/tablet/computer.

For instructions on enabling the Wi-Fi function, refer to the instruction manual for your smartphone/tablet/computer.

2. Select "DIRECT-XXXX-GX5000series" ("X" represents alphanumeric characters) from list on your smartphone/tablet/computer.

## »»» Note

- If "DIRECT-XXXX-GX5000series" does not appear on the list, Wireless Direct is not enabled.  
See [Changing Printer Setting to Use Wireless Direct](#) to enable Wireless Direct.

3. Enter **Password** on smartphone/tablet/computer.

The smartphone/tablet/computer is connected to the printer.

## »»» Note

- Check the password for the Wireless Direct.  
Check by one of the following methods.
  - Print the network settings.  
➡ [Printing Network Settings](#)
- Depending on the device you are using, entering the password is required to connect a device to the printer via Wi-Fi. Enter the password specified for the printer.
- If the printer is set to display a confirmation screen in **Confirm request** of [Changing Wireless Direct Setting](#), when the wireless direct compatible device connects to the printer, a confirmation screen asking for permission to connect is displayed on the printer LCD.

Make sure the name on the LCD is the same as that of your wireless communication device and select **Yes**.

You can print from your smartphone or tablet by installing Canon PRINT Inkjet/SELPHY. Download it from App Store and Google Play.

➡ For iOS device

➡ For Android device

## Changing Wireless Direct Setting

Change the settings for the Wireless Direct following the procedure below.

### ▶▶▶ Note

- To change the Wireless Direct settings, you need to enable Wireless Direct in advance.

➡ [Enable Wireless Direct for printer](#)

1. Make sure the printer is turned on.
2. Press **Setup** button once or twice.  
The **Setup menu** screen appears.
3. Select **Device settings** and press the **OK** button.
4. Select **LAN settings** and press the **OK** button.
5. Select **Wireless Direct** and press the **OK** button.
6. Select a setting item.

Press ◀▶ button to switch the desired setting item.

- **Change name (SSID)**

Change the identifier (SSID) for Wireless Direct.

The identifier (SSID) is the printer's name (device name) displayed on a Wi-Fi Direct compatible device.

Follow the procedure below to change the identifier (SSID).

- To set manually

1. Select **Manual setup** and press the **OK** button.
2. Press the **OK** button to enter / edit.

Press ◀▶ button to enter each character and press **OK** button.

Press the **Setup** button to change the type of characters to enter (uppercase / lowercase, numbers, symbols).

One character can be erased by pressing the **Back** button.

3. Confirm the input contents and press and hold **OK** button.
  4. Check displayed message, select **Yes** and press the **OK** button.
  5. Check displayed message, press the **OK** button.
- To set automatically
    1. Select **Auto update** and press **OK** button.
    2. Select **Yes** and press **OK** button.

### ▶▶▶ Note

- After completing the settings, you can check the **Network name(SSID)**, **Security protocol**, and **WL Direct net.(SSID)** by pressing ◀▶ button.
- When displaying the **Security protocol**, a screen appears asking whether to display the password at the same time. To display the password, select **Yes**. To not display the password, select **No**.

### • Change password

Change the password for Wireless Direct.

- To set manually.
  1. Select **Manual setup** and press the **OK** button.
  2. Enter the new password (10 characters).  
Press ◀▶ button to enter each character and press **OK** button.  
Press the **Setup** button to change the type of characters to enter (uppercase / lowercase, numbers).  
One character can be erased by pressing the **Back** button.
  3. Confirm the input contents and press and hold **OK** button.
  4. Check displayed message, select **Yes** and press the **OK** button.

- To set automatically
  1. Select **Auto update** and press **OK** button.
  2. Select **Yes** and press **OK** button.

### ▶▶▶ Note

- After completing the settings, you can check the **Network name(SSID)**, **Security protocol**, and **WL Direct net.(SSID)** by pressing ◀▶ button.
- When displaying the **Security protocol**, a screen appears asking whether to display the password at the same time. To display the password, select **Yes**. To not display the password, select **No**.

### • Confirm request

Change the confirmation screen setting when a Wi-Fi Direct compatible device is connecting to the printer.

If you want the printer to display the screen to inform you a Wi-Fi Direct compatible device is connecting to the printer, select **Yes** and press the **OK** button.

### **Important**

- To prevent an unauthorized access, we recommend you should select the setting to display the confirmation screen.

### **Note**

- If you change the Wireless Direct setting of the printer, also change the wireless router setting of the device.

## Switching Printer's Connection to Network or Terminal Devices

Check the following items when connecting a newly added computer to the LAN environment to the printer, changing the connection method from USB to LAN, or changing the wireless LAN (Wi-Fi) connection method.

- ➡ [Connects to Another Computer via LAN/Changes from USB to LAN Connection](#)
- ➡ [Switching LAN Connection Method](#)
- ➡ [Reconfiguration Method of Wi-Fi Connection](#)

### Connects to Another Computer via LAN/Changes from USB to LAN Connection

To connect an additional computer to the printer via LAN, or to change from USB to LAN connection, refer to Setup Guide to setup.

### Switching LAN Connection Method

If you want to switch the connection method (wired LAN or Wi-Fi) when the printer is used with a LAN connection, check the following item.

- **For Windows:**

- Refer to Setup Guide to setup.
- Enable Wi-Fi (Windows) or wired LAN on the printer's operation panel, and then configure the settings in the **Network Settings** screen of Wi-Fi Connection Assistant.

For details on the configuration, see the following.

- ➡ Performing/Changing Wi-Fi Settings
- ➡ Performing/Changing Wired LAN Connection (Ethernet Cable) Settings

- **For macOS:**

- Refer to Setup Guide to setup.

### Reconfiguration Method of Wi-Fi Connection

- **If you want to switch to Wireless Direct when using the printer with a 2.4 GHz or 5 GHz Wi-Fi connection:**

Wireless Direct connection is available. At 2.4 GHz, Wireless Direct connection and Wi-Fi connection can be used together. At 5 GHz, only Wireless Direct (the last connection you set up) is enabled.

- ➡ [Connecting with Wireless Direct](#)

- **If you want to switch to a 5 GHz Wi-Fi connection when using the printer with Wireless Direct:**

- **For Windows:**

Refer to Changing the Connection Mode in Setup Guide.

- **For macOS:**

Refer to Changing the Connection Mode in Setup Guide.


# Easy Understanding Network Connections

## What is Wireless Connection

Connect the printer and devices (e.g. computer/smartphone/tablet) using a wireless router.

If you have a wireless router, we recommend you use one for wireless connection.



- Connection methods vary depending on the wireless router type.
- You can change network settings such as the network name (SSID) and security protocol on the printer.
- When the connection between a device and a wireless router is completed and  (Wi-Fi icon) is displayed in the device's screen, you can connect the device to the printer using the wireless router.

## What is Wireless Direct Connection

Connect the printer and devices (e.g. computer/smartphone/tablet) without using a wireless router.

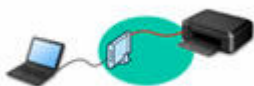


- While you are using the printer with Wireless Direct, Internet connection from the printer becomes unavailable. In that case, web services for the printer cannot be used.
- If you connect a device connected to the Internet via a wireless router to the printer that is in the Wireless Direct, the connection between the device and wireless router will be disabled. In that case, the connection of the device may switch to a mobile data connection automatically depending on your device. Transmission fees for connecting to the Internet using a mobile data connection apply.
- In the Wireless Direct, you can connect up to five devices at the same time. If you try to connect a sixth device while five devices are already connected, an error will appear. If an error appears, disconnect a device you do not use and configure settings again.
- Network settings such as the network name (SSID) and security protocol are specified automatically.

➔ [Connecting with Wireless Direct](#)

## What is Wired Connection

Connect the printer and hub/router using a LAN cable. Prepare a LAN cable.



## USB Connection (Reference)

### ➤➤➤ Note

- You can connect the printer and computer using a USB cable (USB connection). Prepare a USB cable. For details, see [Switching Printer's Connection to Network or Terminal Devices](#).

## Network Connection Settings/Setup

Perform connection setup for the printer and computer/smartphone/tablet.

For more on setup procedure, see the web page.

### Connecting with Wireless Direct

➡ [Connecting with Wireless Direct](#)

### Changing Network Settings

See below for changing connection settings for the printer and computer/smartphone/tablet.

- To change network connection method:
  - ➡ [Switching Printer's Connection to Network or Terminal Devices](#)
  - ➡ Changing the Connection Mode
- To add computer/smartphone/tablet to the printer:
  - ➡ [Switching Printer's Connection to Network or Terminal Devices](#)

### Wi-Fi Connection Assistant

Wi-Fi Connection Assistant checks or diagnoses the settings of the printer and those of computer and restores the status of them if anything is wrong with network connection. Select either link below to download Wi-Fi Connection Assistant.

➡ Checking Printer Connection Status Using Wi-Fi Connection Assistant

- Performing/Changing Network Settings (Windows)

For Windows, you can perform network settings using Wi-Fi Connection Assistant.

➡ [Wi-Fi Connection Assistant \(Windows\)](#)

- Diagnosing and Repairing Network Settings (Windows/macOS)

You can diagnose or repair network settings using Wi-Fi Connection Assistant.

- **For Windows:**

➡ [Wi-Fi Connection Assistant \(Windows\)](#)

- **For macOS:**

➡ [Wi-Fi Connection Assistant \(macOS\)](#)

### Network Connection Tips

See below for tips on using the printer via network connection.

- ➡ [Network Connection Tips \(Windows/macOS\)](#)
- ➡ Handling Printer Configuration Using the Web Browser
- ➡ Countermeasures against Unauthorized Access

### Troubleshooting

See [Network FAQ](#) for troubleshooting on network connection.

### Notice/Restriction

See below for details.

- Restrictions on network settings:

➡ [Restrictions](#)

- Notices when printing using web service:
  - ➡ Notice for Web Service Printing

## Restrictions

When connecting another device while a device (such as a computer) is already connected to the printer, connect it using the same connection method as the connected device.

If you connect using a different connection method, the connection to the device in use will be disabled.

Connection Using a Wired Network cannot be performed on printers that do not support a wired connection.

### Connect via wireless router

- You cannot establish a printer with wireless and wired connections at the same time.
- Make sure your device and the wireless router are connected. For details on checking these settings, see the manual supplied with the wireless router or contact its manufacturer.  
As for a device already connected to the printer without using a wireless router, reconnect it via a wireless router.
- Configuration, router functions, setup procedures and security settings of wireless routers vary depending on the system environment. For details, see the manual for your wireless router or contact its manufacturer.
- Depending on your country or region, this printer does not support wireless networking standards using the 5 GHz band.
- If your device is set to the "IEEE802.11n only" mode, TKIP cannot be used as a security protocol. Change the setting to something other than "IEEE802.11n only."  
The connection between your device and the wireless router will be temporarily disabled while the setting is changed. Do not proceed to the next screen of this guide until setup is complete.
- When connecting to Wi-Fi outdoors, do not connect to a 5 GHz network (SSID).  
The 5 GHz band available for use with the printer includes the channels that are allowed for indoor use only, depending on your country or region.  
For details on the 5 GHz network (SSID) of your wireless router, see the manual supplied with the wireless router, or contact its manufacturer.
- For office use, consult your network administrator.
- Note that if you connect to a network with no security protection, your personal information could be disclosed to a third party.

### Wireless Direct

#### »» Important

- If a device is connected to the Internet via a wireless router, and you then connect it to a printer in Wireless Direct mode, the existing connection between the device and wireless router will be disabled. In that case, the connection of the device may switch to a mobile data connection automatically depending on your device. When you connect to the Internet using a mobile data connection, charges may apply depending on your contract.
  - When you connect a device and the printer using Wireless Direct, the connection information will be saved to Wi-Fi settings. The device may be connected to the printer automatically even after disconnecting it or connecting it to another wireless router.
  - To prevent automatic connection to the printer in Wireless Direct mode, change the connection mode after using the printer, or set not to connect automatically in the Wi-Fi settings of the

device.

For details on changing the settings of your device, see the manual supplied with the device or contact its manufacturer.

- If you connect a device and the printer using Wireless Direct, Internet connection may become unavailable depending on your environment. In that case, web services for the printer cannot be used.
- In Wireless Direct mode, you can connect up to five devices at the same time. If you try to connect a sixth device while five devices are already connected, an error will appear.  
If an error appears, disconnect a device that does not use the printer, and then redo the settings.
- Devices connected to the printer using Wireless Direct cannot communicate with each other.
- Firmware updates for the printer may not be available while using Wireless Direct.
- When a device has been connected to the printer without using a wireless router and you want to set it up again using the same connection method, disconnect it first. Disable the connection between the device and printer in the Wi-Fi setting screen.

## Connection Using a Wired Network

- You cannot establish a printer with wireless and wired connections at the same time.
- When using a router, connect the printer and computer to the LAN side (same network segment).

## **Network Connection Tips (Windows/macOS)**

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- **Detect Same Printer Name**
- **Switching Printer's Connection to Network or Terminal Devices**
- **Setting Up IEEE802.1X/EAP (WPA/WPA2 Enterprise)**

## Detect Same Printer Name

When the printer is detected during setup, plural printers with the same name may appear on the results screen.

Select a printer with checking the printer settings against those on detection result screen.

- **For Windows:**

Check the printer's MAC address or serial to select the correct printer from the results.

- **For macOS:**

The printer names appear with the MAC address added at the end or as the printer name specified by Bonjour.

Check identifiers such as the MAC address, the printer name specified by Bonjour, and the printer's serial number to select the printer from among those that appear.

### ▶▶▶ Note

- Serial number may not appear on result screen.

To check the printer's MAC address and the serial number, print out the network settings information.

➡ [Printing Network Settings](#)

### ▶▶▶ Note

- Some models allow you to check the serial number on the LCD.

➡ [System information](#)

## Switching Printer's Connection to Network or Terminal Devices

Check the following items when connecting a newly added computer to the LAN environment to the printer, changing the connection method from USB to LAN, or changing the wireless LAN (Wi-Fi) connection method.

- ➡ [Connects to Another Computer via LAN/Changes from USB to LAN Connection](#)
- ➡ [Switching LAN Connection Method](#)
- ➡ [Reconfiguration Method of Wi-Fi Connection](#)

### Connects to Another Computer via LAN/Changes from USB to LAN Connection

To connect an additional computer to the printer via LAN, or to change from USB to LAN connection, refer to Setup Guide to setup.

### Switching LAN Connection Method

If you want to switch the connection method (wired LAN or Wi-Fi) when the printer is used with a LAN connection, check the following item.

- **For Windows:**

- Refer to Setup Guide to setup.
- Enable Wi-Fi (Windows) or wired LAN on the printer's operation panel, and then configure the settings in the **Network Settings** screen of Wi-Fi Connection Assistant.

For details on the configuration, see the following.

- ➡ Performing/Changing Wi-Fi Settings
- ➡ Performing/Changing Wired LAN Connection (Ethernet Cable) Settings

- **For macOS:**

- Refer to Setup Guide to setup.

### Reconfiguration Method of Wi-Fi Connection

- **If you want to switch to Wireless Direct when using the printer with a 2.4 GHz or 5 GHz Wi-Fi connection:**

Wireless Direct connection is available. At 2.4 GHz, Wireless Direct connection and Wi-Fi connection can be used together. At 5 GHz, only Wireless Direct (the last connection you set up) is enabled.

- ➡ [Connecting with Wireless Direct](#)

- **If you want to switch to a 5 GHz Wi-Fi connection when using the printer with Wireless Direct:**

- **For Windows:**

Refer to Changing the Connection Mode in Setup Guide.

- **For macOS:**

Refer to Changing the Connection Mode in Setup Guide.

# Setting Up IEEE802.1X/EAP (WPA/WPA2 Enterprise)

## Overview

If you are using a switch/access point (authenticator) with IEEE802.1X/EAP, you can connect this printer to a wired LAN or Wi-Fi.

### ▶▶▶ Note

- The information on this page is intended for network administrators.

## Setup Flow

### 1. Prepare the equipment.

- IEEE802.1X/EAP compliant switch/access point (Authenticator)
- Authentication (Radius) server

### 2. Configure settings for the authentication (Radius) server and authenticator.

Set up the authentication (Radius) server and authenticator in advance.

### ▶▶▶ Note

- For the settings of the authentication (Radius) server and IEEE802.1X/EAP switch/access point (Authenticator), refer to the respective instruction manuals.

### 3. Configure Remote UI.

Remote UI is used to configure printer security settings.

See below for an overview of Remote UI.

- ➡ Configuration Changes / Display Printer Status Using Web Browser

This web page will guide you through the configuration using Wireless Direct.

Refer to the following to connect via Wireless Direct.

- ➡ [Connecting with Wireless Direct](#)

### ▶▶▶ Important

- When setting using the wired LAN or infrastructure (wireless connection), configure the network settings so that you can temporarily connect to the network in the respective mode.
- There is **IEEE802.1X/EAP settings** in the security item of the Remote UI menu.

### 4. On Remote UI, select **Security > IEEE802.1X/EAP settings**.

### 5. Select **Authentication**.

- **Login name (up to 96 characters)**

The login name to connect to the authentication server.

### **Important**

- If you select **Verify Authentication Server Name**, you must set the authentication server name.
- If you select **Verify authentication server certificates**, you must register the certificate authority (CA) certificate in advance.

## **6. Select Authentication.**

Select **PEAP**, **EAP-TTLS** or **EAP-TLS**.

## **7. Set Authentication.**

Set the data required for PEAP, EAP-TTLS, or EAP-TLS authentication.

You must have a certificate authority (CA) certificate registered to verify certificates sent from the authentication server (server certificates).

- **PEAP:**

Set the user name and password that will be used for client authentication.

Normally, select **Verify authentication server certificates**.

- **EAP-TLS:**

You must have a client authentication certificate registered.

Normally, select **Verify authentication server certificates**.

- **EAP-TTLS:**

Select **MSCHAPv2** or **PAP** as the authentication protocol.

Set the user name and password that will be used for client authentication.

## **8. Save your settings.**

Select **OK** to save the IEEE802.1X/EAP settings.

## **9. Register the certificate authority (CA) certificate.**

Select **CA certificate** > **Upload CA certificate** and upload (register) the CA certificate (X.509 DER format).

A maximum of five certificates can be registered.

## **10. Register key and certificate.**

### **When EAP-TLS is selected:**

Select **Key and certificate settings** > **Upload key and certificate** and upload (register) the client certificate (X.509 DER format).

### »»» Note

- If you choose **PEAP** or **EAP-TTLS**, you do not need to do this.

#### 11. Set up **Weak encryption restriction**.

Select **Restrict**.

#### 12. Set up **Weak certificate restriction**.

Select **Restrict**.

#### 13. Select **Enable/disable IEEE802.1X/EAP** to enable IEEE802.1X/EAP

Select **OK** and save the settings to enable IEEE802.1X/EAP.

### »»» Note

- You can enable or disable IEEE802.1X/EAP on the operation panel.  
Note that the advanced IEEE802.1X/EAP settings are not available on the operation panel.

#### 14. Connect to IEEE802.1X/EAP switch (Authenticator) or IEEE802.1X/EAP access point.

When IEEE802.1X/EAP is enabled, it is possible to search for SSIDs of IEEE802.1X/EAP access points in **Manual setup** on the operation panel.

Select the SSID of the IEEE802.1X/EAP access point to connect.

For a wired LAN, connect the LAN cable to the IEEE802.1X/EAP switch.

## If You Cannot Connect

If you are unable to connect to the IEEE802.1X/EAP switch (Authenticator) or access point, please redo the settings from step 3 above.

### »»» Important

- Wireless Direct is disabled when you connect to an IEEE802.1X/EAP access point. When using the Remote UI, enable Wireless Direct from the operation panel settings and connect again using Wireless Direct.

### »»» Note

- From the **Setup menu** screen, select **Device settings > LAN settings > Wi-Fi > Manual setup > IEEE802.1X/EAP > Latest auth. result** to help troubleshoot.
  1. **Check that the wireless router is turned on** is displayed when the switch/access point may not be turned on.
  2. If the error cannot be identified, such as multiple problems occurring, **An error has occurred** is displayed.
  3. If a connection processing problem or encryption-authentication mismatch is detected, **Failed to connect to the wireless router <See manual>** is displayed.

4. If you see a message other than the above, follow the instructions.

## **Wi-Fi Connection Assistant (macOS)**

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- **Wi-Fi Connection Assistant**
- **Starting Up Wi-Fi Connection Assistant**
- **Diagnosing and Repairing Network Settings**
- **List of Models Which Does Not Support Diagnosis and Repair Function**

## Wi-Fi Connection Assistant

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If anything is wrong with connection, Wi-Fi Connection Assistant diagnoses the settings of the printer and those of computer on which it is installed. In addition, Wi-Fi Connection Assistant restores the status of the printer and computer.

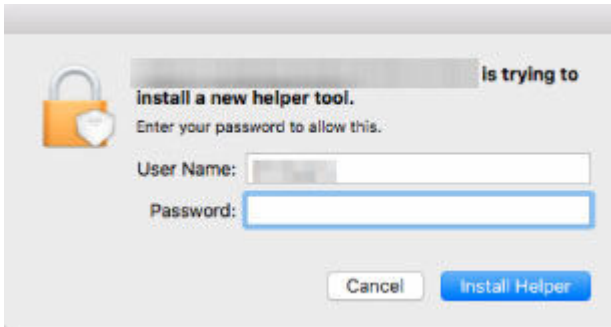
### »» Important

- To use the printer over LAN, make sure you have the equipment necessary for the connection type, such as a wireless router or a LAN cable.
- When you install Wi-Fi Connection Assistant, disable block function of firewall.

## Starting Up Wi-Fi Connection Assistant

Start up **Launchpad**, select **Canon Utilities**, and then select Wi-Fi Connection Assistant.

When you start up Wi-Fi Connection Assistant, the screen below appears.



Enter the password specified for your computer and select **Install Helper**. Wi-Fi Connection Assistant starts diagnosis and repair of network.

➡ [Diagnosing and Repairing Network Settings](#)

## Diagnosing and Repairing Network Settings

Wi-Fi Connection Assistant diagnoses and repairs computer settings or connection between the computer and printer when a problem (e.g. cannot print from a printer on the network) occurs.

### Important

- Some models do not support diagnosis and repair function.

For details:

➡ [List of Models Which Does Not Support Diagnosis and Repair Function](#)

Wi-Fi Connection Assistant starts checking the computer settings when it starts up. Perform operations following the instructions on the screen.

### Note

- This function checks the following items:
  - whether the computer is connected to the router
  - whether the printer can be detected on the network
  - whether the signal strength or communication level is sufficient (when using Wi-Fi)
  - whether the printer port setting matches with the network setting

## List of Models Which Does Not Support Diagnosis and Repair Function

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The following models does not support "Diagnose and Repair" function of Wi-Fi Connection Assistant.

- G4000 series
- PRO-500 series
- PRO-1000 series
- MB2100 series
- MB2700 series
- MB5100 series
- MB5400 series
- iB4000 series
- PRO-520
- PRO-540
- PRO-560
- PRO-540S
- PRO-560S
- PRO-2000
- PRO-4000
- PRO-6000
- PRO-4000S
- PRO-6000S
- TS9000 series
- TS8000 series
- TS6000 series
- TS5000 series
- MG3000 series
- E470 series

## Handling Paper, Ink Tanks, etc.

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- Loading Paper
- Refilling Ink Tanks

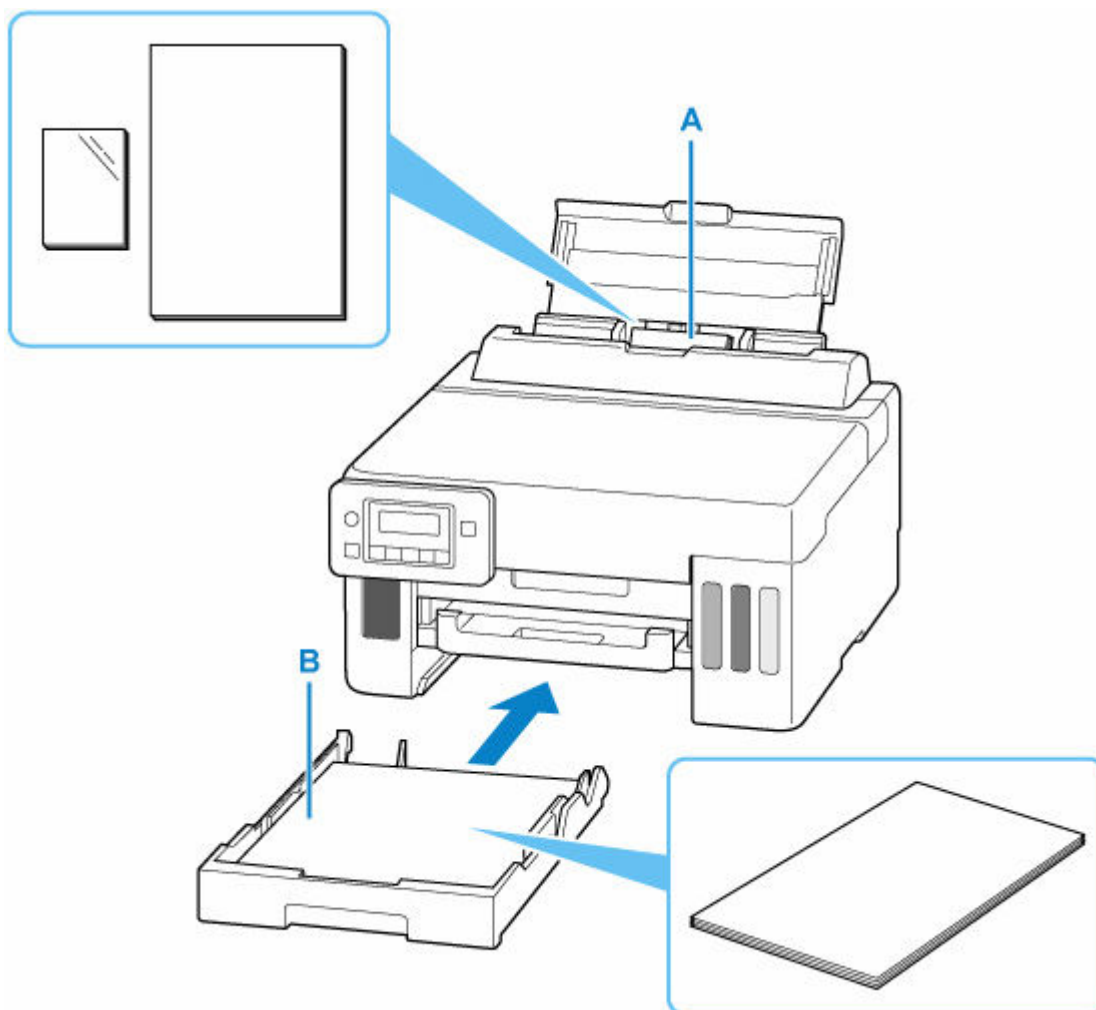
## Loading Paper

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- Paper Sources
- Loading Photo Paper / Plain Paper in Rear Tray
- Loading Plain Paper in Cassette
- Loading Envelopes in Rear Tray

## Paper Sources

The printer has two paper sources for feeding paper, the rear tray (A) and cassette (B).



### Rear tray

You can load all supported paper such as photo paper and plain paper on the rear tray.

➡ [Supported Media Types](#)

### Cassette

You can load A4, B5, A5, Letter-sized or Executive plain paper in the cassette.

### ▶▶▶ Note

- When printing, select the correct page size and media type. If you select the wrong page size or media type, the printer may feed paper from the wrong paper source or may not print with the proper print quality.

For details on how to load paper in each paper source, see below.

- ➡ [Loading Photo Paper / Plain Paper in Rear Tray](#)
- ➡ [Loading Plain Paper in Cassette](#)
- ➡ [Loading Envelopes in Rear Tray](#)

## Loading Photo Paper / Plain Paper in Rear Tray

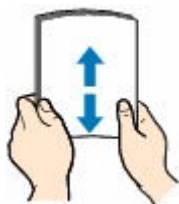
You can load photo paper or plain paper.

You can also load envelopes on the rear tray.

### ➡ [Loading Envelopes in Rear Tray](#)

#### 1. Prepare paper.

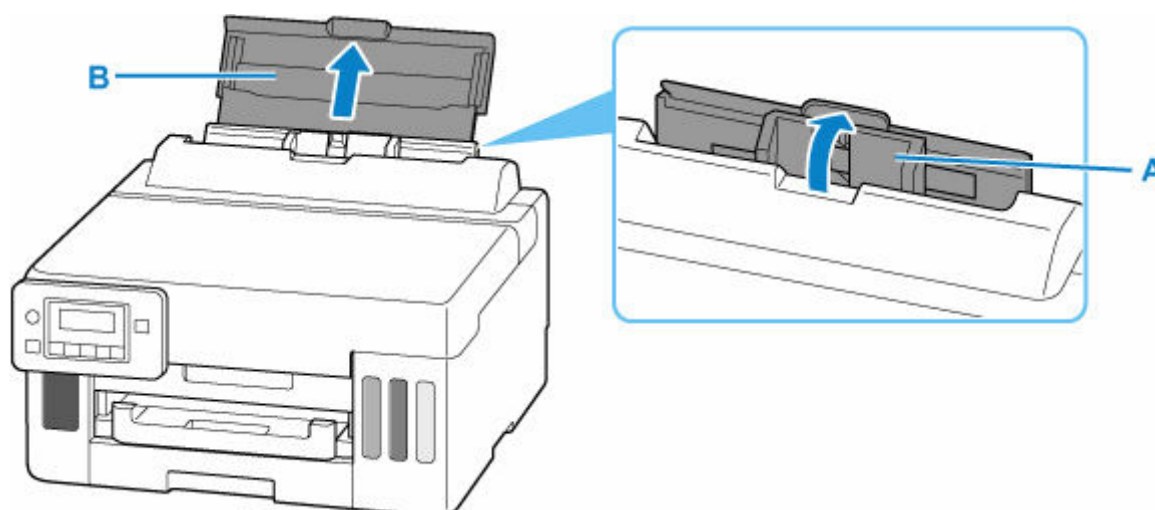
Align the edges of paper. If paper is curled, flatten it.



#### »» Note

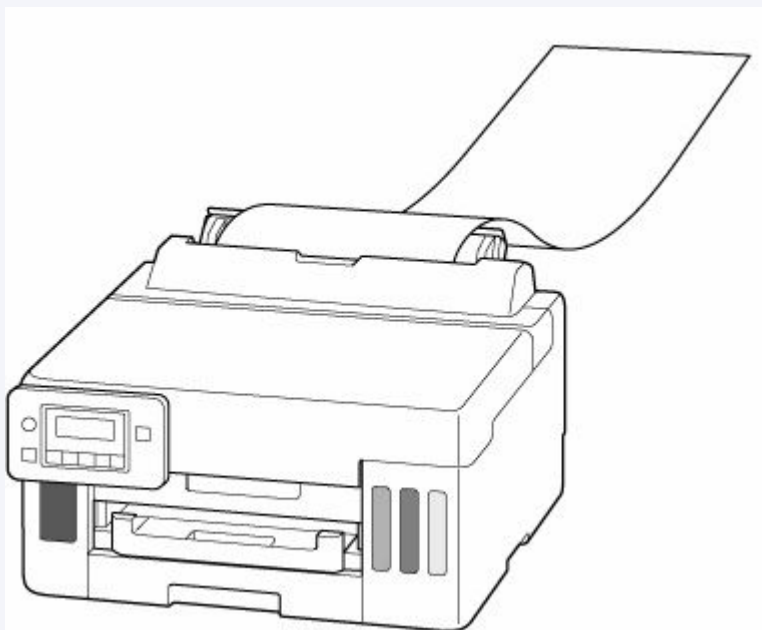
- Align the edges of paper neatly before loading. Loading paper without aligning the edges may cause paper jams.
- If paper is curled, hold the curled corners and gently bend them in the opposite direction until the paper becomes completely flat.  
For details on how to flatten curled paper, see **Check3** in [Paper Is Smudged/Printed Surface Is Scratched/Ink Blots/Paper Curl](#).
- When using Photo Paper Plus Semi-gloss SG-201, even if the sheet is curled, load one sheet at a time as it is. If you roll up this paper to flatten, this may cause cracks on the surface of the paper and reduce the print quality.

#### 2. Open the rear tray cover (A) and then pull up the paper support (B).

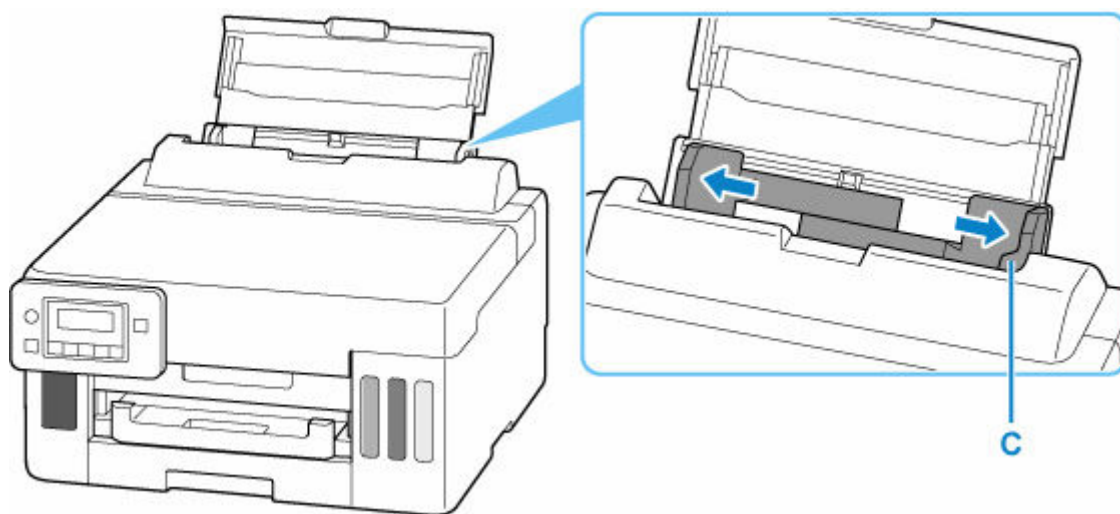


## ►►► Note

- Load long-length paper without pulling out the paper support. Depending on the weight of the paper, the leading edge may rise and printing may be shifted. Make sure that the leading edge of the paper does not rise, such as by holding the part that protrudes from the rear tray.

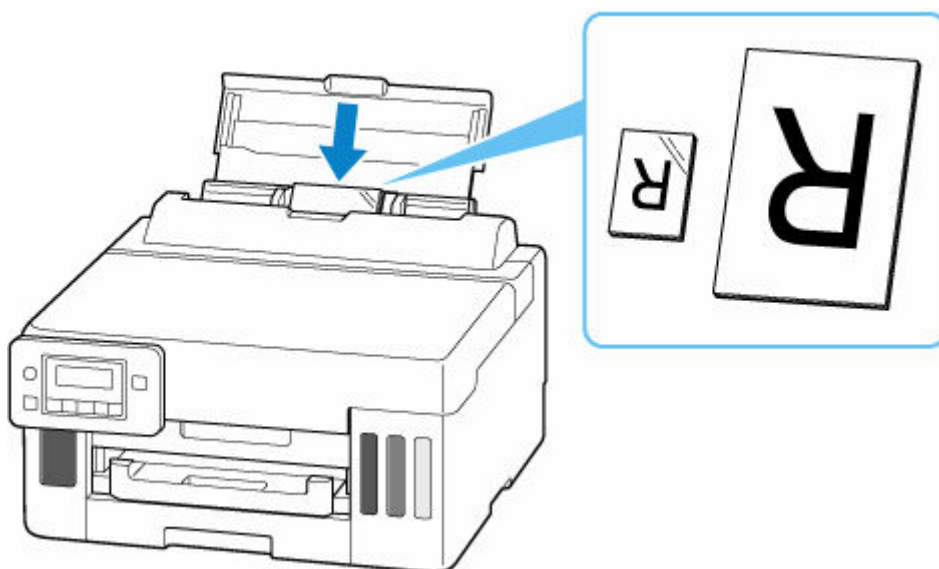


3. Slide right paper guide (C) to open both paper guides.



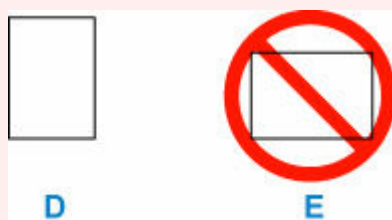
4. Load paper stack in portrait orientation WITH PRINT SIDE FACING UP.

After loading paper on the rear tray, the paper information registration screen for the rear tray appears on the LCD.



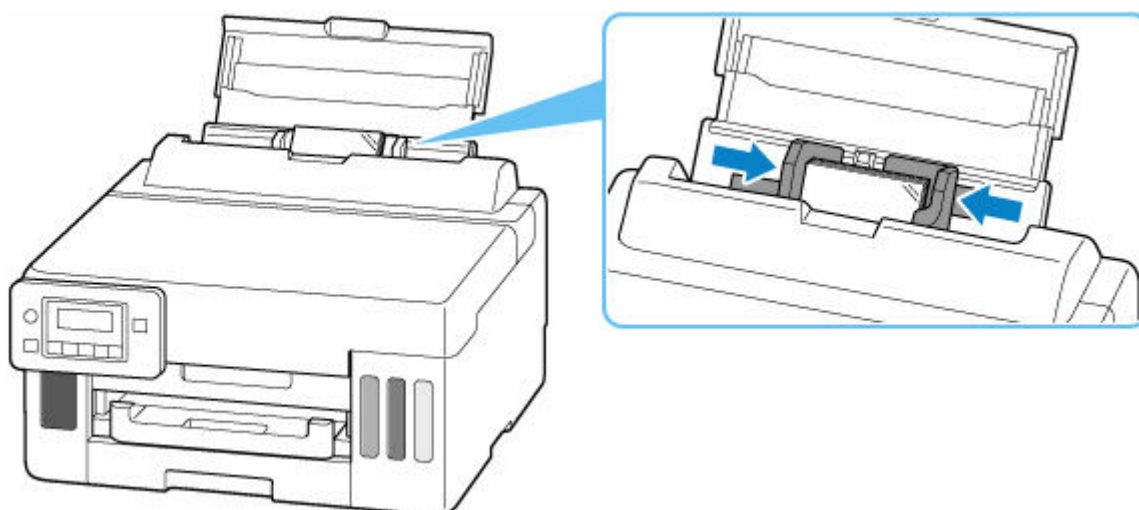
### ►► Important

- Always load paper in portrait orientation (D). Loading paper in landscape orientation (E) can cause paper jams.



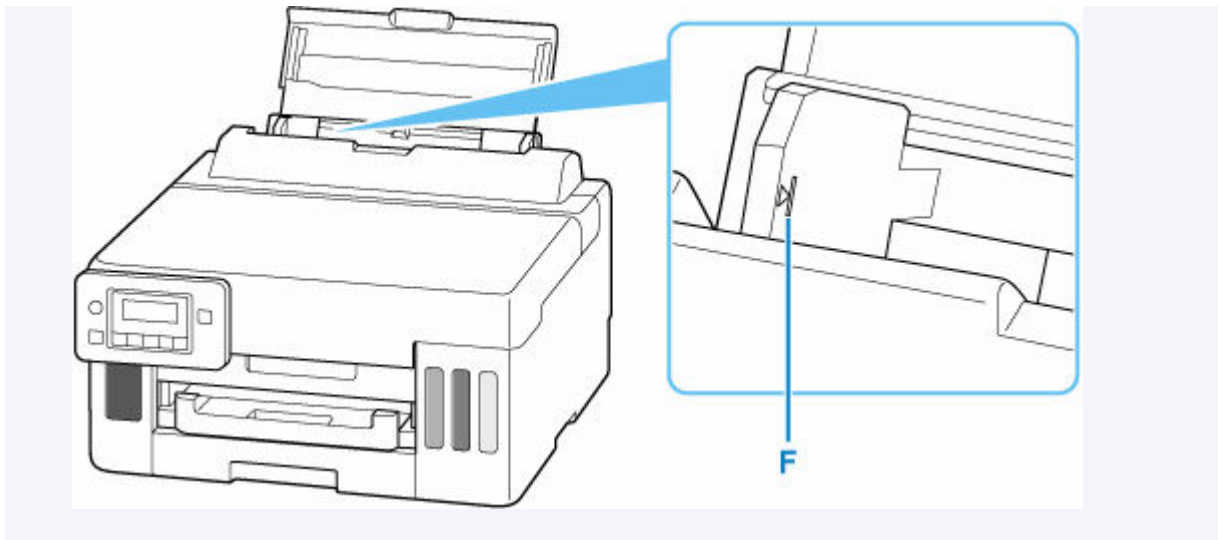
### 5. Slide right paper guide to align with both sides of paper stack.

Do not slide the paper guides too hard against the paper. The paper may not be fed properly.



### ►► Note

- Do not load sheets of paper higher than the load limit mark (F).



6. Press the **OK** button.

Save the rear tray paper  
[OK]Next

7. Use the ◀ ▶ button to select the size of the loaded paper on the rear tray, then press the **OK** button.

Size: ◀ **KG/4"x6"** ▶  
Type: \*Plain paper

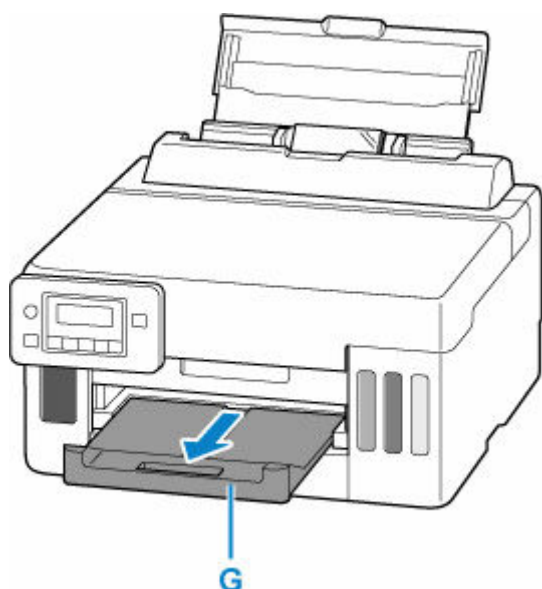
#### ▶▶▶ Note

- The \* (asterisk) on the LCD indicates the current setting.

8. Use the ◀ ▶ button to select the type of the loaded paper on the rear tray, then press the **OK** button.

Size: KG/4"x6"  
Type: ◀ **PlusGlossyII** ▶

9. Pull out a paper output tray (G).



### ►► Note

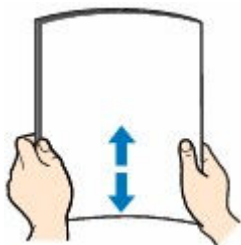
- There are various types of paper, such as paper with a special surface coating for printing photos at optimal quality and paper suitable for documents. Each media type has specific preset settings (how ink is used and sprayed, distance from nozzles, etc.), that allow you to print to that type with optimal image quality. The wrong paper settings may cause poor printout color quality or scratches on the printed surface. If you notice blurring or uneven colors, increase the print quality setting and try printing again.
- To prevent incorrect printing, this printer has a function that detects whether the settings for the paper loaded on the rear tray matches the paper settings. Before printing, make print settings in accordance with the paper settings. When this function is enabled, an error message is displayed if these settings do not match to prevent incorrect printing. When this error message is displayed, check and correct the paper settings.
- When printing on long-length paper, support the output paper with your hands or use the printer in a place where the paper does not fall. If the paper falls, the printed side may become dirty or scratched. Also, when supporting the paper with hands, be sure not to pull the paper forcefully while printing.

## Loading Plain Paper in Cassette

You can load A4, B5, A5, Letter-sized or Executive plain paper in the cassette.

### 1. Prepare paper.

Align the edges of paper. If paper is curled, flatten it.

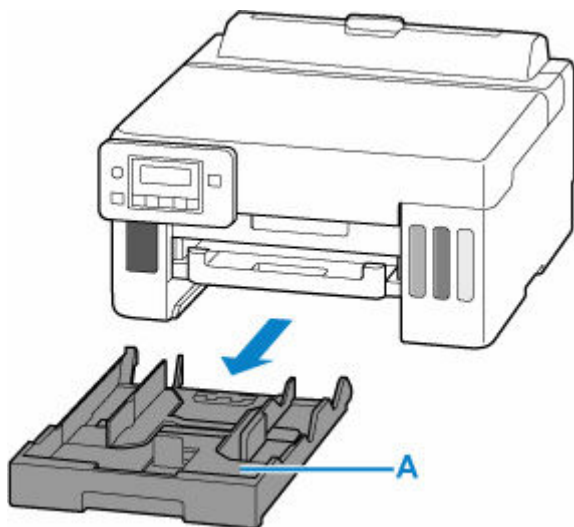


#### »» Note

- Align the edges of paper neatly before loading. Loading paper without aligning the edges may cause paper jams.
- If paper is curled, hold the curled corners and gently bend them in the opposite direction until the paper becomes completely flat.

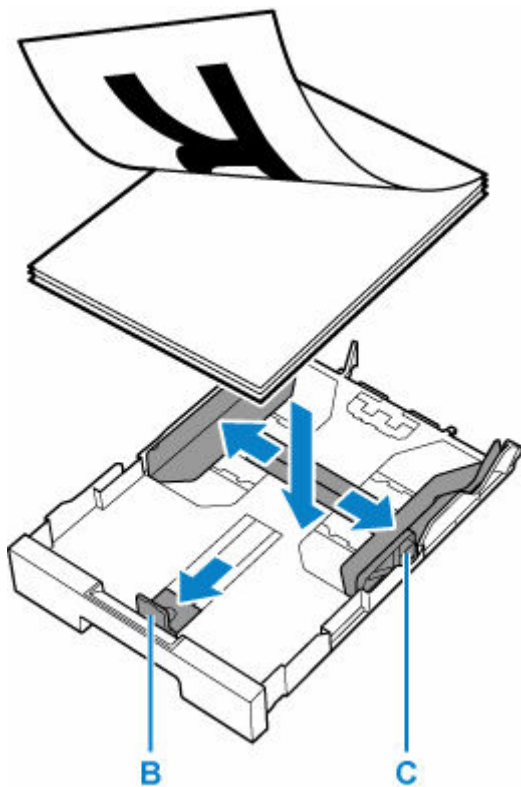
For details on how to flatten curled paper, see **Check3** in [Paper Is Smudged/Printed Surface Is Scratched/Ink Blots/Paper Curl](#).

### 2. Pull out the cassette (A) from the printer.



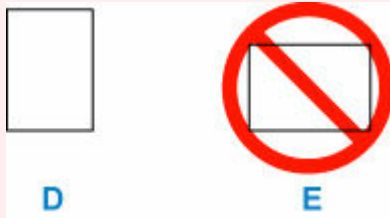
### 3. Slide paper guides (B) in front and (C) on right to open guides.

### 4. Load paper stack in portrait orientation WITH PRINT SIDE FACING DOWN, and place it in center of cassette.



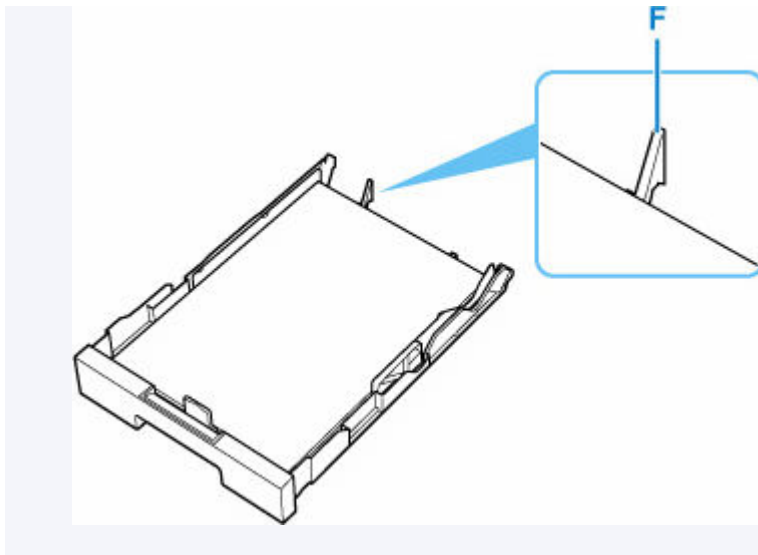
### ►► Important

- Always load paper in portrait orientation (D). Loading paper in landscape orientation (E) can cause paper jams.



