



TR7600 series
Online Manual

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Using Online Manual

- ▶ **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

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)

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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Network

Available Connection Methods


The following connection methods are available on the printer.

• 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.

• Wireless Direct

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.

▶▶ Note

- You can connect the printer and computer using a USB cable (USB connection). Prepare a USB cable. For details, see [Connects to Another Computer via LAN/Changes from USB to LAN Connection](#).

Network Connection Settings/Setup

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

For more on setup procedure, click [here](#).

Changing Network Settings

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

- To change network connection method:
 - [Reconfiguration Method of Wi-Fi Connection](#)
 - Changing the Connection Mode
- To add computer/smartphone/tablet to the printer:
 - [Connects to Another Computer via LAN/Changes from USB to LAN Connection](#)
- To use Wireless Direct temporarily:
 - [Connecting with Wireless Direct](#)

IJ Network Device Setup Utility

IJ Network Device Setup Utility 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 IJ Network Device Setup Utility.

■ Checking Printer Connection Status Using IJ Network Device Setup Utility

- Performing/Changing Network Settings (Windows)
For Windows, you can perform network settings using IJ Network Device Setup Utility.

■ [IJ Network Device Setup Utility \(Windows\)](#)

- Diagnosing and Repairing Network Settings (Windows/macOS)

You can diagnose or repair network settings using IJ Network Device Setup Utility.

- **For Windows:**

- [IJ Network Device Setup Utility \(Windows\)](#)

- **For macOS:**

- [IJ Network Device Setup Utility \(macOS\)](#)

Network Connection Tips

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

- [Network Connection Tips](#)
- Handling Printer Configuration using the Web Browser
- Countermeasures against Unauthorized Access

Troubleshooting

See [Network Settings and Common Problems](#) 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.

Connect via wireless router

- 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.
- This printer does not support IEEE802.11ac, IEEE802.11a, or IEEE802.11n (5 GHz). Check if your device supports IEEE802.11n (2.4 GHz), IEEE802.11g or IEEE802.11b.
- If your device is set to the "IEEE802.11n only" mode, WEP or TKIP cannot be used as a security protocol. Change the security protocol for your device to something other than WEP and TKIP or 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.

- 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 are not 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.

Network Connection Tips

- **Default Network Settings**
- **Detect Same Printer Name**
- **Connects to Another Computer via LAN/Changes from USB to LAN Connection**
- **Printing Network Settings**
- **Reconfiguration Method of Wi-Fi Connection**
- **Connecting with Wireless Direct**

Default Network Settings

LAN Connection Defaults

Item	Default
Network name (SSID)	BJNPSETUP
Wi-Fi security	Disable
IP address (IPv4)	Auto setup
IP address (IPv6)	Auto setup
Set printer name*	XXXXXXXXXXXX
Enable/disable IPv6	Enable
Enable/disable WSD	Enable
Timeout setting	15 minutes
Enable/disable Bonjour	Enable
Service name	Canon TR7600 series
LPR protocol settings	Enable
RAW protocol	Enable
LLMNR	Enable
PictBridge communication	Enable

("XX" represents alphanumeric characters.)

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

■ [LAN settings](#)

Wireless Direct Defaults

Item	Default
Network name (SSID)	DIRECT-abXX-TR7600series *1
Password	YYYYYYYYYY *2
Wi-Fi security	WPA2-PSK (AES)
Connection request confirmation	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.

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

- You can check the printer's MAC address and the serial number by displaying on the touch screen.

■ [System information](#)

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, click [here](#) and perform setup.

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.

If the HOME screen is not displayed, press the **HOME** button.

2. [Load three sheets of A4 or Letter-sized plain paper.](#)



3. Select **(Setup)** on HOME screen.

4. Select **Device settings**.

5. Select **LAN settings**.

6. Select **Print details**.

7. Check message and select **Yes**.

8. When the confirmation screen for printing passwords appears, select **ON** or **OFF**.

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	http://canon.com/ijnwt

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)
3-2-8	Encryption	Encryption method	None/WEP/TKIP/AES
3-2-9	WEP Key Length	WEP key length (bits)	Inactive/128/64
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 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 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 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 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 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 XXXX:XXXX:XXXX:XXXX
3-2-27	Default Gateway2	Default gateway 2	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
3-2-28	Default Gateway3	Default gateway 3	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
3-2-29	Default Gateway4	Default gateway 4	XXXX:XXXX:XXXX:XXXX 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)
3-3	Wireless Direct	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 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)
5	Other Settings	Other settings	–
5-1	Printer Name	Printer name	Printer name (Up to 15 alphanumeric characters)
5-2	Wireless Direct Dev-Name	Device name for wireless direct	Device name for wireless direct (Up to 32 alphanumeric characters)
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 (Up to 52 alphanumeric characters)
5-11	LLMNR	LLMNR setting	Enable/Disable
5-12	SNMP	SNMP setting	Enable/Disable
5-13	PictBridge Commun.	PictBridge Communication	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 fingerprint(SHA-1)	xxxxxxx xxxxxxxx xxxxxxxx xxxxxxx xxxxxxxx
5-21	Cert. Fingerprt(SHA-256)	Certificate fingerprint(SHA-256)	xxxxxxx xxxxxxxx xxxxxxxx xxxxxxxx xxxxxxx xxxxxxxx xxxxxxxx xxxxxxxx
6	Bluetooth	Bluetooth settings	–
6-1	Bluetooth Setting	Bluetooth	Enable/Disable

6-3	Bluetooth Device Address	Bluetooth device address of the printer	XX:XX:XX:XX:XX:XX
6-5	Bluetooth Device Name	Bluetooth device name of the printer	XXXXXXXXXX
7	Web Services	Web Services	–
7-1	Unsent Usage Logs	Number of unsent usage logs	0 to 200
7-2	Usage Log Last Sent	Last date when usage log was sent	XXXXXXXXXX
7-3	Web Service Status	Registration status	Not set/Disabled/Registration pending/Registered
7-4	Log Transmission Status	Transmission result	Not activated/Processing/Server error/Connection error/Timeout error/Error/Awaiting server response/Active

("XX" represents alphanumeric characters.)

Reconfiguration Method of Wi-Fi Connection


Follow either procedure below to change Wi-Fi connection method (infrastructure or Wireless Direct).

- **For Windows:**

- See Changing the Connection Mode.
- Perform settings on the **Network Settings** screen on IJ Network Device Setup Utility.

»» Important

- Before you perform settings using IJ Network Device Setup Utility, turn on Easy wireless connect mode on the printer following the procedure below.

1. Check that printer is turned on.
2. Select  (**Wireless connect**) on HOME screen.

■ [Using Touch Screen](#)

3. Select **Yes** on the displayed screen.

Follow instructions on your computer, smartphone/tablet.

4. If message saying setup is completed appears, select **OK**.

- **For macOS:**

See Changing the Connection Mode.

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.

Follow the procedure below to set up and use Wireless Direct.

1. Preparing the printer.

■ [Changing Printer Setting to Use Wireless Direct](#)

2. Preparing a device to connect to the printer.

■ [Connecting a smartphone/tablet/computer to the printer](#)

▶▶▶ Important


- You can connect up to 5 devices to the printer at the same time with Wireless Direct.
- Check the usage restrictions and switch the printer to the Wireless Direct.

■ [Restrictions](#)

Changing Printer Setting to Use Wireless Direct

1. Make sure the printer is turned on.



2. Select  (Setup) on HOME screen and then select **Device settings**.

3. Select **LAN settings**.

4. Select **Wireless Direct**.

5. Select **Enable/disable Wireless Direct**.

6. Check displayed message and then select **ON**.

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

▶▶▶ Note

- 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 device name from your device.
- To change the identifier (SSID) and the password, see below.

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  (Setup) on HOME screen.

3. Select **Device settings**.

4. Select **LAN settings**.

5. Select **Wireless Direct**.

6. Select **Connect to smartphone**.

7. To connect with an iPhone/iPad, select **iPhone/iPad**. To connect with a non-iPhone/iPad, select **Others**.

- **iPhone/iPad**

1. Select **QR Code**.
2. Scan the displayed QR code with the iPhone/iPad standard camera app.

The iPhone/iPad is connected to the printer.

▶▶▶ **Note**

- If the iPhone/iPad and printer cannot be connected, Wireless Direct is not enabled.
See [Changing Printer Setting to Use Wireless Direct](#) to enable Wireless Direct.

- **Others**

1. Select **Next**.

Network name (SSID) and **Password** are displayed.

▶▶▶ **Note**

- To show the password, select **Show password**. To hide the password, select **Hide password**.
- The password is required when connecting smartphone/tablet/computer to the printer.

2. Select "DIRECT-XXXX-TR7600series" ("X" represents alphanumeric characters) on your smartphone/tablet/computer.

▶▶▶ Note

- If "DIRECT-XXXX-TR7600series" 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

- If the printer is set to display a confirmation screen in **Connection request confirmation** 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 touch screen.

Make sure the name on the touch screen 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


■ For Android

Changing Wireless Direct Setting

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

1. Make sure the printer is turned on.



2. Select  (Setup) on HOME screen and then select **Device settings**.

3. Select **LAN settings**.

4. Select **Wireless Direct**.

5. Select a setting item.

Scroll down if necessary.

- **See settings**

The setting values for using the printer with Wireless Direct are displayed.

- **Change network 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 the displayed identifier (SSID).
 2. Change using the keyboard that appears.
 3. When you have finished making changes, select **OK**.
- To set automatically
 1. Select **Auto update**.
 2. Select **Yes**.

You can check the updated setting.

- **Change password**

Change the password for Wireless Direct.

- To set manually.
 1. Select **Change manually**.
 2. Select the displayed password.
 3. Enter the new password (10 characters).
Change using the keyboard that appears.
 4. When you have finished making changes, select **OK**.
- To set automatically
 1. Select **Auto update**.
 2. Select **Yes**.

You can check the updated setting.

- **Connection request confirmation**

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 **ON**.

▶▶▶ 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.

IJ Network Device Setup Utility (macOS)

- ▶ **IJ Network Device Setup Utility**
- ▶ **Starting Up IJ Network Device Setup Utility**
- ▶ **Diagnosing and Repairing Network Settings**
- ▶ **List of Models Which Does Not Support Diagnosis and Repair Function**

IJ Network Device Setup Utility

If anything is wrong with connection, IJ Network Device Setup Utility diagnoses the settings of the printer and those of computer on which it is installed. In addition, IJ Network Device Setup Utility restores the status of the printer and computer.

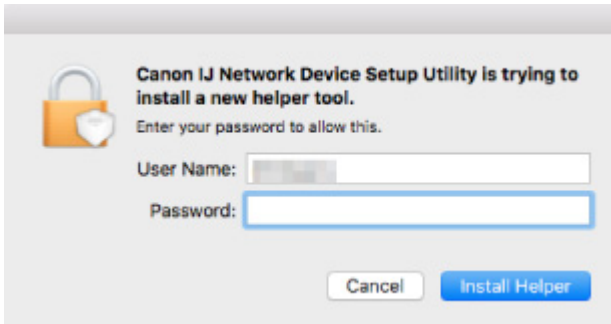
»» Important

- 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 IJ Network Device Setup Utility, disable block function of firewall.

Starting Up IJ Network Device Setup Utility

Start up **Launchpad**, select **Canon Utilities**, and then select IJ Network Device Setup Utility.

When you start up IJ Network Device Setup Utility, the screen below appears.



Enter the password specified for your computer and select **Install Helper**. IJ Network Device Setup Utility starts diagnosis and repair of network.

■ [Diagnosing and Repairing Network Settings](#)

Diagnosing and Repairing Network Settings

IJ Network Device Setup Utility 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](#)

IJ Network Device Setup Utility 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

The following models does not support "Diagnose and Repair" function of IJ Network Device Setup Utility.

- 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, Originals, Ink Tanks, etc.

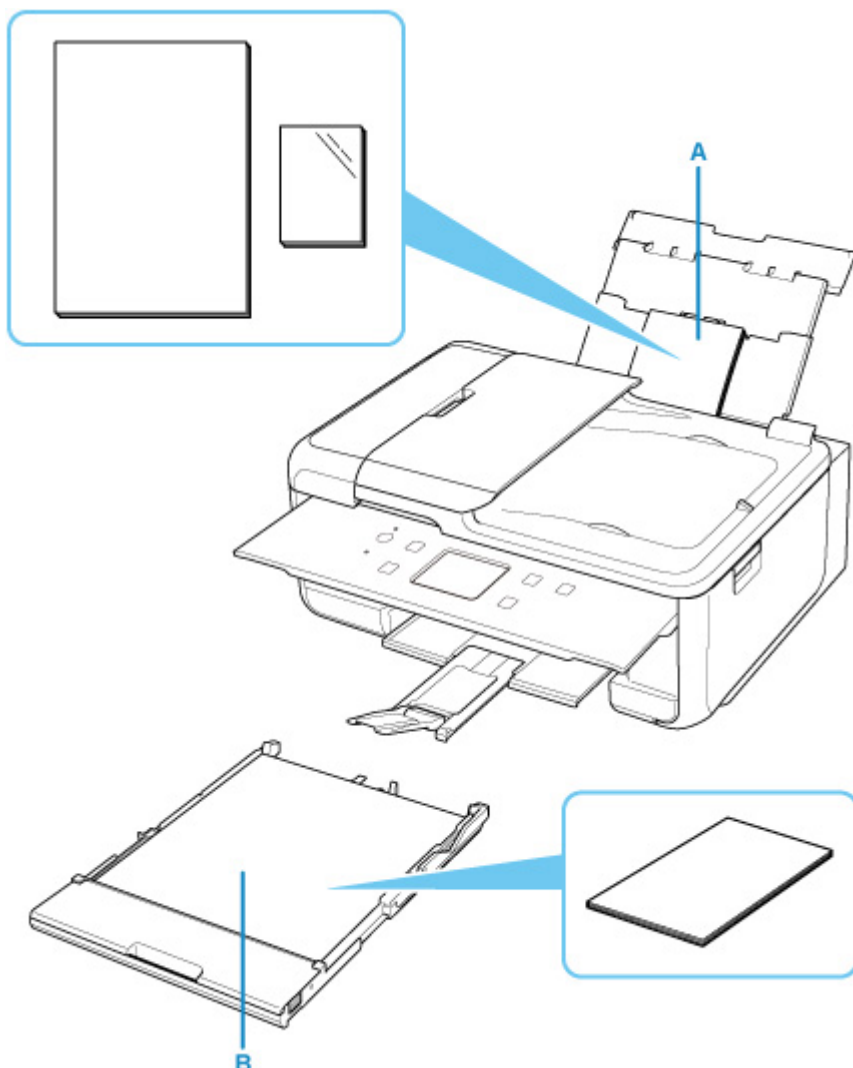
- ▶ **Loading Paper**
- ▶ **Loading Originals**
- ▶ **Replacing Ink Tanks**

Loading Paper

- **Paper Sources**
- **Loading Plain Paper / Photo 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 plain paper and photo paper on the rear tray.

■ [Supported Media Types](#)

Cassette

You can load A4, B5, A5, or Letter-sized 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 Plain Paper / Photo Paper in Rear Tray](#)
- [Loading Plain Paper in Cassette](#)
- [Loading Envelopes in Rear Tray](#)

Loading Plain Paper / Photo Paper in Rear Tray

You can load plain paper or photo paper.

You can also load envelopes on the rear tray.

■ [Loading Envelopes in Rear Tray](#)

▶▶▶ Important

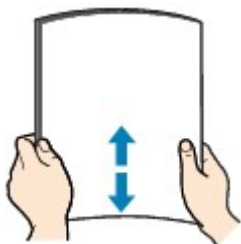
- If you cut plain paper to a size of 5" x 7" (13 x 18 cm) or smaller to perform a trial print, it may cause a paper jam.

▶▶▶ Note

- We recommend Canon genuine photo paper for printing photos.
For details on the Canon genuine paper, see [Supported Media Types](#).
- You can use general copy paper or Canon Red Label Superior WOP111/Canon Océ Office Colour Paper SAT213.
For the page size and paper weight you can use for this printer, see [Supported Media Types](#).

1. Prepare paper.

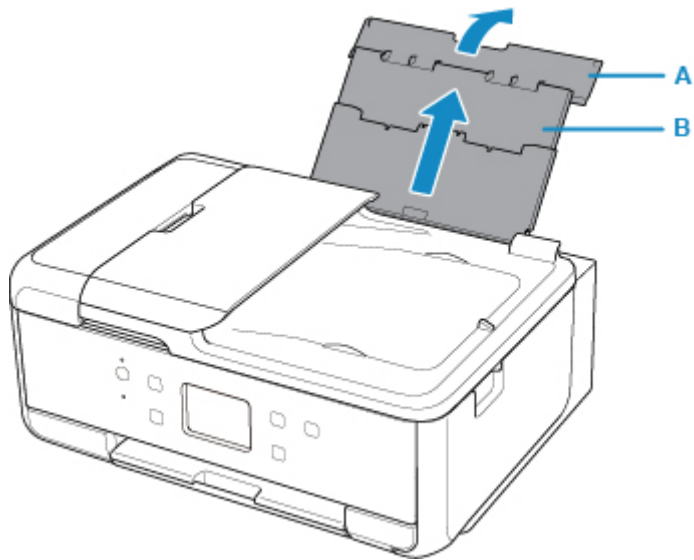
Align the edges of paper. If paper is curled, flatten it.



▶▶▶ Note

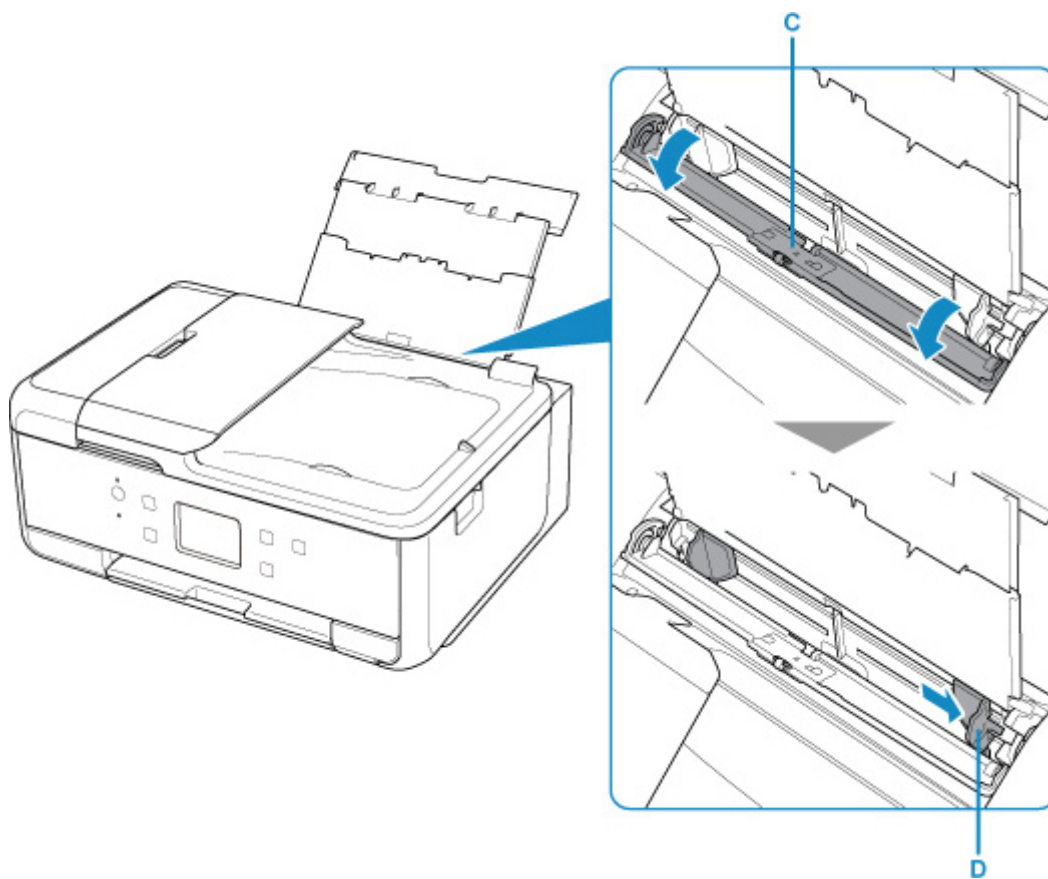
- Align the edges of paper neatly before loading. Loading paper without aligning the edges may cause paper jams.
- If paper is curled, hold the curled corners and gently bend them in the opposite direction until the paper becomes completely flat.
For details on how to flatten curled paper, see [Check3](#) in [Paper Is Smudged / Printed Surface Is Scratched](#).
- 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 rear tray cover (A). Pull straight up and fold back paper support (B).

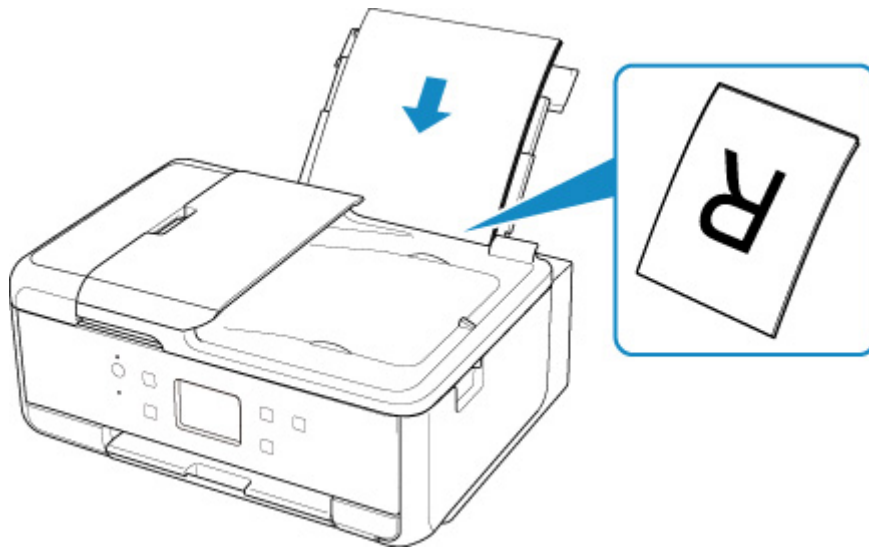


3. Open the feed slot cover (C).

4. Slide right paper guide (D) to open both paper guides.

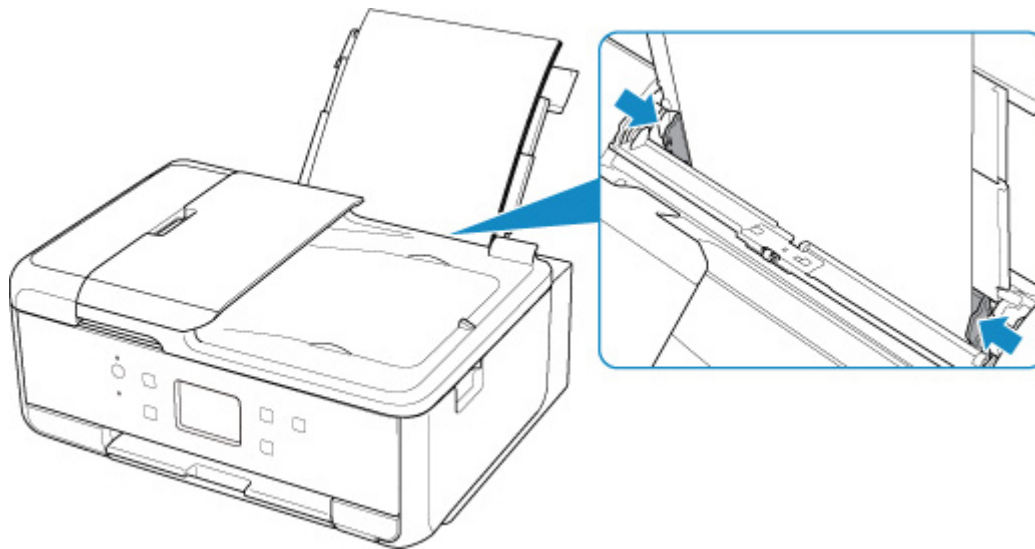


5. Load paper stack in portrait orientation WITH PRINT SIDE FACING UP.



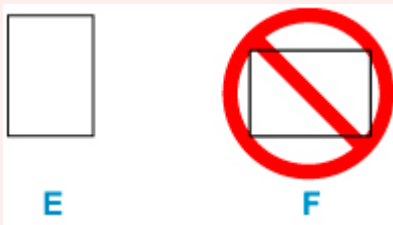
6. Slide right paper guide to align with both sides of paper stack.

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



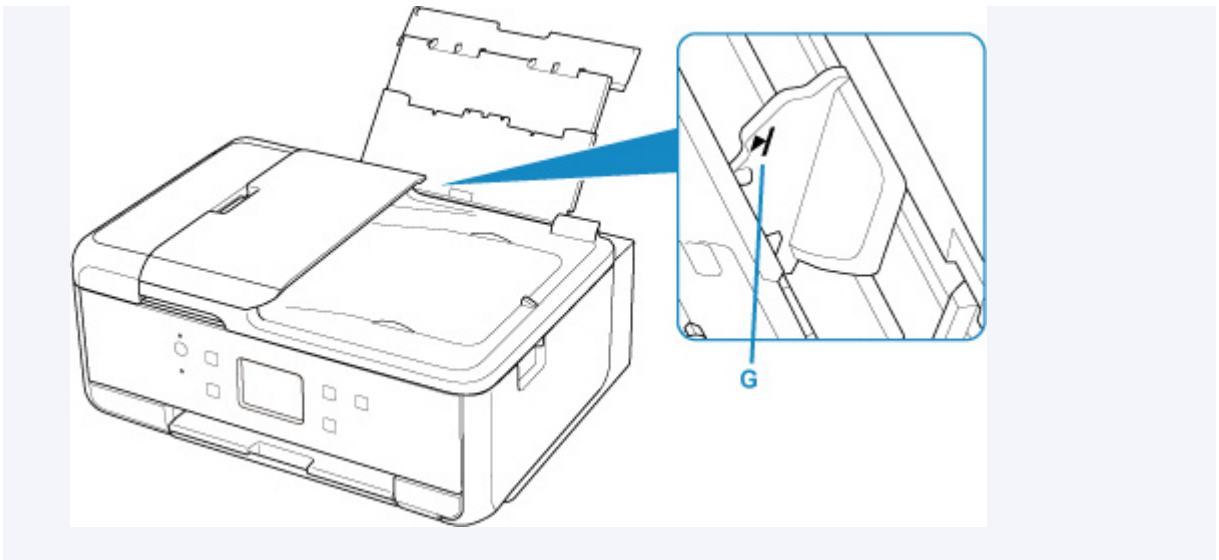
»»» Important

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

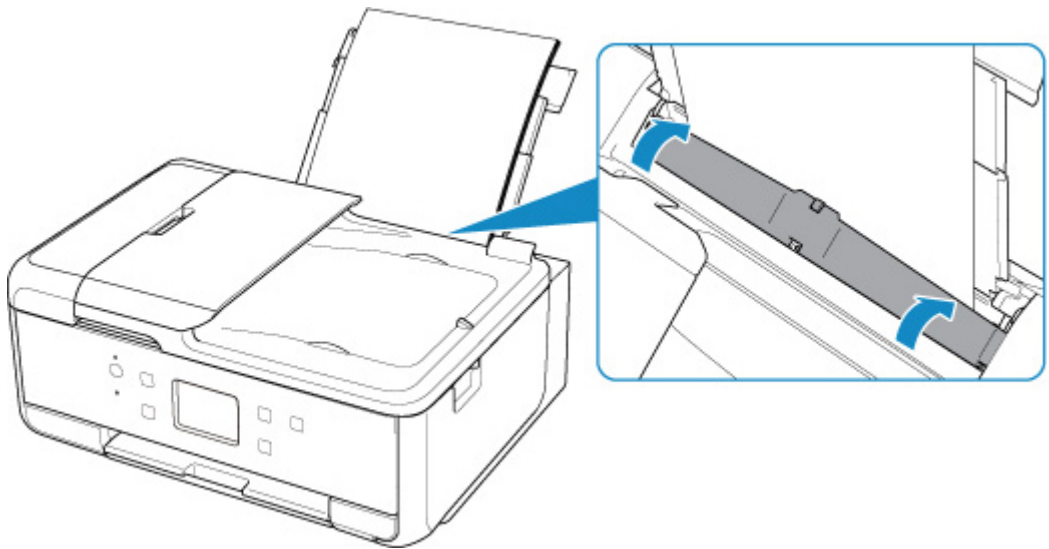


»»» Note

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



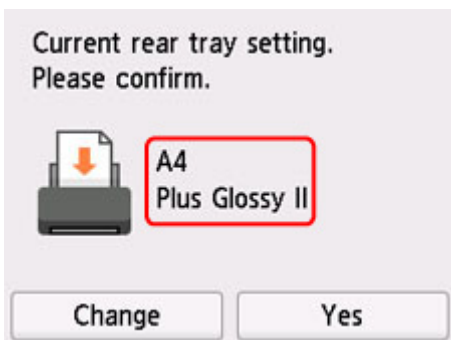
7. Close feed slot cover gently.



After closing the feed slot cover, the paper setting confirmation screen for the rear tray appears on the touch screen.

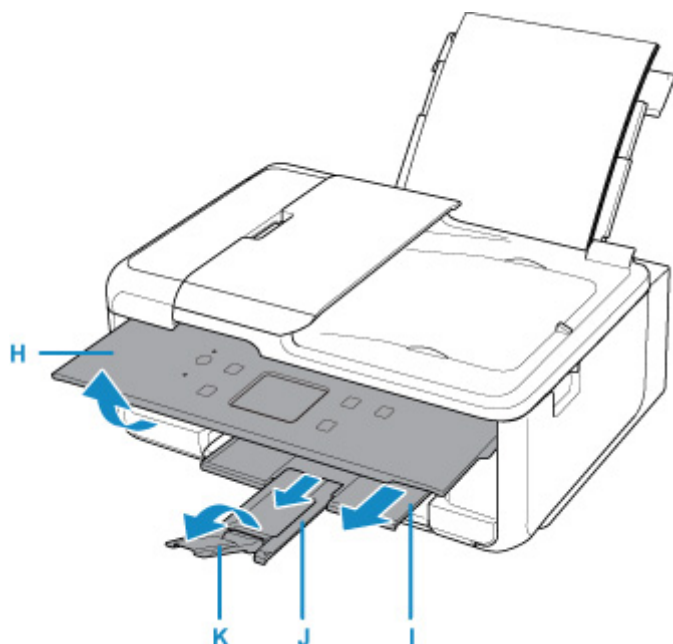
8. If page size and media type on touch screen match size and type of paper loaded in rear tray, select **Yes**.

If not, select **Change** to change the settings in accordance with the size and type of the loaded paper.



9. Open the operation panel (H), pull out the paper output tray (I) and paper output support (J), and open the output tray extension (K).

Be sure to open the operation panel before printing. If the operation panel is close, the printer does not start printing.



►► 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.

Loading Plain Paper in Cassette

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

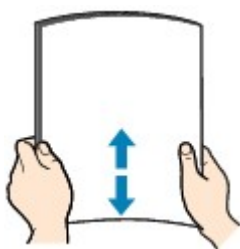
►► Note

- In the cassette, be sure to load only plain paper.
- You can use general copy paper or Canon Red Label Superior WOP111/Canon Océ Office Colour Paper SAT213.

For the page size and paper weight you can use for this printer, see [Supported Media Types](#).

1. Prepare paper.

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

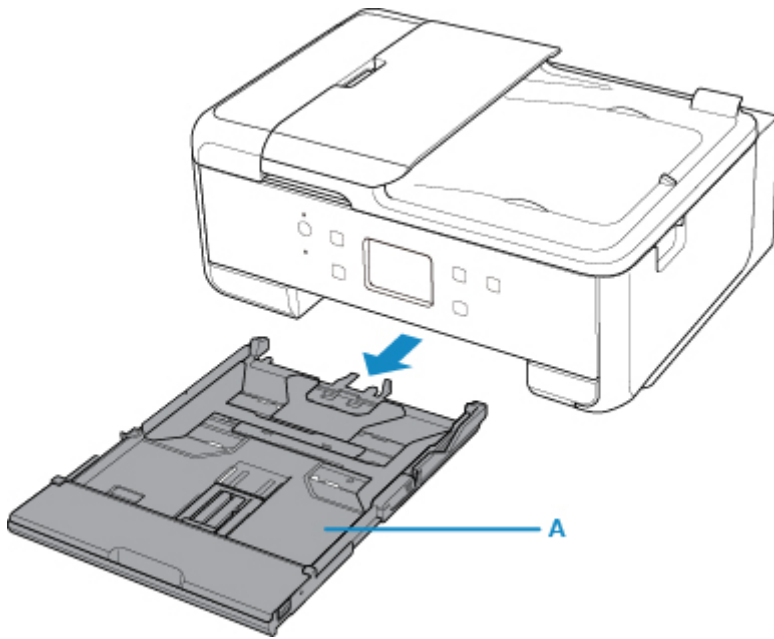


►► Note

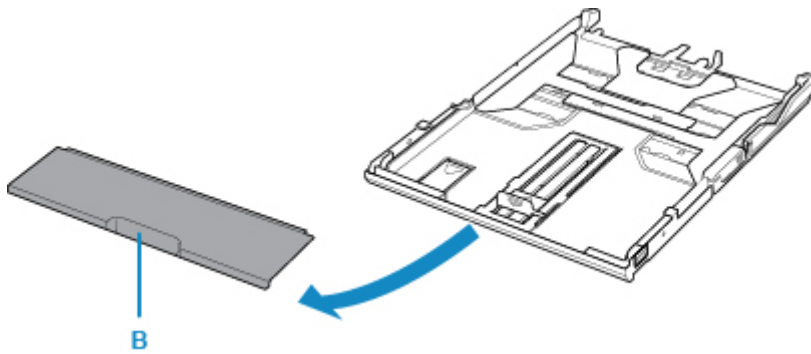
- Align the edges of paper neatly before loading. Loading paper without aligning the edges may cause paper jams.
- If paper is curled, hold the curled corners and gently bend them in the opposite direction until the paper becomes completely flat.

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

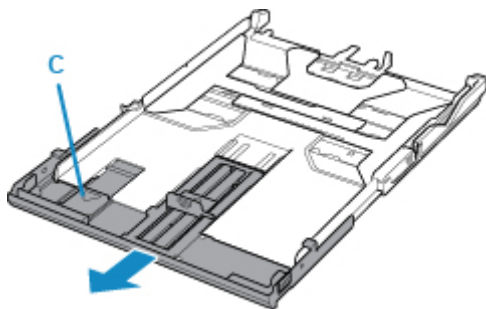
2. Pull out the cassette (A) from the printer.



3. Remove the cassette cover (B).



4. To load A4 sized paper in the cassette, press down the lock (C) on the cassette, then extend the cassette.

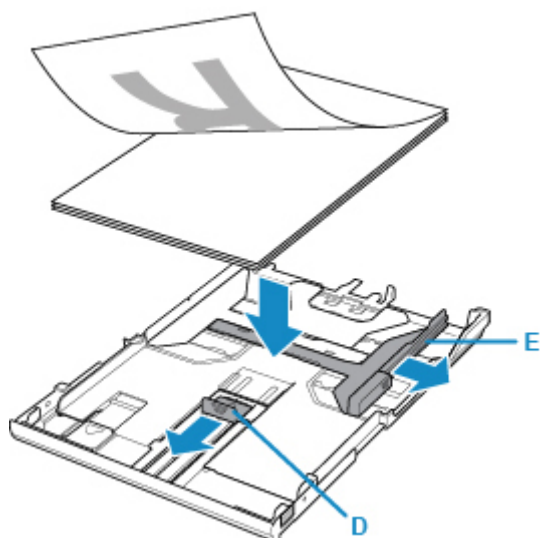


»» Important

- Do not extend the cassette when loading other than A4 sized paper in the cassette.

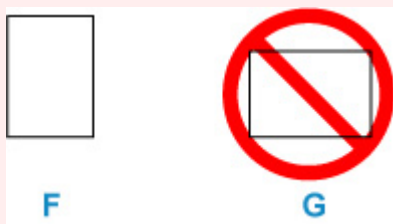
5. Slide paper guides (D) in front and (E) on right to open guides.

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



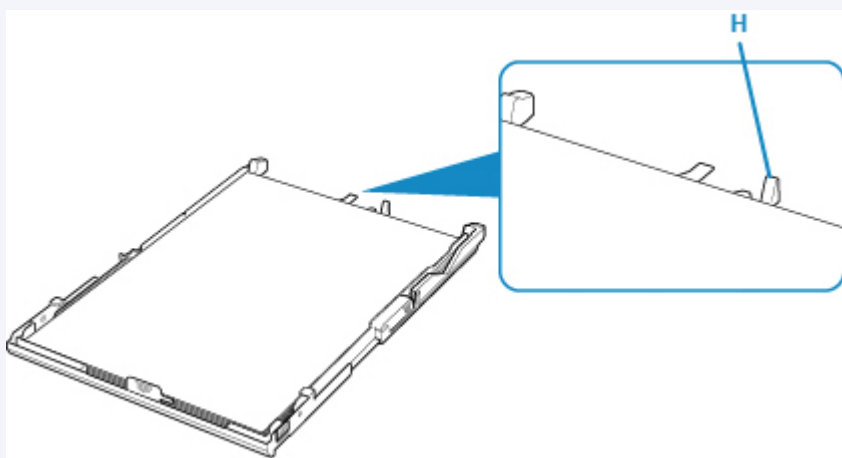
►►► **Important**

- Always load paper in portrait orientation (F). Loading paper in landscape orientation (G) 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 (H), the paper may not be fed properly.

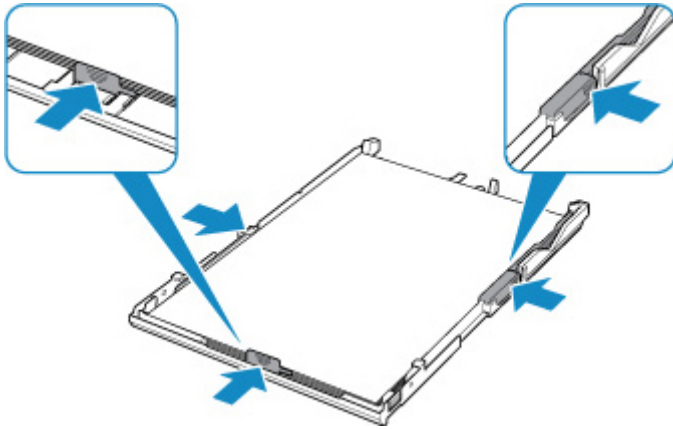


7. Slide front paper guide to align it with paper stack.

Align paper guide with where it clicks into place.

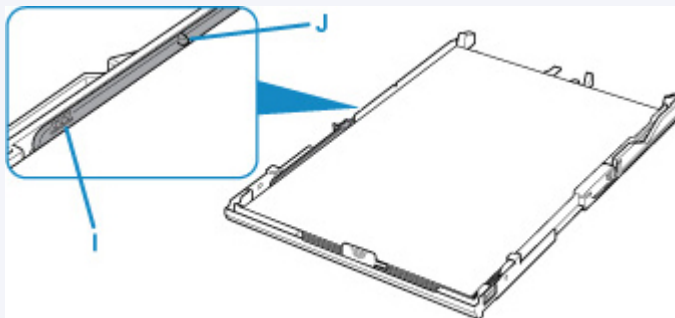
8. Slide right paper guide to align it with paper stack.

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



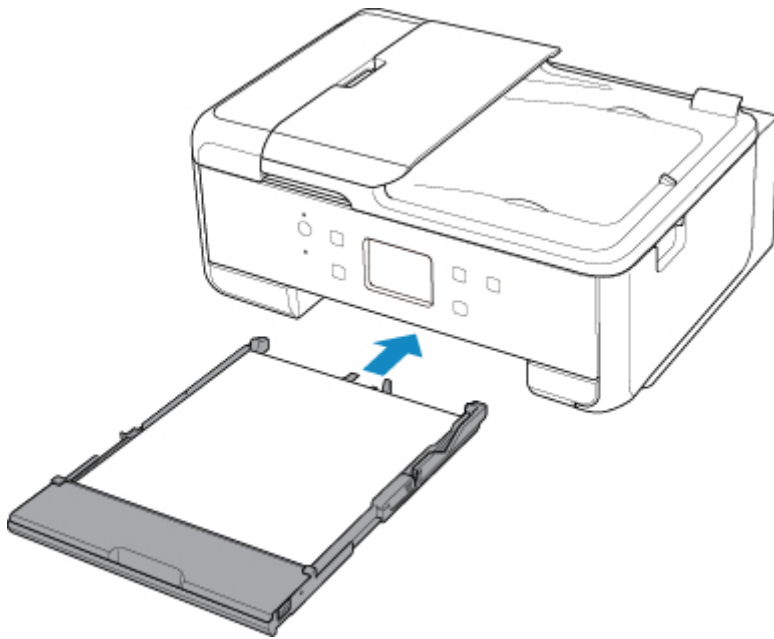
▶▶▶ Note

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



9. Mount cassette cover and insert cassette into printer.

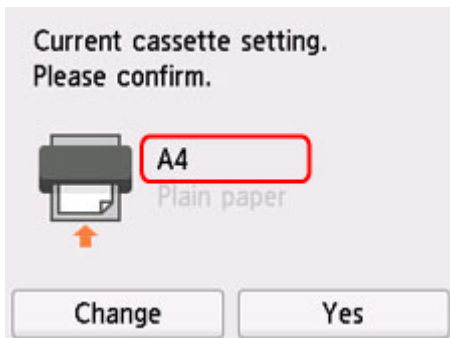
Push the cassette into the printer until it stops.



After inserting the cassette into the printer, the paper setting confirmation screen for the cassette appears on the touch screen.

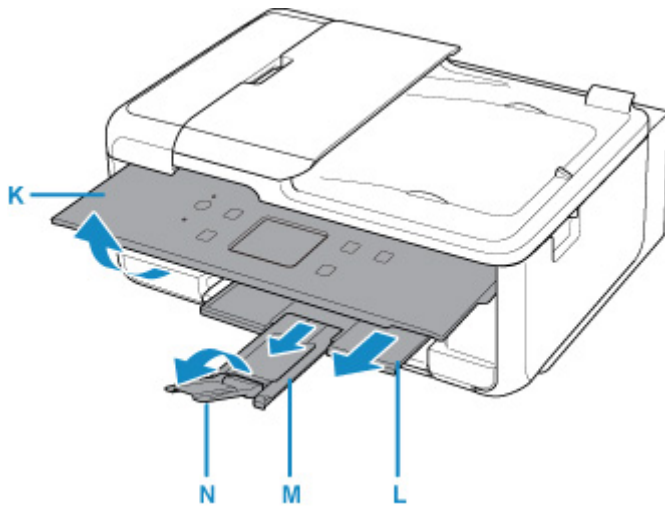
10. If page size on touch screen matches size of paper loaded in cassette, select **Yes**.

If not, select **Change** to change the setting in accordance with the size of the loaded paper.



11. Open the operation panel (K), pull out the paper output tray (L) and paper output support (M), and open the output tray extension (N).

Be sure to open the operation panel before printing. If the operation panel is close, the printer does not start printing.



►►► 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 Envelope DL and Envelope Com 10 on the rear tray.

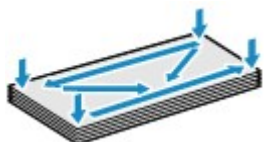
The address is automatically rotated and printed according to the envelope's direction by specifying with the printer driver properly.

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.

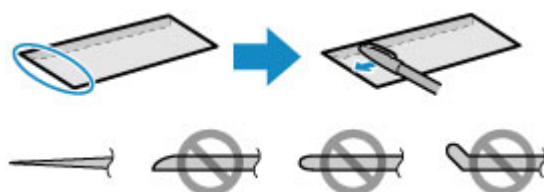
- Press down on all four corners and edges of the envelopes to flatten them.



- 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.

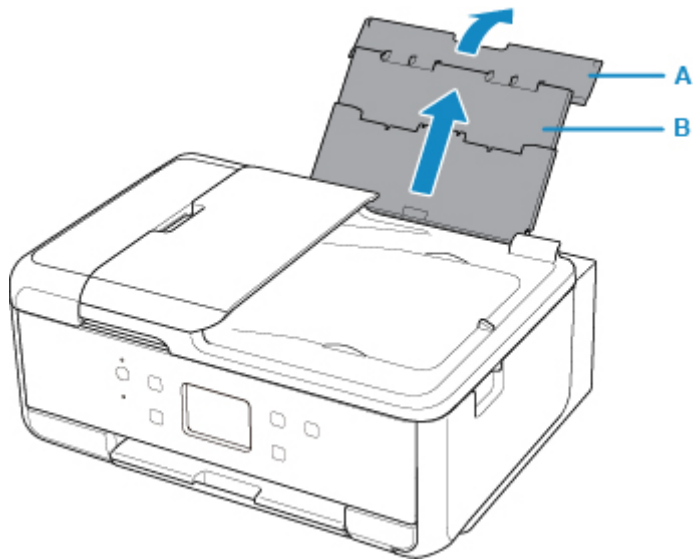


The figures above show a side view of the leading edge of the envelope.

Important

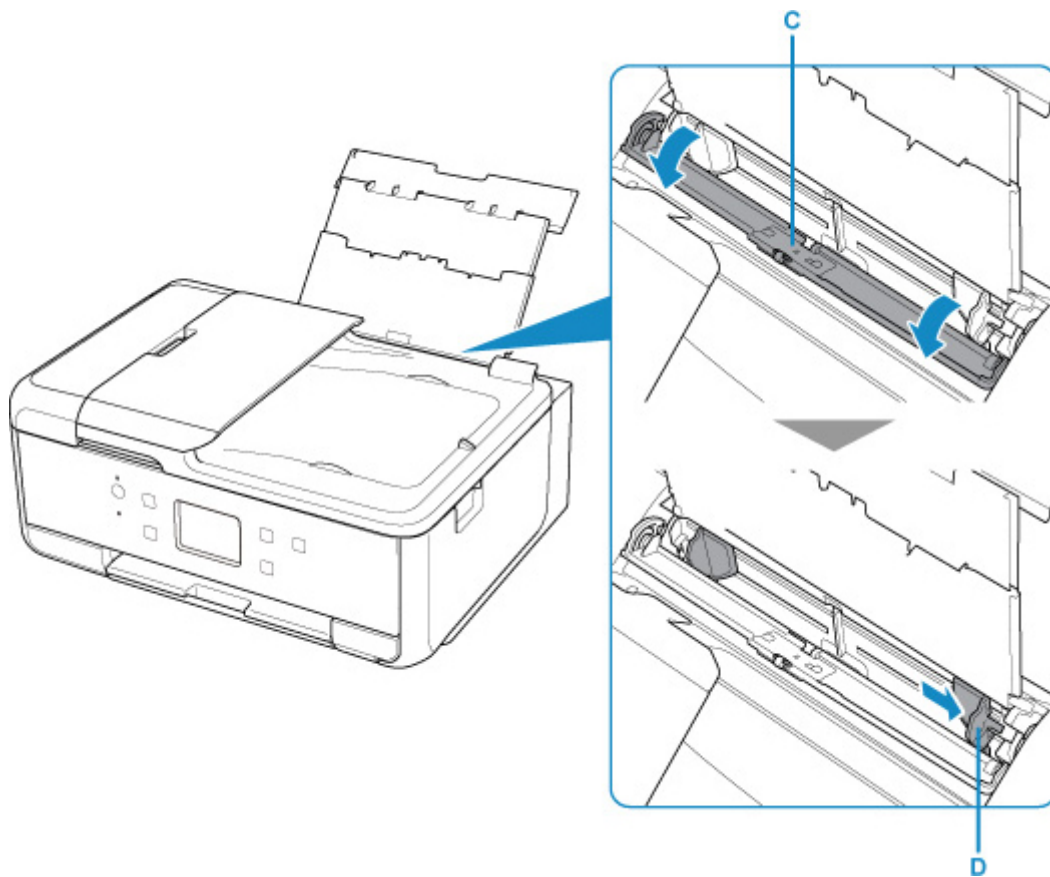
- The envelopes may jam in the printer if they are not flat or the edges are not aligned. Make sure that no curl or puff exceeds 0.12 in. (3 mm).

2. Open rear tray cover (A). Pull straight up and fold back paper support (B).



3. Open the feed slot cover (C).

4. Slide right paper guide (D) to open both paper guides.



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

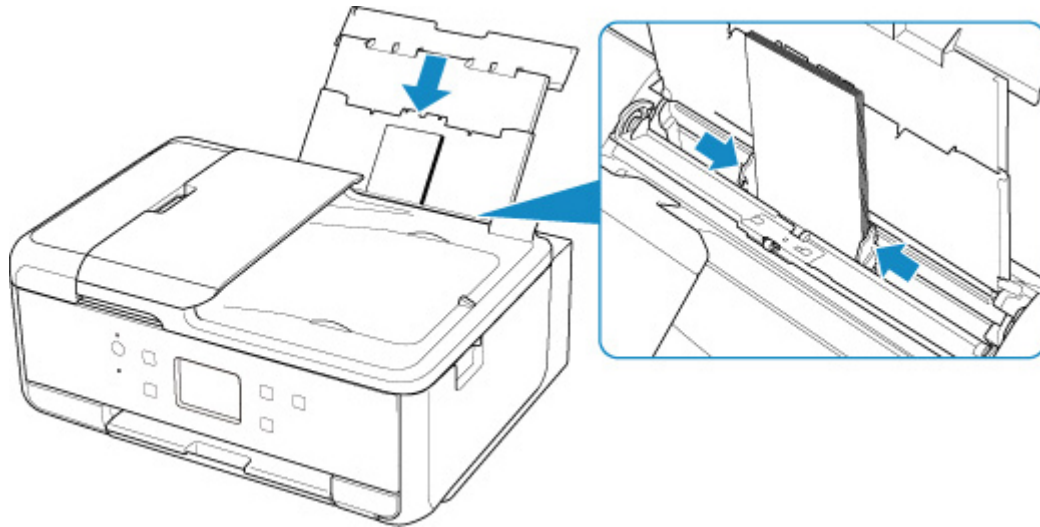
Up to 10 envelopes can be loaded at once.

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



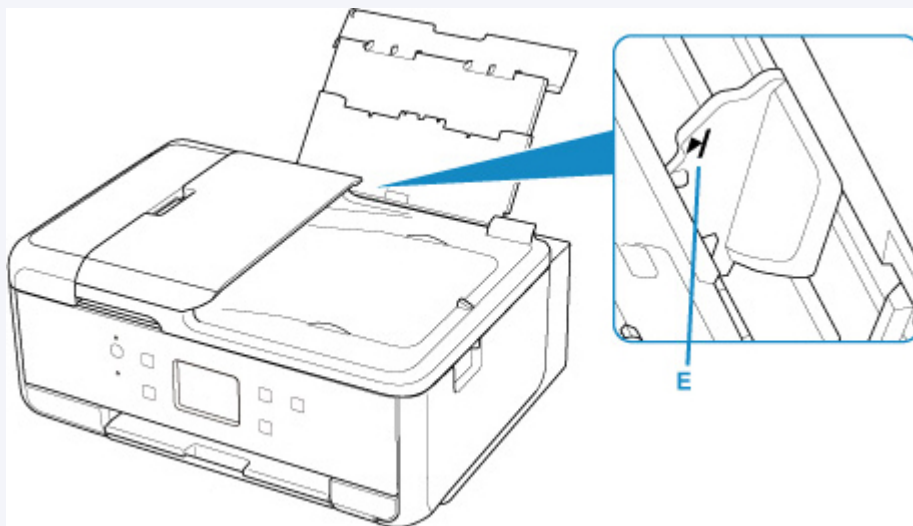
6. Slide right paper guide to align with both sides of envelopes.

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

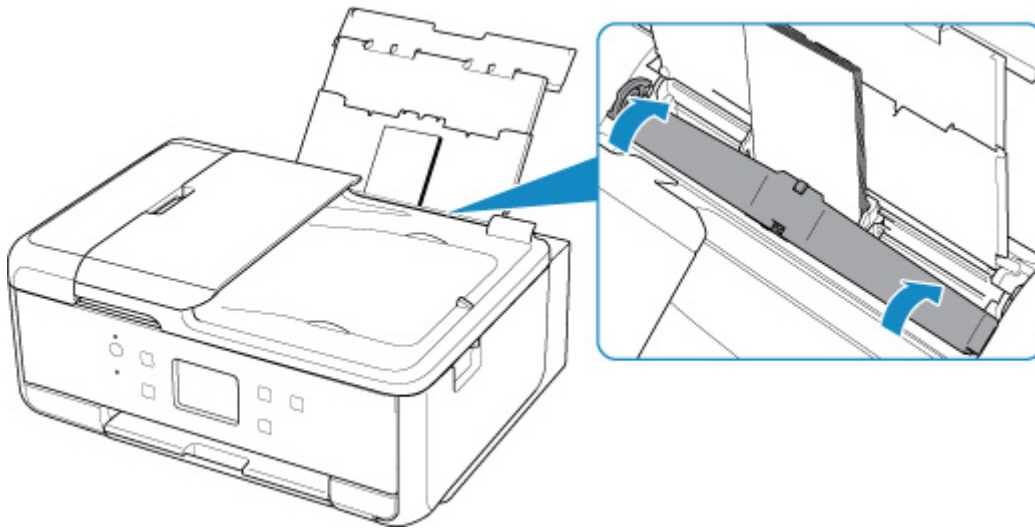


►►► **Note**

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



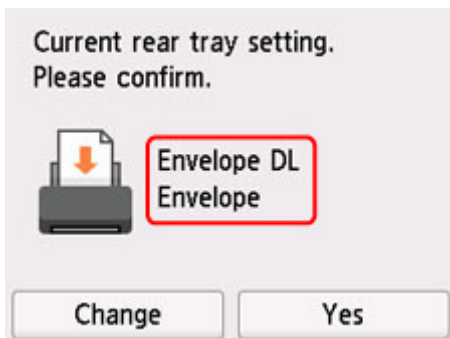
7. Close feed slot cover gently.



