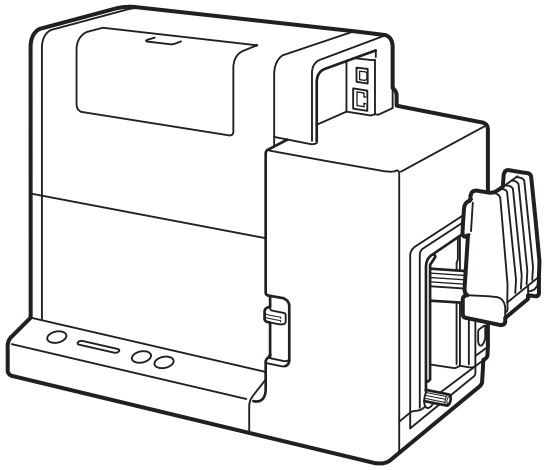
Canon

CX-G2400

COLOR CARD PRINTER

Getting Started Guide



Read this guide first.

Please read this guide before operating this product.
When finished reading, store it in a safe place for future reference.

Conventions

WARNING

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

IMPORTANT

Instructions including important information. To avoid damage and injury or improper use of the product, be sure to read these indications.

NOTE

Instructions including notes for operation and additional explanations.

Indicates an operation that must not be performed. Read these items carefully, and make sure not to perform the described operations.

Sample Screens

The sample CX-G2400 printer driver screens displayed in this manual were created with Windows 10.

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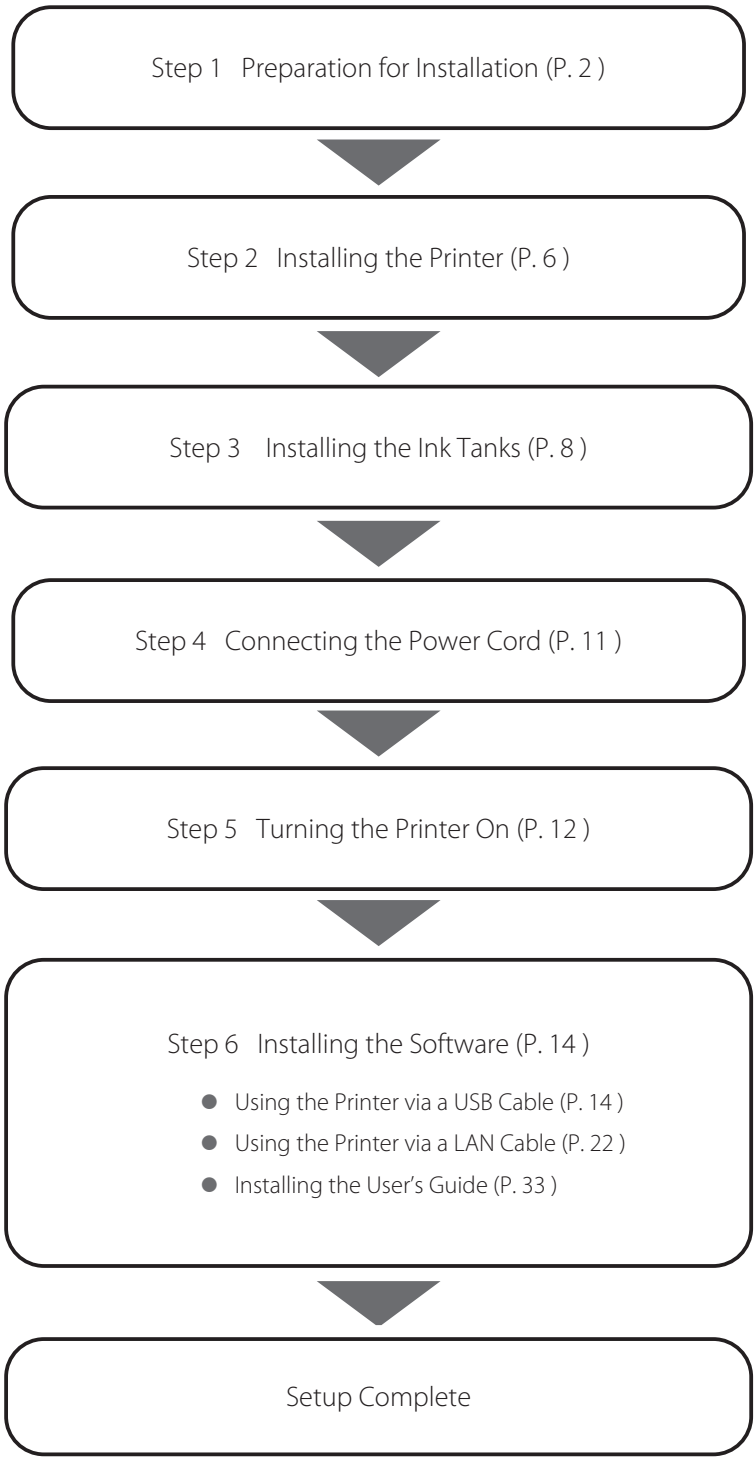
Abbreviations

Throughout this document the following abbreviations are used in text.

- Microsoft Windows 10 is abbreviated as “Windows 10”
- Microsoft Windows 8.1 is abbreviated as “Windows 8.1”
- Microsoft Windows 7 is abbreviated as “Windows 7”
- Microsoft Windows is abbreviated as “Windows”

Setup Flow


Step 1 Preparation for Installation (P. 2)
Step 2 Installing the Printer (P. 6)
Step 3 Installing the Ink Tanks (P. 8)
Step 4 Connecting the Power Cord (P. 11)
Step 5 Turning the Printer On (P. 12)
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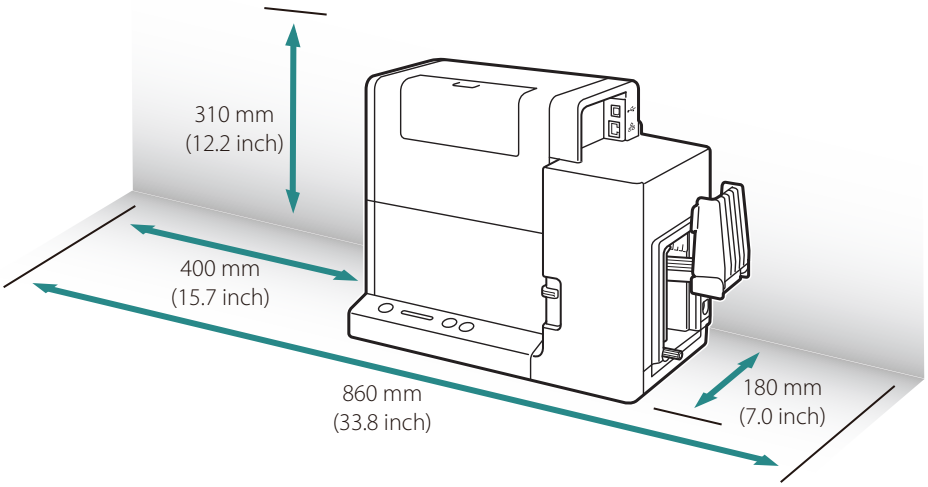
Using the Printer via a LAN Cable (P. 22)
Installing the User's Guide (P. 33)
Setup Complete

Step 1 Prepare for Printer Installation

1 Checking the Installation site.

Review the following conditions prior to installing the printer.

- Installation space



- Temperature and humidity

  Temperature: 15 to 30 degrees Celsius (59 to 86 degrees Fahrenheit)
  Humidity: 10% to 80% (no condensation)

- Power supply

  Use a 1.5A or higher outlet cable.

⚠ WARNING

- Do not place the following objects on the printer:
  - Necklaces and other metal objects.
  - Cups, vases, flowerpots, and other containers filled with water or liquids.