### ►► Note

- Align the paper stack with the edge of the cassette as shown in the figure below.  
If the paper stack is in contact with the protrusion (F), the paper may not be fed properly.

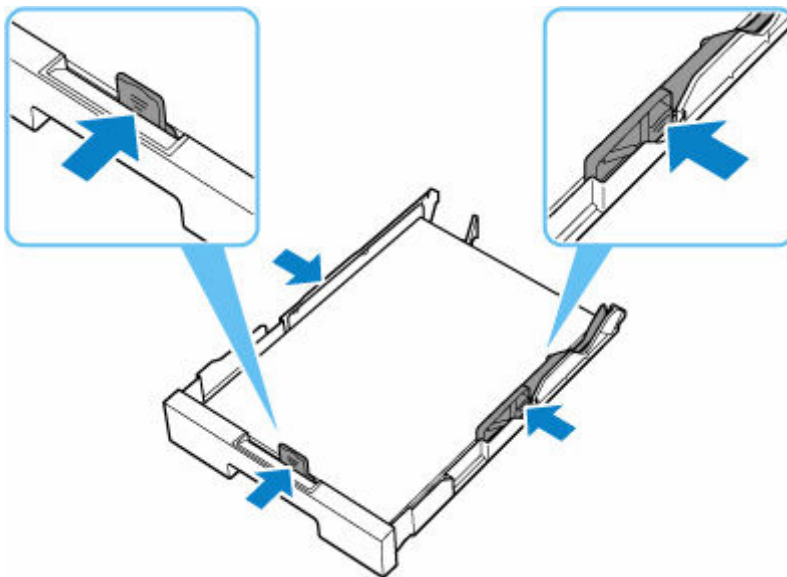


5. Slide front paper guide to align it with paper stack.

Align paper guide with where it clicks into place.

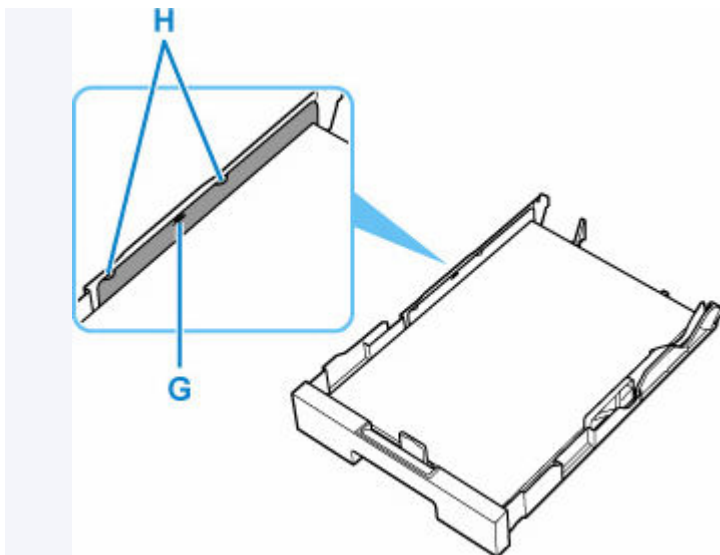
6. Slide right paper guide to align it with paper stack.

Do not slide the paper guide too hard against the paper. The paper may not be fed properly.



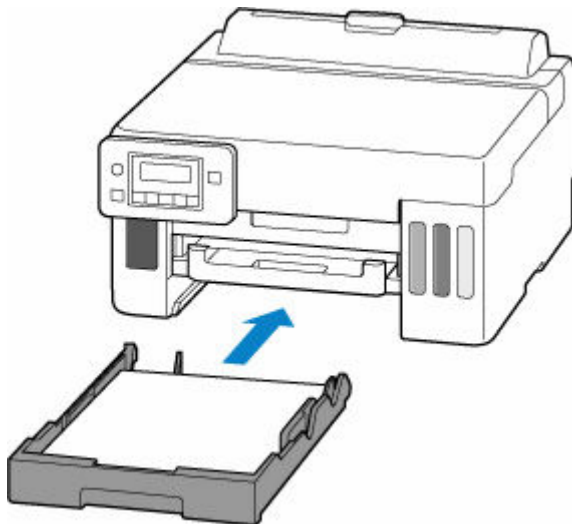
#### ►►► Note

- Do not load sheets of paper higher than the load limit mark (G).
- Keep the paper stack height below the tabs (H) of the paper guides.



**7. Insert cassette into printer.**

Push the cassette into the printer until it stops.



After inserting the cassette into the printer, the paper information registration screen for the cassette appears on the LCD.

**8. Press the **OK** button.**

Save the cassette paper  
[OK]Next

**9. Use the ◀ ▶ button to select the size of the loaded paper in the cassette, then press the **OK** button.**

Size: \*A4 ▶  
Type: \*Plain paper

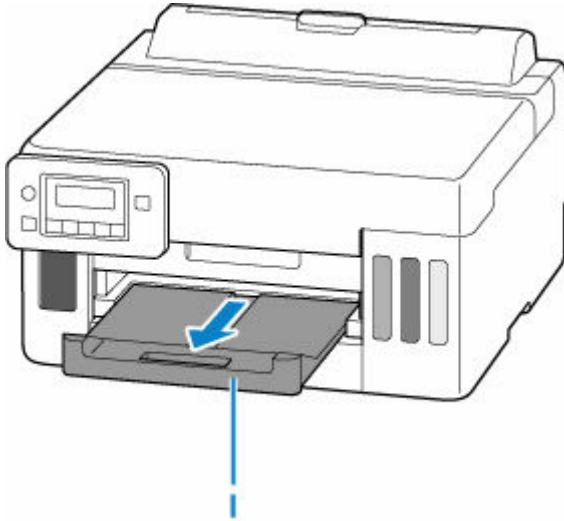
### ▶▶▶ Note

- The \* (asterisk) on the LCD indicates the current setting.

10. Check media type and press **OK** button.

Size: \*A4  
Type: \*Plain paper

11. Pull out a paper output tray (I).



### ▶▶▶ Note

- To prevent incorrect printing, this printer has a function that detects whether the settings for the paper loaded in the cassette matches the paper settings. Before printing, make print settings in accordance with the paper settings. When this function is enabled, an error message is displayed if these settings do not match to prevent incorrect printing. When this error message is displayed, check and correct the paper settings.

## Loading Envelopes in Rear Tray

You can load envelopes on the rear tray.

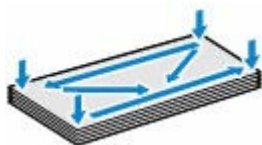
The address is automatically rotated and printed according to the envelope's direction by specifying with the printer driver properly.

### Important

- Do not use the following envelopes. They could jam in the printer or cause the printer to malfunction.
  - Envelopes with an embossed or treated surface
  - Envelopes with a double flap
  - Envelopes whose gummed flaps are already moistened and adhesive

#### 1. Prepare envelopes.

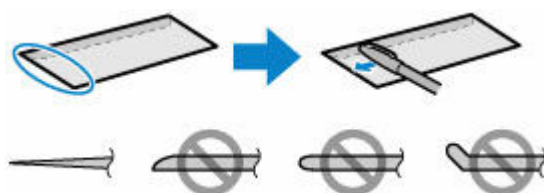
- Press down on all four corners and edges of the envelopes to flatten them.



- If the envelopes are curled, hold the opposite corners and gently twist them in the opposite direction.



- If the corner of the envelope flap is folded, flatten it.
- Use a pen to press the leading edge in the inserting direction flat and sharpen the crease.

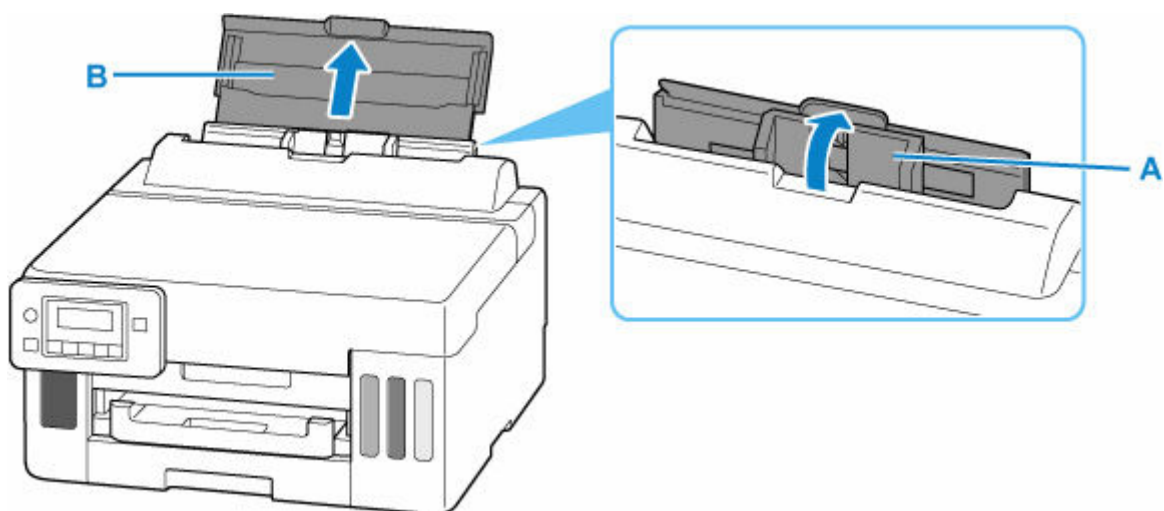


The figures above show a side view of the leading edge of the envelope.

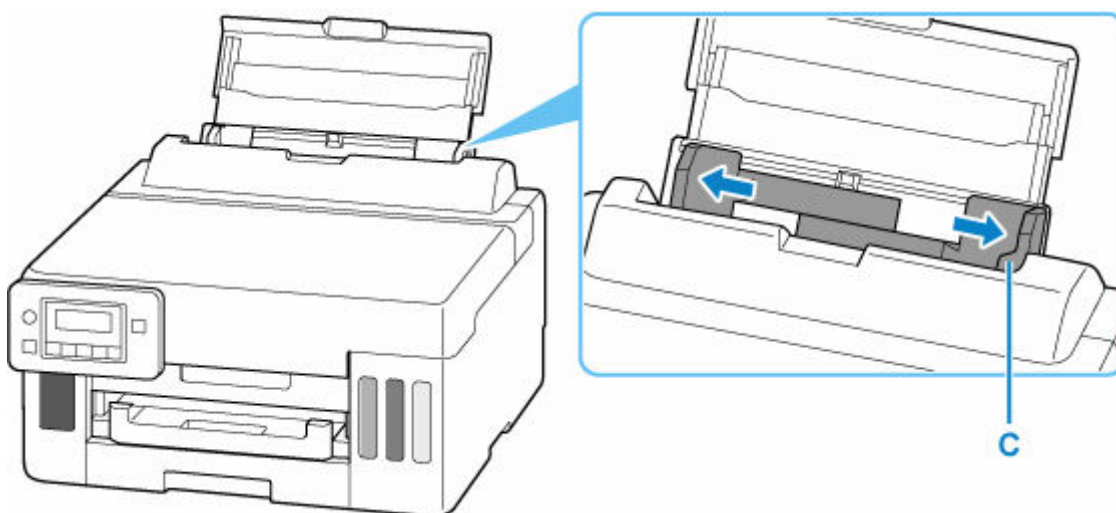
### Important

- The envelopes may jam in the printer if they are not flat or the edges are not aligned. Make sure that no curl or puff exceeds 0.12 in. (3 mm).

#### 2. Open the rear tray cover (A) and then pull up the paper support (B).



3. Slide right paper guide (C) to open both paper guides.



4. Load envelopes in portrait orientation WITH PRINT SIDE FACING UP.

Up to 10 envelopes can be loaded at once.

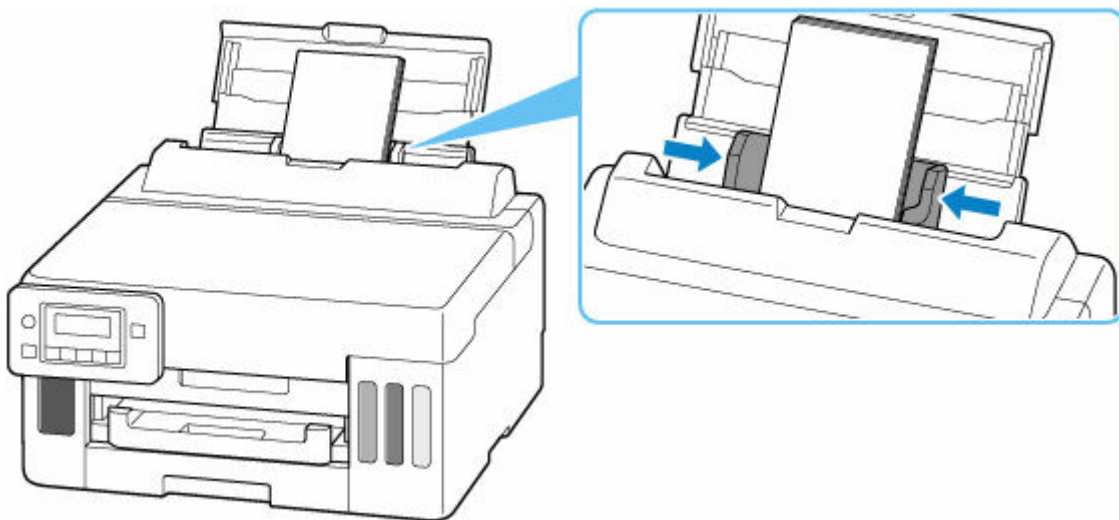
Fold flap of the envelope and load the envelope in portrait orientation with the address side facing up.



After loading envelopes on the rear tray, the paper information registration screen for the rear tray appears on the LCD.

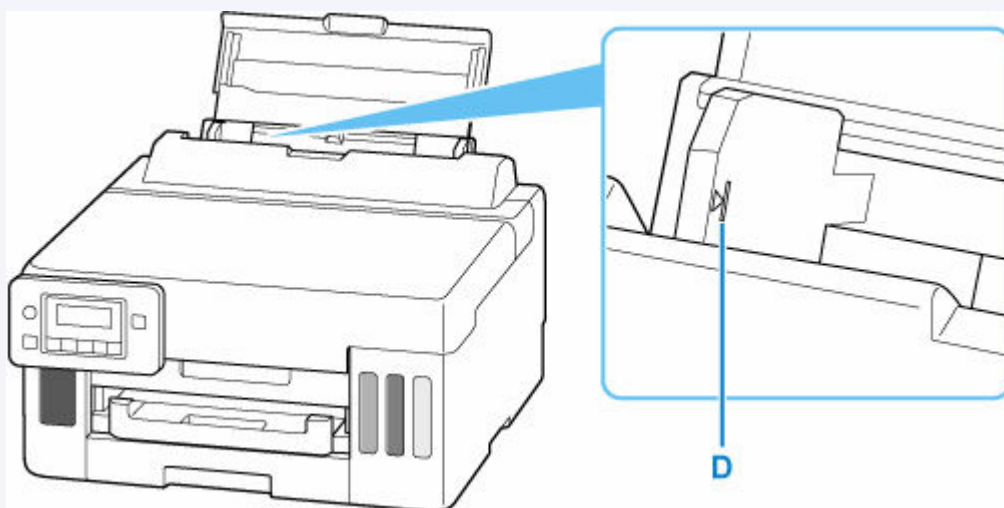
5. Slide right paper guide to align with both sides of envelopes.

Do not slide the paper guides too hard against the envelopes. The envelopes may not be fed properly.



### ►►► Note

- Do not load envelopes higher than the load limit mark (D).



6. Press the **OK** button.

Save the rear tray paper  
[OK]Next

7. Use ◀ ▶ button to select size of loaded envelopes on rear tray and press **OK** button.

Size: ◀ **Envelope DL** ▶  
Type: \*Plain paper

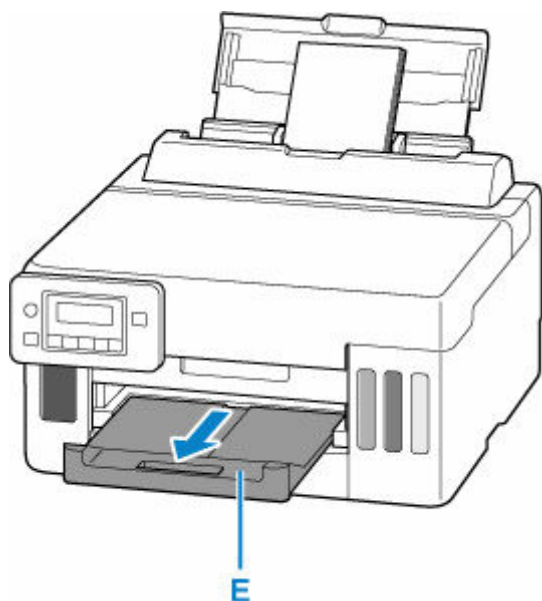
### ►►► Note

- The \* (asterisk) on the LCD indicates the current setting.

8. Use ◀ ▶ button to select **Envelope** and press **OK** button.

Size: Envelope DL  
Type: ◀ Envelope ▶

9. Pull out a paper output tray (E).



#### ▶▶▶ Note

- To prevent incorrect printing, this printer has a function that detects whether the settings for the paper loaded on the rear tray matches the paper settings. Before printing, make print settings in accordance with the paper settings. When this function is enabled, an error message is displayed if these settings do not match to prevent incorrect printing. When this error message is displayed, check and correct the paper settings.

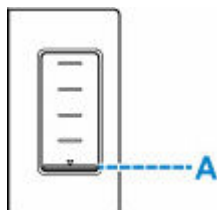
## Refilling Ink Tanks

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- [Refilling Ink Tanks](#)
- [Checking Ink Level](#)
- [Ink Tips](#)

## Refilling Ink Tanks

When remaining ink cautions or errors occur, the message will appear on the LCD to inform you of the error. In this state, the printer cannot print. Check the remaining ink level with the ink tank indicator on the front of the printer. If the ink level is near the lower limit line (A), refill the ink tank.



### ▶▶▶ Note

- If print results become faint or streaks appear despite sufficient ink levels, see [Maintenance Procedure](#).
- For precautionary notes on handling ink bottles, see [Notes on ink bottles](#).

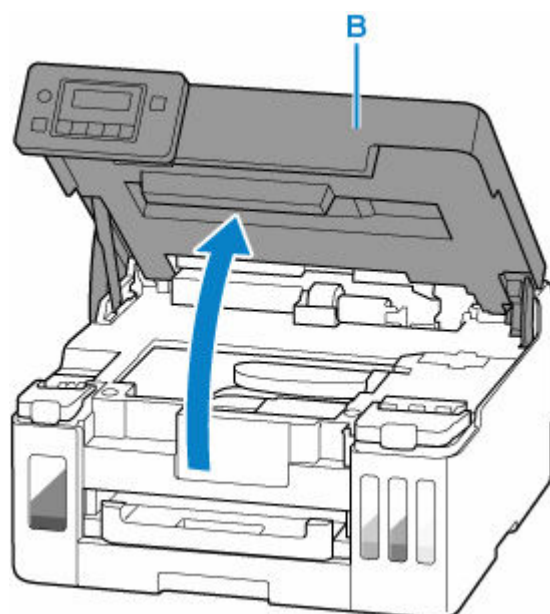
## Refilling Procedure

When you refill ink tanks, follow the steps below.

### ▶▶▶ Important

- Please ensure the printer remains flat after initial setup and is NOT turned upside down or on its side, as ink in the printer may leak.

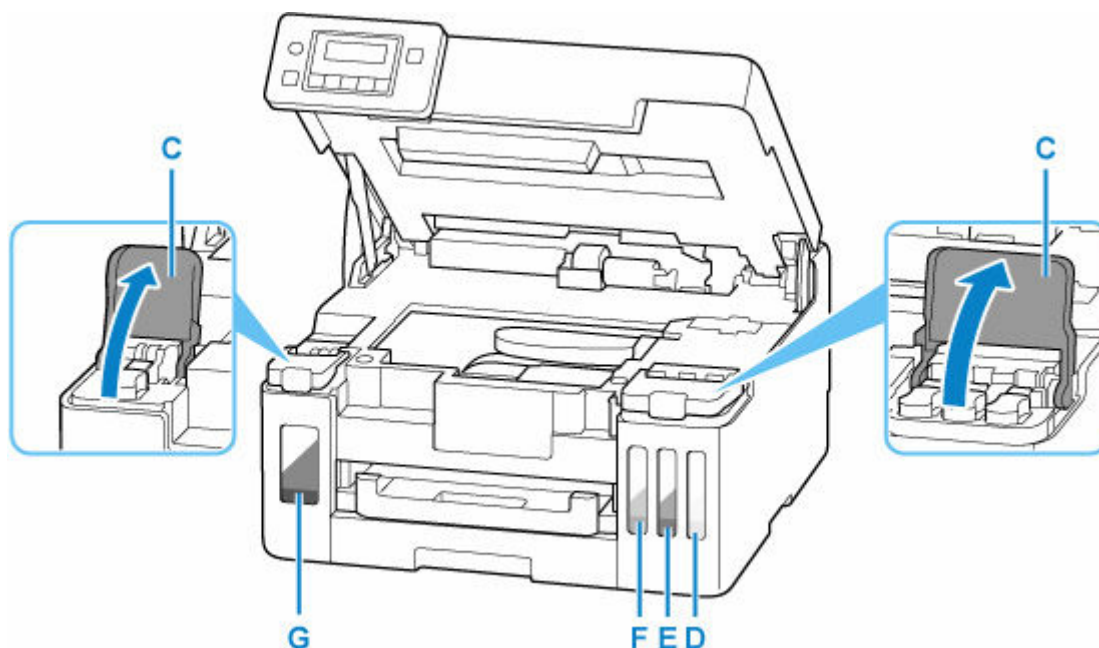
1. [Check that printer is turned on.](#)
2. Open the top cover (B).



### Important

- Do not touch tubes or other parts inside the printer. This can cause trouble with the printer.

3. Open the ink tank cover (C) of the ink tank to be refilled.



D: Yellow  
E: Magenta  
F: Cyan  
G: Black

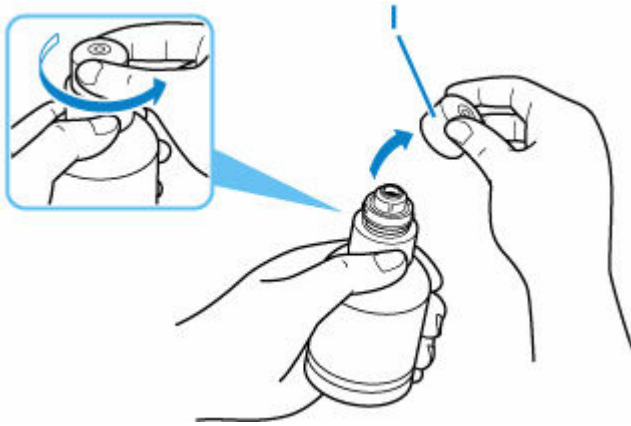
4. Open the tank cap (H).



### Important

- Carefully open the tank cap of the ink tank. Ink on the inside of the tank cap may spatter when opening it.

5. Hold the ink bottle upright and gently twist the bottle cap (I) to remove.



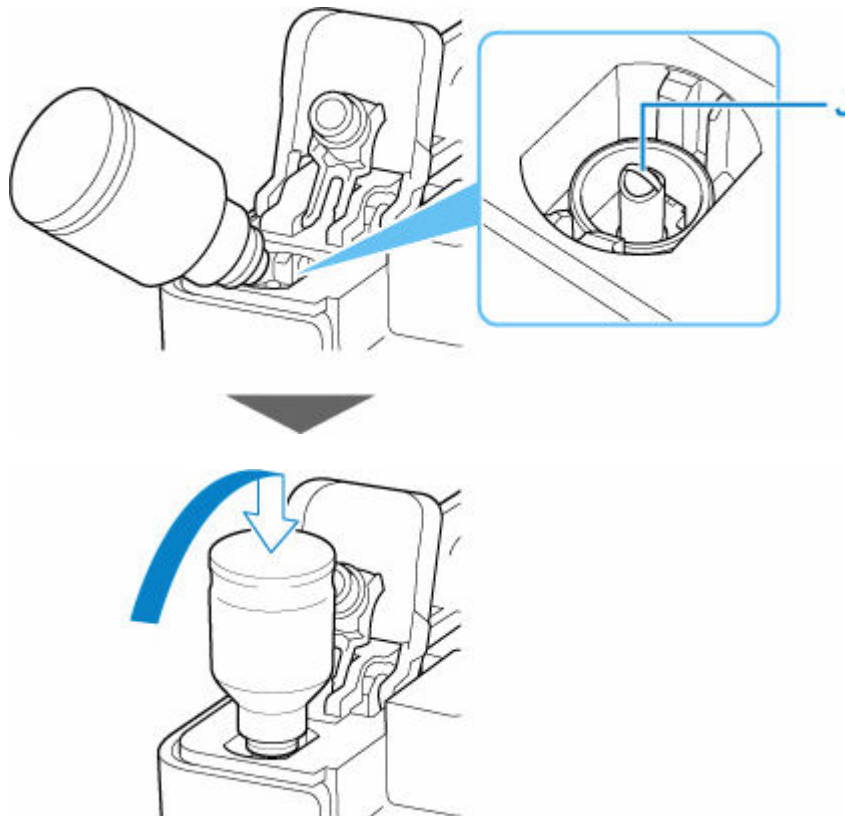
►► Important

- Do not shake the ink bottle. Ink may spatter when opening the cap.

6. Refill the ink tank.

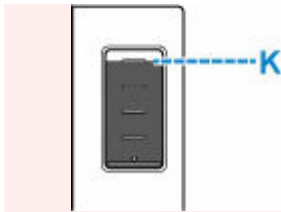
Aligning the ink bottle's tip with the ink tank's inlet (J), slowly stand the bottle upside down, and push the bottle into the inlet.

The ink tank is refilled. Support the bottle with your hand so that it does not fall.



►► Important

- Make sure that each color of ink tanks is filled with corresponding color of ink bottles.
- If ink is not injected into the ink tank, slowly remove and insert the ink bottle.
- Make sure to refill the ink tank with ink up to the upper limit line (K) on the ink tank.



7. Once ink reaches the upper limit line, remove the ink bottle from the inlet.

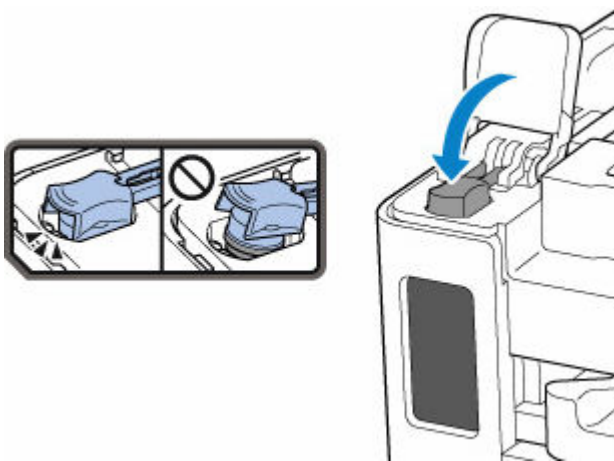
Hold up the ink bottle slightly and remove the bottle from the inlet while slowly tilting it.

### ►► Important

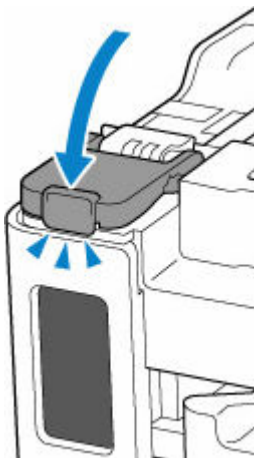
- Do not leave ink bottles in ink tanks.
- Close the bottle cap of the ink bottle completely and store the ink bottle upright.

8. Close the tank cap of the ink tank.

Make sure the tank cap is completely inserted.

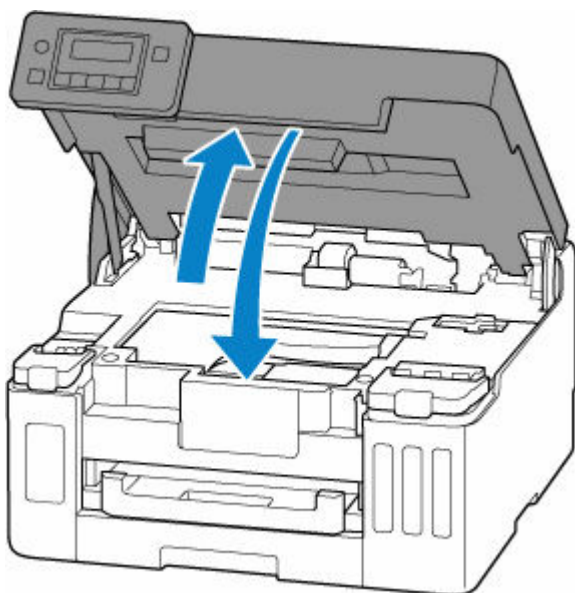


9. Close the ink tank cover completely.



10. Close the top cover.

To close the top cover, hold it up once, then take it down gently.



### »» Note

- If the error message appears on the LCD after the top cover is closed, take appropriate action.

➡ [When Error Occurred](#)

## Notes on ink bottles

### »» Important

- Keep out of reach of children.
- Do not drink ink.
- If ink is accidentally licked or swallowed, rinse out your mouth or drink one or two glasses of water and obtain medical advice immediately. If ink gets into your eyes, flush them with water right away, and obtain medical advice immediately.
- If ink gets on your skin, wash the area with soap and water immediately. If irritation to your skin persists, obtain medical advice immediately.
- When you store ink bottles, close bottle caps completely and place bottles in standing position. If the ink bottles are laid down, ink may leak.
- When refilling ink tanks, take sufficient care to prevent ink from splattering onto surroundings.
- Ink may stain clothes or other belongings permanently. Washing may not remove ink stains.
- Do not use ink bottles and ink contained therein except to refill tanks of printers specified by Canon.
- Do not leave ink bottles in areas exposed to high temperature, such as near fire or a heater or in a car. Bottles may warp and cause ink leakage or ink may become poor quality.
- Do not subject ink bottles to impacts. Ink bottles may be damaged or bottle caps may come off by such impact, and ink may leak.
- Do not transfer ink to other containers. This may result in accidental ingestion, inappropriate use, or poor ink quality.
- Do not mix ink with water or other ink. This may damage the printer.
- Once an ink bottle has been opened, do not leave it with bottle cap off. Ink will dry out, possibly preventing proper operation of the printer when an ink tank is refilled using this bottle.

- To obtain optimum print quality, we recommend to refill the ink tank with ink up to the upper limit line at least once a year.

### ►► Note

- Color ink may be consumed even when printing a black-and-white document or when black-and-white printing is specified. Every ink is also consumed in the standard cleaning and deep cleaning of the print head, which may be necessary to maintain the performance of the printer.

When ink runs low, promptly refill it.

➡ [Ink Tips](#)

## Checking Ink Level

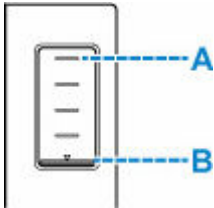
Check ink level with the ink tank indicator on the front of the printer.

When ink reaches the upper limit line (A), ink is full.

When ink is near the lower limit line (B), ink is running low. Refill the ink tank.

### ▶▶▶ Note

- To check the remaining ink level, visually inspect the remaining ink in the ink tank.



### ▶▶▶ Note

- If a remaining ink error occurs, the error message appears on the LCD.
  - ➡ [When Error Occurred](#)
- To ensure you receive premium print quality and to help protect your print head, a certain amount of ink remains in the ink tank when the printer indicates to refill the ink tank. The estimated page yields of the ink bottle do not include this amount.
- Ink flows from the ink tanks to the inside of the printer. Ink may seem to run out fast due to this procedure when you start using the printer or after transporting it.

## Ink Tips

### How is ink used for various purposes other than printing?

Ink may be used for purposes other than printing.

During initial setup, some of the ink from the bundled ink bottles is used to fill the print head's nozzles to ensure the printer is print-ready.

Therefore, the page yield of the initial bundled set of ink bottles is lower than that of the subsequent sets of bottles.

To keep printer's performance, Canon printer performs cleaning automatically according to its condition. When the printer performs cleaning, a small amount of ink is consumed. In this case, all colors of ink may be consumed.

#### [Cleaning function]

The cleaning function helps the printer to suck air bubbles or ink itself from the nozzle and thus prevents print quality degradation or nozzle clogging.

#### »» Important

- The used ink is ejected into the maintenance cartridge. When the maintenance cartridge becomes full, replacement is necessary. If the displayed message indicates that the maintenance cartridge is nearly full, promptly obtain a new one.

➡ [Replacing Maintenance Cartridge](#)

### Does black-and-white printing use color ink?

Black-and-white printing may use ink other than black ink depending on the type of printing paper or the settings of the printer driver. So, color ink is consumed even when printing in black-and-white.

Similarly, color inks are also consumed along with black ink during print head cleaning when Black is specified for cleaning.

## **If Printing Is Faint or Uneven**

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- **Maintenance Procedure**
- **Printing the Nozzle Check Pattern**
- **Examining the Nozzle Check Pattern**
- **Cleaning the Print Head**
- **Deep Print Head Cleaning**
- **Aligning the Print Head**

## Maintenance Procedure

If print results are blurred, colors are not printed correctly, or print results are unsatisfactory (e.g. misaligned printed ruled lines), perform the maintenance procedure below.

### ►►► Important

- Do not rinse or wipe the print head. This can cause trouble with the print head.

### ►►► Note

- Check if ink remains in the ink tanks.
  - ➡ [Checking Ink Level](#)
- For Windows, increasing the print quality in the printer driver settings may improve the print result.
  - ➡ [Changing the Print Quality and Correcting Image Data](#)

## When the Print Results Are Blurred or Uneven:

**Step1** Print the nozzle check pattern.

From the printer

- ➡ [Printing the Nozzle Check Pattern](#)

From the computer

- For Windows:
  - ➡ [Printing a Nozzle Check Pattern](#)
- For macOS:
  - ➡ [Printing a Nozzle Check Pattern](#)

**Step2** [Examine the nozzle check pattern.](#)

If there are missing lines or horizontal streaks in the pattern:



**Step3** Clean the print head.

From the printer

- ➡ [Cleaning the Print Head](#)

From the computer

- For Windows:
  - ➡ [Cleaning the Print Heads](#)
- For macOS:
  - ➡ [Cleaning the Print Heads](#)

After cleaning the print head, print and examine the nozzle check pattern: ➡ [Step1](#)

If the problem is not resolved after performing from step 1 to step 3 twice:



#### **Step 4** Clean the print head deeply.

From the printer

- ➡ [Deep Print Head Cleaning](#)

From the computer

- For Windows:
  - ➡ [Cleaning the Print Heads](#)
- For macOS:
  - ➡ [Cleaning the Print Heads](#)

After deep print head cleaning, print and examine the nozzle check pattern: ➡ [Step 1](#)

When you have performed the procedure until step 4 and the problem has not been resolved, turn off the power and clean the print head deeply again after 24 hours.

If the problem is still not resolved, perform ink flush.

Ink flush consumes a great amount of ink. Frequent ink flush can rapidly consume ink, so perform ink flush only when necessary.

#### **Important**

- If ink flush is performed when the remaining ink level is insufficient, it may cause a failure. Be sure to check the remaining ink level before performing ink flush.

From the printer

- ➡ [How to Perform Ink Flush](#)

From the computer

- ➡ [Ink Flush](#)

If the symptom still persists, the print head may be defective. Contact your nearest Canon service center to request a repair.

## **When the Print Results Are Not Even such as the Ruled Lines Are Misaligned:**

#### **Step 1** Align the print head.

From the printer

- ➡ [Aligning the Print Head](#)

From the computer

- For Windows:
  - ➡ [Adjusting Print Head Position Automatically](#)
- For macOS:

➡ [Adjusting Print Head Position](#)

## Printing the Nozzle Check Pattern

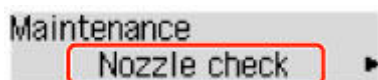
Print the nozzle check pattern to determine whether the ink ejects properly from the print head nozzle.

### »» Note

- If the remaining ink level is low, the nozzle check pattern will not be printed correctly. If the remaining ink level is low, [refill ink tanks](#).

You need to prepare: a sheet of A4 or Letter-sized plain paper

1. [Check that printer is turned on.](#)
2. Load a sheet of A4 or Letter-sized plain paper in the cassette.  
➔ [Loading Plain Paper in Cassette](#)
3. Press the **Setup** button, use the ◀ ▶ button to select **Maintenance**, and press the **OK** button.  
➔ [LCD and Operation Panel](#)
4. Use the ◀ ▶ button to select **Nozzle check** and press the **OK** button.



The nozzle check pattern will be printed.

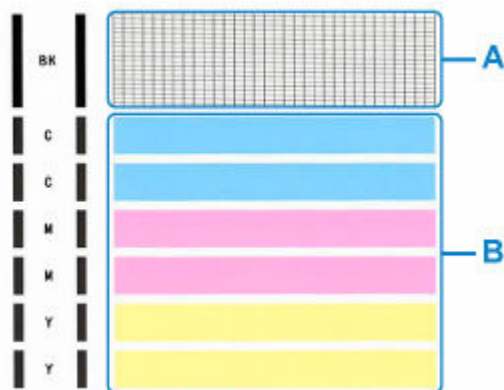
Do not perform any other operations until the printer completes the printing of the nozzle check pattern.

5. [Examine the nozzle check pattern.](#)

## Examining the Nozzle Check Pattern

Examine the nozzle check pattern, and clean the print head if necessary.

Check if there are missing lines in the pattern A or horizontal streaks in the pattern B.



If there are missing lines in the pattern A:



C: Good

D: Bad (lines are missing)

If there are horizontal streaks in the pattern B:



E: Good

F: Bad (horizontal streaks are present)

If any color in the pattern A or the pattern B is not printed:



(Example: Magenta pattern is not printed)

If one of the above is applied, [cleaning the print head](#) is required.

## Cleaning the Print Head

Clean the print head if lines are missing or if horizontal streaks are present in the printed nozzle check pattern. Cleaning unclogs the nozzles and restores the print head condition. Cleaning the print head consumes ink, so clean the print head only when necessary.

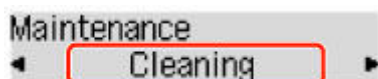
### »» Important

- When performing the print head cleaning, check the free space in the maintenance cartridge. If there is not enough free space, [replace with the new maintenance cartridge](#). In the case of shortage of free space in the maintenance cartridge, a message is displayed and the cleaning cannot be performed.

1. [Check that printer is turned on.](#)
2. Press the **Setup** button, use the ◀ ▶ button to select **Maintenance**, and press the **OK** button.

➡ [LCD and Operation Panel](#)

3. Use the ◀ ▶ button to select **Cleaning** and then press the **OK** button.



The printer starts cleaning the print head.

Do not perform any other operations until the printer completes the cleaning of the print head. This takes about 1 to 2 minutes.

4. Check the print head condition.

To check the print head condition, [print the nozzle check pattern](#).

### »» Note

- If the problem is not resolved after cleaning the print head twice, [clean the print head deeply](#).

## Deep Print Head Cleaning

If print quality does not improve by the standard cleaning of the print head, clean the print head deeply. Cleaning the print head deeply consumes more ink than the standard cleaning of the print head, so clean the print head deeply only when necessary.

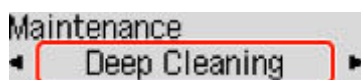
### »» Important

- When performing the print head deep cleaning, check the free space in the maintenance cartridge. If there is not enough free space, [replace with the new maintenance cartridge](#). In the case of shortage of free space in the maintenance cartridge, a message is displayed and the cleaning cannot be performed.

1. [Check that printer is turned on.](#)
2. Press the **Setup** button, use the ◀ ▶ button to select **Maintenance**, and press the **OK** button.

➡ [LCD and Operation Panel](#)

3. Use ◀ ▶ button to select **Deep Cleaning** and press **OK** button.



The printer starts cleaning the print head deeply.

Do not perform any other operations until the printer completes the deep cleaning of the print head. This takes about 2 minutes.

4. Check the print head condition.

To check the print head condition, [print the nozzle check pattern](#).

If the problem is not resolved, turn off the power and clean the print head deeply again after 24 hours.

## Aligning the Print Head

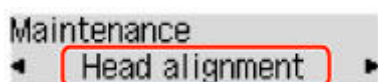
If printed ruled lines are misaligned or print results are otherwise unsatisfactory, adjust the print head position.

### ▶▶▶ Note

- If the remaining ink level is low, the print head alignment sheet will not be printed correctly.  
If the remaining ink level is low, [refill ink tanks](#).
- If ink runs out as the print head alignment sheet is printed, an error message appears on the LCD.  
➡ [When Error Occurred](#)

You need to prepare: a sheet of A4 or Letter-sized plain paper

1. [Check that printer is turned on.](#)
2. Load a sheet of A4 or Letter-sized plain paper on the cassette.  
➡ [Loading Plain Paper in Cassette](#)
3. Press the **Setup** button, use the ◀ ▶ button to select **Maintenance**, and press the **OK** button.  
➡ [LCD and Operation Panel](#)
4. Use the ◀ ▶ button to select **Head alignment** and then press the **OK** button.



The print head alignment sheet is printed, and the print head is aligned automatically.

This takes about 1 to 2 minutes.

### ▶▶▶ Note

- If automatic print head alignment fails, an error message appears on the LCD.  
➡ [When Error Occurred](#)

### ▶▶▶ Note

- For Windows, when the print results are still not satisfactory after adjusting the print head position as described above, adjust the print head position manually from the computer.  
➡ [Adjusting Print Head Position Manually](#)
- To print and check the current head position adjustment values, select **Print align value** on the **Maintenance** screen.

## **Performing Maintenance Functions from Your Computer (macOS)**

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- **Opening Remote UI for Maintenance**
- **Cleaning the Print Heads**
- **Adjusting Print Head Position**

## Opening Remote UI for Maintenance

You can perform maintenance of printer and change the settings from a Remote UI. The following is the procedure to open a Remote UI.

1. Open **System Preferences**, and select **Printers & Scanners**
2. Select your model from the printer list, and click **Options & Supplies...**
3. Click **Show Printer Webpage...** in **General** tab

Remote UI starts.

### »»» Note

- The password may have to be entered after Remote UI starts. In such a case, enter the password and click **OK**. In case you do not know the password, see "Passwords and cookies."

## Related Topics

- ➡ [Cleaning the Print Heads](#)
- ➡ [Adjusting Print Head Position](#)
- ➡ [Printing a Nozzle Check Pattern](#)
- ➡ [Managing the Printer Power](#)
- ➡ [Changing the Printer Operation Mode](#)
- ➡ [Reducing the Printer Noise](#)

## Cleaning the Print Heads

The print head Cleaning and Deep Cleaning functions allow you to clear up clogged print head nozzles. Perform print head Cleaning if printing results are not satisfactory or if a specific color fails to print, even though there is enough ink.

Furthermore, if the situation does not improve even after performing Deep Cleaning, perform Ink Flush.

Before performing any operation, [confirm that the maintenance cartridge has enough available space](#).

### Cleaning

1. Select **Utilities** from [Remote UI](#)

2. Click **Cleaning**

Before performing Cleaning, check that the printer power is on.

Check the following. Then, if necessary, perform Cleaning.

- [Is there ink remaining?](#)

3. Perform Cleaning

Click **Yes**.

Print head Cleaning starts.

4. Complete Cleaning

Next, the message for Nozzle Check pattern printing is displayed.

5. Check the results

To check whether the print quality has improved, click **Yes**. To cancel the check process, click **No**.

If cleaning the head once does not resolve the print head problem, clean it once more.

### »» Important

- **Cleaning** consumes a small amount of ink.  
Cleaning the print head frequently will rapidly deplete your printer's ink supply. Perform Cleaning only when necessary.

### Deep Cleaning

**Deep Cleaning** is more thorough than Cleaning. Perform Deep Cleaning when two **Cleaning** attempts do not resolve the print head problem.

1. Select **Utilities** from [Remote UI](#)

2. Click **Deep Cleaning**

Before performing Deep Cleaning, check that the printer power is on.

Check the following. Then, if necessary, perform Deep Cleaning.

- [Is there ink remaining?](#)

### 3. Perform Deep Cleaning

Click **Yes**.

Print head Deep Cleaning starts.

### 4. Complete Deep Cleaning

Next, the message for Nozzle Check pattern printing is displayed.

### 5. Check the results

To check whether the print quality has improved, click **Yes**. To cancel the check process, click **No**.

## »» Important

- **Deep Cleaning** consumes a larger amount of ink than **Cleaning**.  
Cleaning the print head frequently will rapidly deplete your printer's ink supply. Perform Deep Cleaning only when necessary.
- If print results do not improve even after performing **Deep Cleaning**, turn off the power, wait 24 hours without pulling out the power plug, and then perform **Deep Cleaning** again. If print results still do not improve, perform **Ink Flush**.  
**Ink Flush** uses a large volume of ink.

## Ink Flush

Perform **Ink Flush** if the print results do not improve even after **Deep Cleaning** is performed.

### 1. Select **Utilities** from Remote UI

### 2. Click **Ink Flush**

Select the ink group for which Ink Flush is to be performed.

Before performing Ink Flush, check that the printer power is on.

Check the following. Then, if necessary, perform Ink Flush.

- [Is there ink remaining?](#)

### 3. Perform Ink Flush

Click **Yes**.

Ink Flush starts.

### 4. Complete Ink Flush

Next, the message for Nozzle Check pattern printing is displayed.

### 5. Check the results

To check whether the print quality has improved, click **Yes**. To cancel the check process, click **No**.

## »» Important

- **Ink Flush** consumes an extremely large amount of ink. Performing **Ink Flush** frequently will rapidly deplete your printer's ink supply. Therefore, perform **Ink Flush** only when necessary.
- If **Ink Flush** is run when the remaining ink level is insufficient, it may cause a failure.

## »» Note

- If there is no sign of improvement after performing **Ink Flush**, the ink may have run out or the print head may be worn. For details on possible solutions, see "[Ink Does Not Come Out/Blurry or Fuzzy/Inaccurate or Bleeding Colors/Streaks](#)."

## Related Topic

- ➡ Printing a Nozzle Check Pattern

## Adjusting Print Head Position

Any error in the print head installation position can cause color and line shifts. Adjusting the print head position improves print results.

### Print Head Alignment - Auto

1. Select **Utilities** from [Remote UI](#)

2. Click **Print Head Alignment - Auto**

A message appears.

3. Load paper in printer

Load one sheet of A4 size or Letter size plain paper into the cassette.

4. Run head position adjustment

Check that the printer power is on, and then click **Yes**.

Head alignment starts. Proceed with the operations in accordance with the messages on the screen.

#### »» Important

- Do not open the top cover while printing is in progress; otherwise, printing will stop.

#### »» Note

- You can print and check the current settings by clicking on **Print the head alignment value**.

## Cleaning

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- Cleaning Exterior Surfaces
- Cleaning Paper Feed Rollers
- Cleaning Inside the Printer (Bottom Plate Cleaning)
- Cleaning Cassette Pads

## Cleaning Paper Feed Rollers

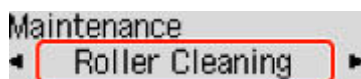
If a paper feed roller is dirty or paper powder is attached to it, paper may not be fed properly. In this case, perform Roller Cleaning. Cleaning will cause wear on rollers, so perform this only when necessary.

**You need to prepare: three sheets of A4 or Letter-sized plain paper**

1. [Check that printer is turned on.](#)
2. Remove any paper from paper source to be used for cleaning.
3. Press the **Setup** button, use the ◀ ▶ button to select **Maintenance**, and press the **OK** button.

➡ [LCD and Operation Panel](#)

4. Use ◀ ▶ button to select **Roller Cleaning** and press the **OK** button.



5. Use ◀ ▶ button to select paper source (**Rear tray** or **Cassette**) to use for cleaning and press the **OK** button.

The paper feed rollers will rotate as they are cleaned without paper.

6. Make sure paper feed rollers have stopped rotating, and then load three sheets of A4 or Letter-sized plain paper in paper source selected in step 5.