After closing the feed slot cover, the paper setting confirmation screen for the rear tray appears on the touch screen.

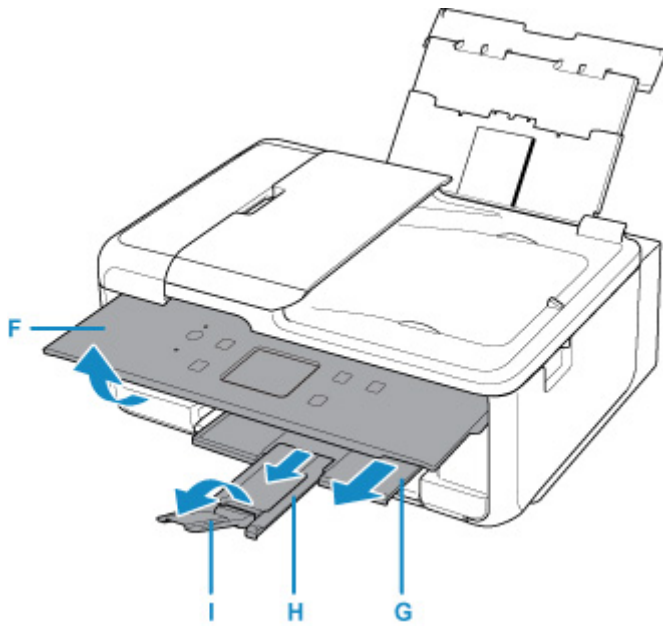
8. If page size and media type shown on touch screen match size and type of envelopes loaded in rear tray, select **Yes**.

If not, select **Change** to change the settings in accordance with the size and type of the loaded envelopes.



9. Open the operation panel (F), pull out the paper output tray (G) and paper output support (H), and open the output tray extension (I).

Be sure to open the operation panel before printing. If the operation panel is close, the printer does not start printing.



▶▶▶ 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.

Loading Originals

- **Where to Load Originals**
- **Loading Originals on Platen**
- **Loading Documents in the ADF (Auto Document Feeder)**
- **Loading Based on Use**
- **Supported Originals**

Where to Load Originals

The printer has two positions to load originals: platen and ADF (Auto Document Feeder).

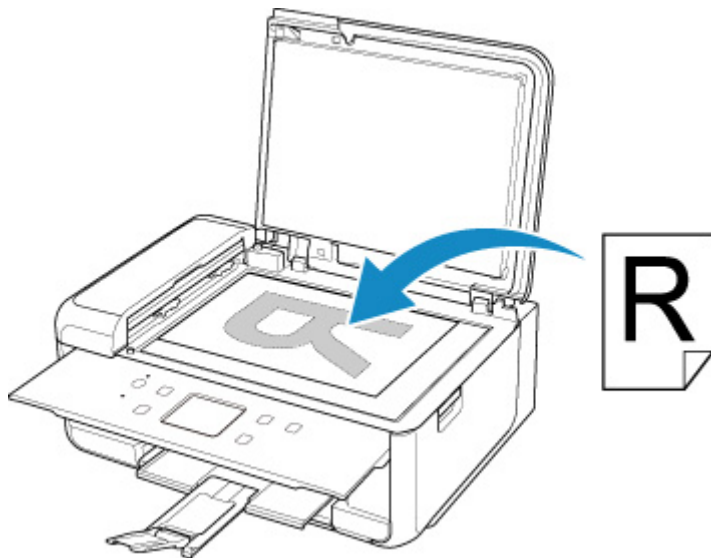
Select the position to load the original according to the size, type, or usage.

▶▶▶ Note

- For details on the supported originals, see below.

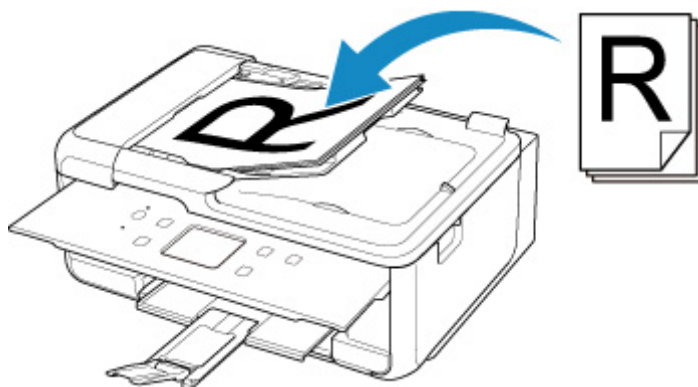
■ [Supported Originals](#)

Loading Documents, Photos, or Book on Platen



Loading Two or More Sheets of Document of the Same Size and Thickness in the ADF

You can also load a sheet of document in the ADF.



▶▶▶ Note

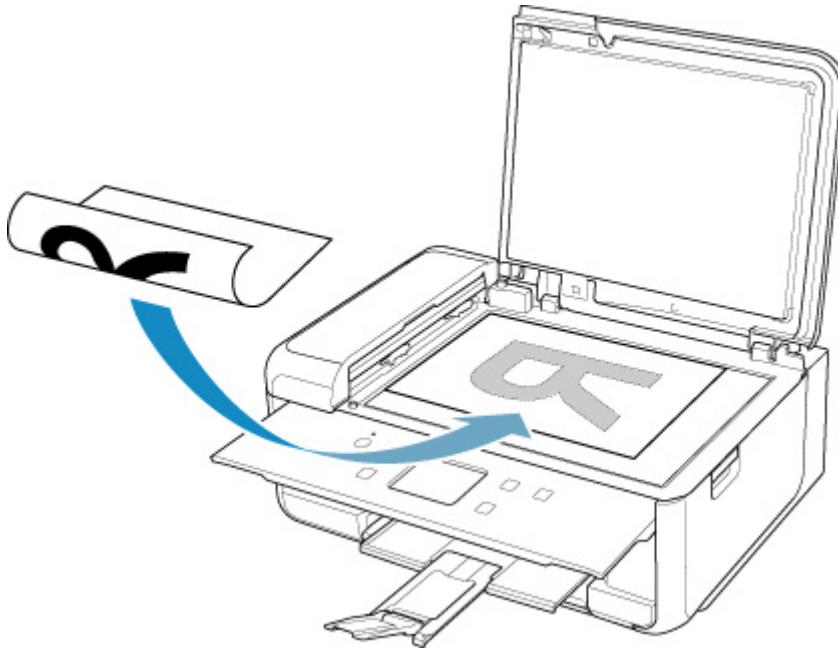
- To scan the original at optimum quality, load it on the platen.

Loading Originals on Platen

1. Open the document cover.
2. Load original WITH SIDE TO SCAN FACING DOWN on platen.

■ [Loading Based on Use](#)

■ [Supported Originals](#)



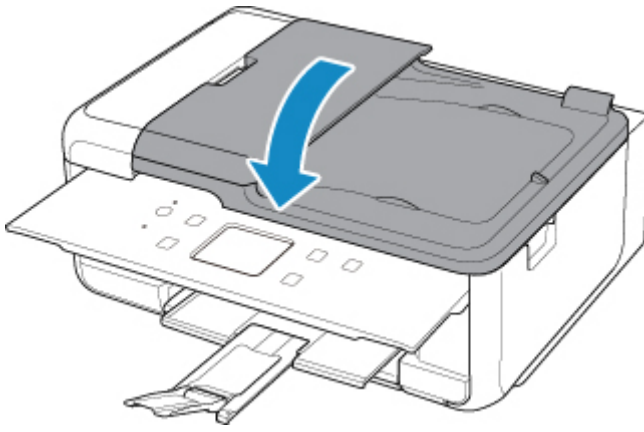
►► Important

- Be sure to observe the following when loading the original on the platen.

Failure to observe the following may cause the scanner to malfunction or the platen glass to break.

- Do not place any objects weighing 4.4 lb (2.0 kg) or more on the platen glass.
- Do not put any pressure of 4.4 lb (2.0 kg) or more on the platen glass, such as pressing down the original.

3. Close the document cover gently.



»» Important

- After loading the original on the platen, be sure to close the document cover before starting to copy or scan.

Loading Documents in the ADF (Auto Document Feeder)

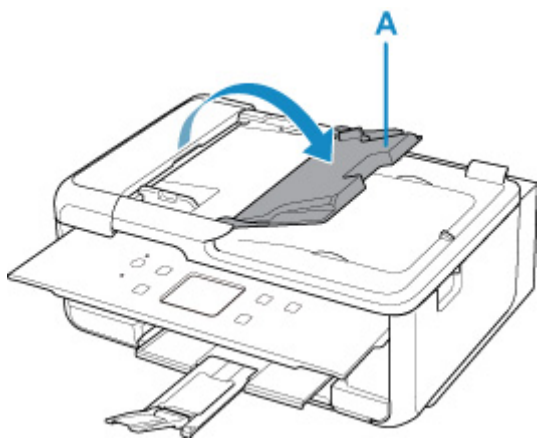
Important

- Be careful not to let anything get inside the document output slot. It may cause damage.

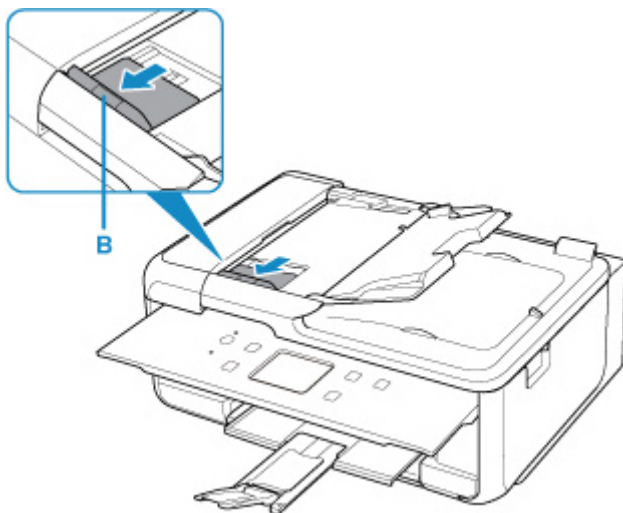
Note

- To scan a document at optimum quality, load it on the platen.
- The duplex original cannot be scanned automatically by ADF.

1. Make sure any original has been removed from platen.
2. Open document tray (A).



3. Slide the document guide (B) all the way out.



4. Insert document WITH SIDE TO SCAN FACING UP in document tray, until you hear a beep sound.

Insert the document until it stops.

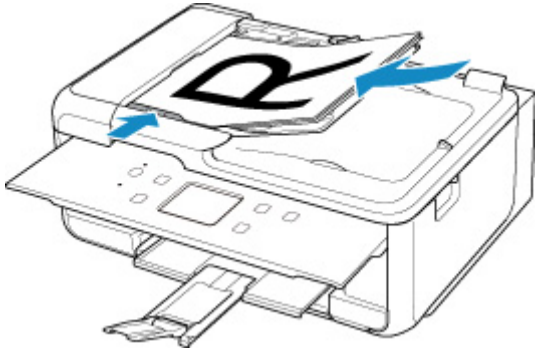
▶▶▶ Note

- For details on the supported originals, see below.

■ [Supported Originals](#)

5. Adjust document guide to match width of document.

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



Loading Based on Use

Load the original in the correct position according to the function to use. If you do not load the original correctly, it may not be scanned properly.

Originals	Function	How to Load
Magazines, Newspapers, and Documents	Copying or Faxing	<ul style="list-style-type: none"> ■ Loading the Original to Be Aligned with the alignment mark
	Scanning by detecting the type and size of the original automatically If you scan using the operation panel, select Auto scan for Doc.type in Scan .	
	Scanning by specifying a standard size (A4, Letter, etc.) If you scan using the operation panel, select Document or Photo for Doc.type in Scan and specify a standard size (A4, Letter, etc.) for Scan size to scan originals.	
Photos, Postcards, Business Cards, and Disc (BD/DVD/CD)	Scanning only one original If you scan using the operation panel, follow the operation below. <ul style="list-style-type: none"> • Select Auto scan for Doc.type in Scan. • Select Photo for Doc.type in Scan and specify Auto scan for Scan size to scan originals. 	<ul style="list-style-type: none"> ■ Loading Only One Original in Center of Platen
	Scanning two or more originals If you scan using the operation panel, follow the operation below. <ul style="list-style-type: none"> • Select Auto scan for Doc.type in Scan. • Select Photo for Doc.type in Scan and specify Auto multi scan for Scan size to scan two or more originals. 	<ul style="list-style-type: none"> ■ Loading Two or More Originals on Platen

▶▶▶ Note

- For details on how to scan from the computer and how to load originals, see below.

- For Windows:

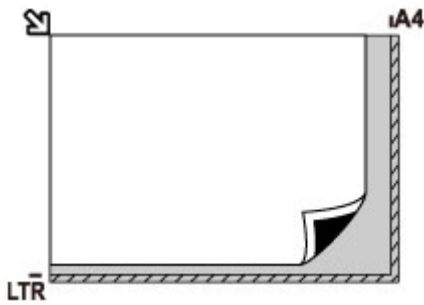
- Scanning from Computer (Windows)

- For macOS:

- [Scanning from Computer \(macOS\)](#)

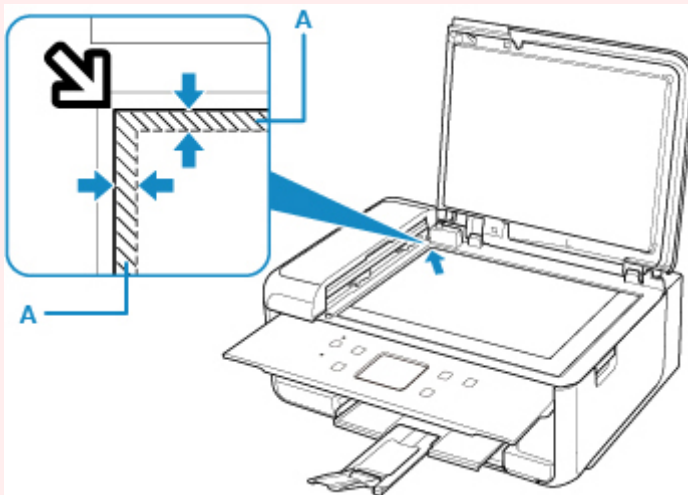
Loading the Original to Be Aligned with the alignment mark

Place the original WITH THE SIDE TO SCAN FACING DOWN on the platen and align it with the alignment mark. Portions placed on the diagonally striped area cannot be scanned.



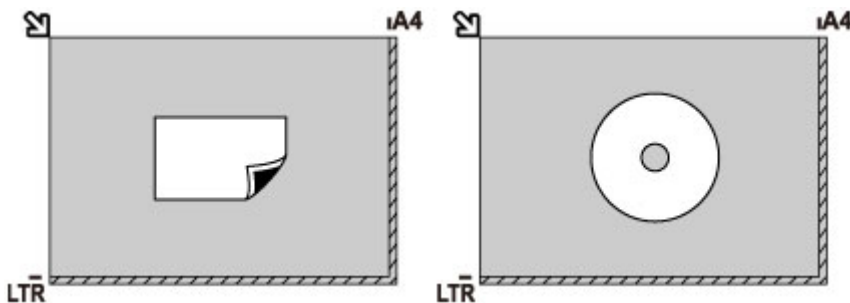
Important

- The printer cannot scan the striped area (A) (0.04 in. (1 mm) from the edges of the platen glass).



Loading Only One Original in Center of Platen

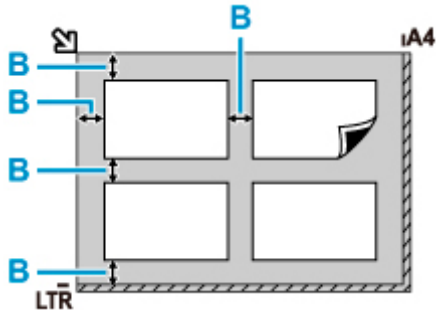
Place the original WITH THE SIDE TO SCAN FACING DOWN, with 0.40 in. (1 cm) or more space between the edges (diagonally striped area) of the platen. Portions placed on the diagonally striped area cannot be scanned.



Loading Two or More Originals on Platen

Place the originals WITH THE SIDE TO SCAN FACING DOWN. Allow 0.40 in. (1 cm) or more space between the edges (diagonally striped area) of the platen and the originals, and between the originals. Portions placed on the diagonally striped area cannot be scanned.

You can place up to 12 items.



B: More than 0.40 in. (1 cm)

►► Note

- The Skew Correction function automatically compensates for the originals placed at an angle of up to approximately 10 degrees. Slanted photos with a long edge of 7.1 in. (180 mm) or more cannot be corrected.
- Non-rectangular or irregular shaped photos (such as cut out photos) may not be scanned properly.

Supported Originals

Platen

Item	Details
Types of originals	<ul style="list-style-type: none">• Text document, magazine, or newspaper• Printed photo, postcard, business card, or disc (BD/DVD/CD, etc.)• Documents that are not suitable for the ADF
Size (width x height)	Max. 8.5 x 11.7 in. (216 x 297 mm)
Quantity	One or more sheets*
Thickness	Max. 0.4 in. (10 mm)

* Two or more originals can be loaded on the platen depending on the selected function.

■ [Loading Based on Use](#)

In the ADF (Auto Document Feeder)

Item	Details
Kind of original	Plain-paper documents with multiple pages of the same size, thickness, and weight
Size	A4, Letter, Legal Duplex copying or 2-on-1/4-on-1 copying: A4/Letter only
Quantity	<ul style="list-style-type: none">• A4/Letter: Max. 20 sheets (20 lb (75 g /m²) paper), up to 0.08 in. (2 mm) high• Legal: Max. 5 sheets (20 lb (75 g /m²) paper), up to 0.02 in. (0.5 mm) high
Thickness	0.003 to 0.005 in. (0.07 to 0.13 mm)
Weight	16.0 to 25.3 lb (60 to 95 g /m ²)

▶▶▶ Note

- Make sure any liquids on documents, such as glue, ink, or correction fluid are dry before loading.
Do not load glued documents in the ADF, even if the glue is dry, because this may cause paper jams.
- Remove all staples, paper clips, or other fasteners before feeding documents.
- Load Legal-sized documents in the ADF.
- Do not load these kinds of documents in the ADF, which may cause paper jams.
 - Wrinkled or creased documents
 - Curled documents
 - Torn documents
 - Documents with holes
 - Glued documents
 - Documents with sticky notes

- Documents on carbon paper
- Documents on coated paper
- Documents on onion skin or other thin paper
- Photos or excessively thick documents

Replacing Ink Tanks

- [Replacing Ink Tanks](#)
- [Checking Ink Status on the Touch Screen](#)
- [Ink Tips](#)

Replacing Ink Tanks

When remaining ink cautions or errors occur, the message will appear on the touch screen to inform you of the error. In this state, the printer cannot print or scan. Take appropriate action according to the message.

■ [When Error Occurred](#)

▶▶▶ Note

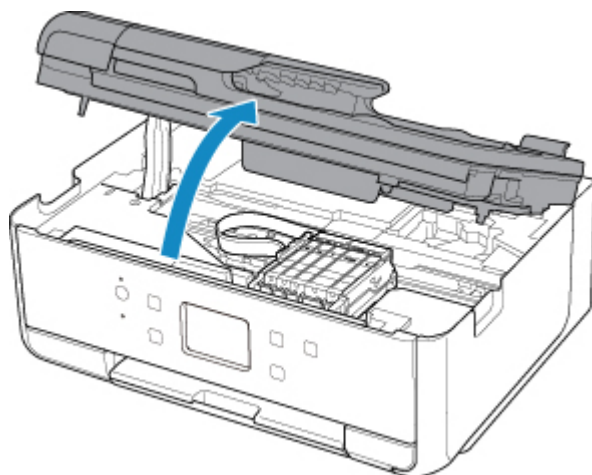
- For precautionary notes on handling ink tanks, see [Notes on ink tanks](#).

Replacing Procedure

When you need to replace an ink tank, follow the procedure below.

1. [Check that printer is turned on.](#)
2. Open the scanning unit / cover.

The print head holder moves to the replacement position.



⚠ Caution

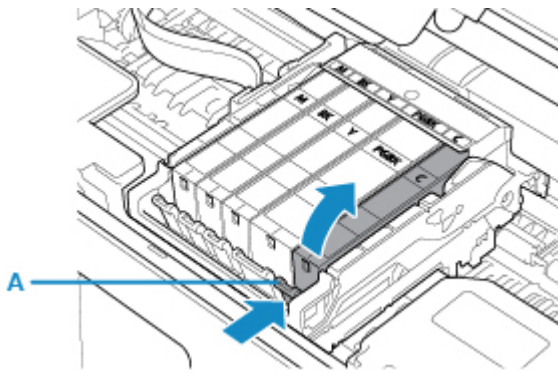
- Do not hold the print head holder to stop or move it forcibly. Do not touch the print head holder until it stops completely.

▶▶▶ Important

- Do not touch the metallic parts or other parts inside the printer.

3. Remove the ink tank where the ink runs out.

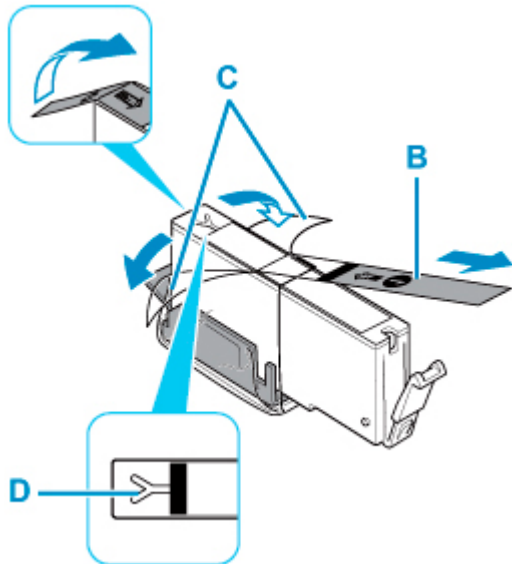
Push the tab (A) and lift the ink tank to remove.



»» Important

- Do not touch other parts besides the ink tanks.

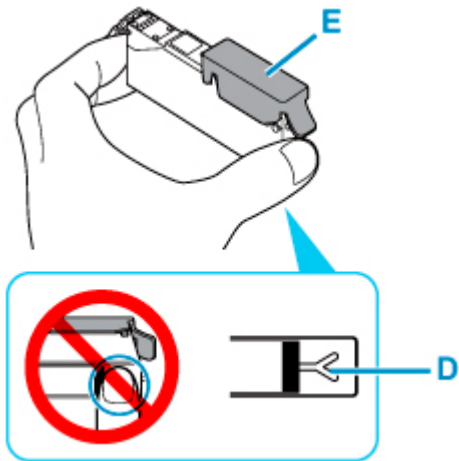
4. Take a new ink tank out of its package, remove the orange tape (B) completely, then remove the protective film (C) completely.



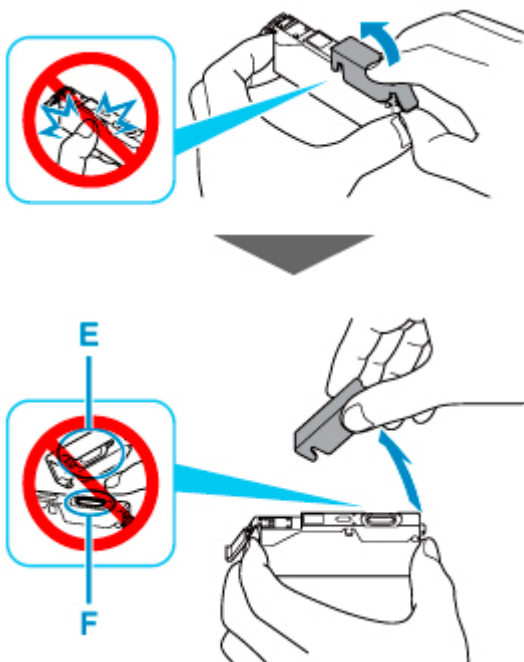
»» Important

- If the orange tape remains on the Y-shape air hole (D), ink may splash or the printer may not print properly.

5. Hold the ink tank with the orange protective cap (E) pointing up while being careful not to block the Y-shape air hole (D).



6. Lift up the tab on the orange protective cap (E) to remove it off GENTLY.

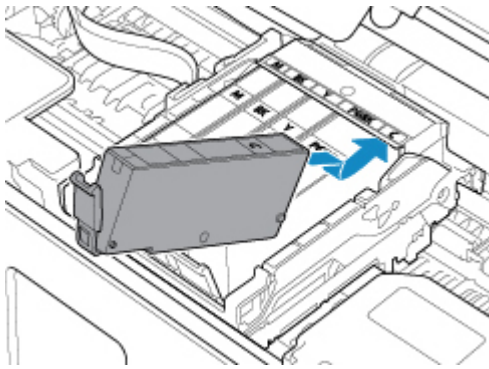


»» Important

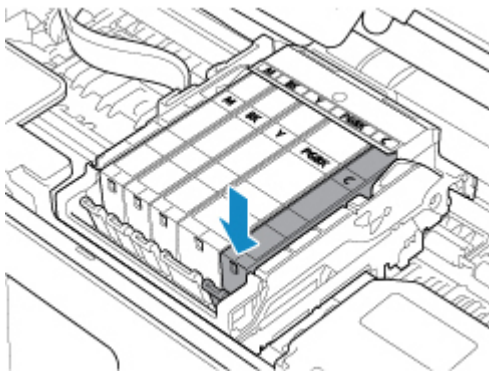
- Do not push the sides of the ink tank. If you push the sides of the ink tank with the Y-shape air hole (D) blocked, ink may splash.
- Do not touch the inside of the orange protective cap (E) or the open ink port (F). The ink may stain your hands if you touch them.

7. Insert the front end of the ink tank into the print head at a slant.

Make sure that the position of the ink tank matches the label.



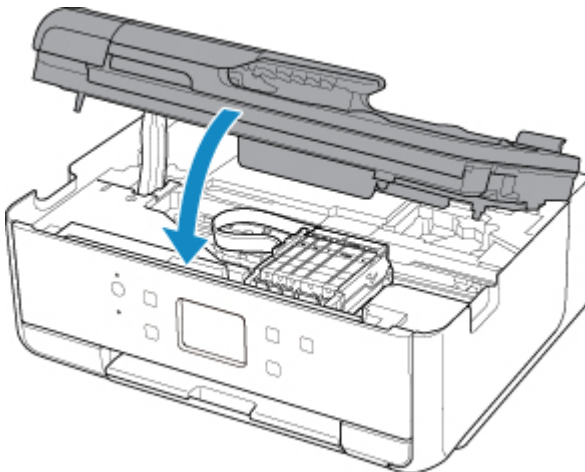
8. Press on the top of the ink tank until the ink tank snaps firmly into place.



»» Important

- You cannot print if the ink tank is installed in the wrong position. Be sure to install the ink tank in the correct position according to the label on the print head holder.
- You cannot print unless all the ink tanks are installed. Be sure to install all the ink tanks.

9. Close the scanning unit / cover gently.



⚠ Caution

- When closing the scanning unit / cover, be careful not to get your fingers caught.

▶▶▶ Note

- If the error message appears after the scanning unit / cover is closed, take appropriate action.
 - [When Error Occurred](#)
- If the print head is out of alignment, as indicated by misaligned printed ruled lines or similar symptoms, [align the print head](#).

Notes on ink tanks

▶▶▶ Important

- If you remove an ink tank, replace it immediately. Do not leave the printer with the ink tank removed.
- Use a new ink tank for replacement. Installing a used ink tank may cause the nozzles to clog. Furthermore, with such an ink tank, the printer will not be able to inform you when to replace the ink tank properly.
- Once an ink tank has been installed, do not remove it from the printer and leave it out in the open. This will cause the ink tank to dry out, and the printer may not operate properly when it is reinstalled. To maintain optimal printing quality, use an ink tank within six months of first use.

▶▶▶ 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 an ink tank is out of ink, replace it immediately with a new one.

■ [Ink Tips](#)

Checking Ink Status on the Touch Screen

1. Check that printer is turned on, and display the HOME screen.

If the HOME screen is not displayed, press the **HOME** button to display it.

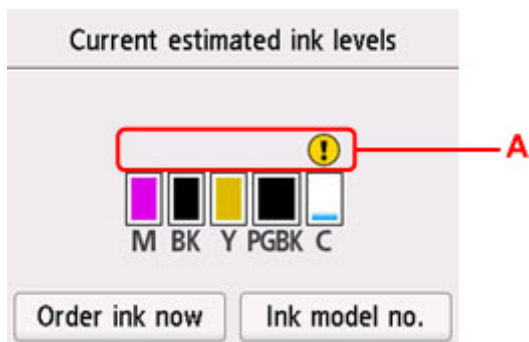
2. Select  (Hint) on HOME screen.



■ [Using Touch Screen](#)

The hint menu screen will appear.

3. Select  **Estimated ink levels.**

A symbol appears in the area A if there is any information about the remaining ink level.



-  The ink is running low. Prepare a new ink tank.
-  Ink has run out. Replace the ink tank with a new ink tank.
- This appears when remaining ink level is not known.

▶▶▶ Note

- The above screen shows estimated ink levels.
- To access the ink purchasing site, select **Order ink now** on this screen and display the QR code. Cost of connecting to Internet is to be born by the customer.
- Selecting **Ink model no.** displays the **Ink model number** screen for checking ink numbers.
- You can also check the ink status on a screen of the touch screen displayed while printing.
- You can also check the ink status on the computer screen.
 - For Windows:
 - [Checking Ink Status from Your Computer](#)
 - For macOS:
 - [Checking Ink Status from Your Computer](#)

Ink Tips

How is ink used for various purposes other than printing?

Ink may be used for purposes other than printing.

When you use the Canon printer for the first time after you install the bundled ink tanks, the printer consumes a small amount of ink in the amount to enable printing by filling the nozzles of the Print Head with ink. For this reason, the number of sheets that can be printed with the first ink tanks is fewer than the succeeding ink tanks.

The printing costs described in the brochures or websites are based on the consumption data from not the first ink tank /ink cartridge but the succeeding ink tank /ink cartridge.

Ink is sometimes used to maintain the optimal printing quality.

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.

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.

Why does the printer have two black ink tanks?

There are two kinds of black ink in the printer: dye ink (BK) and pigment ink (PGBK).

The dye ink is used mainly for printing photos, illustration, etc., and the pigment ink is used for text-based documents. Each has different purposes so that even if one runs out, another will not be used instead. If either of them runs out, the ink tank replacement is required.

These two inks are automatically used depending on the type of printing paper or the settings of the printer driver. You cannot change the usage of these inks yourself.

If Printing Is Faint or Uneven

- **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

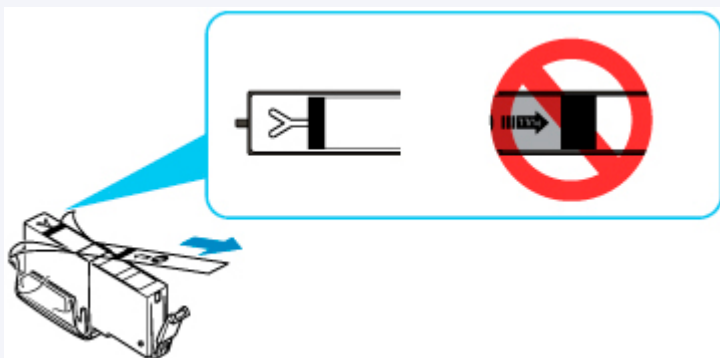
If print results are blurred, colors are not printed correctly, or print results are unsatisfactory (e.g. misaligned printed ruled lines), perform the maintenance procedure below.

▶▶▶ Important

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

▶▶▶ Note

- Make sure that the orange protective tape does not remain on the ink tank.



- Check the ink status.
 - [Checking Ink Status on the Touch Screen](#)
- 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 white 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:



|| Step4 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](#)

➤➤ Note

- 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, the print head may be damaged. 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 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. [Replace the ink tank](#) whose ink is low.

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. Select  (Setup) on HOME screen.

■ [Using Touch Screen](#)

The setup menu screen will appear.

4. Select  **Maintenance**.

The **Maintenance** screen will appear.

5. Select **Nozzle Check**.



The confirmation screen will appear.

6. Select **Yes**.

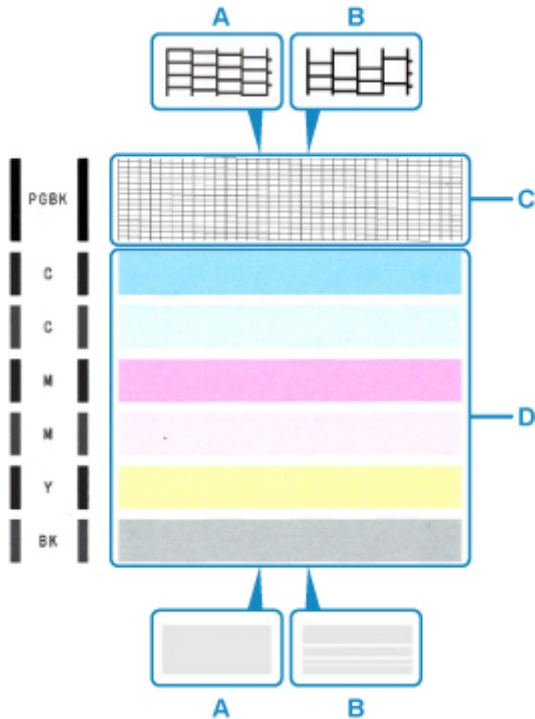
The nozzle check pattern will be printed and two pattern confirmation screens will appear on the touch screen.

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

Examining the Nozzle Check Pattern

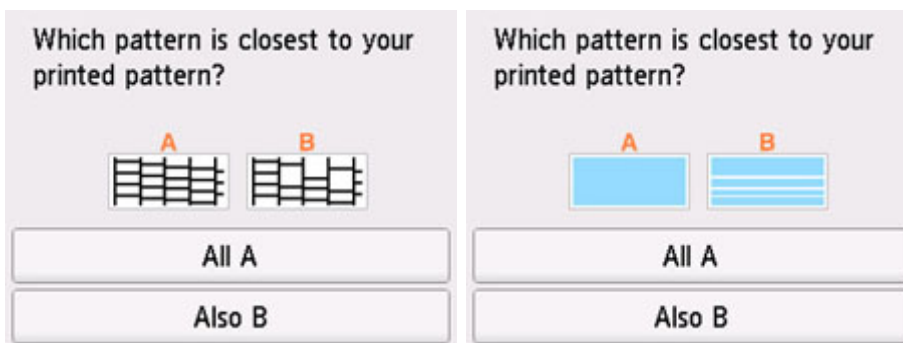
Examine the nozzle check pattern, and clean the print head if necessary.

1. Check if there are missing lines in the pattern C or horizontal white streaks in the pattern D.



- A: No missing lines/No horizontal white streaks
B: Lines are missing/Horizontal white streaks are present

2. Select the pattern that is closer to the printed nozzle check pattern on the confirmation screen.



For A (no missing lines or no horizontal white streaks) in both the pattern C and pattern D:

The cleaning is not required. Select **All A**, confirm the message, then select **OK**.

The screen will return to the **Maintenance** screen.

For B (lines are missing or horizontal white streaks are present) in the pattern C or pattern D, or in both patterns:

The cleaning is required. Select **Also B**, then select **Yes** on the cleaning confirmation screen.

The printer starts cleaning the print head.

■ [Cleaning the Print Head](#)

If the pattern D or any color in the pattern C is not printed:



(Example: Magenta pattern is not printed)

The cleaning is required. Select **Also B**, then select **Yes** on the cleaning confirmation screen.

The printer starts cleaning the print head.

■ [Cleaning the Print Head](#)


Cleaning the Print Head

Clean the print head if lines are missing or if horizontal white 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.

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. Select  (Setup) on HOME screen.

■ [Using Touch Screen](#)

The setup menu screen will appear.

4. Select  **Maintenance**.

The **Maintenance** screen will appear.

5. Select **Cleaning**.



The confirmation screen will appear.

6. Select **Yes**.

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 minute.

The pattern print confirmation screen will appear.

7. Select **Yes**.

The nozzle check pattern will be printed.

8. [Examine 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.

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. Select  (Setup) on HOME screen.

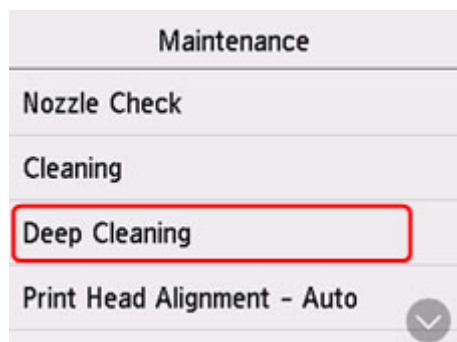
■ [Using Touch Screen](#)

The setup menu screen will appear.

4. Select  **Maintenance**.

The **Maintenance** screen will appear.

5. Select **Deep Cleaning**.



The confirmation screen will appear.

6. Select **Yes**.

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 1 to 2 minutes.

The pattern print confirmation screen will appear.

7. Select **Yes**.

The nozzle check pattern will be printed.

8. When the completion message appears, select **OK**.

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

If a particular color is not printed properly, [replace the ink tank](#) of that color.

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

If the problem is still not resolved, the print head may be damaged. Contact your nearest Canon service center to request a repair.

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.
[Replace the ink tank](#) whose ink is low.

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

1. [Check that printer is turned on.](#)
2. Load two sheets of A4 or Letter-sized plain paper in cassette.

■ [Loading Plain Paper in Cassette](#)

3. Select  (Setup) on HOME screen.

■ [Using Touch Screen](#)

The setup menu screen will appear.

4. Select  **Maintenance**.

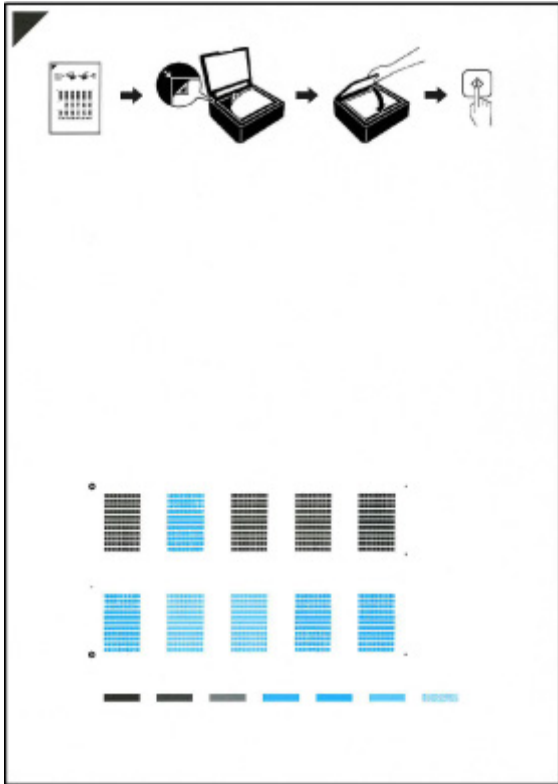
The **Maintenance** screen will appear.

5. Select **Print Head Alignment - Auto**.



The confirmation screen will appear.



6. Confirm the message, then select **Yes**.
The print head alignment sheet will be printed.

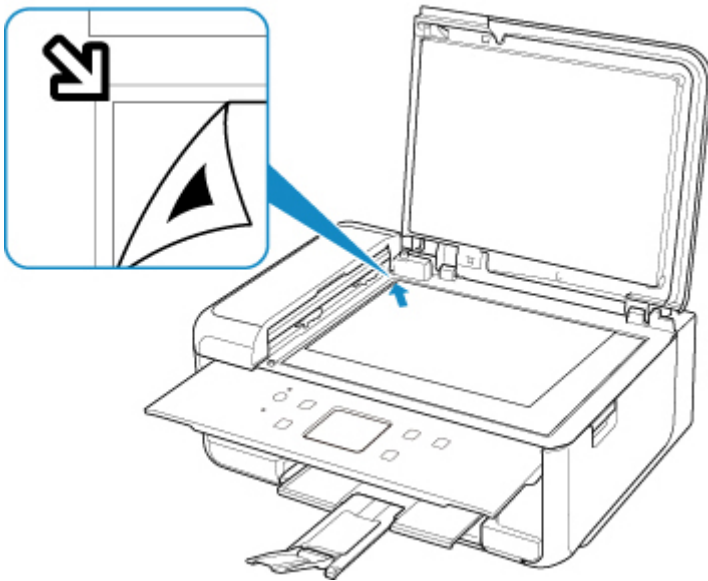


►► Important

- Do not touch any printed part on the print head alignment sheet. If the sheet is stained or wrinkled, it may not be scanned properly.

7. Confirm the message, then load the print head alignment sheet on the platen.

Load the print head alignment sheet **WITH THE PRINTED SIDE FACING DOWN** and align the mark  on the upper left corner of the sheet with the alignment mark .



8. Close the document cover gently, then select **OK**.

The printer starts scanning the print head alignment sheet, and the print head position will be adjusted automatically.

Important

- Do not open the document cover or move the print head alignment sheet on the platen until adjusting the print head position is complete.
- If the error message appears on the touch screen, select **OK** to release the error, then take appropriate action.

■ [When Error Occurred](#)

9. When the completion message appears, select **OK.**

Remove the print head alignment sheet on the platen.

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 the Head Alignment Value** on the **Maintenance** screen.

Performing Maintenance Functions from Your Computer (macOS)

- **Opening Remote UI for Maintenance**
- **Cleaning the Print Heads**
- **Adjusting Print Head Position**
- **Checking Ink Status from Your Computer**

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, click **Passwords and cookies**.

Related Topics

- [Cleaning the Print Heads](#)
- [Adjusting Print Head Position](#)
- [Checking Ink Status from Your Computer](#)
- 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.

Cleaning

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

2. Click **Cleaning**

Before performing Cleaning, check the following items:

Check whether the printer is on and open the printer's cover.

Check the following items for each ink. Then, if necessary, perform **Cleaning**.

- [Is there ink remaining?](#)
- Did you push in the ink completely until you heard a clicking sound?
- If the orange tape is there, has it been peeled off completely?
Any remaining tape will hinder ink output.
- Did you install the inks in their correct positions?

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 the following items:

Check whether the printer is on and open the printer's cover.

Check the following items for each ink. Then, if necessary, perform **Deep Cleaning**.

- [Is there ink remaining?](#)
- Did you push in the ink completely until you heard a clicking sound?
- If the orange tape is there, has it been peeled off completely?
Any remaining tape will hinder ink output.
- Did you install the inks in their correct positions?

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 **Cleaning** only when necessary.

▶▶▶ Note

- If there is no sign of improvement after **Deep Cleaning**, turn off the printer, wait 24 hours, and then perform **Deep Cleaning** again. If there is still no sign of improvement, the ink may have run out or the print head may be worn. For details on the remedial action to be taken, see "[Ink Does Not Come Out](#)."

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 scanning unit / 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**.

Checking Ink Status from Your Computer

You can check the detailed information such as the remaining ink level and the ink tank types of your model.

If you select **Printer status** from [Remote UI](#), the ink status appears as an illustration.

Estimated ink levels

You can check the types and levels of ink.

When ink levels are running low or an error occurs because there is no ink, a notification icon will appear.

Ink model number

You can look up the correct ink tank for your printer.

»» Note

- To check the ink status, you can also display the pop-up menu of the Print dialog and select **Supply Levels**.

Cleaning

- ▶ **Cleaning Exterior Surfaces**
- ▶ **Cleaning Platen and Document Cover**
- ▶ **Cleaning the ADF (Auto Document Feeder)**
- ▶ **Cleaning Paper Feed Rollers**
- ▶ **Cleaning Inside the Printer (Bottom Plate Cleaning)**
- ▶ **Cleaning Cassette Pads**

Cleaning Paper Feed Rollers

If the paper feed roller is dirty or paper powder is attached to it, paper may not be fed properly.

In this case, clean the paper feed roller. Cleaning will wear out the paper feed roller, 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. Select  (Setup) on HOME screen.

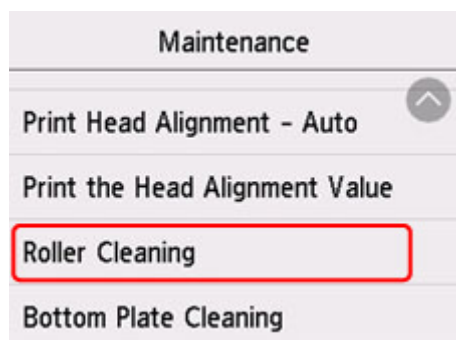
■ [Using Touch Screen](#)

The setup menu screen will appear.

3. Select  **Maintenance**.

The **Maintenance** screen will appear.

4. Select **Roller Cleaning**.



The confirmation screen will appear.

5. Select **Yes**.
6. Select **Rear tray** or **Cassette** to clean the paper feed roller.
7. Follow the message to remove any paper from the paper source.

If you clean the paper feed roller of cassette, remove any paper from the cassette, then push it back.

8. Select **OK**.

The paper feed roller will rotate as it is cleaned without paper.

9. Make sure that the paper feed roller has stopped rotating, then follow the message to load the three sheets of A4 or Letter-sized plain paper.

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

■ [Loading Plain Paper in Cassette](#)

10. Select **OK**.

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

11. When the completion message appears, select **OK**.

If the problem is not resolved after cleaning the paper feed roller, 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. Select  (Setup) on HOME screen.

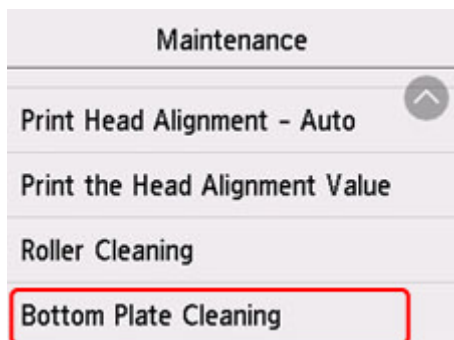
■ [Using Touch Screen](#)

The setup menu screen will appear.

3. Select  **Maintenance**.

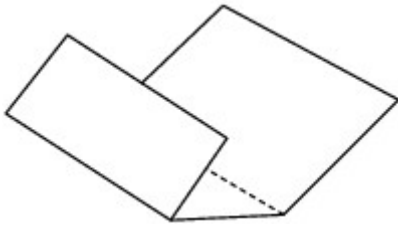
The **Maintenance** screen will appear.

4. Select **Bottom Plate Cleaning**.

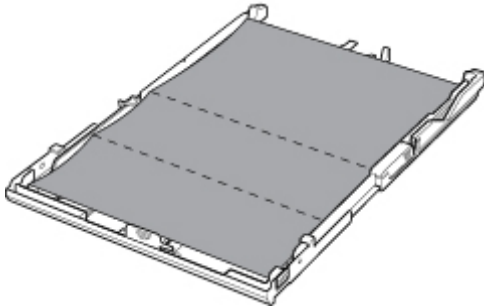


The confirmation screen will appear.

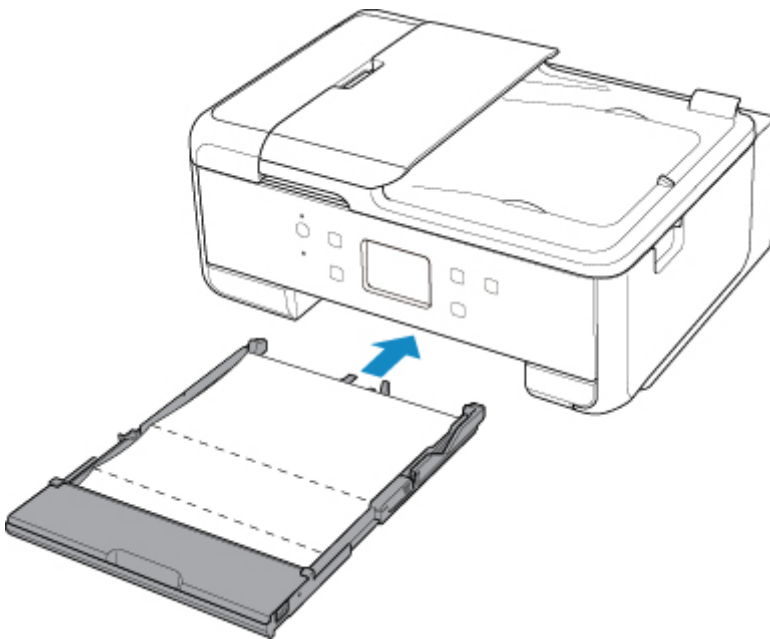
5. Select **Yes**.
6. Follow the message to remove any paper from the cassette, then select **OK**.
7. Fold a single sheet of A4 or Letter-sized plain paper in half widthwise, then unfold the paper.
8. Fold one side of the opened paper in another half, aligning the edge with the center crease, unfold the paper, then select **OK**.



9. Load only this sheet of paper in the cassette with the ridges of the creases facing up and the edge of the half with no crease facing to the far side.



10. Mount cassette cover and insert cassette into printer.



11. Select **OK**.

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.

12. When the completion message appears, select **OK**.

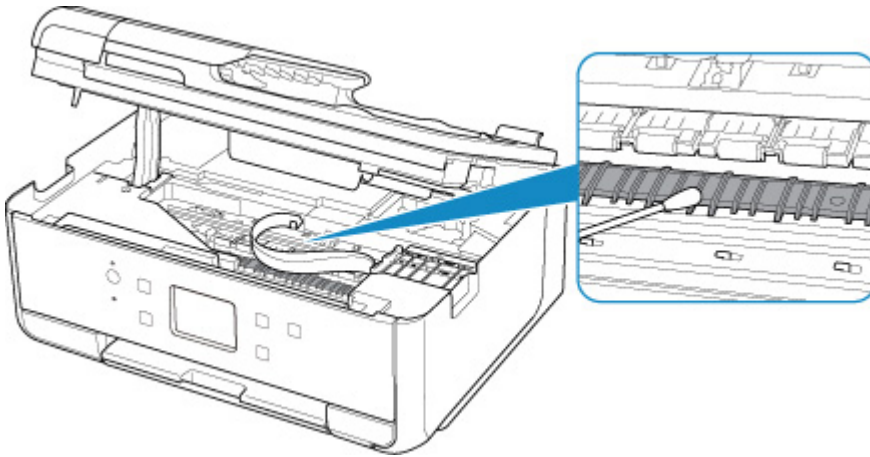
▶▶▶ Note

- 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

- Be sure to turn off the power and unplug the power cord before cleaning the printer.



Overview

▶ Safety

- Safety Precautions
- Regulatory Information
- WEEE (EU & EEA)

▶ Handling Precautions

- Canceling Print Jobs
- Legal Restrictions on Scanning/Copying
- 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
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▶ Changing Settings

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

▶ Specifications

Safety

- ▶ **Safety Precautions**
- ▶ **Regulatory Information**
- ▶ **WEEE (EU&EEA)**

Safety Precautions

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

- 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 by twisting, bundling, tying, pulling or excessively bending it.
 - 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.

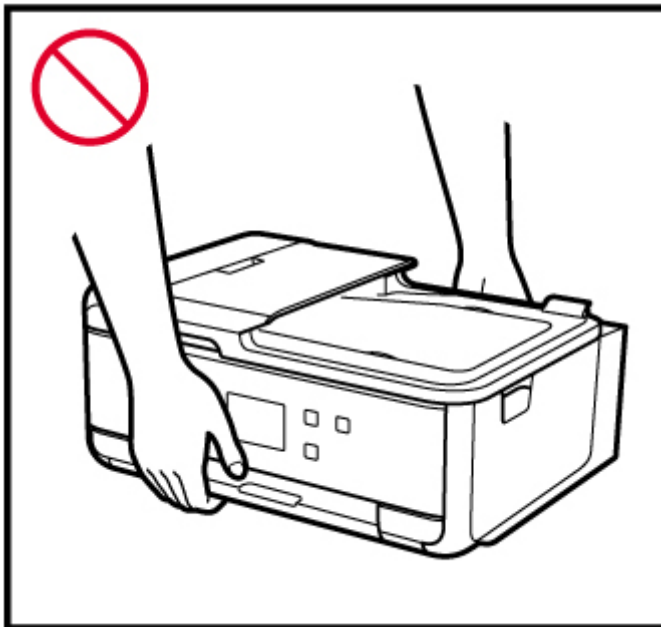
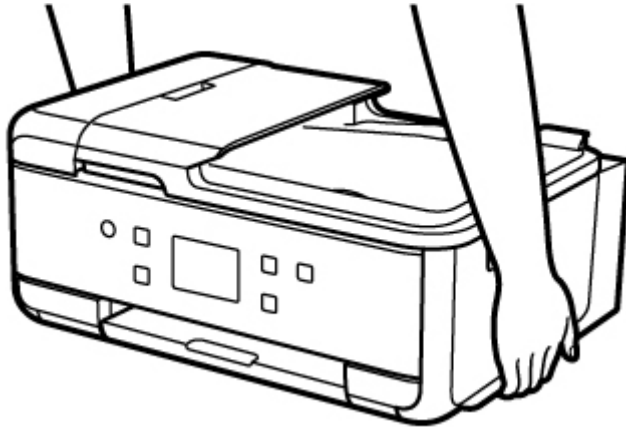
Caution

- Do not put your hands inside the printer while printing.
- Do not touch the print head or other metal parts immediately after printing.
- Ink
 - Keep ink out of reach of children.
 - If ink is accidentally licked or swallowed, rinse out your mouth and drink one or two glasses of water. If irritation or discomfort occurs, obtain medical advice immediately.