  If such an object is brought into contact with the electrical parts inside the printer, this could cause a fire or electrical shock. If an object enters the inside of the printer, turn the printer off immediately, disconnect the power plug from the power outlet and contact your place of purchase.

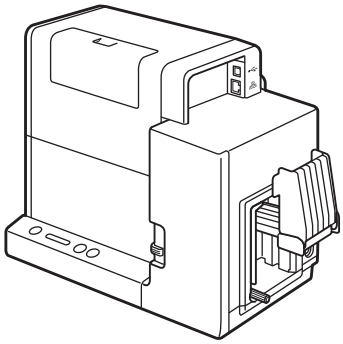
- The electrical contacts inside the printer become extremely hot during normal operation. To avoid causing a fire, never store flammable substances like alcohol, thinner, etc. near the printer.

⚠ CAUTION

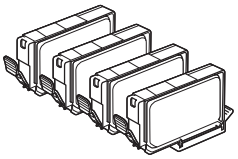
- Do not install the printer in the following locations:
  - A damp or dusty location.
  - A location exposed to oily smoke or steam; e.g., near a countertop or humidifier.
  - A location exposed to rain or snow.
  - A location exposed to salty wind.
  - A location subject to high temperatures.
  - A location near open flames.
- Do not place the printer in an unstable location; e.g., on a wobbling or inclined table, or a location subject to frequent vibrations. The printer could fall down or fall over, resulting in personal injury.
- Never place the printer where it will be exposed to rapid changes in temperature, such as in direct sunlight, near an air conditioner, or in a car on a hot day. This could cause a fire or damage to the printer.

2 Verify that all of the following accessories are in the box.

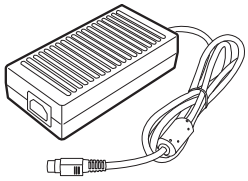
- Printer



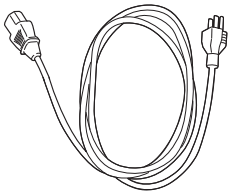
- Ink tanks



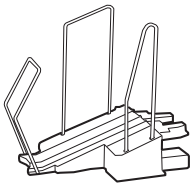
- AC adapter



- Power cord



- Stacker

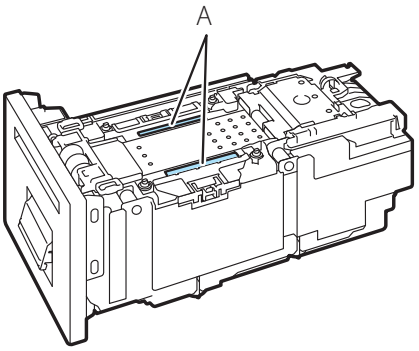


- Getting Started Guide (this document)
- Basic Operation Guide
- Printer Software CD-ROM (containing the printer driver and User's Guide)
- Warranty

NOTE

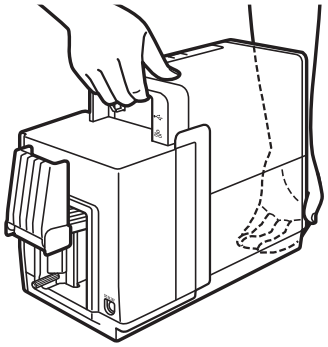
- Keep the shipping box, packing materials and protectors for future use, for example, storage or transportation of the printer.
- If any accessory is missing or damaged, contact your place of purchase.
- USB and LAN cables are not supplied with the printer.
- Use a Category 5e or better twisted pair ethernet cable.

- Cyan ink may be absorbed in the ink absorber (A) inside the transport unit. This is due to ink used in the manufacturing process and does not signify a printer problem.
- To maintain print quality, this product absorbs excessive ink produced during printing in an ink absorber. As you use the printer, ink will gradually adhere to the ink absorber.



Step 2 Installing the Printer

1 Remove the printer from the box.

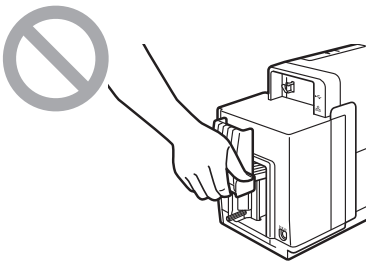


1. Open the plastic bag.
2. Remove the printer from the plastic bag.

- As shown in the figure, securely hold the printer with both hands when removing the printer from the box.

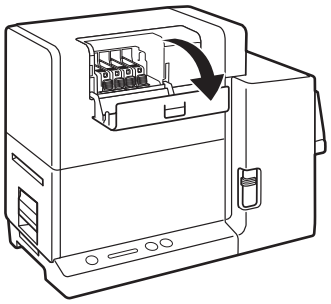
CAUTION

- To avoid dropping the printer, securely hold it with both hands.
- Do not hold the printer by the feeder lift tray, doing so may break the tray and cause the printer to drop. This may lead to injury.

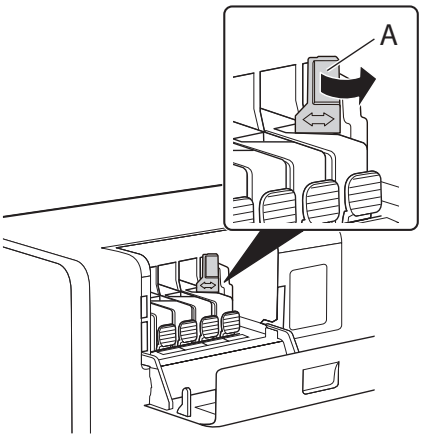


2 Remove all pieces of orange tape.

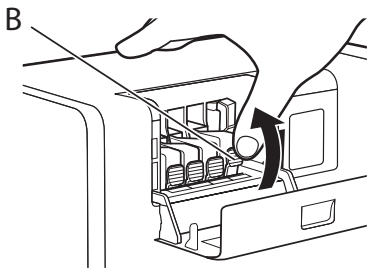
3 Remove all orange protectors.



1. Open the ink tank cover.



2. Move the lock lever (A) in the direction of the arrow.



3. Remove the protectors.

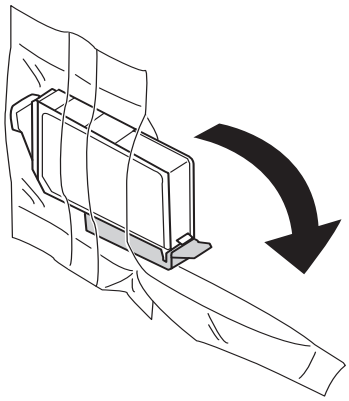
- Press and raise the lock knob (B) to remove the protector.
- Dispose the protectors according to local laws and regulations.

IMPORTANT

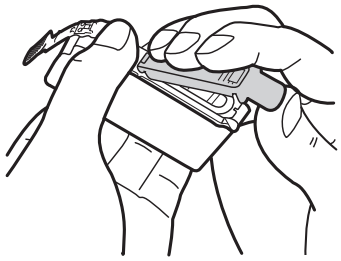
- Be careful, ink adhered on the protectors could stain clothes or the area surrounding the printer.
- Do not touch the metal part inside the printer and other parts.

Step 3 Installing the Ink Tanks

1 Preparing the ink tanks.



1. Remove each ink tank from the plastic bag.

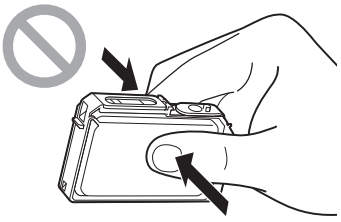


2. Remove the orange protective cap as shown in the figure.

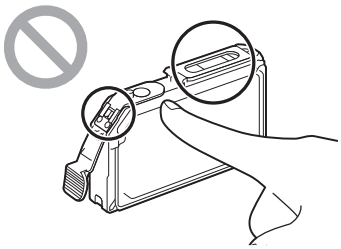
- When removing the protective cap, be sure to hold the ink tank as illustrated to avoid getting ink on your fingers.
- Dispose the removed protective cap according to local laws and regulations.