➡ [Loading Photo Paper / Plain Paper in Rear Tray](#)

➡ [Loading Plain Paper in Cassette](#)

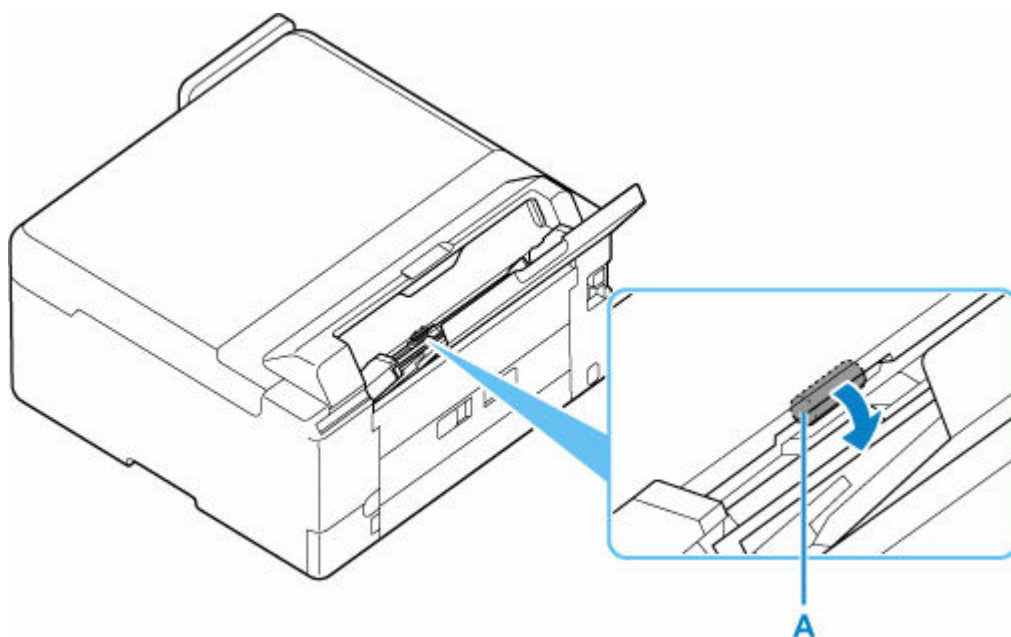
7. Press the **OK** button.

The printer starts cleaning. The cleaning will be complete when the paper is ejected.

If the problem is still not resolved with the operation described above, follow the operation below.

1. Turn off the power and then unplug the power cord.
2. While rotating the paper feed roller (A) located inside the rear tray more than two full turns, wipe it with a well wrung out damp cloth.

Do not touch the roller with your fingers. Paper feeding performance may be degraded.



3. Turn on the power, then clean the paper feed rollers again.

If the problem is not resolved after cleaning, contact your nearest Canon service center to request a repair.

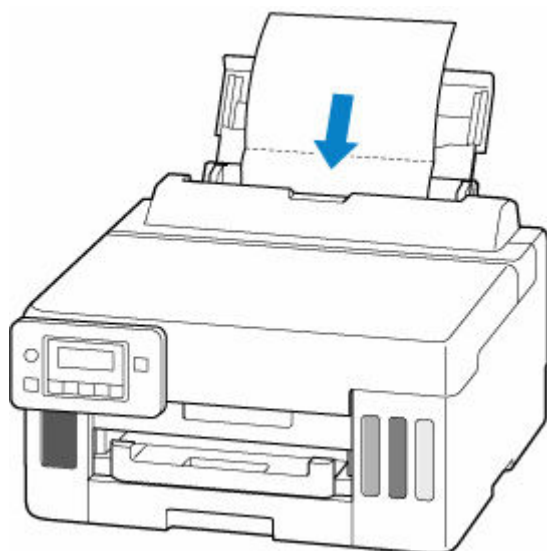
## Cleaning Inside the Printer (Bottom Plate Cleaning)

Remove stains from the inside of the printer. If the inside of the printer becomes dirty, printed paper may get dirty, so we recommend performing cleaning regularly.

**You need to prepare: a sheet of A4 or Letter-sized plain paper\***

\* Be sure to use a new piece of paper.

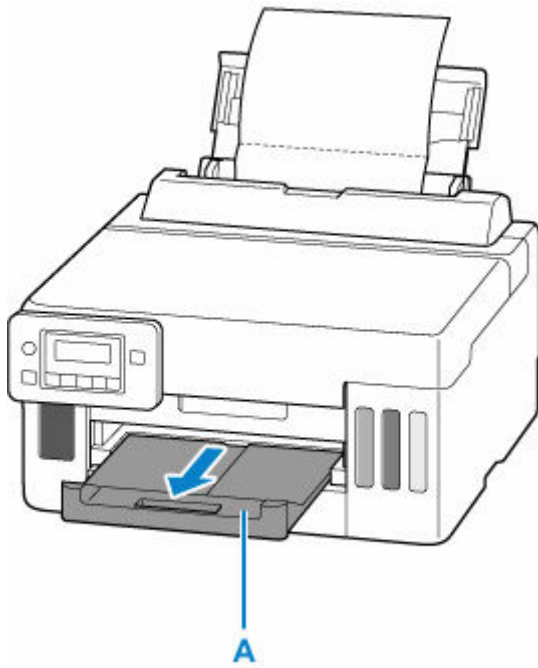
1. [Check that printer is turned on.](#)
2. Remove any paper from the rear tray.
3. Fold a single sheet of A4 or Letter-sized plain paper in half widthwise, then unfold the paper.
4. Load only this sheet of paper on the rear tray with the open side facing you.



After loading paper on the rear tray, the paper information registration screen for the rear tray appears on the LCD. Select **A4** or **Letter** for **Size**: and **Plain paper** for **Type**:



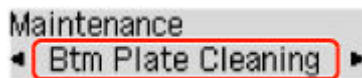
5. Pull out paper output tray (A).



6. Press the **Setup** button, use the ◀ ▶ button to select **Maintenance**, and press the **OK** button.

➡ [LCD and Operation Panel](#)

7. Use ◀ ▶ button to select **Btm Plate Cleaning** and press **OK** button.



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

Check the folded parts of the ejected paper. If they are smudged with ink, perform Bottom Plate Cleaning again.

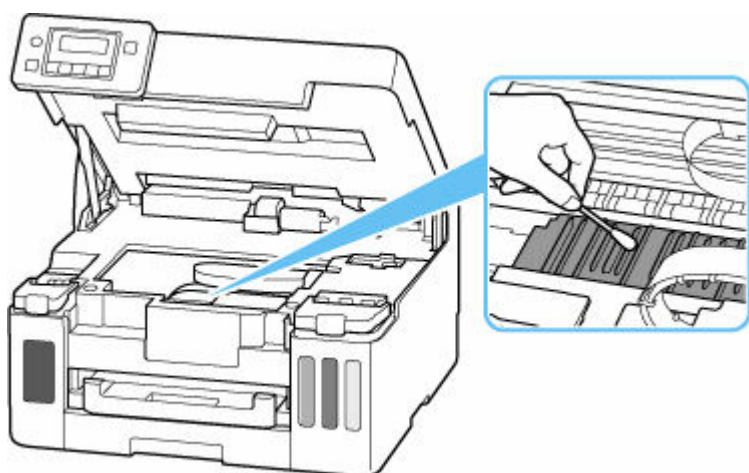
#### ▶▶▶ Note

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

If the problem is not resolved after performing cleaning again, the protrusions inside the printer may be stained. Wipe off any ink from the protrusions using a cotton swab or the like.

#### ▶▶▶ Important

- Before cleaning the printer, turn it off and unplug it.



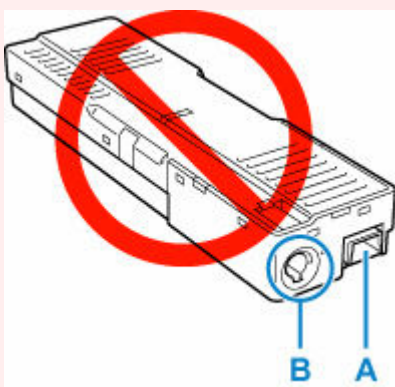
## Replacing Maintenance Cartridge

In case of cautions or errors concerning the maintenance cartridge, an error message will appear on the LCD to inform you of the error. Take appropriate action as prompted by the message.

➡ [When Error Occurred](#)

### Important

- If the displayed message indicates that the maintenance cartridge is nearly full, promptly obtain a new one. If the maintenance cartridge becomes full, an error message is displayed and the printer stops working until it is replaced with a new one.
- Do not touch the terminal (A) or opening (B) of the maintenance cartridge.



### Note

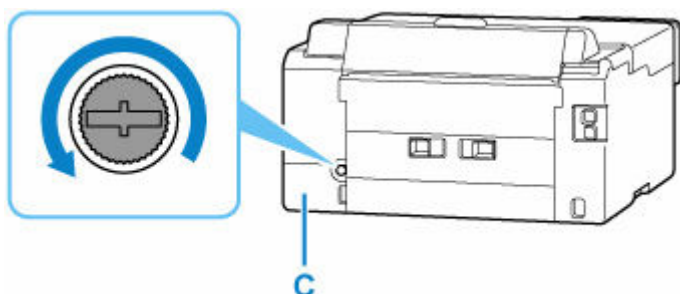
- When purchasing a new maintenance cartridge, order the following cartridge number.  
Maintenance Cartridge MC-G01

#### 1. Prepare a new maintenance cartridge.

Remove the maintenance cartridge and the attached plastic bag from the package.

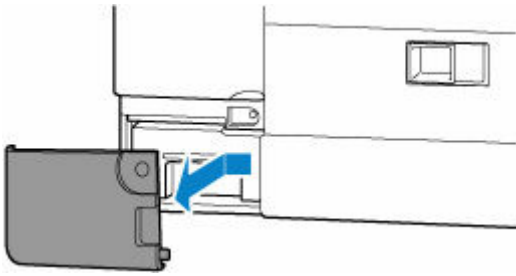
#### 2. [Turn the printer off.](#)

#### 3. Remove the coin screw from the maintenance cover (C).



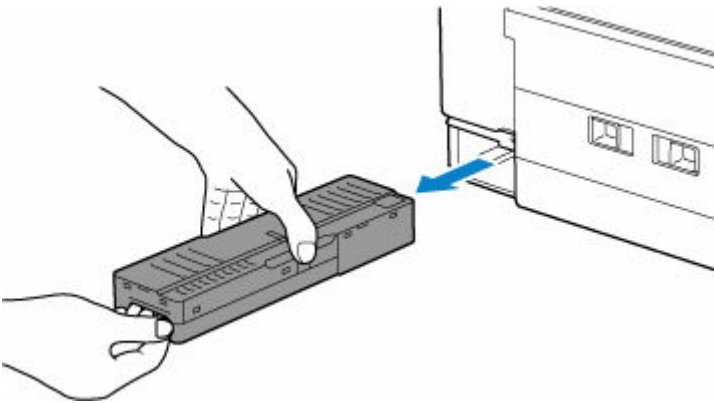
#### 4. Remove the maintenance cover.

Put your finger on the hole of the maintenance cover and remove it.



## 5. Pull out the maintenance cartridge.

Hold the upper portion of the maintenance cartridge with your hands so that its bottom does not touch the floor or desk.

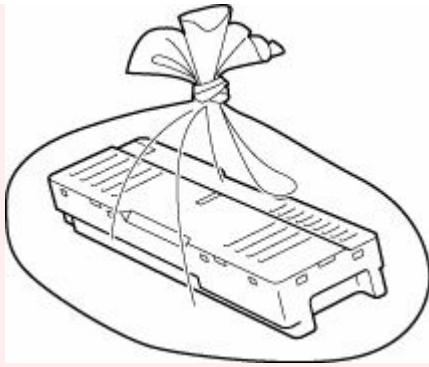


## Important

- Be careful not to drop or place the removed maintenance cartridge on a desk or something. Dirt on the bottom may adhere to it or the ink inside may be scattered.
- Do not turn the removed maintenance cartridge upside down to prevent leakage of ink.

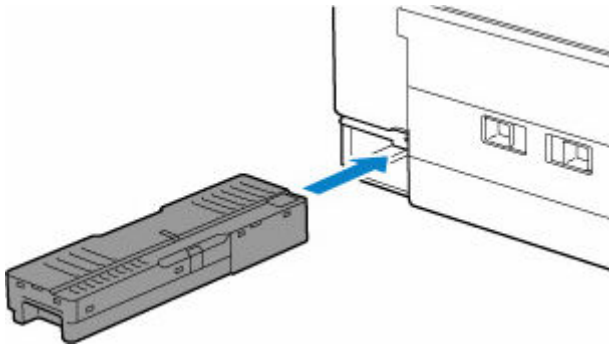


- Put the used one immediately into the plastic bag attached to the new maintenance cartridge and seal the bag by tying the opening tightly to prevent the ink from leaking.



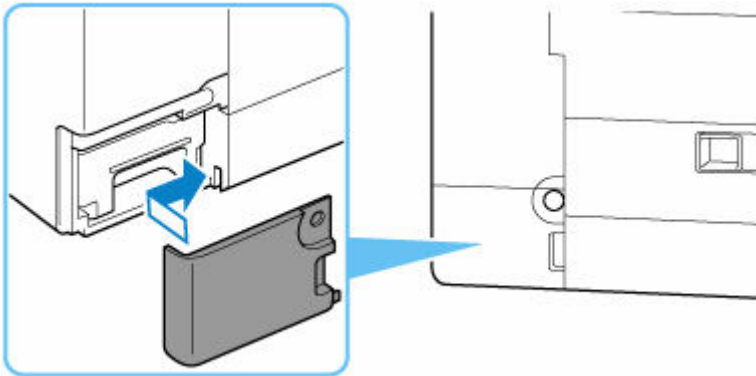
- Do not put your hands inside the printer, as ink may adhere to your hands.

**6.** Insert the new maintenance cartridge straight until it stops.

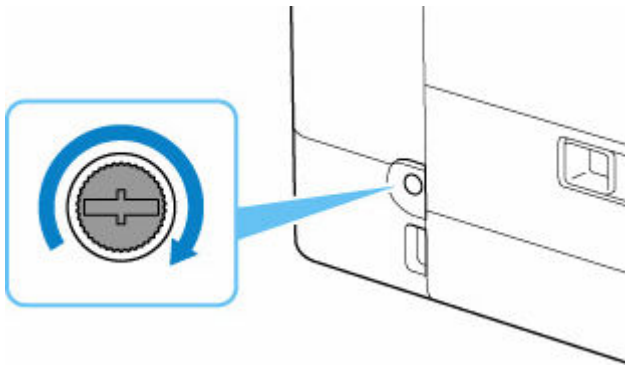


**7.** Attach the maintenance cover.

Align the tab on the back of the maintenance cover with the hole on the printer and close it.



**8.** Secure with the coin screw.

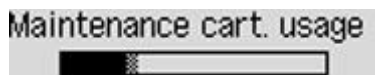


## Checking Maintenance Cartridge Status on LCD

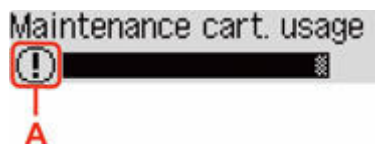
1. [Check that printer is turned on.](#)
2. Press the **Setup** button, use the ◀ ▶ button to select **M'ntenance cart info**, and press the **OK** button.

➡ [LCD and Operation Panel](#)

3. Check the maintenance cartridge status.



A symbol appears in the area A if there is any information about the used space of the maintenance cartridge.



- ⓘ The maintenance cartridge is almost full. Prepare a new maintenance cartridge.
- ✖ The maintenance cartridge is full. Replace the maintenance cartridge.

➡ [Replacing Maintenance Cartridge](#)

### ▶▶▶ Note

- The above screen shows estimated used space.

## Overview

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### ➤ **Safety**

- Safety Precautions
- Regulatory Information
- WEEE

### ➤ **Handling Precautions**

- Canceling Print Jobs
- Legal Restrictions on Printing
- Printer Handling Precautions
- Transporting Your Printer
- When Repairing, Lending, or Disposing of the Printer
- Keeping Print Quality High

### ➤ **Main Components and Their Use**

- Main Components
- Power Supply
- LCD and Operation Panel
- Entering Numbers, Letters, and Symbols

### ➤ **Changing Settings**

- Changing Printer Settings from Your Computer (Windows)
- Changing Printer Settings from Your Computer (macOS)
- Changing Settings from Operation Panel

### ➤ **Specifications**

## **Safety**

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- **Safety Precautions**
- **Regulatory Information**
- **WEEE**

## Safety Precautions

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### Safety Precautions

- This manual contains important notices and safety precautions about your printer.

Do not use the printer in ways other than described in the accompanying manuals, as this may result in fire, electric shock or other unexpected accidents.

Safety standard marks and declarations are only valid for the supported voltages and frequencies in the applicable countries or regions.

#### **Warning**

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- Users with cardiac pacemakers:

This product emits a low-level magnetic flux. If you feel abnormalities, please move away from the product and consult your doctor.

- Do not use the printer in the following cases:

Stop use immediately, unplug the printer and call your local service representative to request repair.

- Metal objects or liquids are spilt inside the printer.
  - The printer emits smoke, strange odors, or makes unusual noises.
  - The power cord or plug overheat or are broken, bent or damaged in any way.
- Failure to adhere to the following may result in fire, electric shock, or injury:
    - Do not place product close to the flammable solvents such as alcohol or thinner.
    - Do not open or modify the printer.
    - Use only the power cord/cables that came with your printer. Do not use these cables with other devices.
    - Do not plug in to voltages or frequencies other than those specified.
    - Plug the power cord into the socket completely.
    - Do not plug in or unplug the power cord with wet hands.
    - Do not damage the power cord or other cables by twisting, bundling, tying, pulling or excessively bending them.
    - Do not place heavy objects on the power cord.
    - Do not connect multiple power cords to a single electrical outlet. Do not use multiple extension cords.
    - Do not leave the printer plugged in during lightning storms.
    - Always unplug the power cord and cables when cleaning. Do not use flammable sprays or liquids such as alcohol or thinners for cleaning.
    - Unplug the power cord once a month to check that it is not overheating, rusted, bent, scratched, split, or otherwise damaged.

#### **Caution**

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- Do not put your hands inside the printer while printing.
- Do not touch the metal parts of the print head immediately after printing.
- Do not touch moving parts indicated by the sticker shown here. Some models may not have these parts.



### **Moving parts**

Keep body parts away from moving parts. Keep body parts out of the motion path.

- Ink bottles

- Keep out of reach of children.

- Do not drink ink.

If ink is accidentally licked or swallowed, rinse out your mouth or drink one or two glasses of water and obtain medical advice immediately.

If ink gets into your eyes, flush them with water right away, and obtain medical advice immediately.

- If ink gets on your skin, wash the area with soap and water immediately. If irritation to your skin persists, obtain medical advice immediately.

- When you store ink bottles, close bottle caps completely and place bottles in standing position. If the ink bottles are laid down, ink may leak.

- When refilling ink tanks, take sufficient care to prevent ink from spattering onto surroundings.

- Ink may stain clothes or other belongings permanently. Washing may not remove ink stains.

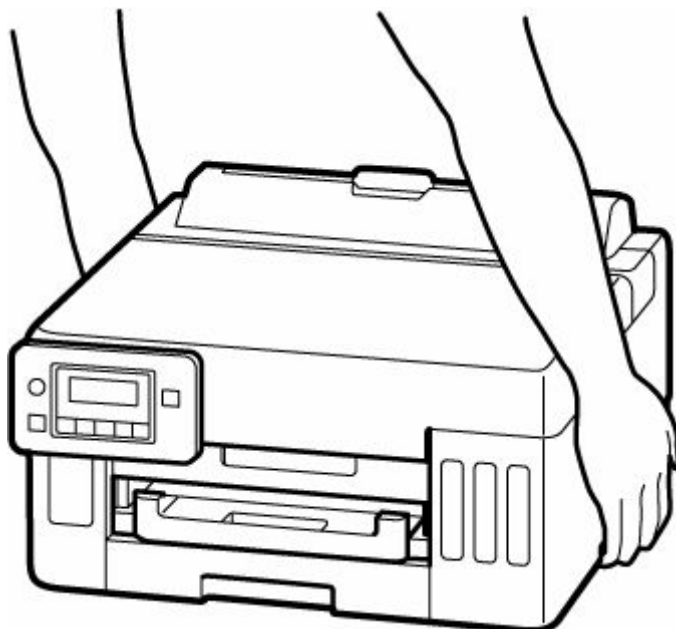
- Do not leave ink bottles in areas exposed to high temperature, such as near fire or a heater or in a car. Bottles may warp and cause ink leakage or ink may become poor quality.

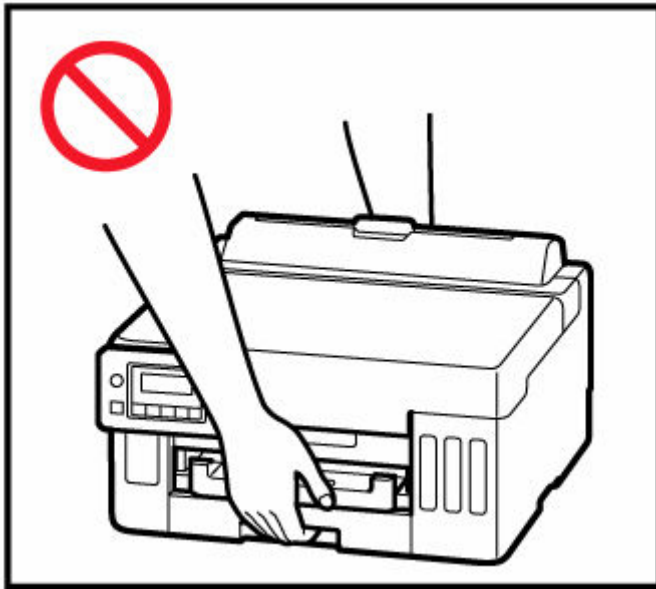
- Do not subject ink bottles to impacts. Ink bottles may be damaged or bottle caps may come off by such impact, and ink may leak.

- Do not transfer ink to other containers. This may result in accidental ingestion, inappropriate use, or poor ink quality.

- Moving the printer

- Hold the printer by its sides and carry it with both hands.





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## General Notices

### Choosing a Location

Refer to "[Specifications](#)" in the Online manual for details on operating environment.

- Do not install the printer in a location that is unstable or subject to excessive vibration.
- Do not install the printer in locations that get very hot (direct sunlight, or close to a heating source), very humid or dusty locations, or outdoors.
- Do not place the printer on a thick rug or carpet.
- Do not place the printer flush against a wall.

### Power Supply

- Keep the area around the power outlet clear at all times so you can easily unplug the power cord if necessary.
- Never remove the plug by pulling on the cord.

### General Notices

- Do not tilt the printer, stand it on end, or turn it upside down. This may cause ink to leak.
- Do not place anything on top of the printer. Be especially careful to avoid metal objects such as paper clips and staples, and containers holding flammable liquids such as alcohol or thinner.
- Modifying or dismantling the print head or ink bottles, such as by putting holes in them, could cause the ink to leak out and cause a malfunction. We recommend that you do not modify or dismantle them.
- Do not put the print head or ink bottles into a fire.

## Regulatory Information

### Users in the U.S.A.

FCC Notice (U.S.A. Only)

For 120V, 60Hz model

Model Number: K10551 (Contains FCC Approved WLAN Module K30374)

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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

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

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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

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

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate equipment.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The equipment complies with FCC radiation exposure limits for uncontrolled equipment. This equipment should be installed and operated with minimum distance at least 20cm between the radiator and persons body (excluding extremities: hands, wrists, feet and ankles) and must not be colocated or operated with any other antenna or transmitter.

Canon U.S.A., Inc.

One Canon Park

Melville, New York 11747

1-800-652-2666

### Interference

Do not use the printer around medical equipment or other electronic devices. Signals from the printer may interfere with the correct operation of these devices.

## **Users in Australia**

5150 - 5350MHz band is indoor use only.

In Australia, use on channels 120-128 are prohibited in 5GHz Wireless LAN band.

## **Users in New Zealand**

5150 - 5250MHz band is indoor use only.

## WEEE

### Only for the United Kingdom



These symbols indicate that this product is not to be disposed of with your household waste, according to the UK Waste Electrical and Electronic Equipment Regulations and the UK Batteries and Accumulators Regulations. If a chemical symbol is printed beneath the symbol shown above, in accordance with the UK Batteries and Accumulators Regulations, this indicates that a heavy metal (Hg = Mercury, Cd = Cadmium, Pb = Lead) is present in this battery or accumulator at a concentration above an applicable threshold specified in the UK Batteries and Accumulators Regulations. This product should be handed over to a designated collection point, e.g., on an authorized one-for-one basis when you buy a new similar product or to an authorized collection site for recycling waste electrical and electronic equipment (EEE) and batteries and accumulators. Improper handling of this type of waste could have a possible impact on the environment and human health due to potentially hazardous substances that are generally associated with EEE. Your cooperation in the correct disposal of this product will contribute to the effective usage of natural resources. For more information about the recycling of this product, please contact your local city office, waste authority, approved scheme or your household waste disposal service or visit [www.canon-europe.com/sustainability/approach/](http://www.canon-europe.com/sustainability/approach/).

### Only for European Union and EEA (Norway, Iceland and Liechtenstein)



These symbols indicate that this product is not to be disposed of with your household waste, according to the WEEE Directive (2012/19/EU), the Battery Directive (2006/66/EC) and/or national legislation implementing those Directives. If a chemical symbol is printed beneath the symbol shown above, in accordance with the Battery Directive, this indicates that a heavy metal (Hg = Mercury, Cd = Cadmium, Pb = Lead) is present in this battery or accumulator at a concentration above an applicable threshold specified in the Battery Directive. This product should be handed over to a designated collection point, e.g., on an authorized one-for-one basis when you buy a new similar product or to an authorized collection site for recycling waste electrical and electronic equipment (EEE) and batteries and accumulators. Improper handling of this type of waste could have a possible impact on the environment and human health due to potentially hazardous substances that are generally associated with EEE. Your cooperation in the correct disposal of this product will contribute to the effective usage of natural resources. For more information about the recycling of this product, please contact your local city office, waste authority, approved scheme or your household waste disposal service or visit [www.canon-europe.com/weee](http://www.canon-europe.com/weee), or [www.canon-europe.com/battery](http://www.canon-europe.com/battery).

## Nur für Europäische Union und EWR (Norwegen, Island und Liechtenstein)



Diese Symbole weisen darauf hin, dass dieses Produkt gemäß WEEE-Richtlinie (2012/19/EU; Richtlinie über Elektro- und Elektronik-Altgeräte), Batterien-Richtlinie (2006/66/EG) und nationalen Gesetzen zur Umsetzung dieser Richtlinien nicht über den Hausmüll entsorgt werden darf. Falls sich unter dem oben abgebildeten Symbol ein chemisches Symbol befindet, bedeutet dies gemäß der Batterien-Richtlinie, dass in dieser Batterie oder diesem Akkumulator ein Schwermetall (Hg = Quecksilber, Cd = Cadmium, Pb = Blei) in einer Konzentration vorhanden ist, die über einem in der Batterien-Richtlinie angegebenen Grenzwert liegt. Dieses Produkt muss bei einer dafür vorgesehenen Sammelstelle abgegeben werden. Dies kann z. B. durch Rückgabe beim Kauf eines neuen ähnlichen Produkts oder durch Abgabe bei einer autorisierten Sammelstelle für die Wiederaufbereitung von Elektro- und Elektronik-Altgeräten sowie Batterien und Akkumulatoren geschehen. Der unsachgemäße Umgang mit Altgeräten kann aufgrund potenziell gefährlicher Stoffe, die generell mit Elektro- und Elektronik-Altgeräten in Verbindung stehen, negative Auswirkungen auf die Umwelt und die menschliche Gesundheit haben. Durch Ihre Mitarbeit bei der umweltgerechten Entsorgung dieses Produkts tragen Sie zu einer effektiven Nutzung natürlicher Ressourcen bei. Um weitere Informationen über die Wiederverwertung dieses Produkts zu erhalten, wenden Sie sich an Ihre Stadtverwaltung, den öffentlich-rechtlichen Entsorgungsträger, eine autorisierte Stelle für die Entsorgung von Elektro- und Elektronik-Altgeräten oder Ihr örtliches Entsorgungsunternehmen oder besuchen Sie [www.canon-europe.com/weee](http://www.canon-europe.com/weee), oder [www.canon-europe.com/battery](http://www.canon-europe.com/battery).

## Union Européenne, Norvège, Islande et Liechtenstein uniquement.



Ces symboles indiquent que ce produit ne doit pas être mis au rebut avec les ordures ménagères, comme le spécifient la Directive européenne DEEE (2012/19/UE), la Directive européenne relative à l'élimination des piles et des accumulateurs usagés (2006/66/CE) et les lois en vigueur dans votre pays appliquant ces directives. Si un symbole de toxicité chimique est imprimé sous le symbole illustré ci-dessus conformément à la Directive relative aux piles et aux accumulateurs, il indique la présence d'un métal lourd (Hg = mercure, Cd = cadmium, Pb = plomb) dans la pile ou l'accumulateur à une concentration supérieure au seuil applicable spécifié par la Directive. Ce produit doit être confié au distributeur à chaque fois que vous achetez un produit neuf similaire, ou à un point de collecte mis en place par les collectivités locales pour le recyclage des Déchets des Équipements Électriques et Électroniques (DEEE). Le traitement inapproprié de ce type de déchet risque d'avoir des répercussions sur l'environnement et la santé humaine, du fait de la présence de substances potentiellement dangereuses généralement associées aux équipements électriques et électroniques. Votre entière coopération dans le cadre de la mise au rebut correcte de ce produit favorisera une meilleure utilisation des ressources naturelles. Pour plus d'informations sur le recyclage de ce produit, contactez vos services municipaux, votre éco-

organisme ou les autorités locales compétentes, ou consultez le site [www.canon-europe.com/weee](http://www.canon-europe.com/weee), ou [www.canon-europe.com/battery](http://www.canon-europe.com/battery).

## **Uitsluitend bestemd voor de Europese Unie en EER (Noorwegen, IJsland en Liechtenstein)**



Met deze symbolen wordt aangegeven dat dit product in overeenstemming met de AEEA-richtlijn (2012/19/EU), de richtlijn 2006/66/EG betreffende batterijen en accu's en/of de plaatselijk geldende wetgeving waarin deze richtlijnen zijn geïmplementeerd, niet bij het normale huisvuil mag worden weggegooid. Indien onder het hierboven getoonde symbool een chemisch symbool gedrukt staat, geeft dit in overeenstemming met de richtlijn betreffende batterijen en accu's aan dat deze batterij of accu een zwaar metaal bevat (Hg = kwik, Cd = cadmium, Pb = lood) waarvan de concentratie de toepasselijke drempelwaarde in overeenstemming met de genoemde richtlijn overschrijdt. Dit product dient te worden ingeleverd bij een hiervoor aangewezen inzamelpunt, bijv. door dit in te leveren bij een hiertoe erkend verkooppunt bij aankoop van een gelijksoortig product, of bij een officiële inzameldienst voor de recycling van elektrische en elektronische apparatuur (EEA) en batterijen en accu's. Door de potentieel gevaarlijke stoffen die gewoonlijk gepaard gaan met EEA, kan onjuiste verwerking van dit type afval mogelijk nadelige gevolgen hebben voor het milieu en de menselijke gezondheid. Uw medewerking bij het op juiste wijze weggooien van dit product draagt bij tot effectief gebruik van natuurlijke hulpbronnen. Voor verdere informatie over recycling van dit product kunt u contact opnemen met uw plaatselijke gemeente, afvaldienst, officiële dienst voor klein chemisch afval of afvalstortplaats, of kunt u terecht op [www.canon-europe.com/weee](http://www.canon-europe.com/weee), of [www.canon-europe.com/battery](http://www.canon-europe.com/battery).

## **Sólo para la Unión Europea y el Área Económica Europea (Noruega, Islandia y Liechtenstein)**



Estos iconos indican que este producto no debe desecharse con los residuos domésticos de acuerdo con la Directiva sobre RAEE (2012/19/UE) y la Directiva sobre Pilas y Acumuladores (2006/66/CE) y/o la legislación nacional. Si aparece un símbolo químico bajo este icono, de acuerdo con la Directiva sobre Pilas y Acumuladores, significa que la pila o el acumulador contiene metales pesados (Hg = Mercurio, Cd = Cadmio, Pb = Plomo) en una concentración superior al límite especificado en dicha directiva. Este producto deberá entregarse en un punto de recogida designado, por ejemplo, entregándolo en el lugar de venta al adquirir un producto nuevo similar o en un centro autorizado para la recogida de residuos de aparatos eléctricos y electrónicos (RAEE), baterías y acumuladores. La gestión incorrecta de este tipo de residuos puede afectar al medio ambiente y a la salud humana debido a las sustancias potencialmente nocivas que suelen contener estos aparatos. Su cooperación en la correcta eliminación de este producto contribuirá al correcto aprovechamiento de los recursos naturales. Los usuarios tienen derecho a devolver pilas, acumuladores o baterías usados sin coste alguno. El precio de venta de pilas, acumuladores y baterías incluye el coste de la gestión medioambiental de su desecho, y no es necesario

mostrar la cuantía de dicho coste en la información y la factura suministradas a los usuarios finales. Si desea más información sobre el reciclado de este producto, póngase en contacto con su municipio, el servicio o el organismo encargado de la gestión de residuos domésticos o visite [www.canon-europe.com/weee](http://www.canon-europe.com/weee), o [www.canon-europe.com/battery](http://www.canon-europe.com/battery).

## **Només per a la Unió Europea i a l'Espai Econòmic Europeu (Noruega, Islàndia i Liechtenstein)**



Aquests símbols indiquen que aquest producte no s'ha de llençar amb les escombraries de la llar, d'acord amb la RAEE (2012/19/UE), la Directiva relativa a piles i acumuladors (2006/66/CE) i la legislació nacional que implementi aquestes directives. Si al costat d'aquest símbol hi apareix imprès un símbol químic, segons especifica la Directiva relativa a piles i acumuladors, significa que la bateria o l'acumulador conté un metall pesant (Hg = mercuri, Cd = cadmi, Pb = plom) en una concentració superior al límit aplicable especificat en la Directiva. Aquest producte s'hauria de lliurar en un dels punts de recollida designats, com per exemple, intercanviant un per un en comprar un producte similar o lliurant-lo en un lloc de recollida autoritzat per al reciclatge de residus d'aparells elèctrics i electrònics (RAEE) i piles i acumuladors. La manipulació inadequada d'aquest tipus de residus podria tenir un impacte negatiu en l'entorn i en la salut humana, a causa de les substàncies potencialment perilloses que normalment estan associades a l'RAEE. La vostra cooperació a l'hora de rebutjar correctament aquest producte contribuirà a la utilització efectiva dels recursos naturals. Els usuaris tenen dret a retornar les bateries o els acumuladors usats sense cap càrrec. El preu de venda de les bateries i els acumuladors inclou el cost de la gestió ambiental dels residus i no es necessari mostrar l'import d'aquest cost en aquest fullet o en la factura que es lliuri a l'usuari final. Per a més informació sobre el reciclatge d'aquest producte, contacteu amb l'oficina municipal, les autoritats encarregades dels residus, el pla de residus homologat o el servei de recollida d'escombraries domèstiques de la vostra localitat o visiteu [www.canon-europe.com/weee](http://www.canon-europe.com/weee), o [www.canon-europe.com/battery](http://www.canon-europe.com/battery).

## **Solo per Unione Europea e SEE (Norvegia, Islanda e Liechtenstein)**



Questi simboli indicano che il prodotto non può essere smaltito con i rifiuti domestici, ai sensi della Direttiva RAEE (2012/19/UE), della Direttiva sulle Batterie (2006/66/CE) e/o delle leggi nazionali che attuano tali Direttive. Se sotto il simbolo indicato sopra è riportato un simbolo chimico, in osservanza della Direttiva sulle batterie, tale simbolo indica la presenza di un metallo pesante (Hg = Mercurio, Cd = Cadmio, Pb = Piombo) nella batteria o nell'accumulatore con un livello di concentrazione superiore a una soglia applicabile specificata nella Direttiva sulle batterie. Il prodotto deve essere conferito a un punto di raccolta designato, ad esempio il rivenditore in caso di acquisto di un nuovo prodotto simile oppure un centro di raccolta autorizzato per il riciclaggio di rifiuti di apparecchiature elettriche ed elettroniche (RAEE) nonché di batterie e accumulatori. Un trattamento improprio di questo tipo di rifiuti può avere conseguenze negative sull'ambiente e sulla salute umana a causa delle sostanze

potenzialmente nocive solitamente contenute in tali rifiuti. La collaborazione dell'utente per il corretto smaltimento di questo prodotto contribuirà a un utilizzo efficace delle risorse naturali ed eviterà di incorrere in sanzioni amministrative ai sensi dell'art. 255 e successivi del Decreto Legislativo n. 152/06. Per ulteriori informazioni sul riciclaggio di questo prodotto, contattare le autorità locali, l'ente responsabile della raccolta dei rifiuti, un rivenditore autorizzato o il servizio di raccolta dei rifiuti domestici, oppure visitare il sito [www.canon-europe.com/wEEE](http://www.canon-europe.com/wEEE), o [www.canon-europe.com/battery](http://www.canon-europe.com/battery).

## Apenas para a União Europeia e AEE (Noruega, Islândia e Liechtenstein)



Estes símbolos indicam que este produto não deve ser eliminado juntamente com o seu lixo doméstico, segundo a Diretiva REEE de 2012/19/UE, a Diretiva de Baterias (2006/66/CE) e/ou a sua legislação nacional que transponha estas Diretivas. Se houver um símbolo químico impresso como mostrado abaixo, de acordo com a Diretiva de Baterias, isto indica que um metal pesado (Hg = Mercúrio, Cd = Cádmio, Pb = Chumbo) está presente nesta pilha ou acumulador, numa concentração acima de um limite aplicável especificado na Diretiva. Este produto deve ser entregue num ponto de recolha designado, por exemplo num local autorizado de troca quando compra um equipamento novo idêntico, ou num local de recolha autorizado para reciclar equipamento elétrico e eletrónico (EEE) em fim de vida, bem como pilhas e baterias. O tratamento inadequado deste tipo de resíduos pode ter um impacto negativo no ambiente e na saúde humana, devido a substâncias potencialmente perigosas que estão associadas com equipamentos do tipo EEE. A sua cooperação no tratamento correto deste produto irá contribuir para a utilização mais eficaz dos recursos naturais. Para obter mais informações acerca de como reciclar este produto, por favor contacte as suas autoridades locais responsáveis pela matéria, serviço de recolha aprovado para pilhas e baterias ou serviço de recolha de resíduos sólidos domésticos da sua municipalidade, ou visite [www.canon-europe.com/wEEE](http://www.canon-europe.com/wEEE), ou [www.canon-europe.com/battery](http://www.canon-europe.com/battery).

## Gælder kun i Europæiske Union og EØS (Norge, Island og Liechtenstein)



Disse symboler betyder, at produktet ikke må bortskaffes sammen med dagrenovation i henhold til WEEE-direktivet (2012/19/EU), batteridirektivet (2006/66/EF) og/eller den lokale lovgivning, som disse direktiver er gennemført i. Hvis der i overensstemmelse med batteridirektivet er trykt et kemisk symbol under det symbol, der er vist ovenfor, betyder det, at batteriet eller akkumulatoren indeholder tungmetaller (Hg = kviksølv, Cd = cadmium, Pb = bly) i en koncentration, som ligger over de grænseværdier, der er beskrevet i batteridirektivet. Produktet skal afleveres på et godkendt indsamlingssted, f.eks. i overensstemmelse med en godkendt én-til-én-procedure, når du indkøber et nyt tilsvarende produkt, eller på et godkendt indsamlingssted for elektronikaffald samt for batterier og akkumulatorer. Forkert håndtering af denne type affald kan medføre negative konsekvenser for miljøet og menneskers helbred på grund af de potentielt sundhedsskadelige stoffer, der generelt kan forefindes i elektrisk og

elektronisk udstyr. Når du foretager korrekt bortskaffelse af produktet, bidrager du til effektiv brug af naturressourcerne. Kontakt din kommune, den lokale affaldsmyndighed, det lokale affaldsanlæg, eller besøg [www.canon-europe.com/weee](http://www.canon-europe.com/weee), eller [www.canon-europe.com/battery](http://www.canon-europe.com/battery) for at få flere oplysninger om genbrug af dette produkt.

## **Μόνο για την Ευρωπαϊκή Ένωση και τον ΕΟΧ (Νορβηγία, Ισλανδία και Λιχτενστάιν)**



Αυτά τα σύμβολα υποδεικνύουν ότι αυτό το προϊόν δεν πρέπει να απορρίπτεται μαζί με τα οικιακά απορρίμματα, σύμφωνα με την Οδηγία για τα Απόβλητα Ηλεκτρικού και Ηλεκτρονικού Εξοπλισμού (ΑΗΗΕ) (2012/19/ΕΕ), την Οδηγία για τις Ηλεκτρικές Στήλες (2006/66/ΕΚ) ή/και την εθνική νομοθεσία που εφαρμόζει τις Οδηγίες εκείνες. Εάν κάποιο χημικό σύμβολο είναι τυπωμένο κάτω από το σύμβολο που φαίνεται παραπάνω, σύμφωνα με την Οδηγία για τις Ηλεκτρικές Στήλες, υποδηλώνει ότι κάποιο βαρύ μέταλλο (Hg = Υδράργυρος, Cd = Κάδμιο, Pb = Μόλυβδος) υπάρχει στην μπαταρία ή τον συσσωρευτή σε συγκέντρωση μεγαλύτερη από το ισχύον επίπεδο που καθορίζεται στην Οδηγία για τις Ηλεκτρικές Στήλες. Αυτό το προϊόν πρέπει να παραδίδεται σε καθορισμένο σημείο συλλογής, π.χ. σε μια εξουσιοδοτημένη βάση ανταλλαγής όταν αγοράζετε ένα νέο παρόμοιο προϊόν ή σε μια εξουσιοδοτημένη θέση συλλογής για την ανακύκλωση των αποβλήτων ηλεκτρικού και ηλεκτρονικού εξοπλισμού (ΗΗΕ) και των ηλεκτρικών στηλών και συσσωρευτών. Ο ακατάλληλος χειρισμός αυτού του τύπου αποβλήτων μπορεί να έχει αρνητικό αντίκτυπο στο περιβάλλον και την υγεία του ανθρώπου, λόγω δυνητικά επικίνδυνων ουσιών που γενικά συνδέονται με τον ΗΗΕ. Η συνεργασία σας για τη σωστή απόρριψη αυτού του προϊόντος θα συμβάλει στην αποτελεσματική χρήση των φυσικών πόρων. Για περισσότερες πληροφορίες σχετικά με ανακύκλωση αυτού του προϊόντος, επικοινωνήστε με το τοπικό γραφείο της πόλης σας, την υπηρεσία απορριμμάτων, το εγκεκριμένο σχήμα ή την υπηρεσία απόρριψης οικιακών αποβλήτων ή επισκεφθείτε τη διεύθυνση [www.canon-europe.com/weee](http://www.canon-europe.com/weee) ή [www.canon-europe.com/battery](http://www.canon-europe.com/battery).

## **Gjelder kun den europeiske union og EØS (Norge, Island og Liechtenstein)**



Disse symbolene indikerer at dette produkt ikke skal kastes sammen med husholdningsaffald, i henhold til WEEE-direktivet (2012/19/EU), batteridirektivet (2006/66/EF) og/eller nasjonal lov som har implementert disse direktivene. Hvis et kjemisk symbol vises under symbolet vist ovenfor, i samsvar med batteridirektivet, indikerer dette at et tungmetall (Hg = kvikksølv, Cd = kadmium, Pb = bly) finnes i batteriet eller akkumulatoren i en konsentrasjon over en gjeldende øvre grense som er spesifisert i batteridirektivet. Produktet må leveres til et dertil egnet innsamlingspunkt, det vil si på en autorisert en-til-en-basis når en kjøper et nytt lignende produkt, eller til et autorisert innsamlingssted for resirkulering av avfall fra elektrisk og elektronisk utstyr (EE-utstyr) og batterier og akkumulatorer. Feil håndtering av denne typen avfall kan være miljø- og helseskadelig på grunn av potensielt skadelige stoffer som ofte brukes i EE-utstyr. Din innsats for korrekt avhending av produktet vil bidra til effektiv bruk av

naturressurser. Du kan få mer informasjon om resirkulering av dette produktet ved å kontakte lokale myndigheter, avfallsadministrasjonen, et godkjent program eller husholdningens renovasjonsselskap, eller gå til [www.canon-europe.com/weee](http://www.canon-europe.com/weee), eller [www.canon-europe.com/battery](http://www.canon-europe.com/battery).

## Vain Euroopan unionin sekä ETA:n (Norja, Islanti ja Liechtenstein) alueelle.



Nämä tunnukset osoittavat, että sähkö- ja elektroniikkalaiteromua koskeva direktiivi (SER-direktiivi, 2012/19/EU), paristoista ja akuista annettu direktiivi (2006/66/EY) sekä kansallinen lainsäädäntö kieltävät tuotteen hävittämisen talousjätteen mukana. Jos yllä olevan symbolin alapuolelle on paristodirektiivin mukaisesti painettu kemiallisen aineen tunnus, kyseinen paristo tai akku sisältää raskasmetalleja (Hg = elohopea, Cd = kadmium, Pb = lyijy) enemmän kuin paristodirektiivin salliman määrän. Tuote on vietävä asianmukaiseen keräyspisteeseen, esimerkiksi kodinkoneliikkeeseen uutta vastaavaa tuotetta ostettaessa tai viralliseen sähkö- ja elektroniikkalaiteromun tai paristojen ja akkujen keräyspisteeseen. Sähkö- ja elektroniikkalaiteromun virheellinen käsittely voi vahingoittaa ympäristöä ja ihmisten terveyttä, koska laitteet saattavat sisältää ympäristölle ja terveydelle haitallisia aineita. Tuotteen asianmukainen hävittäminen säästää myös luonnonvaroja. Jos haluat lisätietoja tämän tuotteen kierrätyksestä, ota yhteys kunnan jätehuoltoviranomaisiin tai käyttämäsi jätehuoltoyhtiöön tai käy osoitteessa [www.canon-europe.com/weee](http://www.canon-europe.com/weee), tai [www.canon-europe.com/battery](http://www.canon-europe.com/battery).

## Endast för Europeiska unionen och EES (Norge, Island och Liechtenstein)



De här symbolerna visar att produkten inte får sorteras och slängas som hushållsavfall enligt WEEE-direktivet (2012/19/EU), batteridirektivet (2006/66/EG) och/eller nationell lagstiftning som implementerar dessa direktiv. Om en kemisk symbol förekommer under ovanstående symbol innebär detta enligt Batteridirektivet att en tungmetall (Hg = Kvicksilver, Cd = Kadmium, Pb = Bly) förekommer i batteriet eller ackumulatorn med en koncentration som överstiger tillämplig gräns som anges i Batteridirektivet. Produkten ska lämnas in på en avsedd samlingsplats, t.ex. på en återvinningsstation auktoriserad att hantera elektrisk och elektronisk utrustning (EE-utrustning) samt batterier och ackumulatorer eller hos handlare som är auktoriserade att byta in varor då nya, motsvarande köps (en mot en). Olämplig hantering av avfall av den här typen kan ha negativ inverkan på miljön och människors hälsa på grund av de potentiellt farliga ämnen som kan återfinnas i elektrisk och elektronisk utrustning. Din medverkan till en korrekt avfallshantering av produkten bidrar till effektiv användning av naturresurserna. Om du vill ha mer information om var du kan lämna in den här produkten, kontakta ditt lokala kommunkontor, berörd myndighet eller företag för avfallshantering eller se [www.canon-europe.com/weee](http://www.canon-europe.com/weee), eller [www.canon-europe.com/battery](http://www.canon-europe.com/battery).