■ In case ink gets in contact with eyes, rinse with water immediately. In case ink gets in contact with skin, wash with soap and water immediately. If irritation to eyes or skin persists, obtain medical advice immediately.

• Moving the printer

■ Do not hold the printer by the cassette. Hold the printer by its sides and carry it with both hands.



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.
- Be sure to observe the following when loading the original on the platen. Failure to observe the following may cause the scanner to malfunction or the platen glass to break.
 - Do not place any objects weighing 4.4 lb (2.0 kg) or more on the platen glass.
 - Do not put any pressure of 4.4 lb (2.0 kg) or more on the platen glass, such as pressing down the original.
- Do not attempt to open, disassemble or modify the ink tanks. Ink may leak and damage your printer.
- Do not throw print heads or ink tanks in the fire.

Regulatory Information

IMPORTANT SAFETY INSTRUCTIONS

SAVE THESE INSTRUCTIONS

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

1. Do not use this product near water, for example, near a bath tub, wash bowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.
2. Avoid using this product during an electrical storm. There may be a remote risk of electric shock from lightning.
3. Do not use this product to report a gas leak in the vicinity of the leak.

"CAUTION - To reduce the risk of fire, use only No. 26 AWG or larger telecommunication line cord."

IMPORTANTES MESURES DE SÉCURITÉ

CONSERVER CES INSTRUCTIONS

Certaines mesures de sécurité doivent être prises pendant l'utilisation de matériel téléphonique afin de réduire les risques d'incendie, de choc électrique et de blessures.

En voici quelquesunes :

1. Ne pas utiliser l'appareil près de l'eau, p.ex., près d'une baignoire, d'un lavabo, d'un évier de cuisine, d'un bac à laver, dans un sous-sol humide ou près d'une piscine.
2. Éviter d'utiliser l'appareil pendant un orage électrique. Ceci peut présenter un risque de choc électrique causé par la foudre.
3. Ne pas utiliser l'appareil pour signaler une fuite de gaz s'il est situé près de la fuite.

"ATTENTION - Pour réduire les risques d'incendie, utiliser uniquement des conducteurs de télécommunications 26 AWG au de section supérieure."

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.

WEEE (EU&EEA)

This regulation is only for European Union and EEA (Norway, Iceland and Liechtenstein).
There is no information to inform here.

Handling Precautions

- ▶ **Canceling Print Jobs**
- ▶ **Legal Restrictions on Scanning/Copying**
- ▶ **Printer Handling Precautions**
- ▶ **Transporting Your Printer**
- ▶ **When Repairing, Lending, or Disposing of the Printer**
- ▶ **Keeping Print Quality High**

Legal Restrictions on Scanning/Copying

Scanning, printing, copying, or modifying 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

Be careful not to let anything get inside the document output slot. It may cause damage.

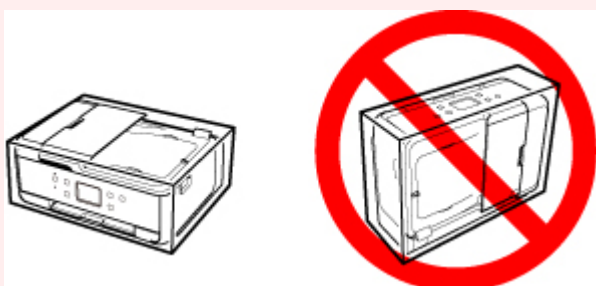


Transporting Your Printer

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

►► Important

- 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.
- With the print head and ink tank left installed in the printer, press the **ON** button to turn off the power. This allows the printer to automatically cap the print head, thus preventing it from drying.
- After packing, do not tilt the box containing the printer or turn it on its side or upside down. Doing so may cause the ink to leak during transport and cause damage to the printer.
- 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".



1. Turn the printer off.
2. 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.


3. Retract trays.
4. Close the operation panel.
5. Shorten cassette.
6. Unplug the printer cable from the computer and from the printer, then unplug the power cord from the printer.
7. 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.
8. Attach the protective material to the printer when packing the printer in the box.

When Repairing, Lending, or Disposing of the Printer

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.



- Select  (Setup) on HOME screen and select **Printer settings > Reset settings > Reset all > Yes.**

For printers with fax capabilities, user information and speed dial numbers can be backed up to a computer by utilizing the Speed Dial Utility2 software before resetting the printer or deleting data. Backed up data can be restored to the repaired printer or another Canon printer.

- [Registering Recipients Using Speed Dial Utility2 \(Windows\)](#)
- [Registering Recipients Using Speed Dial Utility2 \(macOS\)](#)

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.

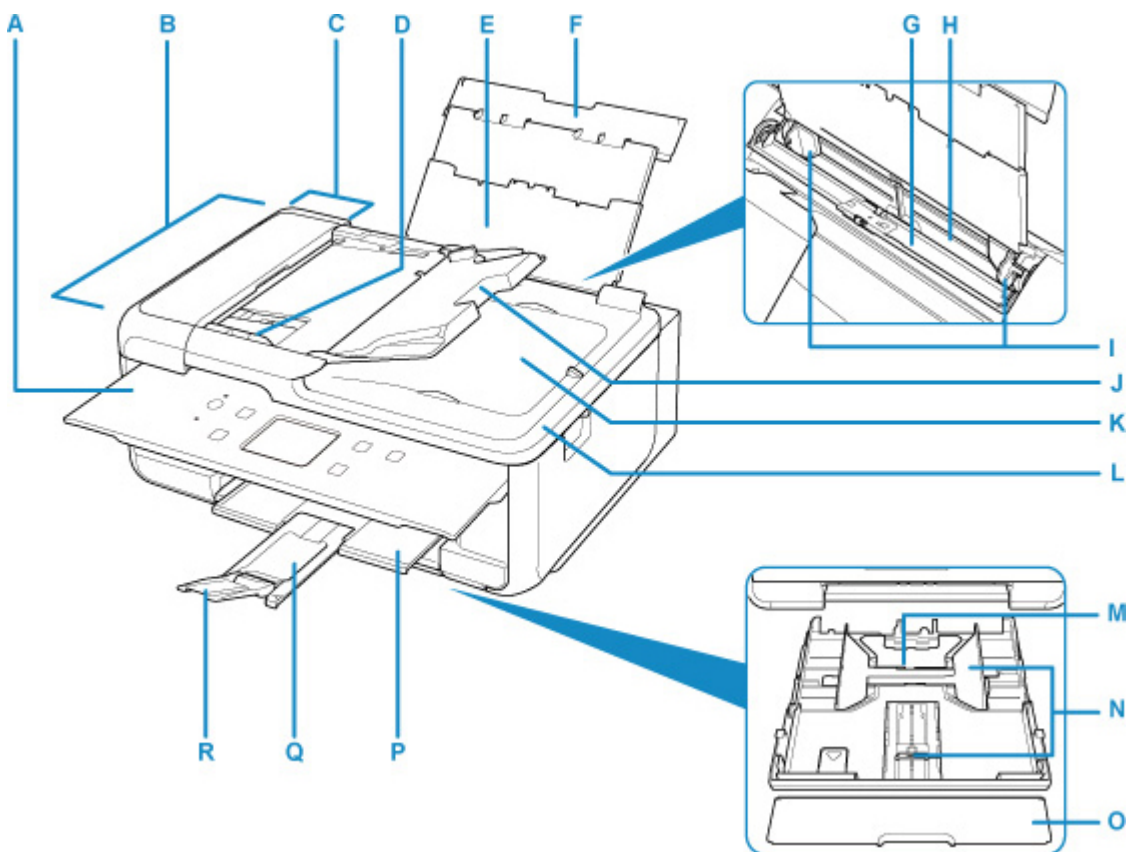
Main Components and Their Use

- **Main Components**
- **Power Supply**
- **Using Touch Screen**

Main Components

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

Front View



A: Operation Panel

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

■ [Operation Panel](#)

B: ADF (Auto Document Feeder)

Load a document here. The documents loaded in the document tray are scanned automatically one sheet at a time.

■ [Loading Documents in the ADF \(Auto Document Feeder\)](#)

C: Document Feeder Cover

Open when clearing jammed documents.

D: Document Guide

Adjust this guide to match the width of document in the ADF.

E: Paper Support

Extend to load paper in the rear tray.

F: Rear Tray Cover

Open to load paper in the rear tray.

G: Feed Slot Cover

Prevents anything from falling into the feed slot.

Open it to slide the paper guides, and close it before printing.

H: Rear Tray

Load paper here. 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 Plain Paper / Photo Paper in Rear Tray](#)

■ [Loading Envelopes in Rear Tray](#)

I: Paper Guides

Align with both sides of the paper stack.

J: Document Tray

Open to load a document in the ADF. You can load two or more sheets of document of the same size and thickness. Load the document with the side you want to scan facing up.

K: Document Output Slot

Documents scanned from the ADF are delivered here.

L: Document Cover

Open to load an original on the platen.

M: Cassette

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

■ [Loading Plain Paper in Cassette](#)

N: Paper Guides

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

O: Cassette Cover

Detach to load paper in the cassette.

P: Paper Output Tray

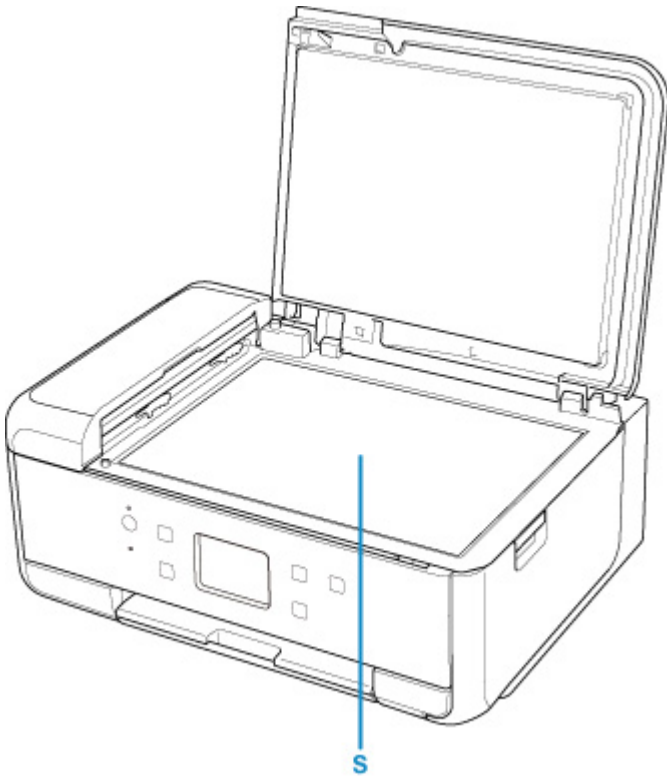
Printed paper is ejected. Pull out it before printing.

Q: Paper Output Support

Extend to support ejected paper.

R: Output Tray Extension

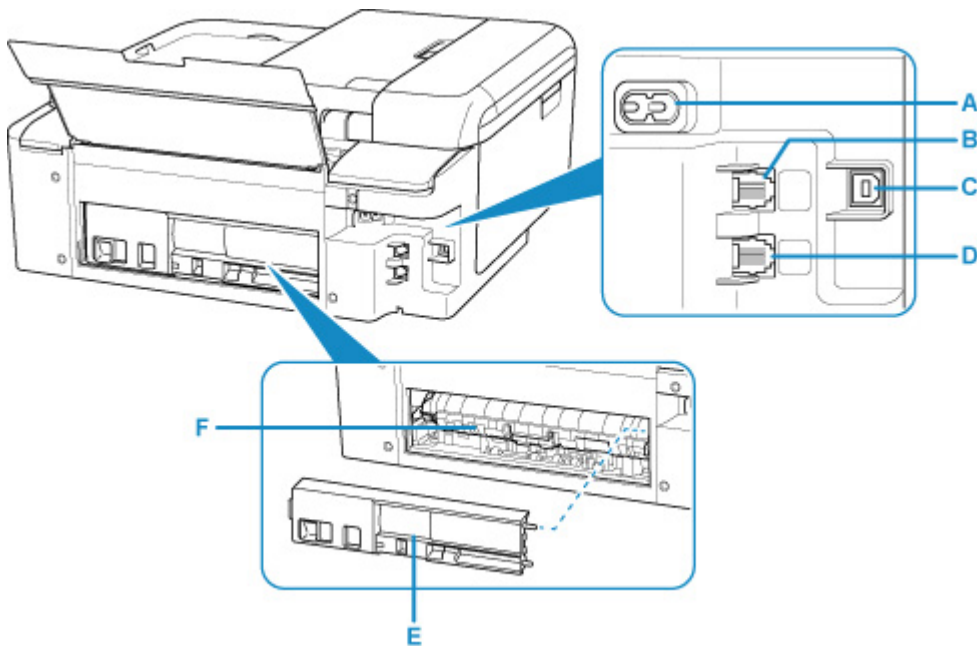
Open to support ejected paper.



S: Platen

Load an original here.

Rear View



A: Power Cord Connector

Plug in the supplied power cord.

B: Telephone Line Jack

Connect the telephone line.

C: USB Port

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

D: External Device Jack

Connect an external device such as telephone or answering device.

E: Rear Cover

Detach when removing jammed paper.

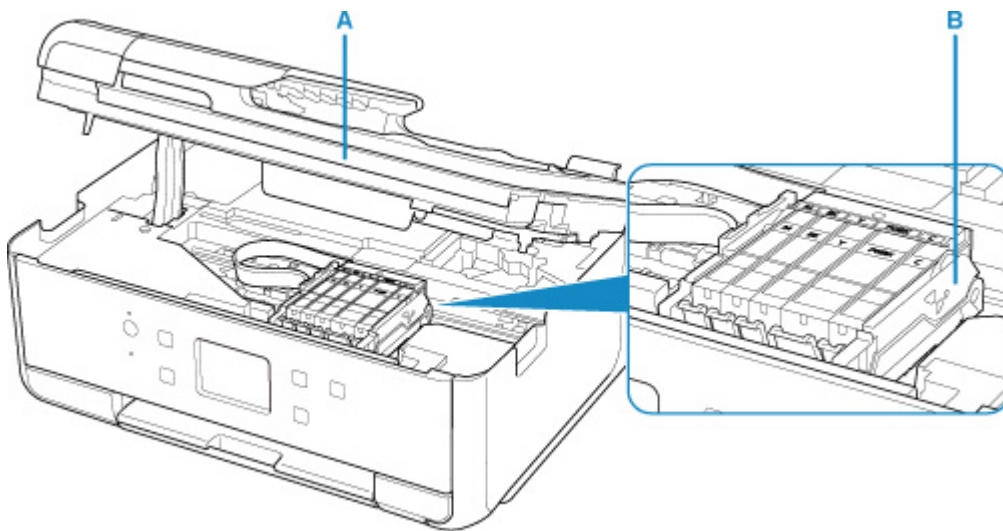
F: Transport Unit Cover

Open when removing jammed paper.

▶▶▶ Important

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

Inside View



A: Scanning Unit / Cover

Scans originals. Also, lift and open it to replace an ink tank or to remove jammed paper inside the printer.

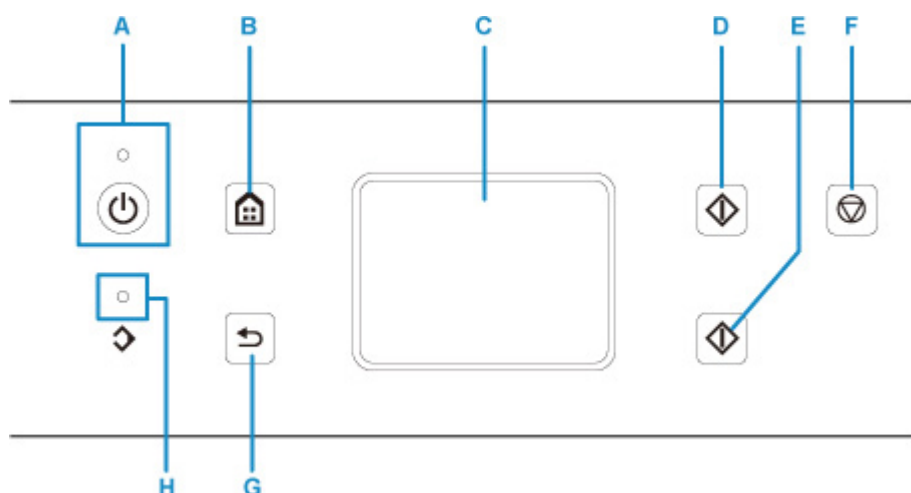
B: Print Head Holder

The print head is pre-installed.

▶▶ Note

- For details on replacing an ink tank, see [Replacing Ink Tanks](#).

Operation Panel



A: ON button/ON lamp

Turns the power on or off. Lights after flashing when the power is turned on. Before turning on the power, make sure that the document cover is closed.

B: HOME button

Used to display the HOME screen.

■ [Using Touch Screen](#)

C: Touch Screen

Displays messages, menu items, and the operational status. Directly touch the screen lightly with your finger tip to select a menu item or displayed button.

■ [Basic Operation of the touch screen](#)

D: Black button

Starts black & white copying, scanning and sending fax.

E: Color button

Starts color copying, scanning and sending fax.

F: Stop button

Cancels operation when print, copy, scan job, or fax transmission/reception is in progress.

G: Back button

Returns the touch screen to the previous screen.

H: FAX Memory lamp

When lit, indicates that there are received or unsent documents in the printer's memory.

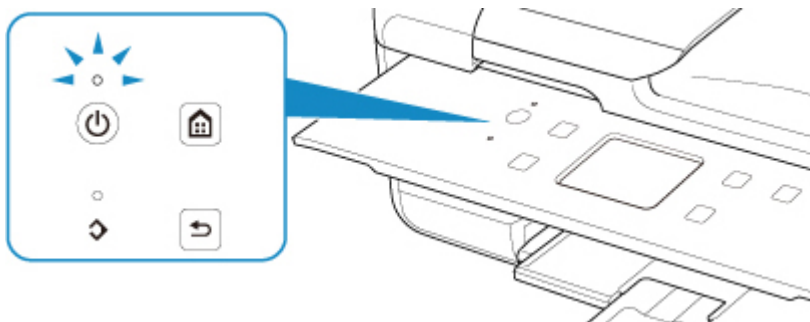
Power Supply

- **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 touch screen 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 touch screen display will turn off if the printer is not operated for about 10 minutes. To restore the display, touch the touch screen. The print operation from a computer can also restore the display.

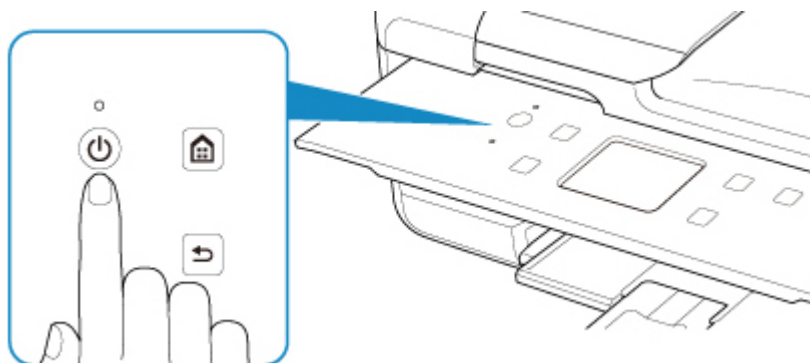
Turning the Printer On and Off

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 touch screen, see [When Error Occurred](#).
- You can set the printer to automatically turn on when a print or scan operation is performed from a computer connected by USB cable or wireless network. This feature is set to off by default.

From the printer

■ [ECO settings](#)

From the computer

■ For Windows:

■ [Managing the Printer Power](#)

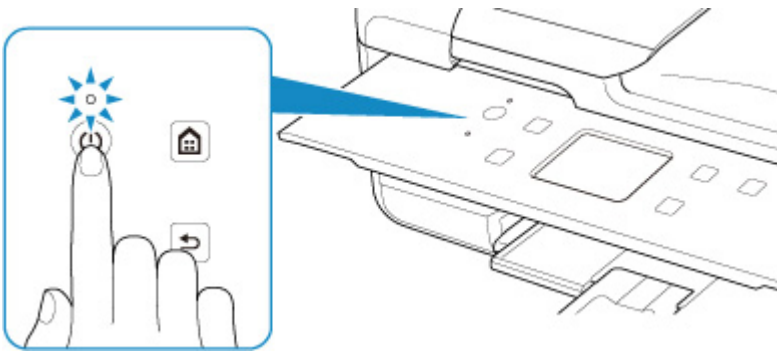
■ For macOS:

■ [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.

From the printer

- [ECO settings](#)

From the computer

- For Windows:

- [Managing the Printer Power](#)

- For macOS:

- [Managing the Printer Power](#)

Checking the Power Plug/Power Cord

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

- 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.
-

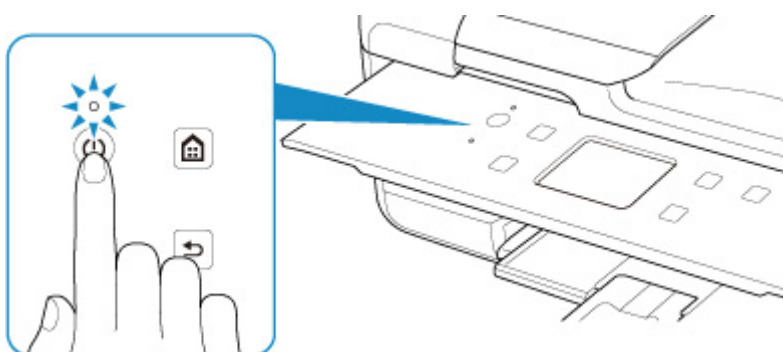
Unplugging the Printer

To unplug the power cord, follow the procedure below.

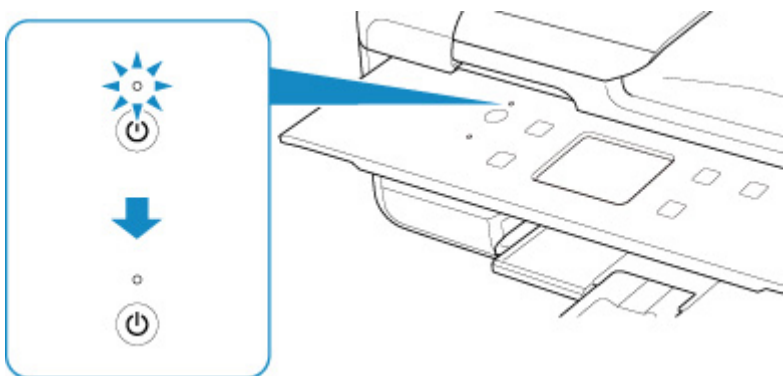
►► Important

- 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.
- Unplugging the printer will reset the date/time setting and erase all documents in the printer's memory. Send faxes or print documents as needed before unplugging the printer.

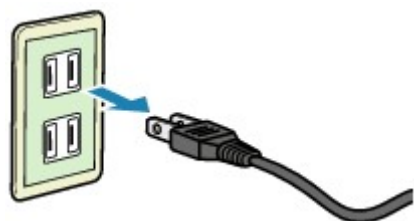
1. Press the **ON** button to turn the printer off.



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.

Using Touch Screen

The HOME screen on the touch screen appears when the printer is turned on.

Touch the HOME screen on the touch screen with your finger tip to select menus for copying, scanning, and other functions.

■ [HOME Screen](#)

■ [Basic Operation of the touch screen](#)

HOME Screen



A: Basic menu

Select to copy or scan using the operation panel. After selecting a basic menu, the particular menus are displayed.

B: Network

Displays the current network status. Select to display the basic network information or to change the network settings.

The icon differs depending on the network of use or the network status.



Wi-Fi is enabled and the printer is connected to the wireless router.

▶▶▶ Note

- 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.



Wireless Direct is enabled.



Wi-Fi and Wireless Direct are disabled.

C: Wireless connect

Select to connect the printer to a smartphone/tablet over Wi-Fi through Easy wireless connect or via Bluetooth.

Tap this button to display a confirmation screen for starting a connection. Touch and hold this button to switch to the standby mode for Easy wireless connect or Bluetooth connection.

- Easy wireless connect
- Bluetooth settings

D: Setup

Displays the printer's setting menus or the maintenance menus.



(NEW) appears when there is an update notification or information from PIXMA/MAXIFY Cloud Link.

- [Firmware update](#)
- Using PIXMA/MAXIFY Cloud Link

E: Hint

Displays quick guides about such procedures as loading paper and troubleshooting and such information as estimated ink level and system information.

▶▶▶ Note

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

Basic Operation of the touch screen

Touch the touch screen lightly with your finger tip or move your finger to access various functions or settings.

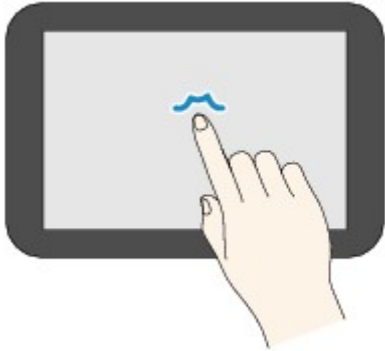
▶▶▶ Important

- When operating the touch screen, make sure to avoid the followings, which may cause the printer to malfunction or damage the printer.
 - Strongly pressing the touch screen.
 - Pressing the touch screen with other than your finger (especially with sharpened tips, such as on ballpoint pens, pencils, or nails).
 - Touching the touch screen with wet or dirty hands.
 - Placing any objects on the touch screen.
- Do not attach a protective sheet on the touch screen. Removing it may damage the touch screen.

Tap

Touch lightly with your finger tip and immediately release.

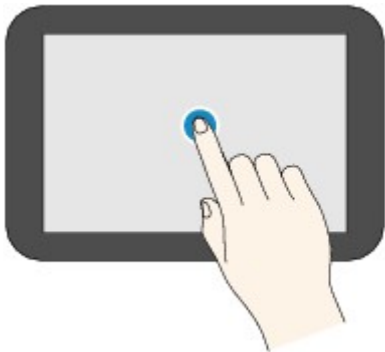
Use to select an item or photo on the screen.



Touch

Touch lightly with your finger tip.

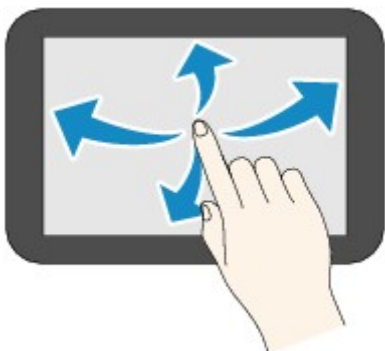
To move forward (or go back) menus or photos continuously, keep touching the forward (or back) mark.



Flick

Flick your finger on the screen up, down, left, or right.

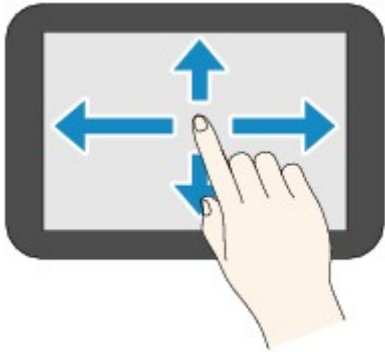
Use to switch menus or move forward or backward through photos.



Drag

While lightly touching the screen, move your finger up, down, left, or right.

Use to view lists of items or move sliders.



Changing Settings

- ▶ [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.

Energy saving settings

Energy saving 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 **Energy saving settings**

3. 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.

4. 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.

Reducing the ink drying wait time speeds up printing.

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**
- **FAX settings**
- **Print settings**
- **LAN settings**
- **Bluetooth settings**
- **PictBridge settings**
- **Smartphone photo print settings**
- **Other printer settings**
- **Language selection**
- **Firmware update**
- **Reset setting**
- **Feed settings**
- **Web service setup**
- **ECO settings**
- **Quiet setting**
- **System information**

Changing Settings from Operation Panel

This section describes the procedure to change the settings in the **Device settings** screen, taking the steps to specify **Amount of extension** as an example.

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

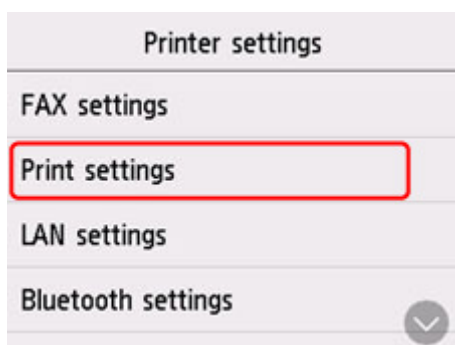
2. Select  (Setup) on the HOME screen.

■ [Using Touch Screen](#)

3. Select  **Device settings**.

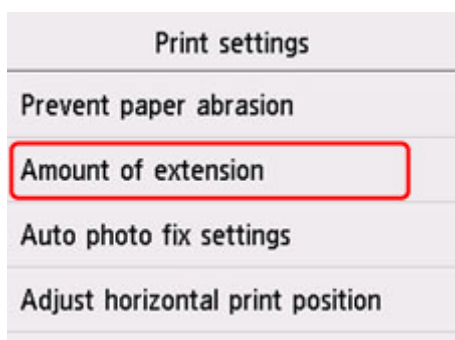
The **Device settings** screen is displayed.

4. Select a setting item to adjust.

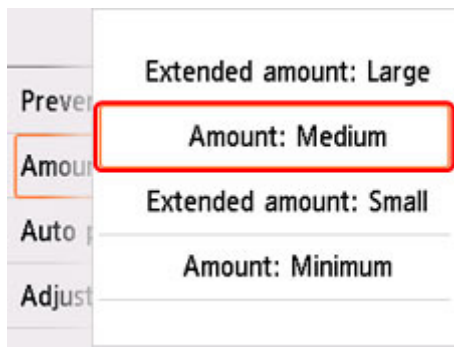


The setting screen for the selected item is displayed.

5. Select a setting item.



6. Select a setting to specify.



For more on setting items on the operation panel:

- [Setting Items on Operation Panel](#)

Setting Items on Operation Panel

Items for Printer

- [FAX settings](#)
- [Other printer settings](#)
- [Language selection](#)
- [Web service setup](#)
- [ECO settings](#)
- [Quiet setting](#)

Items for Paper/Printing

- [Print settings](#)
- Bluetooth settings
- PictBridge settings
- Smartphone photo print settings
- [Feed settings](#)

Items for Maintenance/Management

- [LAN settings](#)
- [Firmware update](#)
- [Reset setting](#)
- [System information](#)

FAX settings

- [FAX user settings](#)
- [Advanced FAX settings](#)
- [Auto print settings](#)
- [Security control](#)
- [Easy setup](#)

»» Note

- Before changing the settings, you can confirm the current settings by printing USER'S DATA LIST.
 - [Summary of Reports and Lists](#)

FAX user settings

• User information settings

Registers your name and fax/telephone number printed on sent faxes.

- [Registering User Information](#)

• Telephone line type (Country or region of purchase other than China)

Selects the telephone line type setting for the printer.

- [Setting Telephone Line Type](#)

»» Note

- This setting may not be available depending on the country or region of purchase.

• Telephone line auto selection (China only)

If you select **ON**, the telephone line type is selected automatically.

If you select **OFF**, you can select the telephone line type manually.

- [Setting Telephone Line Type](#)

Advanced FAX settings

• Error reduction setting (VoIP)

If you select **Reduce**, it may be possible to reduce the incidence of communication errors when connecting to internet line such as IP phone.

»» Note

- When **Reduce** is selected, V.34 (Super G3) can not be used. Communication time generally becomes longer than when communicating with V.34 (super G3).
- This setting has priority even if you select **33600 bps** for **TX start speed** or **RX start speed**.

• Auto redial

Enables/disables automatic redialing.

If you select **ON**, you can specify the maximum number of redial attempts and the length of time the printer waits between redial attempts.

- **Dial tone detect**

Avoids mistransmission when reception and transmission occur at the same time.

If you select **ON**, the printer transmits the fax after confirming the dial tone.

▶▶ **Note**

- This setting may not be available depending on the country or region of purchase.

- **Pause time settings**

Sets the length of pause time for each when you enter "P" (pause).

- **TTI position**

Selects the position of the sender information (outside or inside the image area).

- **Remote RX**

Enables/disables remote reception.

If you select **ON**, you can specify the remote reception ID.

- Remote Reception

- **Color transmission**

When faxing color documents using the ADF, selects whether to convert them into black & white data if the recipient's fax device does not support color faxing.

If you select **Disconnect**, the printer does not send color documents when the recipient's fax device does not support color faxing.

- **RX image reduction**

Enables/disables automatic reduction of incoming faxes so that they fit in the selected paper.

If you select **ON**, you can select the image reduction direction.

- **Adv. communication settings**

- **ECM TX**

Selects whether to send faxes in Error Correction Mode (ECM).

- Transmission/Reception of Faxes Using ECM

- **ECM RX**

Selects whether to receive faxes in Error Correction Mode (ECM).

- Transmission/Reception of Faxes Using ECM

- **TX start speed**

Selects the fax transmission speed.

The fax transmission start speed will be faster as the value is bigger.

When the telephone line condition or connection is poor, selecting a lower transmission start speed may solve transmission problems.

- **RX start speed**

Selects the fax reception speed.

The fax reception start speed will be faster as the value is bigger.

When the telephone line condition or connection is poor, selecting a lower reception start speed may solve reception problems.

Auto print settings

- **Received documents**

Selects whether to print the received fax automatically when receiving a fax.

If you select **Do not print**, the received fax is stored in the printer's memory.

For details on the received fax stored in the printer's memory:

■ [Document Stored in Printer's Memory](#)

- **Activity report**

Selects whether to print ACTIVITY REPORT automatically.

If you select **Print**, the printer prints ACTIVITY REPORT for the 20 histories of sent and received faxes automatically.

For details on the procedure to print ACTIVITY REPORT manually:

■ [Summary of Reports and Lists](#)

- **TX report**

Selects whether to print TX REPORT/ERROR TX REPORT automatically after sending a fax.

If you print the report, select **Print error only** or **Print for each TX**.

If you select **Print error only** or **Print for each TX**, you can specify the print setting that the first page of the fax is printed along with the report.

- **RX report**

Selects whether to print RX REPORT automatically after receiving a fax.

If you print RX REPORT, select **Print error only** or **Print for each RX**.

- **Print when out of ink**

Sets whether to continue printing the received fax without storing it in the printer's memory when the ink has run out.

However, part or all of the fax may not be printed since the ink has run out.

Security control

- **FAX number re-entry**

If you select **ON**, you can set the printer to send faxes after entering the number twice. By using this setting, you can avoid the mistransmission of faxes.

■ Preventing Mistransmission of Faxes

- **Check RX FAX information**

If you select **ON**, the printer checks whether the recipient's fax device information matches the dialed number. If it matches the number, the printer starts to send faxes.

■ Preventing Mistransmission of Faxes

- **Hook key setting**

If you select **Enable**, you can use the on hook dial function.

- **FAX reception reject**

If you select **ON**, the printer rejects the reception of faxes with no sender information or faxes from specific senders.

■ Rejecting Fax Reception

- **Caller rejection**

If you subscribe to the Caller ID service, the printer detects the sender's Caller ID. If the sender's ID matches the condition specified in this setting, the printer rejects the phone call or fax reception from the sender.

If you select **Yes** on the subscribing confirmation screen, you can specify the settings of rejection.

■ Using Caller ID Service to Reject Calls

▶▶▶ Note

- This setting may not be supported depending on the country or region of purchase. Contact your telephone company to confirm whether it provides this service.

Easy setup

The printer must be set up depending on your telephone line and use of the faxing function. Follow the procedure according to the instructions on the touch screen.

▶▶▶ Note

- You can specify the setup setting individually or the advanced setting.

For details on how to specify the setting:

■ [Preparing for Faxing](#)

Print settings

- **Prevent paper 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.

- **Amount of extension**

Selects the amount of image that extends off the paper when printing in borderless (full).

When performing Borderless Printing, slight cropping may occur at the edges since the printed image is enlarged to fill the whole page. You can change the width to be cropped from the borders of the original image as needed.

▶▶▶ Important

- Settings will become ineffective in the following situations:
 - Printing from a PictBridge (Wi-Fi) supporting device.
 - Printing from a standard form.

▶▶▶ Note

- When performing settings from application software or the printer driver, these settings will be prioritized.
- If printouts contain margins even though you are printing in Borderless, specifying **Extended amount: Large** for this setting may help solve the problem.

- **Auto photo fix settings**

When **ON** is selected, you can select whether to print photos using the Exif information recorded in the image files when **Default*** or **On** is selected in printing with a PictBridge (Wireless LAN) compliant device.

* When **Default** is selected for the print setting on the PictBridge (Wi-Fi) compliant device, select **Auto photo fix** for **Photo fix** in **PictBridge settings**.

- **Adjust horizontal 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

- For Letter-sized or Legal-sized paper, you can adjust the left/right margins between -0.06 in. (-1.5 mm) and +0.06 in. (+1.5 mm) even if you specify the value over 0.06 in. (1.5 mm).

LAN settings

- [Wi-Fi](#)
- [Wireless Direct](#)

To print the network settings, select **Print details** and select **Yes**.

- [Printing Network Settings](#)

▶▶▶ Important

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

Wi-Fi

• Wi-Fi setting list

The network settings information of the printer appears when it is connected by Wi-Fi. (Some setting items are not displayed depending on the printer settings.)

Items	Setting
Connection	Enabled (connected)/Enabled (disconnected)/Disable
Network name (SSID)	XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX (up to 32 characters)
Wi-Fi security	Inactive/WEP(64bit)/WEP(128bit)/WPA-PSK(TKIP)/WPA-PSK(AES)/ WPA2-PSK(TKIP)/WPA2-PSK(AES)
Signal strength (%)	XXX
IPv4 address	XXX. XXX. XXX. XXX (12 characters)
IPv4 subnet mask	XXX. XXX. XXX. XXX (12 characters)
IPv4 default gateway	XXX. XXX. XXX. XXX (12 characters)
IPv6 link-local address	XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX (32 characters)
MAC address (Wi-Fi)	XXX. XXX. XXX. XXX (12 characters)
Printer name	XXXXXXXXXXXXXXXXXXXX (up to 15 characters)
Bonjour service name	XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX (up to 52 characters)

("XX" represents alphanumeric characters.)

• Enable/disable Wi-Fi

Enables/disables Wi-Fi.

• Wi-Fi setup

Selects the setup method for Wi-Fi connection.

- **Easy wireless connect**

Select if you specify the settings of the access point information to the printer directly from a device (e.g. smartphone, or tablet) 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 method)**

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 connection types**

- **Manual connect (adv.)**

Select when you perform settings for Wi-Fi manually. You can specify multiple WEP keys.

- **WPS (PIN code method)**

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.

- **Advanced setup**

For details on each setting item:

■ [Advanced setup](#)

Wireless Direct

- **Wireless Direct setting list**

The network settings information of the printer appears when it is connected by the wireless direct. (Some setting items are not displayed depending on the printer settings.)

▶▶ Note

- To show or hide the password, select **Show password/Hide password** in the **Wireless Direct setting list** screen.

Items	Setting
Connection	Enable/Disable
Network name (SSID)	DIRECT-XXXXXXXXXX XXXXXXXXXXXXXXXXXXXX (up to 32 characters)
Password	XXXXXXXXXXXX (10 characters)
Wi-Fi security	WPA2-PSK(AES)
No. of printers connected now	XX/XX
IPv4 address	XXX. XXX. XXX. XXX (12 characters)
IPv4 subnet mask	XXX. XXX. XXX. XXX (12 characters)
IPv4 default gateway	XXX. XXX. XXX. XXX (12 characters)

IPv6 link-local address	XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX (32 characters)
MAC address (Wi-Fi)	XXX. XXX. XXX. XXX (12 characters)
Printer name	XXXXXXXXXXXXXXXXXX (up to 15 characters)
Bonjour service name	XXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXX (up to 52 characters)

("XX" represents alphanumeric characters.)

- **Connect to smartphone**

Enables to connect the smartphone to the printer by reading the QR code displayed on the touch screen with the smartphone, or also by manually obtaining the network name and password.

- **Enable/disable Wireless Direct**

Enables/disables Wireless Direct.

- **Change network 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.

- **Connection request confirmation**

Selecting **ON** displays the confirmation screen when a Wi-Fi Direct compatible device is connecting the printer.

- **Advanced setup**

For details on each setting item:

 [Advanced setup](#)

Advanced 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 settings**

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 inbound WSD**

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

- **WSD scan from this printer**

Selecting **Enable** allows you to transfer the scanned data to the computer using WSD. To transfer the scanned data, press the **Color** button.

▶▶▶ **Note**

- When you forward the scanned data to the computer searched using WSD, you cannot select the document type.

- **Timeout settings**

Specifies the timeout length.

- **Bonjour settings**

Setting items when you use Bonjour.

- **Enable/disable Bonjour**

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

- **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 protocol settings**

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.

- **PictBridge communication**

Setting items for printing from a PictBridge (Wi-Fi) compliant device.

- **Enable/disable communication**

Selecting **Enable** allows you to print from a PictBridge (Wi-Fi) compliant device.

- **Timeout setting**

Specifies the timeout length.

- **IPsec settings**

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

Other printer settings

- **Date/time settings**

Sets the current date and time.

■ [Setting Sender Information](#)

▶▶▶ Important

- If a power failure occurs or you unplug the power cord, the date/time settings will be reset.

- **Date display format**

Changes the display format of dates when printed.

- **Daylight saving time setting**

Enables/disables the summer time setting. If you select **ON**, you can select additional sub-settings. This setting may not be available depending on the country or region of purchase.

- **Start date/time**

Sets the date and time that summer time starts.

Month: Specify the month.

Week: Specify the week.

DOW: Specify the day of the week.

The screen to set the shift time to start summer time will be displayed after specifying the items above and selecting **OK**.

After specifying the shift time and selecting **OK**, you can specify the end date/time.

- **End date/time**

Sets the date and time that summer time ends.

Month: Specify the month.

Week: Specify the week.

DOW: Specify the day of the week.

The screen to set the shift time to end summer time will be displayed after specifying the items above and selecting **OK**.

Specify the shift time and select **OK**.

- **Sound control**

Selects the volume.

- **Keypad volume**

Selects the beep volume when tapping the touch screen or the buttons on the operation panel.

- **Alarm volume**

Selects the alarm volume.

- **Line monitor volume**

Selects the line monitor volume.

- **Offhook alarm**

Selects the alarm volume when the phone receiver is not put on the hook properly.

- **Energy saving settings**

Allows you to turn on/off the printer automatically to save electricity.

- **Auto power off**

Specifies the length of time to turn off the printer automatically when no operation is made or no printing data is sent to the printer.

- **Auto power on**

Selecting **ON** enables the printer to turn on automatically when a scanning command from a computer or printing data is sent to the printer.

»» Note

- You can also select this setting by selecting  (Setup) on the HOME screen, selecting **ECO**, and then selecting **Energy saving settings**.

■ [ECO settings](#)

- **Original removal reminder**

Selects whether the printer will display the reminder screen in case you forget to remove the original from the platen after scanning.

»» Important

- Depending on the type of original or the state of the document cover, forgetting to remove the original may not be detected.

- **Wi-Fi pairing settings**

In order to connect Canon PRINT Inkjet/SELPHY, multiple configurations will be performed.

- **Enable/disable pairing**

Set the printer's Wi-Fi pairing function to enable or disable.

- **Allow/block additional pairing**

On another function permit or prohibit Canon PRINT Inkjet/SELPHY pairing.

- **Delete paired devices**

Cancel all Canon PRINT Inkjet/SELPHY pairing.

- **Keyboard layout**

Select the keyboard layout from the following three types.

- **QWERTY**

- **QWERTZ**

- **AZERTY**

Language selection

Changes the language for the messages and menus on the touch screen.

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 / Thai / Indonesian / Vietnamese

Firmware update

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

- When you use this function, make sure the printer is connected to the Internet.

▶▶ Note

- Only **Check current version** is available when **Enable** is selected for **Enable/disable Wi-Fi** of **Wi-Fi in LAN settings**.

• Install update

Performs the firmware update of the printer. If you select **Yes**, the firmware update starts. Follow the on-screen instructions to perform update.

▶▶ Note

- If the firmware update is not complete, check the following and take an appropriate action.
 - Check the network settings such as a wireless router.
 - If **Cannot connect to the server.** is displayed on the touch screen, select **OK** and try again after a while.

• Check current version

You can check the current firmware version.

• Update notification settings

When **ON** is selected and the firmware update is available, the screen to inform you of the firmware update is displayed on the touch screen.

• 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 touch screen to perform settings.

• Proxy server setup

Performs settings for a proxy server. Follow the display on the touch screen to perform settings.

Reset setting

You can set the settings back to the default.

- **Web service setup only**

Sets the Web service settings back to the default.

- **LAN settings only**

Sets the LAN settings back to the default.

- **Telephone number only**

Deletes all registered telephone/fax numbers.

- **Settings only**

Returns the settings such as the paper size, media type, or other setting items back to the default. The LAN settings and the telephone/fax number are not returned back to the default.

- **Fax settings only**

Returns all fax settings back to the default. Disconnect the telephone line from the printer before you return this setting item back to the default.

After resetting, perform setup again as necessary.

- **Reset all**

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.

After resetting, perform setup again as necessary.

▶▶▶ Note

- You cannot set the following setting items back to the default:

- The language displayed on the touch screen
- The current position of the print head
- The country or region selected for **Country or region**
- CSR (Certificate Signing Request) for encryption method (SSL/TLS) setting

You can delete the registered user's name or telephone number following the procedure below.

1. Display **User information settings** screen.

- [Setting Sender Information](#)

2. Select user's name or telephone number and delete all characters or numbers.
3. Select **OK** when you finished deleting all characters or numbers.

Feed settings

By registering the paper size and the media type loaded on the rear tray or in the cassette, you can prevent the printer from misprinting by displaying the message before printing starts when the paper size or the media type of the loaded paper differs from the print settings.

For details:

- [Paper Settings](#)

▶▶▶ Note

- For more on the proper combination of paper settings you can specify by the printer driver (Windows) or on the touch screen:

- Paper Settings on the Printer Driver and the Printer (Media Type)
- Paper Settings on the Printer Driver and the Printer (Paper Size)

- **Rear tray paper settings**

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

- **Cassette paper settings**

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

▶▶▶ Note

- Plain paper can only be loaded in the cassette.

- **Detect paper setting mismatch**

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

▶▶▶ Note

- When **Disable** is selected, the settings in **Feed settings** is disabled.

- **Check paper replacement**

If you select **ON**, the printer detects the paper replacement (the feed slot cover is opened or closed, the cassette is reinserted). When the paper registration screen is displayed after replacing paper, register the paper size and the media type.

Web service setup



Select this setting item from **Web service setup** in  (Setup).

- **Web service usage registration/Web service usage cancellation**

Registers/Deletes Web service usage to use the printer device information to/from PIXMA/MAXIFY Cloud Link.

- **Web service connection setup**

The following setting items are available.

- **IJ Cloud Printing Center setup**

Registers/Deletes the printer to/from Canon Inkjet Cloud Printing Center.

- **Check Web service setup**

Make sure whether the printer is registered to Canon Inkjet Cloud Printing Center.

- **Issue registration code**

In order to link the web service and printer, obtain the registration code from the service origin.

- **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 touch screen to perform settings.

- **Proxy server setup**

Performs settings for a proxy server. Follow the display on the touch screen to perform settings.

ECO settings


This setting allows you to use automatic duplex printing as a default to save paper and to turn on/off the printer automatically to save electricity.

- [Using Power Saving Function](#)
- [Using Duplex Printing](#)

Using Power Saving Function

Follow the procedure below to use power saving function.

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

2. Select  (Setup) on the HOME screen.

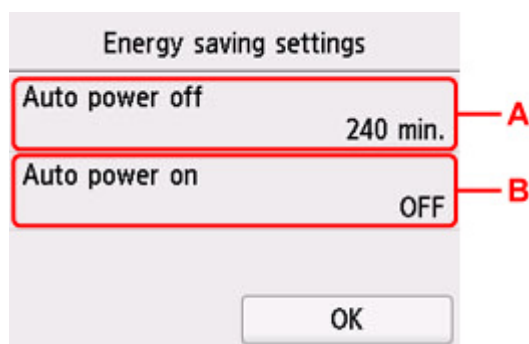
- [Using Touch Screen](#)

3. Select  **ECO**.

4. Select **Energy saving settings**.

5. Check on-screen instructions and select **Next**.

6. Specify settings as necessary.




A: Specify the length of time to turn the printer off automatically when no operation is made or no printing data is sent to the printer.

B: Selecting **ON** enables the printer to turn on automatically when a scanning command from a computer or printing data is sent to the printer.

Using Duplex Printing

Follow the procedure below to use duplex printing.

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

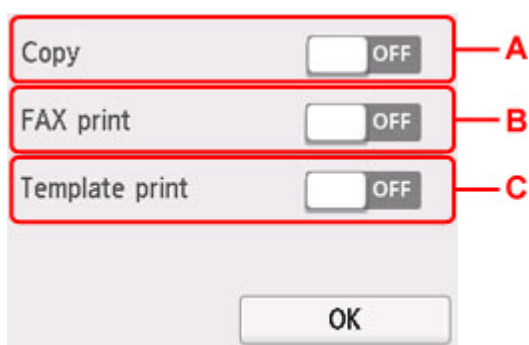
2. Select  (Setup) on the HOME screen.

■ [Using Touch Screen](#)

3. Select  **ECO**.

4. Select **Two-sided print settings**.

5. Specify settings as necessary.




A: Select two-sided copying as a default.

B: Select two-sided printing of sent/received faxes, reports, or lists as a default.

C: Select two-sided printing of template forms on the printer as a default.

▶▶▶ Note

- When duplex printing is selected, the  icon is displayed on the setting items for duplex printing on each print settings screen.

Quiet setting

Enables this function on the printer if you want to reduce the operating noise, such as when printing at night. In addition, you can specify the time range to reduce the operating noise.


▶▶ Important

- Set the current date and time in advance.

■ [Setting Sender Information](#)

Follow the procedure below to perform setting.

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

2. Select  (Setup) on the HOME screen.

■ [Using Touch Screen](#)

3. Select  **Quiet setting.**

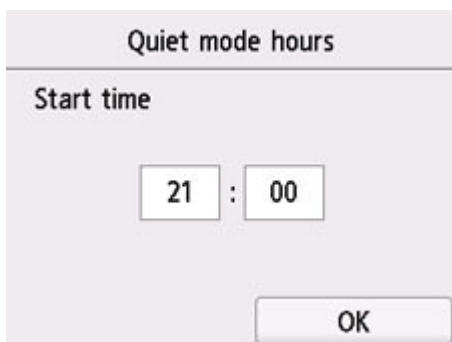
4. Select **ON** or **Use during specified hours.**

- When **ON** is selected:

You can reduce the operating noise while printing is in progress.

- When **Use during specified hours** is selected:

The screen to specify starting/ending time is displayed.




Tap Time and specify **Start time**.



Specify **End time** in the same procedure, and select **OK**.

You can reduce the operating noise during the specified time.



The confirmation screen is displayed and the  icon appears as the **Quiet setting** menu icon.

►► Important


- Operating speed is 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.

►► Note

- You can set the quiet mode from the operation panel of the printer, the printer driver, or ScanGear (scanner driver). No matter how you set the quiet mode, the mode is applied when you perform operations from the operation panel of the printer or printing and scanning from the computer.

System information



To display this menu, select **System information** in  (Hint).

- **Current version**

Displays the current firmware version.

- **Printer name**

Displays the printer name currently specified.

- **Serial number**

Displays the printer serial number.

- **MAC address (Wi-Fi)**

Displays the MAC address for Wi-Fi.

- **Root cert. thumbprint (SHA-1)**

Shows the root certification thumbprint (SHA-1) of the printer.

»» Note

- If the password is set to the printer, the password may be requested.

- **Root cert. thumbprint (SHA-256)**

Shows the root certification thumbprint (SHA-256) of the printer.

»» Note

- If the password is set to the printer, the password may be requested.