IMPORTANT

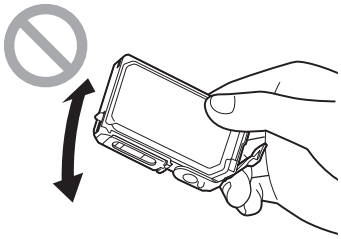
- Do not press on the sides of the ink tank as ink could come out.



- Do not touch the ink tank electric contacts. The printer could fail in operation/printing.
- After removing the protective cap, do not touch the ink supply opening. Ink could not be supplied properly.

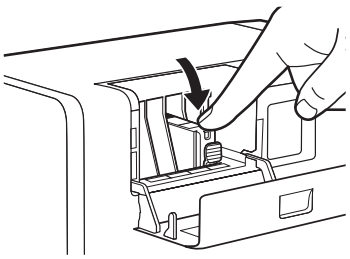


- After removing the protective cap, do not shake the ink tank with the ink supply opening down. Ink leaking from the ink supply opening could stain your clothes or the area around the printer.



- Be careful to ensure that ink adhered on the removed protective cap does not get on your clothes or the area surrounding the printer.

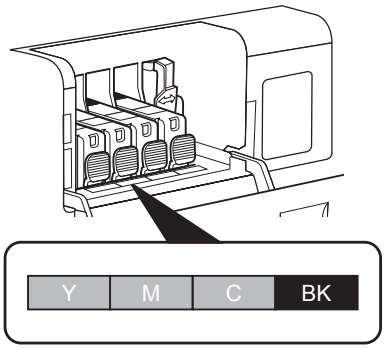
2 Install each ink tank in the printer according to the color indicated on the label.



1. Insert the ink tank in the slot in the printer with the ink supply opening down.

● Prior to installing each ink tank, verify the color matches up with the color indicated on the label.

2. Press on the top of the ink tank until the ink tank clicks.



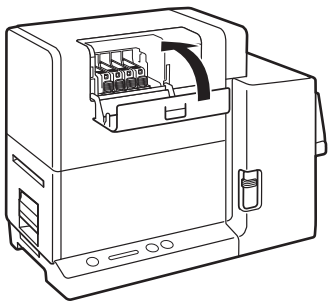
3. Repeat Steps 1-2 for the remaining ink tanks.

- Before installing each ink tank, confirm the ink color according to the label.
- Installation positions of the ink tanks are indicated in the adjacent illustration.

IMPORTANT

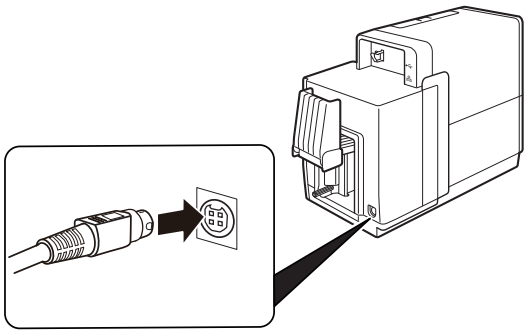
- Install each ink tank in the printer according to the color indicated on the label.
  If any ink tank is installed at a wrong position, the printer cannot print. In addition, ink colors could be mixed, resulting in poor print quality.
- The printer cannot print until all ink tanks are installed properly.
- Do not touch the metal part inside the printer and other parts.

3 Close the ink tank cover.



Step 4 Connecting the Power Cord

1 Connect the power cord to the printer.



1. Insert the connector of the power cord to the inlet of AC adapter.
2. Connect the plug of AC adapter to the printer inlet.

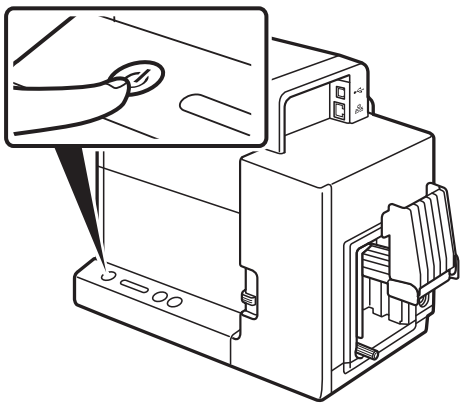
2 Insert the power plug of the power cord in the outlet.

CAUTION

- When disconnecting AC adapter from the printer, be sure to remove the power plug from the power outlet first. If the connection terminal of AC adapter is brought into contact with any metallic part when the power plug is still connected to the power outlet, a fire or an electric shock could result.

Step 5 Turning the Printer On

1 Press Power Key.



- When the printer is turned on, the feeder lift tray lowers.
- The printer starts the initial set up operation. It will last approximately 20 min.

CAUTION

- When the feeder lift tray is moving, do not touch it. Also, do not insert hand or place objects below the tray. Doing so can cause injury or malfunction.
- Do not use any power cord and AC adapter other than those supplied with the printer.

IMPORTANT

- When the status lamp (green) is blinking, the printer is preparing to print. Until the status lamp has gone from blinking to solid green, adhere to the following precautions. Should any of the below occur, the initial set up will be interrupted.
  - Do not turn the printer off.
  - Do not open/close the ink tank cover and the transport unit lever.
  - Do not operate other controls and components of the printer.
- Follow the below procedure if the initial set up is interrupted.
  - If the printer has been turned off, turn it on again.
  - If the ink tank cover or the transport unit lever has been opened, close it.
- When the status lamp is lit (orange), any ink tank may be installed incorrectly.
  - Confirm that the ink tank is installed in the correct position. When the ink tank cover is closed, the printer will begin the initial set up.

- If any ink tank is installed incorrectly, ink colors may be mixed. In this case, execute [Shipping The Printer] from the printer driver to remove the ink from the print head. For how to execute [Shipping The Printer], refer to "Shipping the Printer" in User's Guide.

• After completion of the initial set up, follow the step described in Step 6, "Installing Software."

NOTE

• When the printer is turned on for the first time, some ink from each color will be consumed. If the initial set up is interrupted, it will have to restart and additional ink may be consumed.

Step 6 Installing the Software

The printer can be connected to a computer with a USB connection or an Ethernet local area network (LAN) connection.

- **To connect the printer with a USB cable, please read: Using the Printer via a USB Cable (P.14)**
- **To connect the printer to an Ethernet local area network, please read: Using the Printer via a LAN Cable (P.22)**

System Requirements

The printer driver and User's Guide require a personal computer with the following system requirements:

- Operating system (OS)

  Windows 10 (64bit/32bit)

  Windows 8.1 (64bit/32bit)

  Windows 7 SP1 (64bit/32bit)

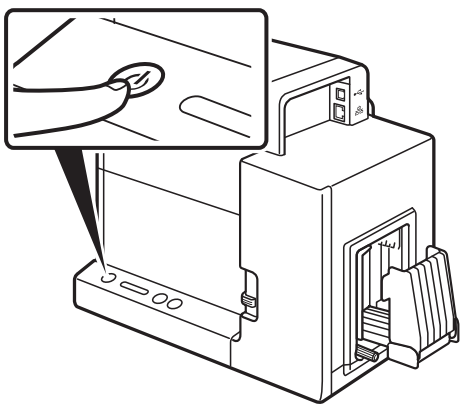
- Hard disk space

  Printer driver: 30 MB or more

  User's Guide: 15 MB or more

Using the Printer via a USB Cable

1 Turn the printer off.



1. Press and hold the power button until the status lamp turns off.

- The printer has turned off when the power lamp stops blinking.