## Pouze Evropská unie a EHP (Norsko, Island a Lichtenštejnsko)



Tento symbol znamená, že podle směrnice OEEZ (2012/19/EU), směrnice o bateriích (2006/66/ES) a/ nebo podle vnitrostátních právních prováděcích předpisů k těmto směrnicím nemá být tento výrobek likvidován s odpadem z domácností. Je-li v souladu s požadavky směrnice o bateriích vytištěna pod výše uvedeným symbolem chemická značka, udává, že tato baterie nebo akumulátor obsahuje těžké kovy (Hg = rtuť, Cd = kadmium, Pb = olovo) v koncentraci vyšší, než je příslušná hodnota předepsaná směrnicí. Tento výrobek má být vrácen do určeného sběrného místa, např. v rámci autorizovaného systému odběru jednoho výrobku za jeden nově prodaný podobný výrobek, nebo do autorizovaného sběrného místa pro recyklaci odpadních elektrických a elektronických zařízení (OEEZ), baterií a akumulátorů. Nevhodné nakládání s tímto druhem odpadu by mohlo mít negativní dopad na životní prostředí a lidské zdraví, protože elektrická a elektronická zařízení zpravidla obsahují potenciálně nebezpečné látky. Vaše spolupráce na správné likvidaci tohoto výrobku napomůže efektivnímu využívání přírodních zdrojů. Chcete-li získat podrobné informace týkající se recyklace tohoto výrobku, obraťte se prosím na místní úřad, orgán pro nakládání s odpady, schválený systém nakládání s odpady či společnost zajišťující likvidaci domovního odpadu, nebo navštivte webové stránky [www.canon-europe.com/weee](http://www.canon-europe.com/weee) nebo [www.canon-europe.com/battery](http://www.canon-europe.com/battery).

## Csak az Európai Unió és az EGT (Norvégia, Izland és Liechtenstein) országai



Ezek a szimbólumok azt jelzik, hogy a termék hulladékkezelése a háztartási hulladéktól különválasztva, az elektromos és elektronikus berendezések hulladékairól (WEEE) szóló (2012/19/EU) irányelvnek és az elemekről és akkumulátorokról, valamint a hulladék elemekről és akkumulátorokról szóló (2006/66/EK) irányelvnek megfelelően és/vagy ezen irányelveknek megfelelő helyi előírások szerint történik. Amennyiben a fent feltüntetett szimbólum alatt egy vegyjel is szerepel, az elemekről és akkumulátorokról szóló irányelvben foglaltak értelmében ez azt jelzi, hogy az elem vagy az akkumulátor az irányelvben meghatározott határértéknél nagyobb mennyiségben tartalmaz nehézfémeket (Hg = higany, Cd = kadmium, Pb = ólom). E terméket az arra kijelölt gyűjtőhelyre kell juttatni – pl. hasonló termék vásárlásakor a régi becserélésére vonatkozó hivatalos program keretében, vagy az elektromos és elektronikus berendezések (EEE) hulladékainak gyűjtésére, valamint a hulladék elemek és hulladék akkumulátorok gyűjtésére kijelölt hivatalos gyűjtőhelyre. Az ilyen jellegű hulladékok nem előírásszerű kezelése az elektromos és elektronikus berendezésekhez (EEE) általánosan kapcsolható potenciálisan veszélyes anyagok révén hatással lehet a környezetre és az egészségre. E termék megfelelő leselejtezésével Ön is hozzájárul a természeti források hatékony használatához. A termék újrahasznosítását illetően informálódjon a helyi polgármesteri hivatalnál, a helyi közterület-fenntartó vállalatnál, a hivatalos hulladéklerakó telephelyen vagy a háztartási hulladék begyűjtését végző szolgáltatónál, illetve látogasson el a [www.canon-europe.com/weee](http://www.canon-europe.com/weee), vagy [www.canon-europe.com/battery](http://www.canon-europe.com/battery) internetes oldalra.

## Tylko dla krajów Unii Europejskiej oraz EOG (Norwegia, Islandia i Liechtenstein)



Te symbole oznaczają, że produktu nie należy wyrzucać razem z odpadami gospodarstwa domowego, zgodnie z dyrektywą WEEE w sprawie zużytego sprzętu elektrycznego i elektronicznego (2012/19/UE) lub dyrektywą w sprawie baterii (2006/66/WE) bądź przepisami krajowymi wdrażającymi te dyrektywy. Jeśli pod powyższym symbolem znajduje się symbol chemiczny, zgodnie z dyrektywą w sprawie baterii oznacza to, że bateria lub akumulator zawiera metal ciężki (Hg = rtęć, Cd = kadm, Pb = ołów) w stężeniu przekraczającym odpowiedni poziom określony w dyrektywie w sprawie baterii. Użytkownicy baterii i akumulatorów mają obowiązek korzystać z dostępnego programu zwrotu, recyklingu i utylizacji baterii oraz akumulatorów. Niewłaściwe postępowanie z tego typu odpadami może mieć wpływ na środowisko i zdrowie ludzi ze względu na substancje potencjalnie niebezpieczne, związane ze użytym sprzętem elektrycznym i elektronicznym. Państwa współpraca w zakresie właściwej utylizacji tego produktu przyczyni się do efektywnego wykorzystania zasobów naturalnych. W celu uzyskania informacji o sposobie recyklingu tego produktu prosimy o kontakt z właściwym urzędem miejskim lub zakładem gospodarki komunalnej bądź zapraszamy na stronę [www.canon-europe.com/wEEE](http://www.canon-europe.com/wEEE), lub [www.canon-europe.com/battery](http://www.canon-europe.com/battery).

## Platí len pre štáty Európskej únie a EHP (Nórsko, Island a Lichtenštajnsko)



Tieto symboly označujú, že podľa Smernice o odpade z elektrických a elektronických zariadení (OEEZ) 2012/19/EÚ, Smernice o batériách (2006/66/ES) a podľa platnej legislatívy Slovenskej republiky sa tento produkt nesmie likvidovať spolu s komunálnym odpadom. Ak je chemická značka vytlačená pod vyššie uvedeným symbolom, znamená to, že táto batéria alebo akumulátor obsahuje ťažký kov (Hg = ortuť, Cd = kadmium, Pb = olovo) v koncentrácii vyššej, ako je príslušná povolená hodnota stanovená v Smernici o batériách. Produkt je potrebné odovzdať do určenej zberne, napr. prostredníctvom výmeny za kúpu nového podobného produktu, alebo na autorizované zberné miesto, ktoré spracúva odpad z elektrických a elektronických zariadení (EEZ), batérií a akumulátorov. Nesprávna manipulácia s takýmto typom odpadu môže mať negatívny vplyv na životné prostredie a ľudské zdravie, pretože elektrické a elektronické zariadenia obsahujú potenciálne nebezpečné látky. Spolupracou na správnej likvidácii tohto produktu prispějete k účinnému využívaniu prírodných zdrojov. Ďalšie informácie o recyklácii tohto produktu získate od miestneho úradu, úradu životného prostredia, zo schváleného plánu OEEZ alebo od spoločnosti, ktorá zaisťuje likvidáciu komunálneho odpadu. Viac informácií nájdete aj na webovej stránke: [www.canon-europe.com/wEEE](http://www.canon-europe.com/wEEE), alebo [www.canon-europe.com/battery](http://www.canon-europe.com/battery).

## Üksnes Euroopa Liit ja EMP (Norra, Island ja Liechtenstein)



Antud sümbolid viitavad sellele, et vastavalt elektri- ja elektroonikaseadmete jäätmeid käsitlevale direktiivile (2012/19/EL), patareisid ja akusid ning patarei- ja akujäätmeid käsitlevale direktiivile (2006/66/EÜ) ja/või nimetatud direktiive rakendavatele riiklikele õigusaktidele ei või seda toodet koos olmejäätmetega ära visata. Kui keemiline sümbol on trükitud eespool toodud sümboli alla, siis tähendab see, et antud patareis või akus leiduva raskemetalli (Hg = elavhõbe, Cd = kaadmium, Pb = plii) kontsentratsioonitase on kõrgem kui patareisid ja akusid ning patarei- ja akujäätmeid käsitlevas direktiivis sätestatud piirmäär. Antud tootest tekkinud jäätmed tuleb anda vastavasse kogumispunkti, nt müügipunkti, mis on volitatud üks ühe vastu vahetama, kui ostate uue sarnase toote, või vastavasse elektri- ja elektroonikaseadmete jäätmete ning patareide ja akude ümbertöötlemiseks mõeldud kogumispunkti. Antud liiki jäätmete vale käitlemine võib kahjustada keskkonda ja inimeste tervist elektri- ja elektroonikajäätmetes tavaliselt leiduvate potentsiaalselt ohtlike ainete tõttu. Antud tootest tekkinud jäätmete nõuetekohase kõrvaldamisega aitate kasutada loodusvarasid efektiivselt. Täiendava teabe saamiseks elektri- ja elektroonikaseadmetest tekkinud jäätmete ning patarei- ja akujäätmete tagastamise ja ümbertöötlemise kohta võtke ühendust kohaliku omavalitsusega, asjakohase valitsusasutusega, asjakohase tootjavastutusorganisatsiooniga või olmejäätmete käitlejaga. Lisateavet leitate ka Interneti-leheküljelt [www.canon-europe.com/weee](http://www.canon-europe.com/weee) või [www.canon-europe.com/battery](http://www.canon-europe.com/battery).

## Tikali Eiropas Savienībai un EEZ (Norvēģijai, Islandei un Lihtenšteinai)



Šie simboli norāda, ka atbilstoši ES Direktīvai (2012/19/ES) par elektrisko un elektronisko iekārtu atkritumiem (EEIA), Direktīvai (2006/66/EK) par baterijām un akumulatoriem, un akumulatoru atkritumiem, ar ko atceļ Direktīvu 91/157/EEK, un vietējiem tiesību aktiem šo izstrādājumu nedrīkst izmest kopā ar sadzīves atkritumiem. Ja zem iepriekš norādītā simbola ir uzdrukāts ķīmiskais simbols, saskaņā ar direktīvu par baterijām un akumulatoriem tas nozīmē, ka šīs baterijas vai akumulatori satur smagos metālus (Hg = dzīvsudrabs, Cd = kadmījs, Pb = svins) un to koncentrācijas līmenis pārsniedz direktīvā par baterijām un akumulatoriem minēto piemērojamo sliekšni. Šis izstrādājums ir jānodod piemērotā savākšanas vietā, piemēram, apstiprinātā veikalā, kur iegādājaties līdzīgu jaunu produktu un atstājat veco, vai apstiprinātā vietā izlietotu elektrisko un elektronisko iekārtu un bateriju un akumulatoru pārstrādei. Nepareiza šāda veida atkritumu apsaimniekošana var apdraudēt vidi un cilvēka veselību tādu iespējami bīstamu vielu dēļ, kas parasti ir elektriskajās un elektroniskajās iekārtās. Jūsu atbalsts pareizā šāda veida atkritumu apsaimniekošanā sekmēs efektīvu dabas resursu izmantošanu. Lai saņemtu pilnīgāku informāciju par šāda veida izstrādājumu nodošanu otrreizējai pārstrādei, sazinieties ar vietējo pašvaldību, atkritumu savākšanas atbildīgo dienestu, pilnvaroto organizāciju vai iestādi, kas veic sadzīves atkritumu apsaimniekošanu, vai apmeklējiet tīmekļa vietni [www.canon-europe.com/weee](http://www.canon-europe.com/weee), vai [www.canon-europe.com/battery](http://www.canon-europe.com/battery).

## Tik Europos Sąjungai ir EEE (Norvegijai, Islandijai ir Lichtenšteinui)



Šie simboliai reiškia, kad šio gaminio negalima išmesti į buitines atliekas, kaip reikalaujama WEEE Direktyvoje (2012/19/ES) ir Baterijų direktyvoje (2006/66/EB) ir (ar) jūsų šalies nacionaliniuose įstatymuose, kuriais šios Direktyvos yra įgyvendinamos. Jeigu cheminio ženklo simbolis yra nurodytas žemiau šio ženklo, tai reiškia, kad vadovaujantis Baterijų direktyvą, baterijų ar akumuliatorių sudėtyje yra sunkiųjų metalų (Hg = gyvsidabris, Cd = kadmio, Pb = švino), kurių koncentracija viršija Baterijų direktyvoje nurodytas leistinas ribas. Šį gaminį reikia pristatyti į specialųjį surinkimo punktą, pavyzdžiui, mainais, kai jūs perkate naują panašų gaminį, arba į specialiąją surinkimo vietą, kurioje perdirbamos elektrinės ir elektroninės įrangos atliekos bei naudotos baterijos ir akumuliatoriai. Dėl netinkamo šio tipo atliekų tvarkymo gali nukentėti aplinka ir iškilti grėsmė žmogaus sveikatai dėl galimai kenksmingų medžiagų, iš esmės susijusių su elektrine ir elektronine įranga. Bendradarbiaudami ir teisingai utilizuodami šiuos gaminius, jūs padėsite efektyviai naudoti gamtinius išteklius. Daugiau informacijos apie gaminio perdirbimą jums gali suteikti vietinis biuras, atliekų tvarkymo bendrovė, sertifikuoti organai ar buitinių atliekų surinkimo įmonės. Taip pat siūloma apsilankyti interneto svetainėje [www.canon-europe.com/weee](http://www.canon-europe.com/weee), arba [www.canon-europe.com/battery](http://www.canon-europe.com/battery).

## Samo za Evropsko unijo in EGP (Norveška, Islandija in Lihtenštajn)



Ti simboli pomenijo, da tega izdelka skladno z Direktivo OEEO (2012/19/EU), Direktivo 2006/66/ES in/ali nacionalno zakonodajo, ki uvaja ti direktivi, ne smete odlagati z nesortiranimi gospodinjskimi odpadki. Če je pod zgoraj prikazanim simbolom natisnjen kemijski simbol, to v skladu z Direktivo pomeni, da je v tej bateriji ali akumulatorju prisotna težka kovina (Hg = živo srebro, Cd = kadmij, Pb = svinec), in sicer v koncentraciji, ki je nad relevantno mejno vrednostjo, določeno v Direktivi. Ta izdelek je potrebno odnesti na izbrano zbirno mesto, t. j. pooblaščenega trgovino, kjer ob nakupu novega (podobnega) izdelka vrnete starega, ali na pooblaščenega zbirno mesto za ponovno uporabo odpadne električne in elektronske opreme (EEO) ter baterij in akumulatorjev. Neustrezno ravnanje s to vrsto odpadkov lahko negativno vpliva na okolje in človeško zdravje zaradi potencialno nevarnih snovi, ki so pogosto povezane z EEO. Vaše sodelovanje pri pravilnem odlaganju tega izdelka predstavlja pomemben prispevek k smotrni izrabi naravnih virov. Za več informacij o ponovni uporabi tega izdelka se obrnite na lokalni mestni urad, pristojno službo za odpadke, predstavnika pooblaščenega programa za obdelavo odpadkov ali na lokalno komunalno. Lahko pa tudi obiščete našo spletno stran [www.canon-europe.com/weee](http://www.canon-europe.com/weee), ali [www.canon-europe.com/battery](http://www.canon-europe.com/battery).

## Само за Европейския съюз и ЕИП (Норвегия, Исландия и Лихтенщайн)



Тези символи показват, че този продукт не трябва да се изхвърля заедно с битовите отпадъци съгласно Директивата за ИУЕЕО (2012/19/ЕС), Директивата за батерии (2006/66/ЕО) и/или Вашето национално законодателство, прилагащо тези Директиви. Ако под показания горе символ е отпечатан символ за химически елемент, съгласно разпоредбите на Директивата за батерии, този втори символ означава наличието на тежък метал (Hg = живак, Cd = кадмий, Pb = олово) в батерията или акумулатора в концентрация над указаната граница за съответния елемент в Директивата. Този продукт трябва да бъде предаден в предназначен за целта пункт за събиране, например на база размяна, когато купувате нов подобен продукт, или в одобрен събирателен пункт за рециклиране на излязло от употреба електрическо и електронно оборудване (ИУЕЕО), батерии и акумулатори. Неправилното третиране на този тип отпадъци може да доведе до евентуални отрицателни последствия за околната среда и човешкото здраве поради потенциално опасните вещества, които обикновено са свързани с ЕЕО. В същото време Вашето съдействие за правилното изхвърляне на този продукт ще допринесе за ефективното използване на природните ресурси. За повече информация относно това къде можете да предадете за рециклиране на този продукт, моля свържете се с Вашите местни власти, с органа, отговорен за отпадъците, с одобрената система за ИУЕЕО или с Вашата местна служба за битови отпадъци, или посетете [www.canon-europe.com/weee](http://www.canon-europe.com/weee), или [www.canon-europe.com/battery](http://www.canon-europe.com/battery).

## Doar pentru Uniunea Europeană și EEA (Norvegia, Islanda și Liechtenstein)



Ацесте символури индикă фактул că ацест продул ну требуе арункат ъмпреунă ку деșеуриле менажере, ън конформитате ку Директива ДЕЕЕ (2012/19/UE), Директива реферitoare ла батерии (2006/66/CE) ѝи/сау легиле дvs. наѝionale це импленеацă ацесте Директиве. Дакă ун символ химич естепримат суб символу де май сул, ън конформитате ку Директива реферitoare ла батерии, ацест символ индикă презенѝа ън батерие сау акумулатор а унуи метал greu (Hg = Меркур, Cd = Кадмиу, Pb = Плумб) ънтр-о концентраѝие май mare децът прагул адмис специфичат ън Директива реферitoare ла батерии. Ацест продул требуе ънмънат пунктулу де колецтаре адекват, ех: принтр-ун schimb ауторизат уну ла уну атунци канд цумпăраѝи ун продул нуу similar сау ла ун loc де колецтаре ауторизат pentru рециклареа резидуурилу де ехипамент електрик ѝи електроник (ЕЕЕ) ѝи батерии ѝи акумулатори. Администрареа неадекватă а ацестуи тип де деșеури, ар puteа авеа ун impact асуфра медиулу ѝи асуфра сăнăтăѝии umane datorită субстанѝелу ку потенѝал де risc care сунт ън general асоциате ку ЕЕЕ. Cooperареа дvs. ън дирекѝия рециклăрии corecte а ацестуи продул ва contribuи ла о utilizаре ефициентă а ресурселу натурале. Pentru май multe информăѝии despre рециклареа ацестуи продул, vă rugăм сă контактаѝи бирулу дvs. local, ауторитăѝиле responsabile ку деșеуриле, schema аупробатă сау serviciул дvs. responsabil ку деșеуриле менажере сау vizитаѝи-не ла [www.canon-europe.com/weee](http://www.canon-europe.com/weee), сау [www.canon-europe.com/battery](http://www.canon-europe.com/battery).

## Samo za Europsku uniju i EEA (Norveška, Island i Lihtenštajn)



Oznaka pokazuje da se ovaj proizvod ne smije odlagati s komunalnim i ostalim vrstama otpada, u skladu s direktivom WEEE (2012/19/EC), Direktivom o baterijama (2006/66/EC) i Pravilnikom o gospodarenju otpadnim baterijama i akumulatorima te Pravilnikom o gospodarenju otpadnim električnim i elektroničkim uređajima i opremom. Ako je ispod prethodno prikazane oznake otisnut kemijski simbol, u skladu s Direktivom o baterijama, to znači da se u ovoj bateriji ili akumulatoru nalazi teški metal (Hg = živa, Cd = kadmij, Pb = olovo) i da je njegova koncentracija iznad razine propisane u Direktivi o baterijama. Ovaj bi proizvod trebalo predati ovlaštenom skupljaču EE otpada ili prodavatelju koji je dužan preuzeti otpadni proizvod po sistemu jedan za jedan, ukoliko isti odgovara vrsti te je obavljao primarne funkcije kao i isporučena EE oprema. Otpadne baterije i akumulatori predaju se ovlaštenom skupljaču otpadnih baterija ili akumulatora ili prodavatelju bez naknade i obveze kupnje za krajnjeg korisnika. Neodgovarajuće rukovanje ovom vrstom otpada može utjecati na okoliš i ljudsko zdravlje zbog potencijalno opasnih supstanci koje se najčešće nalaze na takvim mjestima. Vaša suradnja u pravilnom zbrinjavanju ovog proizvoda pridonijet će djelotvornom iskorištavanju prirodnih resursa. Dodatne informacije o recikliranju ovog proizvoda zatražite od svog lokalnog gradskog ureda, službe za zbrinjavanje otpada, odobrenog programa ili komunalne službe za uklanjanje otpada ili pak na stranicama [www.canon-europe.com/weee](http://www.canon-europe.com/weee) ili [www.canon-europe.com/battery](http://www.canon-europe.com/battery).

## Korisnici u Srbiji



Ovaj simbol označava da ovaj proizvod ne sme da se odlaže sa ostalim kućnim otpadom, u skladu sa WEEE Direktivom (2012/19/EU), Direktivom o baterijama (2006/66/EC) i nacionalnim zakonima. Ukoliko je ispod gore navedenog simbola odštampan hemijski simbol, u skladu sa Direktivom o baterijama, ovaj simbol označava da su u ovoj bateriji ili akumulatoru prisutni teški metali (Hg – živa, Cd – kadmijum, Pb - olovo) u koncentracijama koje premašuju prihvatljivi prag naveden u Direktivi o baterijama. Ovaj proizvod treba predati određenom centru za prikupljanje, npr. po principu „jedan-za-jedan“ kada kupujete sličan novi proizvod, ili ovlašćenom centru za prikupljanje za reciklažu istrošene električne i elektronske opreme (EEE), baterija i akumulatora. Nepravilno rukovanje ovom vrstom otpada može imati negativne posledice po životnu sredinu i ljudsko zdravlje usled potencijalno opasnih materijala koji se uglavnom vezuju za EEE. Vaša saradnja na ispravnom odlaganju ovog proizvoda će doprineti efikasnom korišćenju prirodnih resursa. Više informacija o tome kako možete da reciklirate ovaj proizvod potražite od lokalnih gradskih vlasti, komunalne službe, odobrenog plana reciklaže ili servisa za odlaganje kućnog otpada, ili posetite stranicu [www.canon-europe.com/weee](http://www.canon-europe.com/weee), ili [www.canon-europe.com/battery](http://www.canon-europe.com/battery).

## Handling Precautions

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- Canceling Print Jobs
- Legal Restrictions on Printing
- Printer Handling Precautions
- Transporting Your Printer
- When Repairing, Lending, or Disposing of the Printer
- Keeping Print Quality High

## Legal Restrictions on Printing

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Printing or modifying printed copies of the following may be punishable under law.

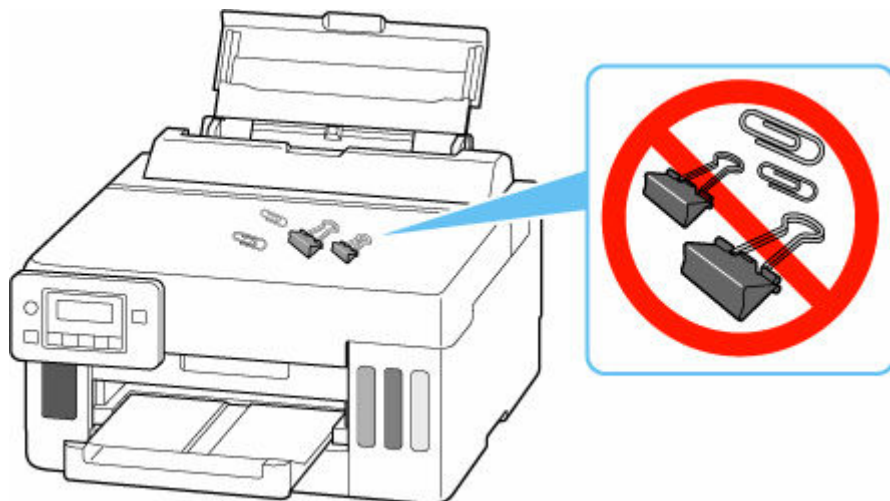
This list is non-exhaustive. When in doubt, check with a local legal representative.

- Paper money
- Money orders
- Certificates of deposit
- Postage stamps (canceled or uncanceled)
- Identification badges or insignia
- Selective service or draft papers
- Checks or drafts issued by governmental agencies
- Motor vehicle licenses and certificates of title
- Traveler's checks
- Food stamps
- Passports
- Immigration papers
- Internal revenue stamps (canceled or uncanceled)
- Bonds or other certificates of indebtedness
- Stock certificates
- Copyrighted works or works of art, without the owner's consent

## Printer Handling Precautions

### Do not place any object on the top cover!

Do not place any object on the top cover. It will fall into the rear tray when the top cover is opened and cause the printer to malfunction. Also, place the printer where objects will not fall on it.



## Transporting Your Printer

When relocating the printer for changing your living place, make sure of the following.

### »» Important

- You cannot take ink out of ink tanks.
- Check if the tank cap is completely inserted. If the ink tank cover is not completely closed, insert the tank cap properly.
- Prepare for transporting the printer with the print head attached. This allows the printer to automatically cap the print head, thus preventing it from drying.
- Do not remove the print head. Ink may leak.
- If ink stains the inside of the printer, wipe them using a soft cloth dampened with water.
- When transporting the printer, pack the printer in a plastic bag so that ink does not leak.
- Pack the printer in a sturdy box so that it is placed with its bottom facing down, using sufficient protective material to ensure safe transport.
- Do not tilt the printer. Ink may leak.
- When a shipping agent is handling transport of the printer, have its box marked "THIS SIDE UP" to keep the printer with its bottom facing down. Mark also with "FRAGILE" or "HANDLE WITH CARE".



- Please handle with care and ensure the box remains flat and NOT turned upside down or on its side, as the printer may be damaged and ink in the printer may leak.

1. Press the **Setup** button, use the ◀ ▶ button to select **Maintenance**, and press the **OK** button.

➡ [LCD and Operation Panel](#)

2. Use the ◀ ▶ button to select **Transport mode** and press the **OK** button.

3. Use the ◀ ▶ button to select **Yes** and press the **OK** button.

The mode is shifted to the transfer mode.

When it is completed, the power is turned off automatically.

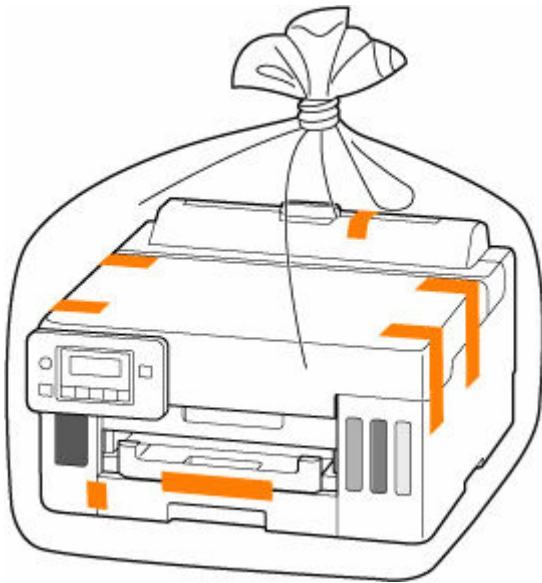
4. Check that **ON** lamp is off and [unplug power cord](#).

**Important**

- Do not unplug the printer while the **ON** lamp is lit or flashing, as it may cause malfunction or damage to the printer, making the printer unable to print.

5. Close the paper output tray.
6. Retract paper support, then close the rear tray cover.
7. Unplug the printer cable from the computer and from the printer, then unplug the power cord from the printer.
8. Use adhesive tape to secure all the covers on the printer to keep them from opening during transportation. Then pack the printer in the plastic bag.

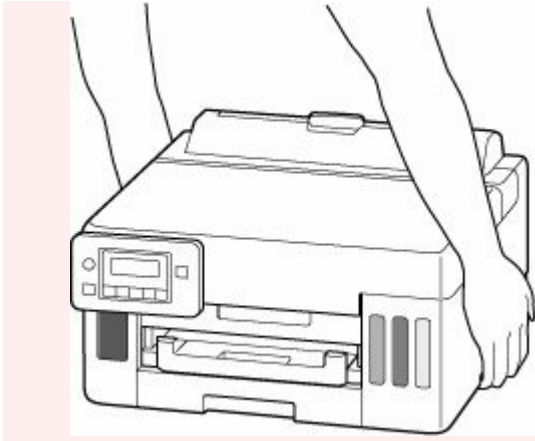
Close and seal the opening of the bag with an object such as tape so as not to leak ink.



9. Attach the protective material to the printer when packing the printer in the box.

**Important**

- We recommend to hold and carry out this printer as shown in the figure below. If you hold the cassette, it may fall out of the printer.



## When Repairing, Lending, or Disposing of the Printer

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If you have entered personal data, passwords and/or other security settings on the printer, such information may be stored in the printer.

When sending the printer for repair, lending or transferring the printer to another person, or disposing of the printer, please be sure to follow the steps below in order to delete such information and prevent third parties from accessing it.

- Press the **Setup** button, select **Device settings** > **Reset setting** > **All data**, and then select **Yes**.

## Keeping Print Quality High

The key to printing with the optimal printing quality is to prevent the print head from drying or clogging. Always observe the following rules for optimal printing quality.

### »» Note

- Depending on the type of paper, ink may blur if you trace the printed area with a highlight pen or paint-stick, or bleed if water or sweat comes in contact with the printed area.

## Never unplug the power cord until the power is turned off!

If you press the **ON** button to turn off the power, the printer caps the print head (nozzles) automatically to prevent from drying. If you unplug the power cord from the wall outlet before the **ON** lamp is turned off, the print head will not be capped properly and this will cause drying or clogging.

When [unplugging the power cord](#), check that the **ON** lamp is not lit.

## Print periodically!

Just as the tip of a felt pen becomes dry and unusable if it has not been used for a long time, even if it is capped, the print head too, may become dried or clogged if the printer has not been used for a long time. We recommend you to use the printer at least once a month.

## **Main Components and Their Use**

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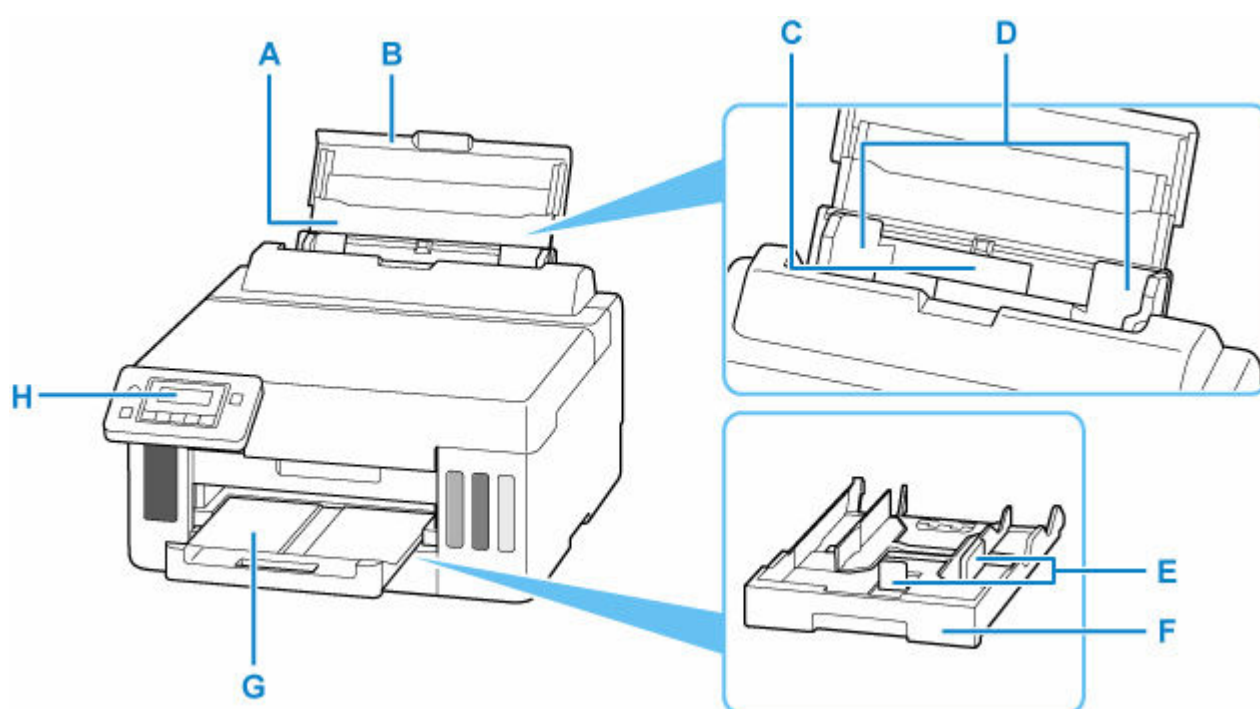
- **Main Components**
- **Power Supply**
- **LCD and Operation Panel**
- **Entering Numbers, Letters, and Symbols**

## **Main Components**

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- **Front View**
- **Rear View**
- **Inside View**
- **Operation Panel**

## Front View



### A: Paper Support

Extend to load paper in the rear tray.

### B: Rear Tray Cover

Open to load paper in the rear tray.

### C: Rear Tray

Two or more sheets of the same size and type of paper can be loaded at the same time, and fed automatically one sheet at a time.

- ➡ [Loading Photo Paper / Plain Paper in Rear Tray](#)
- ➡ [Loading Envelopes in Rear Tray](#)

### D: Paper Guides

Align with both sides of the paper stack.

### E: Paper Guides

Align with right/left/front sides of the paper stack.

### F: Cassette

Load A4, B5, A5, Letter-sized or Executive plain paper into the cassette, and insert it into the printer.

- ➡ [Loading Paper in the Cassette](#)

### G: Paper Output Tray

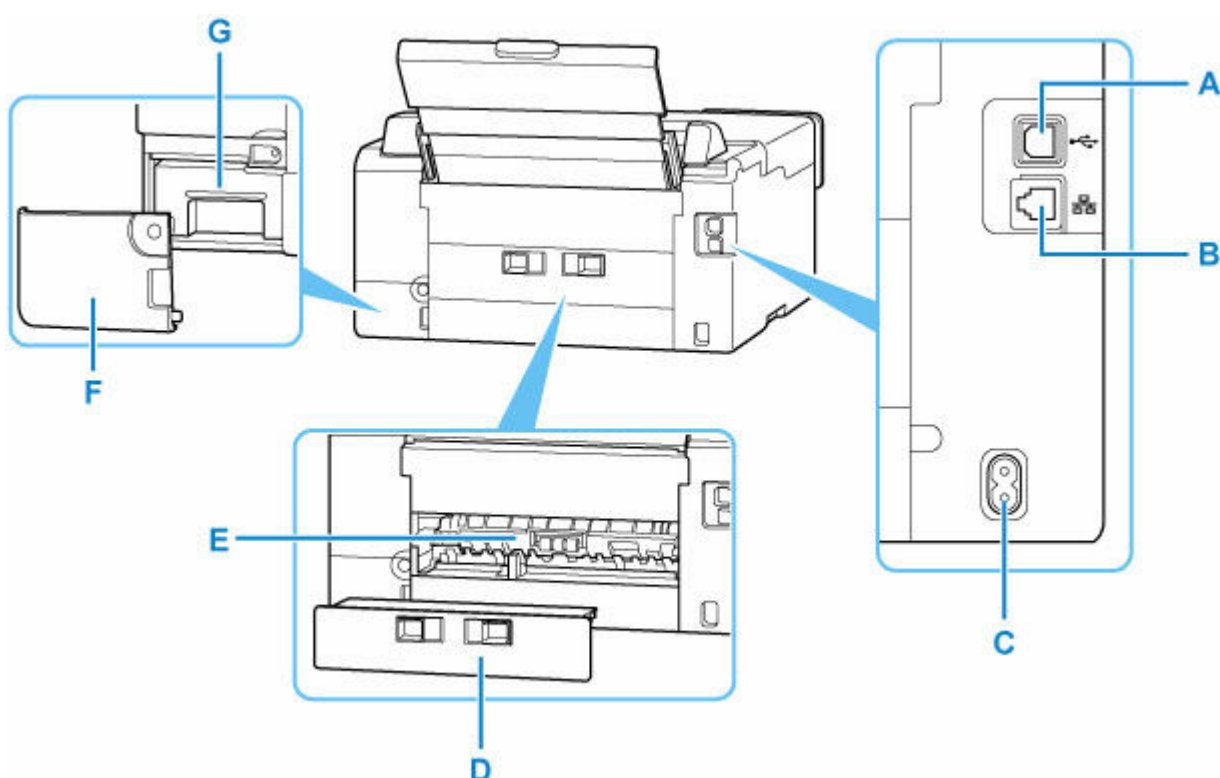
Printed paper is ejected. Pull out it before printing.

### H: Operation Panel

Use to change the settings of the printer or to operate it.

- ➡ [Operation Panel](#)

## Rear View



### A: USB Port

Plug in the USB cable to connect the printer with a computer.

### B: Wired LAN Connector

Plug in the LAN cable to connect the printer to a LAN.

### C: Power Cord Connector

Plug in the supplied power cord.

### D: Rear Cover

Detach when removing jammed paper.

### E: Transport Unit

Open when removing jammed paper.

### F: Maintenance Cover

Remove when replacing the maintenance cartridge.

### G: Maintenance Cartridge

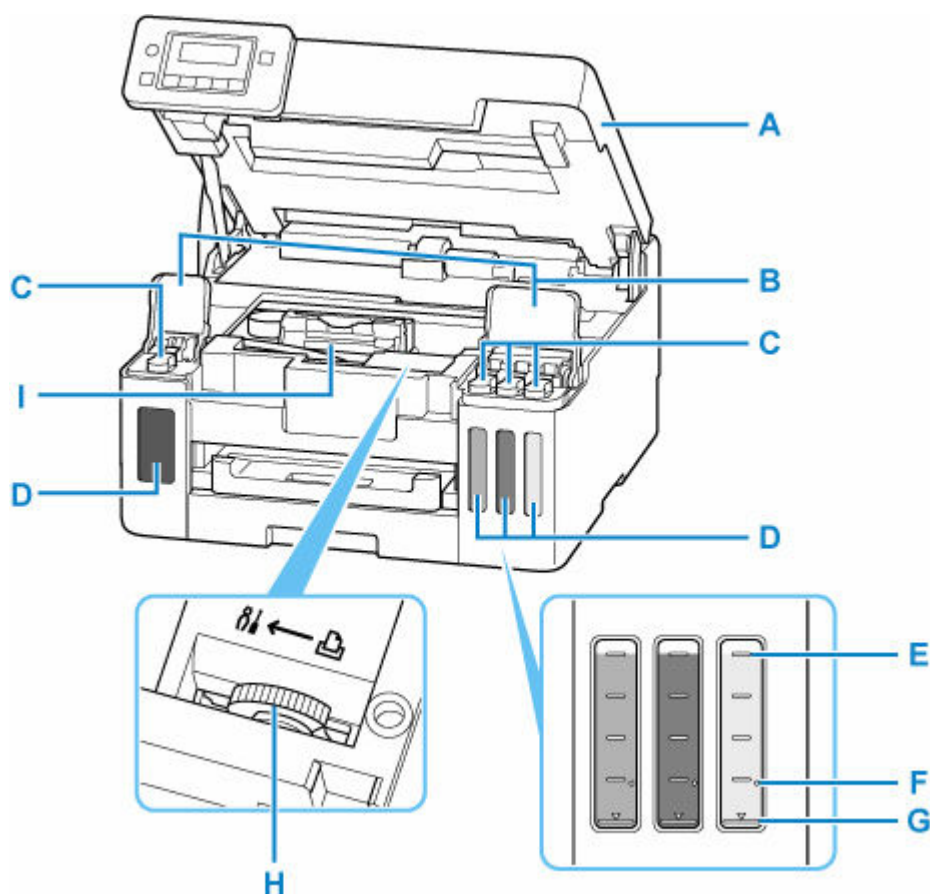
Absorbs ink used for cleaning.

➡ [Replacing Maintenance Cartridge](#)

## Important

- Do not touch the metal casing.
- Do not plug in or unplug the USB cable or LAN cable while the printer is printing with the computer. This can cause trouble.

## Inside View



### A: Top Cover

Open to refill ink tanks and to remove jammed paper.

### B: Ink Tank Covers

Open to refill ink tanks.

### C: Tank Caps

Open to refill ink tanks.

### D: Ink Tanks

The black ink tank is on the left, and the color ink tanks (cyan, magenta, and yellow) are on the right.

If any ink levels are low, refill the low tanks.

➡ [Refilling Ink Tanks](#)

### E: Upper Limit Line

Indicates the maximum capacity of the ink.

### F: Single Dot

Indicates the amount of ink required when performing ink flush.

### G: Lower Limit Line

Indicates the lower limit of the sufficient amount of ink to print. Refill the ink tank before the amount of ink is below this line.

### H: Ink Valve Lever

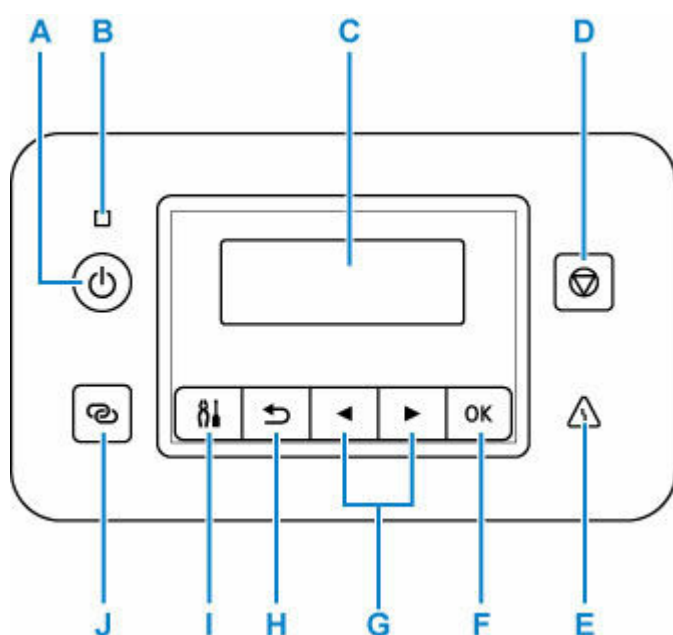
Operate when transporting a printer.

➡ [Repairing Your Printer](#)

#### **I: Print Head Holder**

The print head is pre-installed.

## Operation Panel



### A: ON button

Turns the power on or off.

➡ [Turning the Printer On and Off](#)

### B: ON lamp

Lights after flashing when the power is turned on.

### C: LCD (Liquid Crystal Display)

Displays messages, menu items, and the operational status.

### D: Stop button

Cancels operation when printing is in progress or when selecting a menu item.

### E: Alarm lamp

Lights or flashes when an error occurs.

### F: OK button

Finalizes your selection of items. Also used to resolve errors.

### G: ◀ and ▶ buttons

Used to select a setting item. These buttons are also used for entering characters.

### H: Back button

Returns the LCD to the previous screen.

### I: Setup button

Displays the **Setup menu** screen. With this menu, you can perform printer maintenance and change printer settings. Also used for selecting the input mode.

### J: Wireless connect button

To set wireless router information in the printer directly from a smartphone or other such device (without having to do any procedures at the router), hold down this button.

## **Power Supply**

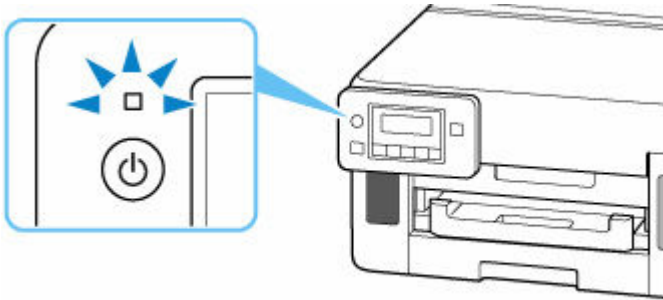
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- **Checking that Power Is On**
- **Turning the Printer On and Off**
- **Checking the Power Plug/Power Cord**
- **Unplugging the Printer**

## Checking that Power Is On

The **ON** lamp is lit when the printer is turned on.

Even if the LCD is off, if the **ON** lamp is lit, the printer is on.



### »» Note

- It may take a while for the printer to start printing immediately after you turn on the printer.
- The LCD will turn off if the printer is not operated for about 5 minutes. To restore the display, press any button or perform the print operation.

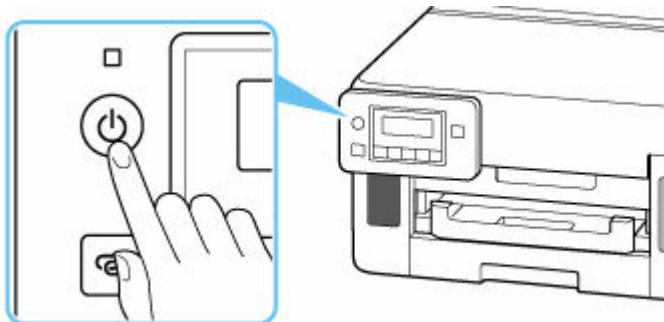
## Turning the Printer On and Off

### Turning on the printer

**Press the ON button to turn on the printer.**

The **ON** lamp flashes and then remains lit.

➔ [Checking that Power Is On](#)



#### ►►► Note

- It may take a while for the printer to start printing immediately after you turn on the printer.
- If an error message is displayed on the LCD, see [When Error Occurred](#).
- You can set the printer to automatically turn on when a print operation is performed from a computer connected by USB cable or via network. This feature is set to off by default.

From the printer

➔ [ECO settings](#)

From the computer

— For Windows:

➔ Managing the Printer Power

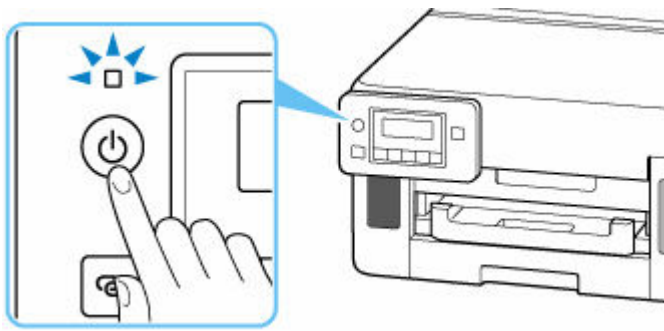
— For macOS:

➔ [Managing the Printer Power](#)

### Turning off the printer

**Press the ON button to turn off the printer.**

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



### ►► Important

- When you [unplug the power cord](#) after turning off the printer, be sure to confirm that the **ON** lamp is off.

### ►► Note

- You can set the printer to automatically turn off when no operations are performed or no print jobs are sent to the printer for a certain interval. This feature is set to on by default.

## Checking the Power Plug/Power Cord

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Unplug the power cord once a month to confirm that the power plug/power cord does not have anything unusual described below.

- The power plug/power cord is hot.
- The power plug/power cord is rusty.
- The power plug/power cord is bent.
- The power plug/power cord is worn.
- The power plug/power cord is split.

### **Caution**

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- If you find anything unusual with the power plug/power cord described above, [unplug the power cord](#) and call for service. Using the printer with one of the unusual conditions above may cause a fire or an electric shock.
-

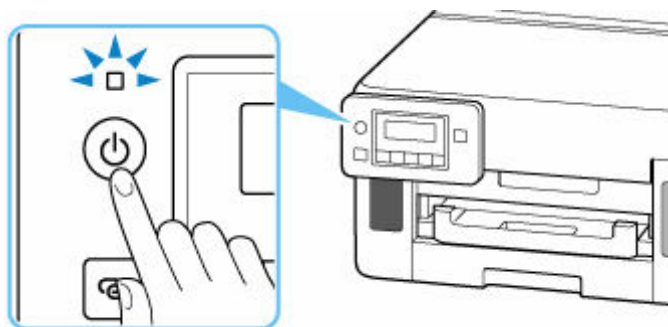
## Unplugging the Printer

To unplug the power cord, follow the procedure below.

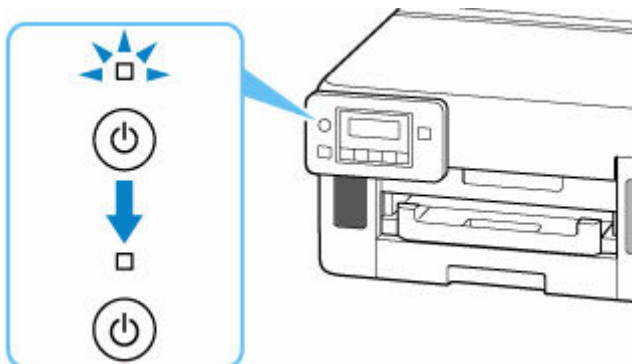
### »» Important

- When you unplug the power cord, press the **ON** button, then confirm that the **ON** lamp is off. Unplugging the power cord while the **ON** lamp is lit or flashing may cause drying or clogging of the print head and print quality may be reduced.