Specifications

General Specifications

Interface	<p>USB Port: Hi-Speed USB *</p> <p>Network Port: Wi-Fi: IEEE802.11n / IEEE802.11g / IEEE802.11b</p> <p>* 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.</p> <p>USB and the network can be used at the same time.</p>
Operating environment	<p>Temperature: 41 to 95 °F (5 to 35 °C)</p> <p>Humidity: 10 to 90 % RH (no condensation)</p> <p>* The performance of the printer may be reduced under certain temperature and humidity conditions.</p> <p>Recommended conditions:</p> <p>Temperature: 59 to 86 °F (15 to 30 °C)</p> <p>Humidity: 10 to 80 % RH (no condensation)</p> <p>* For the temperature and humidity conditions of papers such as photo paper, refer to the paper's packaging or the supplied instructions.</p>
Storage environment	<p>Temperature: 32 to 104 °F (0 to 40 °C)</p> <p>Humidity: 5 to 95 % RH (no condensation)</p>
Power supply	<p>AC 100-240 V, 50/60 Hz</p> <p>(The supplied power cord is only for the country or region you purchased.)</p>
Power consumption	<p>Printing (Copy): 13 W or less *1</p> <p>Standby (minimum): 1.0 W or less *1*2</p> <p>OFF: 0.3 W or less</p> <p>*1 USB connection to a PC, and Bluetooth settings enabled</p> <p>*2 The wait time for standby cannot be changed.</p>
External dimensions (W x D x H)	<p>Approx. 17.3 x 13.8 x 7.5 in. (Approx. 438 x 350 x 190 mm)</p> <p>* With the Cassette and trays retracted.</p>
Weight	<p>Approx. 17.3 lb (Approx. 7.9 kg)</p> <p>* With the Print Head and ink tanks installed.</p>

Scan Specifications

Scanner driver	Windows: TWAIN 1.9 Specification, WIA
Maximum scanning size	Platen: A4/Letter, 8.5 x 11.7 in. (216 x 297 mm) ADF: A4/Letter/Legal, 8.5 x 14.0 in. (216 x 356 mm)
Optical resolution (horizontal x vertical)	1200 x 2400 dpi * * Optical Resolution represents the maximum sampling rate based on ISO 14473.
Gradation (Input / Output)	Gray: 16 bit/8 bit Color: RGB each 16 bit/8 bit

Fax Specifications

Applicable line	Public Switched Telephone Network (PSTN) IP phone line (IP phone line with quality of no problem at all by using in conversation)
Communication mode	Super G3, G3
Data compressing system	Black: MH, MR, MMR Color: JPEG
Modem speed	max. 33.6 kbps (Automatic fallback)
Transmission speed	Black: Approx. 3 seconds/page at 33.6 kbps (Based on ITU-T No.1 chart for US specifications and Canon FAX Standard chart No.1 for others, both in standard mode.) Color: Approx. 1 minute/page at 33.6 kbps (Based on Canon COLOR FAX TEST SHEET.)
Gradation	Black: 256 levels Color: 24 bit Full Color (RGB each 8 bit)
Density adjustment	3 levels
Memory	Transmission/reception: approx. 250 pages (Based on ITU-T No.1 chart for US specifications and Canon FAX Standard chart No.1 for others, both in standard mode.)
Fax resolution	Black Standard: 203 pels/in. x 98 lines/in. (8 pels/mm x 3.85 lines/mm) Black Fine, Photo: 203 pels/in. x 196 lines/in. (8 pels/mm x 7.7 lines/mm) Black Extra fine: 300 x 300 dpi Color: 200 x 200 dpi
Dialing	Automatic dialing

	<ul style="list-style-type: none"> • Recipient (max. 100 destinations) • Group dial (max. 99 destinations) <p>Regular dialing (with Numeric buttons)</p> <p>Automatic redialing</p> <p>Manual redialing (max. 10 destinations)</p>
Others	<p>Activity report (after every 20 transactions)</p> <p>Sequential broadcasting (max. 101 destinations)</p> <p>Rejected numbers (max. 10 destinations)</p> <p>Err reduction (VoIP) *</p> <p>* For details, see "Error reduction setting (VoIP)" in "Advanced FAX settings".</p>

Network Specifications

Communication protocol	SNMP, HTTP, TCP/IP (IPv4/IPv6)
Wi-Fi	<p>Supported Standards: IEEE802.11n / IEEE802.11g / IEEE802.11b</p> <p>Frequency bandwidth: 2.4 GHz</p> <p>Channel: 1-11 or 1-13</p> <p>* Frequency bandwidth and available channels differ depending on country or region.</p> <p>Communication distance: Indoors 164 feet/50 m</p> <p>* Effective range varies depending on the installation environment and location.</p> <p>Security:</p> <p>WEP (64/128 bits)</p> <p>WPA-PSK (TKIP/AES)</p> <p>WPA2-PSK (TKIP/AES)</p> <p>Setup:</p> <p>WPS (Push button configuration/PIN code method)</p> <p>Easy wireless connect</p>

Minimum System Requirements

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

Windows

Operating System	Windows 10, Windows 8.1, Windows 7 SP1 Note: Operation can only be guaranteed on a PC with pre-installed Windows 7 or later.
Amount of hard disk space required for installing the driver	1.5 GB or more

	The necessary amount of hard disk space may be changed without notice.
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macOS

Operating System	macOS 10.12.6 - macOS 10.15
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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

- ▶ **Supported Media Types**
 - Paper Load Limit
- ▶ **Unsupported Media Types**
- ▶ **Handling Paper**
- ▶ **Before Printing on Art 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:

- Photo Paper Pro Platinum <PT-101>
- 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>
- Premium Fine Art Rough <FA-RG1>

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>
- Dark Fabric Iron-on Transfers <DF-101>
- Double sided Matte Paper <MP-101D>

Paper other than genuine Canon paper

- Plain Paper (including recycled paper)
- Envelopes
- T-Shirt Transfers
- Greeting Card
- Card Stock
- Japanese Paper

■ [Paper Load Limit](#)

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

▶▶▶ Note

- When printing photos saved on a PictBridge (Wi-Fi) compliant device, you must specify the page size and media type.
 - Printing from Digital Camera
- When using art paper, see [Before Printing on Art Paper](#).

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
- A5
- A4
- B5
- KG/4"x6"(10x15)
- 5"x7"(13x18cm)
- 7"x10"(18x25cm)
- 8"x10"(20x25cm)
- L(89x127mm)

- 2L(127x178mm)
- Square 3.5"
- Square 5"
- Hagaki
- Hagaki 2
- Envelope Com 10
- Envelope DL
- Nagagata 3
- Nagagata 4
- Yougata 4
- Yougata 6
- Card 2.17"x3.58"

Special sizes

- Minimum size: 2.17 x 3.50 in. (55.0 x 89.0 mm)
- Maximum size: 8.50 x 26.61 in. (215.9 x 676.0 mm)

Paper Weight

You can use paper in the following weight range.

- Plain paper: From 17 to 28 lb (64 to 105 g /m²)

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. 100 sheets
Canon Océ Office Colour Paper <SAT213>	Approx. 80 sheets	Approx. 80 sheets
High Resolution Paper <HR-101N> *1	Approx. 80 sheets	N/A

Paper for printing photos:

Media Name <Model No.>	Rear Tray
Photo Paper Pro Platinum <PT-101> *2 Glossy Photo Paper "Everyday Use" <GP-501/ GP-508> *2 Photo Paper Glossy <GP-701> *2 Photo Paper Plus Glossy II <PP-201/PP-208/PP-301> *2 Photo Paper Pro Luster <LU-101> *2 Photo Paper Plus Semi-gloss <SG-201> *2 Matte Photo Paper <MP-101>	A4, Letter, 5"x7"(13x18cm), 8"x10"(20x25cm), 2L(127x178mm): 10 sheets KG/4"x6"(10x15), L(89x127mm), Square 3.5", Square 5", Hagaki: 20 sheets
Premium Fine Art Rough <FA-RG1>	1 sheet

Paper for making original goods:

Media Name <Model No.>	Rear Tray
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>	1 sheet

Light Fabric Iron-on Transfers <LF-101>	
Dark Fabric Iron-on Transfers <DF-101>	
Double sided Matte Paper <MP-101D>	

Paper other than Genuine Canon Paper

Common Name	Rear Tray	Cassette
Plain Paper (including recycled paper)*1	Approx. 100 sheets (Legal: 10 sheets)	Approx. 100 sheets
Envelopes	10 envelopes	N/A
T-Shirt Transfers	1 sheet	N/A
Greeting Card	1 sheet	N/A
Card Stock	1 sheet	N/A
Japanese Paper	1 sheet	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> Canon Océ Office Colour Paper <SAT213> High Resolution Paper <HR-101N>	Approx. 50 sheets

Paper other than Genuine Canon Paper

Common Name	Paper Output Tray
Plain Paper (including recycled paper)	Approx. 50 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

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
- 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

- 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.

Before Printing on Art Paper

When using art paper, dust is liable to be generated. It is therefore recommended that paper dust be removed on art paper just before printing.

You will need a soft hair brush (or similar brush used to clean office automation equipment).

The wider the brush, the more effective it will be.



OK - soft brush made from material such as polypropylene, polyethylene, horse hair or goat hair.

»» Important

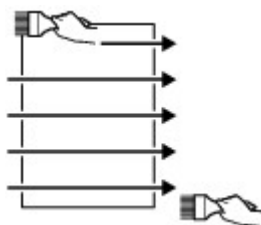
- Be sure not to use brushes as shown below. The printing surface may be damaged.



Not OK - brush made from hard material, cloth or washcloth, sticky and abrasive materials.

Paper dust removal procedure:

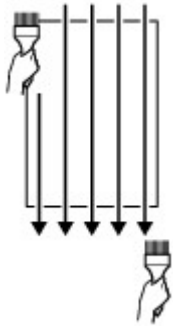
1. Check that the brush is not wet and free from dust or dirt.
2. Brush the overall printing surface carefully in one direction.



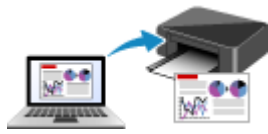
»» Important

- Be sure to brush all the way across the paper; do not start brushing at the middle or stop halfway.
- Be careful not to touch the printing surface as much as possible.

3. To complete the removal of paper dust, brush the paper in the other direction from top to bottom.



Printing



Printing from Computer



Printing from Smartphone/Tablet



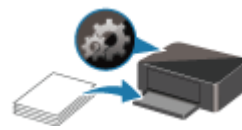
Printing Using Operation Panel



Printing from Digital Camera



Using PIXMA/MAXIFY Cloud Link



Paper Settings

Printing from Computer

- ▶ **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)

- **Printing** 📄 **Basic**
- **Perform Borderless Printing**
- **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

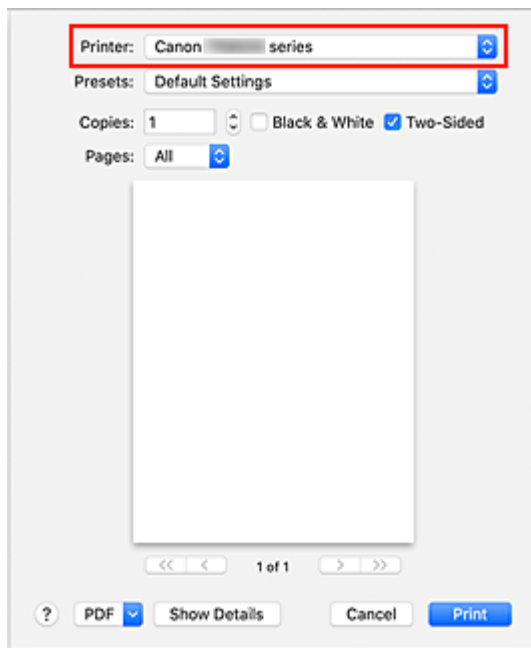
Register the set paper size and paper type on the printer operation panel.
For instructions, see "[Paper Settings](#)."

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.



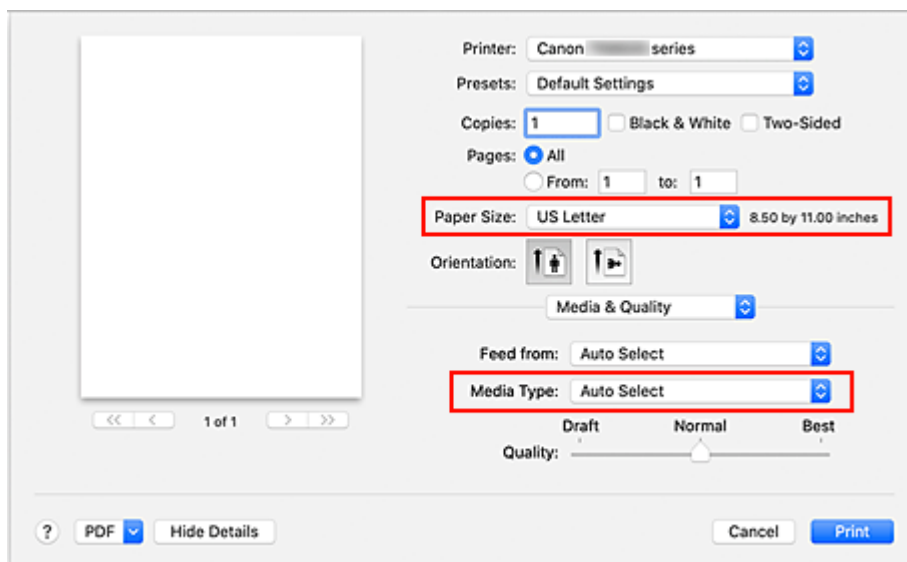
➤➤➤ Note

- 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 printing in **A4**, **A5**, **JIS B5**, or **US Letter**, set the desired feed position (**Main Tray** or **Rear Tray**) from **Feed from** of the print dialog. If **Auto Select** is selected in **Feed from**, the feed

position differs depending on **Media Type**. If **Media Type** is set to plain paper, it is fed from the cassette (main tray). If set to other types of paper, it is fed from the rear 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.

▶▶▶ 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.
- If you print with **Media Type** set to **Premium Fine Art Rough**, the paper may get rubbed, reducing the print quality at the top and bottom edges. When creating print data with the application software, we recommend that you create 35 mm margins on the top and bottom edges.

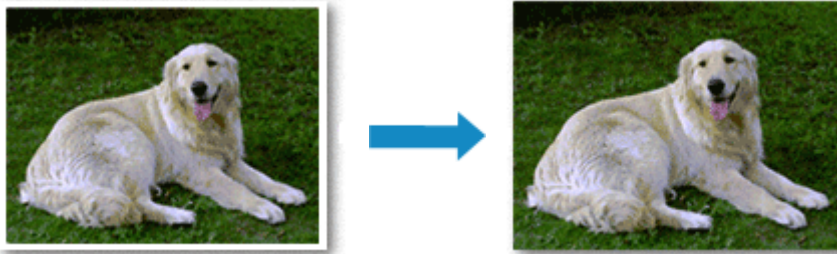
Printing of Envelopes

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>

Perform Borderless Printing

The borderless printing function allows you to print data without any margin by enlarging the data so that it extends slightly off the paper. In standard printing, margins are created around the document area. However, in borderless printing function, these margins are not created. When you want to print data such as a photo without providing any margin around it, set borderless printing.



The procedure for performing borderless printing is as follows:

Setting Borderless Printing

1. Set the **Amount of extension** on the printer operation panel

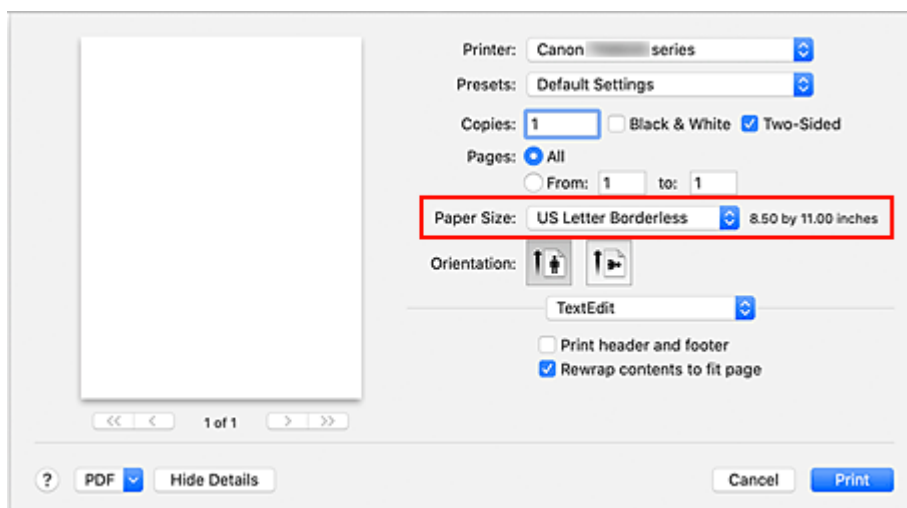
For information on how to set the amount of extension, see "[Print settings](#)."

►►► Important

- When the **Extended amount: Large** is set, the back side of the paper may become smudged.

2. Select sheet size for borderless printing

Select **XXX Borderless** for **Paper Size** from the print dialog.



3. Click **Print**

When you perform print, the data is printed without any margins on the paper.

»» Important

- Borderless printing only supports specific paper sizes. Make sure to select a paper size with the wording "Borderless" from the **Paper Size**.
- Print quality may deteriorate or the sheet may be stained at the top and bottom depending on the type of paper used.
- When the ratio of the height to the width differs from the image data, a portion of the image may not be printed depending on the size of the media used.
In this case, crop the image data with an application software according to the paper size.
- When scaled printing or page layout printing is enabled, you cannot perform borderless printing.

»» Note

- The use of borderless printing is not recommended if **Plain Paper** is selected for **Media Type** in **Media & Quality**.

Expanding the Range of the Document to Print

Setting a large amount of extension allows you to perform borderless printing with no problems. However, the portion of the document extending off the paper range will not be printed and for this reason, the subjects around the perimeter of a photo may not be printed.

If you are not satisfied with the borderless printing results, reduce the amount of extension in printer operation panel.

»» Important

- When the amount of extension is decreased, an unexpected margin may be produced on the print, depending on the size of the paper.

»» Note

- When the **Amount: Minimum** is set, image data will be printed in the full size. If you set this when printing the address side of a postcard, the postal code of the sender is printed in the correct position.

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

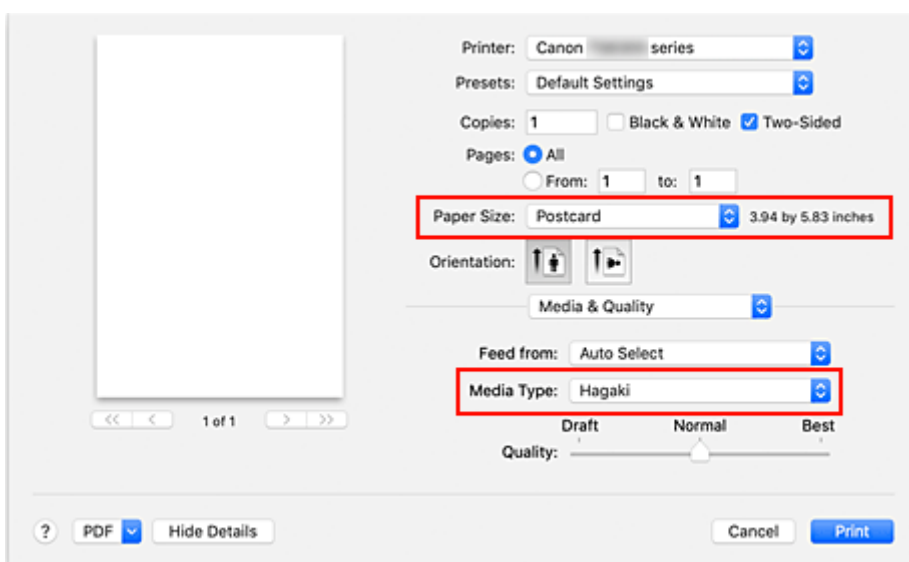
Register **Hagaki** for paper size from the printer operation panel.

Also, register **Ink Jet 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** or **Postcard Borderless** for **Paper Size** from the print dialog. When you print on the address side, select **Postcard**.

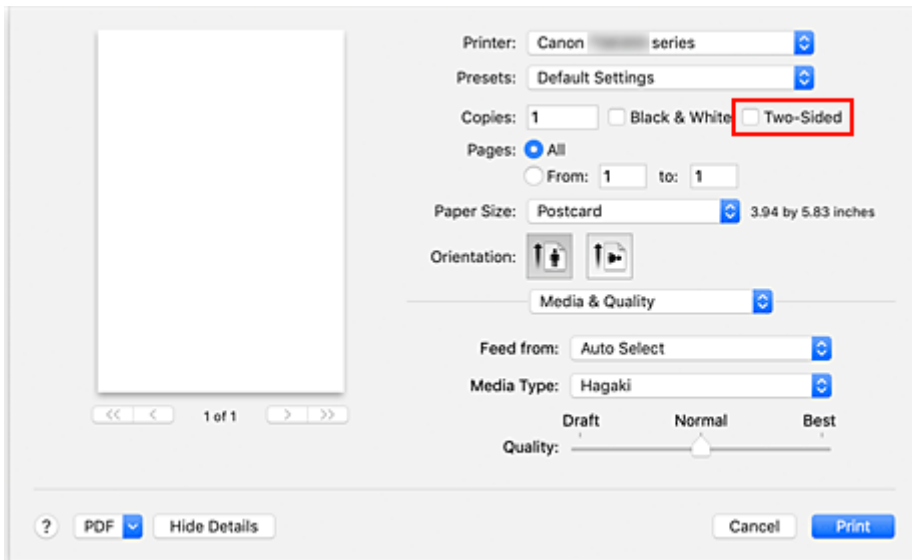
Select **Hagaki**, **Hagaki (A)**, **Hagaki K**, **Hagaki K (A)**, **Ink Jet Hagaki**, **Ink Jet Hagaki (A)**, for **Media Type** from the print dialog.



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

Procedure for adding printer to your Mac is explained.

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 the name of your printer to appear.

2. Select the printer

Select the printer listed as **Bonjour Multifunction**.

▶▶▶ Note

- Check the following if printer does not appear.
 - Printer is on
 - Firewall function of the security software is off
 - Printer is either connected to the wireless router or directly connected to the PC (Direct Connection)

3. Select **Secure AirPrint** from **Use**

4. Click **Add**

The printer is added to your Mac.

How to Open Printer Settings Screen

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  (the printer icon) displayed on the Dock.

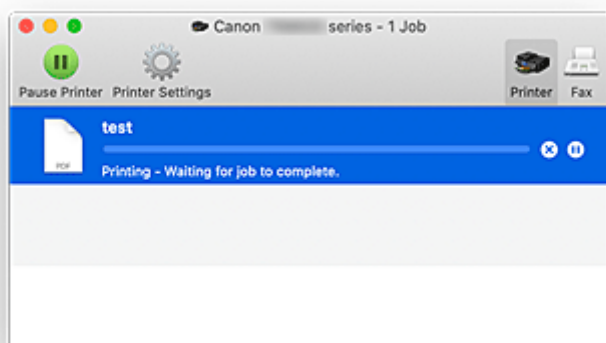
- If the print data has not been sent to the printer






Open **System Preferences**, and select **Printers & Scanners**.

To display the printing status screen, select the name of 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

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 not logged in 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

- ▶ Easy-PhotoPrint Editor Guide

Printing from Smartphone/Tablet

- ▶ **Printing from iPhone/iPad/iPod touch (iOS)**
- ▶ **Printing from Smartphone/Tablet (Android)**

Paper Settings

By registering the paper size and the media type loaded on the rear tray or in the cassette, you can prevent the printer from misprinting by displaying the message before printing starts when the paper size or the media type of the loaded paper differs from the print settings.

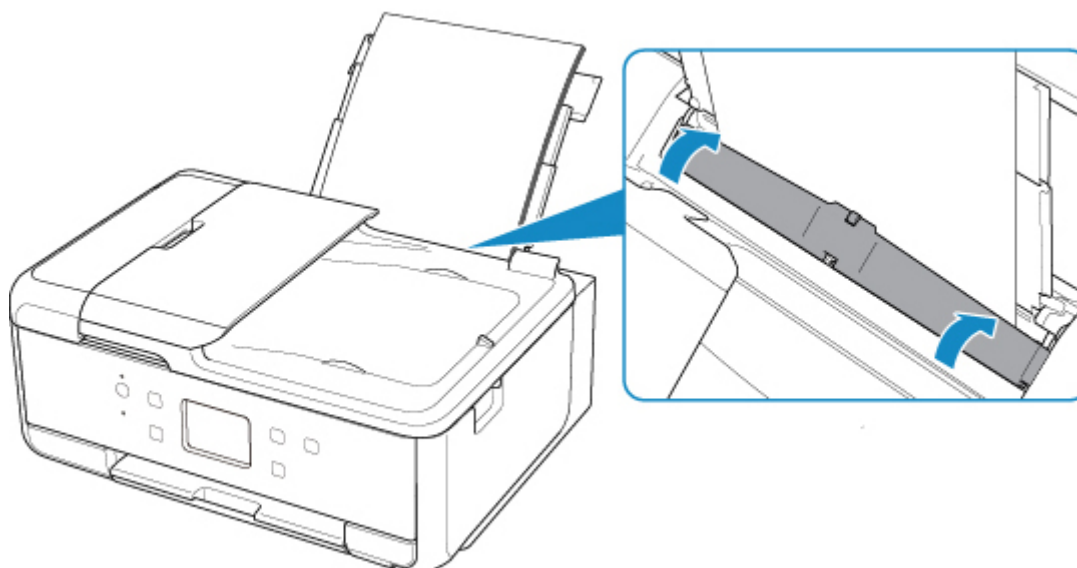
▶▶▶ Note

- The default display setting is different between when you print or copy from the operation panel of the printer, when you print from Smartphone/tablet, when you print from Windows, and when you print from macOS.

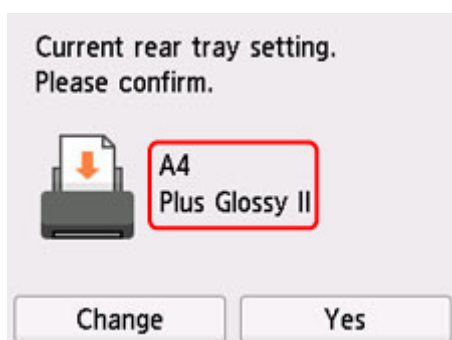
■ [Default Setting for Displaying the Message which Prevents Misprinting](#)

After loading paper:

- When you close the feed slot cover:

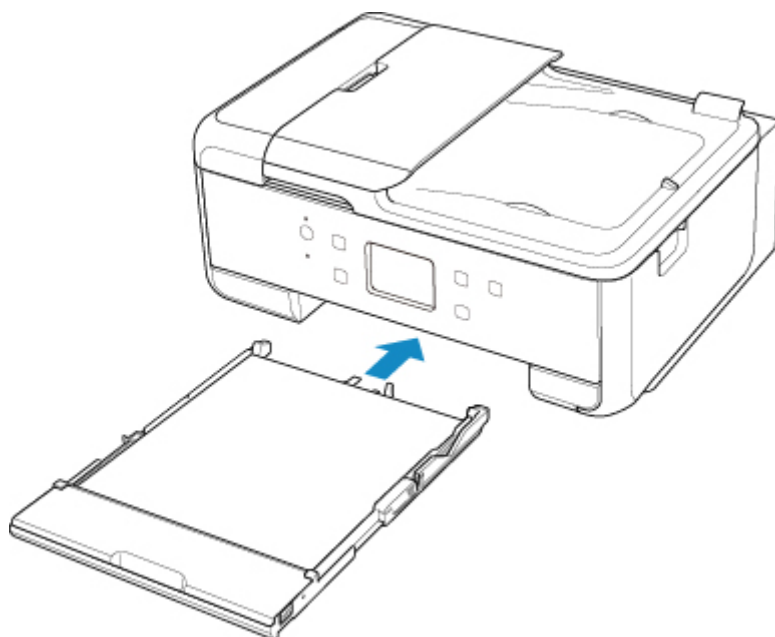


The screen to register the rear tray paper information is displayed.

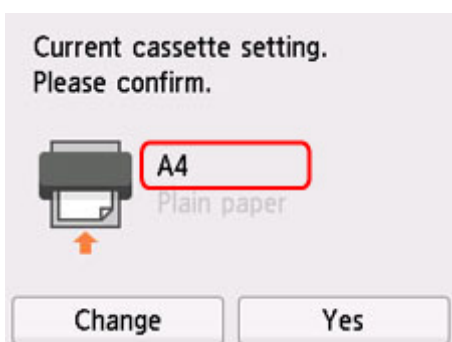


If the page size on the touch screen matches the size of the paper loaded in the rear tray, select **Yes**. If not, select **Change** to change the setting in accordance with the size of the loaded paper.

- **When you insert the cassette:**



The screen to register the cassette paper information is displayed.



If the page size on the touch screen matches the size of the paper loaded in the cassette, select **Yes**.

If not, select **Change** to change the setting in accordance with the size of the loaded paper.

* You can load only plain paper in the cassette.

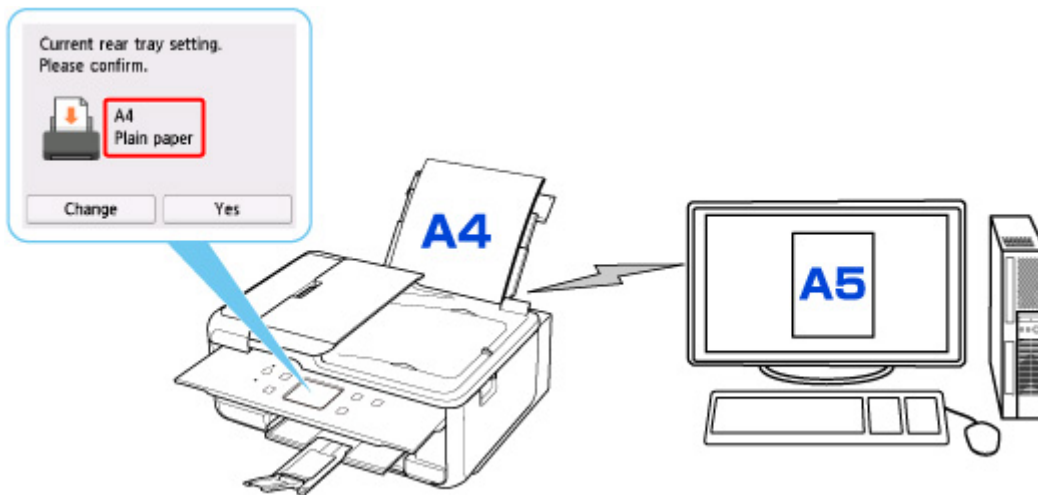
»» Important

- For more on the proper combination of paper settings you can specify by the printer driver (Windows) or on the touch screen:
 - Paper Settings on the Printer Driver and the Printer (Media Type)
 - Paper Settings on the Printer Driver and the Printer (Paper Size)

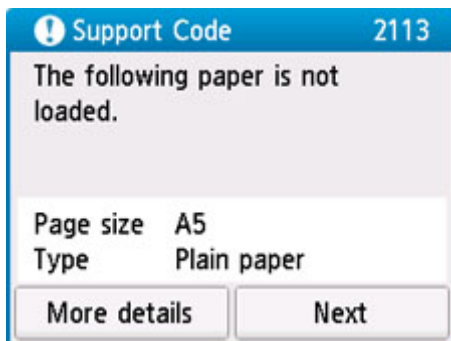
When the paper settings for printing/copying are different from the paper information registered to the printer:

Ex:

- Paper settings for printing/copying: A5
- Paper information registered to the printer: A4



When you start printing/copying, a message is displayed and the paper setting specified for printing/copying is shown under the message.



Check the message and select **Next**. When the screen to select the operation is displayed, select one of the operations below.

➤➤➤ Note

- Depending on the setting, the choices below may not be displayed.

Print with the loaded paper.

Select if you want to print/copy on the paper loaded without changing the paper settings.

For example, when the paper setting for printing/copying is A5 and the paper information registered to the printer is A4, the printer starts printing/copying on the paper loaded in the rear tray or in the cassette without changing the paper size setting for printing/copying.

Replace the paper and print

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/copying 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/copying.

The paper information registration screen is displayed after replacing the paper. Register the paper information according to the paper that you loaded.

➤➤➤ Note

- If you do not know what paper information to register to the printer, press the **Back** button when the screen to select the operation is displayed.

- For more on the proper combination of paper settings you can specify by the printer driver (Windows) or on the touch screen:
 - Paper Settings on the Printer Driver and the Printer (Media Type)
 - Paper Settings on the Printer Driver and the Printer (Paper Size)

Cancel

Cancels printing.

Select when you change the paper settings specified for printing/copying. Change the paper settings and try printing/copying again.

Default Setting for Displaying the Message which Prevents Misprinting

- **When you print/copy using the operation panel of the printer or when you print from smartphone/tablet:**

The message which prevents misprinting is enabled by default.

To change the setting:

- [Feed settings](#)

- **When you print from Windows:**

The message which prevents misprinting is disabled by default.

To change the setting:

- [Changing the Printer Operation Mode](#)

- **When you print from macOS:**

The message which prevents misprinting is enabled by default.

To change the setting:

- [Changing the Printer Operation Mode](#)

▶▶ Important

- When the message which prevents misprinting is disabled:

The printer starts printing/copying even though the paper settings for printing/copying and the paper information registered to the printer are different.

Copying



Making Copies Basics



Reducing/Enlarging Copies



Two-Sided Copying



Collated Copying



Special Copy Menu



Copying Using Smartphone or Tablet

Making Copies

This section describes the procedure to copy with **Standard copy**.

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

2. [Load paper.](#)

3. Select  **Copy** on the HOME screen.

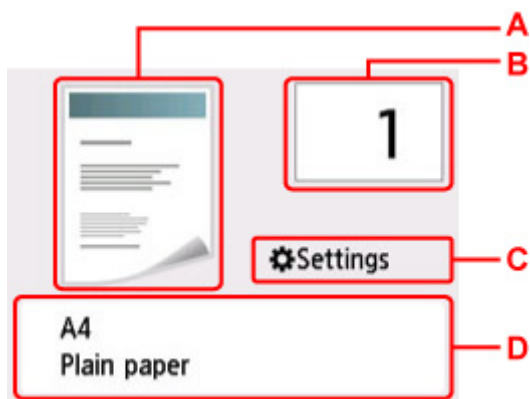
■ [Using Touch Screen](#)

4. Select  **Standard copy**.

The Copy standby screen is displayed.

5. [Load original on platen or in ADF \(Auto Document Feeder\).](#)

6. Specify settings as necessary.





A: The scanning method and copy layout are displayed.

Switch the scanning method from the ADF and layout (single-sided/two-sided).

B: Specify the number of copies.



Tap  or  to specify the number of copies.

If you keep touching here, the number scrolls by 10.

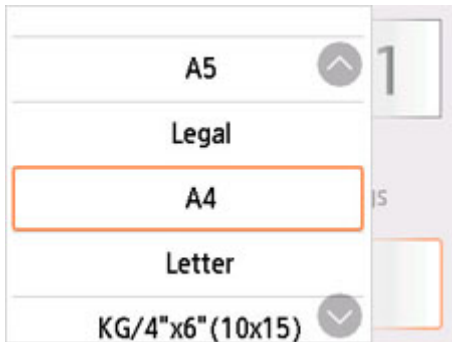
You can also flick the number to specify.

C: Display the print setting items.

For more on the setting items:

■ [Setting Items for Copying](#)

D: Specify the page size and the media type.



7. Press **Black** button or **Color** button.

The printer starts copying.

Remove the original on the platen or from the document output slot after copying is complete.

▶▶▶ Important

- Do not open the document cover or remove the original from the platen until scanning is completed.
- If you load the original in the ADF, do not move the original until copying is complete.

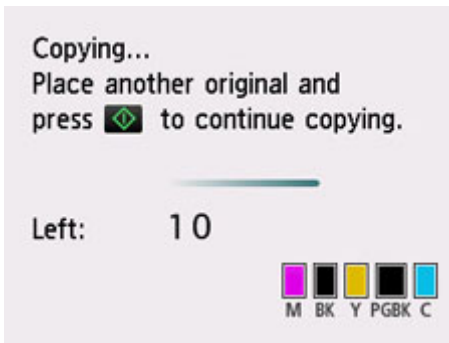
▶▶▶ Note

- To cancel copying, press the **Stop** button.

Adding Copying Job (Reserve copy)

If you load the original on the platen, you can add the copying job while printing (Reserve copy).

The screen below is displayed when you can add the copying job.



Load the original on the platen and press the same button (**Color** button or **Black** button) as the one which you previously pressed.

▶▶ Important

- When you load the original on the platen, move the document cover gently.

▶▶ Note

- When **Print qlty** (print quality) is set **High**, you cannot add the copying job.
- When you add the copying job, the number of copies or the settings such as the page size or media type cannot be changed.
- If you press the **Stop** button while reserve copying is in progress, the screen to select the method to cancel copying is displayed. If you select **Cancel all reservations**, you can cancel copying all scanned data. If you select **Cancel the last reservation**, you can cancel the last copying job.
- If you set a document of too many pages to add the copying job, **Cannot add more copy jobs. Please wait a while and redo the operation.** may appear on the touch screen. Select **OK** and wait a while, and then try copying again.
- If **Failed to reserve the copy job. Start over from the beginning.** appears on the touch screen when scanning, select **OK** and press the **Stop** button to cancel copying. After that, copy the documents that have not been finished copying.

Setting Items for Copying

You can change the copy settings such as magnification and intensity.

Print Settings Screen

▶▶▶ Note

- For more on the print settings screen or the setting item for **Photo copy**, see Copying Photos.

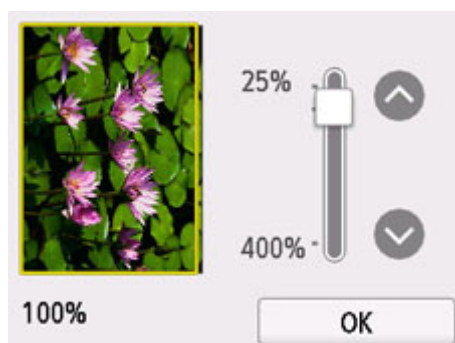
The following screen is displayed by selecting **Settings** in the Copy standby screen.

Example in **Standard copy**:



Preview

When **Preview** is displayed on the print settings screen, selecting **Preview** allows you to preview an image of the printout on the preview screen.



For details, see below.

- Displaying Preview Screen

Setting Items



Flick to display setting items and select the setting item to display the settings. Select to specify the setting.

▶▶▶ Note

- Depending on the copy menu, some setting items cannot be selected. This section describes the setting items in **Standard copy**.

The setting item which cannot be selected is displayed grayed out.

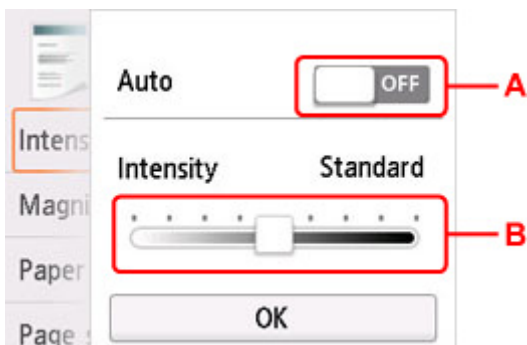
For more on the setting items for **Photo copy**, see Copying Photos.

- Some settings cannot be specified in combination with the setting of other setting item or the copy menu. If the setting which cannot be specified in combination is selected,  appears on the touch screen. In this case, select  on the upper left on the touch screen to check the message and change the setting.
- The settings of the page size, media type, etc. are retained even if the printer is turned off.
- When copying starts in the copy menu that is not available with the specified setting, **The specified function is not available with current settings.** is displayed on the touch screen. Change the setting, following the on-screen instructions.

Following setting items can be changed.

- **Intensity**

Specify the intensity.



A: Select to activate/deactivate automatic intensity adjustment.

When **ON** is selected, the intensity is adjusted automatically according to the originals loaded on the platen.

B: Drag to specify the intensity.

▶▶▶ Note

- When you select **ON** in the automatic intensity adjustment, the loading documents cannot be loaded in the ADF (Auto Document Feeder).

- **Magnif.** (Magnification)

Specify the reduction/enlargement method.

- Reducing/Enlarging Copies

- **Paper src**

Select a paper source (**Rear tray/Cassette/Auto**) where paper is loaded.

▶▶▶ Note

- When **Auto** is selected, paper is fed from the paper source where the paper that matches the paper settings (page size and media type) is loaded.

- **Page size**

Select the page size of the loaded paper.

- **Type** (Media type)

Select the media type of the loaded paper.

- **Print qlty** (Print quality)

Adjust print quality according to the original.

»» Important

- If you use **Draft** with **Type** set to **Plain paper** and the quality is not as good as expected, select **Standard** or **High** for **Print qlty** and try copying again.
- Select **High** for **Print qlty** to copy in grayscale. Grayscale renders tones in a range of grays instead of black or white.

- **Layout**

Select the layout.

- Copying Two Pages onto Single Page
- Copying Four Pages onto Single Page

- **ADF duplex scan**

Select whether to perform duplex scanning from the ADF.

- Two-Sided Copying

- **2-sidedPrintSetting**

Select whether to perform two-sided copying.

- Two-Sided Copying

- **Collate**

Select whether to obtain sorted printouts when making multiple copies of a multi-paged original.

- Collated Copying

Scanning



Scanning from Computer (Windows)



Scanning from Computer (macOS)



Scanning from Operation Panel

Scanning from Computer (macOS)

▶ Scanning According to Item Type or Purpose (IJ Scan Utility Lite)

- IJ Scan Utility Lite Features
- Scanning Easily (Auto Scan) **Basics**
- Scanning Documents and Photos


▶ Scanning Tips

- Positioning Originals (Scanning from Computer)

▶▶ Important

- Available functions and settings vary depending on your scanner or printer.

Scanning According to Item Type or Purpose (IJ Scan Utility Lite)

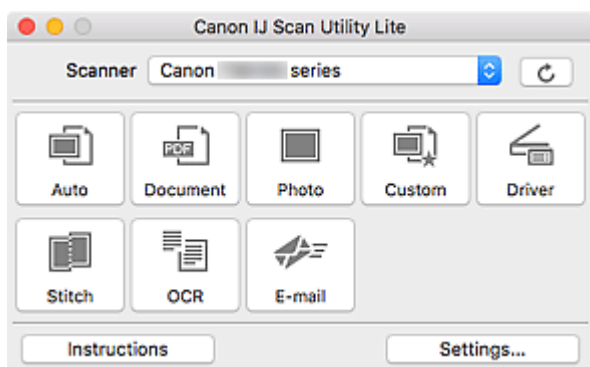
- ▶ **IJ Scan Utility Lite Features**
- ▶ **Scanning Easily (Auto Scan)**  **Basics**
- ▶ **Scanning Documents and Photos**

Important

- Available functions and settings vary depending on your scanner or printer.

IJ Scan Utility Lite Features

Use IJ Scan Utility Lite to scan and save documents, photos, or other items at one time by simply clicking the corresponding icon.



►►► Important

- The displayed items and available functions vary depending on your scanner or printer.

Multiple Scanning Modes

Auto allows for one click scanning with default settings for various items. **Document** will sharpen text in a document or magazine for better readability, and **Photo** is best suited for scanning photos.

►►► Note

- For details on the IJ Scan Utility Lite main screen, see IJ Scan Utility Lite Main Screen.

Save Scanned Images Automatically

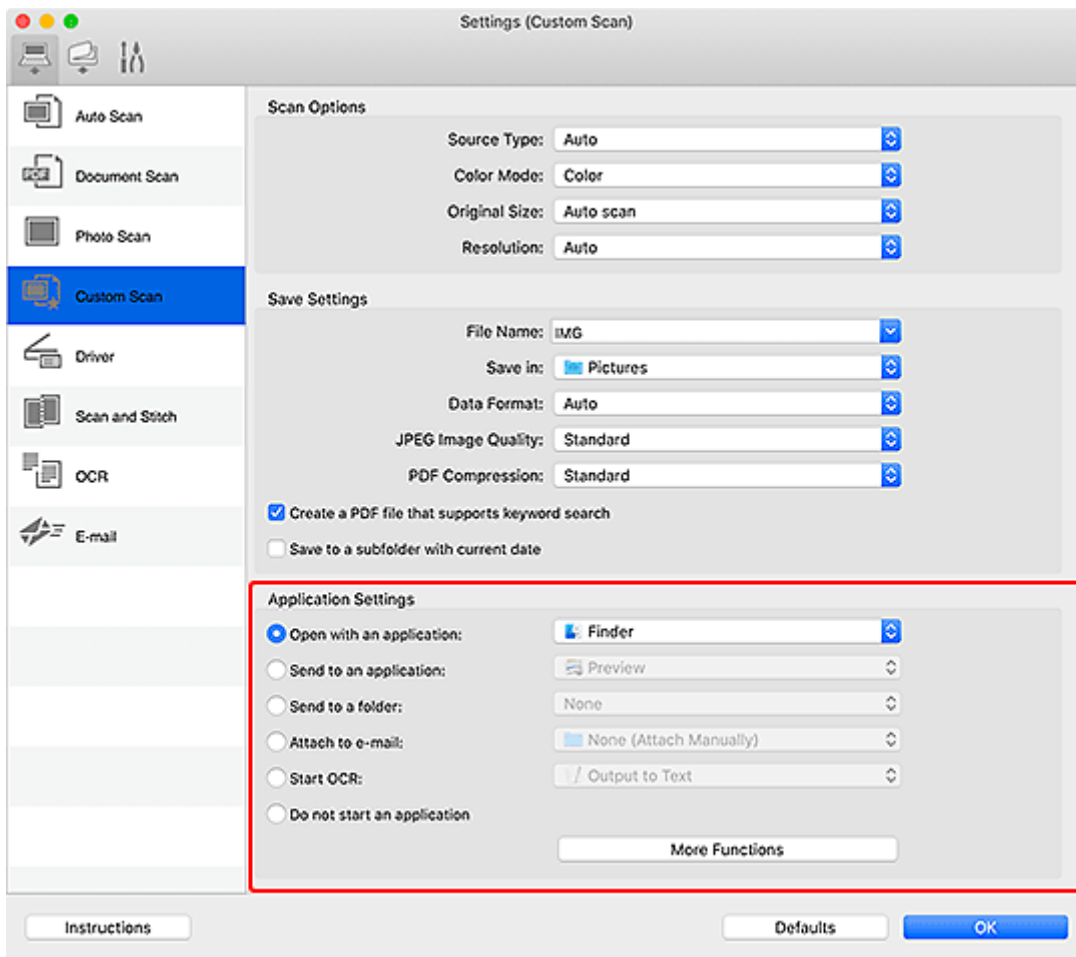
Scanned images are automatically saved to a preset folder. The folder can be changed as needed.

►►► Note

- The default save folder is the **Pictures** folder.
- For how to specify a folder, see Settings Dialog.

Application Integration

Scanned images can be sent to other applications. For example, display scanned images in your favorite graphics application, attach them to e-mails, or extract text from images.



»» Note

- To set the applications to integrate with, see Settings Dialog.

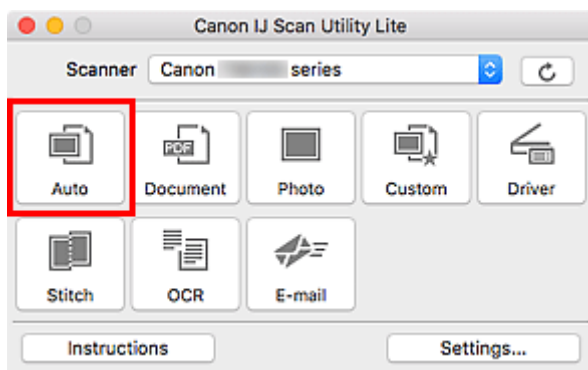
Scanning Easily (Auto Scan)

Auto Scan allows for automatic detection of the type of the item placed on the platen or ADF (Auto Document Feeder).

►►► Important

- This function is not supported depending on your model.
- The following types of items may not be scanned correctly. In that case, adjust the cropping frames (selection boxes; scan areas) in the screen displayed by clicking **Driver** in the IJ Scan Utility Lite main screen, and then scan again.
 - Photos with a whitish background
 - Items printed on white paper, hand-written text, business cards, and other unclear items
 - Thin items
 - Thick items
- When scanning two or more documents from the ADF, place documents of the same size.

1. Check that scanner or printer is turned on.
2. Place items on platen or ADF.
 - [Positioning Originals \(Scanning from Computer\)](#)
3. Start IJ Scan Utility Lite.
4. Click **Auto**.



Scanning starts.

►►► Note

- To cancel the scan, click **Cancel**.
- Use the **Settings (Auto Scan)** dialog to set where to save the scanned images and to make advanced scan settings.
- To scan a specific item type, see the following pages.
 - [Scanning Documents and Photos](#)
 - Scanning with Favorite Settings

Scanning Documents and Photos

Scan items placed on the platen with settings suitable for documents or photos.

Save documents in formats such as PDF and JPEG, and photos in formats such as JPEG and TIFF.

1. Place the item on the platen.

■ [Positioning Originals \(Scanning from Computer\)](#)

2. Start IJ Scan Utility Lite.

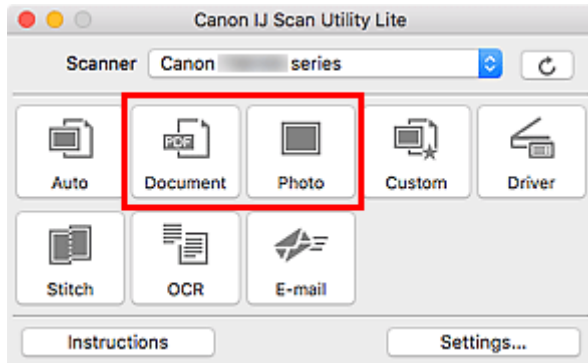
3. To specify the paper size, resolution, PDF settings, etc., click **Settings...**, and then set each item in the Settings dialog.

▶▶▶ Note

- Once settings are made in the Settings dialog, the same settings can be used for scanning from the next time.
- In the Settings dialog, specify image processing settings such as slant correction, set where to save the scanned images, and more, as needed.

When setting is completed, click **OK**.

4. Click **Document** or **Photo**.



Scanning starts.

▶▶▶ Note

- To cancel the scan, click **Cancel**.

Scanning Tips

- ▶ **Positioning Originals (Scanning from Computer)**

Positioning Originals (Scanning from Computer)

This section describes how to load originals on the platen or ADF (Auto Document Feeder) for scanning. If items are not placed correctly they may not be scanned correctly.

Important

- Be sure to observe the following when loading the original on the platen. Failure to observe the following may cause the scanner to malfunction or the platen glass to break.
 - Do not place any objects weighing 4.4 lb (2.0 kg) or more on the platen glass.
 - Do not put any pressure of 4.4 lb (2.0 kg) or more on the platen glass, such as pressing down the original.
- Close the document cover when scanning.
- Do not touch the operation panel buttons or LCD (Liquid Crystal Display) when opening/closing the document cover. May result in unintended operation.
- When using a personal scanner in the upright position, the item type may not be detected automatically. In that case, specify the item type in IJ Scan Utility and scan.

■ [Placing Items \(Platen\)](#)

■ [Placing Documents \(ADF \(Auto Document Feeder\)\)](#)



■ [Placing Items \(When Using Stand\)](#)

Placing Items (Platen)

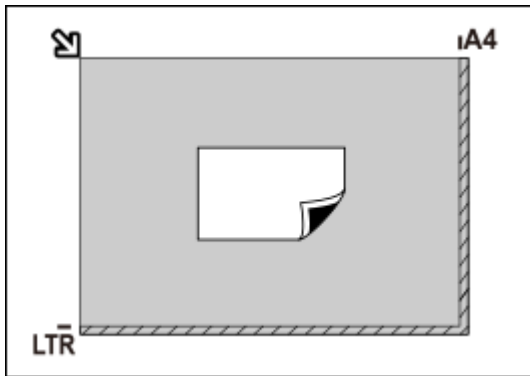
Place items as described below to scan by detecting the item type and size automatically.

Important

- Depending on your model, the function to scan by automatically detecting the item type and size does not appear.
- When scanning by specifying the paper size, align an upper corner of the item with the corner at the arrow (alignment mark) of the platen.
- Photos that have been cut to irregular shapes and items smaller than 1.2 inches (3 cm) square cannot be cropped accurately when scanning.
- Reflective disc labels may not be scanned as expected.
- If scanned by detecting the item type and size automatically, the response may differ. In that case, adjust the cropping frame (selection box) manually.

Photos, Postcards, Business Cards, and BD/DVD/CD	Magazines, Newspapers, and Documents
 <p>Single item:</p> <p>Place the item face-down on the platen, with 0.4 inch (1 cm) or more space between the edges (diagonally striped area)</p>	 <p>Place the item face-down on the platen and align an upper corner of the item with the corner at the arrow (alignment mark) of the platen. Portions placed on the diagonally striped area cannot be scanned.</p>

of the platen and the item. Portions placed on the diagonally striped area cannot be scanned.

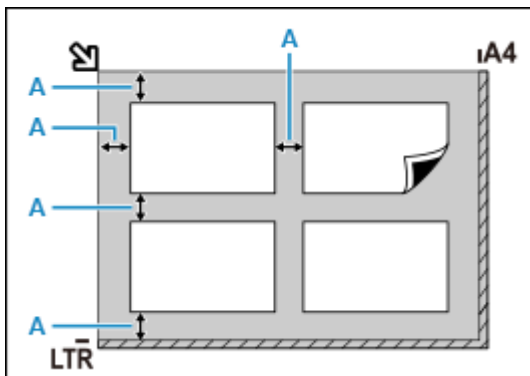


Important

- Large items (such as A4 size photos) that cannot be placed away from the edges/arrow (alignment mark) of the platen may be saved as PDF files. To save in a format other than PDF, scan by specifying the data format.