IMPORTANT

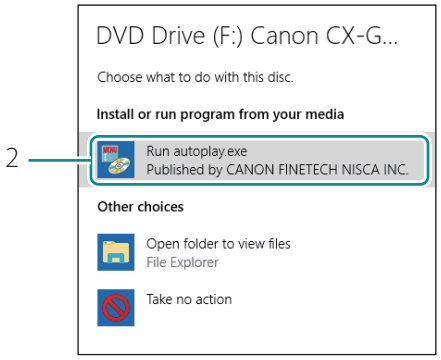
- Do not connect the printer to the computer with a USB cable at this time.

2 Log on to the computer as a user with administrative privileges.

IMPORTANT

- Log on to the computer as a user with administrative privileges.
- Terminate in advance the virus detection program and other programs resident in the system, if any.

3 Insert the supplied CD-ROM in CD-ROM drive.



1. Insert the supplied "Printer Software CD-ROM" into CD-ROM drive.

● [Auto Play] screen appears.

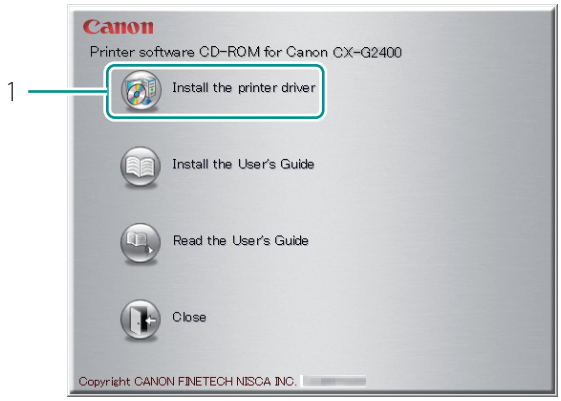
2. Click [Run autoplay.exe].

● If [User Account Control] dialog box appears, click [Yes].

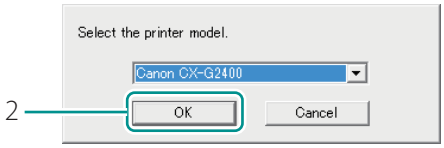
NOTE

- **If [Auto Play] screen does not appear:**
  Follow the below:
  1. Double-click CD-ROM drive icon in [This PC] (or [Computer]).
  2. Double-click [autoplay.exe].

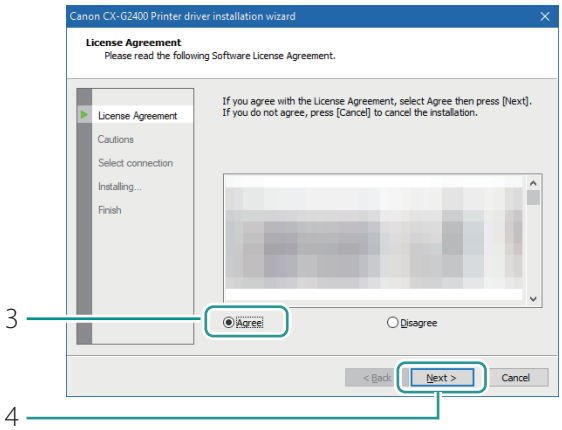
4 Install the printer driver.



1. Click [Install the printer driver].



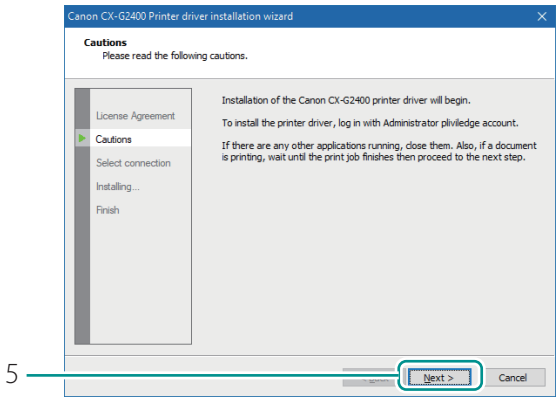
2. Click [OK].



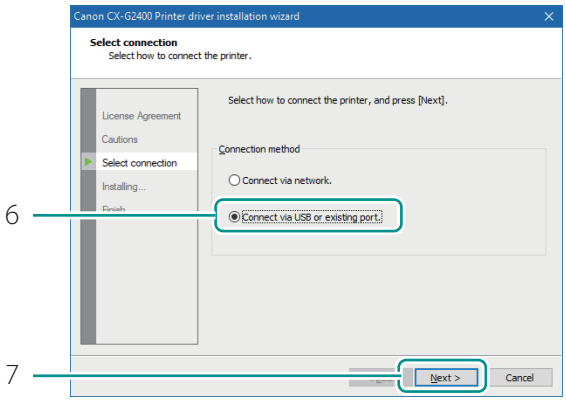
3. Select [Agree].

- Carefully review the software license agreement.

4. Click [Next].

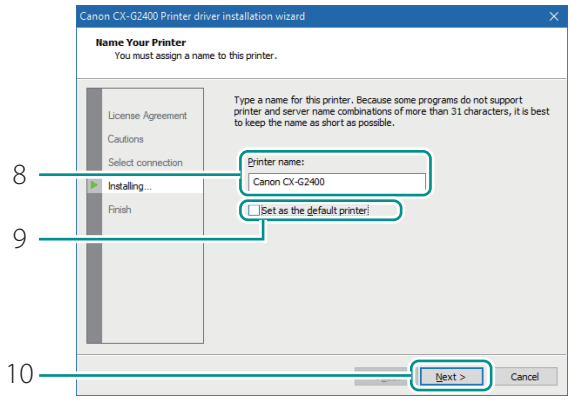


5. Click [Next].



6. Select [Connect via USB or existing port.]

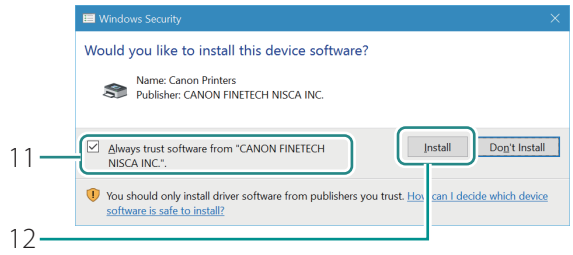
7. Click [Next].



8. To change the printer name, enter a new printer name.

9. When not using the printer as the default printer, uncheck [Set as the default printer] checkbox.

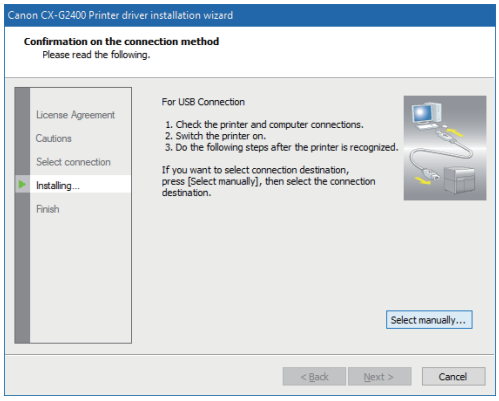
10. Click [Next].