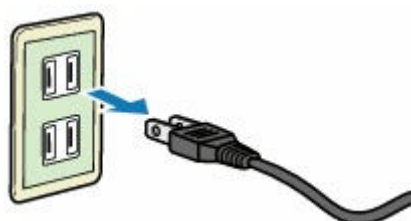
1. Press the **ON** button to turn the printer off.



2. Confirm that the **ON** lamp is off.



3. Unplug the power cord.



The specification of the power cord differs depending on the country or region of use.

## LCD and Operation Panel

The standby screen appears when the printer is turned on.



When the **Setup** button is pressed, the display switches to setup menu screen.

### Setup



In a menu or settings screen, use the ◀ ▶ button to select an item or option, and then press the **OK** button to proceed with the procedure.


### ▶▶▶ Note

- For details on how to change settings, refer to [Changing Settings from Operation Panel](#).

## Network Status Indication

Wi-Fi setting and the network status indicate by the icon in the standby screen.



If the  icon appears on the standby screen, it indicates that Wi-Fi is enabled and the printer is connected to the wireless router.

Depending on the signal state, the icon will change.



**Signal strength:** 81 % or more

You can use the printer over Wi-Fi without any problems.



**Signal strength:** 51 % or more

The problem such as the printer cannot print may occur according to the network status. We recommend placing the printer near the wireless router.




**Signal strength:** 50 % or less



The problem such as the printer cannot print may occur. Place the printer near the wireless router.



Wi-Fi is enabled but the printer is not connected to the wireless router.

If the  icon appears on the LCD, it indicates that the wired LAN is enabled.

## »» Note

- When Wi-Fi, wired LAN, or both are disabled, the  icon,  icon, or both are not displayed.

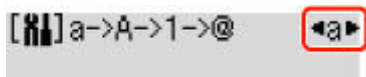
## Entering Numbers, Letters, and Symbols

The buttons on the operation panel allow you to enter (or change) characters, numbers, or symbols when setting up the network or making other settings.

### Switching the Input Mode

The current input mode appears at the upper right corner of the LCD.

Pressing the **Setup** button on the operation panel toggles through the input modes in the order lowercase > uppercase > numeric > symbols, showing the first available character.



The following shows available characters in each mode.

| Mode      | Available characters  |
|-----------|---|
| Lowercase | abcdefghijklmnopqrstuvwxyzäöü SP                                    |
| Uppercase | ABCDEFGHIJKLMNOPQRSTUVWXYZÄÖÜ SP                                    |
| Numeric   | 1234567890 SP   |
| Symbols   | . @ - _ SP * # ! " , ; : ^ ` = /   ' ? \$ % & + ( ) [ ] { } < > \ ~ |

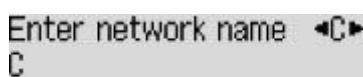
SP: Indicates a space.

#### ►►► Note

- Only the input modes or characters available for input appear in their respective screens.

## Entering Numbers, Letters, and Symbols

Use the ◀▶ button to select a character and press the **OK** button to input it.



When input of all characters is complete, hold down the **OK** button. When a confirmation message appears, select **Yes** and press the **OK** button.

- To insert a space  
Switch to the lowercase, uppercase, or numeric mode, and then press the ◀ button once.  
Alternatively switch to the symbol mode and then press the ▶ button four times.
- To delete the last entered character  
Press the **Back** button. You can only delete the last entered character.

#### ►►► Note

- To terminate character entry, press the **Stop** button. When a confirmation message appears, select **Yes** and press the **OK** button.

## Changing Settings

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- Changing Printer Settings from Your Computer (Windows)
- Changing Printer Settings from Your Computer (macOS)
- Changing Settings from Operation Panel

## **Changing Printer Settings from Your Computer (macOS)**

---

- **Managing the Printer Power**
- **Changing the Printer Operation Mode**

## Managing the Printer Power

---

Printer power supply is operated from Remote UI.

### Power control settings

**Power control settings** allow you to set Auto power off and Auto power on.

Auto power off is the function wherein the printer automatically turns itself off, when data is not sent or the printer remains inactive for a certain period.

The Auto power on function automatically turns on the printer when data is received.

1. Selecting **Printer settings** from [Remote UI](#)
2. Click **Power control settings**
3. Select **Use auto power control**, and then click **OK**
4. Check the displayed message and click **OK**
5. Complete the following settings:

#### **Auto power off**

Specify the time from the list. Printer automatically turns itself off, when data is not sent within the specified time or the printer has remained inactive.

#### **Auto power on**

When you check this check box, the printer automatically turns itself on when data is sent.

6. Apply the settings

Click **OK**.

The printer will operate with the changed settings hereafter.

## Changing the Printer Operation Mode

---

If necessary, switch between various modes of printer operation.

1. Check whether the printer is on and select **Printer settings** from [Remote UI](#)

2. If necessary, complete the following settings:

### **Print settings - Prevent paper abrasion**

The printer can increase the gap between the print head and the paper during high-density printing to prevent paper abrasion.

Check this check box to prevent paper abrasion.

### **Custom settings - Detect paper setting mismatch**

If the check box is deselected, at the time of printing from PC, you can continue to print without the message display even if the paper settings set in the Print dialog differs from the paper information registered to the printer.

### **Ink drying wait time**

You can set the length of the printer rest time until printing of the next page begins. The wait time becomes longer as the value set in the list increases, and shorter as the value decreases.

If the paper gets stained because the next page is ejected before the ink on the printed page dries, increase the ink drying wait time.

3. Apply the settings

Click **OK**.

The printer operates with the modified settings hereafter.

## **Changing Settings from Operation Panel**

---

- **Changing Settings from Operation Panel**
- **Setting Items on Operation Panel**
- **Print settings**
- **LAN settings**
- **Other dev. settings**
- **Language selection**
- **Firmware update**
- **Admin pwd. settings**
- **Reset setting**
- **Feed settings**
- **Ink level monitor**
- **ECO settings**
- **Quiet setting**
- **System information**
- **Checking the Total Number of Uses of Printer**

## Changing Settings from Operation Panel

This section describes the procedure to change the settings, taking the steps to specify prevent abrasion as an example.

### ▶▶▶ Note

- The \* (asterisk) on the LCD indicates the current setting.

1. [Check that printer is turned on.](#)

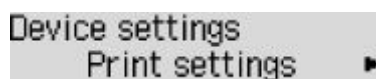
2. Press the **Setup** button.

The **Setup menu** screen is displayed.

3. Select **Device settings** and then press the **OK** button.

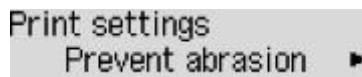
The **Device settings** screen is displayed.

4. Select a setting item to adjust and then press the **OK** button.



The setting screen for the selected item is displayed.

5. Select a setting item and then press the **OK** button.



6. Select a setting to specify and then press the **OK** button.



For more on setting items on the operation panel:

➡ [Setting Items on Operation Panel](#)

## Setting Items on Operation Panel

---

### ▶▶▶ Note

- The administrator password may be required to change the settings of some setting items.

### Items for Printer

- ➡ [Other dev. settings](#)
- ➡ [Language selection](#)
- ➡ [ECO settings](#)
- ➡ [Quiet setting](#)

### Items for Paper/Printing

- ➡ [Print settings](#)
- ➡ [Feed settings](#)

### Items for Maintenance/Management

- ➡ [LAN settings](#)
- ➡ [Firmware update](#)
- ➡ [Admin pwd. settings](#)
- ➡ [Reset setting](#)
- ➡ [Ink level monitor](#)
- ➡ [System information](#)
- ➡ [Checking the Total Number of Uses of Printer](#)

## Print settings

Select this menu from **Device settings** in **Setup menu**.

- **Prevent abrasion**

Use this setting only if the print surface becomes smudged.

»»» **Important**

- Be sure to set this back to **OFF** after printing since it may result in lower printing speed or lower print quality.

- **Paper print position**

Adjusts the print position when the left/right margins are not aligned.

You can adjust the left/right margins in increments of 0.004 in. (0.1 mm) between -0.12 in. (-3 mm) and +0.12 in. (+3 mm) centered on the horizontal center of the paper.

»»» **Important**

- When using A4/Letter sized paper, the amount of adjustment that can be made is limited. You cannot make adjustments greater than this limit.

- **Plain paper target**

Select **Text only** or **Text and photos** for plain paper printing.

»»» **Note**

- As print results, if you are conscious of unevenness or textures of granularity, select **Text and photos**.

## LAN settings

Select this menu from **Device settings** in **Setup menu**.

### »»» Important

- The administrator password may be required to change the settings.

- ➡ [Wi-Fi](#)
- ➡ [Wireless Direct](#)
- ➡ [Wired LAN](#)
- ➡ [Print LAN details](#)

## Wi-Fi

- **Wi-Fi enab./disable**

Enables or disables Wi-Fi.

- **Wi-Fi setup**

Selects the setup method for Wi-Fi connection.

- **Easy WL connect**

Select if you specify the settings of the access point information to the printer directly from a device (such as a smartphone) without operating the wireless router. Follow the on-screen instructions of the connecting device for the setup procedure.

- **Manual connect**

Select when you perform settings for Wi-Fi manually using the operation panel of the printer.

- **WPS (Push button)**

Select when you perform settings for Wi-Fi using a wireless router supporting a Wi-Fi Protected Setup (WPS) push button method. Follow the on-screen instructions during setup.

- **Other setup**

- **Manual setup**

Select when you perform settings for Wi-Fi manually.

- **WPS (PIN code)**

Select when you perform settings for Wi-Fi using a wireless router supporting a Wi-Fi Protected Setup (WPS) PIN code method. Follow the on-screen instructions during setup.

- **Manual setup**

For details on each setting item:

- ➡ [Manual setup](#)

## Wireless Direct

- **Switch WL Direct**

Enables/disables Wireless Direct.

- **Change name (SSID)**

Changes the identifier (SSID/the printer's name displayed on a Wi-Fi Direct compatible device) for Wireless Direct.

- **Change password**

Changes the password for Wireless Direct.

- **Confirm request**

Set whether the printer displays the confirmation screen when a Wi-Fi Direct compatible device is connecting the printer.

- **Manual setup**

For details on each setting item:

➡ [Manual setup](#)

## Wired LAN

- **Enab./dis. wired LAN**

Enables or disables wired LAN.

- **Manual setup**

For details on each setting item:

➡ [Manual setup](#)

## Print LAN details

You can print out the network settings of the printer such as its IP address and SSID.

For more information on the printer's network setting is printed out:

➡ [Printing Network Settings](#)

### »» Important

- The network settings printout contains important information about your network. Handle it with care.

## Manual setup

- **Set printer name**

Specifies the printer name. You can use up to 15 characters for the name.

## »» Note

- You cannot use the same printer name as that already used for other LAN connected devices.
- You cannot use a hyphen for the initial or last character of the printer name.

### • TCP/IP settings

Performs IPv4 or IPv6 setting.

### • WSD setting

Setting items when you use WSD (one of the network protocols supported in Windows).

#### ◦ Enable/disable WSD

Selects whether WSD is enabled or disabled.

## »» Note

- When this setting is enabled, the printer icon is displayed on the Network Explorer in Windows.

#### ◦ Optimize WSD-In

Selecting **Enable** allows you to receive the WSD printing data faster.

#### ◦ Timeout setting

Specifies the timeout length.

### • Bonjour settings

Setting items when you use Bonjour.

#### ◦ Enab./disab. Bonjour

Selecting **Enable** allows you to use Bonjour to perform the network settings.

#### ◦ Enter service name

Specifies the Bonjour service name. You can use up to 48 characters for the name.

## »» Note

- You cannot use the same service name as that already used for other LAN connected devices.

### • LPR setting

Enables/disables the LPR setting.

### • RAW protocol

Enables/disables RAW printing.

### • LLMNR

Enables/disables LLMNR (Link-Local Multicast Name Resolution). Selecting **Enable** allows the printer to detect printer's IP address from the printer name without a DNS server.

- **IPP settings**

Selecting **Enable** allows you to print via the network with the IPP protocol.

- **DRX setting**

Enables discontinuous reception (discontinuous data reception).

- **Wi-Fi**

Selecting **Enable** allows you to activate discontinuous reception when using Wi-Fi.

- **Wired LAN**

Selecting **Enable** allows you to activate discontinuous reception when the printer is connected to a device compatible with wired LAN. Power consumption can be reduced by discontinuous reception.

### **Note**

- Depending on the router used, discontinuous reception may not be activated even though **Enable** is selected.
- Discontinuous reception is enabled only while the printer is on standby. (The LCD is in the screen saver mode.)

- **IPsec settings**

Selecting **Enable** allows you to specify the IPsec settings.

- **IEEE802.1X/EAP**

Setting item when you use IEEE802.1X/EAP (WPA/WPA2 Enterprise).

- **Enable/disable**

Enables/disables IEEE802.1X/EAP.

- **EAP router search**

Searches switch/access point of IEEE802.1X/EAP and display it.

- **Latest auth. result**

Displays the latest authentication result of IEEE802.1X/EAP setting.

## Other dev. settings

Select this menu from **Device settings** in **Setup menu**.

### »» Important

- The administrator password may be required to change the settings.

- **Date/time setting**

Sets the current date and time.

- **Date display format**

Selects the date display format.

- **DST setting**

Sets daylight saving time (summer time).

- **Start date/time**

Specifies the month/week/date/time of the start of daylight saving time (summer time).

- **End date/time**

Specifies the month/week/date/time of the end of daylight saving time (summer time).

- **Time zone**

Specifies the time zone according to a country or region you live in.

Specifying the time zone to the printer allows you to display the correct time an e-mail was sent from the main unit on your mail software.

- **Sound control**

Selects the volume.

- **Keypad volume**

Selects the beep volume when pressing the buttons on the operation panel.

- **Alarm volume**

Selects the alarm volume.

- **Key repeat**

Selecting **ON** lets you quickly display candidate numbers or characters by holding down the ◀▶ button during character entry.

- **Force ink selection**

You can specify the ink to use.

- **All ink tanks**

Use both color ink and black ink.

- **Black only**

Use only black ink.

## »»» Note

- When any of the inks reached the lower limit line, printing is disabled.

- **Fixed print quality**

Specifies print quality when printing on plain paper.

- **Scrn. lock settings**

Lock the screen to prevent the panel operation by someone other than the administrator.

- **Job history**

- **Print job history**

Prints the print job history.

- **Restrict job history**

This is the menu for the developer.

## Language selection

---

Select this menu from **Device settings** in **Setup menu**.

Changes the language for LCD messages and menus.

### »» Important

- The administrator password may be required to change the settings.

Japanese / English / German / French / Italian / Spanish / Portuguese / Dutch / Danish / Norwegian /  
Swedish / Finnish / Russian / Ukrainian / Polish / Czech / Slovene / Hungarian / Slovak / Croatian /  
Romanian / Bulgarian / Turkish / Greek / Estonian / Latvian / Lithuanian / Simplified Chinese / Korean /  
Traditional Chinese / Indonesian / Vietnamese

## Firmware update

Select this menu from **Device settings** in **Setup menu**.

You can update the firmware of the printer, check the firmware version, or perform settings of a notification screen, a DNS server and a proxy server.

### »» Important

- The administrator password may be required to change the settings.
- When you use this function, make sure the printer is connected to the internet.

- **Install update**

Performs the firmware update of the printer. Follow the on-screen instructions to perform update.

- **Current version**

You can check the current firmware version.

- **Update notification**

You can set the printer to display the firmware update information on the LCD when the firmware update is available.

When **Idle/Power off** is selected, the printer informs you of the update during idle and the update information also appears when you press the **ON** button.

- **Auto update setting**

Select **ON** to automatically update the firmware to the latest version.

- **DNS server setup**

Performs settings for a DNS server. Select **Auto setup** or **Manual setup**. If you select **Manual setup**, follow the display on the LCD to perform settings.

- **Proxy server setup**

Performs settings for a proxy server. Select **Use** or **Do not use**. If you select **Use**, follow the display on the LCD to perform settings.

## Admin pwd. settings

The administrator password can be set or canceled.

### »»» Important

- The administrator password of the printer is set by default. It is set in the serial number of the printer which consists of 9 characters (the first 4 characters are alphabet and the latter 5 characters are number) and is indicated on the seal on the device.
- The administrator password may be required to change the settings.

1. [Check that printer is turned on.](#)

2. Press the **Setup** button.

The **Setup menu** screen is displayed.

3. Select **Device settings** and then press the **OK** button.

4. Select **Admin pwd. settings** and then press the **OK** button.

5. Enter the administrator password.

When the administrator password is not set, proceed to step 7.

6. Select **Change admin pwd.** and then press the **OK** button.

When you do not set the administrator password, select **Remove admin pwd.** Select **Yes** in the displayed screen.

7. Select the effective range of the administrator password.

#### Remote UI and tools

To change the setting using the remote UI or a certain software, the administrator password needs to be entered.

#### LCD, RMT UI, tools

To change the setting using the operation panel of this printer, remote UI or a certain software, the administrator password needs to be entered.

8. Enter the administrator password.

### »»» Important

- When changing the password, the character is limited as follows.
  - Set the password using 4 to 32 characters.
  - Only alphanumeric characters are available.
  - From a security point of view, it is recommended to set the password of 8 characters or more in combination of alphanumeric characters.

9. Press the **OK** button.

10. Enter the administrator password again.

The administrator password is available.

## Reset setting

Select this menu from **Device settings** in **Setup menu**.

You can set the settings back to the default.

### »» Important

- The administrator password may be required to change the settings.

- **Web service setup**

Sets the Web service settings back to the default.

- **LAN settings**

Sets the LAN settings back to the default.

- **Setting data**

Sets the settings such as the paper size or media type back to the default.

- **All data**

Sets all settings you made to the printer back to the default. The administrator password specified by Remote UI or IJ Network Device Setup Utility reverts to the default setting.

### »» Note

- You cannot set the following setting items back to the default:
  - The language displayed on the LCD
  - The current position of the print head
  - The cumulative usage count of this product registered in **Print usage stats**.
  - CSR (Certificate Signing Request) for encryption method (SSL/TLS) setting

## Feed settings

Select this menu from **Setup menu**.

### »» Note

- By registering the paper size and the media type, the message can be displayed before printing starts when the paper size or the media type of the loaded paper differs from the paper settings.

For details:

➡ [Paper Settings](#)

- **Save paper info**

Registers the paper size and the media type you load on the rear tray and in the cassette.

- **Det. paper mismatch**

If you select **ON**, the printer detects whether the paper size and the media type are identical with those registered in **Save paper info**. If printing starts with the settings that do not match, an error message is displayed on the LCD.

- **Check paper on load**

If you select **ON**, the printer detects the paper replacement. When the paper information registration screen is displayed after replacing paper, register the paper size and the media type.

## Ink level monitor

Select this menu from **Setup menu**.

### »» Important

- The administrator password may be required to change the settings.

#### • **Reset ink lev. count**

Resets the remaining ink count.

If you select **Yes**, you can reset the remaining ink count of all the ink tanks at once.

If you select **No**, you can specify the ink color and reset the remaining ink count in any ink tank.

### »» Important

- After refilling the ink to the upper limit line of the ink tank, reset the remaining ink count.

If the remaining ink count is reset when the ink tank is not full, the remaining ink level cannot be detected properly.

## ECO settings

This setting allows you to turn on/off the printer automatically to save electricity.

### »» Important

- The administrator password may be required to change the settings.

➡ [Turning off Printer Automatically](#)

➡ [Turning on Printer Automatically](#)

### Turning off Printer Automatically

You can enable the printer to turn off automatically when no operation is made or no printing data is sent to the printer for a specified period of time.

1. [Check that printer is turned on.](#)
2. Press the **Setup** button.  
The **Setup menu** screen is displayed.
3. Select **ECO settings** and then press the **OK** button.
4. Select **EnergySaveSettings** and then press the **OK** button.
5. Select **Auto power off** and then press the **OK** button.
6. Select a time to turn off the printer and then press the **OK** button.

### Turning on Printer Automatically

You can enable the printer to turn on automatically when printing data is sent to the printer.

1. [Check that printer is turned on.](#)
2. Press the **Setup** button.  
The **Setup menu** screen is displayed.
3. Select **ECO settings** and then press the **OK** button.
4. Select **EnergySaveSettings** and then press the **OK** button.
5. Select **Auto power on** and then press the **OK** button.

6. Select **ON** and then press the **OK** button.

## Quiet setting

Enables this function on the printer if you want to reduce the operating noise, such as when printing at night.

### »»» Important

- The administrator password may be required to change the settings.

Follow the procedure below to perform setting.

1. [Check that printer is turned on.](#)
2. Press the **Setup** button.  
The **Setup menu** screen is displayed.
3. Select **Quiet mode** and then press the **OK** button.
4. Select **ON** or **Specify hrs of use** and press **OK** button.

If you select **Specify hrs of use**, specify start time and end time.

### »»» Important

- Operating speed may be reduced compared to when **OFF** is selected.
- This function may not be so effective depending on the printer's setting. Furthermore, certain noise, such as when the printer is preparing for printing, is not reduced.

## System information

---

Select this menu from **Setup menu**.

- **Current version**

Displays the current firmware version.

- **Printer name**

Displays the printer name currently specified.

- **Serial number**

Displays the printer serial number.

## Checking the Total Number of Uses of Printer

---

The total number of uses of printer can be printed and checked.

1. [Check that printer is turned on.](#)
2. [Load A4 or Letter-sized plain paper.](#)
3. Press the **Setup** button.  
The **Setup menu** screen is displayed.
4. Select **Print usage stats** and then press the **OK** button.  
The total number of uses of printer is printed.

## Specifications

### General Specifications

|  |   |
|--|---|
| <b>Interface</b>                       | <b>USB Port:</b><br>Hi-Speed USB *<br><b>Network Port:</b><br>Wired LAN: 100BASE-TX / 10BASE-T<br>Wi-Fi: IEEE802.11n / IEEE802.11g / IEEE802.11b / IEEE802.11a<br>* A computer that complies with Hi-Speed USB standard is required. Since the Hi-Speed USB interface is fully upwardly compatible with USB 1.1, it can be used at USB 1.1.<br><br>USB and the network can be used at the same time.<br>Wi-Fi and wired LAN cannot be used at the same time.                        |
| <b>Operating environment</b>           | <b>Temperature:</b> 41 to 95 °F (5 to 35 °C)<br><b>Humidity:</b> 10 to 90 % RH (no condensation)<br>* The performance of the printer may be reduced under certain temperature and humidity conditions.<br>Recommended conditions:<br><b>Temperature:</b> 59 to 86 °F (15 to 30 °C)<br><b>Humidity:</b> 10 to 80 % RH (no condensation)<br>* For the temperature and humidity conditions of papers such as photo paper, refer to the paper's packaging or the supplied instructions. |
| <b>Storage environment</b>             | <b>Temperature:</b> 32 to 104 °F (0 to 40 °C)<br><b>Humidity:</b> 5 to 95 % RH (no condensation)  |
| <b>Power supply</b>                    | AC 100-240 V, 50/60 Hz<br>(The supplied power cord is only for the country or region you purchased.)  |
| <b>Power consumption</b>               | <b>Printing:</b> 20 W or less *1<br><b>Standby (minimum):</b> 0.8 W or less *1*2<br><b>Standby (all ports connected):</b> 1.4 W or less<br><b>OFF:</b> 0.2 W or less<br>*1 USB connection to a PC<br>*2 The wait time for standby cannot be changed.  |
| <b>External dimensions (W x D x H)</b> | Approx. 15.8 x 16.4 x 9.4 in. (Approx. 399 x 416 x 238 mm)<br>* With the Cassette and trays retracted.  |
| <b>Weight</b>                          | Approx. 19.8 lb (Approx. 9.0 kg)<br>* With the Print Head installed.  |

## Network Specifications

|                               |   |
|-------------------------------|---|
| <b>Communication protocol</b> | SNMP, HTTP, TCP/IP (IPv4/IPv6)  |
| <b>Wired LAN</b>              | <b>Supported Standards:</b> IEEE802.3u (100BASE-TX) / IEEE802.3 (10BASE-T)<br><b>Transfer speed:</b> 10 Mbps/100 Mbps (auto switching)<br><b>Security:</b> IEEE802.1X (EAP-TLS/EAP-TTLS/PEAP)   |
| <b>Wi-Fi</b>                  | <b>Supported Standards:</b> IEEE802.11n / IEEE802.11g / IEEE802.11b / IEEE802.11a<br><b>Frequency bandwidth:</b> 2.4 GHz / 5 GHz<br><b>Channel:</b><br>2.4 GHz: 1-11 or 1-13<br>5 GHz: W52, W53, W56, W58<br>* Wireless Direct cannot be used in the 5GHz band.<br>* Frequency bandwidth and available channels differ depending on country or region.<br><b>Communication distance:</b> Indoors 164 feet/50 m<br>* Effective range varies depending on the installation environment and location.<br><b>Security:</b><br>WPA-PSK (TKIP/AES)<br>WPA2-PSK (TKIP/AES)<br>WPA-EAP (AES) *<br>WPA2-EAP (AES) *<br>* Compatible with IEEE802.1X (EAP-TLS/EAP-TTLS/PEAP)<br><b>Setup:</b><br>WPS (Push button configuration/PIN code method)<br>Easy wireless connect |

## Minimum System Requirements

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

### Windows

|   |   |
|---|---|
| <b>Operating System</b>   | Windows 10, Windows 8.1, Windows 7 SP1<br><br>Note: Operation can only be guaranteed on a PC with pre-installed operating system.<br><br>Printer driver and IJ Printer Assistant Tool support the following OS:<br><br>Windows Server 2008 R2 SP1, Windows Server 2012 R2, Windows Server 2016 and Windows Server 2019. |
| <b>Amount of hard disk space required for installing the driver</b> | 1.5 GB or more<br><br>The necessary amount of hard disk space may be changed without notice.  |

## macOS

|                  |  |
|------------------|--|
| Operating System | macOS High Sierra 10.13.6 - macOS Big Sur 11 |
|------------------|--|

## Other Supported OS

iOS, iPadOS, Android, Chrome OS

Some functions may not be available with the supported OS.

Refer to the Canon web site for details.

Information in this manual is subject to change without notice.

## Information about Paper

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- **Supported Media Types**
  - Paper Load Limit
- **Unsupported Media Types**
- **Handling Paper**
- **Print Area**

## Supported Media Types

For best results, choose paper designed for how you are printing. A variety of paper for documents as well as photos or illustrations is available from Canon. Use genuine Canon paper to print important photos, when possible.

- ➡ [Media Types](#)
- ➡ [Page Sizes](#)
- ➡ [Paper Weight](#)

## Media Types

### Genuine Canon paper

#### ▶▶▶ Note

- For warnings on use of the non-printable side, see each product's usage information.
- Page sizes and media types differ depending on the country or region where the paper is sold. For details on page sizes and media types, access the Canon website.
- Genuine Canon paper is not available in some countries or regions. Note that in the United States, Canon paper is not sold by model number. Instead, purchase paper by name.

#### Paper for printing documents:

- Canon Red Label Superior <WOP111>
- Canon Océ Office Colour Paper <SAT213>
- High Resolution Paper <HR-101N>

#### Paper for printing photos:

- Glossy Photo Paper "Everyday Use" <GP-501/GP-508>
- Photo Paper Glossy <GP-701>
- Photo Paper Plus Glossy II <PP-201/PP-208/PP-301>
- Photo Paper Pro Luster <LU-101>
- Photo Paper Plus Semi-gloss <SG-201>
- Matte Photo Paper <MP-101>

#### Paper for making original goods:

- Photo Stickers (16 stickers per sheet) <PS-108>
- Photo Stickers (Free Cutting) <PS-208>
- Photo Stickers (Variety Pack) <PS-808>
- Restickable Photo Paper <RP-101>
- Removable Photo Stickers <PS-308R>
- Magnetic Photo Paper <MG-101/PS-508>
- **Light Fabric Iron-on Transfers** <LF-101>

- **Double sided Matte Paper** <MP-101D>

## **Paper other than genuine Canon paper**

- Plain Paper (including recycled paper)
- Envelopes

➡ [Paper Load Limit](#)

➡ Paper Settings on the Printer Driver and the Printer (Media Type) (Windows)

## **Page Sizes**

You can use the following page sizes.

### **▶▶▶ Note**

- Page sizes and media types the printer supports differ depending on the OS you are using.

### **Standard sizes:**

- Letter
- Legal
- Executive
- A6
- A5
- A4
- B5
- B-Oficio
- M-Oficio
- Foolscap
- Legal(India)
- KG/4"x6"(10x15)
- 5"x7"(13x18cm)
- 7"x10"(18x25cm)
- 8"x10"(20x25cm)
- L(89x127mm)
- 2L(127x178mm)
- Square 5"
- Hagaki
- Hagaki 2
- Envelope Com 10
- Envelope DL

- Nagagata 3
- Nagagata 4
- Yougata 4
- Yougata 6
- Envelope C5
- Envelope Monarch

#### **Special sizes**

- Minimum size: 3.50 x 5.00 in. (89.0 x 127.0 mm)
- Maximum size: 8.50 x 47.24 in. (216.0 x 1200.0 mm) \*

\* When **Height of Page Size** is set to a value exceeding 26.61 in. (676 mm), **Media Type** is set to **Plain Paper**.

## **Paper Weight**

You can use paper in the following weight range.

- Plain paper: From 17 to 28 lb (64 to 105 g /m<sup>2</sup>)

## Paper Load Limit

This section shows the paper load limits of the rear tray, the cassette, and the paper output tray.

➡ [Paper Load Limits of Rear Tray and Cassette](#)

➡ [Paper Load Limit of Paper Output Tray](#)

### ▶▶▶ Note

- Page sizes and media types differ depending on the country or region where the paper is sold. For details on page sizes and media types, access the Canon website.

## Paper Load Limits of Rear Tray and Cassette

### Genuine Canon Paper

Paper for printing documents:

| Media Name <Model No.>                             | Rear Tray          | Cassette           |
|--|--------------------|--------------------|
| Canon Red Label Superior <WOP111>                  | Approx. 100 sheets | Approx. 250 sheets |
| Canon Océ Office Colour Paper <SAT213>             | Approx. 80 sheets  | Approx. 200 sheets |
| High Resolution Paper <HR-101N> <a href="#">*1</a> | Approx. 80 sheets  | N/A                |

Paper for printing photos:

| Media Name <Model No.>   | Rear Tray   |
|--|---|
| Glossy Photo Paper "Everyday Use" <GP-501/<br>GP-508> <a href="#">*2</a> | A4, Letter, 5"x7"(13x18cm), 8"x10"(20x25cm),<br>2L(127x178mm): 10 sheets<br><br>KG/4"x6"(10x15), L(89x127mm), Square 5", Hagaki:<br>20 sheets |
| Photo Paper Glossy <GP-701> <a href="#">*2</a>                           |   |
| Photo Paper Plus Glossy II <PP-201/PP-208/PP-301> <a href="#">*2</a>     |   |
| Photo Paper Pro Luster <LU-101> <a href="#">*2</a>                       |   |
| Photo Paper Plus Semi-gloss <SG-201> <a href="#">*2</a>                  |   |
| Matte Photo Paper <MP-101>   |   |

Paper for making original goods:

| Media Name <Model No.>                          | Rear Tray |
|---|-----------|
| Photo Stickers (16 stickers per sheet) <PS-108> | 1 sheet   |
| Photo Stickers (Free Cutting) <PS-208>          |           |
| Photo Stickers (Variety Pack) <PS-808>          |           |
| Restickable Photo Paper <RP-101>                |           |
| Removable Photo Stickers <PS-308R>              |           |
| Magnetic Photo Paper <MG-101/PS-508>            |           |
| <b>Light Fabric Iron-on Transfers</b> <LF-101>  |           |
| <b>Double sided Matte Paper</b> <MP-101D>       |           |

## Paper other than Genuine Canon Paper

| Common Name                              | Rear Tray   | Cassette           |
|--|---|--------------------|
| Plain Paper (including recycled paper)*1 | Approx. 100 sheets (Legal, B-Oficio, M-Oficio, Foolscap, Legal(India): 10 sheets) | Approx. 250 sheets |
| Envelopes                                | 10 envelopes  | N/A                |

\*1 Normal feeding at maximum capacity may not be possible with some types of paper, or under very high or low temperature or humidity. In this case, load half the amount of paper or less.

\*2 Feeding from a loaded stack of paper may leave marks on the printed side or prevent efficient feeding. In this case, load one sheet at a time.

## Paper Load Limit of Paper Output Tray

### Genuine Canon Paper

Paper for printing documents:

| Media Name <Model No.>  | Paper Output Tray |
|---|-------------------|
| Canon Red Label Superior <WOP111><br>Canon Océ Office Colour Paper <SAT213> | Approx. 75 sheets |
| High Resolution Paper <HR-101N>   | Approx. 65 sheets |

### Paper other than Genuine Canon Paper

| Common Name                            | Paper Output Tray                    |
|--|--------------------------------------|
| Plain Paper (including recycled paper) | Approx. 75 sheets (Legal: 10 sheets) |

When continuing printing with paper other than the above, we recommend removing already printed paper from the paper output tray to avoid smearing or discoloration.

## Unsupported Media Types

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Do not use the following types of paper. Using such paper will cause not only unsatisfactory results, but also the printer to jam or malfunction.

- Folded, curled, or wrinkled paper
- Damp paper
- Paper thinner than a postcard, including plain paper or notepad paper cut to a small size (when printing on paper smaller than A5)
- Picture postcards
- Postcards affixed with photos or stickers
- Envelopes with a double flap
- Envelopes with an embossed or treated surface
- Envelopes whose gummed flaps are already moistened and adhesive
- Any type of paper with holes
- Paper that is not rectangular
- Paper bound with staples or glue
- Paper with an adhesive surface on the back such as label seal
- Paper decorated with glitter, etc.

## Handling Paper

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- Be careful not to rub or scratch the surfaces of any types of paper when handling.
- Hold the paper as closely as possible to its edges and try not to touch the printing surface. The print quality may be degraded if the printing surface is smudged with sweat or oil that comes from your hands.
- Do not touch the printed surface until the ink is dried. Even when the ink is dried, be careful not to touch the printed surface as much as possible when handling. Due to the nature of the pigment ink, the ink on the printed surface may be removed when being rubbed or scratched.
- Take out only the necessary number of paper from the package, just before printing.
- To avoid curling, when you do not print, put unused paper back into the package and keep it on a level surface. And also, store it avoiding heat, humidity, and direct sunlight.

## Economy Mode

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By setting **Print Quality** to **Economy**, the consumption of ink can be reduced. More printing is available compared with when **Print Quality** is set to **Standard**.

- **Number of printable sheets (A4 plain paper)**

Number of printable sheets per pigment black ink bottle

**Standard** mode: 6,000 sheets

**Economy** mode: 9,000 sheets

Number of printable sheets per pigment color ink bottle

**Standard** mode: 14,000 sheets

**Economy** mode: 21,000 sheets

- **Measurement conditions**

- Measurement images:

- Color printing: A4 color document ISO/IEC24712

- Measurement method:

- Canon original

- Paper type:

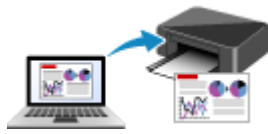
- Plain paper

- Print driver setting:

- Setting to the default for plain paper (setting **Print Quality** to **Economy**).

\*The number of printable sheets is calculated based on the ink bottle filled from the second time on, instead of the ink bottle filled when the printer is used for the first time.

## Printing



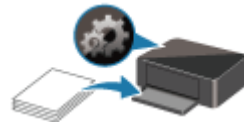
**Printing from Computer**



**Printing from Smartphone/Tablet**



**Using PIXMA/MAXIFY Cloud Link**



**Paper Settings**

## Printing from Computer

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- **Printing from Application Software (Windows Printer Driver)**
- **Printing from Application Software (macOS AirPrint)**
- **Printing Using Canon Application Software**
- **Printing from Chrome OS**

## Printing from Application Software (macOS AirPrint)

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- **Printing 🖨️ Basic**
- **Printing on Postcards**
- **Adding Printer**
- **How to Open Printer Settings Screen**
- **Displaying the Printing Status Screen**
- **Deleting the Undesired Print Job**
- **Removing Printer That Is No Longer Required from List of Printers**

## Printing

This printer is compatible with the macOS standard printing system (AirPrint). You can start printing right away after connecting this printer to your Mac without installing any special software.

### Checking Your Environment

First, check your environment.

- AirPrint Operation Environment  
Mac running the latest version of OS
- Requirement  
The Mac and the printer must be connected by one of the following methods:
  - Connected to the same network over a **LAN**
  - Connected directly without wireless router (Direct Connection)
  - Connected by USB

### Print from a Mac

1. [Check that printer is turned on](#)

#### »»» Note

- If **Auto power on** is enabled, printer automatically turns itself on when receiving a print job.

2. [Load paper](#) in printer
3. Select paper size and paper type from printer

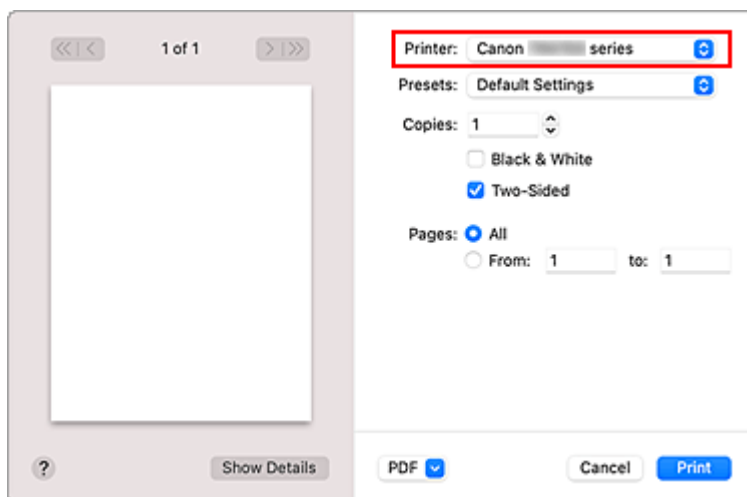
Register the set paper size and paper type on the printer operation panel.  
For instructions, see "[Paper Settings](#)."

4. Start printing from your application software

The Print dialog opens.

5. Select printer

Select your model from the **Printer** list in the Print dialog.



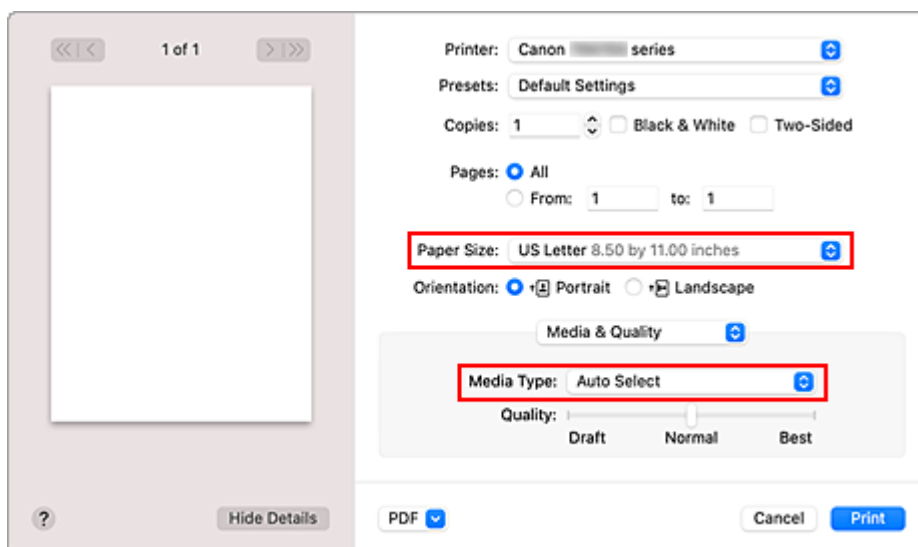
### »» Note

- Click **Show Details** to switch the setup window to the detailed display.

## 6. Check print settings

Set items such as **Paper Size** to the appropriate size, as well as **Feed from** and **Media Type** from **Media & Quality** of the pop-up menu.

Remove the **Two-Sided** check mark if you are not printing on both sides of the paper.



### »» Important

- An error may occur if the paper size set in the print dialog is different from the paper size registered on the printer. Select the correct items on the print dialog and the printer that correspond to the paper being printed.
- If you selected **Auto Select** in **Feed from**, the feed position will be different. Only **A4**, **A5**, **JIS B5**, **Executive**, and **US Letter** plain paper can be fed from the cassette (main tray).
- If printing paper such as photo paper and postcards that cannot be printed on both sides, uncheck the **Two-Sided** checkbox.

## »» Note

- Use the Print dialog to set general print settings such as the layout and the print sequence. For information about print settings, refer to macOS help.

## 7. Click **Print**

The printer prints according to the specified settings.

## »» Important




- If you are performing large-format printing, make sure that there is plenty of remaining ink.
- If you set a custom paper size in **Paper Size** and set it to a length longer than the specified length, the data will be printed with the "Media Type: Plain Paper, Print Quality: Standard" setting.

## »» Note

- It can take the Wi-Fi a few minutes to get connected after the printer turns on. Print after checking that the printer is connected to the network.
- You cannot print if Bonjour settings of printer are disabled. Check **LAN** settings of printer and enable Bonjour settings.
- Refer to "Cannot Print Using AirPrint" for printing problems.
- The display of the settings screen may differ depending on the application software you are using.

## Printing of Envelopes

For printing on the envelope from Mac, refer to the following.

| Print result image  | Orientation of print data   | Orientation of loading envelope  |
|---|---|--|
|  |  <p>The print data is rotated by 180 degrees against the print result image.</p> |  <p>Load the envelope in vertically with the address side facing up so that the folded flap of the envelope will be faced down on the right side.</p> |

## Printing on Postcards

This section describes the procedure for printing on postcards.

1. [Load postcards](#) in printer

2. Select paper size and paper type from the printer

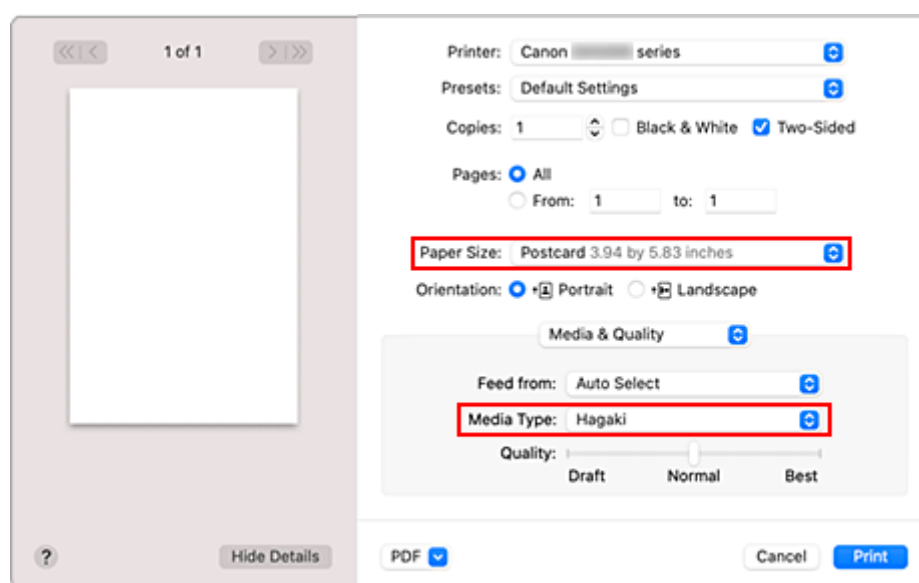
Register **Hagaki** for paper size from the printer operation panel.

Also, register **IJ Hagaki**, **Hagaki K**, or **Hagaki** for paper type, according to your purpose. When you print on the address side, register **Hagaki**.

3. Select **Paper Size** and **Media Type** from the print dialog

Select **Postcard** for **Paper Size** from the print dialog.

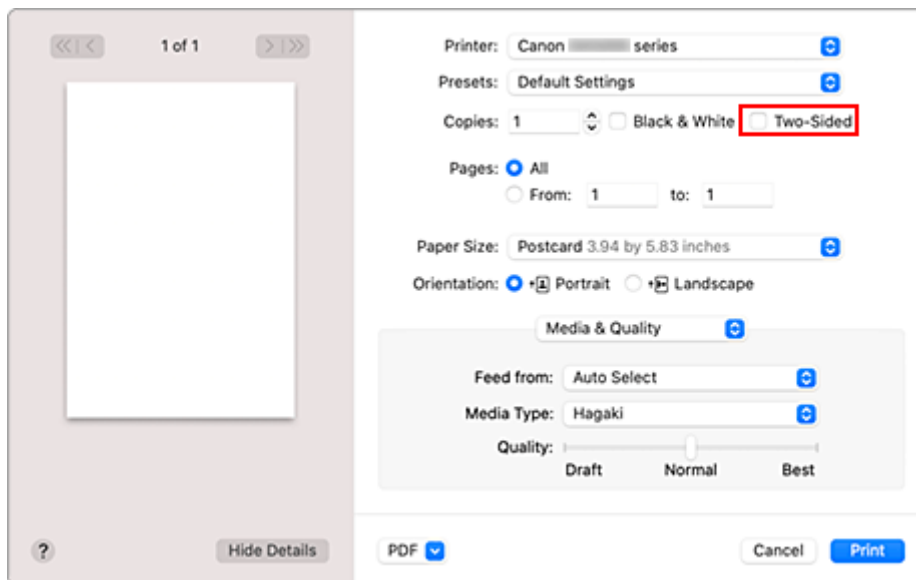
Select **Hagaki**, **Hagaki (A)**, **Hagaki K**, **Hagaki K (A)**, **Ink Jet Hagaki**, **Ink Jet Hagaki (A)**, for **Media Type** from the print dialog.



### Important

- This printer cannot print on postcards that have photos or stickers attached.

4. Uncheck **Two-Sided**



### »»» Important

- Two-sided printing is not possible for postcards, so remove the **Two-Sided** check mark. If you print with the **Two-Sided** check mark on, the printing result may not be as you intended.
- You will get cleaner printing if you print the message side first and then print the address side.

## 5. Click **Print**

The printer prints according to the specified settings.

## Adding Printer

This section describes the procedure for adding a printer to your Mac.

To re-add a printer that was deleted, open **System Preferences** -> **Printers & Scanners**, click **+** next to the printer list, and then perform the procedure described below.

If your printer is connected via USB, and you connect the USB cable to a Mac, the printer is automatically added. The below procedure is not necessary in this case.

### 1. Check whether **Default** is selected in the displayed dialog

#### »» Note

- It may take a little time for your printer to appear.

### 2. Select the printer

Select the printer listed as **Bonjour**.

#### »» Note

- Check the following if printer does not appear.
  - Printer is on
  - Firewall function of the security software is off
  - In case of Wi-Fi connection: Printer is either connected to the wireless router or directly connected to the PC (Direct Connection)
  - In case of wired **LAN** connection: Printer is connected to the network device via **LAN** cable

### 3. Select your printer or **Secure AirPrint** from **Use**

### 4. Click **Add**

The printer is added to your Mac.

## How to Open Printer Settings Screen

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The settings screen of the printer can be displayed from your application software.

### Opening the Page Setup Dialog

Use this procedure to set the page (paper) settings before printing.

1. Select **Page Setup...** from the **File** menu of the application software

The Page Setup dialog opens.

### Opening the Print Dialog

Use this procedure to set the print settings before printing.

1. Select **Print...** from the **File** menu of the application software

The Print dialog opens.

## Displaying the Printing Status Screen

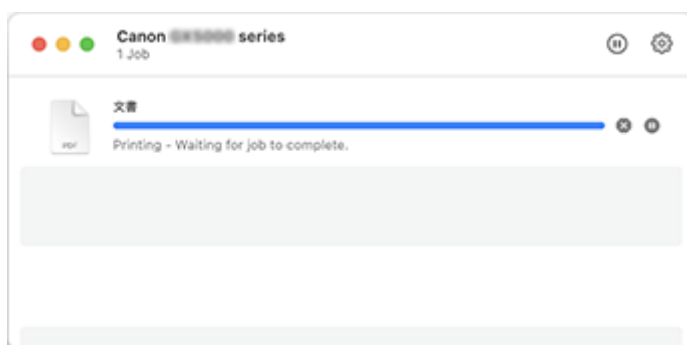
Check the print progress according to the following procedure:

### 1. Launch the printing status screen

- If the print data has been sent to the printer  
The printing status screen opens automatically. To display the printing status screen, click the printer icon displayed on the Dock.
- If the print data has not been sent to the printer  
Open **System Preferences**, and select **Printers & Scanners**.  
To display the printing status screen, select your printer model from the printer list, and then click **Open Print Queue...**

### 2. Check the printing status

You can check the name of the file being printed or ready for being printed.