Multiple items:

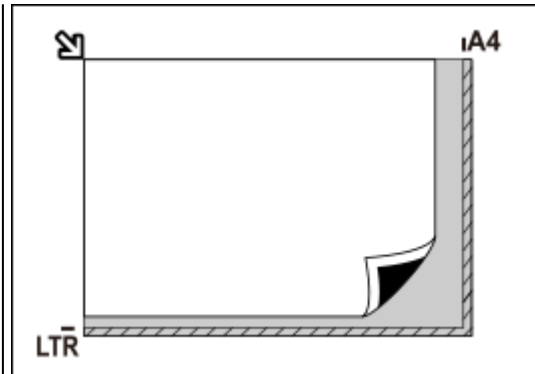
Allow 0.4 inch (1 cm) or more space between the edges (diagonally striped area) of the platen and items, and between items. Portions placed on the diagonally striped area cannot be scanned.



A : 0.4 inch (1 cm) or more

Note

- In IJ Scan Utility Lite, place up to 12 items.
- Positions of slanted items (10 degrees or less) are corrected automatically.



Important

• Inkjet All-In-One printer:

For the portions in which items cannot be scanned, click Home to return to the top page of the Online Manual for your model and search for "Loading Originals."

• Personal scanner:

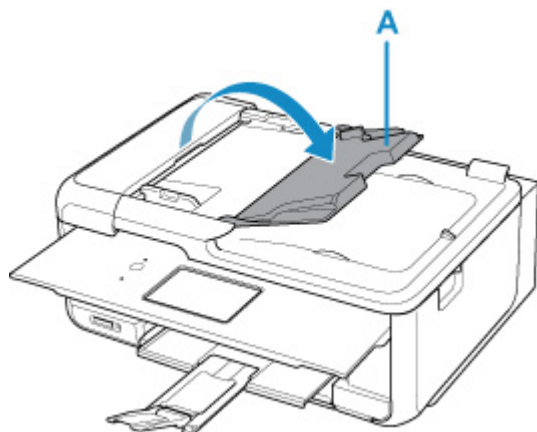
For the portions in which items cannot be scanned, click Home to return to the top page of the Online Manual for your model and search for "Items You Can Place & How to Place Items."

Placing Documents (ADF (Auto Document Feeder))

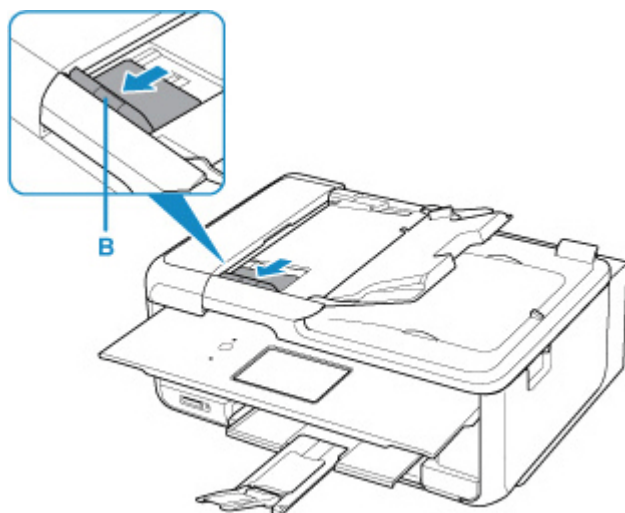
Important

- Place and align documents of the same size when scanning two or more documents.
- For supported document sizes when scanning from the ADF, click Home to return to the top page of the Online Manual for your model and search for "Supported Originals."

1. Make sure any original has been removed from platen.
2. Open document tray (A).



3. Slide the document guide (B) all the way out.

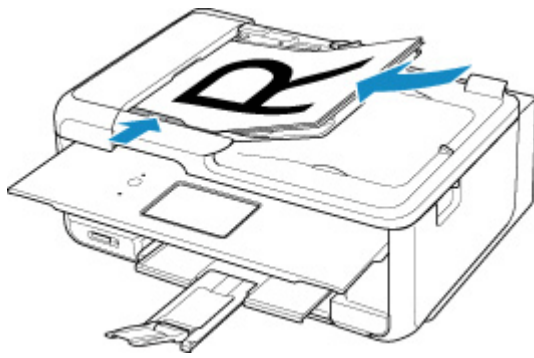


4. Load document with side to scan facing up in document tray.

Insert the document until it stops.

5. Adjust document guide to match width of document.

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



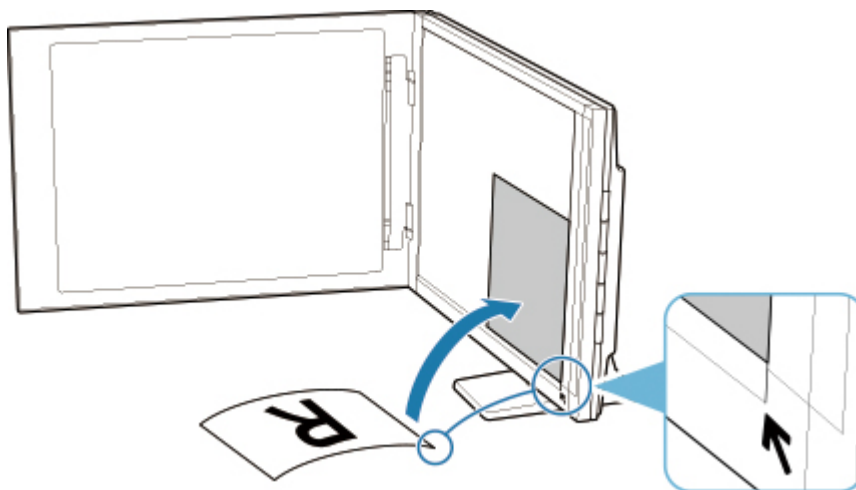
▶▶ Note

- When scanning duplex documents, place the front sides facing up. They will not be scanned correctly if placed the other way around.

Placing Items (When Using Stand)

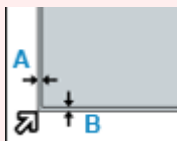
1. Place item on platen.

1. Open the document cover.
2. Place the item with the side to scan facing the platen, and then align it with the alignment mark.



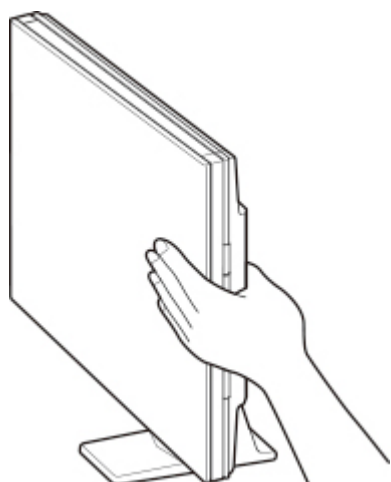
▶▶ Important

- If you open the document cover wide, the scanner may fall over.
- Portions placed over (A) (0.094 inch (2.4 mm) from the left edge of the platen) or (B) (0.106 inch (2.7 mm) from the front edge) cannot be scanned.



2. Gently close document cover.

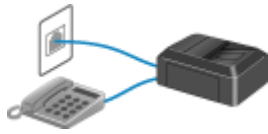
While scanning, hold the document cover gently with your hand to keep it closed.



►► Important

- Keep these points in mind when using the scanner in the upright position.
 - Do not subject the scanner to vibration during operation. The correct image results may not be obtained (for example, images may blur).
 - The item type may not be detected automatically. In that case, specify the item type in IJ Scan Utility and scan.

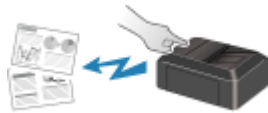
Faxing



Preparing for Faxing



Registering Recipients



Sending Faxes Using Operation Panel of Printer



Sending Faxes from Computer (Windows)



Sending Faxes from Computer (macOS)



Receiving Faxes



Other Useful Fax Functions

Preparing for Faxing

Connect the printer to the telephone line and set up the printer before using the faxing functions. Then specify the basic setting such as sender information, date/time, and daylight saving time.

▶▶▶ Important

- If the Power Disconnects:

If there is a power failure or if you accidentally unplug the power cord, the date/time settings will be reset.

- The settings for user information and directory will be retained.
- All faxes stored in the printer's memory, such as unsent and received faxes, will be lost.

If the power disconnects, the following will apply:

- You will not be able to send or receive faxes, make copies, or scan originals.
- When you are connecting the telephone, whether or not you can use it depends upon your telephone line or telephone.

Setting Up Printer

The printer must be set up depending on your telephone line and use of the faxing function.

All Setup



FAX Setup Guide

Individual Setup

|| Step1 [Connecting Telephone Line](#)

|| Step2 [Setting Telephone Line Type](#)

|| Step3 [Setting Receive Mode](#)

|| Step4 [Setting Sender Information](#)

▶▶▶ Note

- You can set the fax setting according to the instruction on the touch screen.

- [Easy setup](#)

If you set up according to the instruction on the touch screen, the receive mode is set to **TEL priority mode** or **FAX only mode**. To receive faxes with **DRPD** or **Network switch**, change the receive mode.

- [Setting Receive Mode](#)

Connecting Telephone Line

The connection method differs depending on your telephone line.

- If you connect the printer to wall telephone line directly/If you connect the printer with the xDSL splitter:
 - [Basic Connection \(Connecting with General Telephone line\)](#)
- If you connect the printer to another line such as an xDSL:
 - [Connecting Various Lines](#)

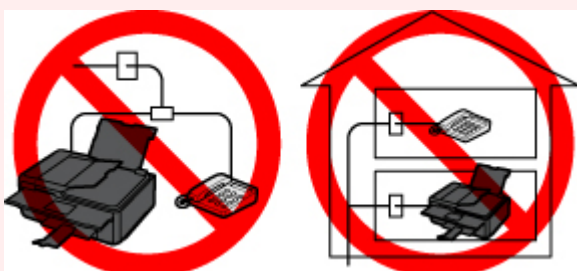
If the connection is incorrect, the printer cannot send/receive faxes. Connect the printer correctly.

▶▶▶ Important

- Do not connect fax devices and/or telephones in parallel (US and Canada only).

If two or more fax devices and/or telephones are connected in parallel, the following problems may occur and the printer may not operate properly.

- If you pick up the handset of the telephone that is connected in parallel during fax transmission or reception, the fax image may be corrupted or a communication error may occur.
- Such services as Caller ID, etc. may not operate properly on the telephone.



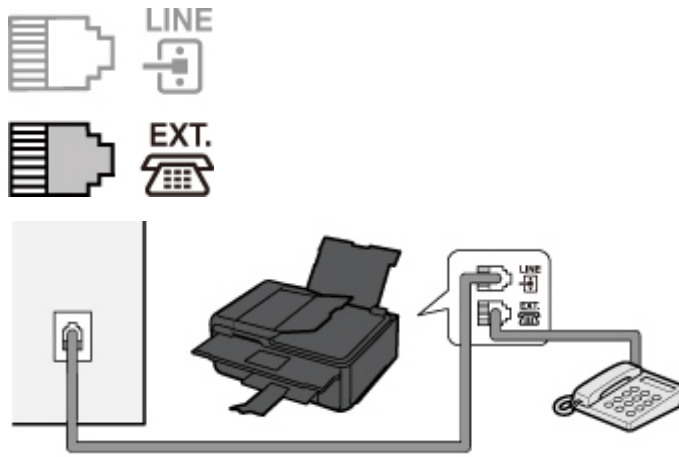
If you cannot avoid parallel connections, set the receive mode to **TEL priority mode**, understanding that the above problems may occur. You will only be able to receive faxes manually.

Basic Connection (Connecting with General Telephone line)

Make sure that the printer is turned off, connect one end of supplied telephone line cable to the telephone line jack near the "LINE" mark of the printer, then connect the other end to the telephone line jack on the wall or to the telephone line jack of the xDSL splitter.



When you connect the telephone to the printer, make sure that the printer is turned off, connect one end of the modular cable to the external device jack near the "EXT." mark of the printer, then connect the other end to the telephone line jack of the telephone.



►► Important

- Be sure to connect the telephone line before the printer is turned on.
If you connect the telephone line when the printer is turned on, turn the printer off and unplug the power cord. Wait for 1 minute then connect the telephone line and power plug.

►► Note

- Refer to [Rear View](#) for the position of the telephone line jack and the external device jack.
- Before connecting a telephone or answering machine, remove the Telephone connector cap.
- **For users in the UK:**
If the connector of the external device cannot be connected to the jack on the printer, you will need to purchase a B.T. adapter to connect as follows:
Attach the B.T. adapter to the modular cable connecting the external device, then connect the B.T. adapter to the external device jack.

Connecting Various Lines

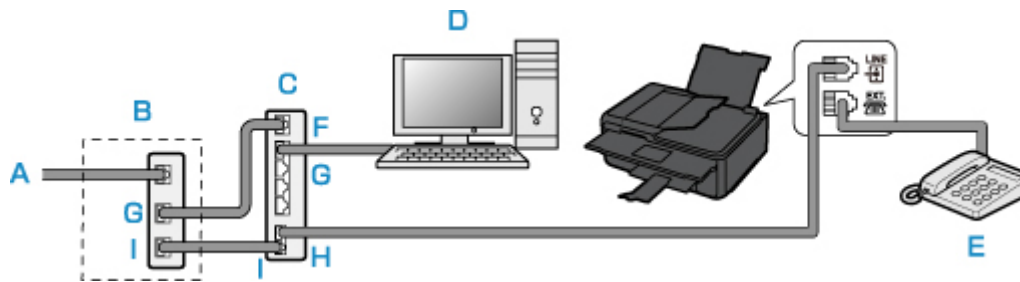
This section introduces how to connect various lines.

These are examples and could not be guaranteed to suit every connecting condition. For details, refer to the instruction manual supplied with the network device (control devices such as an xDSL (Digital Subscriber Line) modem or terminal adapter) you are connecting to this printer.

►► Note

- xDSL is the generic term for the high speed digital communication technology with telephone line such as ADSL/HDSL/SDSL/VDSL.

• **Connecting to an Internet Telephone**



- A: Digital Subscriber Line
- B: xDSL modem (splitter may not be built-in to the modem)
- C: Broadband router compatible with Internet Telephone
- D: Computer
- E: Telephone or answering machine
- F: WAN (Wide Area Network) port
- G: LAN (Local Area Network) port
- H: TEL port
- I: LINE port

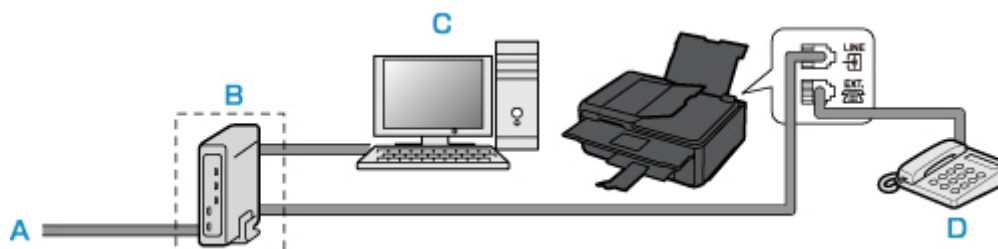
* Port configurations and names may vary depending on the product.

►►► **Note**

- When connecting to the xDSL line, select the same line type as you are subscribing to in **Telephone line type**.

■ [Setting Telephone Line Type](#)

• **Connecting to an xDSL**



- A: Analog Subscriber Line
- B: xDSL modem (splitter may not be built-in to the modem)
- C: Computer
- D: Telephone or answering machine

►►► **Important**

- When the splitter is not built-in to the xDSL modem, do not branch the telephone line before the splitter (wall side). And also, do not connect splitters in parallel. The printer may not be able to operate properly.

►►► **Note**

- When connecting to the xDSL line, select the same line type as you are subscribing to in **Telephone line type**.

■ [Setting Telephone Line Type](#)

- **Connecting to an ISDN Line**

For details on ISDN (Integrated Service Digital Network) connection and settings, refer to the manuals supplied with your terminal adapter or dial-up router.

Setting Telephone Line Type

Before using your printer, make sure you set the correct telephone line type for your telephone line. If you are unsure of your telephone line type, contact your telephone company. For xDSL or ISDN connections, contact the telephone company or service provider to confirm your line type.

Important

- **For users in China:**

After plugging the power cord and turning on the printer, the telephone line type is selected automatically. However, if the printer is connected to the control device such as an xDSL modem or terminal adapter, the telephone line type may not be selected correctly.

In this case, set the line type manually.

For details on how to set the Telephone line type manually in China:

- [Setting the Telephone Line Type Manually in China](#)

Note

- **Telephone line type** will not appear in countries or regions where **Rotary pulse** is not supported.
- You can print USER'S DATA LIST to check the current setting.

- [Summary of Reports and Lists](#)

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

2. Select  **Setup** on the HOME screen.

- [Using Touch Screen](#)

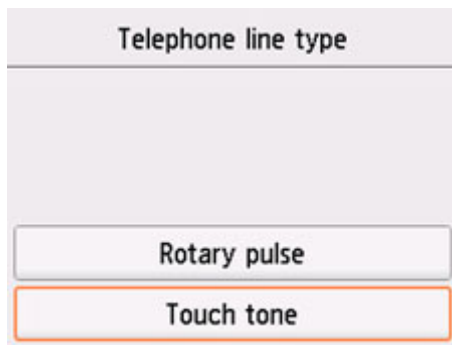
3. Select  **Device settings**.

4. Select **FAX settings**.

5. Select **FAX user settings**.

6. Select **Telephone line type**.

7. Select a telephone line type.



Rotary pulse

Select when your telephone line type is pulse dialing.

Touch tone

Select when your telephone line type is tone dialing.

Setting the Telephone Line Type Manually in China

This section describes the procedure to set the telephone line type manually in China.

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

2. Select  **Setup** on the HOME screen.

■ [Using Touch Screen](#)

3. Select  **Device settings**.

4. Select **FAX settings**.

5. Select **FAX user settings**.

6. Select **Telephone line auto selection**.

The current telephone line type is displayed.

7. Check current telephone line type, and then select **OK**.

▶▶▶ Note

- If you do not need to change the telephone line type, press the **HOME** button to return to the HOME screen.

8. Select **OFF**.

9. Select a telephone line type.

Telephone line type
<input type="radio"/> Rotary pulse
<input checked="" type="radio"/> Touch tone

Rotary pulse

Select when your telephone line type is pulse dialing.

Touch tone

Select when your telephone line type is tone dialing.

Setting Receive Mode

Set the receiving operation (receiving mode).

For details on how to set the receive mode:

- [Setting Receive Mode](#)

You can select the appropriate mode.

For details on the selectable receive mode:

- [About Receive Mode](#)

For details on the advanced settings of the receive mode:

- [Advanced Settings of Receive Mode](#)

▶▶▶ Note

- The receiving operation procedure varies depending on the selected receive mode.

For details on receiving method depending on each receive mode:

- [Receiving Faxes](#)

- If you want to use a single telephone line for faxes and voice calls, you need to connect a telephone or an answering machine to the external device jack of this printer.

For details on how to connect the telephone or the answering machine to the printer:

- [Basic Connection \(Connecting with General Telephone line\)](#)

Setting Receive Mode

This section describes the procedure to select the receive mode.

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



2. Select **FAX** on the HOME screen.

- [Using Touch Screen](#)

3. Select **Function list**.

The **Function list** screen is displayed.

4. Select **Receive mode settings**.

5. Select a receive mode, and then select **OK**.

▶▶▶ Note

- By selecting **Advanced**, you can specify the advanced settings of each receive mode.

For details on the advanced settings of the receive mode:

■ [Advanced Settings of Receive Mode](#)

- For details on the receive mode:

■ [About Receive Mode](#)

- **DRPD** is available only in the US and Canada.
- **Network switch** may not be available depending on the country or region of purchase.
- Refer to [Receiving Faxes](#) for information on receiving faxes or the procedure for each receive mode.

About Receive Mode

You can select the receive mode suitable for your fax use conditions: whether you use a dedicated line for fax, etc.

• **TEL priority mode**

Select when mainly receiving voice calls (with a telephone or answering machine connected to the printer).

Receiving operation:

1. When a call incomes, the telephone will ring.
2. Pick up the handset.

If the call is a voice call, talk on the telephone.

If the call is a fax, hang up the handset after the printer starts receiving the fax.

▶▶▶ **Note**

- The telephone may not ring when a call incomes even if it is connected to the printer, depending on the type or settings of the telephone.

• **DRPD or Network switch**

Select when receiving voice calls (with a telephone or answering machine connected to the printer) and subscribing to a ring pattern detection service provided by your telephone company.

Receiving operation:

1. When a call incomes, the telephone will ring.
2. The printer detects a fax call by the fax ring pattern.

If the call is a fax, the printer will receive the fax automatically.

If the printer does not detect the fax ring pattern, the telephone will continue ringing.

▶▶▶ **Note**

- The telephone may not ring when a call incomes even if it is connected to the printers, depending on the type or settings of the telephone.

• **FAX only mode**

Select when not receiving voice calls.

Receiving operation:

1. When a fax incomes, the printer will receive the fax automatically.

Advanced Settings of Receive Mode

You can specify the advanced settings of each receive mode.

- **Advanced setting in TEL priority mode**

You can specify the following setting items.

- **Manual/auto switch: ON/Manual/auto switch: OFF**

If you select **Manual/auto switch: ON**, the printer automatically receives faxes after the external device rang a specified length of time.

You can specify the length of time until automatic reception is started.

- **RX start time**

You can specify the length of time until automatic reception is started when **Manual/auto switch: ON** is selected. Specify the length of time and select **OK**.

- **User-friendly RX: ON/User-friendly RX: OFF**

If you select **User-friendly RX: ON**, the printer automatically switches from telephone calling to fax reception by detecting the fax signal (CNG signal) when you lift the handset of the telephone or the answering device answers. When you have an answering device connected to the printer, select **User-friendly RX: ON** to switch to fax reception automatically after the answering device answers.

If you select **User-friendly RX: OFF**, the printer does not switch from telephone calling to fax reception automatically even if the printer detects the fax signal (CNG signal). Select **User-friendly RX: OFF** if you want the printer not to switch automatically during a call.

▶▶ Note

- If you subscribe to Duplex Ringing service in Hong Kong, the number of times the external device rings specified with **Ring count** in **FAX only mode** is available in **TEL priority mode**.

If you want to specify the number of times the external device rings in **TEL priority mode**, select **FAX only mode** on the **Receive mode settings** screen, specify the number of times the external device rings with **Ring count**, and then switch to **TEL priority mode** in **Receive mode settings**.

- If you subscribe to Duplex Ringing service in Hong Kong, we recommend that you select **Manual/auto switch: OFF**.

- **Advanced setting in FAX only mode**

You can specify the following setting item.

- **Ring count**

You can specify the number of times the external device rings when incoming.

Specify the number of time and select **OK**.

- **Advanced setting in DRPD**

You can specify the following setting items.

- Ring pattern (**Normal ring/Double ring/Short-short-long/Short-long-short**)

Sets the distinctive ring pattern of a call that the printer assumes is a fax call.

If you subscribe to a DRPD service, set the ring pattern to match the pattern assigned by your telephone company.

■ [Setting DRPD Ring Pattern \(US and Canada only\)](#)

- **Ring count**

You can specify the number of times the external device rings when incoming.

Specify the number of time and select **OK**.

- **Advanced setting in Network switch**

You can specify the following setting item.

- **Ring count**

You can specify the number of times the external device rings when incoming.

Specify the number of time and select **OK**.

Setting the DRPD Ring Pattern (US and Canada only)

If you have subscribed to a Distinctive Ring Pattern Detection (DRPD) service provided by your telephone company, your telephone company will assign two or more telephone numbers with distinctive ring patterns to your single telephone line, allowing you to have different numbers for fax calls and voice calls using only one telephone line. Your printer will automatically monitor the ring pattern, and will automatically receive the fax if the ring pattern is a fax call.

To use DRPD, follow the procedure below to set the fax ring pattern that matches the pattern assigned by your telephone company.

▶▶▶ Note

- Contact your local telephone company for detailed information on this service.

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



2. Select **FAX** on the HOME screen.

■ [Using Touch Screen](#)

3. Select **Function list**.

The **Function list** screen is displayed.

4. Select **Receive mode settings**.

5. Select **DRPD**.

6. Select **Advanced**.

7. Select ring pattern that your telephone company assigned to your fax number.



8. Specify number of time and select **OK**.

9. Select **OK**.

The **Function list** screen is displayed.

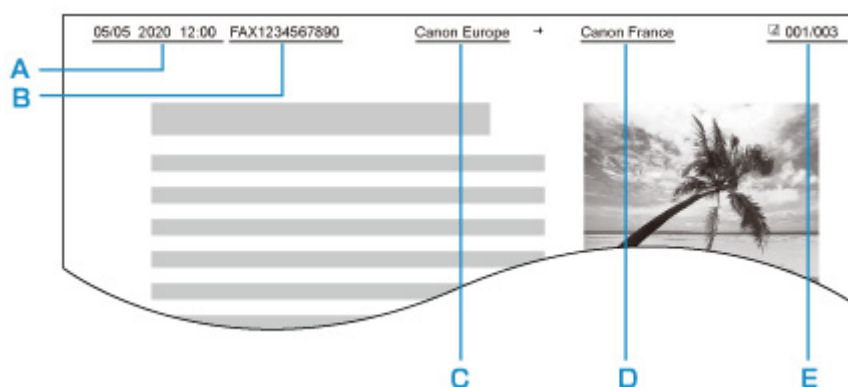
Setting Sender Information

You can set the sender information such as date/time, unit name, and unit fax/telephone number.

- [About Sender Information](#)
- [Setting Date and Time](#)
- [Setting Daylight Saving Time \(Summer Time\)](#)
- [Registering User Information](#)

About Sender Information

If the unit name and unit fax/telephone number are registered, they are printed with date and time as sender information on the recipient's fax.



A: Date and time of transmission

B: Unit fax/telephone number

C: Unit name

D: The registered recipient's name is printed when sending faxes.

E: Page number

►►► Note

- You can print USER'S DATA LIST to confirm the sender information you have registered.
 - [Summary of Reports and Lists](#)
- When sending faxes in black & white, you can select whether to print the sender information inside or outside the image area.

Specify the setting on **TTI position** in **Advanced FAX settings** under **FAX settings**.

- [Advanced FAX settings](#)

- You can select the date print format from three formats: **YYYY/MM/DD**, **MM/DD/YYYY**, and **DD/MM/YYYY**.

Select the date print format on **Date display format** under **Other printer settings**.

- [Other printer settings](#)

Setting Date and Time

This section describes the procedure to set the date and time.

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

2. Select  **Setup** on the HOME screen.

■ [Using Touch Screen](#)

3. Select  **Device settings**.

4. Select **Other printer settings**.

5. Select **Date/time settings**.

6. Set date.

1. Select a setting item to change.



2. Select number to enter.



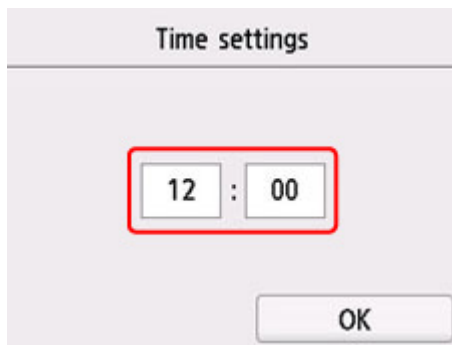
Enter only the last two digits of the year.

3. Select **OK**.

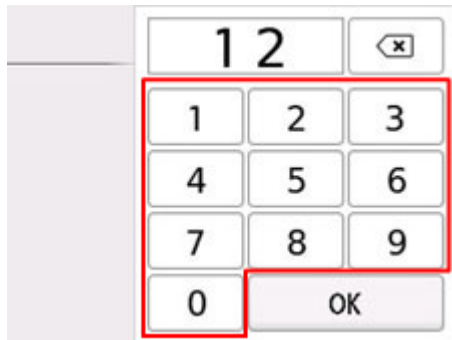
4. Select **OK** again when all settings are completed.

7. Set time.

1. Select a setting item to change.



2. Select number to enter.



Enter the date and time in 24-hour format.

3. Select **OK**.
4. Select **OK** again when all settings are completed.

Setting Daylight Saving Time (Summer Time)

Some countries adopt the daylight saving time (summer time) system that shifts the clock time forward at certain periods of the year.

You can set your printer to automatically change the time by registering the date and time that daylight saving time (summer time) begins and ends.

►► Important

- Not all the latest information of all countries or regions is applied for **Daylight saving time setting** by default. You need to change the default setting according to the latest information of your country or region.

►► Note

- This setting may not be available depending on the country or region of purchase.

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

2. Select  **Setup** on the HOME screen.

■ [Using Touch Screen](#)

3. Select  **Device settings**.

4. Select **Other printer settings**.

5. Select **Daylight saving time setting**.

6. Select **ON**.

To disable summer time, select **OFF**.

7. Set date and time when summer time starts.

1. Set date when summer time starts.

Select a setting item to change, and then specify the setting. Select **OK** again when all settings are completed.

Start date/time	
Month	March
Week	Last week
DOW	Sunday
<input type="button" value="OK"/>	

2. Set time (in 24-hour format) when summer time starts.

Select a setting item to change, and then specify the setting. Select **OK** again when all settings are completed.

Start date/time	
Set shift time	
<input type="text" value="06"/>	: <input type="text" value="00"/>
<input type="button" value="OK"/>	

8. Set date and time when summer time ends.

1. Set date when summer time ends.

Select a setting item to change, and then specify the setting. Select **OK** again when all settings are completed.

End date/time	
Month	October
Week	Last week
DOW	Sunday
OK	

2. Set time (in 24-hour format) when summer time ends.

Select a setting item to change, and then specify the setting. Select **OK** again when all settings are completed.

End date/time	
Set shift time	
07	: 00
OK	

9. Press **HOME** button to return to HOME screen.

Registering User Information

This section describes the procedure to register the user information.

▶▶▶ Note

- Before sending a fax, be sure to enter your name and fax/telephone number in **Unit name** and **Unit TEL** on the **User information settings** screen (for US only).

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

2. Select  **Setup** on the HOME screen.

■ [Using Touch Screen](#)

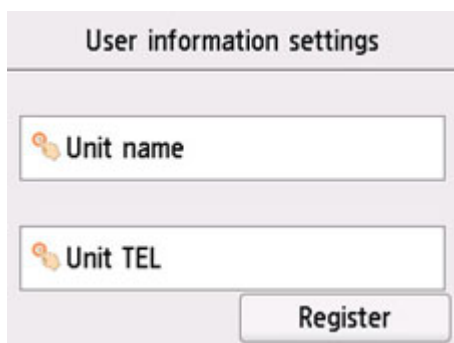
3. Select  **Device settings**.

4. Select **FAX settings**.

5. Select **FAX user settings**.

6. Select **User information settings**.

The screen to register the unit name and the unit fax/telephone number is displayed.



User information settings

Unit name

Unit TEL

Register

7. Enter unit name.

1. Select entry field under **Unit name**.

The screen to enter the character is displayed.

2. Enter unit name.



Canon Europe

q w e r t y u i o p

a s d f g h j k l

↑ z x c v b n m <x>

A 1@ _ OK

3. Select **OK**.

▶▶▶ Note

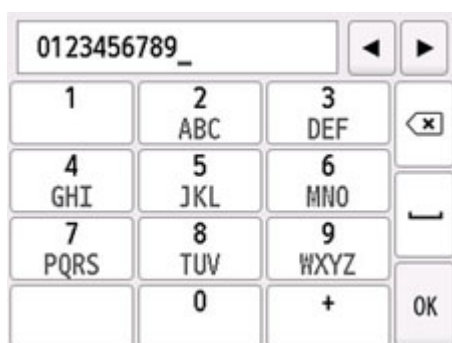
- You can enter the name up to 24 characters, including spaces.

8. Enter unit fax/telephone number.

1. Select entry field under **Unit TEL**.

The screen to enter the number is displayed.

2. Enter unit fax/telephone number.



0123456789_

1 2 3

4 5 6

7 8 9

0 + OK

3. Select **OK**.

»» Note

- You can enter the fax/telephone number up to 20 digits, including spaces.

9. Select **Register** to finalize registration.

Registering Recipients

- ▶ **Registering Recipients Using Operation Panel of Printer**
- ▶ **Registering Recipients Using Speed Dial Utility2 (Windows)**
- ▶ **Registering Recipients Using Speed Dial Utility2 (macOS)**

Registering Recipients Using Operation Panel of Printer

Registering recipients in the printer's directory in advance allows you to dial fax/telephone numbers simply.

The following methods to register are available:

- Recipient registration

Registering the recipient's fax/telephone number and name allows you to send a fax by selecting a registered recipient in the printer directory.

- [Registering Fax/Telephone Number of Recipients](#)

- Group dial registration

You can combine two or more recipients registered in advance into a group. You can send the same document to all the registered recipients in the group.

- [Registering Recipients in Group Dial](#)

You can register up to 100 recipients in total of individual recipients and group dials.

▶▶▶ Note

- To change the registered information of the recipient or the group dial, see [Changing Registered Information](#).
- To delete the registered information of the recipient or the group dial, see [Deleting Registered Information](#).
- To print a list of the recipient's fax/telephone numbers and names registered, see [Printing List of Registered Destinations](#).
- You can register, change, or delete the registered information of the recipient or the group dial using Speed Dial Utility on the computer.
 - For Windows:
 - [Registering Recipients Using Speed Dial Utility2 \(Windows\)](#)
 - For macOS:
 - [Registering Recipients Using Speed Dial Utility2 \(macOS\)](#)

Registering Fax/Telephone Number of Recipients

Before you can use the printer's directory, you need to register the recipients' fax/telephone numbers. Follow the procedure below to register the recipients' fax/telephone numbers.

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



2. Select **FAX** on the HOME screen.

■ [Using Touch Screen](#)

The Fax standby screen is displayed.

3. Select **Function list**.

The **Function list** screen is displayed.

4. Select **TEL number registration**.

5. Select **Directory registration**.


The screen to select an ID number is displayed.

Directory (by ID)	
00	-----
01	-----
02	-----
..	-----

▼

🔍 New entry

▶▶▶ Note

- If you already registered the recipients, the recipients' name is displayed next to the ID number. If you already registered the group dial, the  icon and the group name are displayed next to the ID number.

6. Select an unregistered ID number.

▶▶▶ Note

- If you already registered the recipients and they are displayed by name, select **Switch view**. The registered recipients are displayed by ID number.
- If you select **New entry**, an unregistered ID number will be selected in numerical order.

7. Select **Add recipient**.

8. Select a registration method.

9. Register recipients' fax/telephone number.

Register the recipients' fax/telephone number depending on the registration method selected.

- **By entering the number**

The screen to register the recipient's fax/telephone number and name is displayed. Go to next step.

The screenshot shows a registration screen titled "Directory 00". It contains two input fields. The first field is labeled "Name" and has a small orange icon with a plus sign to its left. The second field is labeled "TEL no." and also has a small orange icon with a plus sign to its left. The background is a light grey color.

- **From outgoing call log**

When you select this registration method, the screen to select the fax/telephone number from the outgoing call logs is displayed.

The screenshot shows a selection screen titled "From outgoing call log". It lists four phone numbers: 0567891234, 0678912345, 0789123456, and 0891234567. A small grey circle with a white checkmark is located at the bottom right of the list, indicating that the last number is selected.

Selecting a fax/telephone number from the outgoing call logs, the screen to register the recipient's fax/telephone number and name is displayed. Go to next step.

- **From incoming call log**

When you select this registration method, the screen to select the fax/telephone number or the name from the incoming call logs is displayed.

The screenshot shows a selection screen titled "From incoming call log". It lists three items: the phone number 0567891234, the phone number 0678912345, and the name "D. V. Micheal". Each item is separated by a horizontal line.

Select a fax/telephone number or name from the incoming call logs, the screen to register the recipient's fax/telephone number and name is displayed. Go to next step.

»» Note

- This registration method may not be available depending on the country or region of purchase.

10. Enter recipient's name.

If you select **From incoming call log** as a registration method, the recipient's name may be already entered. If you do not change the name, go to next step.

1. Select entry field of name.

The screen to enter the character is displayed.

2. Enter recipient's name.



3. Select **OK**.

»» Note

- You can enter the name up to 16 characters, including spaces.

11. Enter recipient's fax/telephone number.

If you select a fax/telephone number on **From outgoing call log** or **From incoming call log**, the fax/telephone number is already entered. If you do not change the fax/telephone number, go to next step.

1. Select entry field of fax/telephone numbers.

The screen to enter the number is displayed.

2. Enter recipient's fax/telephone number.



3. Select **OK**.

»» Note

- You can enter the fax/telephone number up to 60 digits (40 digits for the US, Canada, Korea and some regions of Latin America), including spaces.

- When **Telephone line type** in **FAX user settings** under **FAX settings** is set to **Rotary pulse**, you can enter a tone ("T") by selecting the Tone key.

12. Select **Register** to finalize registration.

»» Note

- To register another recipient's number and name, select an unregistered ID number and operate in the same procedure.
- You can check the recipient's numbers and names you have registered by printing RECIPIENT TELEPHONE NUMBER LIST.

■ [Printing List of Registered Destinations](#)

Registering Recipients in Group Dial

If you register two or more registered recipients to a group dial, you can send the same document successively to all recipients registered to the group dial.

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



2. Select **FAX** on the HOME screen.

■ [Using Touch Screen](#)

The Fax standby screen is displayed.

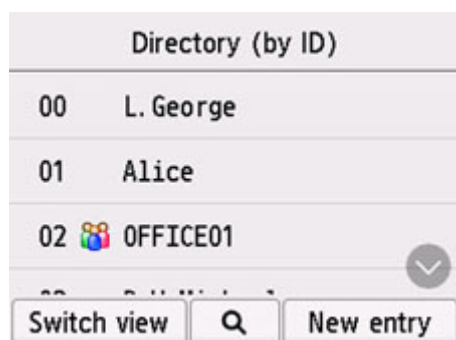
3. Select **Function list**.

The **Function list** screen is displayed.


4. Select **TEL number registration**.

5. Select **Directory registration**.

The screen to select an ID number is displayed.



▶▶▶ Note

- If you already registered the recipients, the recipients' name is displayed next to the ID number. If you already registered the group dial, the  icon and the group name are displayed next to the ID number.

6. Select an unregistered ID number.

▶▶▶ Note

- If you already registered the recipients and they are displayed by name, select **Switch view**. The registered recipients are displayed by ID number.
- If you select **New entry**, an unregistered ID number will be selected in numerical order.

7. Select **Group dial registration**.

The screen to register the group name and the member of the group is displayed.



8. Enter group name.

1. Select entry field of group name.

The screen to enter the character is displayed.

2. Enter group name.



3. Select **OK**.

»»» **Note**


- You can enter the name up to 16 characters, including spaces.

9. Register registered recipient as a member of group dial.

1. Select **Add member**.

The printer's directory is displayed.

Display by name



Display by ID number



A: Select to switch the display by name and by ID number.

B: Select to display the screen to select an initial. You can search the registered recipient by initial.



By selecting the initial, the registered recipients are displayed in alphabetical order from the selected character.

C: Select to display the screen to select an ID number of the registered recipient. You can search the registered recipient by ID number.



By enter the ID number and selecting **OK**, the registered recipients are displayed in order from the recipient of the ID number selected.

D: The recipients that can be registered are displayed.

2. Select a recipient to register as group member.

The member to register is displayed on the list.

Friend 1	
001	00 L. George
<input type="button" value="Add member"/> <input type="button" value="Complete"/>	

»»» **Note**

- To delete the recipient from the group dial, select a recipient that you want to delete from the list. After the confirmation screen is displayed, select **Yes** to delete the recipient from the group dial.

3. To add another member, select **Add member** again.

The printer's directory is displayed.

4. Select a recipient to register as group member.

The member to register is displayed on the list.

Friend 1	
001	00 L. George
002	03 D. V. Michael
<input type="button" value="Add member"/> <input type="button" value="Complete"/>	

Repeat the procedure to register another member to the same group dial.

10. Select **Complete** to finalize registration.

»»» **Note**

- To register another group, select an unregistered ID number and operate in the same procedure.
- You can check the recipients you have registered to the group dial by printing GROUP DIAL TELEPHONE NO. LIST.

■ [Printing List of Registered Destinations](#)

Changing Registered Information

To change information registered for recipient and group dial, follow the procedure below.

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



2. Select **FAX** on the HOME screen.

■ [Using Touch Screen](#)

The Fax standby screen is displayed.

3. Select **Function list**.

The **Function list** screen is displayed.

4. Select **TEL number registration**.

5. Select **Directory registration**.

6. Select a recipient or a group dial to change.

7. Change registered information.

- To change an individual recipient:

1. Select **Edit recipient**.

The registered information screen of the selected recipient is displayed.

2. Select entry field of name or entry field of fax/telephone numbers.

The each edit screen is displayed.

3. Change name or fax/telephone numbers.

4. Select **OK**.

The touch screen returns to the registered information screen.

5. Select **Register**.

- To change a group dial:

1. Select **Edit group dial**.

The registered information screen of the group dial is displayed.

2. To change group name, select entry field of name.

When edit screen of group name is displayed, change the group name, and then select **OK**.

3. To add member, select **Add member**.

When the printer's directory is displayed, select the recipient you want to add.

4. To delete member, select recipient on list.

When the confirmation screen is displayed, select **Yes** to delete the recipient from the group dial.

5. Select **Complete** to finalize changing.

Deleting Registered Information

To delete information registered for recipient and group dial, follow the procedure below.

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



2. Select **FAX** on the HOME screen.

■ ■ [Using Touch Screen](#)

The Fax standby screen is displayed.

3. Select **Function list**.

The **Function list** screen is displayed.

4. Select **TEL number registration**.

5. Select **Directory registration**.

6. Select a recipient or a group dial to delete.

7. Delete registered information.

- To delete an individual recipient:
 1. Select **Delete recipient**.
 2. When confirmation screen is displayed, select **Yes** to delete.
- To delete a group dial:
 1. Select **Delete group dial**.
 2. When confirmation screen is displayed, select **Yes** to delete.

Printing List of Registered Destinations

You can print a list of the fax/telephone numbers and can keep it near the printer to refer to when dialing.

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

2. [Load paper.](#)

3. Select  **FAX** on the HOME screen.

■ [Using Touch Screen](#)

The Fax standby screen is displayed.

4. Select **Function list**.

The **Function list** screen is displayed.

5. Select **Print reports/lists**.

6. Select **Directory list**.

7. Select an item to print.

- If you selected **Recipient**:

The confirmation screen asking if you print the list alphabetically by name is displayed.

If you select **Yes**: Prints RECIPIENT TELEPHONE NUMBER LIST in alphabetical order.

If you select **No**: Prints RECIPIENT TELEPHONE NUMBER LIST in the order of the ID number.

- If you selected **Group dial**:

The printing confirmation screen is displayed. Select **Yes** to print GROUP DIAL TELEPHONE NO. LIST.

Registering Recipients Using Speed Dial Utility2 (macOS)

About Speed Dial Utility2

Speed Dial Utility2 is a utility for forwarding the telephone directory registered on the printer to a computer and registering/changing it on the computer. In addition, you can register the telephone directory edited on the computer to the printer. You can also save them on the computer as a backup.

For safety reasons, it is recommended that you backup the registered data on the computer using Speed Dial Utility2.

- [Starting Up Speed Dial Utility2](#)
- [Speed Dial Utility2 Dialog](#)
- [Saving Registered Telephone Directory on Printer to Your Computer](#)
- [Registering a Fax/telephone Number Using Speed Dial Utility2](#)
- [Changing a Fax/telephone Number Using Speed Dial Utility2](#)
- [Deleting a Fax/telephone Number Using Speed Dial Utility2](#)
- [Changing Sender Information Using Speed Dial Utility2](#)
- [Registering/Changing Rejected Number Using Speed Dial Utility2](#)
- [Registering Telephone Directory Has been Saved on Your Computer to Printer](#)

Starting Up Speed Dial Utility2

»» Important

- Before starting up Speed Dial Utility2, make sure that the printer is connected to the computer correctly.
- Do not plug in or unplug any cables while the printer is in operation, or when the computer is in sleep or standby mode.
- If your printer is compatible with LAN connection, make sure that the printer is connected to the computer with LAN connection to use Speed Dial Utility2 via LAN connection.
- The password entry screen may appear during startup or operation. If it appears, enter the administrator password, and then click **OK**. If you do not know the administrator password, contact the administrator of the printer.

Follow the procedure below to start up Speed Dial Utility2.

1. Select **Applications** on **Go** menu of Finder.
2. Double-click **Canon Utilities** folder.
3. Double-click **Speed Dial Utility2** folder.
4. Double-click **Speed Dial Utility2**.

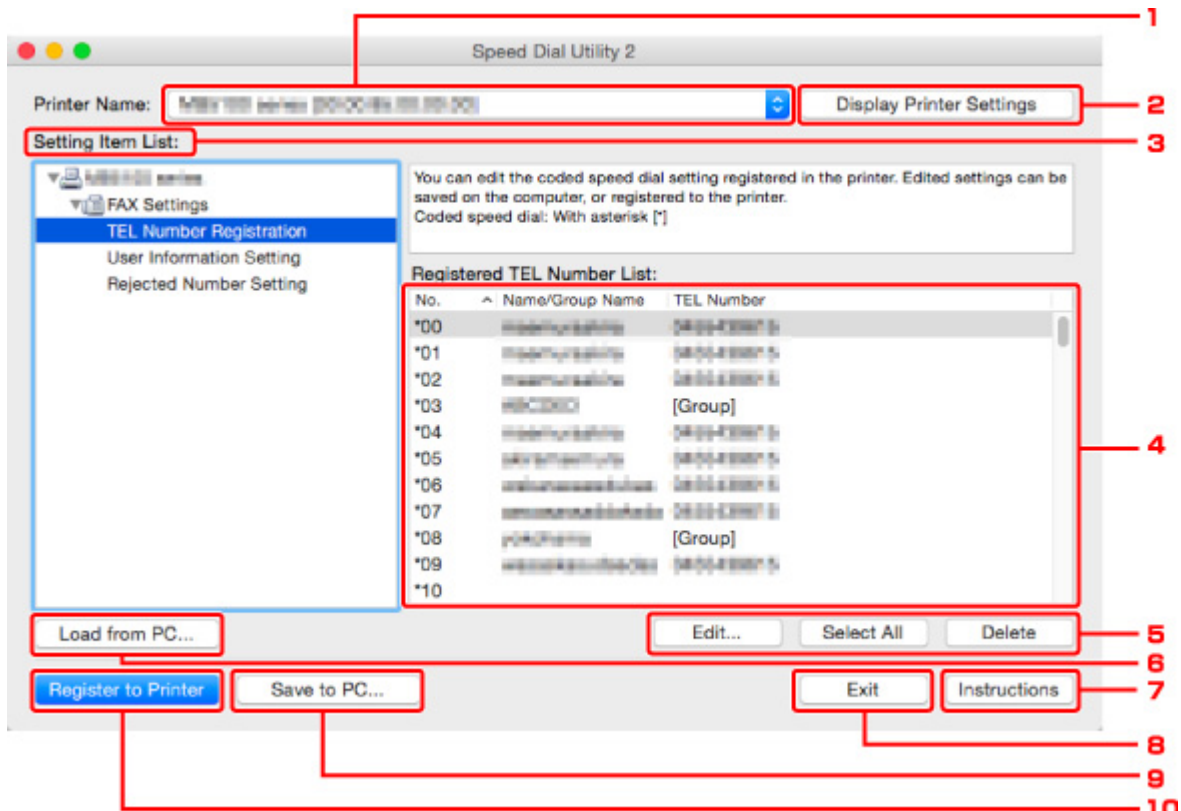
Speed Dial Utility2 starts up.

»» Note

- You can also start up Speed Dial Utility2 from Quick Utility Toolbox.

Speed Dial Utility2 Dialog

The following items are on the **Speed Dial Utility2** dialog.



1. Printer Name:

Selects the printer for editing the telephone directory using Speed Dial Utility2.

Behind printer name, printer's MAC address is displayed.

▶▶▶ Note

- For checking printer's MAC address, refer to "Checking Network Information" for your model from Home of the Online Manual.
- For printer that supports both wireless LAN connection and wired LAN connection, MAC address of wired LAN connection is displayed regardless of the connection method.

2. Display Printer Settings

Loads the telephone directory registered on the printer that selected for **Printer Name:** into Speed Dial Utility2.

3. Setting Item List:

Selects a setting item for editing. Choose one item from **TEL Number Registration**, **User Information Setting**, and **Rejected Number Setting**.

4. Registered information list

Displays the registered information selected for **Setting Item List**:

Note

- By clicking on the item name, you can sort the display order.

5. Edit.../Select All/Delete

Edits the item that selected for **Setting Item List**, or deletes the item, or selects all the items.

When multiple items on the registered information list are selected, you cannot use the **Edit...** button.

6. Load from PC...

Displays the telephone directory saved on the computer.

7. Instructions

Displays this guide.

8. Exit

Quits Speed Dial Utility2. Information registered or edited using Speed Dial Utility2 is neither saved on the computer nor registered on the printer.

9. Save to PC...

Saves the telephone directory edited using Speed Dial Utility2 on the computer.

10. Register to Printer

Registers the telephone directory edited using Speed Dial Utility2 to the printer.

Saving Registered Telephone Directory on Printer to Your Computer

Follow the procedure below to save the telephone directory (includes recipients' name, recipients' fax/telephone number, group dial, user's name, user's fax/telephone number, and rejected numbers) that registered on the printer to the computer.

1. [Start up Speed Dial Utility2.](#)
2. Select a printer from **Printer Name:** list box, and then click **Display Printer Settings.**
3. Click **Save to PC....**
4. Enter file name on displayed screen, and then click **Save.**

▶▶▶ Note

- The data of the telephone directory (RSD file, *.rsd) can be imported to other printer.

■ [Registering Telephone Directory Has been Saved on Your Computer to Printer](#)

Registering a Fax/telephone Number Using Speed Dial Utility2

Follow the procedure below to register fax/telephone numbers.

»» Note

Before you register fax/telephone numbers using Speed Dial Utility2, make sure that no fax operations are in progress.

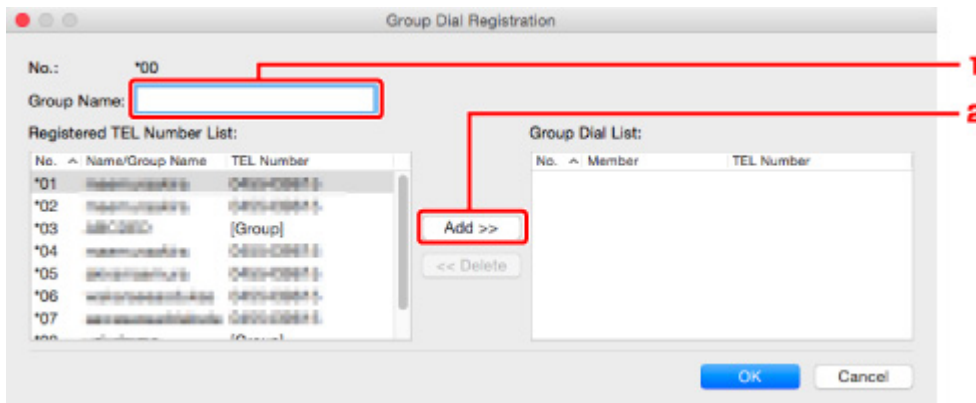
1. [Start up Speed Dial Utility2.](#)
2. Select a printer from **Printer Name:** list box, and then click **Display Printer Settings.**
3. Click **TEL Number Registration** from **Setting Item List:**.
The list of registered fax/telephone numbers is displayed.
4. Select an unoccupied code from list, and then click **Edit....**
The **Individual or Group Selection** dialog is displayed.
5. Click **Register individual TEL number** or **Register group dial**, and then click **Next....**

- If **Register individual TEL number** is selected:



1. Enter name.
2. Enter fax/telephone number.

- If **Register group dial** is selected:



1. Enter group name.
2. Select a code you want to add to group dial, and then click **Add >>**.

▶▶ Note

- You can only add the numbers that have already been registered.

6. Click OK.

To continue registering fax/telephone numbers or a group dial, repeat steps 4 to 6.

- To save the registered information on the computer.
 1. Click **Save to PC...**
 2. Enter file name on displayed screen, and then click **Save**.
- To register the registered information to the printer:
 1. Click **Register to Printer**.
 2. When message appears, check it and click **OK**.

The information is registered to the printer.

Changing a Fax/telephone Number Using Speed Dial Utility2

Follow the procedure below to change fax/telephone numbers.

►►► Note

- Before you change fax/telephone numbers using Speed Dial Utility2, make sure that no fax operations are in progress.