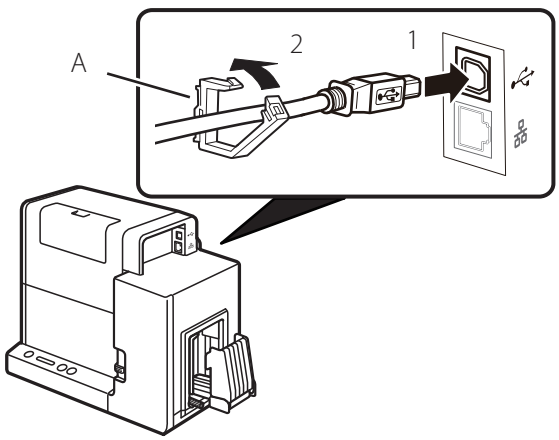
11. Check [Always trust software from "CANON FINETECH NISCA INC."] checkbox.

12. Click [Install].

5 When “Confirmation of the connection method” screen appears, connect the printer to the computer with the USB cable.



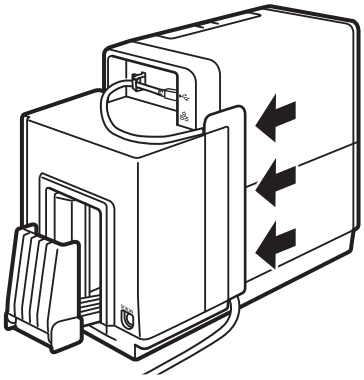
- To select a connection destination port, click [Select manually...], and then select it.
- The selected destination port can be changed after completing of installation of the printer driver.



1. Connect the printer to the computer with a USB cable.

2. Secure the USB cable in place with the clamp (A).

- If using a USB cable with a core, it may not be possible to set the cable with the clamp. In this case, allow some slack from the cable and insert it in the groove on the rear panel.



3. Insert the USB cable in the groove on the printer's rear panel.

- Keep the USB cable from getting in the way of the feeder lift tray.

IMPORTANT

- The USB cable can be connected or disconnected when the computer and the printer are powered (hot-swappable). However, do not insert or remove USB cable in the following cases:
  - When the computer is being booted (before the desktop screen appears)
  - When printing is in progress
  - When the printer driver is being installed
- When disconnecting USB cable while the computer and the printer are powered, disconnect the connector on the computer side (USB hub side). Wait at least 5 seconds before reconnecting USB cable. Otherwise, the printer could malfunction.

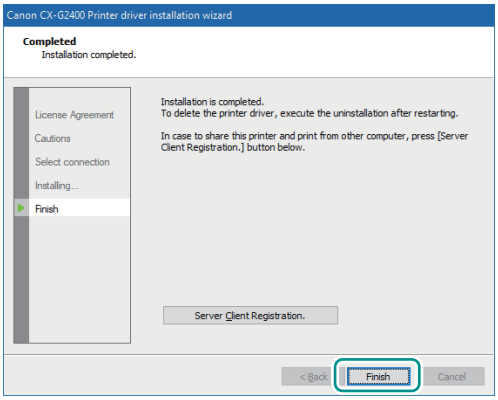
6 Turn the printer on.

Installation will begin when the printer is recognized.

NOTE

- Recognition of the printer may take longer if the computer is used in a network environment.

7 Click [Finish].



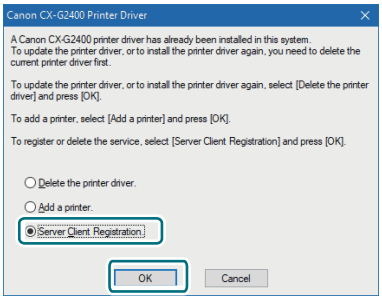
- If the printer driver was installed on a computer to be used as a print server, click [Server Client Registration].

NOTE

- **Registering Server Client**

  To register the server client, click [Server Client Registration] radio button. The server client can be registered after the installation of the printer driver has been completed.

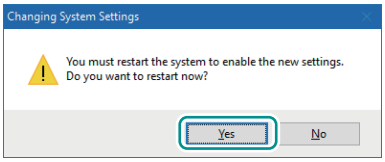
  1. Start CD-ROM.
  2. Click [Install the printer driver.].
  3. Select [Server Client Registration].
  4. Click [OK].



- **Deleting Server Client Registration**

  To delete the server client registration, perform steps 1-4 of the server client registration procedure. A message confirming the deletion will appear.

8 Remove “Printer Software CD-ROM”, and then click [Yes].



The computer will reboot automatically.

NOTE

- If [No] is selected, be sure to restart Windows prior to using the printer.

Go to “Installing the User’s Guide.” (P. 33)

Using the Printer via a LAN Cable

IMPORTANT

- Connection to a corporate LAN must be made by a network administrator.
- If several printers will be connected to the same network, configure the printers one at a time. If several printers are turned on and configured at once, the default IP address assigned to each printer will overlap and will prevent the use of the network.

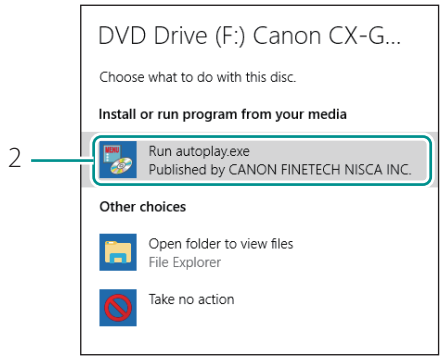
1 Check that the printer is powered on.

2 Start the computer, and log on to the computer as a user with administrative privileges.

IMPORTANT

- Log on to the computer as a user with administrative privileges.
- Terminate in advance the virus detection program and other programs resident in the system, if any.

3 Insert the supplied CD-ROM into CD-ROM drive.



1. Insert the supplied "Printer Software CD-ROM" into CD-ROM drive.

- [Auto Play] screen appears.

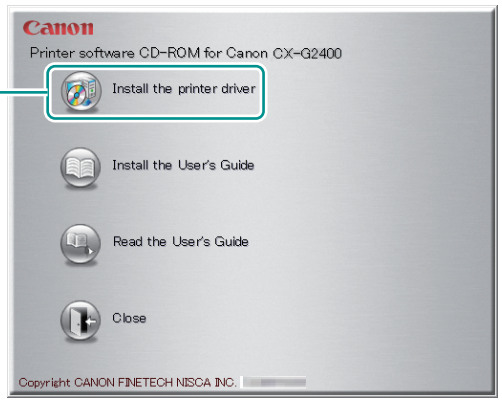
2. Click [Run autoplay.exe].

- If [User Account Control] dialog box appears, click [Yes].

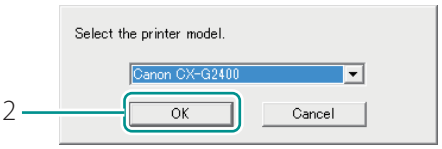
NOTE

- **If [Auto Play] screen does not appear:**
  Follow the below:
  1. Double-click CD-ROM drive icon in [This PC] (or [Computer]).
  2. Double-click [autoplay.exe].

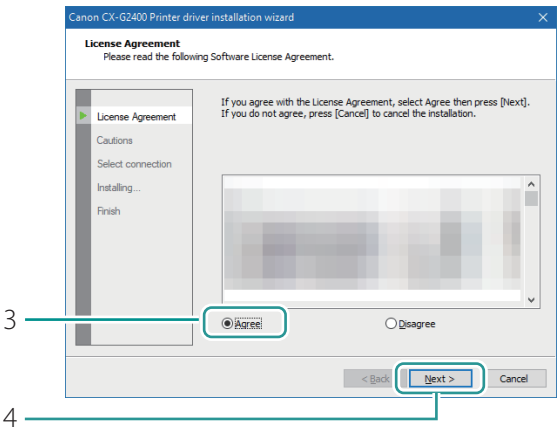
4 Install the printer driver.