- ⓧ Deletes the specified print job.
- ⏸ Stops printing the specified document.
- ⌂ Resumes printing the specified document.
- ⏹ Stops printing all documents.
- ▶ Displayed only when printing of all documents is being stopped, and resumes printing all documents.

### Important

- If an error occurs, an error message will appear on the printing progress confirmation screen.
- The content of the error message may differ depending on the OS version.
- The printer part names in the error message may differ from what is listed in this manual.
- If the content of the error message is difficult to understand, check the error message displayed on the printer operation panel.

## Deleting the Undesired Print Job


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If the printer does not start printing, canceled or failed print job data may be remaining.  
Delete unnecessary print jobs from the print status check screen.

1. Open **System Preferences**, and select **Printers & Scanners**

2. Select your model, and then click **Open Print Queue...**

The print status check screen appears.

3. Select the unnecessary print job and click  (Delete)

The selected print jobs will be deleted.

## Removing Printer That Is No Longer Required from List of Printers

---

The printer that is no longer in use can be removed from the list of printers. Before removing the printer, remove the cable connecting the printer and PC.

You cannot remove the printer if you are not logged on as the administrator. For information about an administrative user, see **Users & Groups** from **System Preferences**.

1. Open **System Preferences**, and select **Printers & Scanners**

2. Delete printer from list of printers

Select the printer you wish to remove from the list of printers and click -.

Click **Delete Printer** when the confirmation message appears.

## **Printing Using Canon Application Software**

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- ▶ **Easy-PhotoPrint Editor Guide**

## **Printing from Smartphone/Tablet**

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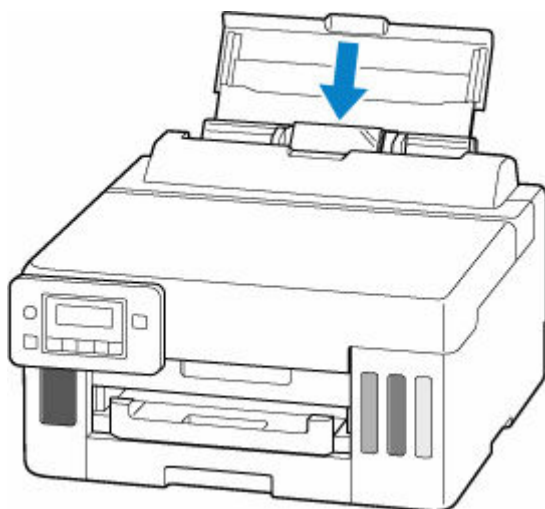
- **Printing from iPhone/iPad/iPod touch (iOS)**
- **Printing from Smartphone/Tablet (Android)**

## Paper Settings

By registering the paper size and the media type, the message is displayed before printing starts when the paper size or the media type of the loaded paper differs from the paper settings.

### After loading paper

- When you loading paper in the rear tray



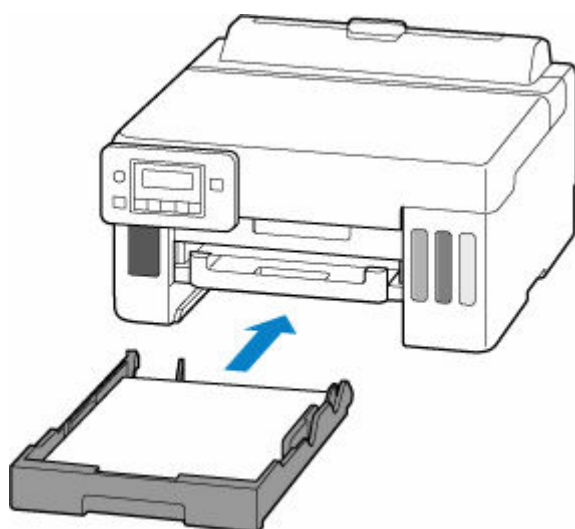
The screen to register the rear tray paper information is displayed.

Save the rear tray paper  
[OK]Next

Size: \*A4  
Type: \*Plain paper

Register the paper size and the media type according to the loaded paper.

- When you insert the cassette



The screen to register the cassette paper information is displayed.

Save the cassette paper  
[OK]Next

Size: \*A4  
Type: \*Plain paper

Register the page size according to the paper loaded in the cassette.

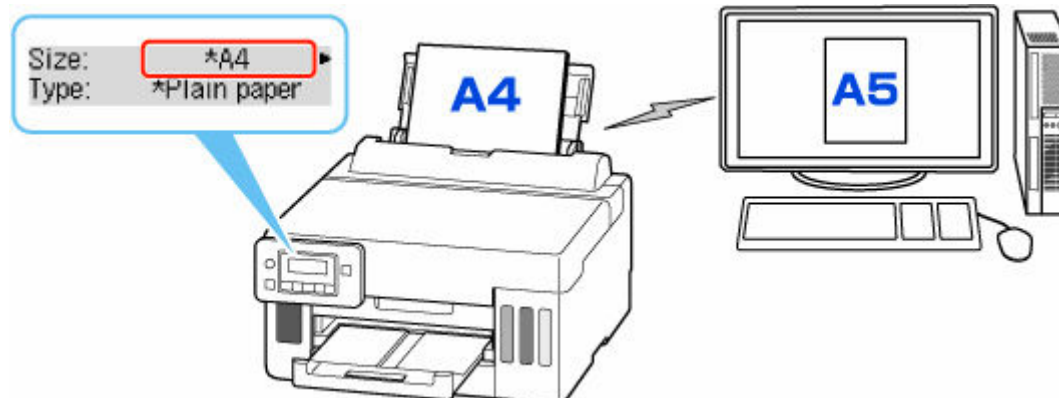
### ►►► Note

- For more on the proper combination of paper settings you can specify by the printer driver for Windows and on the LCD:
  - ➔ Paper Settings on the Printer Driver and the Printer (Media Type)
  - ➔ Paper Settings on the Printer Driver and the Printer (Paper Size)

## When the paper settings for printing are different from the paper information registered to the printer

Ex:

- Paper settings for printing: A5
- Paper information registered to the printer: A4



When you start printing, a message is displayed.

Check the contents of the displayed message, press the **OK** button and then choose one of the following.

### Print on set paper

Select if you want to print on the paper loaded without changing the paper settings.

For example, when the paper setting for printing is A5 and the paper information registered to the printer is A4, the printer starts printing on the paper loaded in the rear tray or in the cassette without changing the paper size setting for printing.

### Replace the paper

Select if you want to print after replacing the paper of the rear tray or the cassette.

For example, when the paper size setting for printing is A5 and the paper information registered to the printer is A4, you load A5 sized paper in the rear tray or in the cassette before you start printing.

The paper information registration screen is displayed after replacing the paper. Register the paper information according to the paper that you loaded.

**Cancel**

Cancels printing.

Select when you change the paper settings specified for printing. Change the paper settings and try printing again.

## Frequently Asked Questions

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Error

- ➡ [List of Support Codes for Printer Errors](#)
- ➡ [When Error Occurred](#)
- ➡ [Message Is Displayed](#)
- ➡ [Four-Digit Alphanumeric Code Is Displayed on LCD](#)
- ➡ [What to Do When Paper Is Jammed](#)
- ➡ Support Code : [1000](#)
- ➡ Support Code : [1003](#)
- ➡ [Repairing Your Printer](#)



Network

- ➡ [Cannot Find Printer on Network](#) (Windows/macOS)
- ➡ [Solve Network Troubles with The Printer's Diagnostic Functions](#)
- ➡ [Switching Printer's Connection to Network or Terminal Devices](#)
- ➡ [Printing Network Settings](#)
- ➡ Checking Status Code
- ➡ [Network Key \(Password\) Unknown](#)
- ➡ [Connecting with Wireless Direct](#)

For other questions about network, [click here](#).



Print

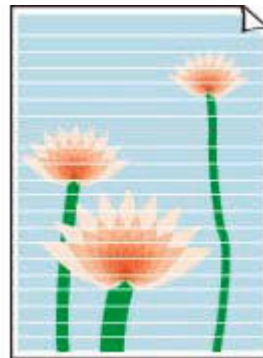
- ➡ [Printer Does Not Print](#)
- ➡ [Ink Does Not Come Out/Blurry or Fuzzy/Inaccurate or Bleeding Colors/Streaks](#)



[Ink Does Not Come Out](#)



[Inaccurate or Bleeding Colors](#)



[Streaks](#)

- ➡ [Printout \(Copy\) Results Are Unsatisfactory](#)
- ➡ [What to Do When Paper Is Jammed](#)
- ➡ Default Printer Keeps Changing (Windows)
- ➡ Cannot Print Using AirPrint



#### Installation

- ➔ [Failed to MP Drivers \(Printer Driver\) Installation \(Windows\)](#)
  - ➔ [Updating MP Drivers \(Printer Driver\) in Network Environment \(Windows\)](#)
  - ➔ [Cannot Proceed Beyond Printer Connection Screen \(Cannot Find Printer Connected via USB\)](#)
  - ➔ Searching Printer by IP Address or Host Name During Setup
  - ➔ Setup Guide : Connect to Network
  - ➔ [Switching Printer's Connection to Network or Terminal Devices](#)
- 

## Solve Problems

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### Printer Does Not Work

- ➔ [Printer Does Not Turn On](#)
  - ➔ [Printer Turns Off Unexpectedly or Repeatedly](#)
  - ➔ [Wrong Language Appears in LCD](#)
  - ➔ LCD Is Off
  - ➔ [USB Connection Problems](#)
  - ➔ [Printer Does Not Print](#)
  - ➔ Printing (Copying) Stops
  - ➔ Cannot Print Using AirPrint
  - ➔ [Cannot Find Printer on Network](#) (Windows/macOS)
  - ➔ [What to Do When Paper Is Jammed](#)
  - ➔ [Printer Does Not Pick Up or Feed the Paper/"No Paper" Error](#)
  - ➔ Automatic Duplex Printing Problems
  - ➔ [Printout \(Copy\) Results Are Unsatisfactory](#)
  - ➔ [Cannot Print \(Scan\) from Smartphone/Tablet](#)
- 

### Cannot Set Correctly (Network)

- ➔ [Cannot Find Printer on Network](#) (Windows/macOS)
  - ➔ [Solve Network Troubles with The Printer's Diagnostic Functions](#)
  - ➔ [Network Key \(Password\) Unknown](#)
  - ➔ Cannot Remember Printer's Administrator Password
  - ➔ [Printer Cannot Be Used After Replacing Wireless Router or Changed Router Settings](#)
  - ➔ Message Appears on Computer During Setup
  - ➔ [Checking Network Information of Printer](#)
  - ➔ [Restoring Printer's LAN Settings to Defaults](#)
- 

### Cannot Set Correctly (Installation)

- ➔ [Failed to MP Drivers \(Printer Driver\) Installation \(Windows\)](#)
  - ➔ [Updating MP Drivers \(Printer Driver\) in Network Environment \(Windows\)](#)
- 

### Error or Message Appears

- ➔ [When Error Occurred](#)
  - ➔ [Message Is Displayed](#)
  - ➔ [Four-Digit Alphanumeric Code Is Displayed on LCD](#)
  - ➔ [List of Support Codes for Printer Errors](#)
-

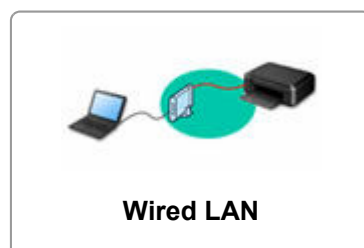
## Operation Problems

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- ➡ [Network Communication Problems](#)
- ➡ [Printing Problems](#)
- ➡ [Problems While Printing \(Scanning\) from Smartphone/Tablet](#)
- ➡ [Mechanical Problems](#)
- ➡ [Installation and Download Problems](#)
- ➡ [Errors and Messages](#)
- ➡ If You Cannot Solve a Problem
- ➡ [Repairing Your Printer](#)

## Network FAQ

Here are frequently asked questions on network. Select a connection method you are using, or you want to use.



### Wi-Fi

#### Cannot Find Printer

- ➔ [Cannot Find Printer on Network](#) (Windows/macOS)
- ➔ [Cannot Proceed Beyond Printer Connection Screen \(Cannot Find Printer Connected via USB\)](#)
- ➔ Searching Printer by IP Address or Host Name During Setup
- ➔ [Detect Same Printer Name](#)
- ➔ [Switching Printer's Connection to Network or Terminal Devices](#)

#### Cannot Print or Connect

- ➔ [Solve Network Troubles with The Printer's Diagnostic Functions](#)
- ➔ [Printer Cannot Be Used After Replacing Wireless Router or Changed Router Settings](#)
- ➔ Connecting Printer and Wireless Router Using Easy Wireless (Easy WL) Connect
- ➔ Cannot Connect Smartphone/Tablet to Wireless Router
- ➔ [Switching Printer's Connection to Network or Terminal Devices](#)
- ➔ [Cannot Find Printer on Network](#) (Windows/macOS)

#### LAN Setting Tips/Changing LAN Settings

- ➔ [Network Key \(Password\) Unknown](#)
- ➔ Cannot Remember Printer's Administrator Password
- ➔ [Checking Network Information of Printer](#)
- ➔ [Restoring Printer's LAN Settings to Defaults](#)
- ➔ Checking Wireless Router SSID/Key
- ➔ Checking Wireless Router Network Name (SSID) for Smartphone/Tablet
- ➔ Privacy Separator/SSID Separator/Network Separation Function
- ➔ [Default Network Settings](#)
- ➔ [Switching Printer's Connection to Network or Terminal Devices](#)
- ➔ [Printing Network Settings](#)
- ➔ Checking Status Code

#### Printing (Scanning) from Smartphone/Tablet

- ➔ Connecting Printer and Wireless Router Using Easy Wireless (Easy WL) Connect
- ➔ Cannot Connect Smartphone/Tablet to Wireless Router
- ➔ Checking Wireless Router Network Name (SSID) for Smartphone/Tablet
- ➔ Setting Up Using Smartphone/Tablet

- ➔ [Cannot Print \(Scan\) from Smartphone/Tablet](#)
- ➔ Downloading Canon PRINT Inkjet/SELPHY

#### Problems while Using Printer

- ➔ Message Appears on Computer During Setup
- ➔ [Cannot Find Printer on Network](#) (Windows/macOS)

## Wireless Direct

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#### Cannot Print or Connect

- ➔ [Solve Network Troubles with The Printer's Diagnostic Functions](#)
- ➔ [Cannot Find Printer on Network](#) (Windows/macOS)

#### LAN Setting Tips/Changing LAN Settings

- ➔ [Network Key \(Password\) Unknown](#)
- ➔ Cannot Remember Printer's Administrator Password
- ➔ [Checking Network Information of Printer](#)
- ➔ [Restoring Printer's LAN Settings to Defaults](#)
- ➔ [Default Network Settings](#)
- ➔ [Printing Network Settings](#)
- ➔ [Switching Printer's Connection to Network or Terminal Devices](#)
- ➔ Checking Status Code

#### Printing (Scanning) from Smartphone/Tablet

- ➔ [Cannot Print \(Scan\) from Smartphone/Tablet](#)
- ➔ Downloading Canon PRINT Inkjet/SELPHY

#### Problems while Using Printer

- ➔ Message Appears on Computer During Setup
- ➔ [Cannot Find Printer on Network](#) (Windows/macOS)

## Wired LAN

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#### Cannot Find Printer

- ➔ Searching Printer by IP Address or Host Name During Setup
- ➔ [Cannot Find Printer on Network](#) (Windows/macOS)
- ➔ [Detect Same Printer Name](#)

#### Cannot Print or Connect

- ➔ [Solve Network Troubles with The Printer's Diagnostic Functions](#)
- ➔ [Cannot Find Printer on Network](#) (Windows/macOS)

#### LAN Setting Tips/Changing LAN Settings

- ➔ Cannot Remember Printer's Administrator Password
- ➔ [Checking Network Information of Printer](#)
- ➔ [Restoring Printer's LAN Settings to Defaults](#)
- ➔ [Default Network Settings](#)
- ➔ [Switching Printer's Connection to Network or Terminal Devices](#)

➡ [Printing Network Settings](#)

➡ Checking Status Code

#### Problems while Using Printer

➡ Message Appears on Computer During Setup

➡ [Cannot Find Printer on Network](#) (Windows/macOS)

## **Network Communication Problems**

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- **Cannot Find Printer on Network (Windows/macOS)**
- **Wireless Router Problems**
- **Printer Settings/Smartphone/Tablet Troubles for Network**

## **Cannot Find Printer on Network (Windows/macOS)**

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- **Cannot Find Printer on Network (Windows/macOS)**
- **Cannot Proceed Beyond Printer Connection Screen (Cannot Find Printer Connected via USB)**
- **Searching Printer by IP Address or Host Name During Setup**

## Cannot Find Printer on Network

In the following cases, set up the printer again.

- When you buy a new computer or wireless router
- When you change the settings on your wireless router
- When the connection method (Wi-Fi / USB) of the printer is changed
- When you forget the administrator password of the printer

From the **Setup menu** screen, select **Device settings** > **Reset setting** > **All data** to reset the administrator password to the default setting, and then redo setup.

➡ [Reset setting](#)

For more on the setup procedure, click [here](#).

### In Other Cases Than Above:

If the printer suddenly stops working, even though you have not changed the settings of the device or network to which it is connected, or if you cannot find the printer during the setup process, check and solve the problem, using Wi-Fi Connection Assistant. After the condition improves, redo the setup of the printer.

Wi-Fi Connection Assistant is a powerful solution tool for network problems.

**Step1** [Check Basic Items for Network.](#)

**Step2** [Solve Problems, Using Wi-Fi Connection Assistant.](#)

**Step3** [If the Solution Tool Does Not Solve the Problem.](#)

#### Step1 : Check Basic Items for Network.

##### Check1 Check power status.

Check your printer and the network device (wireless router, etc.) are turned on.

If you are in the process of setting up, interrupt it and check if the wireless router (modem) is turned on and then check if the printer is turned on.

##### 1. Check if network device such as router is turned on.

If network devices are not turned on, turn on the power. If the network devices are on, turn them off and on again.

It may take a while for the network device to become ready for use once they are turned on.

Proceed once the network device such as router is ready for use.

##### 2. Check if printer is turned on

If printer is not turned on, turn on the power. If the printer is on, turn it off and on again.

Proceed once you complete checking the power status above.

## Check2 Check PC network connection.

If your computer and network devices (wireless router, etc.) are fully configured, your computer is ready to connect to the network.

### 1. Check the settings of the network device (wireless router, etc.).

Connect to the Internet and see if you can browse any web page. If you cannot view web pages on your computer, check wireless router network connection settings, such as IP address filtering, MAC address filtering, and DHCP function.

To check the network name (SSID) of the wireless router the printer is connected to, print the network settings.

➡ [Printing Network Settings](#)

### ▶▶▶ Note

- Depending on the wireless router, note that different network name (SSID) is assigned for a bandwidth (2.4 GHz or 5 GHz) or its usage (for PC or game machine), using alphanumeric characters at the end of network name (SSID).
- For more on checking the settings of the wireless router, refer to the instruction manual supplied with the wireless router or contact the manufacturer.

If you use an encryption key, specify it for the network name (SSID) you are using. For details, see [Setting an Encryption Key](#).

### 2. Check PC network connection.

For the procedures, refer to the instruction manual supplied with the computer, or contact the manufacturer.

Once you complete setting up the wireless router and your computer, configure the settings on your computer in order to view web pages, using the information of the wireless router.

Proceed once you complete checking the network connection above.

## Check3 Check printer's network settings.

➡ [For Wi-Fi](#)

➡ [For Wired LAN](#)

### For Wi-Fi


Make sure  icon is displayed on the LCD when **Setup** button is pressed once or twice.

If  or  icon is not displayed:

The printer is not set to use Wi-Fi.

From the **Setup menu** screen, select **Device settings > LAN settings > Wi-Fi > Wi-Fi enab./disable** in this order and select **Enable**.

If  icon is displayed:

 icon indicates that the wireless router and the printer are not connected. Check the network settings of the printer. Also, revisit the location of the wireless router and printer at the next check.

## For Wired LAN

### 1. Check the power and LAN cable.

When the printer cannot be found on the setup screen, using LAN connection setup, make sure that all the network devices are connected to the router and the hub via LAN cables and that all the devices are turned on.

- **If LAN cable is not connected:**

Connect the router, hub, computer and printer via LAN cables.

Make sure the printer is turned on.

➡ [Power Supply](#)

Make sure the printer, the router and the hub are turned on.

- **If LAN cable is connected, and printer and network device are off:**

Turn on printer and network device.

- **If LAN cable is connected, and printer and network device are on:**

Turn them off and on again.

### »» Note

- Some devices require a couple of minutes after being turned on to become ready for use. Wait until all devices are ready before proceeding.

### 2. Check printer's wired LAN settings.

Make sure  icon is displayed on the LCD when **Setup** button is pressed once or twice.

- **If icon is not displayed:**

The printer is not set to use wired communication. Enable Wired LAN from the printer settings.

From the **Setup menu** screen, select **Device settings > LAN settings > Wired LAN > Enab./dis. wired LAN** in this order and select **Enable**.

## Check4 Check location of wireless router.

Make sure the printer is not placed too far away from the wireless router.

The printer can be up 50 m (164 ft.) from the wireless router indoors if unobstructed. Make sure the printer is close enough to the wireless router to be used.

Place the printer and wireless router where there are no obstacles between them. Wireless communication between different rooms or floors is generally poor. Wireless communication can be impeded by building materials containing metal or concrete. If the printer cannot communicate with the computer over a Wi-Fi due to a wall, place the printer and the computer in the same room.

In addition, if a device like a microwave oven that emits radio waves of the same frequency bandwidth as a wireless router is nearby, it may cause interference. Place the wireless router as far away from interference sources as possible.

### Step2 : Solve Problems, Using Wi-Fi Connection Assistant.

Diagnose and repair the network connections using Wi-Fi Connection Assistant.

Download Wi-Fi Connection Assistant from the below page, and install it on your computer.

➡ Checking Printer Connection Status Using Wi-Fi Connection Assistant

Refer to below in regard to starting up Wi-Fi Connection Assistant.

- **For Windows:**

- ➡ Starting Up Wi-Fi Connection Assistant

- **For macOS:**

- ➡ [Starting Up Wi-Fi Connection Assistant](#)

### Step3 : If the Solution Tool Does Not Solve the Problem.

**Check1** Make sure **Enable bidirectional support** is selected in **Ports** sheet of **Printer properties** dialog box. (Windows)

If not, select it to enable the bidirectional support.

**Check2** Make sure security software's firewall is off.

If your security software's firewall is on, a message may appear warning you that Canon software is attempting to access the network. If this warning message appears, set security software to always allow access.

If you are using any programs that switch between network environments, check their settings. Some programs use a firewall by default.

**Check3** If printer is connected to AirPort Base Station via LAN, make sure you use alphanumeric characters for network name (SSID). (macOS)

**Check4** Solve network troubles with the printer's diagnostic functions.

See below.

➡ [Solve Network Troubles with The Printer's Diagnostic Functions](#)



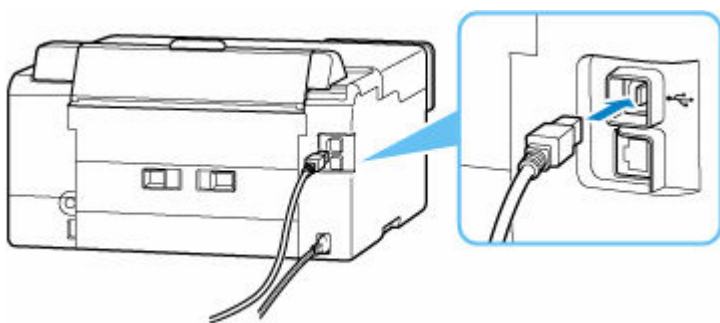
## Cannot Proceed Beyond Printer Connection Screen (Cannot Find Printer Connected via USB)



If you cannot proceed beyond the **Printer Connection** screen, check the following.

**Check1** Make sure USB cable is securely plugged in to printer and computer.

Connect the printer and the computer using a USB cable as the illustration below. The USB port is located at the back of the printer.




### »» Important

- Check the orientation of the "Type-B" connector and connect to the printer. For details, refer to the instruction manual supplied with the USB cable.

**Check2** Follow procedure below to connect printer and computer again.

### »» Important

- For macOS, make sure the lock icon is on the lower left of the **Printers & Scanners** screen.

If the  icon (locked) is displayed, click the icon to unlock. (The administrator name and the password are necessary to unlock.)

1. Unplug USB cable from printer and computer and connect it again.
2. Make sure no printer operation is in progress and turn off.
3. Turn on printer.

**Check3** Follow the steps below to install MP Drivers (Printer Driver) again.

1. Download the latest MP Drivers (Printer Driver).

2. Turn off printer.

3. Restart computer.

After restarting, install the latest MP Drivers (Printer Driver) downloaded in step 1.

### **Important**

- When installing the MP Drivers (Printer Driver), make sure you select the correct printer name.
- For Windows:

To restart your computer, choose **Restart** instead of **Shut down**.

## Wireless Router Problems

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- **Network Key (Password) Unknown**
- **Checking Wireless Router SSID/Key**
- **Printer Cannot Be Used After Replacing Wireless Router or Changed Router Settings**
- **Privacy Separator/SSID Separator/Network Separation Function**

## Network Key (Password) Unknown

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Use the Wi-Fi Connection Assistant to diagnose and repair network status.

Select the link below to download Wi-Fi Connection Assistant and install it.

- ➡ Checking Printer Connection Status Using Wi-Fi Connection Assistant

See below for starting up Wi-Fi Connection Assistant

- **For Windows:**

- ➡ Starting Up Wi-Fi Connection Assistant

- **For macOS:**

- ➡ [Starting Up Wi-Fi Connection Assistant](#)

If the problem persists after diagnosis and repair with Wi-Fi Connection Assistant, check the following items.

- ➡ [WPA/WPA2 Key Set for Wireless Router Unknown, Cannot Connect](#)
- ➡ [Setting an Encryption Key](#)



### WPA/WPA2 Key Set for Wireless Router Unknown, Cannot Connect

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For more on setting up a wireless router, see the instruction manual provided with the wireless router or contact its manufacturer. Make sure your computer can communicate with the wireless router.



### Setting an Encryption Key

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Select either WPA, WPA2, or WPA/WPA2.

Make sure your computer can communicate with the wireless router using the settings you have selected. For more on setting up a wireless router, see the instruction manual provided with the wireless router or contact its manufacturer.

- **Using WPA/WPA2 (Windows)**

The authentication method, Wi-Fi password, and dynamic encryption type must be identical among the wireless router, the printer, and your computer.

Enter the Wi-Fi password configured on the wireless router.

Either TKIP (basic encryption) or AES (secure encryption) is selected automatically as the dynamic encryption method.

For details, see [If WPA/WPA2 Details Screen Appears](#).

## ►► Note

- This printer supports WPA/WPA2-PSK (WPA/WPA2-Personal) and WPA2-PSK (WPA2-Personal).
- Some printers support IEEE802.1X/EAP (WPA/WPA2 Enterprise). To configure IEEE802.1X/EAP (WPA/WPA2 Enterprise), you also need to configure the authentication (Radius) server.

Contact the network administrator for more information.

- This web page contains information about several models. Depending on the specifications of the printer you are using, some of the features described (scanner/copy, etc.) may not apply.

For details about the functions of your printer, see [Specifications](#).



## Printer Cannot Be Used After Replacing Wireless Router or Changed Router Settings

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When you replace a wireless router, redo the network setup for the printer according to the replaced one. Refer to Setup Guide to setup.

### »» Note

- Wi-Fi Connection Assistant allows you to diagnose and repair the network status.

Select the link below to download Wi-Fi Connection Assistant and install it.

- ➡ Checking Printer Connection Status Using Wi-Fi Connection Assistant

See below for starting up Wi-Fi Connection Assistant.

- **For Windows:**

- ➡ Starting Up Wi-Fi Connection Assistant

- **For macOS:**

- ➡ [Starting Up Wi-Fi Connection Assistant](#)

If this does not solve the problem, see below.

- ➡ [Cannot Communicate with Printer After Enabling MAC/IP Address Filtering or Encryption Key on Wireless Router](#)
- ➡ [With Encryption On, Cannot Communicate with Printer After Changing Encryption Type at Wireless Router](#)



## Cannot Communicate with Printer After Enabling MAC/IP Address Filtering or Encryption Key on Wireless Router

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### Check1 Check wireless router setting.

To check the wireless router setting, see the instruction manual provided with the wireless router or contact its manufacturer. Make sure the computer and the wireless router can communicate with each other under this setting.

### Check2 If filtering MAC addresses or IP addresses at wireless router, check that MAC addresses or IP addresses for computer, network device, and printer are registered.

**Check3** If using WPA/WPA2 key or a password, make sure encryption key for computer, network device, and printer matches key set for wireless router.

The length or format of the Wi-Fi password and authentication method must be identical among the wireless router, the printer, and your computer.

For details, see [Setting an Encryption Key](#).

#### **Note**

- Some printers support IEEE802.1X/EAP (WPA/WPA2 Enterprise). To configure IEEE802.1X/EAP (WPA/WPA2 Enterprise), you also need to configure the authentication (Radius) server.

Contact the network administrator for more information.

- This web page contains information about several models. Depending on the specifications of the printer you are using, some of the features described (scanner/copy, etc.) may not apply.

For details about the functions of your printer, see [Specifications](#).

## **Q With Encryption On, Cannot Communicate with Printer After Changing Encryption Type at Wireless Router**

### **A**

If you change the encryption type for the printer and it subsequently cannot communicate with the computer, make sure the encryption type for the computer and the wireless router matches the type set for the printer.

➡ [Cannot Communicate with Printer After Enabling MAC/IP Address Filtering or Encryption Key on Wireless Router](#)

## **Printer Settings/Smartphone/Tablet Troubles for Network**

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- **Solve Network Troubles with The Printer's Diagnostic Functions**
- **Checking Network Information of Printer**
- **Checking Status Code**
- **Printing Network Settings**
- **Restoring Printer's LAN Settings to Defaults**
- **Default Network Settings**
- **Connecting with Wireless Direct**

## Solve Network Troubles with The Printer's Diagnostic Functions

- ➡ [Cannot Find Printer on Network/Cannot Print](#)
- ➡ [Cannot Connect to Printer through Wireless Direct](#)



### Cannot Find Printer on Network/Cannot Print



#### Printing Out Network Settings Information:

##### ▶▶▶ Note

- **[Wi-Fi]** indicates descriptions related to Wi-Fi.
- [LAN]** indicates descriptions related to wired LAN.

Follow the procedure below to print out the network settings information.

**|| Step1** Check that printer and wireless router are turned on.

Turn the wireless router back on.

Wait about five minutes and then turn the printer back on.

**|| Step2** Check your devices (e.g. computer/smartphone/tablet) are connected to Internet.

Make sure that devices and the wireless router are connected to via Wi-Fi or wired LAN, and that the Internet can be used without problems.

**|| Step3** **[Wi-Fi]** Make sure the printer's Wi-Fi setting is enabled and the **Wi-Fi** icon is displayed.

**[LAN]** Make sure the printer's wired LAN setting is enabled and the **LAN** icon is displayed.

**|| Step4** **[Wi-Fi]** Move the printer and device (computer/smartphone/tablet) closer to the wireless router.

Wireless communication quality deteriorates if the printer or devices are too far from the wireless router.

**[LAN]** Make sure the LAN cable is inserted.

Try reconnecting the LAN cable to the printer and wireless router.

**|| Step5** Print out network settings information

Print out the network settings information on your printer.

- ➡ [Printing Network Settings](#)

## ►►► Note

- For troubleshooting IEEE802.1X/EAP (WPA/WPA2 Enterprise), refer to the following.

➔ [Setting Up IEEE802.1X/EAP \(WPA/WPA2 Enterprise\)](#)

### Checking Printed Network Settings Information:

From the printed network settings information, check the entries in item "2-2"

#### C-0

**[Wi-Fi][LAN]** It is connected correctly. If, nevertheless, the printer is not found on the network or printing is not possible, check the following items.

## ►►► Note

- If codes other than "C-0" are displayed at the same time in the item "2-2" see also the correspondence of the other codes.

**Check1** **[Wi-Fi][LAN]** Check that security software's firewall is off.

A message may appear warning you that Canon software is attempting to access the network. If this warning message appears, set the security software to always allow access.

Quit the security software and make sure that the printer is recognized and ready to use. If so, the cause is the firewall setting. Change the firewall settings so that the printer is recognized and ready to use. For details, contact the manufacturer of the security software.

If you are using any programs that switch between network environments, check their settings. Some programs use a firewall by default.

**Check2** **[Wi-Fi]** Does network name (SSID) of printer match network name (SSID) setting of wireless router that communicates?

Check the "3-2-6" item in the printed network settings information and the network name (SSID) of the wireless router you want to connect to. If they are not matched, check the SSID and password of the wireless router you want to connect to, and then setup manually.


**Check3** **[Wi-Fi]** Is privacy separator, SSID separator, or Network separation function enabled on wireless router?

If it is enabled, disable these functions before performing the setup. To check the settings of the wireless router, refer to the instruction manual provided with it or contact its manufacturer.


**Check4** **[Wi-Fi][LAN]** If MP Drivers (Printer Driver) are not installed, install them. (Windows)

Click [here](#) and install the MP Drivers (Printer Driver).

#### C-1

**[Wi-Fi]** The printer's Wi-Fi setting is disabled. (You can also check if the Wi-Fi icon  does not appear on the printer's screen.)

Enable the Wi-Fi setting in the printer's settings screen.

**[LAN]** Wired LAN setting is disabled. (The  icon representing the wired LAN is not displayed on the LCD.)

Enable the wired LAN setting from the operation panel.

## C-2

**[LAN]** Wired LAN setting is disabled. Make sure the printer and wireless router are connected via LAN cable.

If the LAN cable is disconnected, connect it correctly.

If your LAN cable is connected to the WAN port of the wireless router, connect it to the LAN port of the wireless router.

## C-3

**[Wi-Fi][LAN]** No IP address is assigned. (You can also check that the item "3-2-12" in the printed network settings information is blank.)

Check the following items.

**Check1** **[Wi-Fi][LAN]** Is printer set to obtain an IP address automatically, or is wireless router requesting manual addressing?

Refer to the wireless router's manual to enable DHCP (auto-acquisition) settings on the wireless router or to set a valid IP address on the printer.

**Check2** **[Wi-Fi][LAN]** When you set printer's IP address manually, correct IP address may not be set.

Check the network name (SSID) and the password of the wireless router you want to connect to, the IP address applicable range, and then enter the appropriate IP address on the printer side. If you are unsure, set the printer's IP address to automatic (DHCP).

## C-5

**[Wi-Fi]** Unable to connect to the specified network. Check the following items.

**Check1** **[Wi-Fi]** Check status of printer and network device (e.g. wireless router) and your computer/smartphone/tablet.

Communication with a wireless router must be tuned to either the 2.4 GHz or 5 GHz frequency band. The network name (SSID) of the 2.4 GHz frequency band and the network name (SSID) of the 5 GHz frequency band cannot be used in combination.

Check the network name (SSID) set for the printer, and match it with the network name (SSID) of the correct frequency band of the Wi-Fi router.

**Check2** **[Wi-Fi]** Password on your wireless router may not match password you entered.

Passwords are case sensitive.

Enter the password correctly.

**Check3** **[Wi-Fi]** Monitor signal status and move printer and wireless router as necessary.

- Place the printer and wireless router where there are no obstacles between them. Wireless communication between different rooms or floors is generally poor.
- Wireless communication can be impeded by building materials containing metal or concrete. If the printer cannot communicate with the computer over a Wi-Fi due to a wall, place the printer and the computer in the same room.
- After changing the installation location, print out the network settings information again and check the status of the signal. Compare with the value in section "3-2-1" in the printed network settings information to determine the installation location.

**Check4** **[Wi-Fi]** Check wireless channel number of Wi-Fi you are using on computer.

Make sure that the wireless channel number on the wireless router is included in the wireless channel number you checked. If the wireless channel number set for the wireless router is not included, change the wireless channel number of the wireless router.

**Check5** **[Wi-Fi]** In case of Wi-Fi connection, check if computer that can be accessed by wireless router is restricted.

The wireless router settings may be limiting the number of devices that can be connected at the same time. Remove or relax the restrictions.

To check the settings of the wireless router, refer to the instruction manual provided with it or contact its manufacturer.

#### »»» Note

- To check the MAC address or IP address of your computer, see [Checking Computer IP Address or MAC Address](#).

**Check6** **[Wi-Fi]** If problem occurs only when wireless router is in energy-saving mode, turn off energy-saving mode of wireless router.

If the problem seems to occur suddenly, it may be resolved by updating the wireless router firmware (e.g. update interval of a key, problems of DHCP update interval, etc.). For details, refer to the wireless router's instruction manual.

**Check7** **[Wi-Fi]** If printer is connected to AirPort Base Station via LAN, make sure you use alphanumeric characters for network name (SSID). (macOS)

#### C-4

**[Wi-Fi][LAN]** No default gateway is set.

When you set the IP address of the printer manually, enter a valid default gateway IP address. If you don't know the default gateway, set the IP address to automatic.

#### C-7

**[Wi-Fi]** There may be a problem with the signal.

Check the following items.

**Check** **[Wi-Fi]** Monitor signal status and move printer and wireless router as necessary.

- Place the printer and wireless router where there are no obstacles between them. Wireless communication between different rooms or floors is generally poor.
- Wireless communication can be impeded by building materials containing metal or concrete. If the printer cannot communicate with the computer over a Wi-Fi due to a wall, place the printer and the computer in the same room.
- After changing the installation location, print out the network settings information again and check the status of the signal. Compare with the value in section "3-2-1" in the printed network settings information and place the printer in the location with a higher value.

### »»» Note

- In some cases, "C-7" and "C-9" are displayed at the same time. In that case, refer to both items.

#### C-8

**[Wi-Fi]** Too many clients are connected.

Wireless Direct does not allow more than 5 devices to be connected.

If you want to connect additional devices to the printer, unplug any devices that are not in use before adding them.

#### C-9

**[Wi-Fi]** The noise level is high and does not differ from the signal level due to various devices other than the printer.

- If devices (microwave oven, external hard disk drive, and other USB 3.0 devices) that emit radio waves of the same frequency bandwidth as a wireless router is nearby, it may cause interference. Place the printer and the wireless router as far away from interference sources as possible.
- After you change the location of the printer, check the signal quality. Compare the value of "3-2-2" in the network settings information and place the printer in the location with a higher value.

### »»» Note

- In some cases, "C-7" and "C-9" are displayed at the same time. In that case, refer to both items.

#### C-10

**[Wi-Fi]** No IP address is assigned by the wireless router.

Check the following items.

**Check1** **[Wi-Fi]** Password on your wireless router may not match password you entered.

Passwords are case sensitive.

Enter the password correctly.

**Check2** **[Wi-Fi]** Set up printer again and reconnect to Wi-Fi.

**Check3** **[Wi-Fi]** Check DHCP on wireless router. If DHCP is off, set it on.

To check the settings of the wireless router, refer to the instruction manual provided with it or contact its manufacturer.

## C-11

**[Wi-Fi]** The network name (SSID) remains the default value (The network name (SSID) has not been set). Check the network name (SSID) of the wireless router.

Verify the network name (SSID) and password of the wireless router you want to connect to, and then set it up manually.

### ►► Note

- Wi-Fi Connection Assistant allows you to diagnose and repair the network status.

Select the link below to download Wi-Fi Connection Assistant and install it.

➡ [Checking Printer Connection Status Using Wi-Fi Connection Assistant](#)

See below for starting up Wi-Fi Connection Assistant.

#### – For Windows:

➡ [Starting Up Wi-Fi Connection Assistant](#)

#### – For macOS:

➡ [Starting Up Wi-Fi Connection Assistant](#)



## Cannot Connect to Printer through Wireless Direct



**Check1** Check power status of printer and other devices (e.g. computer/smartphone/tablet).

Turn on the printer or devices.

If the power is already turned on, cycle the power switch.

**Check2** Check settings of your device (e.g. computer/smartphone/tablet).

Make sure Wi-Fi is enabled on your device.

For details, refer to the device's instruction manual.

**Check3** Print out network settings information.

See "Step1" to "Step5" in [Cannot Find Printer on Network/Cannot Printing](#).

In the printed network settings information, check if the item "2-2" is not "C-8". If this is the case, the number of connected printers is too many.

Wireless Direct does not allow more than 5 devices to be connected.

When you want to connect additional devices, disconnect any devices that are not in use before adding them.

**Check4** Check that printer is selected as connection for various devices (e.g. computer/smartphone/tablet).

Select the network name (SSID) for Wireless Direct specified for the printer as the connection destination for devices.

Check the destination on your device.

For details, refer to your device's instruction manual or visit the manufacturer's website.

To check the network name (SSID) for Wireless Direct specified for the printer, display it using the operation panel of the printer or print out the network settings information of the printer.

- Display on the LCD.
  - ➡ [LAN settings](#)
- Print the network settings.
  - ➡ [Printing Network Settings](#)

**Check5** Check that Wireless Direct password set for printer is entered correctly.

To check the password specified for the printer, display it using the operation panel of the printer or print out the network settings information of the printer.

- Display on the LCD.
  - ➡ [LAN settings](#)
- Print the network settings.
  - ➡ [Printing Network Settings](#)

**Check6** Check that printer is not placed too far away from device.

If the distance between the printer and the device is too far, wireless communication becomes poor. Place the printer and the device close to each other.

**➤➤➤ Note**

- Wireless Direct is set to disabled when you connect to and use an EAP router. Also, if you set Wireless Direct to enable in this case, the wireless LAN (Wi-Fi) will be set to **Disable**.
- When using IEEE802.1X/EAP (WPA/WPA2 Enterprise), enable the **Administrator mode** so that the Wireless Direct settings cannot be changed.
- When using a 5 GHz infrastructure connection, the Wireless Direct setting is disabled.

## Checking Network Information of Printer

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- ➡ [Checking Printer IP Address or MAC Address](#)
- ➡ [Checking Computer IP Address or MAC Address](#)
- ➡ [Checking Communication Between the Computer, the Printer, and the Wireless Router](#)
- ➡ [Checking Network Setting Information](#)

### Checking Printer IP Address or MAC Address

---

#### A

To check the printer's IP Address or MAC address, print out the network settings information.

- ➡ [Printing Network Settings](#)

For Windows, you can check the network setting information on the computer screen.

- ➡ Canon Wi-Fi Connection Assistant Screen

### Checking Computer IP Address or MAC Address

---

#### A

To check the IP Address or MAC address of your computer, follow the instructions below.

- **For Windows:**

1. Select **Command Prompt** from **Start**.
2. Enter "ipconfig/all" and press **Enter**.

The IP address and MAC address of your computer appear. If your computer is not connected to a network, the IP address does not appear.

- **For macOS:**

1. Select **System Preferences** from Apple menu, and then click **Network**.
2. Make sure network interface used by computer is selected, and then click **Advanced**.  
Make sure **Wi-Fi** is selected as network interface.
3. Click **TCP/IP** to check the IP address, or click **Hardware** to check the MAC address.



## Checking Communication Between the Computer, the Printer, and the Wireless Router

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Perform a ping test to check if communication is taking place.

- **For Windows:**

1. Select **Command Prompt** from **Start**.

2. Type the ping command and press **Enter**.

The ping command is as follows: ping XXX.XXX.XXX.XXX

"XXX.XXX.XXX.XXX" is the IP address of the target device.

If communication is taking place, a message like the one shown below appears.

Reply from XXX.XXX.XXX.XXX: bytes=32 time=10ms TTL=255

If **Request timed out** appears, communication is not taking place.

- **For macOS:**

1. Start **Network Utility** as shown below.

Select **Computer** from **Go** menu of Finder, double-click **Macintosh HD > System > Library > CoreServices > Applications > Network Utility**.

2. Click **Ping**.

3. Make sure **Send only XX pings** (XX are numbers) is selected.

4. Enter IP address of target printer or target wireless router in **Enter the network address to ping**.

5. Click **Ping**.

"XXX.XXX.XXX.XXX" is the IP address of the target device.

A message such as the following appears.

64 bytes from XXX.XXX.XXX.XXX: icmp\_seq=0 ttl=64 time=3.394 ms

64 bytes from XXX.XXX.XXX.XXX: icmp\_seq=1 ttl=64 time=1.786 ms

64 bytes from XXX.XXX.XXX.XXX: icmp\_seq=2 ttl=64 time=1.739 ms

--- XXX.XXX.XXX.XXX ping statistics ---

3 packets transmitted, 3 packets received, 0% packet loss

If "100% packet loss" appears, communication is not taking place. Otherwise, computer is communicating with target device.

## Checking Network Setting Information

---

### A

To check the printer's network settings information, print out the network settings information.

➡ [Printing Network Settings](#)



## Restoring Printer's LAN Settings to Defaults

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### Important

- After initialization, all network connection information of the printer will be deleted, and printing over the network will no longer be possible. To use the printer over a network again after restoring printer's LAN settings to defaults, refer to Setup Guide to redo setup.

Initialize the network setting using the printer's operation panel.

➡ [Reset setting](#)

## **Problems While Printing (Scanning) from Smartphone/Tablet**

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- **Cannot Print (Scan) from Smartphone/Tablet**

## Cannot Print (Scan) from Smartphone/Tablet

If you cannot Print (Scan) from your smartphone/tablet, it is possible that your smartphone/tablet cannot communicate with the printer.

Check the cause of your problem according to the connection method.

➡ [Cannot Communicate with Printer via Wi-Fi](#)

➡ [Cannot Communicate with Printer while It Is in Wireless Direct](#)

### ▶▶▶ Note

- For problems on printing with other connection methods or more on performing settings of each connection method:
  - ➡ Using PIXMA/MAXIFY Cloud Link
  - ➡ Printing from iOS Device (AirPrint)



### Cannot Communicate with Printer via Wi-Fi



If your smartphone/tablet cannot communicate with the printer, check the following.

**Check1** Check power status of printer, network devices (e.g. wireless router), and your smartphone/tablet.

- Turn on the printer or your device.
- If the power is already turned on, cycle the power switch.
- It may be necessary to resolve wireless router problems (e.g. update interval of a key, problems of DHCP update interval, energy saving mode) or to update the wireless router firmware.



For details, contact the manufacturer of your wireless router.


**Check2** Check settings of your smartphone/tablet.

Make sure Wi-Fi is enabled on your device.

For details, refer to your device's instruction manual.

**Check3** Is printer connected to wireless router?

- Use the  icon on the LCD to check the connection status between the printer and wireless router.  
 icon is displayed, when **Setup** button is pressed once or twice.

If the  icon is not displayed, Wi-Fi is disabled. Turn on wireless communication on the printer.

- Make sure the network settings of the printer (e.g. network name (SSID) or network key (password), etc.) are identical with those of the wireless router.

To check the settings of the wireless router, refer to the instruction manual provided with it or contact its manufacturer.

To check the current network settings of the printer, print out the network setting information of the printer.

➡ [Printing Network Settings](#)

## ➡➡➡ Note

- If you have a computer, Wi-Fi Connection Assistant allows you to diagnose and repair the network status.

Select the link below to download Wi-Fi Connection Assistant and install it.

➡ Checking Printer Connection Status Using Wi-Fi Connection Assistant

See below for starting up Wi-Fi Connection Assistant.

— **For Windows:**

➡ Starting Up Wi-Fi Connection Assistant

— **For macOS:**

➡ [Starting Up Wi-Fi Connection Assistant](#)

### Check4 Are network settings of your smartphone/tablet identical with those of wireless router?

Make sure the network settings of the printer (e.g. network name (SSID) or network key password) are identical with those of the wireless router.

To check the settings of your smartphone/tablet, refer to the instruction manual provided with it.

If the network settings of your smartphone/tablet are not identical with those of the wireless router, change the network settings of it to match with those of the wireless router.

### Check5 Check that printer is not placed too far away from wireless router.

If the distance between the printer and wireless router is too far, wireless communication becomes poor. Place the printer and wireless router close to each other.

### Check6 Check that wireless signal is strong. Monitor signal status and move printer and wireless router as necessary.