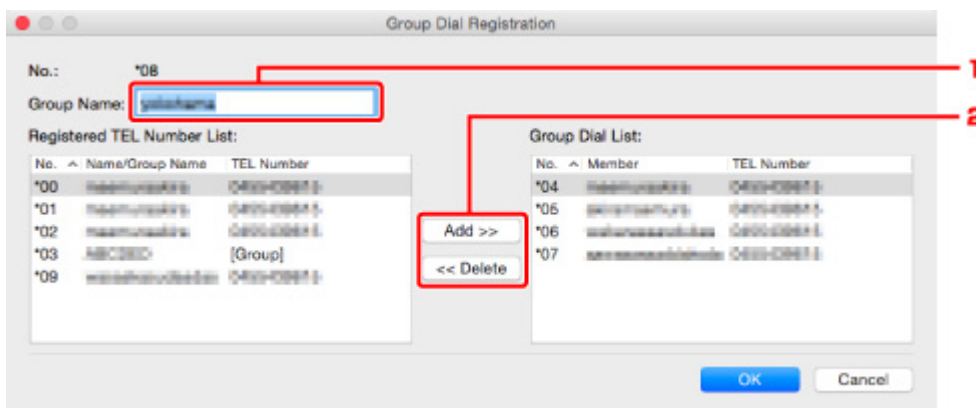
1. [Start up Speed Dial Utility2.](#)
2. Select a printer from **Printer Name:** list box, and then click **Display Printer Settings.**
3. Click **TEL Number Registration** from **Setting Item List:**.
The list of registered fax/telephone numbers is displayed.
4. Select a code to change from list, and then click **Edit...**

- If an individual fax/telephone number is selected:



1. Enter a new name.
2. Enter a new fax/telephone number.

- If a group dial is selected:



No.	Name/Group Name	TEL Number
*00	xxxxxxxxxxxx	0000000000
*01	xxxxxxxxxxxx	0000000000
*02	xxxxxxxxxxxx	0000000000
*03	ABCDEF	[Group]
*09	xxxxxxxxxxxx	0000000000

No.	Member	TEL Number
*04	xxxxxxxxxxxx	0000000000
*05	xxxxxxxxxxxx	0000000000
*06	xxxxxxxxxxxx	0000000000
*07	xxxxxxxxxxxx	0000000000

1. Enter a new group name.
2. Add or delete a member to/from group dial.

To add a member:

Select a code to add to group dial, and then click **Add >>**.

To delete a member:

Select a code to delete from group dial, and then click << **Delete**.

5. Click OK.

To continue changing fax/telephone numbers or group dials, repeat steps 4 and 5.

- To save the edited information on the computer.
 1. Click **Save to PC...**
 2. Enter file name on displayed screen, and then click **Save**.
- To register the edited information to the printer:
 1. Click **Register to Printer**.
 2. When message appears, check it and click **OK**.

The information is registered to the printer.

Deleting a Fax/telephone Number Using Speed Dial Utility2

Follow the procedure below to delete fax/telephone numbers.

▶▶▶ Note

- Before you delete fax/telephone numbers using Speed Dial Utility2, make sure that no fax operations are in progress.

1. [Start up Speed Dial Utility2.](#)
2. Select a printer from **Printer Name:** list box, and then click **Display Printer Settings.**
3. Click **TEL Number Registration** from **Setting Item List:**.
The list of registered fax/telephone numbers is displayed.
4. Select a code to delete from list, and then click **Delete.**

▶▶▶ Note

- To delete all fax/telephone numbers on the list, click **Select All**, and then **Delete.**

5. When confirmation screen appears, click **OK.**

The selected fax/telephone number is deleted.

To continue deleting fax/telephone numbers, repeat steps 4 and 5.

- To save the edited information on the computer.
 1. Click **Save to PC....**
 2. Enter file name on the displayed screen, and then click **Save.**
- To register the edited information to the printer:
 1. Click **Register to Printer.**
 2. When message appears, check it and click **OK.**
The information is registered to the printer.

Changing Sender Information Using Speed Dial Utility2

Follow the procedure below to change the user's name or fax/telephone number.

1. [Start up Speed Dial Utility2.](#)

2. Select a printer from **Printer Name:** list box, and then click **Display Printer Settings.**

3. Click **User Information Setting** from **Setting Item List:**

The user's information is displayed.

4. Select an item to change, and then click **Edit....**

The **User Information** dialog is displayed.

5. Enter new user's name on **User Name** and new fax/telephone number in **TEL Number**, and then click **OK.**

- To save the edited information on the computer:

1. Click **Save to PC....**

2. Enter file name on displayed screen, and then click **Save.**

- To register the edited information to the printer:

1. Click **Register to Printer.**

2. When message appears, check it and click **OK.**

The information is registered to the printer.

Registering/Changing Rejected Number Using Speed Dial Utility2

Follow the procedure below to register, change, or delete rejected numbers.

1. [Start up Speed Dial Utility2.](#)
2. Select a printer from **Printer Name:** list box, and then click **Display Printer Settings.**
3. Click **Rejected Number Setting** from **Setting Item List:**.

The list of rejected numbers is displayed.

- To register a rejected number:
 1. Select an unoccupied code from list, and then click **Edit...**
 2. Enter fax/telephone number in **Rejected Number** dialog, and then click **OK.**
- To change a rejected number:
 1. Select a code to change from list, and then click **Edit...**
 2. Enter fax/telephone number in **Rejected Number** dialog, and then click **OK.**
- To delete a rejected number:
 1. Select a code to delete from list, and then click **Delete.**

The selected fax/telephone number is deleted.

▶▶▶ Note

- To delete all fax/telephone numbers on the list, click **Select All**, and then **Delete.**

Registering Telephone Directory Has been Saved on Your Computer to Printer

You can load the data of the telephone directory (RSD file, *.rsd) and register it to your printer.

The data of the telephone directory (RSD file, *.rsd) that is exported from other printer can be loaded and registered to your printer.

»» Note

- In Speed Dial Utility2, the data of the telephone directory (RSD file, *.rsd) that is exported using Speed Dial Utility can be loaded.

1. [Start up Speed Dial Utility2.](#)
2. Select a printer from **Printer Name:** list box, and then click **Display Printer Settings.**
3. Click **Load from PC....**
4. Select a data of telephone directory (RSD file, *.rsd) to register to your printer.
5. Click **Open** on dialog.

The selected telephone directory is displayed.

»» Note

- If you select the data of the telephone directory (RSD file, *.rsd) that is exported from other printer, the confirmation message appears. Click **OK.**

6. Click **Register to Printer.**

The telephone directory that has been saved on the computer is registered to your printer.

Sending Faxes Using Operation Panel of Printer

- **Sending Faxes by Entering Fax/Telephone Number** 📌 **Basic**
- **Resending Faxes (Redialing Busy Number)**
- **Setting Items for Sending Faxes**

Sending Faxes by Entering Fax/Telephone Number

This section describes dialing and sending faxes directly by entering the fax/telephone numbers.

Important

- It may be possible that faxes will reach unintended recipients due to the misdialing or incorrect registration of fax/telephone numbers. When you send important documents, we recommend that you send them after speaking on the telephone.

■ Sending Fax after Speaking on Telephone

- [Check that printer is turned on.](#)
- [Load original on platen or in ADF \(Auto Document Feeder\).](#)

Note

- For details on the types, conditions of document, and how to load the document:

■ [Loading Originals](#)

- Select  **FAX** on the HOME screen.

■ [Using Touch Screen](#)

The Fax standby screen is displayed.



A: The receive mode selected currently is displayed.

B: The date and time are displayed.

C: Select to display the screen to enter the fax/telephone numbers.

D: You can use the each fax function and change the setting for the fax.

E: Select to send faxes with redialing.

■ [Resending Faxes \(Redialing Busy Number\)](#)

F: Select to send faxes with the on hook dial function.

■ Using On Hook Dial Function

G: You can select a registered fax/telephone number.

■ Sending Fax to Registered Recipient

H: The current state is displayed.

I: You can change the settings for sending a fax.

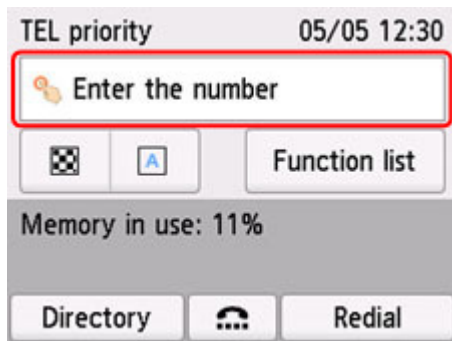
■ [Setting Items for Sending Faxes](#)

▶▶ Note

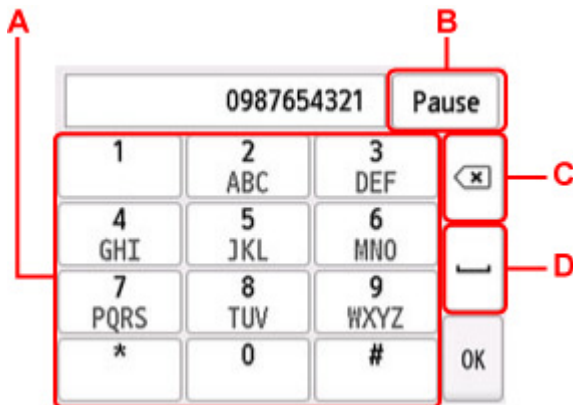
- If you have not set up the printer for sending/receiving faxes yet, the message for setup is displayed on the touch screen when you select **FAX** on the HOME screen for the first time. When you set up for faxing, follow the procedure according to the instructions on the touch screen.

4. Dial recipient's fax/telephone number.

1. Select entry field of fax/telephone numbers.

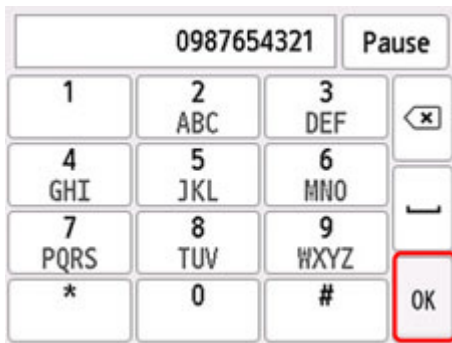


2. Enter fax/telephone number.

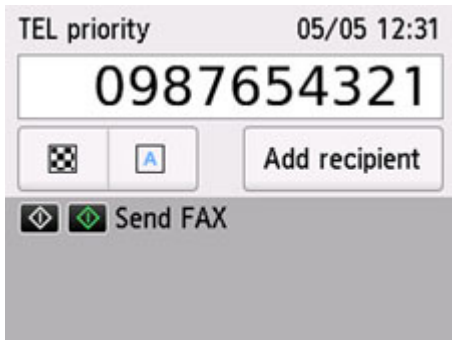


- A: Enters the number.
B: Enters a pause "P".
C: Deletes the entered number.
D: Enters a blank space.

3. Select **OK**.



The touch screen returns to the Fax standby screen.



5. Press **Black button or **Color** button.**

The printer starts scanning the document.

»»» Important

- Color transmission is available only when the recipient's fax device supports color faxing.
- Do not open the document cover until scanning is completed.

6. Start sending.

• **If you load the document in the ADF:**

The printer scans the document automatically and starts sending the fax.

»»» Note

- To cancel a fax transmission, press the **Stop** button. To cancel a fax transmission while it is in progress, press the **Stop** button, and then follow the instructions on the touch screen.
- If documents remain in the ADF after the **Stop** button is pressed while scanning is in progress, **Document in ADF. Remove the document from the document tray and tap [OK].** is displayed on the touch screen. By selecting **OK**, the remaining documents are automatically ejected.

• **If you load the document on the platen:**

After scanning the document, the confirmation screen asking you if you load the next document is displayed.

To send the scanned document, select **Send now** to start sending it.

To send two or more pages, follow the message to load the next page, and select **Scan**. After scanning all pages, select **Send now** to start sending.

▶▶▶ Note

- To cancel sending the fax, press the **Stop** button.

▶▶▶ Note

- When your printer is connected to a PBX (Private Branch Exchange) system, refer to the operating instructions of the system for details on dialing the recipient's fax/telephone number.
- In case the printer was not able to send a fax, such as when the recipient's line was busy, it has the function to automatically redial the number after a specified interval. Automatic redialing is enabled by default.

■ [Automatic Redialing](#)

- Unsent documents, such as those pending redial, are stored in the printer's memory. They are not stored in the case of a sending error.

■ [Document Stored in Printer's Memory](#)

- Do not unplug the power cord until all documents are sent. If you unplug the power cord, all unsent documents stored in the printer's memory are lost.

Resending Faxes (Redialing Busy Number)

There are two methods of redialing: Automatic redialing and Manual redialing.

- Automatic Redialing

If you send a document and the recipient's line is busy, the printer will redial the number after a specified interval.

- [Automatic Redialing](#)

- Manual Redialing

You can redial to the recipients dialed by entering the fax/telephone numbers.

- [Manual Redialing](#)

▶▶▶ Important

- It may be possible that faxes will reach unintended recipients due to the misdialing or incorrect registration of fax/telephone numbers. When you send important documents, we recommend that you send them after speaking on the telephone.

- [Sending Fax after Speaking on Telephone](#)

▶▶▶ Note

- Automatic redialing is enabled by default.
- For details on the basic sending operations:
 - [Sending Faxes by Entering Fax/Telephone Number](#)

Automatic Redialing

You can enable or disable automatic redialing. If you enable automatic redialing, you can specify the maximum number of redial attempts and the length of time the printer waits between redial attempts.

Enable and specify the automatic redialing setting on **Auto redial** in **Advanced FAX settings** under **FAX settings**.

- [Advanced FAX settings](#)

▶▶▶ Important

- While automatic redialing, the unsent fax is stored in the printer's memory temporarily until the sending fax is complete. If a power failure occurs or you unplug the power cord before automatic redialing is complete, all faxes stored in the printer's memory are deleted and not sent.

▶▶▶ Note

- To cancel automatic redialing, wait until the printer starts redialing, and then press the **Stop** button.
- To cancel automatic redialing, delete the unsent fax from the printer's memory while the printer is on-standby for a redial operation. For details, see [Deleting Document in Printer's Memory](#).

Manual Redialing

Follow the procedure below for manual redialing.

1. [Check that printer is turned on.](#)
2. [Load original on platen or in ADF \(Auto Document Feeder\).](#)

3. Select  **FAX** on the HOME screen.

■ [Using Touch Screen](#)

The Fax standby screen is displayed.

4. Change send settings as necessary.

■ [Setting Items for Sending Faxes](#)

5. Select **Redial**.

The **Redial** screen is displayed.



6. Select a recipient's number to redial.

7. Press **Black** button or **Color** button.

▶▶▶ **Important**

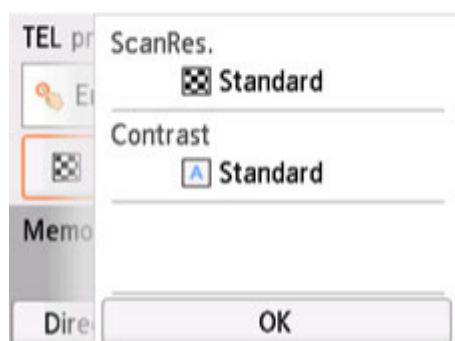
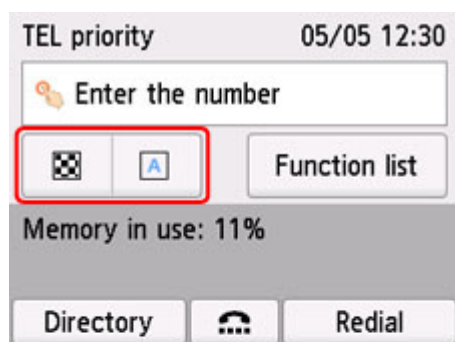
- Color transmission is available only when the recipient's fax device supports color faxing.

▶▶▶ **Note**

- For manual redialing, the printer memorizes up to 10 recent recipients dialed by entering the fax/telephone numbers. Note that the printer does not memorize any recipients dialed using the redial function or selecting from the directory.
- To cancel manual redialing, press the **Stop** button. To cancel a fax transmission while it is in progress, press the **Stop** button, and then follow the instructions on the touch screen.
- If documents remain in the ADF after the **Stop** button is pressed while scanning is in progress, **Document in ADF. Remove the document from the document tray and tap [OK].** is displayed on the touch screen. By selecting **OK**, the remaining documents are automatically ejected.

Setting Items for Sending Faxes

You can change the send settings such as the scan contrast or the scan resolution on the Fax standby screen.



Select to change the send settings.

- **ScanRes.**

The following settings of the scan resolution are selectable.

Standard

Suitable for text-only documents.

Fine

Suitable for fine-print documents.

Extra fine

Suitable for detailed illustration or fine-print quality documents.

If the recipient's fax device is not compatible with **Extra fine** (300 x 300 dpi), the fax will be sent in the **Standard** or **Fine** resolution.

Photo

Suitable for photographs.

▶▶▶ **Note**

- When sending a color fax, documents are always scanned in the same resolution (200 x 200 dpi). The image quality (compression rate) is determined by which scan resolution is selected, except that **Extra fine** and **Photo** provide the same image quality.

- **Contrast**

Select a setting of the scan contrast from **Lower**, **Standard**, and **Higher**.

The touch screen returns to the Fax standby screen when you finish specifying the setting and selecting **OK**.

Sending Faxes from Computer (Mac OS)

- **Sending Faxes Using AirPrint**
- **General Notes (Fax Transmission Using AirPrint)**

Sending Faxes Using AirPrint

You can send faxes from a printer using AirPrint.

To send faxes, add your printer to your computer.

Checking Environment

First, check your environment.

- **AirPrint operation environment**

A computer running Mac OS.

▶▶▶ **Note**

- For supported operating system versions, click Home to return to the top page of the Online Manual for your model and search for "Specifications."

- **Requirement**

The computer and your printer must be connected correctly.

Adding Printer to Computer

1. Open **System Preferences** and select **Printers & Scanners (Print & Scan)**.
2. Click **+** to display printer list.
3. Select printer model name with **Bonjour Multifunction** displayed.

▶▶▶ **Note**

- If the printer does not appear, check the following.
 - The printer is turned on.
 - The firewall function of the security software is off.
 - The printer is connected to the access point or directly connected to the computer.
- If using the printer with USB connection, select **USB Multifunction**.

4. Select **Secure AirPrint** or **AirPrint** from **Use**.

5. Click **Add**.

Sending Fax

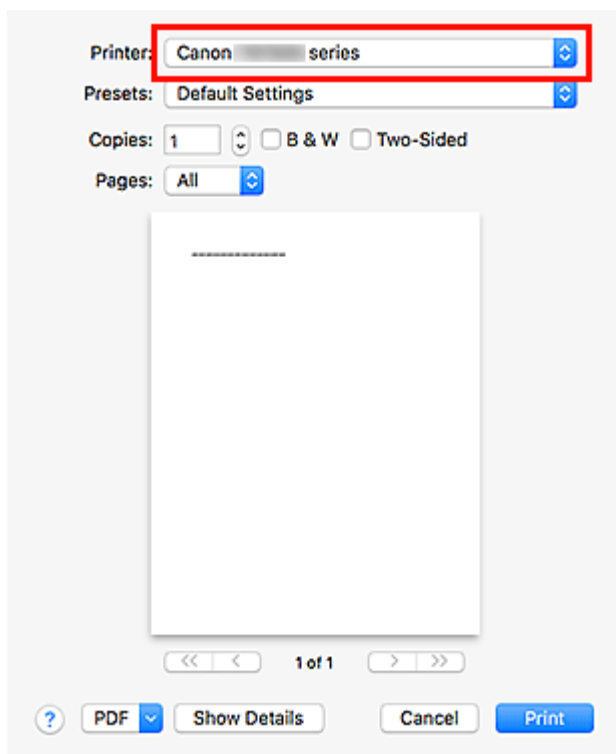
▶▶▶ **Note**

- Only black and white transmission is supported.

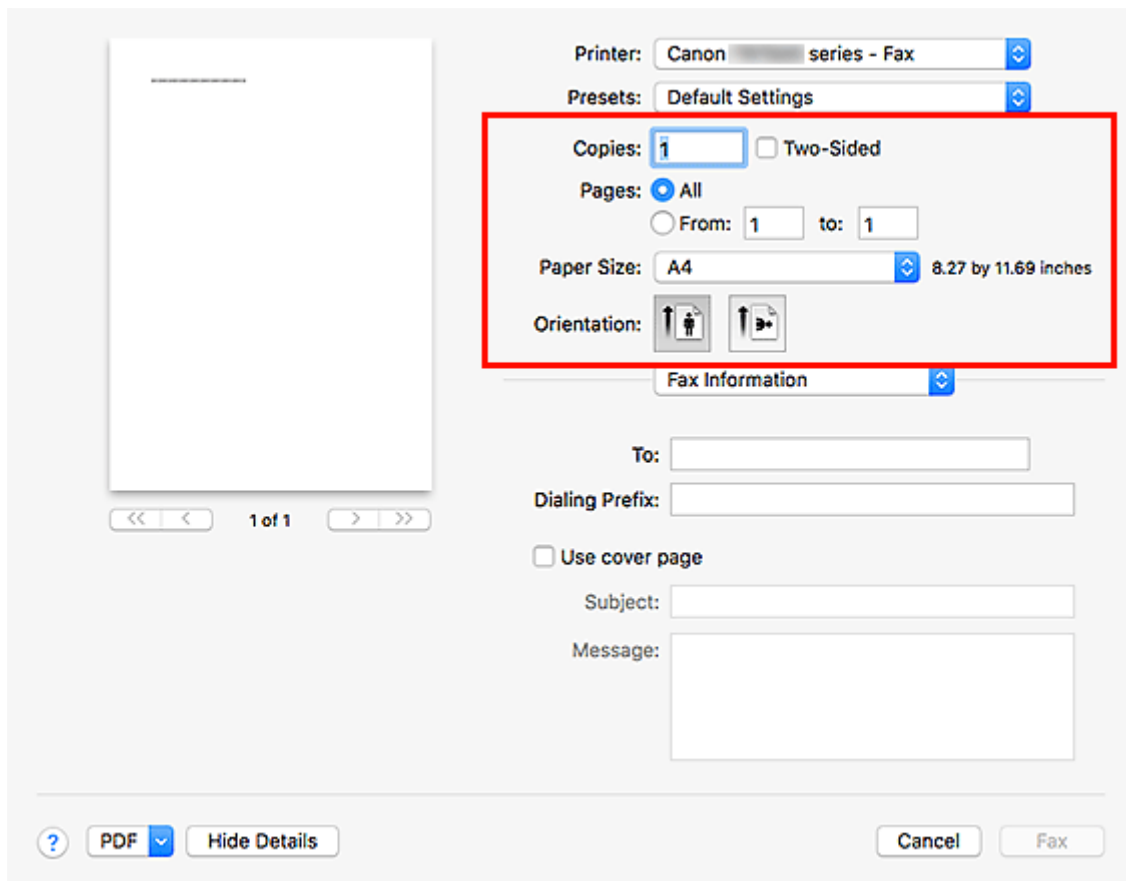
1. Make sure printer is on.
2. In application, open document to fax.
3. Open Print dialog.

To open the Print dialog, you typically select Print... from the File menu of your application software.

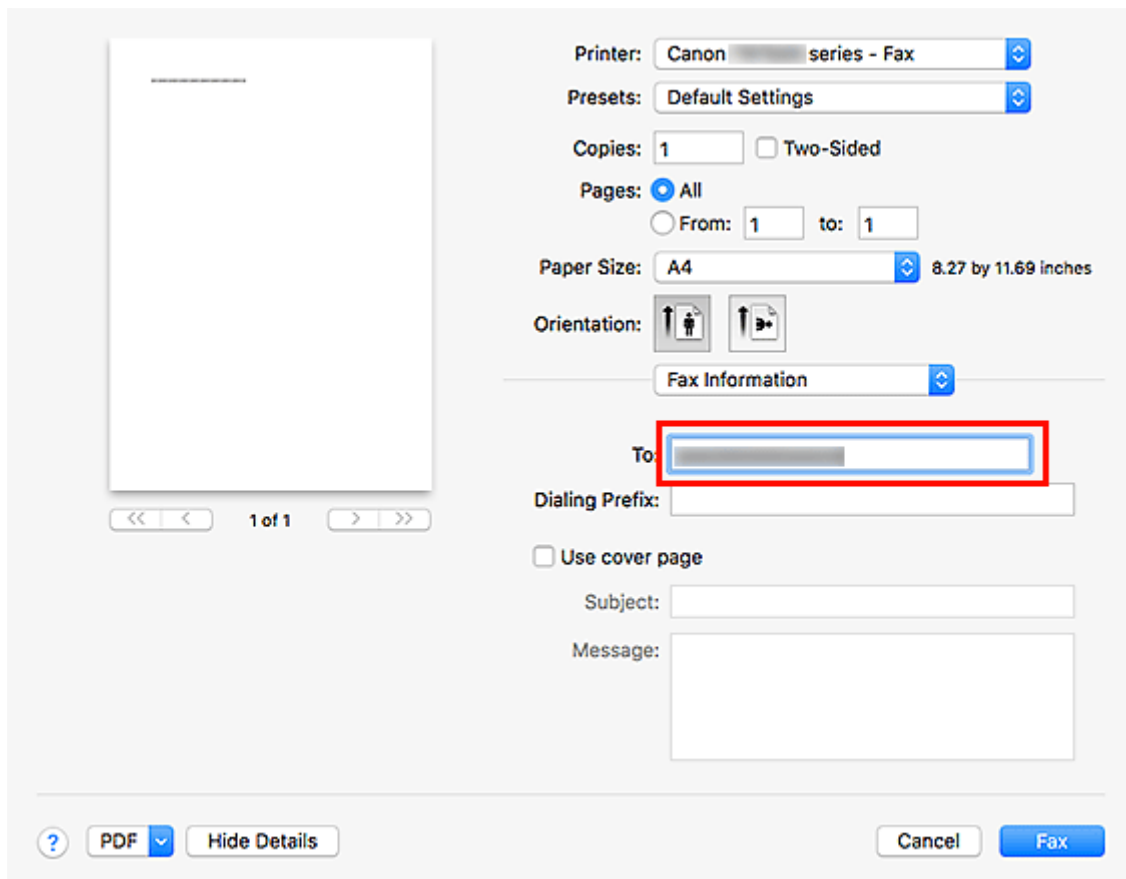
4. Select **Canon XXX series - Fax** (where "XXX" is the model name) from **Printer** list.



5. Specify fax paper settings as needed.



6. Enter fax/telephone numbers in To.



If you specify a dialing prefix, enter the code in **Dialing Prefix** and specify the cover page settings as needed.

7. Click **Fax**.

The number is dialed automatically and the fax is sent.

▶▶▶ **Note**

- To cancel sending the fax, press the printer's **Stop** button.

Automatic Redialing

If the fax could not be sent (for example, when the recipient was busy), the number is redialed automatically according to the automatic redialing setting of the printer.

You can enable or disable automatic redialing. If you enable automatic redialing, you can specify the maximum number of redial attempts and the length of time the printer waits between redial attempts.

▶▶▶ **Note**

- To cancel automatic redialing, wait until redialing starts, and then press the printer's **Stop** button.
- For more details, click Home to return to the top page of the Online Manual for your model and search for "FAX settings."

General Notes (Fax Transmission Using AirPrint)

Sending faxes is subject to the following restrictions.

- Enter the characters in **To** and **Dialing Prefix** so that the total number of characters is within 40 characters.
- You can use the following characters for **To**:

Character	Explanation
0 - 9 * #	For use in telephone and fax numbers.
+ space	To make the number easier to read. You cannot insert a space at the front of a number.

- You can use the following characters for **Dialing Prefix**:

Character	Explanation
0 - 9 * #	For use in telephone and fax numbers.
p	To place a pause between numbers.
T	Numbers after the T will be sent as a tone signal.
+ space	To make the number easier to read. You cannot insert a space at the front of a number.

Receiving Faxes

- ▶ **Receiving Faxes**
- ▶ **Changing Paper Settings**
- ▶ **Memory Reception**

Receiving Faxes

This section describes the preparation necessary for receiving a fax and how to receive a fax.

Preparing for Receiving Fax

Prepare for receiving a fax according to the following procedure.

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

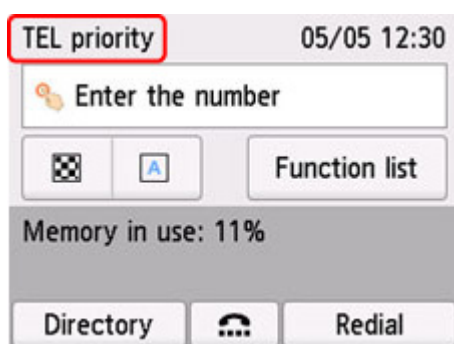
2. Select  **FAX** on the HOME screen.

- [Using Touch Screen](#)

The Fax standby screen is displayed.

3. Check receive mode setting.

Check the receive mode setting displayed on the Fax standby screen.



▶▶▶ Note

- For details on how to change the receive mode:

- [Setting Receive Mode](#)

4. [Load paper.](#)

Load the sheets of plain paper.

5. Specify paper settings as necessary.

- [Changing Paper Settings](#)

This completes the preparation for receiving fax.

When a fax is received, it is printed on the loaded paper automatically.

Receiving Fax

Depending on the selected receive mode, the receive operation varies.

►► Note

- For details on the receive mode:

- [Setting Receive Mode](#)

- You can specify the advanced settings of each receive mode.

For details on the advanced settings of the receive mode:

- [Advanced Settings of Receive Mode](#)

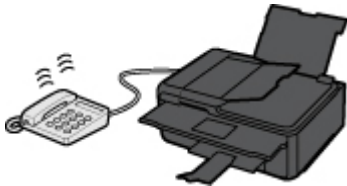
- If the printer was not able to print a received fax, the printer stores the unprinted fax temporarily in its memory (memory receiving).

- [Memory Reception](#)

When TEL priority mode is selected:

- **When the call is a fax:**

The telephone will ring when a call comes.



Pick up the handset. If you hear the fax tone, wait for at least 5 seconds after it stops, and then hang up the handset.



The printer will receive the fax.



►► Note

- If the printer will not switch to fax reception, select **FAX** again on the HOME screen, and then press the **Black** button or **Color** button to receive the fax.
- To receive a fax without picking up the handset, select **Manual/auto switch: ON** in **Advanced**. **RX start time** allows you to specify the number of seconds until the printer switches to fax reception.
- If you have subscribed to Duplex Ringing service in Hong Kong, the telephone will ring a specified number of times when there is an incoming call with a fax distinctive ring pattern. Then, the printer will switch to fax reception automatically without the handset being picked up. The number of times to ring the telephone until switching to fax reception can be changed.

- Set the printer to enable you to initiate fax reception from a connected telephone (remote reception).

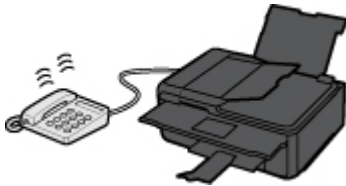
- Remote Reception

- **When the answering device is connected to the printer:**

- If the answering device is set to the answering mode, select **User-friendly RX: ON** in **Advanced**. If the call is a fax, the printer will receive the fax automatically.
 - If the answering mode is turned off on the answering device, pick up the handset. If you hear the fax tone, wait for at least 5 seconds after it stops, and then hang up the handset.
 - If **Manual/auto switch: ON** is selected in **Advanced**, set **RX start time** to longer than the time before the answering device starts playing the answering message. After making this setting, we recommend that you call the answering device using a mobile phone, etc. to confirm that messages are recorded successfully in the answering device.
 - Set your answering device to answering mode and adjust it as follows:
 - The entire message should be no longer than 15 seconds.
 - In the message, tell your callers how to send a fax.

- **When the call is a voice call:**

The telephone will ring when a call comes.



Pick up the handset, and talk on the telephone.



▶▶▶ Note

- If the printer unexpectedly switches to fax reception during telephone calls, select **User-friendly RX: OFF** in **Advanced**.
- If **Manual/auto switch: ON** is selected in **Advanced**, you must answer an incoming call by picking up the handset within the time specified in **RX start time**. Otherwise the printer will switch to fax reception.

When FAX only mode is selected:

- **When the call is a fax:**

The printer will receive the fax automatically.



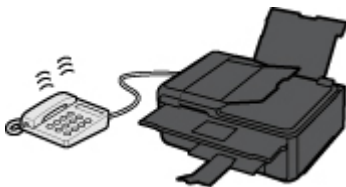
►► Note

- If a telephone is connected to the printer, the telephone will ring when a call comes.
- You can change the number of times to ring the telephone with **Ring count** in **Advanced**.

When DRPD or Network switch is selected:

- **When the call is a fax:**

The telephone will ring when a call comes.



The printer will receive the fax automatically when the fax ring pattern is detected.



►► Note

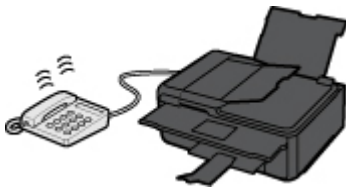
- You can change the number of times to ring the telephone.

■ [Advanced Settings of Receive Mode](#)

- **When the call is a voice call:**

The telephone will ring when a call comes.

When the printer does not detect the fax ring pattern, the telephone will continue ringing.



Pick up the handset, and talk on the telephone.



▶▶▶ Note

- To use this feature, you need to subscribe to a compatible service provided by your telephone company.

- **For DRPD**

You need to select the appropriate ring pattern on the printer.

- [Setting DRPD Ring Pattern \(US and Canada only\)](#)

- **For Network switch**

The name of this service varies depending on the country or region of purchase. This setting may not be also available depending on the country or region of purchase.

Changing Paper Settings

This printer prints received faxes to paper loaded in the printer beforehand. You can use the operation panel to change the paper settings for printing faxes. Make sure that the settings are appropriate for the loaded paper.

Important

- If the size of loaded paper is different from that specified in the paper size setting, the received faxes are stored in the printer's memory and **Check the page size and tap [OK]**. is displayed on the touch screen. In this case, load the same size of paper as that specified in the paper size setting, and then select **OK**.

You can also press the **Stop** button to close the message and print the stored documents in the printer's memory later.

■ [Printing Document in Printer's Memory](#)

- If no paper is loaded, or paper has run out while printing is in progress, the received faxes are stored in the printer's memory and the error message for no paper is displayed on the touch screen. In this case, load paper and select **OK**.

You can also press the **Stop** button to close the message and print the stored documents in the printer's memory later.

■ [Printing Document in Printer's Memory](#)

Note

- If the sender sends a document that is larger than Letter-size or Legal-size, such as 11 x 17 inches, the sender's device may send the fax automatically reduced in size or divided, or send only a part of the original.

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



2. Select **FAX** on the HOME screen.

■ [Using Touch Screen](#)

The Fax standby screen is displayed.

3. Select **Function list**.

The **Function list** screen is displayed.

4. Select **Fax paper settings**.

The **Fax paper settings** screen is displayed.

5. Specify settings.

Fax paper settings	
Paper src	Auto
Page size	Letter
Type	Plain paper
<input type="button" value="OK"/>	

Page size

Select the page size from **A4**, **Letter**, or **Legal**.

Type (Media type)

The paper type is set to **Plain paper**.

Paper src

Select a paper source (**Rear tray/Cassette/Auto**) where paper is loaded.

»» Note

- When **Auto** is selected, paper is fed from the paper source where the paper that matches the paper settings (page size and media type) is loaded.

2-sidedPrintSetting

Select two-sided printing or single-sided printing.

Two sided printing is available for black & white faxes. Color faxes are printed on the single-side of paper regardless of this setting.

After **2-sided** is selected for **2-sidedPrintSetting**, select **Advanced** to specify the stapling side.

»» Note

- When **Page size** is set to **A4** or **Letter**, the received faxes are printed on the two-sides of paper.

6. Select **OK**.

Memory Reception

If the printer was not able to print the received fax, the received fax is stored in the printer's memory. The **FAX Memory** lamp is lit and **Fax received. Saved in memory.** is displayed at the Fax standby screen.

►►► Important

- If you unplug the power cord, all faxes stored in the printer's memory are deleted. The next time you turn the printer on, select **OK** after a confirmation screen is displayed. The list of the faxes deleted from the printer's memory (MEMORY CLEAR REPORT) will be printed.

If the printer receives a fax under one of the following conditions, the received fax will be automatically stored in the printer's memory.

- **The printer is set to store received faxes in its memory:**

When **Do not print** is selected for **Received documents** in **Auto print settings** under **FAX settings**, the received faxes are stored in the printer's memory.

You can print the faxes stored in the printer's memory from the **Memory reference** screen in the Fax menu.

- [Printing Document in Printer's Memory](#)

►►► Note

- To print the received faxes automatically, select **Print** for **Received documents** in **Auto print settings** under **FAX settings**.

- [Auto print settings](#)

- **An error has occurred on the printer:**

If you select **Print** for **Received documents** in **Auto print settings** under **FAX settings**, a received fax will be printed automatically. However, if any of the following errors occurs, the received fax will not be printed. It will instead be stored in the printer's memory.

When the error is resolved, the fax stored in the printer's memory is printed automatically.

- The amount of remaining ink is insufficient to print a fax:

Replace the ink tank.

- [Replacing Ink Tanks](#)

►►► Note

- You can set the printer to forcibly print a received fax even if the ink has run out.

Set **Print when out of ink** in **Auto print settings** under **FAX settings** to **Print**.

However, part or all of the fax may not be printed since the ink has run out.

Also, the contents of the fax will not be stored in the printer's memory.

If the ink has already run out, we recommend that **Do not print** be selected for **Received documents** in **Auto print settings** under **FAX settings** to store the received fax in the printer's memory. After you replace the ink tank and select **Print** for **Received documents** in **Auto print settings**, the fax stored in the printer's memory will be printed automatically.

■ [Auto print settings](#)

- Paper has run out:

Load the paper and select **OK** on the touch screen.

- A different size of paper from that specified by **Page size** in **Fax paper settings** is loaded:

Load the same size of paper as that specified by **Page size** in **Fax paper settings**, and then select **OK** on the touch screen.

- **You pressed the Stop button to cancel printing of a fax:**

Press the **HOME** button and select **FAX** to resume printing of the fax.

▶▶ **Note**

- The printer can store up to max. 250 pages* (max. 30 documents) of faxes in the printer's memory.

* When using ITU-T No.1 chart (Standard mode)

- If the printer's memory becomes full during memory reception, only pages which already have been received are stored in the memory. Print the received faxes stored in the printer's memory and then delete them from the printer's memory and have the sender resend the faxes.

■ [Document Stored in Printer's Memory](#)

Other Useful Fax Functions

- ▶ **Document Stored in Printer's Memory**

Document Stored in Printer's Memory

If the sending faxes is not complete or the printer was not able to print the received faxes, these faxes are stored in the printer's memory.

If an error occurred during a fax transmission, the document is not stored in the printer's memory.

In the following cases, the printer is not able to print the received fax and will automatically store the fax in its memory.

- The amount of remaining ink is insufficient to print a fax.
- Paper has run out.
- A different size of paper from that specified by **Page size** in **Fax paper settings** is loaded.
- **Do not print** is selected for **Received documents** in **Auto print settings** under **FAX settings**.
- You pressed the **Stop** button to cancel printing of a received fax.

►► Important

- If you unplug the power cord of the printer, all faxes stored in the printer's memory are deleted.
For details on how to unplug the power cord, refer to [Unplugging the Printer](#).

You can print or delete the faxes stored in the printer's memory.

- To print a document in the printer's memory:
 - [Printing Document in Printer's Memory](#)
- To delete a document in the printer's memory:
 - [Deleting Document in Printer's Memory](#)

►► Note

- When confirming, printing, or deleting a document stored in the printer's memory, you specify it by its transaction number. If you do not know the transaction number for your target document, print the list of documents (MEMORY LIST) first.
For details on how to print MEMORY LIST, see [Printing Document in Printer's Memory](#).

Printing Document in Printer's Memory

You can print a specified document in the printer's memory or print all the received documents in its memory at a time.

When printing a specified document, you specify it by its transaction number. If you do not know the transaction number for your target document, print the list of documents (MEMORY LIST) first.

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



3. Select **FAX** on the HOME screen.

■ [Using Touch Screen](#)

The Fax standby screen is displayed.

4. Select **Function list**.

The **Function list** screen is displayed.

5. Select **Memory reference**.

The memory list is displayed.

Memory list	
05/05 12:05 0912345678	0001 Color
A 05/05 12:05 0891234567	B 0002 C Color
05/05 12:06 0789123456	0003 Color
<input type="button" value="Print doc. list"/>	<input type="button" value="Batch process"/>

A: Date and time of transaction and fax/telephone number

B: Transaction number (TX/RX NO.)

A transaction number from "0001" to "4999" indicates a document being sent.

A transaction number from "5001" to "9999" indicates a document being received.

C: **Color** is displayed for color transmission/reception. Nothing is displayed for black & white transmission/reception.

▶▶▶ Note

- If no document is stored in the printer's memory, **There is no document in memory.** is displayed. Select **OK** to return to the previous screen.

6. Select a print menu.

- To print the memory list (MEMORY LIST):

You can print a list of the documents in the printer's memory by selecting **Print doc. list**.

When the print confirmation screen is displayed, select **Yes**. The printing starts.

MEMORY LIST shows the transaction number of the unsent or unprinted fax (TX/RX NO.), transaction mode, recipient's number, and the date and time of the transaction.

A transaction number from "0001" to "4999" on MEMORY LIST indicates a document being sent. A transaction number from "5001" to "9999" on MEMORY LIST indicates a document being received.

- To specify a document to print:

Select a document to print on the **Memory list** screen, select **Print specified document**.

▶▶▶ Note

- If the specified document is not stored in the printer's memory, **There is no document that can be printed.** is displayed. Select **OK** to return to the previous screen.

The confirmation screen to select whether to print only the first page of the document is displayed.

If you select **Yes**, only the first page of the document will be printed. The document is still stored in the printer's memory.

If you select **No**, all pages of the document will be printed. The screen to confirm whether to delete the printed document in the printer's memory is displayed after printing.

- To print all the received documents stored in the printer's memory:

Select **Batch process**, and then select **Print all RX documents**.

When the print confirmation screen is displayed, select **Yes**. All the documents in the printer's memory are printed.

Each time a document is printed, the screen to confirm whether to delete the printed document in the printer's memory is displayed.

If you select **Yes**, the printed document in the printer's memory is deleted.

Deleting Document in Printer's Memory

You can delete a specified document in the printer's memory or delete all the documents in its memory at a time.

▶▶▶ Note

- When deleting a specified document, you specify it by its transaction number. If you do not know the transaction number for your target document, print the list of documents (MEMORY LIST) first.

■ [Printing Document in Printer's Memory](#)

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



2. Select **FAX** on the HOME screen.

■ [Using Touch Screen](#)

The Fax standby screen is displayed.

3. Select **Function list**.

The **Function list** screen is displayed.

4. Select **Memory reference**.

The memory list is displayed.

Memory list	
05/05 12:05 0912345678	0001 Color
A — 05/05 12:05 0891234567	0002 — B Color — C
05/05 12:06 0789123456	0003 Color
Print doc. list	Batch process

A: Date and time of transaction and fax/telephone number

B: Transaction number (TX/RX NO.)

A transaction number from "0001" to "4999" indicates a document being sent.

A transaction number from "5001" to "9999" indicates a document being received.

C: **Color** is displayed for color transmission/reception. Nothing is displayed for black & white transmission/reception.

▶▶▶ Note

- If no document is stored in the printer's memory, **There is no document in memory.** is displayed. Select **OK** to return to the previous screen.

5. Select a delete menu.

- To specify a document to delete:

Select a document to delete on the **Memory list** screen, select **Delete specified doc..**

»» Note

- If the specified document is not stored in the printer's memory, **There is no document that can be deleted.** is displayed. Select **OK** to return to the previous screen.

The confirmation screen is displayed.

If you select **Yes**, the specified document is deleted from printer's memory.

- To delete all documents stored in the printer's memory:

Select **Batch process**, and then select **Delete all documents**.

The confirmation screen is displayed.

If you select **Yes**, all documents are deleted from printer's memory.

Frequently Asked Questions



Network

- [Cannot Find Printer on Network](#)
- [Cannot Find Printer while Using Wi-Fi](#)
- [Network Key \(Password\) Unknown](#)
- [Cannot Print or Connect](#)

For other questions about network, [click here](#).



Print

- [Printer Does Not Print](#)
- [Printouts Are Blank/Blurry or Fuzzy/Inaccurate or Bleeding Colors/Streaks or Lines](#)
- [Printout Results Are Unsatisfactory](#)
- [What to Do When Paper Is Jammed](#)
- [Cannot Print or Connect](#)



Installation

- [Failed to MP Drivers Installation \(Windows\)](#)



Fax

- [Cannot Send a Fax](#)
- [Cannot Print a Fax/"Fax received. Saved in memory." Appears](#)
- [Cannot Receive a Fax/Cannot Receive a Color Fax](#)
- [FAX Setup Guide](#)



Error

- [When Error Occurred](#)
- [Message \(Support Code\) Appears](#)

Solve Problems

Printer Does Not Work

- [Printer Does Not Turn On](#)
- [Printer Turns Off Unexpectedly or Repeatedly](#)
- [Wrong Language Appears in Touch Screen](#)
- [Display on Touch Screen Is Off](#)
- [USB Connection Problems](#)
- [Cannot Communicate with Printer via USB](#)

- [Printer Does Not Print](#)
- [Copying/Printing Stops](#)
- [Cannot Print Using AirPrint](#)
- [Printer Prints Slowly](#)

- [Ink Does Not Come Out](#)
- [What to Do When Paper Is Jammed](#)
- [Printer Does Not Pick up or Feed the Paper/"No Paper" Error](#)
- Automatic Duplex Printing Problems
- Paper Does Not Feed from Paper Source Specified in Printer Driver (Windows)
- [Printout Results Are Unsatisfactory](#)

- Scanning Problems (Windows)
- [Scanning Problems \(macOS\)](#)
- Scan Results Are Unsatisfactory (Windows)
- Scan Results Are Unsatisfactory (macOS)

- [Cannot Print/Scan from Smartphone/Tablet](#)

- [Cannot Send a Fax](#)
- [Cannot Print a Fax/"Fax received. Saved in memory." Appears](#)
- Cannot Receive a Fax/Cannot Receive a Color Fax
- [Cannot Dial](#)
- [Telephone Disconnects During a Call](#)

Cannot Set Correctly (Network)

- [Cannot Find Printer During Setup](#)
- [Cannot Find Printer while Using Wi-Fi](#)

- [Printer Suddenly Stopped Working for Some Reason](#)
- [Network Key \(Password\) Unknown](#)
- Forgot Administrator Password of Printer
- [Printer Cannot Be Used After Replacing Wireless Router or Changed Router Settings](#)

- Message Appears on Computer During Setup
- [Checking Network Information](#)
- [Restoring to Factory Defaults](#)

Cannot Set Correctly (Installation)

- [Failed to MP Drivers Installation \(Windows\)](#)
- [Updating MP Drivers in Network Environment \(Windows\)](#)

Error or Message Appears

- [When Error Occurred](#)
- [Message \(Support Code\) Appears](#)
- A Message for Faxing Is Displayed on Fax Standby Screen

- [List of Support Code for Error](#)
- Error Message Appears on PictBridge (Wi-Fi) Compliant Device

- IJ Scan Utility Error Messages (Windows)
- IJ Scan Utility Lite Error Messages (macOS)
- ScanGear (Scanner Driver) Error Messages (Windows)

Operation Problems

- [Network Communication Problems](#)
- [Printing Problems](#)
- [Problems while Printing/Scanning from Smartphone/Tablet](#)
- Scanning Problems (Windows)

- ■ [Scanning Problems \(macOS\)](#)
- ■ [Faxing Problems](#)
- ■ [Mechanical Problems](#)
- ■ [Installation and Download Problems](#)
- ■ [Errors and Messages](#)
- ■ If You Cannot Solve a Problem

Network Settings and Common Problems

Here are frequently asked questions on network. Select a connection method you are using, or you want to use.



Wireless LAN

Cannot Find Printer

- [Cannot Find Printer while Using Wi-Fi](#)
- [Cannot Find Printer During Setup](#)
- [Cannot Proceed beyond Printer Connection Screen \(Cannot Find Printer Connected via USB\)](#)
- Searching Printer by IP Address or Host Name During Setup
- Error Occurs During Wi-Fi Setup
- [Detect Same Printer Name](#)
- [Reconfiguration Method of Wi-Fi Connection](#)

Cannot Print or Connect

- [Printer Suddenly Stopped Working for Some Reason](#)
- [Printer Cannot Be Used After Replacing Wireless Router or Changed Router Settings](#)
- Cannot Access to Internet on Wi-Fi from Communication Device
- Connecting Printer and Wireless Router Using Easy wireless connect
- Cannot Connect Smartphone/Tablet to Wireless Router
- Error Occurs During Wi-Fi Setup
- [Connects to Another Computer via LAN/Changes from USB to LAN Connection](#)
- Cannot Print or Connect

LAN Setting Tips/Changing LAN Settings

- [Network Key \(Password\) Unknown](#)
- Forgot Administrator Password of Printer
- [Checking Network Information](#)
- [Restoring to Factory 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](#)
- [Connects to Another Computer via LAN/Changes from USB to LAN Connection](#)
- [Printing Network Settings](#)
- [Reconfiguration Method of Wi-Fi Connection](#)
- Checking Status Code

Printing/Scanning from Smartphone/Tablet

- Connecting Printer and Wireless Router Using Easy wireless 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](#)
- Cannot Find Printer from Smartphone/Tablet while Using Bluetooth
- Downloading Canon PRINT Inkjet/SELPHY

Problems while Using Printer

- Message Appears on Computer During Setup
- Printer Prints Slowly
- No Ink Level Appears in Printer Status Monitor (Windows)

Wireless Direct

Cannot Print or Connect

- [Printer Suddenly Stopped Working for Some Reason](#)
- Cannot Access to Internet on Wi-Fi from Communication Device
- Cannot Print or Connect

LAN Setting Tips/Changing LAN Settings

- [Network Key \(Password\) Unknown](#)
- Forgot Administrator Password of Printer
- [Checking Network Information](#)
- [Restoring to Factory Defaults](#)
- [Default Network Settings](#)
- [Printing Network Settings](#)
- [Reconfiguration Method of Wi-Fi Connection](#)
- Checking Status Code

Printing/Scanning from Smartphone/Tablet

- [Cannot Print/Scan from Smartphone/Tablet](#)
- Cannot Find Printer from Smartphone/Tablet while Using Bluetooth
- Downloading Canon PRINT Inkjet/SELPHY

Problems while Using Printer

- Message Appears on Computer During Setup
- Printer Prints Slowly
- No Ink Level Appears in Printer Status Monitor (Windows)

Network Communication Problems

- **Cannot Find Printer on Network**
- **Network Connection Problems**
- **Other Network Problems**

Cannot Find Printer on Network

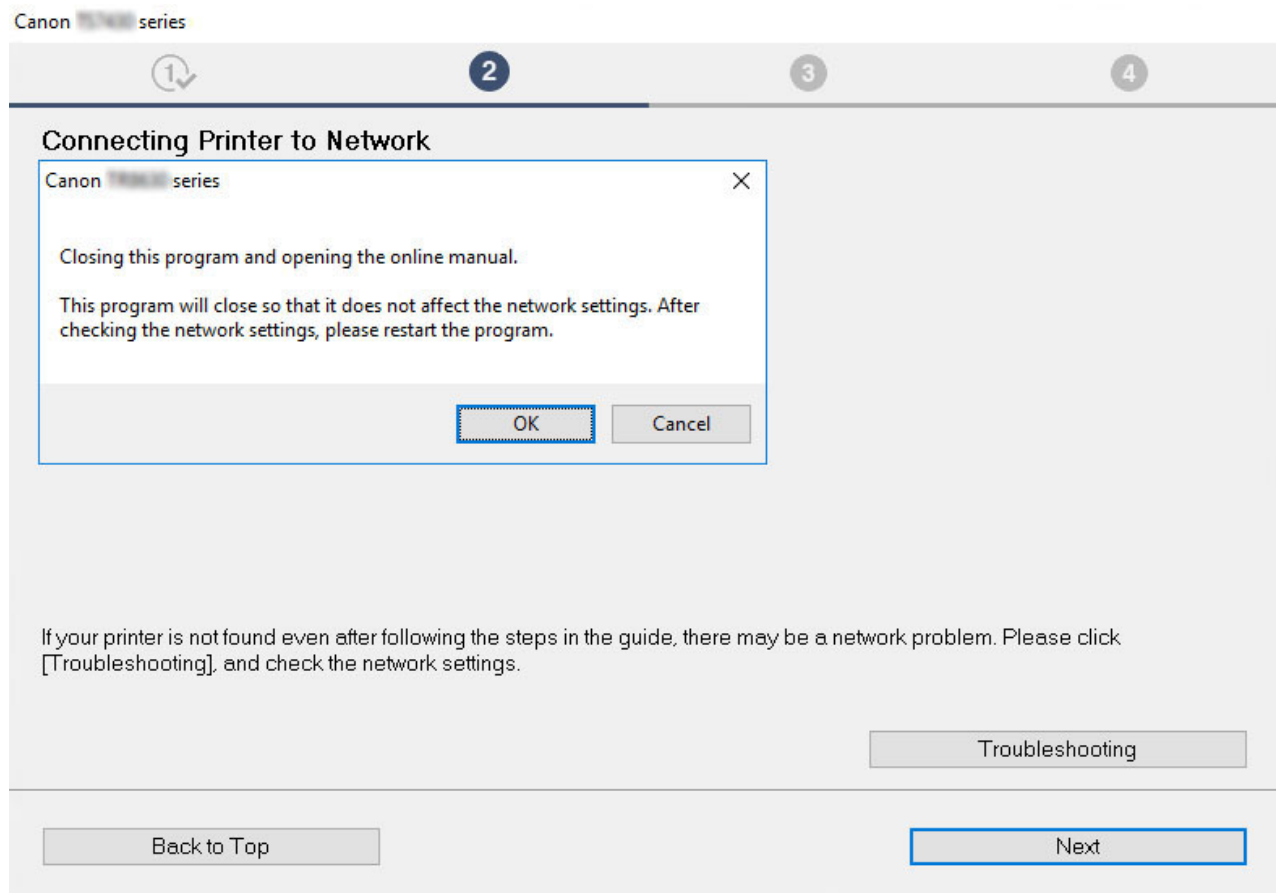
- ▶ **Cannot Find Printer During Setup**

While using printer:

- ▶ **Cannot Find Printer while Using Wi-Fi**

Cannot Find Printer During Setup

If you cannot find the printer on network during setup, check the following.