1. Click [Install the printer driver].



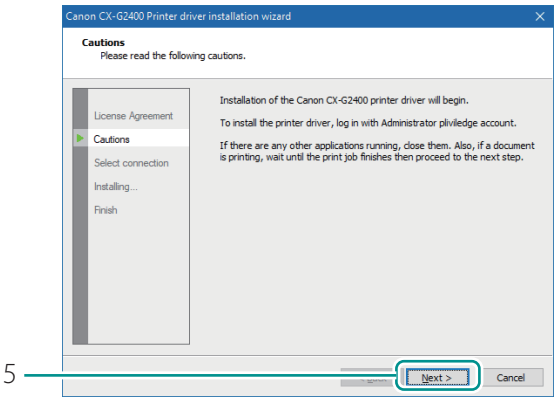
2. Click [OK]..



3. Select [Agree].

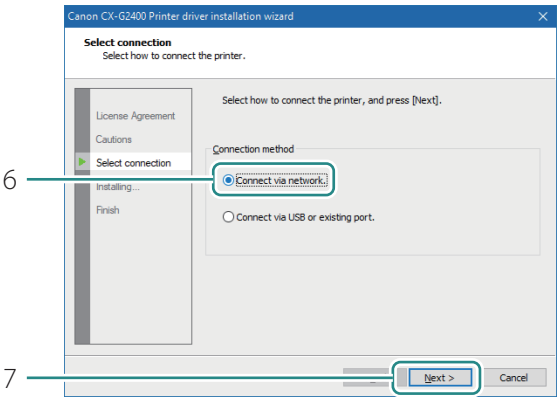
- Carefully review the software license agreement.

4. Click [Next].



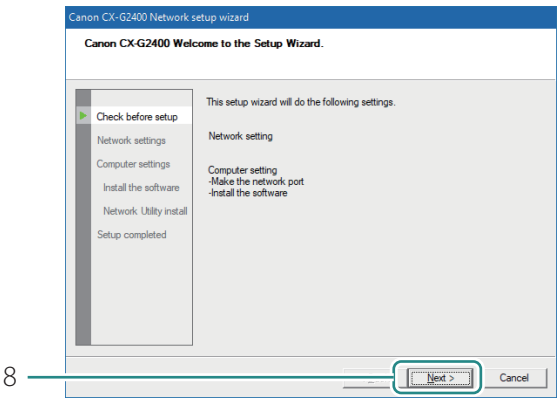
5. Click [Next].

- Confirm the cautions.

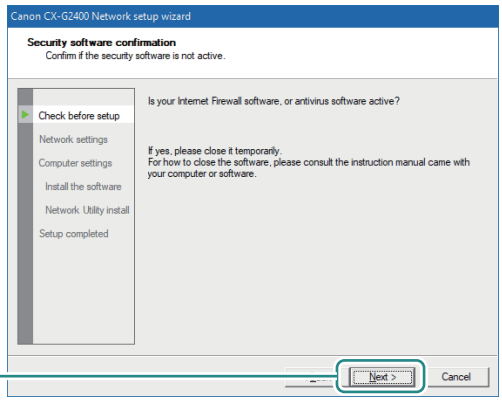


6. Select [Connect via network].

7. Click [Next].

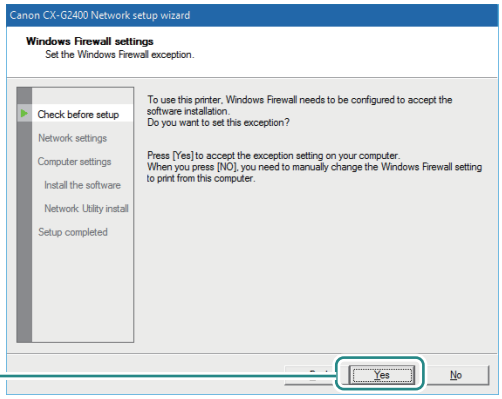


8. Click [Next].



9. Click [Next].

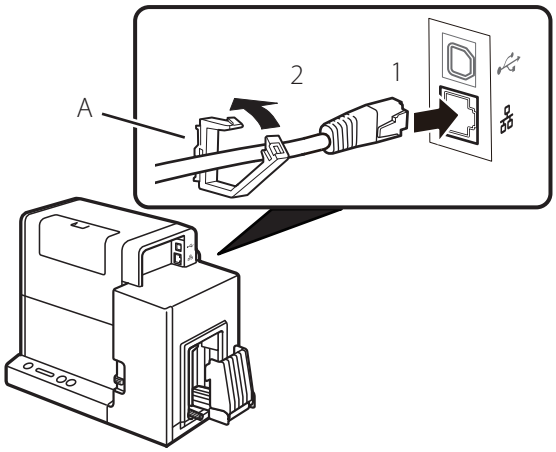
- Confirm the instruction regarding the security software which is shown on the screen.



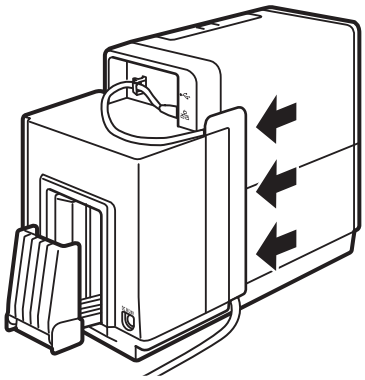
10. Click [Yes].

- Confirm the instruction regarding the firewall settings which are shown on the screen.
- This screen may not appear depending on the current environmental settings.

5 When “Preparation to use Canon CX-G2400” appears, connect the LAN cable to the printer.

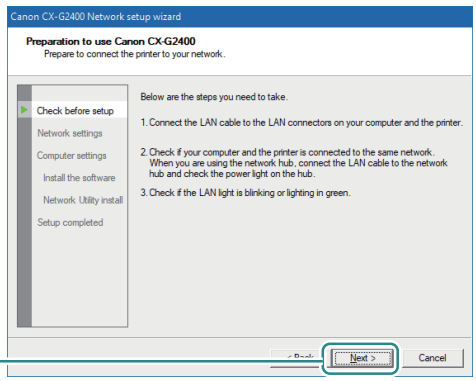


1. Connect the printer to the computer with the LAN cable.
2. Fix the LAN cable with the clamp (A).



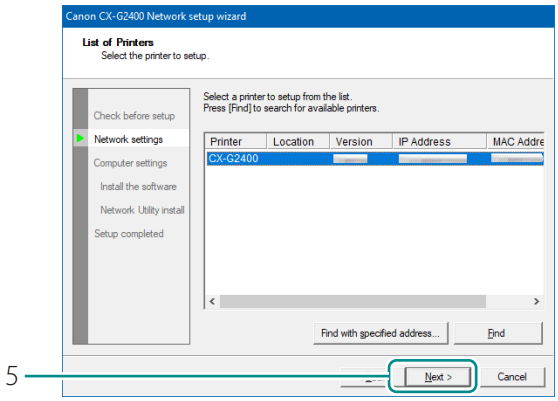
3. Insert the LAN cable in the groove on the printer’s rear panel.

- Keep the LAN cable from getting in the way of the feeder lift tray.



4. Click [Next].

- The computer will begin to search for the printer.



5. When the name of this printer is displayed, click [Next].

IMPORTANT

- **If no printer name is displayed after the printer search**

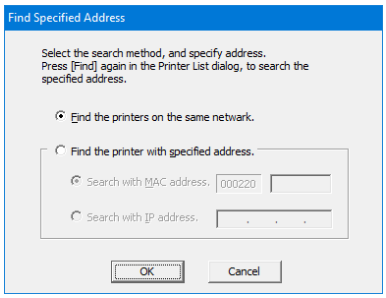
  If no printer name is displayed after the printer search, click [Find].
  If no printer name is displayed again, there may be a problem in the network environment. Contact the network administrator. Possible causes are as follows:

  - This printer and the computer are installed on different networks, therefore the computer cannot find the printer.
  - The IP address is not set and caused a network connection failure.