Place the printer and wireless router where there are no obstacles between them. Wireless communication between different rooms or floors is generally poor. Wireless communication can be impeded by building materials containing metal or concrete. If the printer cannot communicate with the computer over a Wi-Fi due to a wall, place the printer and the computer in the same room.

In addition, if a device like a microwave oven that emits radio waves of the same frequency bandwidth as a wireless router is nearby, it may cause interference. Place the wireless router as far away from interference sources as possible.

Check the signal strength on the LCD.

➡ [LCD and Operation Panel](#)

## Cannot Communicate with Printer while It Is in Wireless Direct



If your smartphone/tablet cannot communicate with the printer in the Wireless Direct, check the following.

**Check1** Check power status of printer and device (e.g. smartphone/tablet).

Turn on the printer or your device.

If the power is already turned on, cycle the power switch.

**Check2** Is Wireless Direct enabled?

From the **Setup menu** screen, select **Device settings** > **LAN settings** > **Wireless Direct** > **Switch WL Direct** in this order and select **Yes**.

**Check3** Check settings of device (e.g. smartphone/tablet).

Make sure Wi-Fi is enabled on your device.

For details, refer to your device's instruction manual.

**Check4** Check that printer is selected as connection for devices (e.g. smartphone/tablet).

Select the network name (SSID) for Wireless Direct specified for the printer as the connection destination for devices.

Check the destination on your device.

For details, refer to your device's instruction manual or visit the manufacturer's website.

To check the network name (SSID) for Wireless Direct specified for the printer, print out the network settings information of the printer.

➡ [Printing Network Settings](#)

**Check5** Check that wireless direct password set for printer is entered correctly.

To check the password specified for the printer, print out the network settings information of the printer.

➡ [Printing Network Settings](#)

**Check6** Check that printer is not placed too far away from devices.

If the distance between the printer and devices is too far, wireless communication becomes poor. Place the printer and devices close to each other.

**Check7** Check that 5 devices are already connected.

Wireless Direct does not allow more than 5 devices to be connected.

**▶▶▶ Note**

- Some printers support IEEE802.1X/EAP (WPA/WPA2 Enterprise). Note that when IEEE802.1X/EAP (WPA/WPA2 Enterprise) is set to **Enable**, Wireless Direct is set to **Disable**.
- This web page contains information about several models. Depending on the specifications of the printer you are using, some of the features described (scanner/copy, etc.) may not apply.

For details about the functions of your printer, see [Specifications](#).

## Printing Problems

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- **Printer Does Not Print**
- **Printer Does Not Pick Up or Feed the Paper/"No Paper" Error**
- **Printout (Copy) Results Are Unsatisfactory**
- **Automatic Duplex Printing Problems**
- **Printing (Copying) Stops**
- **Cannot Print Using AirPrint**
- **Paper Does Not Feed from Paper Source Specified in Printer Driver (Windows)**
- **Default Printer Keeps Changing (Windows)**



## Printer Does Not Print



### Check1 Make sure printer is turned on.

If not, make sure the printer is securely plugged in and press **ON** button to turn on.

The **ON** lamp flashes while the printer is initializing. Wait until the **ON** lamp stops flashing and remains lit.

### ▶▶▶ Note

- If you are printing large data such as photos or other graphics, printing may take longer to start. The **ON** lamp flashes while the computer is processing data and sending it to the printer. Wait until printing starts.

### Check2 Make sure printer is properly connected to computer.

If you are using a USB cable, make sure it is securely connected to both the printer and the computer. When the USB cable is securely plugged in, check the following:

- If you are using a relay device such as a USB hub, disconnect it, connect the printer directly to the computer, and retry the printing. If printing starts normally, there is a problem with the relay device. Contact the vendor of the relay device.
- There could also be a problem with the USB cable. Replace the USB cable and retry the printing.

If you use the printer with a network connection, make sure the printer is correctly set up for network use.

➡ [Cannot Find Printer on Network](#) (Windows/macOS)

### ▶▶▶ Note

- Wi-Fi Connection Assistant allows you to diagnose and repair the network status.

Select the link below to download Wi-Fi Connection Assistant and install it.

➡ Checking Printer Connection Status Using Wi-Fi Connection Assistant

See below for starting up Wi-Fi Connection Assistant.

#### — For Windows:

➡ Starting Up Wi-Fi Connection Assistant

#### — For macOS:

➡ [Starting Up Wi-Fi Connection Assistant](#)

### Check3 Make sure paper settings match information set for rear tray or cassette.

If the paper settings do not match the information set for the rear tray or cassette, an error message appears on the LCD. Follow the instructions on the LCD to solve the problem.

## »»» Note

- You can select whether the message which prevents misprinting is displayed.
  - To change the message view setting when printing using the printer's operation panel:
    - ➡ [Feed settings](#)
  - To change the message view setting when printing using the printer driver:
    - ➡ Changing the Printer Operation Mode (Windows)
    - ➡ [Changing the Printer Operation Mode](#) (macOS)

**Check4** If printing from a computer, delete unnecessary print jobs.

- **For Windows:**

- ➡ Deleting the Undesired Print Job

- **For macOS:**

- ➡ [Deleting the Undesired Print Job](#)

**Check5** Is your printer's printer driver selected when printing?

The printer will not print properly if you are using a printer driver for a different printer.

- **For Windows:**

Make sure "Canon XXX series" (where "XXX" is your printer's name) is selected in the Print dialog box.

## »»» Note

- If multiple printers are registered to your computer, set your printer as default printer to make the one selected by default.
  - ➡ Default Printer Keeps Changing (Windows)

- **For macOS:**

Make sure your printer's name is selected in **Printer** in the Print dialog.

## »»» Note

- If multiple printers are registered to your computer, select **Set as Default Printer** from **System Preferences > Printers & Scanners** for a printer to make the one selected by default.

**Check6** Are you trying to print a large data file? (Windows)

If you are trying to print a large data file, it takes a long time to start printing.

If the printer does not start printing after a certain period of time, select **On** for **Prevention of Print Data Loss** on the **Print Options** dialog box.

For details, refer to Page Setup Tab Description.

## »»» Important

- Selecting **On** for **Prevention of Print Data Loss** may reduce print quality.

- After printing is completed, select **Off** for **Prevention of Print Data Loss**.

**Check7** If printing from your computer, restart the computer.

Restart the computer and try printing again.

### **»» Important**

- For Windows:  
To restart your computer, choose **Restart** instead of **Shut down**.



## Printer Does Not Pick Up or Feed the Paper/"No Paper" Error

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**Check1** Make sure paper is loaded in the specified cassette and rear tray.

➔ [Loading Paper](#)

**Check2** When loading paper, consider the following.

- When loading two or more sheets of paper, align the edges of the sheets before loading the paper.
- When loading two or more sheets of paper, make sure the paper stack does not exceed the paper load limit.

However, paper may not feed correctly at the maximum capacity, depending on the type of paper or environmental conditions (very high or low temperature and humidity). In such cases, reduce the amount of paper you load at a time to less than half of the paper load limit.

- Always load the paper in portrait orientation, regardless of the printing orientation.
- When you load the paper on the rear tray, place the print side facing UP and align the right and left paper guides with the paper stack.

➔ [Loading Paper](#)

- In the cassette, be sure to load only plain paper.
- When you load the paper on the cassette, place the print side facing DOWN and align the right/left/front paper guides with the paper stack.

➔ [Loading Paper](#)

**Check3** Is paper too thick or curled?

➔ [Unsupported Media Types](#)

**Check4** When loading envelopes, consider the following.

When printing on envelopes, see [Loading Envelopes in Rear Tray](#), and prepare the envelopes before printing.

Once you have prepared the envelopes, load them in portrait orientation. If the envelopes are placed in landscape orientation, they will not feed properly.

**Check5** Make sure media type and paper size settings match with loaded paper.

**Check6** Make sure that there are not any foreign objects in the rear tray.

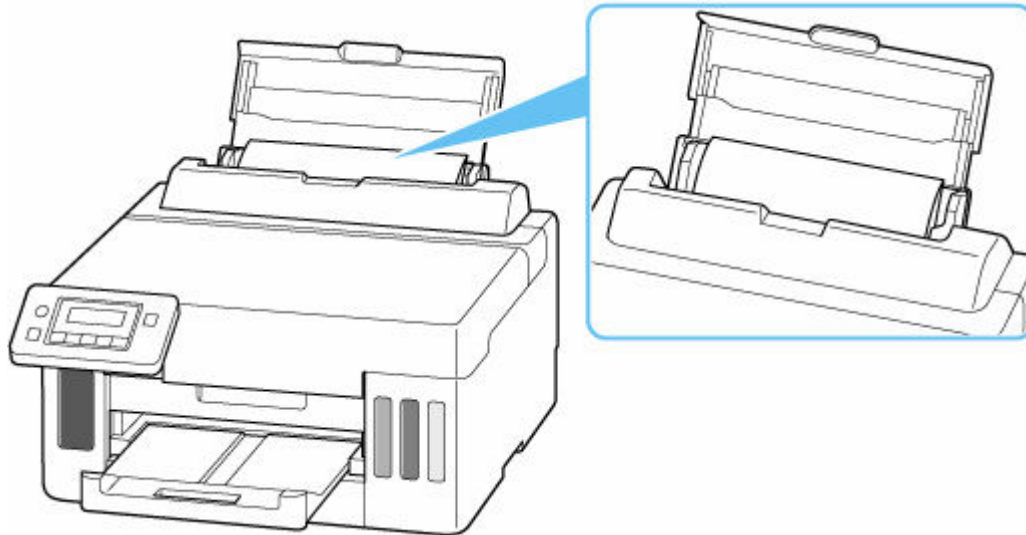
If the paper tears in the rear tray, see [What to Do When Paper Is Jammed](#) to remove it.

Remove any foreign objects from the rear tray.

If a foreign object is inside the rear tray, remove it according to the following procedure.

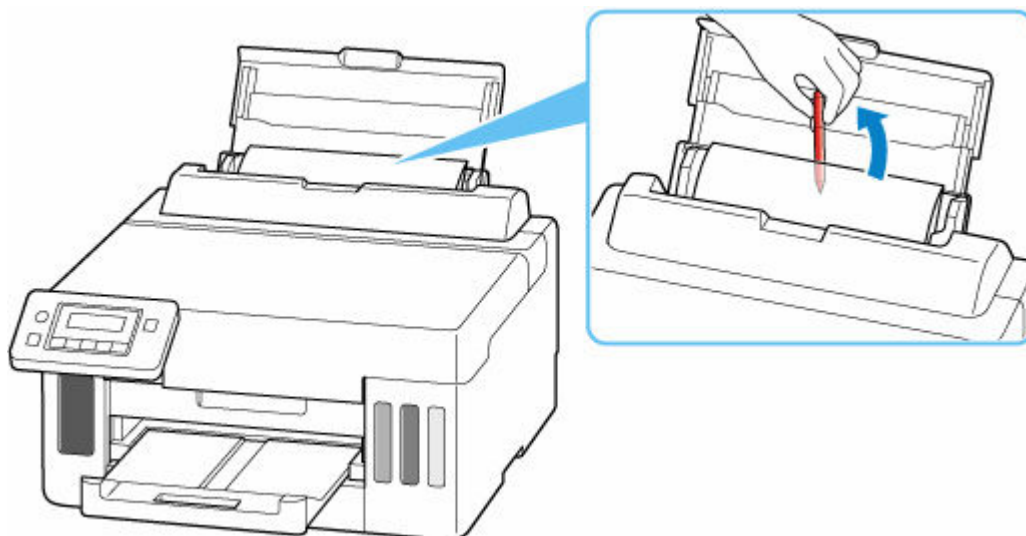
1. Turn off the power of the printer and disconnect the power plug from the outlet.
2. Fold one A4 sheet in half and insert it horizontally into the rear tray.

Insert the paper so that your hand does not directly touch the part in the center of the rear tray when removing the foreign object.



3. Remove foreign object by hand with paper inserted.

Put your hand between the paper you inserted and the rear tray to remove the foreign object.



4. Remove the folded paper inserted in step 2.

### **Important**

- Do not tilt the printer or do not it upside down. Doing so may cause the ink to leak.

#### **Check7** Clean Paper Feed Roller.

➡ [Cleaning Paper Feed Rollers](#)

## Note

- Cleaning the paper feed roller abrades it, so do this only when necessary.

**Check8** If two or more sheets of paper feed from cassette at once, clean inside of cassette.

➡ Cleaning Cassette Pads

**Check9** Are transport unit and rear cover attached properly?

See [Rear View](#) for the positions of the transport unit and the rear cover.

If the measures above do not solve the problem, contact your nearest Canon service center to request a repair.

## Important

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see [Repairing Your Printer](#).



## Printout (Copy) Results Are Unsatisfactory

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If the print results are unsatisfactory due to white streaks, misaligned/distorted lines, or uneven colors, check the paper and print quality settings first.

### **Check1** Do page size and media type settings match size and type of loaded paper?

If these settings do not match, it is not possible to obtain the proper result.

If you are printing a photograph or an illustration, an incorrect paper type setting may reduce the quality of the printout color.

Also, if you print with an incorrect paper type setting, the printed surface may be scratched.

The method for checking the paper and print quality settings differs depending on what you are using your printer for.

- **Printing from your computer**

Check the settings using the printer driver.

➡ Basic Printing Setup

- **Printing from your smartphone/tablet using Canon PRINT Inkjet/SELPHY**

Check the settings on Canon PRINT Inkjet/SELPHY.

➡ Print Photos from Your Smartphone

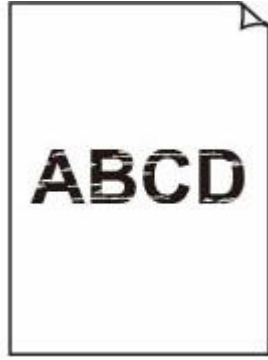
### **Check2** Make sure appropriate print quality is selected (see list above).

Select a print quality suited to the paper and to what you are printing. If you notice blurs or uneven colors, increase the print quality setting and retry the printing.

### **Check3** If problem is not resolved, click on illustration that corresponds to problem.



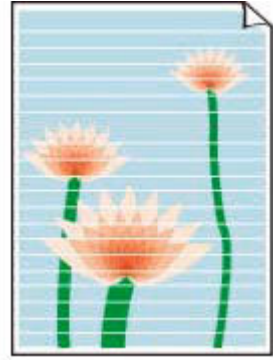
[Ink Does Not Come Out](#)



[Blurry or Fuzzy](#)



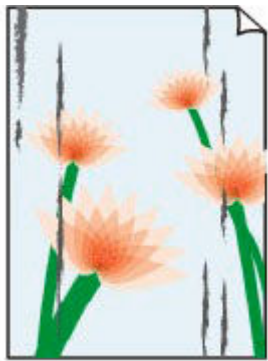
[Inaccurate or Bleeding Colors](#)



[Streaks](#)



[Lines Are Misaligned/Distorted](#)



[Paper Is Smudged/ Printed Surface Is Scratched](#)

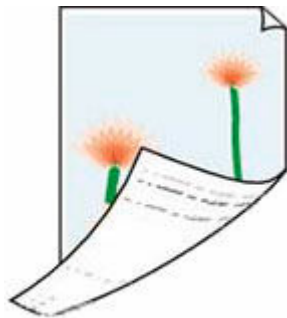


[Ink Blots/Paper Curl](#)



[Images Incomplete/ Cannot Complete Printing](#)

|      | Tokyo  | London |
|------|--------|--------|
| Jan. | 12,000 | 10,500 |
| Feb. | 11,500 | 10,800 |
| Mar. | 13,800 | 12,800 |
| Apr. | 12,000 | 10,500 |
| May. | 11,500 | 10,800 |
| June | 13,800 | 12,800 |

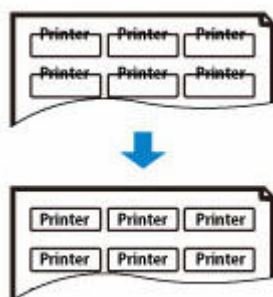


Lines Incomplete or Missing (Windows)

Back of Paper Is Smudged

Uneven Colors

Streaked Colors



Printed Barcodes Are Not Recognized

The Print Position Shifts

## Printed in Black and White

### ►► Note

- This web page contains information about several models. Depending on the specifications of the printer you are using, some of the features described (scanner/copy, etc.) may not apply.

For details about the functions of your printer, see [Specifications](#).



## Ink Does Not Come Out/Blurry or Fuzzy/Inaccurate or Bleeding Colors/Streaks



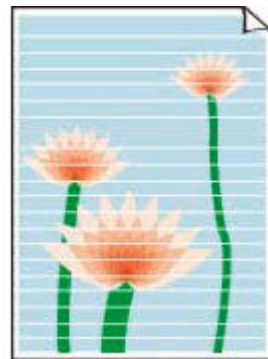
Ink Does Not Come Out



Blurry or Fuzzy



Inaccurate or Bleeding  
Colors



Streaks



### ►►► Note

- If printouts are blank, black does not print, is faint, or has a blue or red tint, refer to this web page.

**Check1** Check paper and print quality settings.

➡ [Printout \(Copy\) Results Are Unsatisfactory](#)

**Check2** Are the print head nozzles clogged?

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

**Step1** Print the nozzle check pattern.

After printing the nozzle check pattern, examine the pattern.

- From the printer
  - ➡ [Printing the Nozzle Check Pattern](#)
- From the computer
  - **For Windows:**
    - ➡ Printing a Nozzle Check Pattern
  - **For macOS:**
    - ➡ Printing a Nozzle Check Pattern

If the pattern is not printed correctly, go to the next step.

**Step2** Clean the print head.

After cleaning the print head, print the nozzle check pattern and check the result.

- From the printer

➡ [Cleaning the Print Head](#)

- From the computer
  - **For Windows:**
    - ➡ Clean the print head
  - **For macOS:**
    - ➡ [Clean the print head](#)

If it still does not improve, go to the next step.

**Step3** Clean the print head again.

After cleaning the print head again, print the nozzle check pattern and check the result.

If it still does not improve, go to the next step.

**Step4** Clean the print head deeply.

After cleaning the print head deeply, print the nozzle check pattern and check the result.

- From the printer
  - ➡ [Deep Print Head Cleaning](#)
- From the computer
  - **For Windows:**
    - ➡ Clean the print head deeply
  - **For macOS:**
    - ➡ [Clean the print head deeply](#)

If it does not improve, turn off the printer, wait for more than 24 hours without unplugging the power supply, and go to the next step.

**Step5** Clean the print head deeply again.

After cleaning the print head deeply again, print the nozzle check pattern and check the result.

For details on printing the nozzle check pattern, print head cleaning, and print head deep cleaning, see [If Printing Is Faint or Uneven](#).

**Check3** When using paper with one printable surface, check the correct printable side of the paper.

Printing on the wrong side of such paper may cause unclear prints or prints with reduced quality.

When you load paper on the rear tray, load paper with the printable side facing up. When you load paper in the cassette, load paper with the printable side facing down.

Refer to the instruction manual supplied with the paper for detailed information on the printable side.

**Check4** If the ink still does not come out.

- ➡ How to Perform Ink Flush

➡➡➡ **Note**

- Although some air may enter the ink tube, it is not a malfunction. No problem if the nozzle check pattern is printed correctly.



## Printed in Black and White

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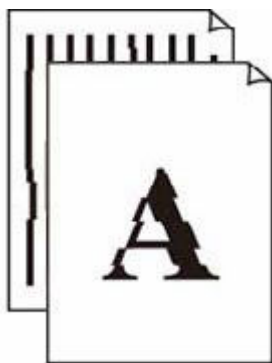
If the ink used by the printer is set to **Black only**, printouts from a computer etc. will be printed in black and white.

To print in color, press the **Setup** button once or twice to display the **Setup menu** screen, select **Device settings** > **Other dev. settings**, and set **Force ink selection** to **All ink tanks**.

### **Note**

- If you print from the printer's operation panel, the printer prints in color, regardless of the ink settings used by the printer.

## Lines Are Misaligned/Distorted



### ►►► Note

- For the case of misaligned or distortion, refer to this web page.

**Check1** Check paper and print quality settings.

➡ [Printout \(Copy\) Results Are Unsatisfactory](#)

**Check2** Perform print head alignment.

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

➡ [Aligning the Print Head](#)

### ►►► Note

- If the problem is not resolved after performing the print head alignment, perform print head alignment manually from your computer.

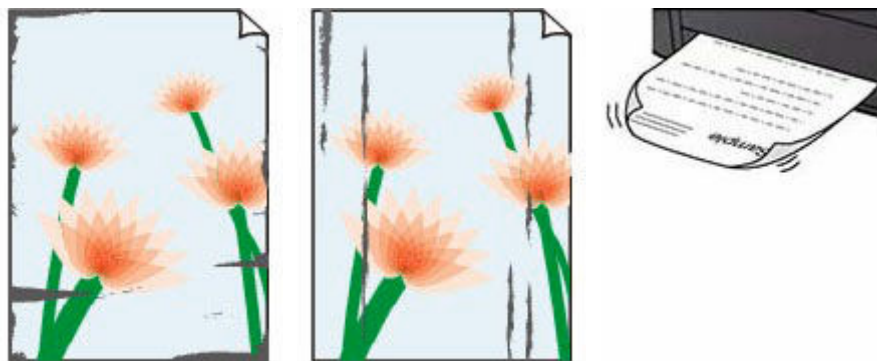
#### — For Windows:

➡ [Adjusting Print Head Position Manually](#)

**Check3** Increase print quality and try printing again.

Increasing the print quality may improve the print result.

## Paper Is Smudged/Printed Surface Is Scratched/Ink Blots/ Paper Curl



**Check1** Check paper and print quality settings.

➔ [Printout \(Copy\) Results Are Unsatisfactory](#)

**Check2** Check paper type.

Make sure you are using the right paper for what you are printing. To print data with high color saturation such as photographs or images with dark colors, we recommend that you use Photo Paper Plus Glossy II or other Canon specialty paper.

➔ [Supported Media Types](#)

**Check3** Correct curl before loading paper.

When using Photo Paper Plus Semi-gloss, even if the sheet is curled, load one sheet at a time as it is. Rolling this paper in the opposite direction to flatten it may crack the paper surface and reduce the print quality.

We recommend putting unused paper back into the package and storing it flat.

- **Plain Paper**

Turn the paper over and reload it to print on the other side.

- **Other Paper such as envelope**

If the paper corners curl more than 0.1 in. / 3 mm (A) in height, the paper may smudge or may not feed properly. Follow the instructions below to correct the paper curl.



1. Roll up paper in opposite direction to paper curl as shown below.

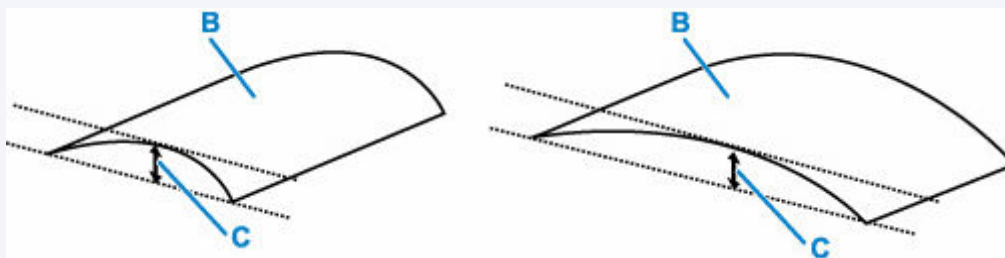


## 2. Check that paper is now flat.

We recommend printing curl-corrected paper one sheet at a time.

### »» Note

- Depending on paper type, the paper may smudge or may not feed properly even if it is not curled inward. Follow the instructions below to curl the paper outward up to 0.1 in. / 3 mm (C) in height before printing. This may improve the print result.



(B) Print side

We recommend feeding paper that has been curled outward one sheet at a time.

### Check4 Set printer to prevent paper abrasion.

Adjusting the setting to prevent paper abrasion will widen the clearance between the print head and the paper. If you notice abrasion even with the media type set correctly to match the paper, set the printer to prevent paper abrasion using the operation panel or the computer.

This may reduce the print speed.

\* Once you have finished printing, undo this setting. Otherwise, it will apply to subsequent print jobs.

Press the **Setup** button and select **Device settings** > **Print settings** in this order, and then set **Prevent abrasion** to **ON**.

➔ [Changing Settings from Operation Panel](#)

### Check5 If brightness is set low, increase brightness setting and try printing again.

If you are printing with a low brightness setting on plain paper, the paper may absorb too much ink and become wavy, causing paper abrasion.

- Printing from your computer (Windows)

Check the brightness setting in the printer driver.

➔ Adjusting Brightness

### Check6 Is paper feed roller dirty?

Clean paper feed roller.

➔ [Cleaning Paper Feed Rollers](#)

## ►► Note

- Cleaning the paper feed roller abrades it, so do this only when necessary.

### Check7 Is inside of printer dirty?

During duplex printing, ink may stain the inside of the printer, smudging the printout.

Perform bottom plate cleaning to clean inside of printer.

➡ [Cleaning Inside the Printer \(Bottom Plate Cleaning\)](#)

## ►► Note

- To prevent staining inside the printer, be sure to set the correct paper size.

### Check8 Set longer ink drying time.

This allows the printed surface to dry, preventing smudges and scratches.

#### • For Windows:

Set the waiting time using Canon IJ Printer Assistant Tool.

➡ Changing the Printer Operation Mode

#### • For macOS:

Set the waiting time using Remote UI.

➡ [Opening Remote UI for Maintenance](#)

## **Mechanical Problems**

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- **Printer Does Not Turn On**
- **Printer Turns Off Unexpectedly or Repeatedly**
- **USB Connection Problems**
- **Switching Printer's Connection to Network or Terminal Devices**



## Printer Does Not Turn On

---



Check1 Press **ON** button.

➔ [Power Supply](#)

Check2 Make sure power plug is securely connected to printer, and then turn on again.

Check3 Unplug printer, leave it for at least 2 minutes, and then plug it back in and turn on again.

If this does not solve the problem, contact your nearest Canon service center to request a repair.



## Printer Turns Off Unexpectedly or Repeatedly

---



**Check** If printer is set to turn off automatically after a certain time, disable this setting.

If you have set the printer to turn off automatically after a specified time, the power will shut off by itself once that time has elapsed.

1. Check that printer is turned on.
2. Press the **Setup** button, use the ◀ ▶ button to select **ECO settings**, and press the **OK** button.  
➡ [LCD and Operation Panel](#)
3. Use the ◀ ▶ button to select **EnergySaveSettings** and then press the **OK** button.
4. Use the ◀ ▶ button to select **Auto power off** and then press the **OK** button.
5. Use the ◀ ▶ button to select **OFF** and then press the **OK** button.

The setting to shut off the power automatically is disabled.

### ▶▶▶ Note

- You can use the scheduling function of the Remote UI to turn the printer on or off at a specified time.



## USB Connection Problems



If the printer connected to the computer via USB is not recognized, check the following items.

### ➔ [USB Connection Not Recognized](#)

The following problems may occur even though the USB connection is recognized.

- Printing (scanning) is slow.
- Hi-Speed USB connection does not work.
- A message such as "**This device can perform faster**" appears. (Windows)

If the above is the case, check the following.

### ➔ [USB Connection Does Not Work Properly](#)

#### ➤➤➤ Note

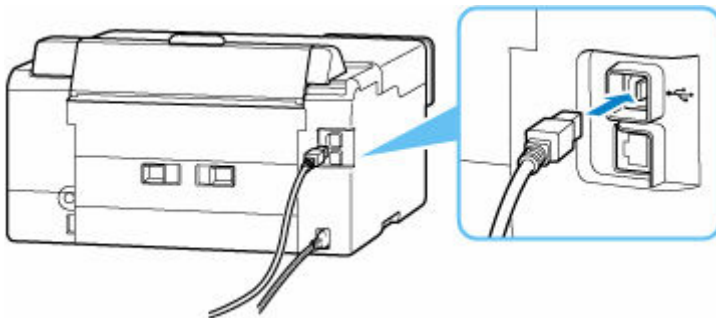
- If your system environment does not support Hi-Speed USB, the printer operates at the slower speed of Full-Speed or Low-Speed. In this case, the printer works properly but printing (scanning) speed may slow down due to the communication speed.

## USB Connection Not Recognized

**Check1** Check that printer is turned on.

**Check2** Unplug the USB cable from the printer and the computer, and then connect it again.

As the illustration below, the USB port is at the back of the printer.



#### ➤➤➤ Important

- Check the orientation of the "Type-B" connector and connect to the printer. For details, refer to the instruction manual supplied with the USB cable.

**Check3** Check that **Enable bidirectional support** is selected in **Ports** sheet of **Printer properties** dialog box. (Windows)

If not, select it to enable bidirectional support.

➡ Opening Printer Driver's Setup Screen

## **USB Connection Does Not Work Properly**

### **Check**

Check following to make sure your system environment supports Hi-Speed USB connection.

- Does the USB port on your computer support Hi-Speed USB connection?
- Does the USB cable or the USB hub support Hi-Speed USB connection?

Be sure to use a certified Hi-Speed USB cable. We recommend that the USB cable be no longer than 10 feet / 3 meters or so.

- Is the Hi-Speed USB driver working properly on your computer?

Make sure the latest Hi-Speed USB driver is working properly and install the latest version of the Hi-Speed USB driver for your computer, if necessary.

### **Important**

- For more information, contact the manufacturer of your computer, USB cable, or USB hub.



## Wrong Language Appears in LCD

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Follow the instructions below to select your language.

1. Press **Setup** button once or twice to display the **Setup menu** screen.
2. Press ► button 1 times and press **OK** button.
3. Press ► button 3 times and press **OK** button.
4. Use ◀► button to select language for LCD and press **OK** button.

The desired language appears on the LCD.

## **Installation and Download Problems**

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- **Failed to MP Drivers (Printer Driver) Installation (Windows)**
- **Updating MP Drivers (Printer Driver) in Network Environment (Windows)**
- **Disable Function to Send Usage Information of Printer**



## Failed to MP Drivers (Printer Driver) Installation (Windows)

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If the MP Drivers (Printer Driver) were not installed correctly, make sure that all **Windows Updates** have been applied. If all **Windows Updates** have not been applied, apply all **Windows Updates**.

After confirming **Windows Update**, perform the following operations to install the MP Drivers (Printer Driver).

1. Open screen to uninstall MP Drivers (Printer Driver).

**For Windows 11:**

Select **Settings > Apps**.

Select **Apps & features**.

**For Windows 10:**

Select **Settings > Apps**.

**For Windows 8.1 / Windows 7:**

Select **Control Panel > Programs and Features**.

2. Check if there is "**Canon XXX series MP Drivers**" or "**Canon XXX series Printer Driver**" you want to install in list.

"XXX" is the model name.

3. If you find MP Drivers (Printer Driver) for printer you want to install, uninstall it.

If not found, proceed to the next step.

4. Restart computer.

After restarting, install the latest MP Drivers (Printer Driver).

### **Important**

- For Windows:

To restart your computer, choose **Restart** instead of **Shut down**.



## Updating MP Drivers (Printer Driver) in Network Environment (Windows)

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Download the latest MP Drivers (Printer Driver) in advance.

Download the latest MP Drivers (Printer Driver) for your model on the download page of the Canon website.

After the download is completed, overwrite and install the new version of the MP Drivers (Printer Driver) according to the specified installation procedure.

### **Note**

- The network settings on the printer are not affected, so the printer can be used on the network without redoing settings.

## **Errors and Messages**

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- **Four-Digit Alphanumeric Code Is Displayed on LCD**
- **When Error Occurred**
- **Message Is Displayed**

## **Four-Digit Alphanumeric Code Is Displayed on LCD**

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A message is displayed on the printer's LCD or your computer screen.

Some errors may display a four-digit alphanumeric code along with the error message. The characters represent a "support code" (error number).

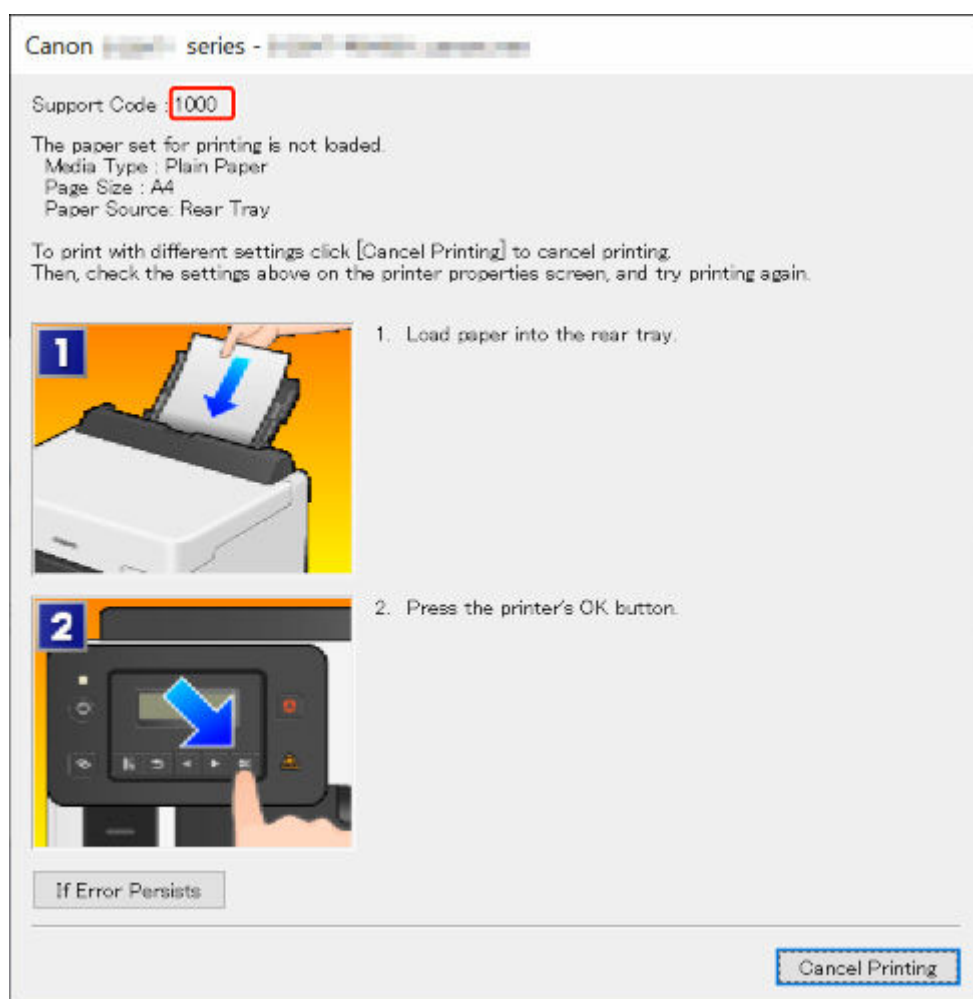
For details on each support code, see [List of Support Codes for Printer Errors](#).

## When Error Occurred

If an error occurs in printing, for example, if the paper runs out or jams, a troubleshooting message is displayed automatically. For some errors, a support code (error number) is also displayed.

Take the appropriate action described in the message.

### When a Support Code and a Message are displayed on the Computer Screen (Windows):



### When a Support Code and a Message are displayed on the Printer's LCD:

No paper in rear tray  
Load paper in the rear tray **1000**

For details on how to resolve errors with Support Codes, see [List of Support Codes for Printer Errors](#).

For details on how to resolve errors without Support Codes, see [Message Is Displayed](#).

## Message Is Displayed

This section describes some of the messages.

If a message is displayed on the printer's LCD, see below.

➡ [Message Is Displayed on the Printer's LCD](#)

If a message is displayed on the computer, see below.

➡ [Error Regarding Automatic Duplex Printing Is Displayed](#)

➡ [Error Regarding Power Cord Being Unplugged Is Displayed \(Windows\)](#)

➡ [Writing Error/Output Error/Communication Error \(Windows\)](#)

➡ [Other Error Messages \(Windows\)](#)

### Message Is Displayed on Printer's LCD

Check the message and take appropriate action.

- **Cannot connect to the server; try again**

The printer cannot connect to the server due to a communication error.

Press the printer's **OK** button to cancel the error and try again after a while.

### Error Regarding Automatic Duplex Printing Is Displayed

**Check** See Automatic Duplex Printing Problems and take the appropriate action.

### Error Regarding Power Cord Being Unplugged Is Displayed (Windows)

The printer may have been unplugged while it was on.

Check the error message displayed on the computer and click **OK**.

The printer starts printing.

See [Unplugging the Printer](#) to unplug the printer correctly.

### Writing Error/Output Error/Communication Error (Windows)

**Check1** If the **ON** lamp is off, make sure printer is plugged in and turn on.

The **ON** lamp flashes while the printer is initializing. Wait until the **ON** lamp stops flashing and remains lit.

**Check2** Make sure printer is properly connected to computer.

If you are using a USB cable, make sure it is securely connected to both the printer and the computer. When the USB cable is securely plugged in, check the following:

- If you are using a relay device such as a USB hub, disconnect it, connect the printer directly to the computer, and retry the printing. If printing starts normally, there is a problem with the relay device. Contact the vendor of the relay device.

- There could also be a problem with the USB cable. Replace the USB cable and retry the printing.

If you use the printer over a LAN, make sure the printer is correctly set up for network use.

### **Check3** Make sure printer driver is installed correctly.

Uninstall the printer driver following the procedure described in [Deleting the Unnecessary Printer Driver](#) and [click here](#) to reinstall it.

### **Check4** When printer is connected to your computer with a USB cable, check device status from your computer.

Follow the procedure below to check the device status.

1. Select **Control Panel > Hardware and Sound > Device Manager**.

#### **»»» Note**

- If the **User Account Control** screen is displayed, select **Continue**.

2. Open **USB Printing Support Properties**.

Double-click **Universal Serial Bus controllers** and **USB Printing Support**.

#### **»»» Note**

- If the **USB Printing Support Properties** screen is not displayed, make sure the printer is correctly connected to the computer.

➔ **Check2** [Make sure printer is properly connected to computer.](#)

3. Click **General** tab and check for a device problem.

If a device error is shown, see Windows Help to resolve it.

## **Other Error Messages (Windows)**

**Check** If an error message is displayed somewhere other than printer status monitor, check the following:

- **"Could not spool successfully due to insufficient disk space"**

Delete any unnecessary files to increase the amount of free space on the disk.

- **"Could not spool successfully due to insufficient memory"**

Close other applications to increase the available memory.

If you still cannot print, restart your computer and retry the printing.

- **"Printer driver could not be found"**

Uninstall the printer driver following the procedure described in [Deleting the Unnecessary Printer Driver](#) and [click here](#) to reinstall it.

- **"Could not print Application name - File name"**

Try printing again once the current job is complete.

## Repairing Your Printer

This section describes how to transport the printer for repairing it.

### »» Important

- You cannot take ink out of ink tanks.
- Make sure the tank caps of ink tanks are closed securely. If the tank caps are open, close the tank caps properly.
- Press the **ON** button to turn off the printer with the print heads installed. The printer protects the print heads by covering them automatically to prevent them from being dried.
- Do not remove the print heads. Ink may leak.
- If the inside of the printer becomes dirty, clean with a soft cloth that gets wet with water and squeezed firmly.
- When transporting the printer, pack the printer in a plastic bag so that ink does not leak.
- Pack the printer in a sturdy box so that it is placed with its bottom facing down, using sufficient protective material to ensure safe transport.
- Do not tilt the printer; otherwise, ink may leak.
- When a shipping agent is handling transport of the printer, have its box marked "THIS SIDE UP" to keep the printer with its bottom facing down. Mark also with "FRAGILE" or "HANDLE WITH CARE".



- Please handle with care and ensure the box remains flat and NOT turned upside down or on its side, as the printer may be damaged and ink in the printer may leak.

## Make Sure Ink Valve is Closed

1. Make sure **ON** lamp is not lit and [unplug the power cord](#).

If the power is on, press the **ON** button to turn off the printer.

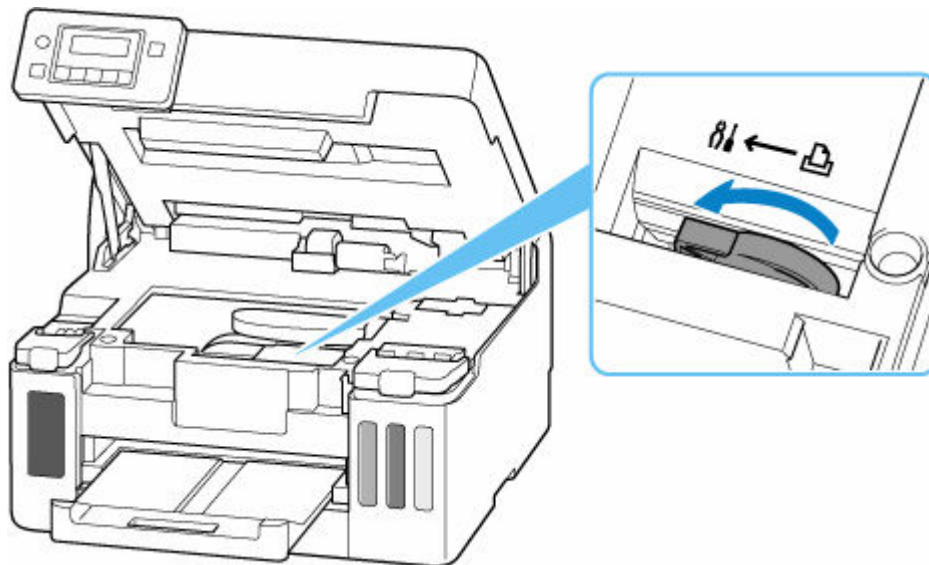
### »» Important

- Do not unplug the printer while the **ON** lamp is lit or flashing, as it may cause malfunction or damage to the printer, making the printer unable to print.

2. Open top cover.

3. Close ink valve.

Close the ink valve by tilting the ink valve lever tightly to the left.



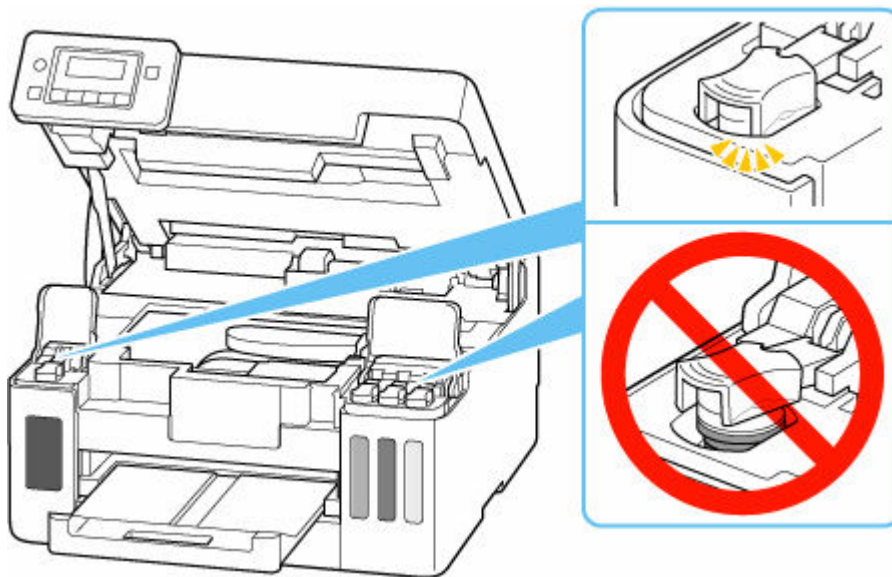
### Important

- If you pack the printer without closing the ink valve, ink may leak out. Be sure to close the ink valve before packing the printer.

### Note

- If the ink valve lever is already tilted to the left and the ink valve is closed, leave it in place.

4. Make sure tank caps are closed securely.

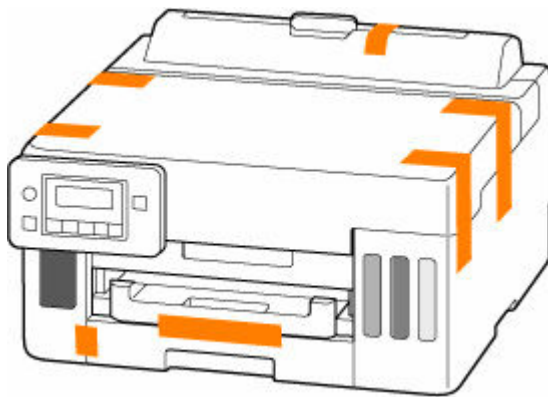


5. Close top cover gently.

Go to [Packing Printer](#).

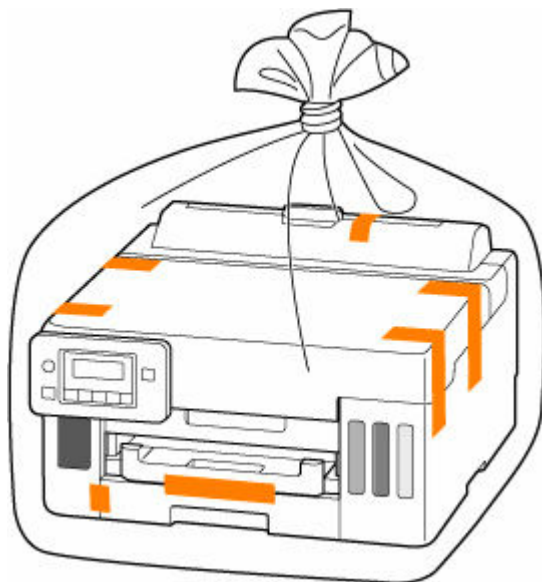
## **Packing Printer**

1. Retract paper output tray.
2. Retract paper support, and then close it.
3. Unplug cable and power cord.
4. Use adhesive tape to secure all covers on the printer to keep them from opening.



5. Pack printer in plastic bag.

Seal the mouth of the plastic bag with the tape or tie it tightly so that ink does not leak.

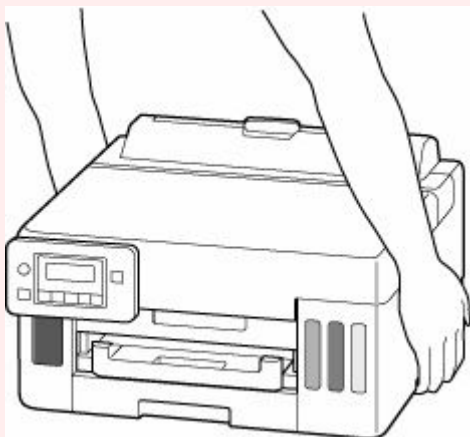


6. Pack printer in box.

Attach the protective material to the printer to pack it securely in the box.

**»» Important**

- Carry the printer as shown in the illustration below. If you hold the cassette when carrying, the cassette may come off from the printer.



## List of Support Codes for Printer Errors

Support codes are displayed on the printer's LCD and your computer screen when errors occur.

A "support code" is an error number, and is displayed along with an error message.

When an error occurs, check the support code and take the appropriate action in response.