When you complete all the checking, try to set up from the beginning.

Items to check for Wi-Fi:

When connecting the printer to Wi-Fi, check/respond to all the items in [Step 1], and try to set up from the beginning. If you still cannot set up the **printer** properly, try the items in [Step 2] and try to set up from the beginning.

Step 1 [Check the basic items for Wi-Fi](#)

Step 2 [Solve the problem, using IJ Network Device Setup Utility](#)

Items to check for Wi-Fi

Step 1 Check the basic items for Wi-Fi

1. Check power status

Are printer and network device (router, etc.) turned on?

Stop setting up, and check if the router (modem) is turned on and then check if the printer is turned on.

1. Check if network devices such as router are 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 devices such as router are ready for use.

2. Check if the printer is turned on

If printer is not turned on, turn on the power. If the printer is on, turn them off and on again.

Proceed once you complete checking the power status above.

2. Check PC network connection

Can you view any web pages on your computer? Make sure the computer and network device (wireless router, etc.) are configured and the computer is connected to the network.

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.

For more on checking the settings of the wireless router, refer to the instruction manual supplied with the wireless router or contact the manufacturer.

Important

- 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).


Once you complete checking the wireless router, configure the network settings for your computer. For the procedures, refer to the instruction manual supplied with the computer, or contact the manufacturer.

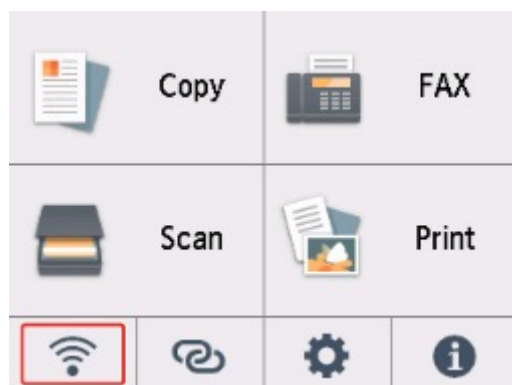
Once you complete setting up the wireless router and your computer, configure the settings on your computer in order to view web pages, using the information of the wireless router.

Proceed once you complete checking the network connection above.

3. Check printer's Wi-Fi settings



Make sure the  or  icon is displayed on the touch screen.



If icon is not displayed:

The printer is not set to use Wi-Fi. Turn on wireless communication on the printer.



If icon is displayed:



 icon indicates that the wireless router and the printer are not connected. Reconsider the locations of the wireless router and the printer.

- Checking the location of wireless router:

After checking the wireless router setting, make sure the printer is not placed too far away from the wireless router. The printer can be up to 50 m (164 ft.) from the wireless router indoors if unobstructed. The printer is designed for indoor use. 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.

- Checking the location of printer:

Make sure that the printer is not placed behind an object. The printer may not be connected when placed behind a wall or on a shelf. Try to place the printer in a location where there is no obstacle.

For details, see the instruction manual supplied with the wireless router or contact the manufacturer.

When you complete checking [Step 1] above, try to set up from the beginning.

If the printer cannot be detected after trying to set up from the beginning, proceed to [Step 2].

|| Step 2 | Solve the Problem, Using IJ Network Device Setup Utility

Diagnose and repair the network connections using IJ Network Device Setup Utility.

Download IJ Network Device Setup Utility from the below page, and install it on your computer.

■ Checking Printer Connection Status Using IJ Network Device Setup Utility

Refer to below in regard to starting up IJ Network Device Setup Utility.

- **For Windows:**

- Starting Up IJ Network Device Setup Utility

- **For macOS:**

- [Starting Up IJ Network Device Setup Utility](#)

Once revised, try to set up from the beginning.



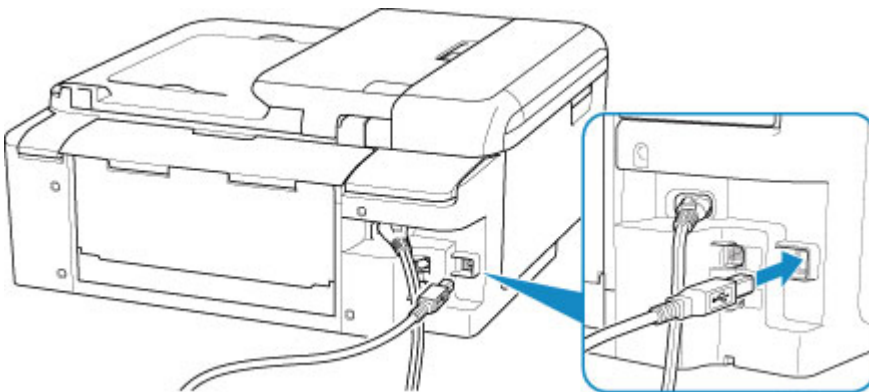
Cannot Proceed beyond Printer Connection Screen (Cannot Find Printer Connected via USB)



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 again.

1. Download the latest MP Drivers.
2. Turn off printer.
3. Shut down computer.

After shutting down, restart your computer and install the latest MP Drivers downloaded in step 1.



Cannot Find Printer while Using Wi-Fi



First, make sure printer is turned on. Next, make sure that you can view any web page on the Internet with your computer. After confirming the two, use the IJ Network Device Setup Utility to diagnose and repair network status.

Select the link below to download IJ Network Device Setup Utility and install it.

- [Checking Printer Connection Status Using IJ Network Device Setup Utility](#)

See below for starting up IJ Network Device Setup Utility.

- **For Windows:**

- [Starting Up IJ Network Device Setup Utility](#)

- **For macOS:**

- [Starting Up IJ Network Device Setup Utility](#)

If the problem persists after diagnosis and repair with IJ Network Device Setup Utility, check the following items.

Check1


Check the  (**Network status**) icon on the touch screen.



If the  icon is displayed, or only the  icon is displayed, wireless LAN is disabled.

Select **LAN settings** > **Wi-Fi** in this order, and select **Enable** for **Enable/disable Wi-Fi**.



If the  icon is displayed, see the following check to make sure whether printer setup is complete or the settings of wireless router to connect are correct.

Check2

Make sure printer setup is complete on the computer.

If it is not, click [here](#) and perform setup.

Check3

Make sure printer and wireless router network settings match.

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.

»» Note

- Use 2.4 GHz frequency band to connect to a wireless router. Match the network name (SSID) set for the printer with that for 2.4 GHz frequency band of the wireless router.

To check the network name (SSID) set for the printer, display it using the operation panel of the printer or print out the network setting information of the printer.

- Display on the touch screen.

■ [LAN settings](#)

- Print the network settings.

■ [Printing Network Settings](#)

Check4 Make sure the printer is not placed too far away from the 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.

Check5 Make sure wireless signal is strong. Monitor signal strength 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 touch screen.

■ [Using Touch Screen](#)

Check6 Make sure **Enable bidirectional support** is selected in the **Ports** sheet of the **Printer properties** dialog box. (Windows)

If not, select it to enable bidirectional support.

Check7 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.

Check8 If printer is connected to an AirPort Base Station via LAN, make sure you use alphanumeric characters for network name (SSID). (macOS)

If the problem is not resolved, click here and redo setup.

Network Connection Problems

- **Printer Suddenly Stopped Working for Some Reason**
- **Network Key (Password) Unknown**
- **Printer Cannot Be Used After Replacing Wireless Router or Changed Router Settings**

Printer Suddenly Stopped Working for Some Reason

First, make sure printer is turned on. Next, make sure that you can view any web page on the Internet with your computer. After confirming the two, use the IJ Network Device Setup Utility to diagnose and repair network status.

Select the link below to download IJ Network Device Setup Utility and install it.

- [Checking Printer Connection Status Using IJ Network Device Setup Utility](#)

See below for starting up IJ Network Device Setup Utility.

- **For Windows:**

- [Starting Up IJ Network Device Setup Utility](#)

- **For macOS:**

- [Starting Up IJ Network Device Setup Utility](#)

If the problem persists after diagnosis and repair with IJ Network Device Setup Utility, check the following items.

- [Cannot Connect to a Printer after Network Configuration Changes](#)
- [Cannot Connect to a Printer via Wireless LAN \(Wi-Fi\)](#)
- [Cannot Connect to a Printer through Wireless Direct](#)
- [Cannot Print/Scan/Fax through Network](#)



Cannot Connect to a Printer after Network Configuration Changes



It may take a while for the computer to obtain an IP address, or you may need to restart your computer.

Make sure the computer has obtained a valid IP address, and try again to find the printer.



Cannot Connect to a printer via Wireless LAN (Wi-Fi)



Check1


Check the power status of printer, network devices (e.g. wireless router), and smartphone/tablet.

- Turn on the printer or devices.
- 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, etc.) or to update the wireless router firmware.

For details, contact the manufacturer of your wireless router.

Check2 Is the printer connected to the wireless router?



Use the  icon on the touch screen to check the connection status between the printer and wireless



router. If the  icon is not displayed, Wi-Fi is disabled. Turn on wireless communication on the printer.

Check3 Make sure the printer and wireless router network settings match.

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.

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.

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, display it using the operation panel of the printer or print out the network setting information of the printer.

- Display on the touch screen.

■ [LAN settings](#)

- Print the network settings.

■ [Printing Network Settings](#)

Check4 Make sure the printer is not placed too far away from the 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.

Check5 Make sure 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 touch screen.

■ [Using Touch Screen](#)

Check6 Make sure of the Wi-Fi channel numbers used for your computer.

You need to have the same Wi-Fi channel number that you are using for the wireless router as your computer. It is normally set in the way that you can use all the Wi-Fi channels. However, when the channels that you are using are restricted, the Wi-Fi channels do not match.

See the instruction manual provided with your computer and check the Wi-Fi channel number available for your computer.

Check7 Make sure channel set on wireless router is a usable channel as confirmed in the previous check.

If it is not, change the channel set on the wireless router.

Check8 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.

Check9 If printer is connected to an AirPort Base Station via LAN, make sure you use alphanumeric characters for network name (SSID). (macOS)

If the problem is not resolved, click here and redo setup.

- **Positioning:**

Make sure there are no obstacles between the printer and the wireless router.

Cannot Connect to a Printer through Wireless Direct

Check1 Is the  icon displayed on the touch screen?

If not, Wireless Direct is disabled. Turn on Wireless Direct.

Check2 Check the settings of your device (smartphone/tablet).

Make sure Wi-Fi is enabled on your device.

For details, refer to your device's instruction manual.

Check3 Make sure printer is selected as connection for device (e.g. smartphone or 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 setting information of the printer.

- Display on the touch screen.

■ [LAN settings](#)

- Print the network settings.

■ [Printing Network Settings](#)

Check4 Have you entered the proper password specified for the Wireless Direct?

To check the password specified for the printer, display it using the operation panel of the printer or print out the network setting information of the printer.

- Display on the touch screen.

■ [LAN settings](#)

- Print the network settings.

■ [Printing Network Settings](#)

Check5 Make sure the printer is not placed too far away from the device.

If the distance between the printer and device is too far, wireless communication becomes poor. Place the printer and device close to each other.

Check6 Make sure 5 devices are already connected.

Wireless Direct does not allow more than 5 devices to be connected.

Cannot Print/Scan/Fax through Network

A

Check1 Make sure the computer is connected to the wireless router.

For more on how to check the computer settings or connection status, see your computer instruction manual or contact its manufacturer.

Check2 If MP Drivers are not installed, install them. (Windows)

Click [here](#) and install the MP Drivers.

Check3 Make sure wireless router does not restrict which computers and printers can access it.

For more on connecting to and setting up your wireless router, see the wireless router instruction manual or contact its manufacturer.

➤➤ Note

- To check the MAC address or IP address of your computer, see [Checking Computer IP Address or MAC Address](#).

Network Key (Password) Unknown

Use the IJ Network Device Setup Utility to diagnose and repair network status.

Select the link below to download IJ Network Device Setup Utility and install it.

- [Checking Printer Connection Status Using IJ Network Device Setup Utility](#)

See below for starting up IJ Network Device Setup Utility.

- **For Windows:**

- [Starting Up IJ Network Device Setup Utility](#)

- **For macOS:**

- [Starting Up IJ Network Device Setup Utility](#)

If the problem persists after diagnosis and repair with IJ Network Device Setup Utility, check the following items.

- [WPA/WPA2 or WEP Key Set for Wireless Router Unknown, Cannot Connect](#)

- [Setting an Encryption Key](#)

WPA/WPA2 or WEP 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

A

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.

Selecting WPA, WPA2, or WPA/WPA2 is recommended for security reason. If your wireless router is compatible with WPA/WPA2, you can also use WPA2 or WPA.

- **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).

• Using WEP

The length or format of the Wi-Fi password and authentication method must be identical among the wireless router, the printer, and your computer.

To communicate with a wireless router that generates a password automatically, you must set the printer to use the password generated by the wireless router.

◦ For Windows:

When the **WEP Details** screen appears after you click **Search...** on the **Network Settings (Wi-Fi)** screen in IJ Network Device Setup Utility, follow the on-screen instructions to set the password length, format, and the password to use.

For details, see *If WEP Details Screen Appears*.

▶▶▶ Note

- If the printer is connected to an AirPort Base Station via LAN:

If the printer is connected to an AirPort Base Station via a LAN, check the settings in **Wireless Security of AirPort Utility**.

- Select **64 bit** if **WEP 40 bit** is selected for password length in AirPort Base Station.
- Select **1** for the password to use. Otherwise, computer will not be able to communicate with printer via the wireless router.



Printer Cannot Be Used After Replacing Wireless Router or Changed Router Settings



When you replace a wireless router, redo the network setup for the printer according to the replaced one.

Click [here](#) and perform setup.

▶▶▶ Note

- IJ Network Device Setup Utility allows you to diagnose and repair the network status.

Select the link below to download IJ Network Device Setup Utility and install it.

- [Checking Printer Connection Status Using IJ Network Device Setup Utility](#)

See below for starting up IJ Network Device Setup Utility.

■ For Windows:

- [Starting Up IJ Network Device Setup Utility](#)

■ For macOS:

- [Starting Up IJ Network Device Setup Utility](#)

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



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](#).

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](#)

Other Network Problems

- ▶ **Checking Network Information**
- ▶ **Restoring to Factory Defaults**

Checking Network Information

- [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 or use the operation panel to display it.

- Display on the touch screen.

- [LAN settings](#)

- Print the network settings.

- [Printing Network Settings](#)

For Windows, you can check the network setting information on the computer screen.

- Canon IJ Network Device Setup Utility 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

A

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 or use the operation panel to display it.

- Display on the touch screen.
 - [LAN settings](#)
- Print the network settings.
 - [Printing Network Settings](#)



Restoring to Factory Defaults



»» Important

- Initialization erases all network settings on the printer, making printing or scanning operation from a computer over a network impossible. To use the printer over a network again after restoring it to the factory defaults, click here and redo setup.

Initialize the network setting using the printer's operation panel.

- [Reset setting](#)

Problems while Printing/Scanning from Smartphone/Tablet

- ▶ **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 over Wireless LAN](#)

■ [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 over Wireless LAN



If your smartphone/tablet cannot communicate with the printer, check the following.

Check1 Check the power status of printer, network devices (e.g. wireless router), and smartphone/tablet.

- Turn on the printer or devices.
- 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, etc.) or to update the wireless router firmware.

For details, contact the manufacturer of your wireless router.


Check2 Check the settings of your device (smartphone/tablet).

Make sure Wi-Fi is enabled on your device.

For details, refer to your device's instruction manual.

Check3 Is the printer connected to the wireless router?

- Use the lower left icon on the touch screen to check the connection status between the printer and

wireless router. 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, display it using the operation panel of the printer or print out the network setting information of the printer.

- Display on the touch screen.

- [LAN settings](#)

- Print the network settings.

- [Printing Network Settings](#)

▶▶▶ Note

- If you have a computer, IJ Network Device Setup Utility allows you to diagnose and repair the network status.

Select the link below to download IJ Network Device Setup Utility and install it.

- [Checking Printer Connection Status Using IJ Network Device Setup Utility](#)

See below for starting up IJ Network Device Setup Utility.

- **For Windows:**

- [Starting Up IJ Network Device Setup Utility](#)

- **For macOS:**

- [Starting Up IJ Network Device Setup Utility](#)

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), etc.) 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 Make sure the printer is not placed too far away from the 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 Make sure 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 touch screen.

- [Using Touch Screen](#)



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 the power status of printer and other devices (smartphone or tablet).

Turn on the printer or devices.

If the power is already turned on, cycle the power switch.

Check2 Is the  icon displayed on the touch screen?

If not, Wireless Direct is disabled. Turn on Wireless Direct.

Check3 Check the settings of your device (smartphone/tablet).

Make sure Wi-Fi is enabled on your device.

For details, refer to your device's instruction manual.

Check4 Make sure printer is selected as connection for device (e.g. smartphone or 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 setting information of the printer.

- Display on the touch screen.

■ [LAN settings](#)

- Print the network settings.

■ [Printing Network Settings](#)

Check5 Have you entered the proper password specified for the Wireless Direct?

To check the password specified for the printer, display it using the operation panel of the printer or print out the network setting information of the printer.

- Display on the touch screen.

■ [LAN settings](#)

- Print the network settings.

■ [Printing Network Settings](#)

Check6 Make sure the printer is not placed too far away from the device.

If the distance between the printer and device is too far, wireless communication becomes poor. Place the printer and device close to each other.

Check7 Make sure 5 devices are already connected.

Wireless Direct does not allow more than 5 devices to be connected.

Printing Problems

- **Printer Does Not Print**
- **Ink Does Not Come Out**
- **Printer Does Not Pick up or Feed the Paper/"No Paper" Error**
- **Printout Results Are Unsatisfactory**



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 that the cassette is correctly inserted.

If there is an object under the printer, the cassette cannot be correctly inserted and paper may not be correctly fed.

Make sure there are no objects under the printer and push the cassette flatly into the printer until it stops.

■ [Loading Plain Paper in Cassette](#)

Check3 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 while Using Wi-Fi](#)

▶▶▶ Note

- IJ Network Device Setup Utility allows you to diagnose and repair the network status.

Select the link below to download IJ Network Device Setup Utility and install it.

■ [Checking Printer Connection Status Using IJ Network Device Setup Utility](#)

See below for starting up IJ Network Device Setup Utility.

■ **For Windows:**

■ [Starting Up IJ Network Device Setup Utility](#)

■ **For macOS:**

■ [Starting Up IJ Network Device Setup Utility](#)

Check4 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 the cassette, an error message appears on the touch screen. Follow the instructions on the touch screen to solve the problem.

▶▶▶ Note

- You can select whether the message which prevents misprinting is displayed.
 - To change the message view setting when printing or copying 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)

Check5 If printing from a computer, delete unnecessary print jobs.

- **For Windows:**
 - Deleting the Undesired Print Job
- **For macOS:**
 - [Deleting the Undesired Print Job](#)

Check6 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.

- **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.

Check7 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**.

Check8 If printing from your computer, restart the computer.

Restart the computer and try printing again.



Ink Does Not Come Out



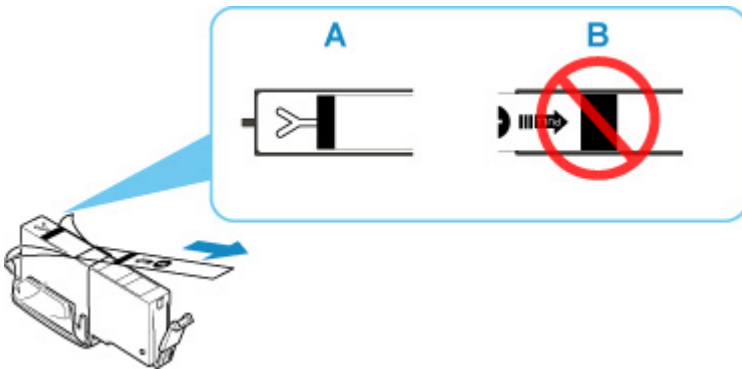
Check1 Check status of ink tanks. Replace ink tank if ink has run out.

- [Checking Ink Status on the Touch Screen](#)
- [Replacing Ink Tanks](#)

Check2 Are the orange tape and plastic wrap still on the ink tank?

Make sure all the protective plastic wrap is peeled off to expose the Y-vent area, as shown below (A).

If the orange tape remains on the ink tank (B), peel it off.



Check3 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.

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

If the pattern is not printed correctly, check if the ink tank for the problem color is empty.

If the ink tank is not empty, go to the next step.

Step2 Clean the print head.

After cleaning the print head, print the nozzle check pattern and check the result.

- **For Windows:**
 - [Clean the print head](#)
- **For macOS:**
 - [Clean the print head](#)

If it 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.

- **For Windows:**

-  Clean the print head deeply

- **For macOS:**

-  [Clean the print head deeply](#)

If it does not improve, turn off the printer for more than 24 hours without disconnecting the power plug, 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.

If it still does not improve, go to the next step.

Step6 Request a repair.

If problem is not resolved after performing print head deep cleaning twice, the print head may be damaged. Contact your nearest Canon service center to request a repair.

For details on printing the nozzle check pattern, print head cleaning, and print head deep cleaning, see [If Printing Is Faint or Uneven](#).



Printer Does Not Pick up or Feed the Paper/"No Paper" Error



Check1 Make sure paper is loaded.

■ [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](#)

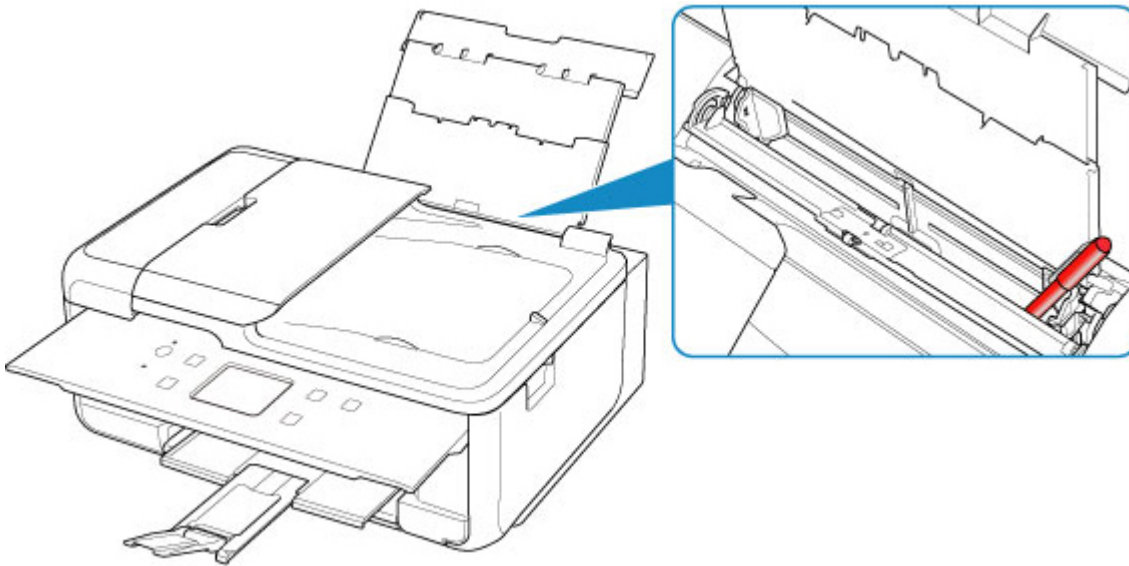
Check4 When loading envelopes, consider the following.

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.

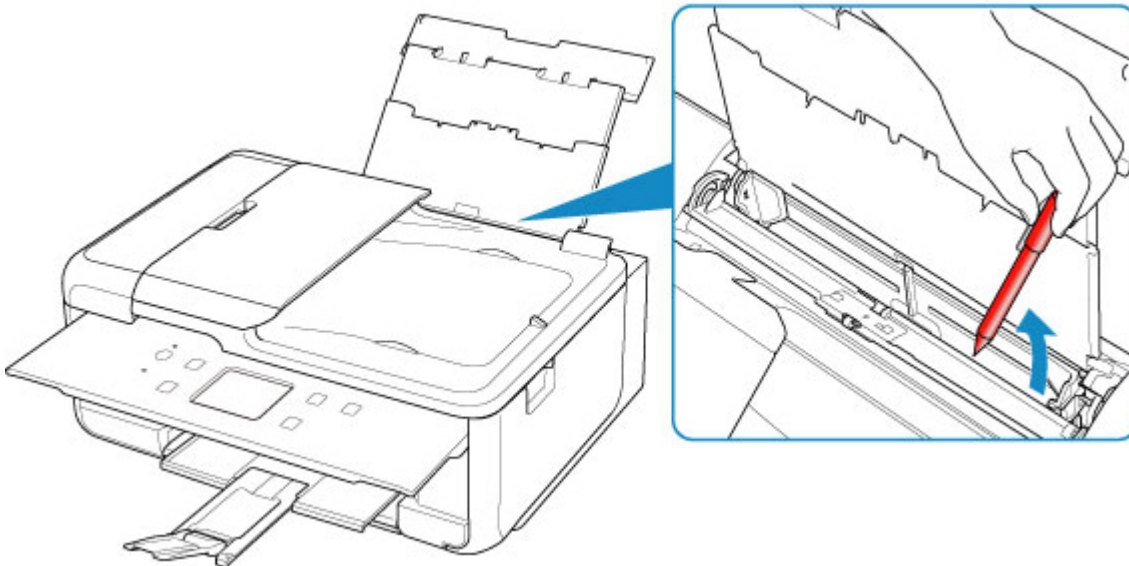
Check5 Make sure media type and paper size settings match with loaded paper.

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.

If there are any foreign objects in the rear tray, be sure to turn off the printer, unplug it from the power supply, then remove the foreign object.



▶▶▶ Note

- If the feed slot cover is opened, close it slowly.
- If the problem occurs immediately after removing the jammed paper from the rear side of the printer, see below.

■ [Removing Jammed Paper from Rear Side](#)

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 cover and rear cover attached properly?

See [Rear View](#) for the positions of the transport unit cover and the rear cover.

If the measures above do not solve the problem, contact your nearest Canon service center to request a repair.



Printout Results Are Unsatisfactory



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.

In borderless printing, uneven coloring may occur depending on the combination of the paper type setting and the loaded paper.

The method for checking the paper and print quality settings differs depending on what you are using your printer for.

- **Copying/Printing**

Check the settings using the operation panel.

- [Setting Items for Copying](#)

- **Printing from your computer**

Check the settings using the printer driver.

- Basic Printing Setup

- **Printing from a PictBridge (Wi-Fi) compliant device**

Check the settings on your PictBridge (Wi-Fi) compliant device or the operation panel.

- PictBridge (Wi-Fi) Print Settings
- PictBridge settings

- **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.

►► Note

- When printing from a PictBridge (Wi-Fi) compliant device, set the print quality setting using the operation panel.

This setting cannot be made on the PictBridge (Wi-Fi) compliant device.

Check3 If problem is not resolved, check also the sections below.

See also the sections below:

- [Printouts Are Blank/Blurry or Fuzzy/Inaccurate or Bleeding Colors/Streaks or Lines](#)
- [Lines Are Misaligned/Distorted](#)
- [Paper Is Smudged / Printed Surface Is Scratched](#)
- [Vertical Line Next to Image](#)
- Cannot Complete Printing
- Part of Page Is Not Printed (Windows)
- Lines Incomplete or Missing (Windows)
- Images Incomplete or Missing (Windows)
- Ink Blots / Paper Curl
- Back of Paper Is Smudged
- Uneven or Streaked Colors



Printouts Are Blank/Blurry or Fuzzy/Inaccurate or Bleeding Colors/ Streaks or Lines



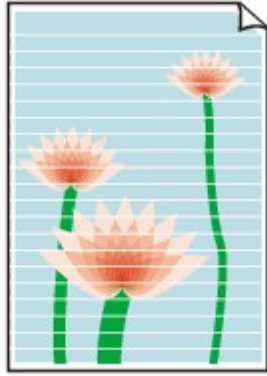
Printing Is Blurry



Colors Are Wrong



White Streaks Appear



A

Check1 Check paper and print quality settings.

■ [Printout Results Are Unsatisfactory](#)

Check2 Check status of ink tanks. Replace ink tank if ink has run out.

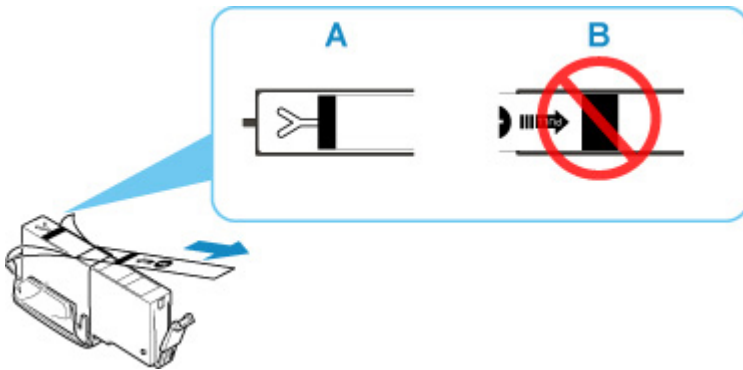
■ [Checking Ink Status on the Touch Screen](#)

■ [Replacing Ink Tanks](#)

Check3 Are the orange tape and plastic wrap still on the ink tank?

Make sure all the protective plastic wrap is peeled off to expose the Y-vent area, as shown below (A).

If the orange tape remains on the ink tank (B), peel it off.



Check4 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.

• **For Windows:**

■ Printing a Nozzle Check Pattern

• **For macOS:**

■ Printing a Nozzle Check Pattern


If the pattern is not printed correctly, check if the ink tank for the problem color is empty.

If the ink tank is not empty, go to the next step.

Step2 Clean the print head.

After cleaning the print head, print the nozzle check pattern and check the result.

- **For Windows:**

-  Clean the print head

- **For macOS:**

-  [Clean the print head](#)

If it 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.

- **For Windows:**

-  Clean the print head deeply

- **For macOS:**

-  [Clean the print head deeply](#)

If it does not improve, turn off the printer for more than 24 hours without disconnecting the power plug, 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.

If it still does not improve, go to the next step.

Step6 Request a repair.

If problem is not resolved after performing print head deep cleaning twice, the print head may be damaged. Contact your nearest Canon service center to request a repair.

For details on printing the nozzle check pattern, print head cleaning, and print head deep cleaning, see [If Printing Is Faint or Uneven](#).

Check5 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.

- **When copying, see also the sections below:**

Check6 Is platen glass or glass of ADF dirty?

Clean the platen glass or the glass of ADF.

-  Cleaning Platen and Document Cover

-  Cleaning the ADF (Auto Document Feeder)

▶▶ Note

- If the glass of ADF is dirty, black streaks appear on the paper as shown below.



Check7 Make sure original is properly loaded on platen or ADF.

When you load the original on the platen, load it with the side to be copied facing down.

When you load the original on the ADF, load it with the side to be copied facing up.

■ [Loading Originals](#)

Check8 Is copy source a printed paper by printer?

If you use a printout done by this printer as the original, print quality may be reduced depending on the condition of the original.

Print from the printer directly, or reprint from the computer if you can reprint from it.



Lines Are Misaligned/Distorted



Check1 Check paper and print quality settings.

- [Printout 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](#)

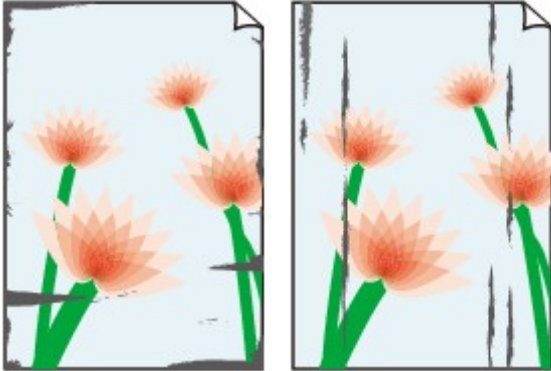
Check3 Increase print quality and try printing again.

Increasing the print quality using the operation panel or the printer driver may improve the print result.



Paper Is Smudged / Printed Surface Is Scratched

Paper Is Smudged



Smudged Edges

Smudged Surface



Printed Surface Is Scratched



Check1 Check paper and print quality settings.

 [Printout Results Are Unsatisfactory](#)

Check2 Check paper type.

Make sure you are using the right paper for what you are printing.

 [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**

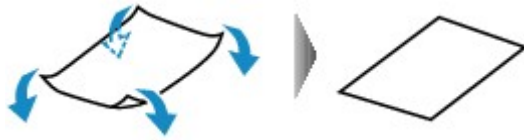
Turn the paper over and reload it to print on the other side.

- **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.

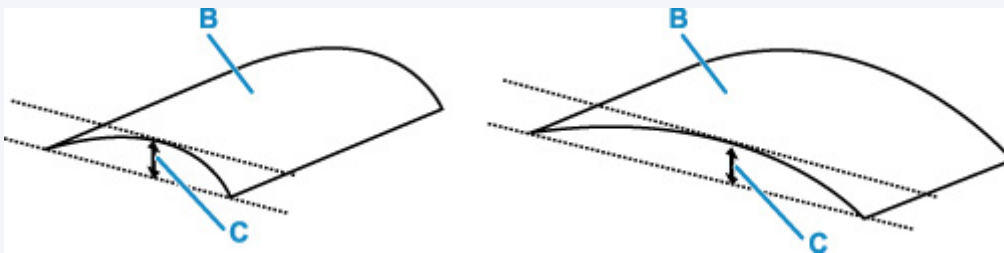


2. Check that paper is now flat.

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.

• From operation panel



Press the **HOME** button, select **(Setup)** icon, **Device settings**, and **Print settings**, and then set **Prevent paper abrasion** to **ON**.

■ [Changing Settings from Operation Panel](#)

- **From computer (Windows):**

1. Check that printer is turned on.
2. Open Canon IJ Printer Assistant Tool.
 - [Opening the Maintenance Tool \(Canon IJ Printer Assistant Tool\)](#)
3. Select **Custom Settings**.
4. Select **Prevents paper abrasion** check box and select **OK**.
5. Check message and select **OK**.

- **From computer (macOS):**

Adjust the setting to prevent paper abrasion from Remote UI.

- [Opening Remote UI for Maintenance](#)

Check5 If intensity is set high, reduce intensity setting and try printing again.

If you are printing with a high intensity setting on plain paper, the paper may absorb too much ink and become wavy, causing paper abrasion.

- Printing from your computer (Windows)

Check the intensity setting in the printer driver.

 - [Adjusting intensity](#)
- Copying
 - [Setting Items for Copying](#)

Check6 Is platen glass dirty?

Clean the platen glass.

- [Cleaning Platen and Document Cover](#)

Check7 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.

Check8 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.

Check9 Set longer ink drying time.

This allows the printed surface to dry, preventing smudges and scratches.

• For Windows:

1. Check that printer is turned on.
2. Open Canon IJ Printer Assistant Tool.
 - Opening the Maintenance Tool (Canon IJ Printer Assistant Tool)
3. Select **Custom Settings**.
4. Drag **Ink Drying Wait Time** slide bar to set the wait time and select **OK**.
5. Check message and select **OK**.

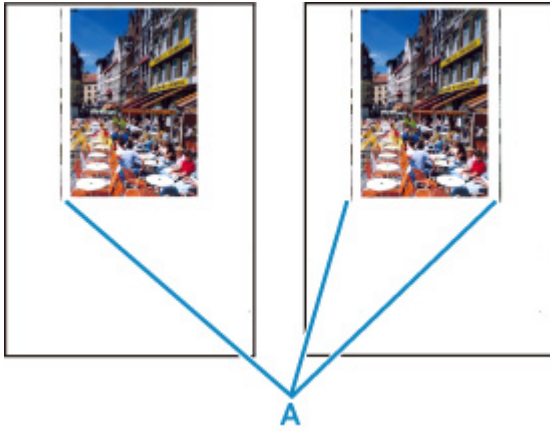
• For macOS:

Set the waiting time using Remote UI.

- [Opening Remote UI for Maintenance](#)



Vertical Line Next to Image



Check Is loaded paper size correct?

If the loaded paper is larger than the size you specified, vertical lines (A) may appear in the left margin or the both margin.

Set the paper size to match the loaded paper.

 [Printout Results Are Unsatisfactory](#)

Note

- The direction or pattern of the vertical lines (A) may vary depending on the image data or the print setting.
- This printer performs automatic cleaning when necessary to keep printouts clean. A small amount of ink is ejected for cleaning.

Although the ink is normally ejected onto the ink absorber at the outer edge of the paper, it may get onto the paper if the loaded paper is larger than the set size.

Scanning Problems (macOS)

- Scanning Problems

Scanning Problems

- ▶ **Scanner Does Not Work**
- ▶ **Scanner Driver Does Not Start**



Scanner Does Not Work



Check 1 Check that your scanner or printer is turned on.

Check 2 With network connection, check the connection status and reconnect as needed.

Check 3 With USB connection, connect the USB cable to a different USB port on the computer.

Check 4 If the USB cable is connected to a USB hub, remove it from the USB hub and connect it to a USB port on the computer.

Check 5 Restart the computer.

Check 6 To scan from the printer's operation panel with USB connection, click **Scan-from-Operation-Panel Settings** in the **Settings (General Settings)** dialog, and then check that the following checkboxes are selected.

- Your scanner or printer
- **Enables scanning from the operation panel**



Scanner Driver Does Not Start



Check 1 Make sure the application software supports AirPrint.


Check 2 Select your scanner or printer on the application's menu.

▶▶▶ Note

- The operation may differ depending on the application.

Check 3 Scan and save images with IJ Scan Utility Lite and open the files in your application.

Check 4 Your scanner may be locked. (Personal scanners only)

If IJ Scan Utility Lite or the application is running, exit it. Slide the scanner lock switch to the release position (), then reconnect the USB cable.

Faxing Problems

- ▶ **Problems Sending Faxes**
- ▶ **Problems Receiving Faxes**
- ▶ **Telephone Problems**
- ▶ **Poor Quality Fax Received**

Problems Sending Faxes

- ▶ **Cannot Send a Fax**
- ▶ **Errors Often Occur When Send a Fax**




Cannot Send a Fax



If you cannot send a fax, check the following items.

Check1 Check that the telephone line is connected correctly according to the following items.



- Reconnect the telephone line cable to the telephone line jack (), and plug the other end into the telephone wall jack or telephone jack.
 - [Connecting Telephone Line](#)
- If "**Telephone line is busy.**" is displayed on the screen, the line is being used by the child phone. Please check back later.
- If you do not hear the normal telephone line sound (dial tone) from the printer when you touch the hook key, the telephone line connection may be incorrect or there may be a problem with the telephone line. Check that the connection method of the telephone line is correct, and contact your telephone company and the manufacturer of your terminal adapter.
- If "**Hook key is disabled.**" is displayed when you touch the hook key, select **FAX settings > Security control > Hook key setting** and then select **Enable**.
 - [Fax settings](#)

Check2 Is telephone line type set correctly?

Check the telephone line type setting and change it as necessary.

■ [Setting Telephone Line Type](#)

Check3 Is **Dial tone detect** set to **ON**?

Select **FAX settings > Advanced FAX settings > Dial tone detect** and then select **OFF**.

■ [Fax settings](#)

Check4 Is fax/telephone number registered correctly in printer's directory?

Check the recipient's fax/telephone number, correct the fax/telephone number registered in the printer's directory, and then send the document again.

■ [Changing Registered Information](#)

Check5 Is printer's memory full?

Delete contents in memory, and then send a fax again.

■ [Document Stored in Printer's Memory](#)

Check6 Is document loaded properly?

Remove the document, and then reload it on the platen or in the ADF.

■ [Loading Originals](#)

Check7 Does a printer error occur?

Ensure that an error message is displayed on the touch screen. When an error message is displayed on the touch screen, check the cause.

For messages, refer to [Message \(Support Code\) Appears](#).

Press the **Stop** button and if the message is closed, you can send the fax.



Errors Often Occur When Send a Fax



Check Check telephone line condition or connection.

If errors occur frequently when using an Internet telephone, it is possible that they can be reduced by selecting **Reduce** for **Error reduction setting (VoIP)** on **Advanced FAX settings** under **FAX settings**.

For details, see **Error reduction setting (VoIP)**.

■ [FAX settings](#)

▶▶▶ Note

- If selecting **Reduce** does not reduce errors, select **Do not reduce**.

In addition, when using an Internet telephone, it is possible that errors occur more often if **4800 bps** or **9600 bps** is selected for **TX start speed**. Select **14400 bps** or **33600 bps**.

If the telephone line or connection is poor when using a general telephone, reducing the transmission start speed may correct the error.

Reduce the transmission start speed on **TX start speed** in **Adv. communication settings** in **Advanced FAX settings** under **FAX settings**.

■ [Fax settings](#)

Problems Receiving Faxes

- ▶ **Cannot Print a Fax/"Fax received. Saved in memory." Appears**



Cannot Print a Fax/"Fax received. Saved in memory." Appears



Check1 Make sure there is enough ink left to print.

- If there is not enough ink left to print, received faxes will be stored in the printer's memory without being printed (Memory Reception). Printing starts automatically after replacing the ink tank.

■ [Document Stored in Printer's Memory](#)

- You can also set to print received faxes even when the ink level is low.

Select **FAX settings** > **Auto print settings** > **Print when out of ink** and then select **Print**.

However, if you run out of ink while printing a fax with this setting, the fax content will be output as a blank page from the middle, and the fax content will be erased from the printer's memory as printed.

Check2 Check the operation panel is open.

If the operation panel is closed, received faxes will be stored in the printer's memory without being printed (Memory Reception). Open the operation panel, and then select **OK**.

Check3 Is a different size of paper from that specified by **Page size** in **Fax paper settings** loaded?

If a different size of paper from that specified by **Page size** is loaded for printing faxes, the received faxes will not be printed and will be stored in the printer's memory (Memory Reception). Load the same size of paper as that specified by **Page size**, then select **OK**.

Check4 Is paper loaded?

If paper is not loaded, received faxes will be stored in the printer's memory without being printed (Memory Reception). Select **FAX**, Load paper, and then select **OK**.

Telephone Problems

- **Cannot Dial**
- **Telephone Disconnects During a Call**



Cannot Dial



Check1 Is telephone line cable connected correctly?

Check that the telephone line cable is connected correctly.

■ [Connecting Telephone Line](#)

Check2 Is telephone line type of printer or external device set correctly?

Check the telephone line type setting and change it as necessary.

■ [Setting Telephone Line Type](#)



Telephone Disconnects During a Call



Check Is telephone line cable or telephone (or a peripheral device such as an external telephone, an answering device, or a computer modem) connected correctly?

Check that the telephone line cable and the telephone (or a peripheral device such as an external telephone, an answering device, or a computer modem) are connected correctly.

■ [Connecting Telephone Line](#)



Poor Quality Fax Received



Check1 Check scan settings of sender's fax device.

Ask the sender to adjust the scan settings of the fax device.

Check2 Is **ECM RX** set to **OFF**?

Select **ON** for **ECM RX** in **Adv. communication settings** in **Advanced FAX settings** under **FAX settings**.

If **ECM RX** is enabled, the sender's fax device resends the fax after correcting errors automatically.

■ [Fax settings](#)

Check3 Is sender's original document or scanning area of sender's fax device dirty?

The image quality of the fax is mainly determined by the sender's fax device. Contact the sender and ask the sender to check whether the scanning area of the fax device is dirty.

Check4 Is ECM transmission/reception enabled although the line/connection is poor, or is the sender's fax device compatible with ECM?

- Select **ON** for **ECM RX** in **Adv. communication settings** in **Advanced FAX settings** under **FAX settings**.

■ [Fax settings](#)

- Contact the sender and ask the sender to check whether the fax device is set to enable ECM transmission.

If the sender's or recipient's fax device is not compatible with ECM, the fax will be sent/received without automatic error correction.

- Reduce the reception start speed on **RX start speed** in **Adv. communication settings** in **Advanced FAX settings** under **FAX settings**.

■ [Fax settings](#)

Check5 Did you confirm paper and print quality settings?

■ [Printout Results Are Unsatisfactory](#)

Mechanical Problems

- **Printer Does Not Turn On**
- **Printer Turns Off Unexpectedly or Repeatedly**
- **USB Connection Problems**
- **Cannot Communicate with Printer via USB**
- **Wrong Language Appears in Touch Screen**



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.

- **To disable the setting from the operation panel:**

1. Check that printer is turned on.

2. Select  (**Setup**) on Home screen.

3. Select  **ECO**.

4. Select **Energy saving settings**.

5. Check displayed message and select **Next**.

6. Select **Auto power off**.

7. Select **Never**.

8. Select **OK**.

The setting is disabled.

- **To disable the setting from the computer:**

For Windows, use Canon IJ Printer Assistant Tool or ScanGear (scanner driver) to disable the setting.

Follow the procedure below to disable the setting using Canon IJ Printer Assistant Tool.

1. Open Canon IJ Printer Assistant Tool.

- Opening the Maintenance Tool (Canon IJ Printer Assistant Tool)

2. Select **Auto Power Settings**.

3. Select **Disable** for **Auto Power Off**.

4. Select **OK**.

5. Select **OK** on the displayed screen.

The setting to shut off the power automatically is disabled.

▶▶▶ Note

- Refer to below to disable the setting from ScanGear (scanner driver).

■ Scanner Tab



USB Connection Problems



Make sure of the checking item below when you find one of the followings.

- Printing or scanning is slow.
- Hi-Speed USB connection does not work.
- A message such as "**This device can perform faster**" appears. (Windows)

▶▶▶ 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 or scanning speed may slow down due to the communication speed.

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 obtain 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.



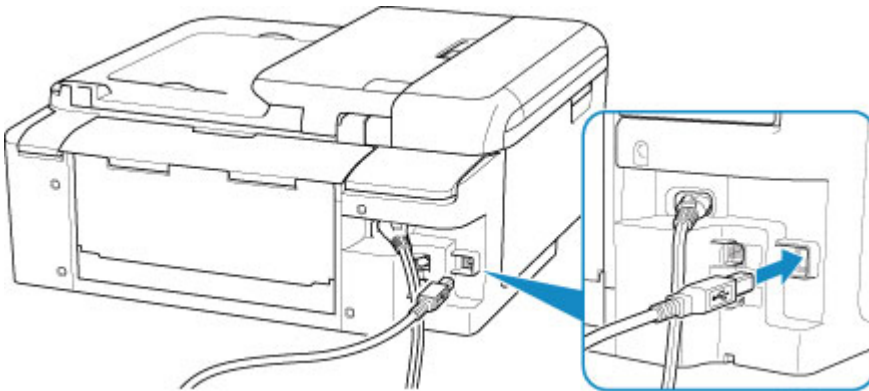
Cannot Communicate with Printer via USB



Check1 Make sure printer is turned on.

Check2 Connect USB cable properly.

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 Make sure **Enable bidirectional support** is selected in the **Ports** sheet of the **Printer properties** dialog box. (Windows)

If not, select it to enable bidirectional support.

- Opening Printer Driver's Setup Screen



Wrong Language Appears in Touch Screen



Follow the instructions below to select your language.

1. Press the **HOME** button and wait a little.

2. Select  (**Setup**).

■ [Using Touch Screen](#)

3. Select  .

4. Select eighth setting item from top.

5. Select a language for touch screen.

6. Select button on lower left.

Installation and Download Problems

- [Failed to MP Drivers Installation \(Windows\)](#)
- [Updating MP Drivers in Network Environment \(Windows\)](#)



Failed to MP Drivers Installation (Windows)



If the MP Drivers 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.

1. Open screen to uninstall MP Drivers.

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**" you want to install in list.

"XXX" is the model name.

3. If you find MP Drivers 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.



Updating MP Drivers in Network Environment (Windows)



Download the latest MP Drivers in advance.

Download the latest MP Drivers 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 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

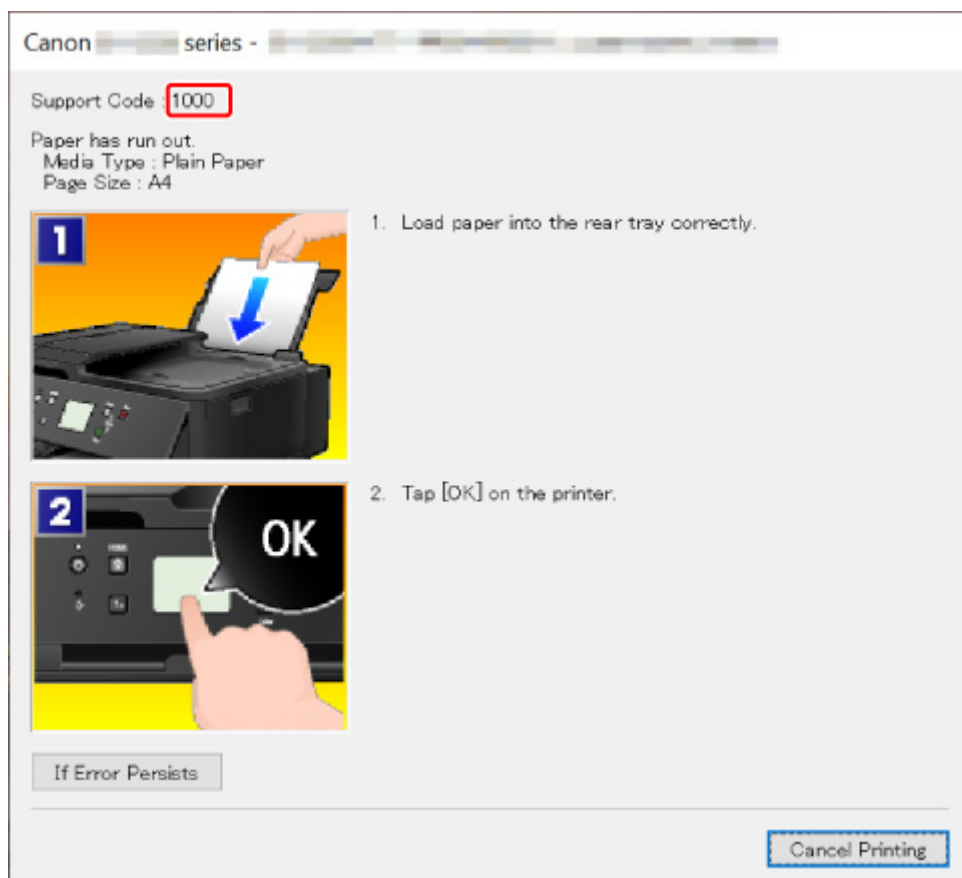
- **When Error Occurred**
- **Message (Support Code) Appears**

When Error Occurred

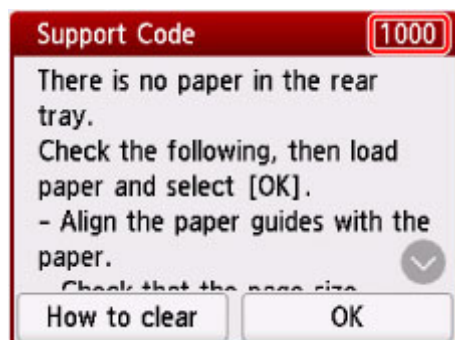
If an error occurs in printing, for example, if the paper runs out or jams, a troubleshooting message appears automatically. For some errors, a support code (error number) is also displayed.

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 Touch Screen:



For details on how to resolve errors with Support Codes, see [List of Support Code for Error](#).

For details on how to resolve errors without Support Codes, see [Message \(Support Code\) Appears](#).

Message (Support Code) Appears

This section describes some of the messages that may appear.

►► Note

- A support code (error number) is displayed for some errors. For details on errors that have support code, see [List of Support Code for Error](#).

If a message appears on the printer's touch screen, see below.


■ [Message Appears on the Printer's Touch Screen](#)

If a message appears 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 Appears on the Printer's Touch Screen

Check the message and take the appropriate action.

- **Power was not turned off correctly the last time. Press the  button when turning power off.**

The printer may have been unplugged while the power was still on.

Select **OK** on the printer's touch screen to cancel the error.

See [Unplugging the Printer](#) to unplug the printer correctly.
- **Cannot connect to the server. Please wait a while and try again.**

The printer cannot connect to the server due to a communication error.

Select **OK** on the printer's touch screen to cancel the error and try again after a while.
- **Check the page size and tap [OK].**

The size of the loaded paper is different from the paper size set in **Page size** in **Fax paper settings**.

Select **OK** on the printer's touch screen to cancel the error.

Select **Function list** in **FAX**, check **Page size**, **Type** and **Paper src** in **Fax paper settings**, and then reload the paper accordingly.
- **Unsent/received document data has been lost because the power cord was unplugged.**

A power failure has occurred or the power cord has been unplugged when the faxes are stored in the printer's memory.

Select **OK** on the printer's touch screen to cancel the error.

The list of the faxes deleted from the printer's memory (MEMORY CLEAR REPORT) will be printed. For details, refer to Summary of Reports and Lists.

See [Unplugging the Printer](#) to unplug the printer correctly.

»» Important

- If a power failure occurs or you unplug the power cord, all the faxes stored in the printer's memory are deleted.

• Replace the receiver.

The handset is not placed in the handset cradle correctly.

Replace the handset correctly.

»» Note

- See A Message for Faxing Is Displayed on Fax Standby Screen for the message displayed on the fax standby screen.

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 that appears on the computer and click **OK**.

The printer starts printing.

See [Unplugging the Printer](#) to unplug the printer correctly.

»» Important

- If you unplug the power cord, all the faxes stored in the printer's memory are deleted.

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 MP Drivers are installed correctly.