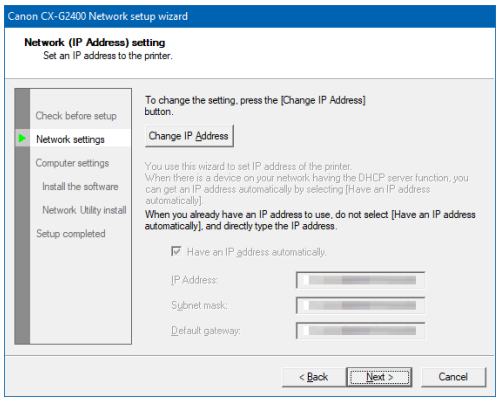
  If no printer name is displayed due to the above reasons, connect this printer and the computer on the same network, and set the IP address. After setting the IP address, click [Find] again.

- **To search for the printer with IP address specified**

  Click [Find with specified address...] button. Select [Find the printer specified address.] radio button on the screen that appears, and then enter MAC address or IP address.
  The MAC address and IP address* can be confirmed with the output setting value. For more details, refer to "Checking Setting Values" in User's Guide.

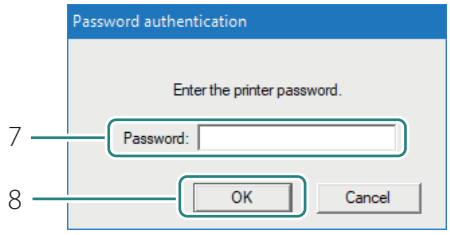


  * If the IP address is automatically assigned by a DHCP server, the IP address that is printed when the printer settings are printed and the actual IP address will be different.



6. Set the IP address of the printer.

- To change the IP address:
  Click [Change IP Address] to proceed to step 7.
- To not change the IP address:
  Click [Next] to proceed to step 11.

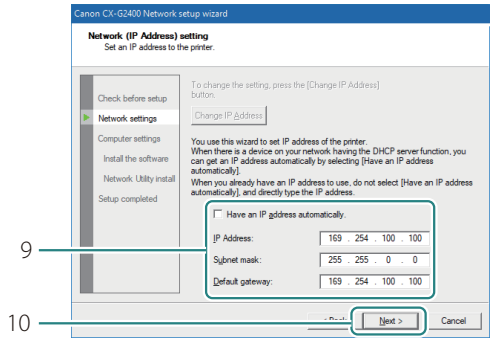


7. Enter the password.

8. Click [OK].

IMPORTANT

- When changing the IP address, it is necessary to enter a password for the network setup. Contact the network administrator.
- The password can be changed with the network utility after completing of installation. (Default password: admin). For more details, refer to “About the Network Utility” in User’s Guide.



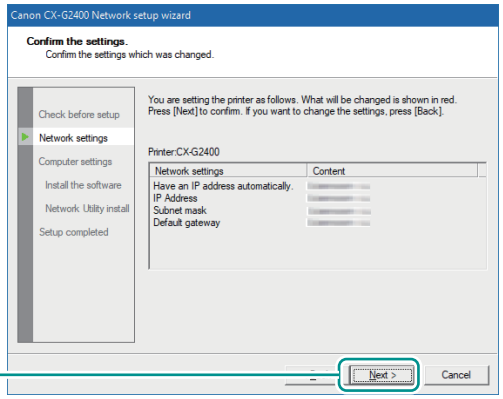
9. Change IP address.

- The IP address shown now is the default IP address.
- When there is a device with a DHCP server function on the network:
  Checking “Have an IP address automatically” checkbox gets the IP address automatically.

10. Click [Next].

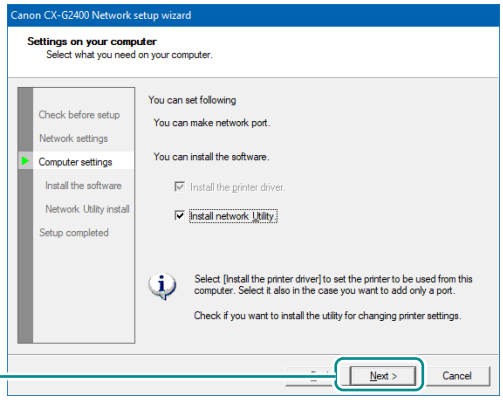
IMPORTANT

- When there is no device with a DHCP server function on the network, note the following:
- If there are two or more identical printers (this printer) on the same network, the IP address may be duplicated.
  - Do not check “Have an IP address automatically” checkbox.
  - Change the default IP address to an address of your choice.



11

11. Click [Next].

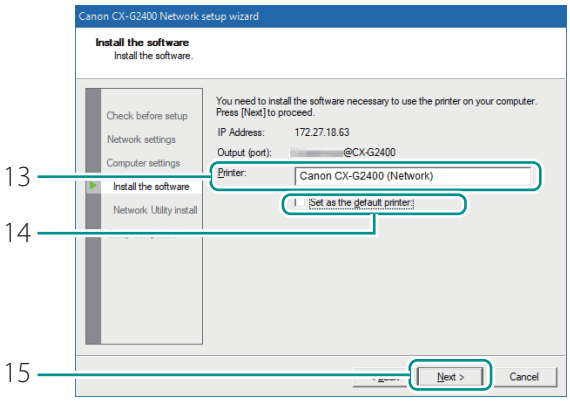


12

12. Click [Next].

NOTE

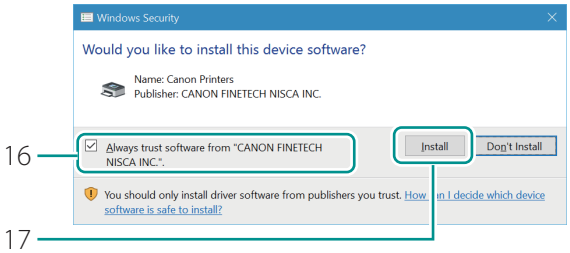
- The network utility is a tool for configuring network settings for the printer. The network utility is required when changing the IP address. Be sure to install it (do not uncheck “Install network Utility” checkbox). For how to use the network utility, refer to “About the Network Utility” in User’s Guide.



13. To change the printer name, enter a new printer name in [Printer] text box.

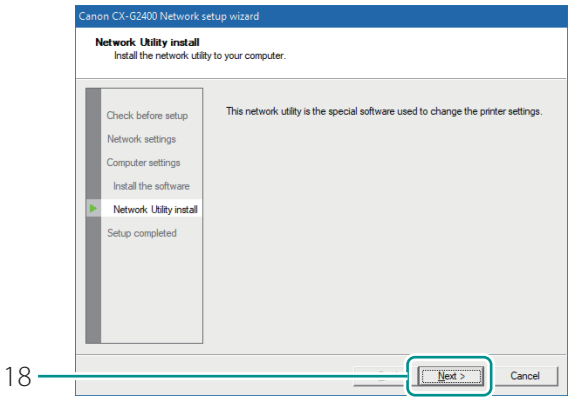
14. When not using the printer as the default printer, uncheck [Set as the default printer] checkbox.