### Support Codes Displayed on Printer's LCD and Computer Screen

#### • 1000 to 1ZZZ

|                      |                      |                      |                      |                      |                      |      |                      |      |                      |      |      |
|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|------|----------------------|------|----------------------|------|------|
| <a href="#">1000</a> | <a href="#">1003</a> | <a href="#">1070</a> | <a href="#">1200</a> | 1215                 | 1262                 | 1300 | 1303                 | 1304 | 1309                 | 1310 | 1313 |
| 1369                 | 136A                 | <a href="#">1401</a> | 1403                 | 1405                 | 140B                 | 1434 | 147C                 | 147D | <a href="#">1496</a> | 15A1 | 15A2 |
| 1643                 | <a href="#">1723</a> | <a href="#">1724</a> | <a href="#">1725</a> | <a href="#">1726</a> | <a href="#">1727</a> | 1871 | <a href="#">1890</a> |      |                      |      |      |

#### • 2000 to 2ZZZ

|                      |                      |                      |      |      |      |                      |      |
|----------------------|----------------------|----------------------|------|------|------|----------------------|------|
| <a href="#">2110</a> | <a href="#">2113</a> | <a href="#">2114</a> | 2120 | 2123 | 21F0 | <a href="#">2200</a> | 2500 |
|----------------------|----------------------|----------------------|------|------|------|----------------------|------|

#### • 3000 to 3ZZZ

|                      |      |      |      |      |      |      |      |      |      |
|----------------------|------|------|------|------|------|------|------|------|------|
| <a href="#">3252</a> | 3413 | 3440 | 3441 | 3442 | 3443 | 3444 | 3445 | 3446 | 3447 |
|----------------------|------|------|------|------|------|------|------|------|------|

#### • 4000 to 4ZZZ

|                      |      |      |
|----------------------|------|------|
| <a href="#">4103</a> | 4104 | 495A |
|----------------------|------|------|

#### • 5000 to 5ZZZ

|                      |                      |      |      |      |      |      |
|----------------------|----------------------|------|------|------|------|------|
| <a href="#">5100</a> | <a href="#">5200</a> | 5207 | 5400 | 5700 | 5C02 | 5C30 |
|----------------------|----------------------|------|------|------|------|------|

#### • 6000 to 6ZZZ

|      |      |      |      |      |      |      |      |      |      |      |      |
|------|------|------|------|------|------|------|------|------|------|------|------|
| 6000 | 6001 | 6004 | 6500 | 6700 | 6701 | 6800 | 6801 | 6830 | 6831 | 6832 | 6833 |
| 6900 | 6901 | 6902 | 6910 | 6920 | 6921 | 6930 | 6931 | 6932 | 6933 | 6940 | 6941 |
| 6942 | 6943 | 6944 | 6945 | 6946 | 6A80 | 6A81 | 6A83 | 6D01 |      |      |      |

#### • 7000 to 7ZZZ

|      |      |      |      |
|------|------|------|------|
| 7500 | 7600 | 7700 | 7800 |
|------|------|------|------|

- **A000 to ZZZZ**

B506 B508 B509 C000

### **»» Note**

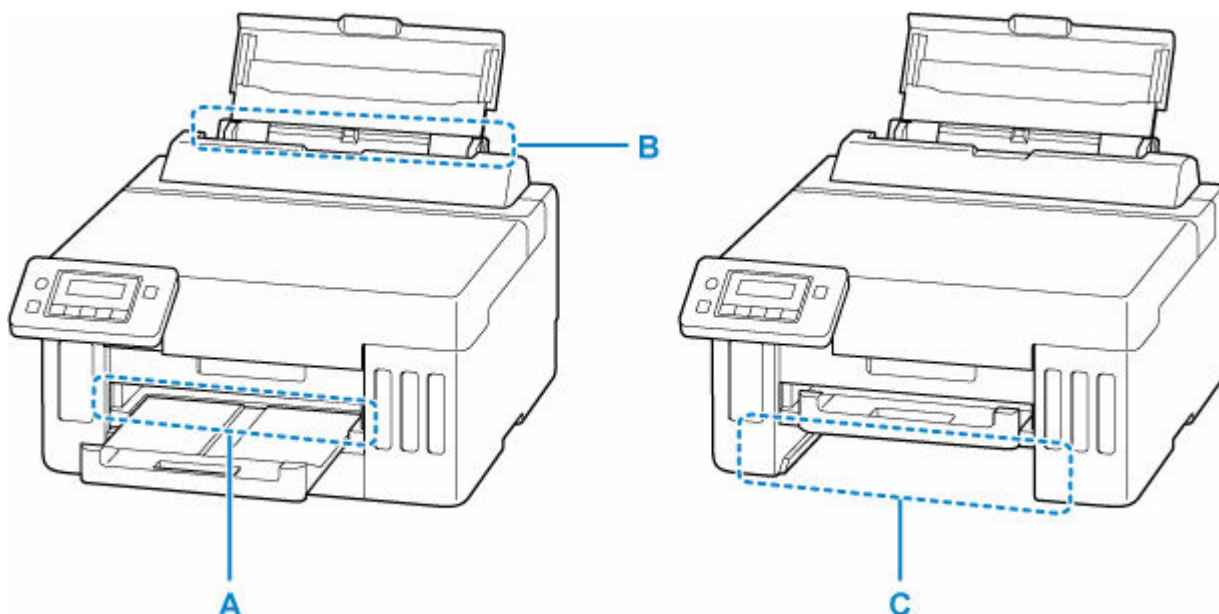
- For information on how to deal with paper jams, see [What to Do When Paper Is Jammed](#).
- If the paper is not jammed (the support code is not displayed) and the paper is not fed normally, see What to Do If Paper Is Not Fed Normally.

## What to Do When Paper Is Jammed

If a paper jam occurs during printing (when the support code 1300/1303/1304/1313 is displayed), follow the procedure below.

### ►► Note

- If the paper is not jammed (the support code is not displayed) and the paper is not fed normally, see What to Do If Paper Is Not Fed Normally.



### ►► Important

- When checking the paper output slot / feed slot or removing any foreign objects, do not turn the printer upside down or tilt it. The ink may leak out.

**Check1** Did you try to print on a small paper size such as **4"x6" 10x15cm** size?

➡ What to Do When Small Paper Sizes Are Jammed

**Check2** Is the jammed paper visible in the paper output slot (A)?

➡ [Removing Jammed Paper through Paper Output Slot](#)

**Check3** Is the jammed paper visible in the feed slot of the rear tray (B)?

Remove any paper other than the jammed paper on the rear tray, and then check if the jammed paper is visible in the feed slot of the rear tray.

➡ [Removing Jammed Paper through Feed Slot of Rear Tray](#)

**Check4** Is the jammed paper visible in the feed slot of the cassette (C)?

Retract the paper output tray, and then check if the jammed paper is visible in the feed slot of the cassette.

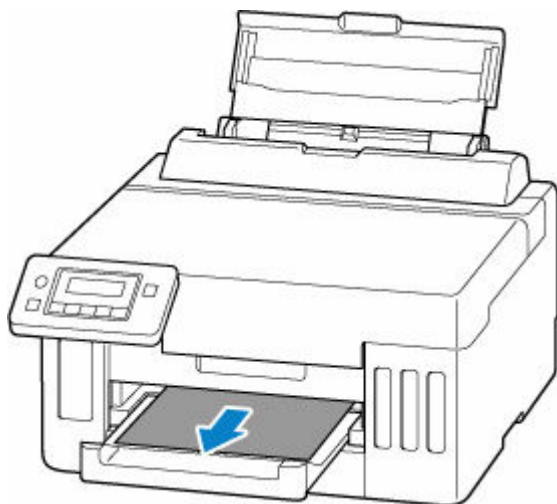
➡ [Removing Jammed Paper through Feed Slot of Cassette](#)

**Check5** If the jammed paper is not visible in the paper output slot or the feed slot.

## Removing Jammed Paper through Paper Output Slot

1. Hold jammed paper firmly with both hands and pull it out slowly.

Slowly pull out the paper so as not to tear it.



### ➤➤➤ Note

- If you cannot pull out the paper, turn the printer back on without pulling forcibly. The paper may be ejected automatically.

Press the printer's **Stop** button to stop printing, and then turn off the printer.

- If the paper cannot be pulled out or is torn, open the printer's top cover and remove jammed paper inside the printer.

➔ [Removing Jammed Paper inside Printer](#)

2. Press printer's **OK** button.

The printer resumes printing. Reprint the page you were printing if it was not printed properly due to the paper jam.

If you turned off the printer in step 1, all jobs in the print queue are canceled. Redo the printing.

### ➤➤➤ Note

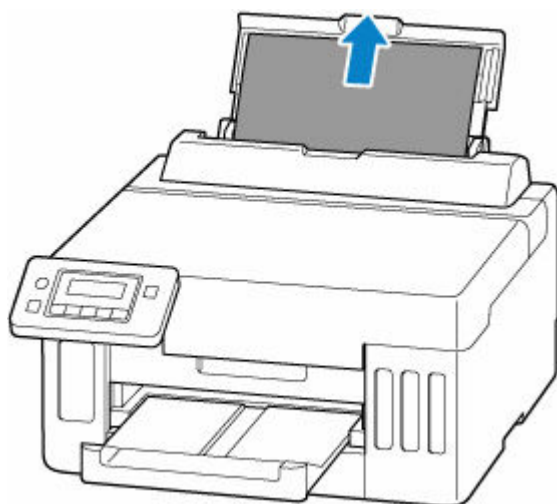
- When reloading the paper, make sure you are using suitable paper and loading it correctly.
- We recommend using paper sizes other than A5 to print documents with photos or graphics. A5 paper may curl and jam as it leaves the printer.

If the measures above do not solve the problem, a bit of paper may remain in the printer. See [Removing Jammed Paper inside Printer](#).

## Removing Jammed Paper through Feed Slot of Rear Tray

1. Hold jammed paper firmly with both hands and pull it out slowly.

Slowly pull out the paper so as not to tear it.



### ►► Note

- If the paper cannot be pulled out or is torn, refer to the following page to detach the transport unit and then pull out the jammed paper from the feed slot of the rear tray.

➡ [Removing Jammed Paper from Rear Side](#)

## 2. Load paper in rear tray.

- ➡ [Loading Photo Paper / Plain Paper in Rear Tray](#)
- ➡ [Loading Envelopes in Rear Tray](#)

### ►► Note

- Make sure you are using suitable paper and loading it correctly.
- We recommend using paper sizes other than A5 to print documents with photos or graphics. A5 paper may curl and jam as it leaves the printer.

## 3. Press printer's **OK** button.

The printer resumes printing. Reprint the page you were printing if it was not printed properly due to the paper jam.

If the measures above do not solve the problem, a bit of paper may remain in the printer. See [Removing Jammed Paper inside Printer](#).

## **Removing Jammed Paper through Feed Slot of Cassette**

### 1. Hold jammed paper firmly with both hands and pull it out slowly.

Slowly pull out the paper so as not to tear it.



### ►►► Note

- If the paper cannot be pulled out or is torn, detach the rear cover and remove the jammed paper from the rear side.

➡ [Removing Jammed Paper from Rear Side](#)

### 2. Load paper in cassette.

➡ [Loading Plain Paper in Cassette](#)

### ►►► Note

- The loadable paper in the cassette is A4, Letter, A5, B5 or Executive size plain paper.

### 3. Pull out paper output tray.

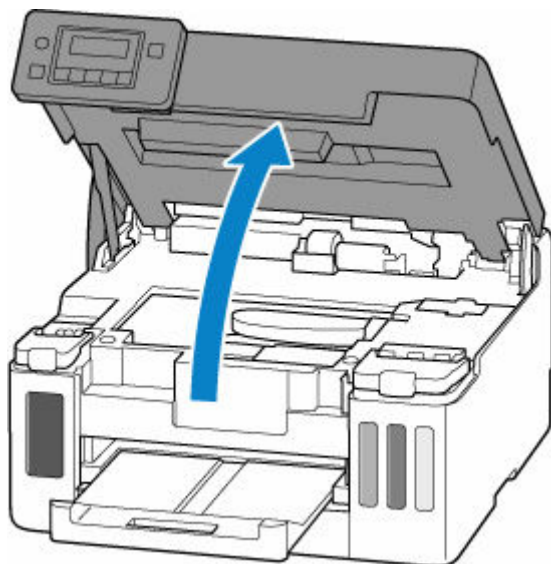
### 4. Press printer's **OK** button.

The printer resumes printing. Reprint the page you were printing if it was not printed properly due to the paper jam.

If the measures above do not solve the problem, a bit of paper may remain in the printer. See [Removing Jammed Paper inside Printer](#).

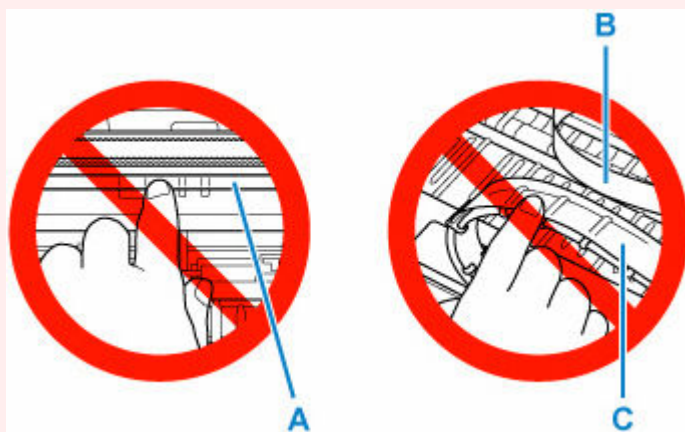
## Removing Jammed Paper inside Printer

1. Press printer's **Stop** button.
2. Turn off printer and unplug it.
3. Open top cover.



### »» Important

- Do not touch the clear film (A), white belt (B), or tubes (C).

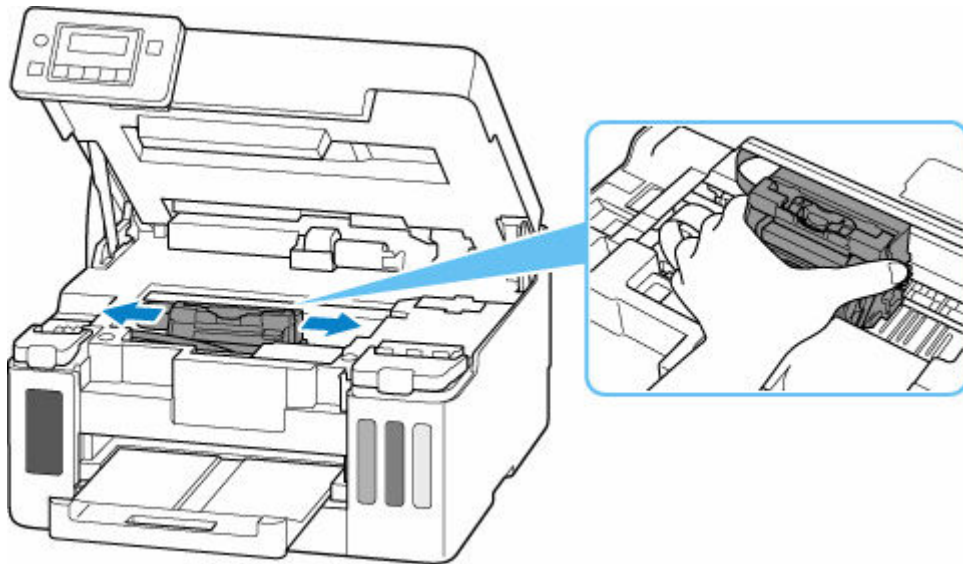


If you soil or scratch this part by touching it with paper or your hand, it could damage the printer.

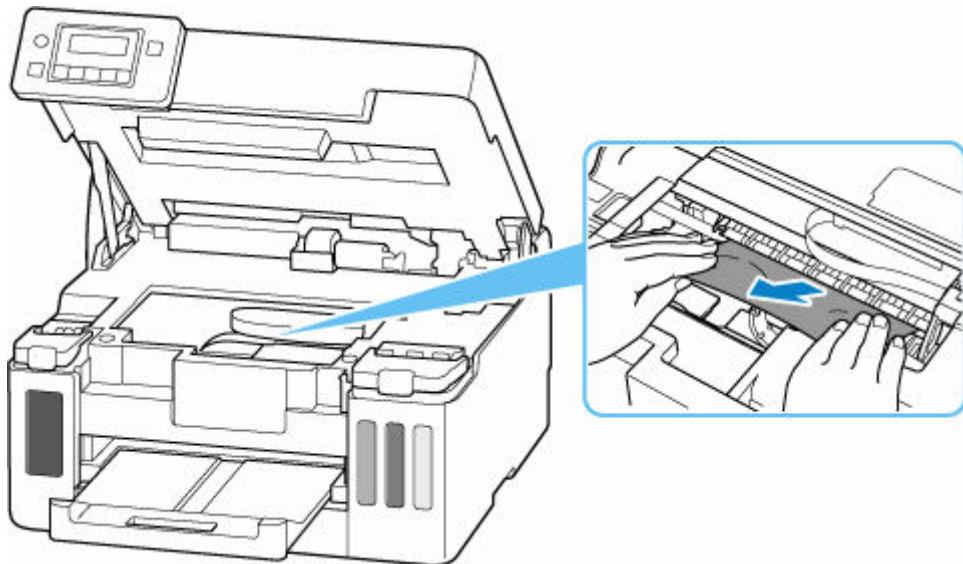
4. Check if jammed paper is under print head holder.

If the jammed paper is under the print head holder, move the print head holder to the far right or left, whichever makes it easier to remove the paper.

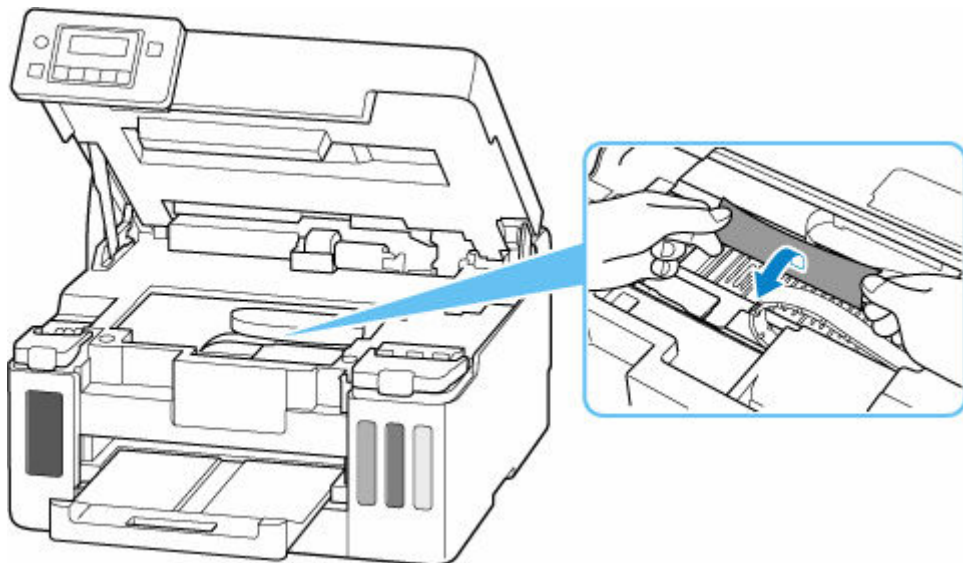
When moving the print head holder, hold the top of the print head holder and slide it slowly to the far right or left.



5. Hold jammed paper firmly with both hands.

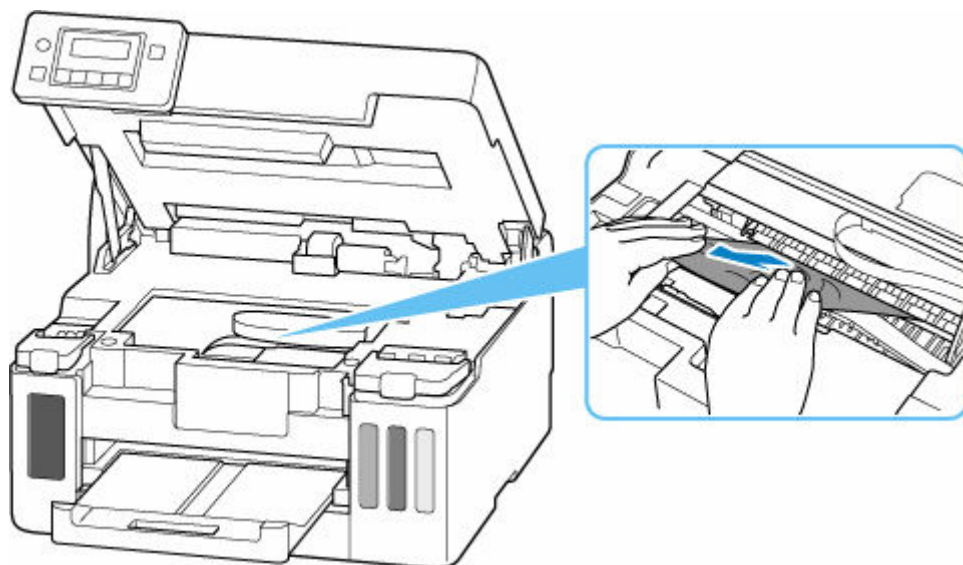


If the paper is rolled up, pull it out and grasp the edges of the paper.



**6. Slowly pull out jammed paper so as not to tear it.**

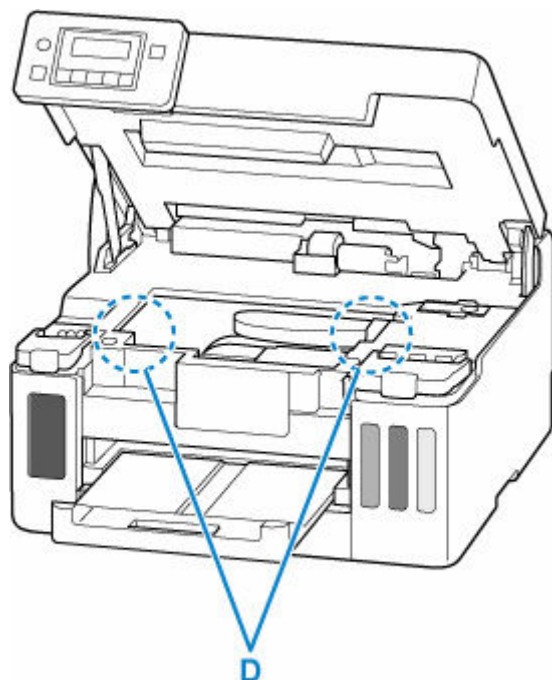
Pull out the paper at an angle of about 45 degrees.



**7. Make sure all jammed paper is removed.**

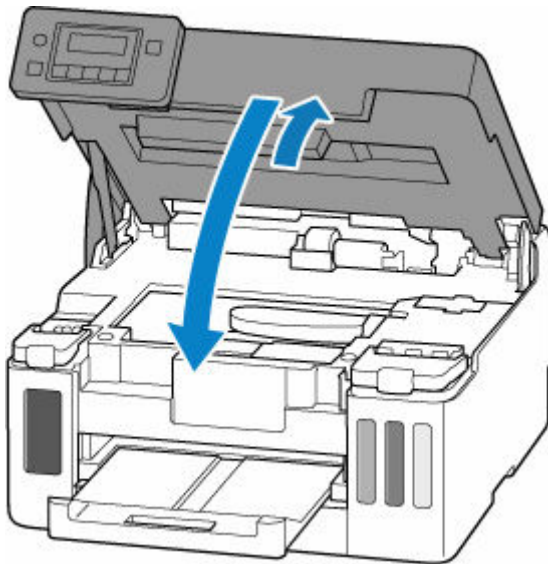
If the paper tears when you pull out it, a bit of paper may remain in the printer. Check the following and remove any remaining paper.

- Any paper left under the print head holder?
- Any small bits of paper left in the printer?
- Any paper left in the left and right empty spaces (D) in the printer?



**8. Close top cover.**

To close the top cover, hold it up once and then take it down gently.



9. Plug printer back in and turn printer back on.

10. Load paper.

- ➡ [Loading Photo Paper / Plain Paper in Rear Tray](#)
- ➡ [Loading Envelopes in Rear Tray](#)
- ➡ [Loading Plain Paper in Cassette](#)

#### »»» Note

- Make sure you are using suitable paper and loading it correctly.
- We recommend using paper sizes other than A5 to print documents with photos or graphics. A5 paper may curl and jam as it leaves the printer.

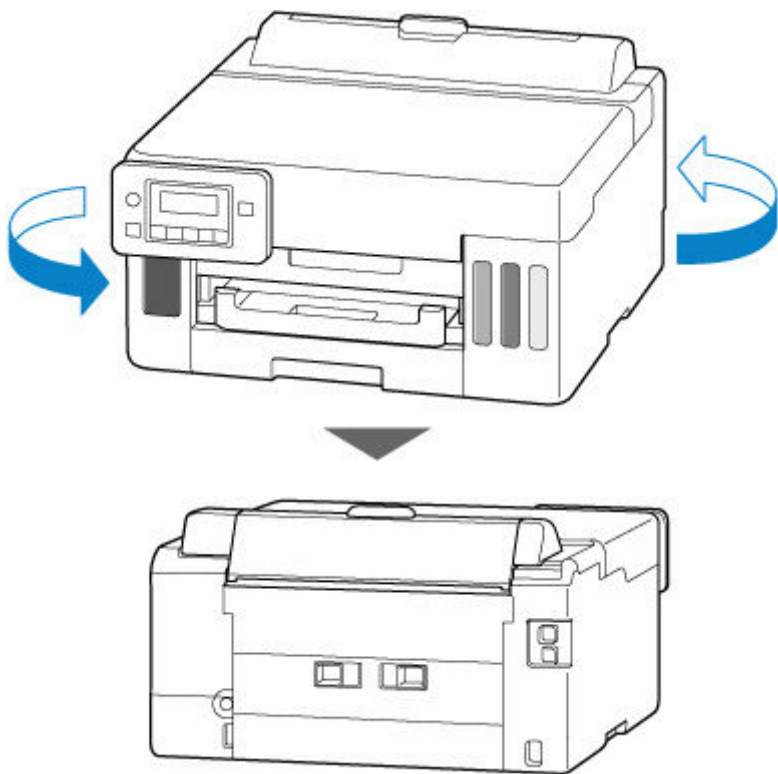
11. Redo printing.

All jobs in the print queue are canceled. Redo the printing.

If the measures above do not solve the problem, see [Removing Jammed Paper from Rear Side](#).

## Removing Jammed Paper from Rear Side

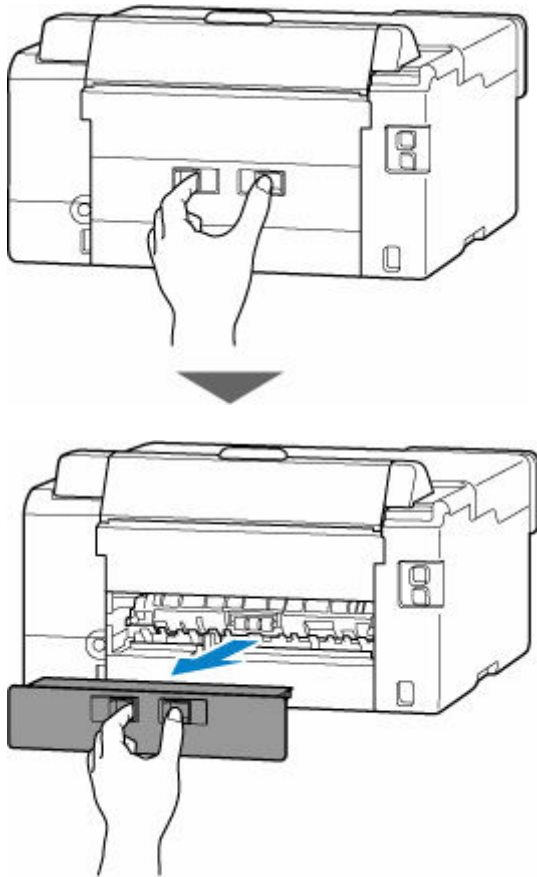
1. Press printer's **Stop** button.
2. Turn off printer and unplug it.
3. Retract rear tray and paper output tray.
4. Turn printer so that rear side of printer faces toward you.



### »» Important

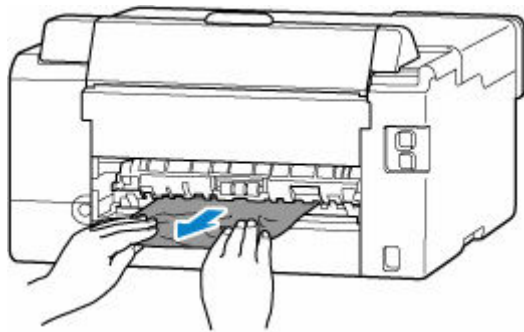
- When changing the orientation of the printer, do not turn the printer upside down or tilt it. The ink may leak out.

5. Detach rear cover.  
Pull out the rear cover.



**6. Hold jammed paper firmly with both hands and pull it out slowly.**

If the paper is rolled up, pull it out and grasp the edges of the paper.



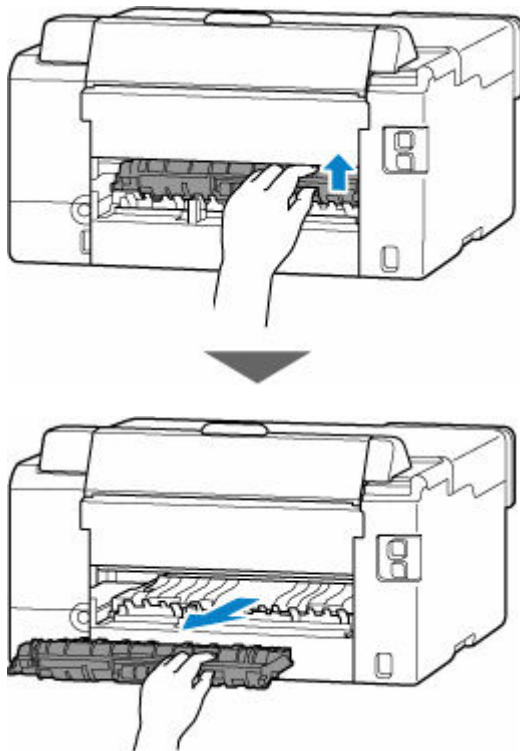
**»» Note**

- Do not touch the inner parts of the printer.

If you are unable to remove the jammed paper, follow the steps below to detach the transport unit and then remove the paper.

**1. Detach transport unit.**

Lift up the transport unit and pull it out.



2. Slowly pull out jammed paper.



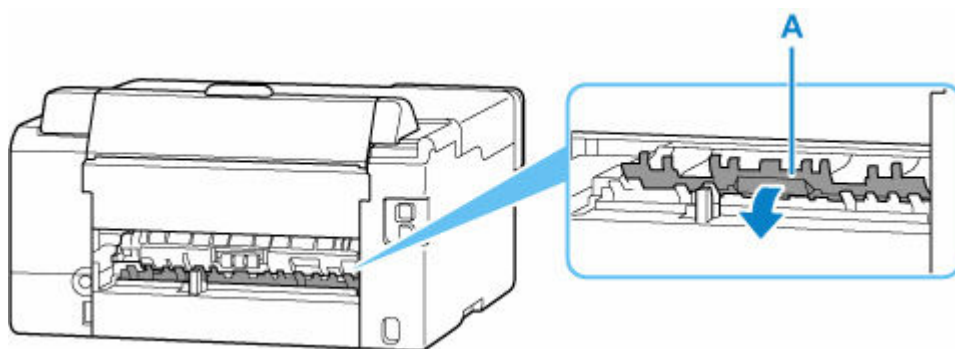
»» **Note**

- Do not touch the inner parts of the printer.

3. Make sure all jammed paper is removed.
4. If parts (A) are raised, tip them toward you.

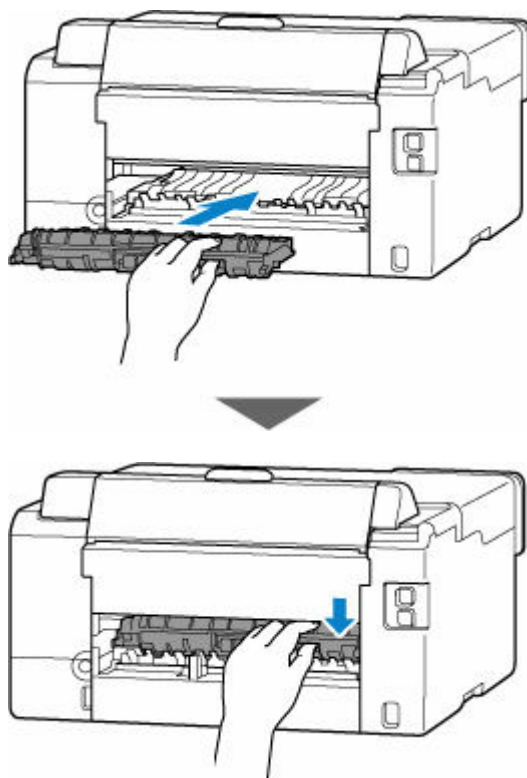
»» **Important**

- If you replace the transport unit without lowering parts (A) toward you, it could damage the printer.



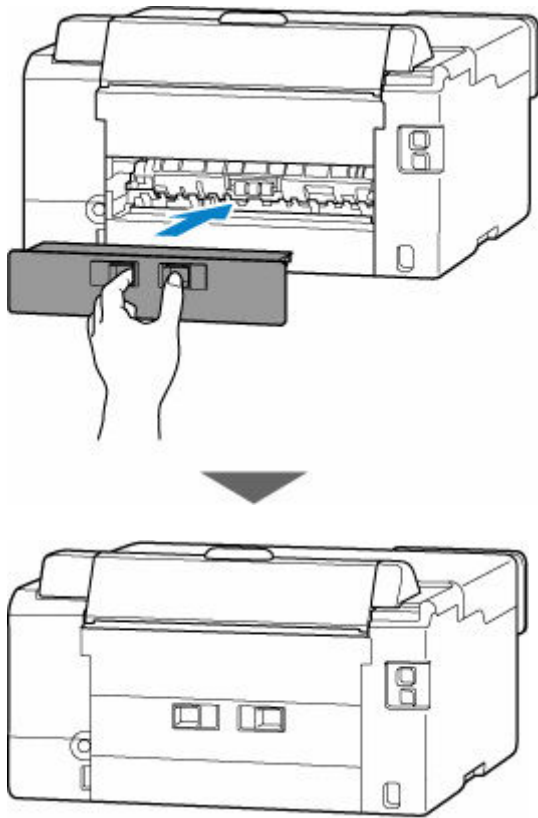
## 5. Replace transport unit.

Insert the transport unit slowly all the way into the back of the printer and take down the transport unit.



## 7. Attach rear cover.

Push in the rear cover until it is closed completely.



8. Plug printer back in and turn printer back on.

9. Load paper.

- ➔ [Loading Photo Paper / Plain Paper in Rear Tray](#)
- ➔ [Loading Envelopes in Rear Tray](#)
- ➔ [Loading Plain Paper in Cassette](#)

#### ▶▶▶ Note

- Make sure you are using suitable paper and loading it correctly.
- We recommend using paper sizes other than A5 to print documents with photos or graphics. A5 paper may curl and jam as it leaves the printer.

10. Redo printing.

All jobs in the print queue are canceled. Redo the printing.

#### ▶▶▶ Note

- If the 1300 error recurs, check the feed slot of the rear tray again. If a foreign object is inside the rear tray, refer to **Check3** in What to Do If Paper Is Not Fed Normally and take appropriate action.

If the measures above do not solve the problem, contact your nearest Canon service center to request a repair.

#### ▶▶▶ Important

- Do not tilt the printer when moving it since the ink may leak out.

- When transporting the printer for repairing it, see [Repairing Your Printer](#).

## Cause

Possible causes include the following.

- There is no paper in the rear tray.
- Paper is not loaded in the rear tray properly.

## What to Do

Load paper in the rear tray correctly.

- ➡ [Loading Photo Paper / Plain Paper in Rear Tray](#)
- ➡ [Loading Envelopes in Rear Tray](#)

After loading the paper in the rear tray, follow the messages displayed on the printer's LCD.

### Cause

Possible causes include the following.

- There is no paper in the cassette.
- Paper is not loaded in the cassette properly.

### What to Do

Load paper in the cassette correctly.

➡ [Loading Plain Paper in Cassette](#)

After loading the paper in the cassette, follow the messages displayed on the printer's LCD.

### ➤➤ Note

- This error may occur if the transport unit is not installed correctly. Refer to the following page to check the transport unit.

➡ [Removing Jammed Paper from Rear Side](#)

## 1070

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### Cause

Paper cannot be fed because the paper feed rollers are dirty.

### What to Do

Press the printer's **Stop** button to cancel printing.

Then perform the paper feed roller cleaning of the rear tray.

➡ [Cleaning Paper Feed Rollers](#)

## 1200

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### Cause

Top cover is open.

### What to Do

Close the top cover and wait for a while.

Make sure to close the top cover after refilling ink or other operations.

### Cause

Print head may be damaged.

### What to Do

Turn off the printer and turn it back on.

If this does not solve the problem, contact your nearest Canon service center to request a repair.

### »» Important

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see [Repairing Your Printer](#).

### Cause

The maintenance cartridge cannot be recognized.

The maintenance cartridge may not be installed properly or may not be compatible with this printer.

### What to Do

Turn off the printer, remove the maintenance cartridge, and then reinstall it correctly.

Refer to [Replacing Maintenance Cartridge](#) for details on removing and installing the maintenance cartridge.

### **Cause**

The maintenance cartridge is not installed.

### **What to Do**

Turn off the printer and then install the maintenance cartridge.

Refer to [Replacing Maintenance Cartridge](#) for details on installing the maintenance cartridge.

### Cause

The currently installed maintenance cartridge cannot be used.

This printer cannot use maintenance cartridges that have been installed in other printers.

### What to Do

Turn off the printer and then replace with a new maintenance cartridge.

➡ [Replacing Maintenance Cartridge](#)

### Cause

The maintenance cartridge cannot be recognized.

The maintenance cartridge may not be installed properly or may not be compatible with this printer.

### What to Do

Turn off the printer, remove the maintenance cartridge, and then reinstall it correctly.

Refer to [Replacing Maintenance Cartridge](#) for details on removing and installing the maintenance cartridge.

### Cause

The maintenance cartridge is full.

### What to Do

Replace the maintenance cartridge.

➡ [Replacing Maintenance Cartridge](#)

The condition of the maintenance cartridge when this error is displayed will depend on where and how the printer is used.

When this message is displayed, you must replace the maintenance cartridge.

### Cause

The maintenance cartridge is almost full.

### What to Do

The printer will not be able to print with a full maintenance cartridge.

Press the printer's **OK** button to cancel the error and then prepare a new maintenance cartridge.

For details on the maintenance cartridge, see [Replacing Maintenance Cartridge](#).

## Shipping Tape etc. Are Still Attached (1890)

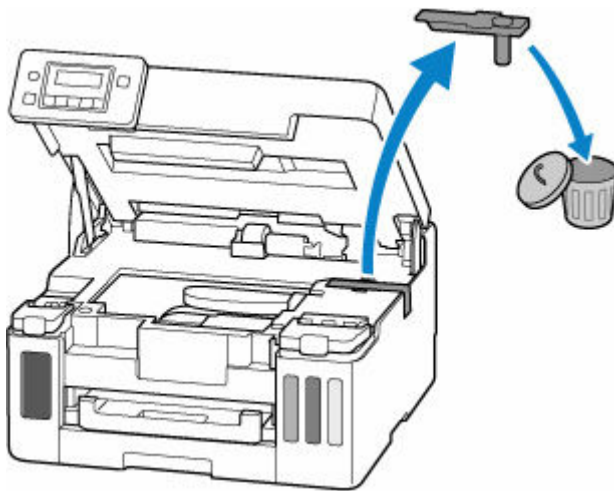
### Cause

Shipping tape or protective material may still be attached to print head holder.

### What to Do

Open the top cover and make sure that shipping tape and protective material have been removed from the print head holder.

If the shipping tape or protective material is still there, remove it and close the top cover.



In the case of the first printer setup, [click here](#), select your printer name on the page, and follow the instructions.

## Cause

Paper settings specified when printing do not match the paper information for the cassette registered on the printer.

### Note

- For the appropriate combination of the paper settings specified on the printer driver and the paper information registered on the printer, refer to the following.
  - ➔ Paper Settings on the Printer Driver and the Printer (Media Type) (Windows)
  - ➔ Paper Settings on the Printer Driver and the Printer (Paper Size) (Windows)
- For how to register paper information on the printer, refer to the following.
  - ➔ [Paper Settings](#)

If the paper settings specified when printing differ from the paper information for the cassette registered on the printer, the following message appears on the printer's LCD.

- Paper settings specified on the printer driver when printing:

Paper size: **A5**

Media type: **Plain paper**

- Paper information for the cassette registered on the printer:

Paper size: **A4**

Media type: **Plain paper**

The size or type of 2110  
[OK]Select option

## What to Do

Press the printer's **OK** button to display the screen below.

Select option  
Replace the paper ▶

Use the ◀ ▶ buttons to select the appropriate action and press the printer's **OK** button.

### Note

- Depending on the settings, some of the options below may not be displayed.

#### Print on set paper

Select this option to print on the loaded paper with the paper settings specified when printing.

For example, when printing the paper size is specified as A5 and the paper information for the cassette is registered as A4, select this option to print on A4 paper loaded in the cassette with the A5 setting.

## Replace the paper

Select this option to print after changing the paper in the cassette.

For example, when printing the paper size is specified as A5 and the paper information for the cassette is registered as A4, select this option to print after changing the paper in the cassette with A5 paper.

After changing the paper and inserting the cassette, the paper information registration screen for the cassette appears. Register the paper information on the printer according to the loaded paper.

### ▶▶▶ Note

- For the appropriate combination of the paper settings specified on the printer driver and the paper information registered on the printer, refer to the following.
  - ➡ Paper Settings on the Printer Driver and the Printer (Media Type) (Windows)
  - ➡ Paper Settings on the Printer Driver and the Printer (Paper Size) (Windows)

## Cancel

Cancels printing.

Select this option when you want to change the paper settings specified when printing. Change the paper settings and try printing again.

### ▶▶▶ Note

- You can configure the setting to hide the misprint prevention message. When set to hide the message, printing begins regardless of whether the paper settings specified when printing and the paper information of the cassette registered on the printer match.
  - To change whether to display the misprint prevention message when printing without using the printer driver:
    - ➡ [Feed settings](#)
  - To change whether to display the misprint prevention message when printing using the printer driver:
    - ➡ Maintenance Tab Description (Windows)
    - ➡ [Changing the Printer Operation Mode](#) (macOS)

## Cause

Paper settings specified when printing do not match either the rear tray or the cassette paper information registered on the printer.

### ▶▶▶ Note

- For the appropriate combination of the paper settings specified on the printer driver and the paper information registered on the printer, refer to the following.
  - ➔ Paper Settings on the Printer Driver and the Printer (Media Type) (Windows)
  - ➔ Paper Settings on the Printer Driver and the Printer (Paper Size) (Windows)
- For how to register paper information on the printer, refer to the following.
  - ➔ [Paper Settings](#)

If the paper source is set to be selected automatically and the paper settings specified when printing differ from either the rear tray or the cassette paper information registered on the printer, the following message appears on the printer's LCD.

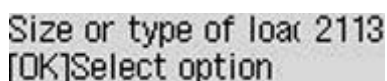
- Paper settings specified on the printer driver when printing:
 

Paper size: **A5**

Media type: **Plain paper**
- Paper information for the rear tray and the cassette registered on the printer:
 

Paper size: **A4**

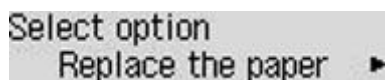
Media type: **Plain paper**



Size or type of load 2113  
[OK]Select option

## What to Do

Press the printer's **OK** button to display the screen below.



Select option  
Replace the paper ▶

Use the ◀ ▶ buttons to select the appropriate action and press the printer's **OK** button.

### ▶▶▶ Note

- Depending on the settings, some of the options below may not be displayed.

#### Print on set paper

Select this option to print on the loaded paper with the paper settings specified when printing.

For example, when printing the paper size is specified as A5 and both the paper information for the rear tray and the paper information for the cassette are registered as A4, select this option to print on A4 paper with the A5 setting.

## Replace the paper

Select this option to print after changing the paper in the rear tray or the cassette.

For example, when printing the paper size is specified as A5 and both the paper information for the rear tray and the paper information for the cassette are registered as A4, select this option to print after changing the paper in the rear tray or the cassette with A5 paper.

After changing the paper, the paper information registration screen appears. Register the paper information on the printer according to the loaded paper.

### ▶▶▶ Note

- For the appropriate combination of the paper settings specified on the printer driver and the paper information registered on the printer, refer to the following.
  - ➡ Paper Settings on the Printer Driver and the Printer (Media Type) (Windows)
  - ➡ Paper Settings on the Printer Driver and the Printer (Paper Size) (Windows)

## Cancel

Cancels printing.

Select this option when you want to change the paper settings specified when printing. Change the paper settings and try printing again.

### ▶▶▶ Note

- You can configure the setting to hide the misprint prevention message. When set to hide the message, printing begins regardless of whether the paper settings specified when printing match the paper information of the rear tray or cassette registered on the printer.
  - To change whether to display the misprint prevention message when printing without using the printer driver:
    - ➡ [Feed settings](#)
  - To change whether to display the misprint prevention message when printing using the printer driver:
    - ➡ Maintenance Tab Description (Windows)
    - ➡ [Changing the Printer Operation Mode](#) (macOS)

## Cause

Paper settings specified when printing do not match the paper information for the rear tray registered on the printer.

### Note

- For the appropriate combination of the paper settings specified on the printer driver and the paper information registered on the printer, refer to the following.
  - ➔ Paper Settings on the Printer Driver and the Printer (Media Type) (Windows)
  - ➔ Paper Settings on the Printer Driver and the Printer (Paper Size) (Windows)
- For how to register paper information on the printer, refer to the following.
  - ➔ [Paper Settings](#)

If the paper settings specified when printing differ from the paper information for the rear tray registered on the printer, the following message appears on the printer's LCD.

- Paper settings specified on the printer driver when printing:

Paper size: **A5**

Media type: **Plain paper**

- Paper information for the rear tray registered on the printer:

Paper size: **A4**

Media type: **Plain paper**

The size or type of 2114  
[OK]Select option

## What to Do

Press the printer's **OK** button to display the screen below.

Select option  
Replace the paper ▶

Use the ◀ ▶ buttons to select the appropriate action and press the printer's **OK** button.

### Note

- Depending on the settings, some of the options below may not be displayed.

#### Print on set paper

Select this option to print on the loaded paper with the paper settings specified when printing.

For example, when printing the paper size is specified as A5 and the paper information for the rear tray is registered as A4, select this option to print on A4 paper loaded in the rear tray with the A5 setting.

## Replace the paper

Select this option to print after changing the paper in the rear tray.

For example, when printing the paper size is specified as A5 and the paper information for the rear tray is registered as A4, select this option to print after changing the paper in the rear tray with A5 paper.

After changing the paper, the paper information registration screen for the rear tray appears. Register the paper information on the printer according to the loaded paper.

### ▶▶▶ Note

- For the appropriate combination of the paper settings specified on the printer driver and the paper information registered on the printer, refer to the following.
  - ➡ Paper Settings on the Printer Driver and the Printer (Media Type) (Windows)
  - ➡ Paper Settings on the Printer Driver and the Printer (Paper Size) (Windows)

## Cancel

Cancels printing.

Select this option when you want to change the paper settings specified when printing. Change the paper settings and try printing again.

### ▶▶▶ Note

- You can configure the setting to hide the misprint prevention message. When set to hide the message, printing begins regardless of whether the paper settings specified when printing and the paper information of the rear tray registered on the printer match.
  - To change whether to display the misprint prevention message when printing without using the printer driver:
    - ➡ [Feed settings](#)
  - To change whether to display the misprint prevention message when printing using the printer driver:
    - ➡ Maintenance Tab Description (Windows)
    - ➡ [Changing the Printer Operation Mode](#) (macOS)

### Cause

An internal part will need replacing soon.

### What to Do

Press the printer's **OK** button to cancel the error.

You cannot replace the internal parts of the printer yourself. Contact your nearest Canon service center to request a repair as soon as possible.

### »» Important

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repair, see [Repairing Your Printer](#).

## 3252

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### Cause

The maintenance cartridge is almost full.

### What to Do

The printer will not be able to print with a full maintenance cartridge.

Press the printer's **OK** button to clear the error message.

## 4103

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### Cause

Cannot perform printing with current print settings.

### What to Do

Press the printer's **Stop** button to cancel printing.

Change the print settings specified when printing and retry printing.

## Cause

Printer error has occurred.

## What to Do

Cancel printing and turn off the printer.

Check the following:

- Make sure print head holder motion is not impeded by protective material, jammed paper, etc.

Remove any impediment.

### Important

- When clearing an impediment to print head holder motion, be careful not to touch clear film (A), white belt (B), or tubes (C).



If you soil or scratch this part by touching it with paper or your hand, it could damage the printer.

Turn the printer back on.

If this does not solve the problem, contact your nearest Canon service center to request a repair.

### Important

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see [Repairing Your Printer](#).

### Cause

Printer error has occurred.

### What to Do

1. Turn off printer and unplug it.
2. Wait about 10 minutes and then plug in printer again and turn it back on.
3. Perform **Ink Flush**.
  - ➡ Cleaning the Print Heads (Windows)
  - ➡ [Cleaning the Print Heads](#) (macOS)
  - ➡ How to Perform Ink Flush (From the printer's operation panel)

If the error recurs after taking the above actions, contact your nearest Canon service center to request a repair.

### »» Important

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see [Repairing Your Printer](#).