Uninstall the MP Drivers following the procedure described in [Deleting the Unnecessary MP Drivers](#) and click [here](#) to reinstall them.

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 appears, 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 does not appear, 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 appears outside 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 MP Drivers following the procedure described in [Deleting the Unnecessary MP Drivers](#) and click [here](#) to reinstall them.
- **"Could not print Application name - File name"**
Try printing again once the current job is complete.

List of Support Code for Error

Support code appears on the printer's touch screen and your computer screen when errors occur.

A "support code" is an error number, and appears along with an error message.

When an error occurs, check the support code and take the appropriate action in response.

Support Code Appears on Printer's Touch Screen and Computer Screen

- **1000 to 1ZZZ**

[1000](#) [1003](#) [1200](#) 1240 [1300](#) [1303](#)

[1304](#) 1309 1310 [1313](#) [1401](#) 1403

1405 140B 1410 1411 1412 1413

1414 15A1 15A2 [1600](#) [1660](#) 1684

[1688](#) [1689](#) 168C [1700](#) 1701 1730

1731 1871 [1890](#)

- **2000 to 2ZZZ**

[2110](#) [2113](#) [2114](#) 2120 2123 2504

2700 2801 2802 2803 [2900](#) [2901](#)

- **3000 to 3ZZZ**

3402 3403 3404 3405 3406 3407

3408 340A 340B 340C 340D 340E

3410 3411 3412 3413 3438 3439

3440 3441 3442 3443 3444 3445

3446 3447

- **4000 to 4ZZZ**

4100 [4103](#) 4104 495A

- **5000 to 5ZZZ**

[5011](#) [5012](#) 5040 5050 [5100](#) [5200](#)

520E 5400 5700 [5B00](#) 5B01 5C02

- **6000 to 6ZZZ**

[6000](#) 6001 6004 6500 6502 6800
6801 6830 6831 6832 6833 6900
6901 6902 6910 6930 6931 6932
6933 6936 6937 6938 6939 693A
6940 6941 6942 6943 6944 6945
6946 6951 6A80 6A81 6D01

- **7000 to 7ZZZ**

7500 7600 7700 7800

- **8000 to 8ZZZ**

8300

- **9000 to 9ZZZ**

9500

- **A000 to ZZZZ**

[C000](#)

»» Note

- For information on how to deal with paper jams, see [What to Do When Paper Is Jammed](#).

What to Do When Paper Is Jammed

If paper jams, remove it following the appropriate procedure as shown below.

- If you can see the jammed paper at the paper output slot or the rear tray:
 - [1300](#)
- If you cannot see the jammed paper at the paper output slot or the rear tray:
 - If the paper fed from the cassette is jammed:
 - [1303](#)
 - If the paper is jammed when performing automatic duplex printing:
 - [1304](#)
 - If the paper is jammed as the printer pulled in the printed paper:
 - [1313](#)
 - If the paper tears and you cannot remove it from the paper output slot or if the paper is jammed inside the printer:
 - [Paper Is Jammed inside Printer](#)
- If the document is jammed in the ADF (Auto Document Feeder):
 - [2801](#)
- Cases other than above:
 - [Other Cases](#)

Cause

Paper is jammed when feeding paper from rear tray.

What to Do

Remove the jammed paper following the instructions below.

►► Important

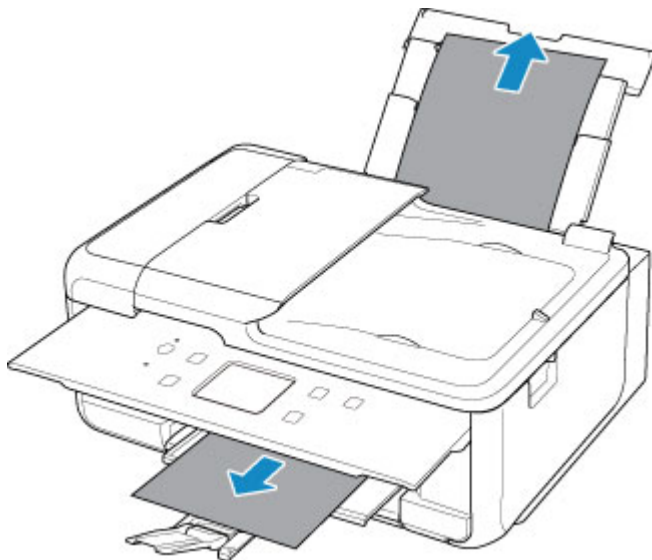
- The printer cannot be turned off while it is sending or receiving a fax, or when the received fax or the unsent fax is stored in the printer's memory.

Turn off the printer after making sure it has completed sending or receiving all the faxes. Do not unplug when turning off the printer.

If you unplug the power cord, all the faxes stored in the printer's memory are deleted.

1. Slowly pull out paper, either from paper output slot or from rear tray, whichever is easier.

Hold the paper with both hands, and pull it out slowly 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.
- If paper becomes jammed during printing and you need to turn off the printer to remove it, press the printer's **Stop** button to stop the printing before you turn off the printer.
- If the paper tears and you cannot remove the jammed paper from the paper output slot or the rear tray, remove the paper from inside the printer.

■ [Paper Is Jammed inside Printer](#)

If you cannot remove the paper from inside the printer, try to pull the paper out from the rear side of the printer.

■ [Removing Jammed Paper from Rear Side](#)

2. Reload paper and select **OK** on printer's touch screen.

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, contact your nearest Canon service center to request a repair.

Cause

Paper is jammed when feeding paper from cassette.

What to Do

1. Remove jammed paper.

- If the paper is jammed at the paper output slot:

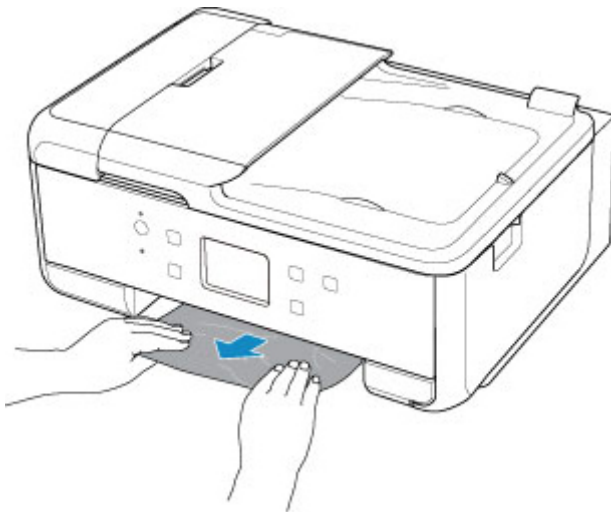
■ [1300](#)

- If the paper is jammed inside the printer:

■ [Paper Is Jammed inside Printer](#)

- If the paper is jammed at the feed slot of the cassette:

Pull out the cassette, and then remove the jammed paper slowly with both hands.



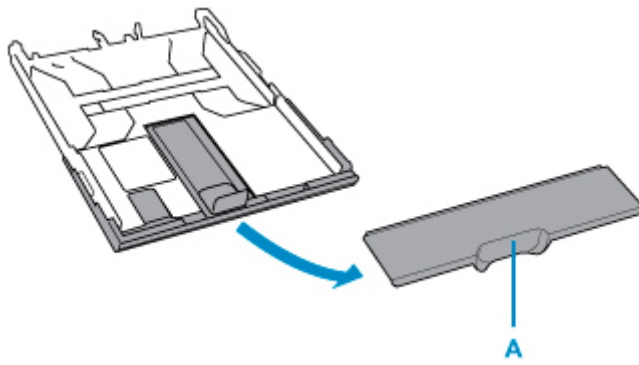
- If the measures above do not solve the problem:

■ [Removing Jammed Paper from Rear Side](#)

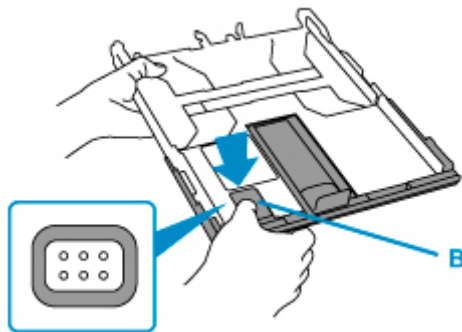
2. Load paper in cassette properly.

When you load A4 sized paper in the cassette, make sure you have extended it.

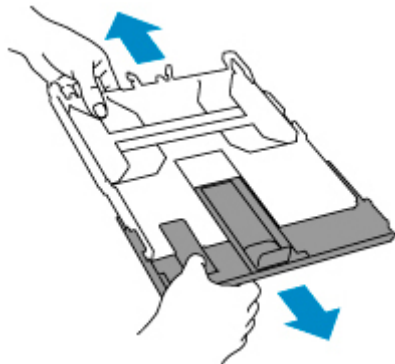
1. Remove cassette cover (A).



2. Press down lock (B) on cassette.



3. Pull cassette back and forth while holding down lock (B).



■ [Loading Plain Paper in Cassette](#)

3. Select **OK** on printer's touch screen.

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, contact your nearest Canon service center to request a repair.

▶▶▶ **Important**

- If you unplug the power cord, all the faxes stored in the printer's memory are deleted.

Cause

Paper is jammed when performing automatic duplex printing.

What to Do

1. Remove jammed paper.

- If the paper is jammed at the paper output slot:

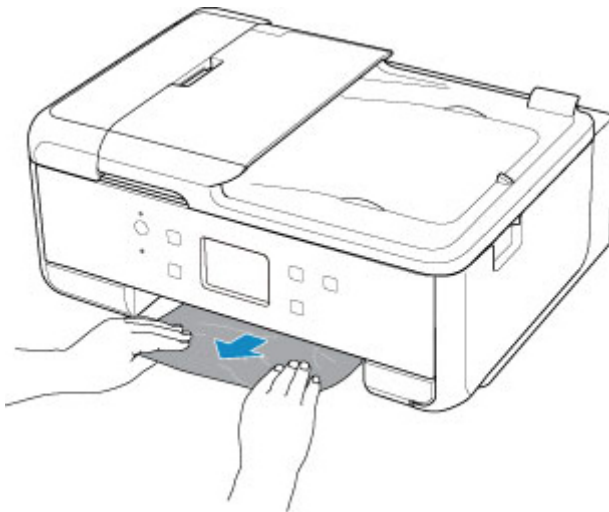
- [1300](#)

- If the paper is jammed inside the printer:

- [Paper Is Jammed inside Printer](#)

- If the paper is jammed at the feed slot of the cassette:

Pull out the cassette, and then remove the jammed paper slowly with both hands.



- If the measures above do not solve the problem:

- [Removing Jammed Paper from Rear Side](#)

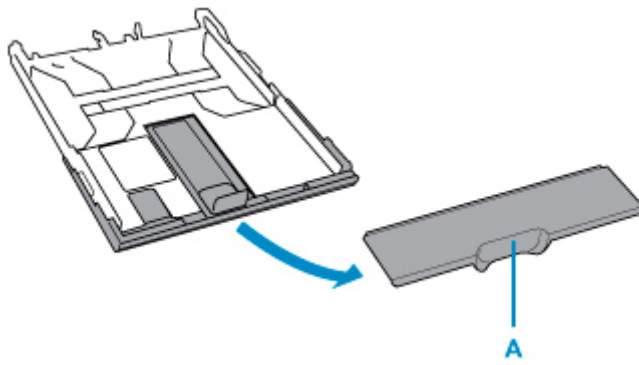
2. Load paper properly.

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

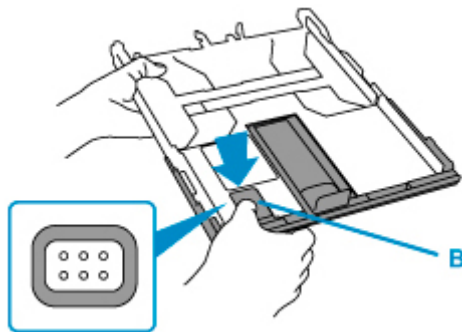
- [Loading Plain Paper in Cassette](#)

When you load A4 sized paper in the cassette, make sure you have extended it.

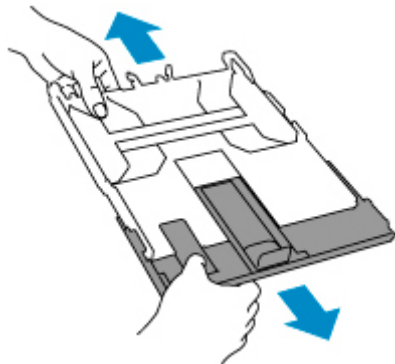
1. Remove cassette cover (A).



2. Press down lock (B) on cassette.



3. Pull cassette back and forth while holding down lock (B).



3. Select **OK** on printer's touch screen.

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, contact your nearest Canon service center to request a repair.

►► Important

- If you unplug the power cord, all the faxes stored in the printer's memory are deleted.

1313

Cause

Paper is jammed as printer pulled in printed paper.

What to Do

Depending on where the paper is jammed, decide on the countermeasure.

- If the paper is jammed at the paper output slot:
 - [1300](#)
- If the paper is jammed inside the printer:
 - [Paper Is Jammed inside Printer](#)
- If the measures above do not solve the problem:
 - [Removing Jammed Paper from Rear Side](#)

►► Important

- If you unplug the power cord, all the faxes stored in the printer's memory are deleted.

Paper Is Jammed inside Printer

If the jammed paper tears and you cannot remove the paper either from the paper output slot or the feed slot, or if the jammed paper remains inside the printer, remove the paper following the instructions below.

▶▶▶ Important

- The printer cannot be turned off while it is sending or receiving a fax, or when the received fax or the unsent fax is stored in the printer's memory.

Turn off the printer after making sure it has completed sending or receiving all the faxes. Do not unplug when turning off the printer.

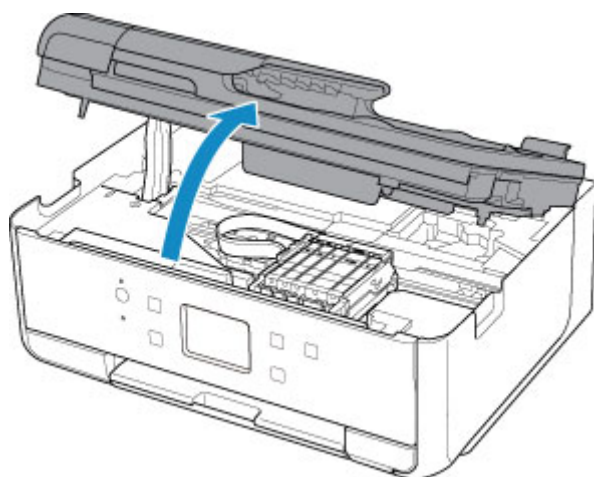
If you unplug the power cord, all the faxes stored in the printer's memory are deleted.

▶▶▶ Note

- If paper becomes jammed during printing and you need to turn off the printer to remove it, press the printer's **Stop** button to stop the printing before you turn off the printer.

1. Turn off printer and unplug it.

2. Open scanning unit / cover.



▶▶▶ Important

- Do not touch white belt (A).

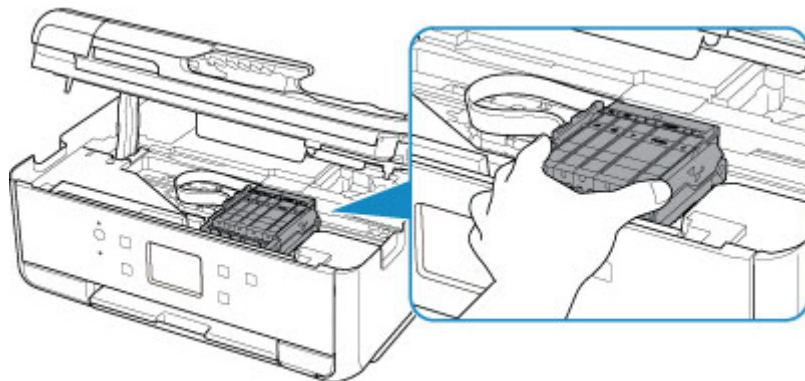


If you soil or scratch this part by touching it with paper or your hand, it could damage the printer.

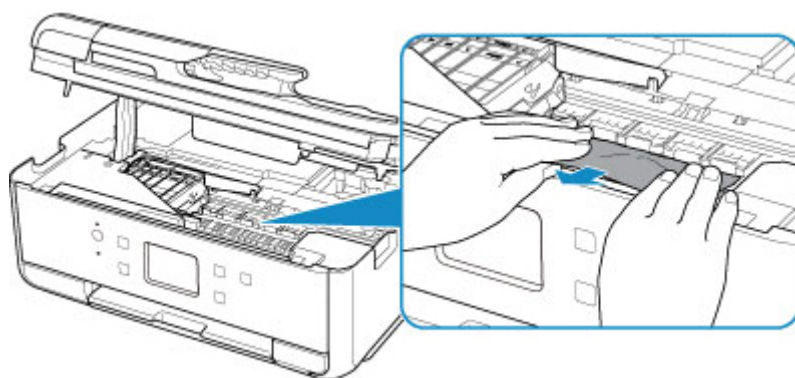
3. Check if jammed paper is under print head holder.

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.

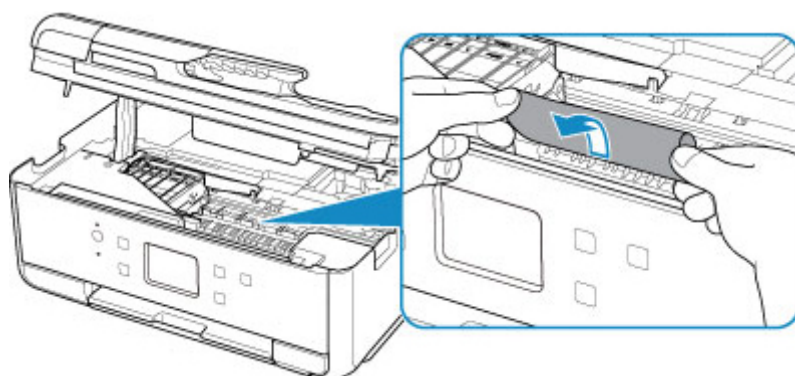
When moving the print head holder, hold the top of the print head holder and slide it slowly to the far right or left.



4. Hold jammed paper firmly in both hands.

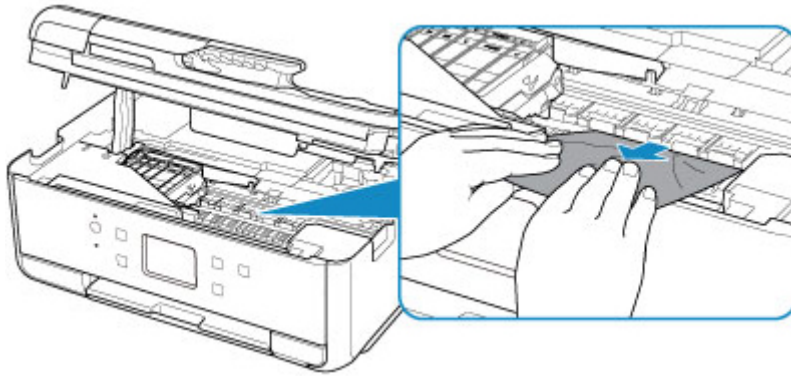


If the paper is rolled up, pull out it.



5. Slowly pull out paper, so as not to tear it.

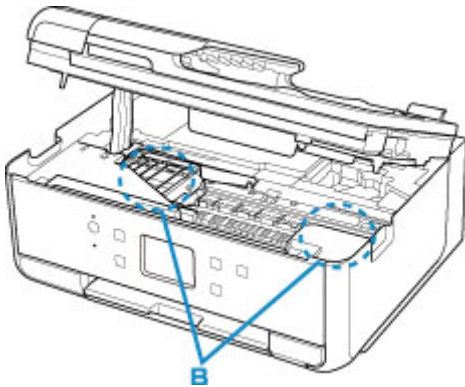
Pull out the paper at an angle of about 45 degrees.



6. 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 (B) in the printer?



7. Close scanning unit / cover gently.

8. Plug in the printer again and turn it back on.

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.
If a paper jam message appears on the printer's touch screen or on your computer screen when you resume printing after removing all the jammed paper, there may be some paper still inside the printer. Check the printer again for any remaining bits of paper.

If the measures above do not solve the problem, contact your nearest Canon service center to request a repair.

Removing Jammed Paper from Rear Side

Important

- The printer cannot be turned off while it is sending or receiving a fax, or when the received fax or the unsent fax is stored in the printer's memory.

Turn off the printer after making sure it has completed sending or receiving all the faxes. Do not unplug when turning off the printer.

If you unplug the power cord, all the faxes stored in the printer's memory are deleted.

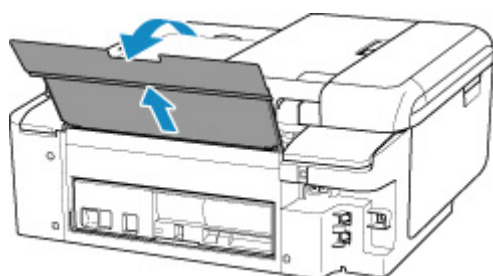
Note

- If paper becomes jammed during printing and you need to turn off the printer to remove it, press the printer's **Stop** button to stop the printing before you turn off the printer.

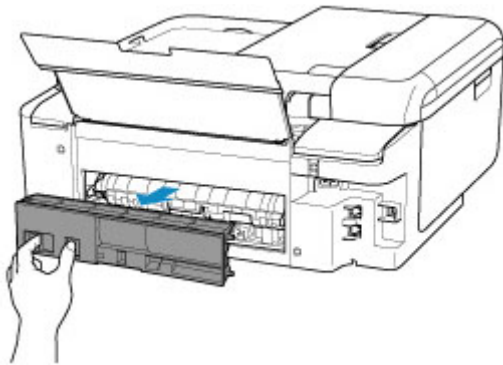
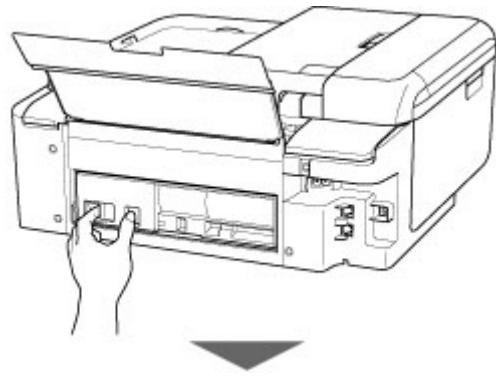
1. Make sure you have unplugged the power cord.
2. Rotate printer so that rear side of printer faces toward you.



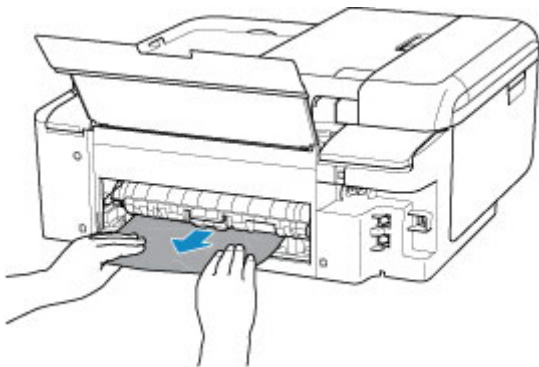
3. Open rear tray cover and then pull up paper support.



4. Detach rear cover.
Pull out the rear cover.



5. Slowly pull out paper.



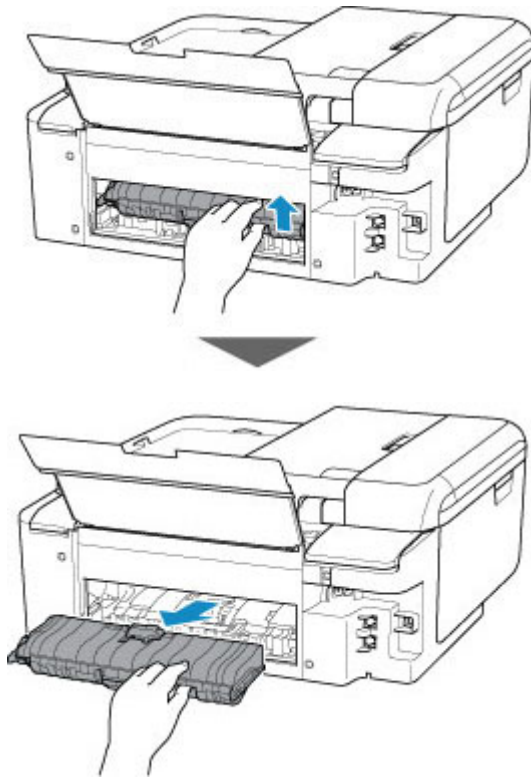
▶▶▶ Note

- Do not touch the inner parts of the printer.

If you were not able to remove the paper in this step, detach the transport unit cover and remove the paper by following these steps.

1. Detach transport unit cover.

Lift up the transport unit cover and pull out it.



2. Slowly pull out paper.

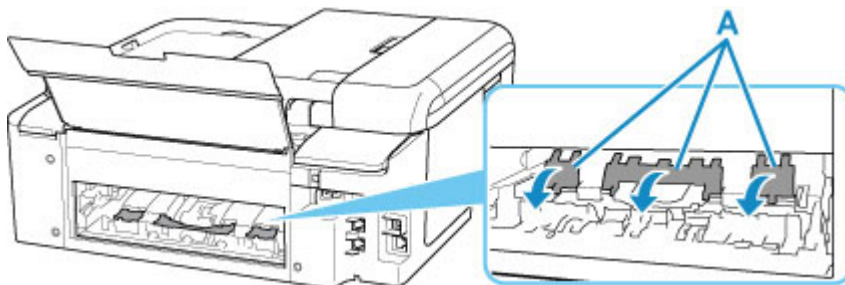


▶▶ Note

- Do not touch the inner parts of the printer.

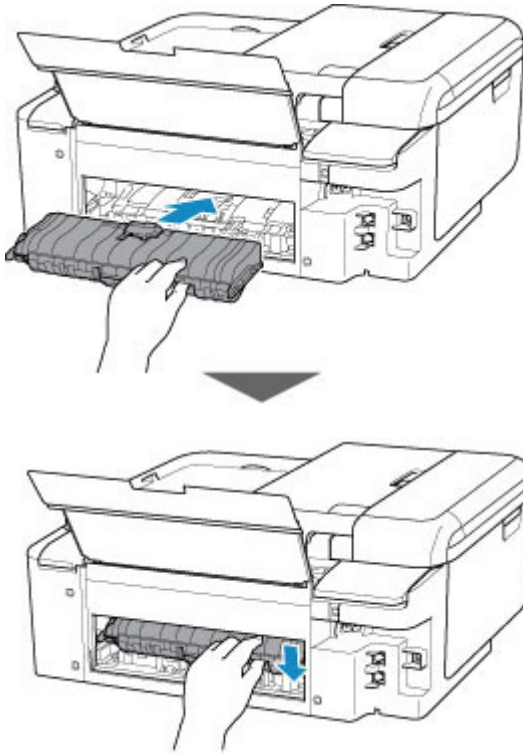
3. Make sure all jammed paper is removed.

4. If parts (A) are raised, lower them toward you.



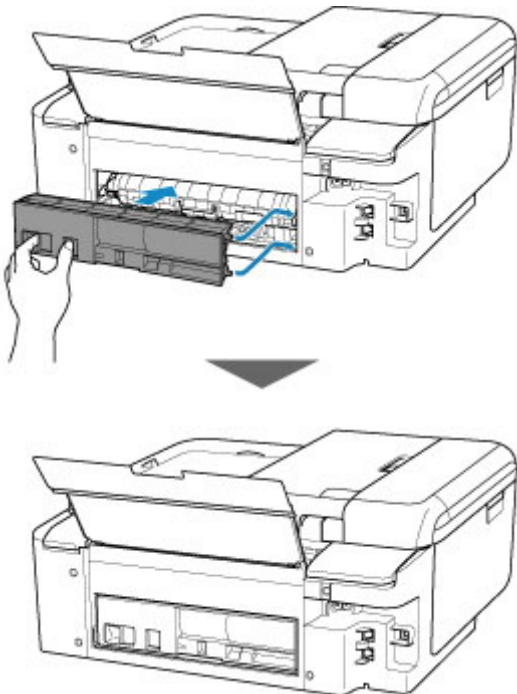
5. Attach transport unit cover.

Insert the transport unit cover slowly all the way into printer and take down the transport unit cover.



6. Attach rear cover.

Insert the projections of the right side of the rear cover into the printer, and then push the left side of the rear cover until it is closed completely.



7. Plug in the printer again and turn it back on.

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.
- Before printing, open the operation panel, pull out the paper output tray and the paper output support, then open the output tray extension.

If the measures above do not solve the problem, contact your nearest Canon service center to request a repair.

Cause

Possible causes include the following.

- There is no paper in the rear tray.
- Paper is not loaded in the rear tray properly.

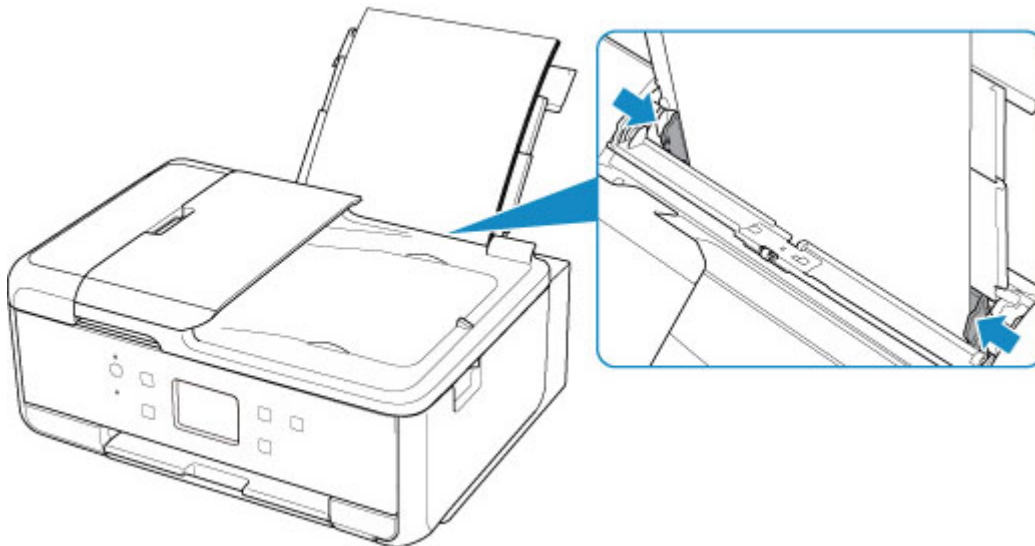
What to Do

Take the corresponding actions below.

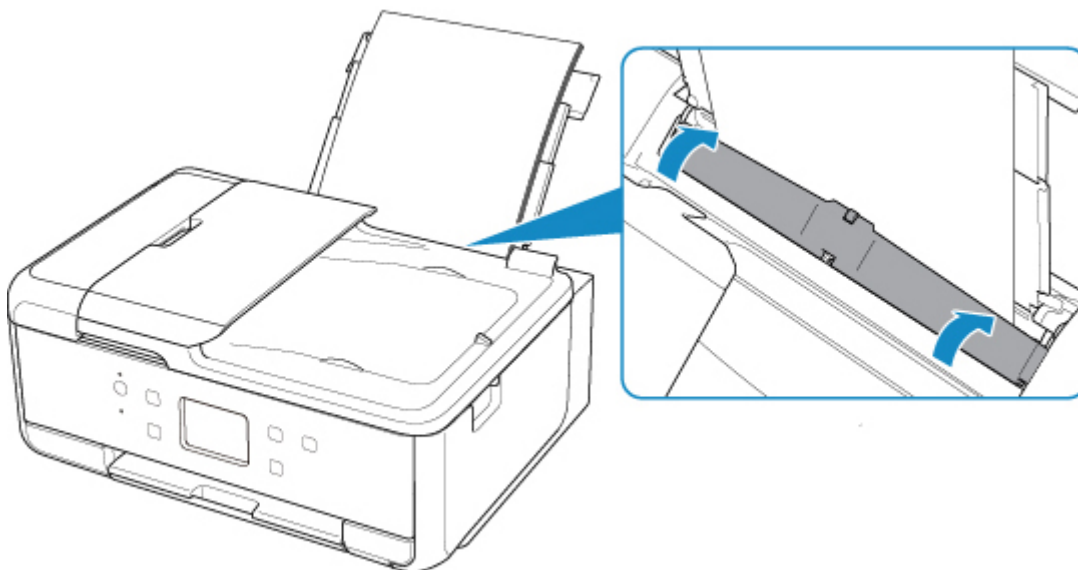
- Load paper in the rear tray.

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

- Align the paper guides of the rear tray with both edges of the paper.



- Close the feed slot cover.



After carrying out the above measures, select **OK** on the printer's touch screen to cancel the error.

»» Note

- To cancel printing, press the printer's **Stop** button.

Cause

Possible causes include the following.

- There is no paper in the cassette.
- Paper is not loaded in the cassette properly.

What to Do

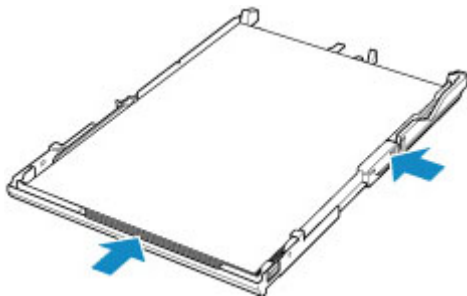
Take the corresponding actions below.

- Load paper in the cassette.

■ [Loading Plain Paper in Cassette](#)

▶▶▶ Note

- The loadable paper differs depending on the paper source. The loadable paper in the cassette is A4, Letter, A5, or B5 size plain paper.
- Align the paper guides of the cassette with the edges of the paper.



After carrying out the above measures, select **OK** on the printer's touch screen to cancel the error.

▶▶▶ Note

- To cancel printing, press the printer's **Stop** button.
- When the jammed paper is removed from the rear side of the printer, the transport unit cover may not be installed correctly. Refer to the following page.

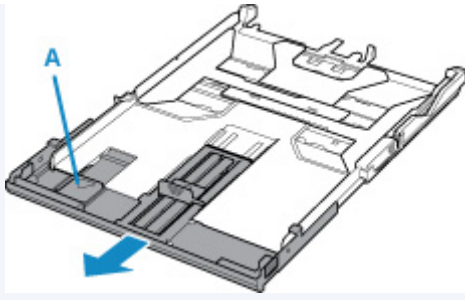
■ [Removing Jammed Paper from Rear Side](#)

No Paper in Cassette during Printer Setup

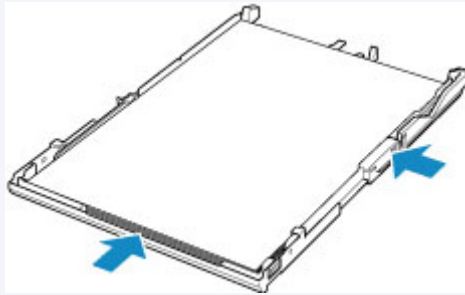
Load one or more sheets of A4 or Letter size plain paper in the cassette.

▶▶▶ Note

- To load A4 size paper in the cassette, press down the lock (A) on the cassette, then extend the cassette.



- After loading the paper, align the paper guides of the cassette with the edges of the paper.



Select **OK** on the printer's touch screen to cancel the error.

▶▶▶ Note

- If you are printing a print head alignment sheet during printer setup, do not cancel printing.

1200

Cause

Scanning unit / cover is open.

What to Do

Close the scanning unit / cover and wait for a while.

Do not forget to close it, such as after replacing ink tanks.

1401

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

- If you unplug the power cord, all the faxes stored in the printer's memory are deleted.

1600

Cause

Ink may have run out.

What to Do

Replacing the ink tank is recommended.

If printing is in progress and you want to continue printing, tap **OK** on the printer with the ink tank installed. Then printing can continue. Replacing the ink tank is recommended after the printing.

Since the information contained in the fax may be lost if it is printed in this condition, the received fax will not be printed and will be stored in the printer's memory until the ink is replaced. You must manually print out faxes that were stored in the memory.

You can change the setting so that the received fax is forcibly printed out instead of being stored in the memory, but all or part of the fax information may not be printed because of the ink out condition.

1660

Cause

The ink tank cannot be recognized.

What to Do

Printing cannot be performed because the ink tank is not installed or is not compatible with this printer.

Check the ink tank.

If you want to cancel printing, press the printer's **Stop** button.

Cause

The ink has run out.

What to Do

Replace the ink tank and close the scanning unit / cover.

If you want to continue printing in this condition, you need to disable the function for detecting the remaining ink level. Press and hold the printer's **Stop** button for at least 5 seconds, and then release it.

With this operation, disabling the function for detecting the remaining ink level is memorized.

Please be advised that Canon shall not be liable for any malfunction or trouble caused by using a non-genuine Canon ink tank or by using non-genuine Canon ink.

▶▶▶ Note

- If the function for detecting the remaining ink level is disabled, the ink tank is displayed in white on the touch screen when the current ink level is checked.

Cause

Printer detected ink out condition.

What to Do

Replace the ink tank and close the scanning unit / cover.

An ink tank that was once empty is installed.

If you want to continue printing, you need to disable the function for detecting the remaining ink level. To disable this function, press and hold the printer's **Stop** button for at least 5 seconds, and then release it.

With this operation, disabling the function for detecting the remaining ink level is memorized.

Please be advised that Canon shall not be liable for any malfunction or trouble caused by using a non-genuine Canon ink tank or by using non-genuine Canon ink.

▶▶▶ Note

- If the function for detecting the remaining ink level is disabled, the ink tank is displayed in white on the touch screen when the current ink level is checked.

1700

Cause

Ink absorber is almost full.

What to Do

Select **OK** on the printer's touch screen to continue printing. Contact your nearest Canon service center to request a repair.

▶▶ Important

- If you unplug the power cord, all the faxes stored in the printer's memory are deleted.

▶▶ Note

- In the case of warnings or errors caused by remaining ink levels, the printer cannot print or scan.

Shipping Tape etc. Are Still Attached (1890)

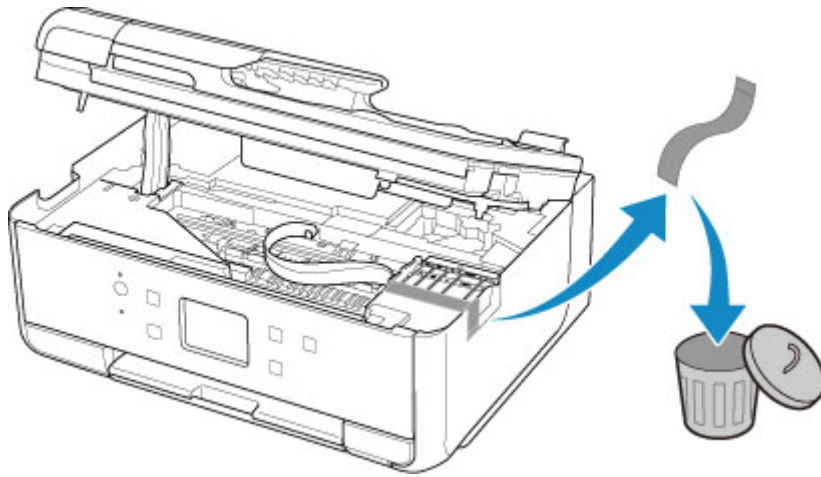
Cause

Tape for securing print head holder during transportation may still be attached.

What to Do

Open the scanning unit / cover and make sure the tape for securing the print head holder during transportation has been removed.

If the tape is still there, remove it and close the scanning unit / cover.



In the case of the first printer setup, click [here](#), select your printer name on the page, and follow the instructions.

Cause

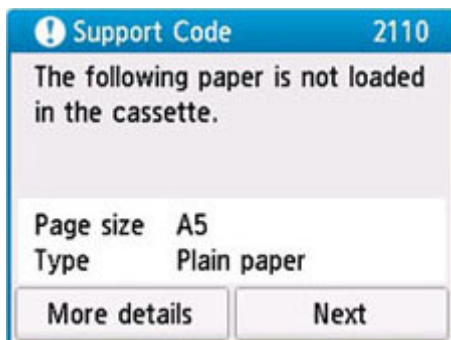
Paper settings specified when printing/copying do not match the paper information for the cassette registered on the printer.

▶▶▶ 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 copying, make the paper settings for copying match the paper information for the cassette registered on the printer.
- For how to register paper information on the printer, refer to the following.
 - [Paper Settings](#)

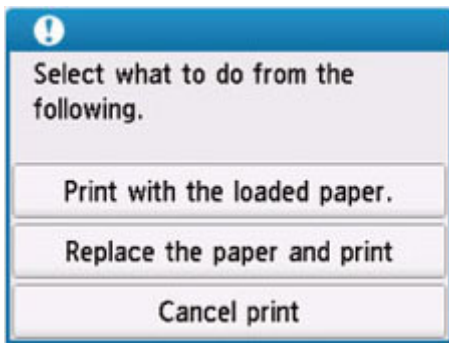
If the paper settings specified when printing differ from the paper information for the cassette registered on the printer, the following message appears on the printer's touch screen.

- 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**



What to Do

Select **Next** on the printer's touch screen to display the screen below.



Select the appropriate action.

▶▶▶ Note

- Depending on the settings, some of the options below may not be displayed.

Print with the loaded paper.

Select this option to print/copy on the loaded paper with the paper settings specified when printing/copying.

For example, when the paper size specified when printing is A5 and the paper information for the cassette is registered as A4, select this option to print on an A4 paper loaded in the cassette with the A5 setting.

Replace the paper and print

Select this option to print/copy after changing the paper in the cassette.

For example, when the paper size specified when printing is 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 an 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

- If you do not know the paper size and media type to be loaded in the cassette, press the printer's **Back** button. The paper size and media type are displayed.
- 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 print

Cancels printing/copying.

Select this option when you want to change the paper settings specified when printing/copying. Change the paper settings and try printing/copying again.

▶▶▶ Note

- You can configure the setting to hide the misprint prevention message. When set to hide the message, printing/copying begins regardless of whether the paper settings specified when printing/copying and the paper information of the cassette registered on the printer match.

■ ■ To change whether to display the misprint prevention message when printing/copying without using the printer driver:

■ ■ [Feed settings](#)

■ ■ To change whether to display the misprint prevention message when printing using the printer driver:

■ ■ Changing the Printer Operation Mode (Windows)

■ ■ [Changing the Printer Operation Mode](#) (macOS)

Cause

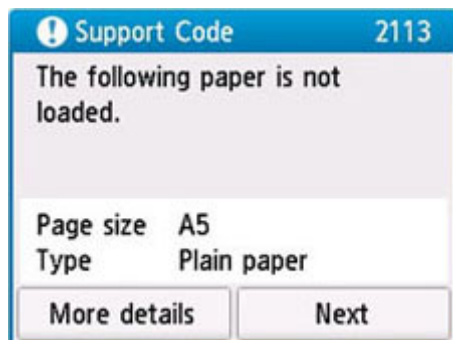
Paper settings specified when printing/copying do not match either the rear tray or the cassette paper information registered on the printer.

▶▶▶ 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 copying, make the paper settings for copying match either the rear tray or the cassette paper information registered on the printer.
- For how to register paper information on the printer, refer to the following.
 - [Paper Settings](#)

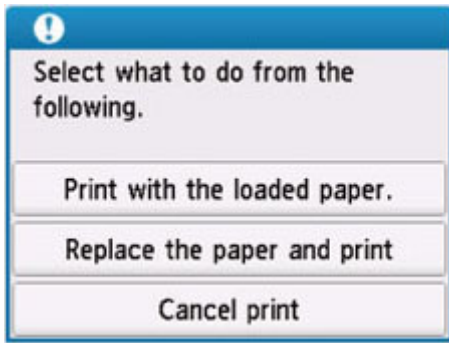
If the paper source is set to be selected automatically and the paper settings specified when printing differ from either the rear tray or the cassette paper information registered on the printer, the following message appears on the printer's touch screen.

- 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**



What to Do

Select **Next** on the printer's touch screen to display the screen below.



Select the appropriate action.

▶▶▶ Note

- Depending on the settings, some of the options below may not be displayed.

Print with the loaded paper.

Select this option to print/copy on the loaded paper with the paper settings specified when printing/copying.

For example, when the paper size specified when printing is 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 an A4 paper with the A5 setting.

Replace the paper and print

Select this option to print/copy after changing the paper in the rear tray or the cassette.

For example, when the paper size specified when printing is 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 an 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

- If you do not know the paper size and media type to be loaded in the rear tray or cassette, press the printer's **Back** button. The paper size and media type are displayed.
- 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 print

Cancels printing/copying.

Select this option when you want to change the paper settings specified when printing/copying. Change the paper settings and try printing/copying again.

▶▶▶ Note

- You can configure the setting to hide the misprint prevention message. When set to hide the message, printing/copying begins regardless of whether the paper settings specified when printing/copying and the paper information of the rear tray registered on the printer or the cassette match.

■ ■ To change whether to display the misprint prevention message when printing/copying without using the printer driver:

■ ■ [Feed settings](#)

■ ■ To change whether to display the misprint prevention message when printing using the printer driver:

■ ■ Changing the Printer Operation Mode (Windows)

■ ■ [Changing the Printer Operation Mode](#) (macOS)

Cause

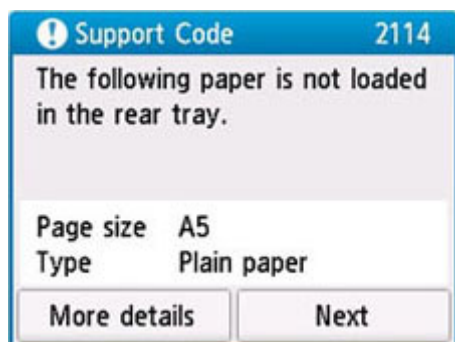
Paper settings specified when printing/copying do not match the paper information for the rear tray registered on the printer.

▶▶▶ 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 copying, make the paper settings for copying match the paper information for the rear tray registered on the printer.
- For how to register paper information on the printer, refer to the following.
 - [Paper Settings](#)

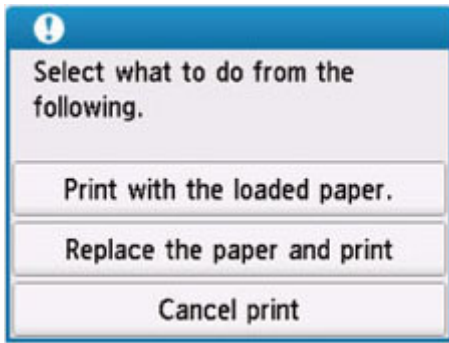
If the paper settings specified when printing differ from the paper information for the rear tray registered on the printer, the following message appears on the printer's touch screen.

- 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**



What to Do

Select **Next** on the printer's touch screen to display the screen below.



Select the appropriate action.

▶▶▶ Note

- Depending on the settings, some of the options below may not be displayed.

Print with the loaded paper.

Select this option to print/copy on the loaded paper with the paper settings specified when printing/copying.

For example, when the paper size specified when printing is A5 and the paper information for the rear tray is registered as A4, select this option to print on an A4 paper loaded in the rear tray with the A5 setting.

Replace the paper and print

Select this option to print/copy after changing the paper in the rear tray.

For example, when the paper size specified when printing is 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 an A5 paper.

After changing the paper and closing the feed slot cover, the paper information registration screen for the rear tray appears. Register the paper information on the printer according to the loaded paper.

▶▶▶ Note

- If you do not know the paper size and media type to be loaded in the rear tray, press the printer's **Back** button. The paper size and media type are displayed.
- 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 print

Cancels printing/copying.

Select this option when you want to change the paper settings specified when printing/copying. Change the paper settings and try printing/copying again.

▶▶▶ Note

- You can configure the setting to hide the misprint prevention message. When set to hide the message, printing/copying begins regardless of whether the paper settings specified when printing/copying and the paper information of the rear tray registered on the printer match.

■ ■ To change whether to display the misprint prevention message when printing/copying without using the printer driver:

■ ■ [Feed settings](#)

■ ■ To change whether to display the misprint prevention message when printing using the printer driver:

■ ■ Changing the Printer Operation Mode (Windows)

■ ■ [Changing the Printer Operation Mode](#) (macOS)

2900

Cause

Scanning print head alignment sheet failed.

What to Do

Select **OK** on the printer's touch screen to cancel the error and take the corresponding actions below.

- Make sure the print head alignment sheet is set in the correct position and orientation on the platen.
- Make sure the platen and the print head alignment sheet are not dirty.
- Load A4 or Letter size plain paper in the cassette.
- Check the print head condition by printing the nozzle check pattern.

After carrying out the above actions, perform automatic print head alignment again.

If the error is still not resolved, select **OK** on the printer's touch screen to cancel the error and perform manual print head alignment.



Cause

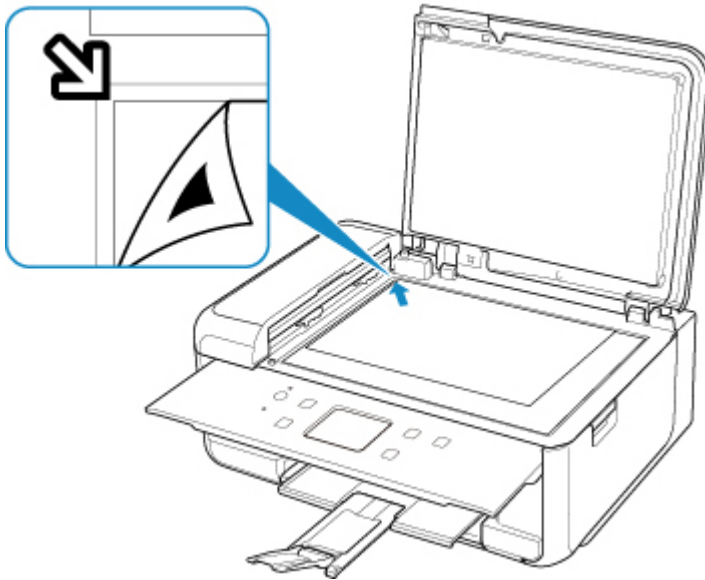
Print head alignment pattern has been printed and printer is waiting to scan sheet.

What to Do

Scan the printed alignment pattern.

1. Load print head alignment sheet on platen.

Place the printed side down and align the mark  in the upper left corner of the sheet with the alignment mark .



2. Slowly close the document cover and select **OK** on printer's touch screen.

The printer starts scanning the print head alignment sheet and automatically adjusts the print head position.

4103

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.

5011

Cause

Printer error has occurred.

What to Do

Turn off the printer and unplug it.

Plug in the printer again and turn it back on.

If this does not solve the problem, contact your nearest Canon service center to request a repair.

▶▶ Important

- If you unplug the power cord, all the faxes stored in the printer's memory are deleted.

5012

Cause

Printer error has occurred.

What to Do

Turn off the printer and unplug it.

Plug in the printer again and turn it back on.

If this does not solve the problem, contact your nearest Canon service center to request a repair.

▶▶ Important

- If you unplug the power cord, all the faxes stored in the printer's memory are deleted.

5100

Cause

Printer error has occurred.

What to Do

If printing is in progress, press the printer's **Stop** button to cancel printing and turn off the printer.

Check the following:

- Make sure print head holder motion is not impeded by tapes for securing the print head holder during transportation, jammed paper, etc.

Remove any impediment.

▶▶▶ Important

- When clearing an impediment to print head holder motion, be careful not to touch white belt (A).



If you soil or scratch this part by touching it with paper or your hand, it could damage the printer.

- Make sure the ink tanks are properly installed.

Press ink tanks until they click into place.

Turn the printer back on.

If this does not solve the problem, contact your nearest Canon service center to request a repair.

▶▶▶ Important

- If you unplug the power cord, all the faxes stored in the printer's memory are deleted.

5200

Cause

Printer error has occurred.

What to Do

Turn off the printer and unplug it.

After a while, plug in the printer again and turn it back on.

If this does not solve the problem, contact your nearest Canon service center to request a repair.

▶▶ Important

- If you unplug the power cord, all the faxes stored in the printer's memory are deleted.

5B00

Cause

Printer error has occurred.

What to Do

Contact your nearest Canon service center to request a repair.

▶▶ Important

- If you unplug the power cord, all the faxes stored in the printer's memory are deleted.

▶▶ Note

- In the case of warnings or errors caused by remaining ink levels, the printer cannot print or scan.

6000

Cause

Printer error has occurred.

What to Do

If the paper is jammed, remove it depending on the jammed location and cause.

■ [What to Do When Paper Is Jammed](#)

Turn off the printer and unplug it.

Plug in the printer again and turn it back on.

If this does not solve the problem, contact your nearest Canon service center to request a repair.

▶▶ Important

- If you unplug the power cord, all the faxes stored in the printer's memory are deleted.

C000

Cause

Printer error has occurred.

What to Do

If printing is in progress, press the printer's **Stop** button to cancel printing and turn off the printer.

Check the following:

- Make sure print head holder motion is not impeded by tapes for securing the print head holder during transportation, jammed paper, etc.

Remove any impediment.

▶▶▶ Important

- When clearing an impediment to print head holder motion, be careful not to touch white belt (A).



If you soil or scratch this part by touching it with paper or your hand, it could damage the printer.

- Make sure the ink tanks are properly installed.

Press ink tanks until they click into place.

Turn the printer back on.

If this does not solve the problem, contact your nearest Canon service center to request a repair.

▶▶▶ Important

- If you unplug the power cord, all the faxes stored in the printer's memory are deleted.