15. Click [Next].

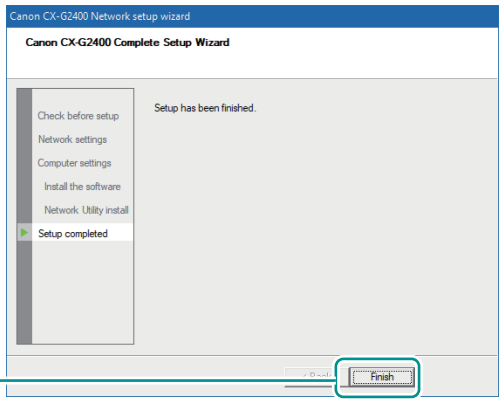


16. Check [Always trust software from "CANON FINETECH NISCA INC."] checkbox.

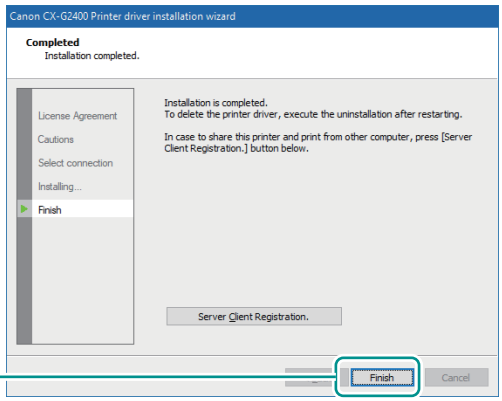
17. Click [Install].



18. Click [Next].



19. Click [Finish].



20. Click [Finish].

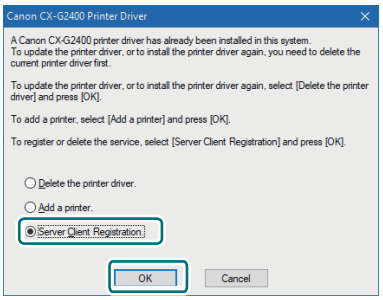
- If the printer driver was installed on a computer to be used as a print server, click [Server Client Registration].

NOTE

- **Registering Server Client**

  To register the server client, click [Server Client Registration] radio button. The server client can be registered after the installation of the printer driver has been completed.

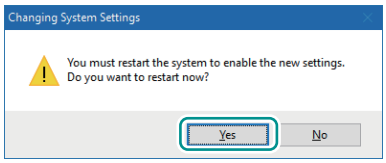
  1. Start CD-ROM.
  2. Click [Install the printer driver.].
  3. Select [Server Client Registration].
  4. Click [OK].



- **Deleting Server Client Registration**

  To delete the server client registration, perform steps 1-4 of the server client registration procedure. A message confirming the deletion will appear.

6 Remove “Printer Software CD-ROM,” and then click [Yes].



The computer will reboot automatically.

NOTE

- If [No] was selected, be sure to restart Windows before using the printer.

Go to “Installing the User’s Guide.” (P. 33)

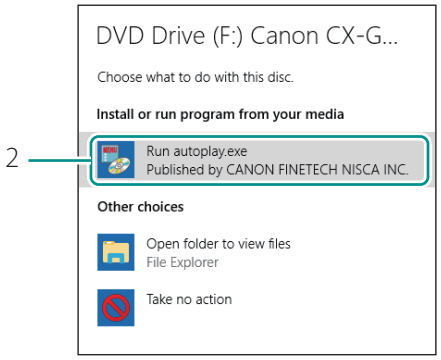
Installing the User's Guide

Install User's Guide.
It is possible to read the User's Guide by inserting the CD-ROM in CD-ROM drive. However, it is ideal to install the User's Guide on the computer.

IMPORTANT

- Log on to the computer as a user with administrative privileges.
- Terminate in advance the virus detection program and other programs resident in the system, if any.

1 Insert the supplied CD-ROM in CD-ROM drive.



1. Insert the supplied "Printer Software CD-ROM" into CD-ROM drive.

● [Auto Play] screen appears.

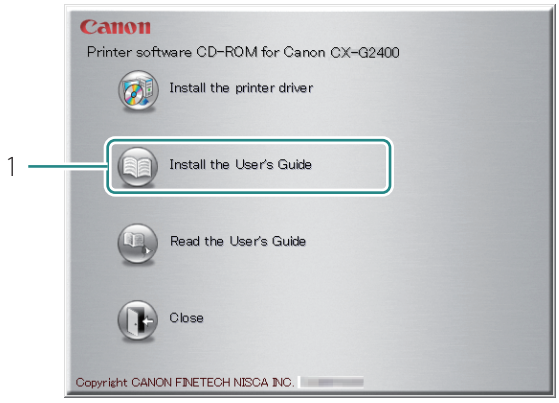
2. Click [Run autoplay.exe].

● If [User Account Control] dialog box appears, click [Yes].

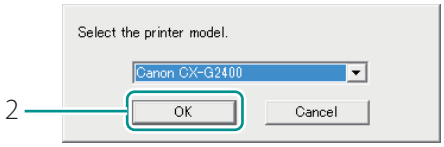
NOTE

- **If [Auto Play] screen does not appear:**
  Follow the below:
  1. Double-click CD-ROM drive icon in [This PC] (or [Computer]).
  2. Double-click [autoplay.exe].

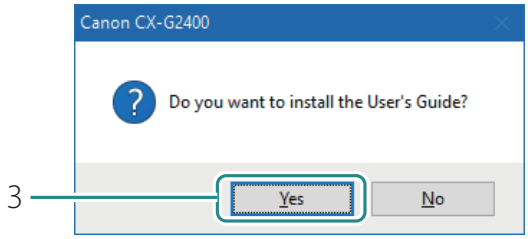
2 Install the User's Guide.



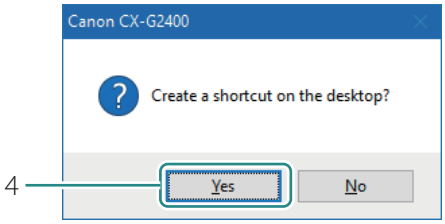
1. Click [Install the User's Guide].



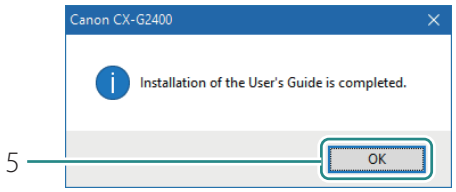
2. Click [OK].



3. Click [Yes].



4. To create the shortcut icon to open the User's Guide, click [Yes].



5. Click [OK].

NOTE

- To read the installed User's Guide, double-click the shortcut icon created on the desktop.
  If the shortcut is not created, follow the procedure below.

  Windows 10:

  From Start menu, select All apps -> Canon CX-G2400 -> Read the User's Guide.

  Windows 8.1:

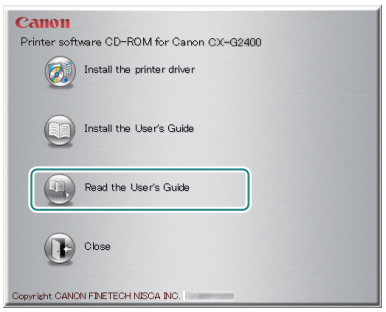
  1. Move the mouse pointer to the lower right corner (or upper right corner) of the window to show the Charms bar, and click [Start].
  2. On the Start screen, move the mouse pointer, and click the down arrow that appears at the bottom left of the screen.
  3. From All apps, Canon CX-G2400 -> Read the User's Guide.

  Windows 7:

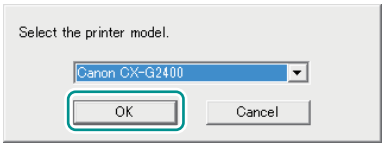
  From Start menu, select All Programs -> Canon CX-G2400 -> Read the User's Guide.

- To read User's Guide stored on CD-ROM, follow the procedure below.

  1. Start CD-ROM.
  2. Click [Read the User's Guide].



  3. Confirm this printer is selected and click [OK].



  The folder containing the User's Guide will appear.

Printer setup has been completed.

For how to operate the printer, refer to the following Guides:

- **For how to set paper and perform basic printing:**

  Refer to “Basic Operation Guide.”

- **For more details:**

  Refer to “User’s Guide.”

Canon

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