



# Windows

**UFR II/UFRII LT/PS3/PCL6 Printer Driver**

# Installation Guide

# Contents

<b>Introduction</b> .....	2
<b>How to Use the Manual</b> .....	3
Notations Used in the Manual .....	4
<b>Disclaimers</b> .....	5
<b>Copyright</b> .....	6
<b>Trademarks</b> .....	7
<b>About This Driver</b> .....	9
<b>Before Use</b> .....	11
<b>Pre-installation Check</b> .....	13
<b>About Installation</b> .....	14
<b>System and Service Requirements</b> .....	15
<b>Installation Preparations and Precautions</b> .....	17
<b>How to Refer to the Readme File</b> .....	19
<b>Installation Using the Installer</b> .....	21
<b>Selecting [Standard] to Install</b> .....	22
<b>Selecting [Custom] to Install</b> .....	28
<b>Selecting [USB Connection] to Install</b> .....	33
<b>Installation Without Using the Installer</b> .....	37
<b>Installing by Specifying an inf File</b> .....	38
<b>Installing Using a WSD Port</b> .....	41
<b>Settings Related to Installation</b> .....	43
<b>Changing to a Standard TCP/IP Port</b> .....	44
<b>Shared Printer Settings</b> .....	48
Configuring Share Print Server Settings .....	49
Setting up Clients of a Shared Printer .....	50
<b>Automatically Setting the Device Information Retrieval Function</b> .....	51
<b>Installing the PPD File</b> .....	54
<b>Updating Installation and Uninstallation</b> .....	56
<b>Updating the Driver</b> .....	57
<b>Uninstalling the Driver</b> .....	60
<b>Printing</b> .....	63
<b>Preparations Prior to Printing</b> .....	64

Setting the Device Options in the Driver .....	65
Setting the Device Support Functions .....	67
Precautions to Be Taken When Printing .....	68
<b>Printing from a Computer</b> .....	69
<b>Changing the Default Settings for Printing</b> .....	71
<b>How to Refer to the Help</b> .....	72

## **Appendix** ..... 74

<b>Creating a Shortcut to the Online Manual</b> .....	75
Installing the Shortcut to the Online Manual .....	76
Uninstalling the Shortcut to the Online Manual .....	77
<b>You Cannot Install a USB Class Driver</b> .....	78
<b>Cannot discover a device connected via a WSD port</b> .....	80

# Introduction

<b>Introduction</b> .....	2
<b>How to Use the Manual</b> .....	3
Notations Used in the Manual .....	4
<b>Disclaimers</b> .....	5
<b>Copyright</b> .....	6
<b>Trademarks</b> .....	7

# Introduction

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- ▶ **How to Use the Manual(P. 3)**
- ▶ **Disclaimers(P. 5)**
- ▶ **Copyright(P. 6)**
- ▶ **Trademarks(P. 7)**

## How to Use the Manual

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This explains things that you need to know in order to use this manual.

▶ **Notations Used in the Manual(P. 4)**

# Notations Used in the Manual

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This explains symbols and settings used in this manual.

## Symbols Used in This Manual

In this manual, explanations of items and operations that must be followed while using the driver are set forth the symbols that indicate the following.



### IMPORTANT

- Indicates operational requirements and restrictions. Be sure to read these items carefully to operate the product correctly, and avoid damage to the product.



### NOTE

- Indicates a clarification of an operation, or contains additional explanations for a procedure. Reading these notes is highly recommended.

## About Settings

In this manual, setting names displayed on the computer screen are represented as shown in the following examples.

Example:

[OK]

[OK]

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# About This Driver

**About This Driver** ..... 9

## About This Driver

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This driver is a printer driver for Windows for Canon devices. If you use this driver, you can configure detailed print settings.

Also, if you use Canon Driver Information Assist Service, you can acquire device information, use various device option functions, and use the department management function to acquire authentication information when printing.

In this manual, the function for acquiring device information using Canon Driver Information Assist Service is referred to as the device information acquisition function.

Device information that can be acquired with Canon Driver Information Assist Service is as follows.

- Option information  
Information about options (paper supply drawers, finisher, etc.) installed in the device.
- Calibration information  
Information acquired whenever you acquire device option information or perform color printing.
- Authentication information when performing department management printing  
Authentication information acquired whenever you print when using the department management function.
- User authentication management information  
Authentication management information acquired whenever you print when using the user management function.
- Paper information  
User-set paper size (custom paper size) information registered in the device.
- Encryption support information



### NOTE

- Some functions in the driver software included in the accompanying CD-ROM may not be usable depending on the operating system. The newest version is on the Canon web site. Verify your operating environment etc. and download it if necessary.

# Before Use

**Before Use** ..... 11

## Before Use

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- The functions that you can use may vary according to the following conditions.
  - The device you are using and its settings
  - The firmware version of the device
  - The option structure
  - The driver version
  - The computer environment you are using
- The screen content, procedures, etc. displayed and described in the manual may differ from those actually displayed.
- In this manual, examples using Windows 7 (32-bit version) are explained.

# Pre-installation Check

<b>Pre-installation Check</b> .....	13
<b>About Installation</b> .....	14
<b>System and Service Requirements</b> .....	15
<b>Installation Preparations and Precautions</b> .....	17
<b>How to Refer to the Readme File</b> .....	19

## Pre-installation Check

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This explains what you need to confirm beforehand in order to install the driver correctly.

- ▶ **About Installation(P. 14)**
- ▶ **System and Service Requirements(P. 15)**
- ▶ **Installation Preparations and Precautions(P. 17)**
- ▶ **How to Refer to the Readme File(P. 19)**



## About Installation

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This explains how to select the driver installation method and what items are necessary to use the device information retrieval function.

### Selecting the Installation Method

To install the driver, you need to select an installation method that is suited to the connection environment of the device you are using.

- For a TCP/IP network environment: select [Standard] and install
- For a USB connection environment: select [USB Connection] and install

If you want to use the device in a network connection environment other than TCP/IP protocol, select [Custom] and install.

If you could not install by selecting [Standard] or [USB Connection], refer to another installation procedure such as [Custom].

### Items Required to Use the Device Information Retrieval Function

For the device information retrieval function, the device information retrieval path and Canon Driver Information Assist Service installation destination etc. vary according to the following factors.

- Type of print queue (local printer or network printer)
- Connection method of the device (network connection (LPR etc.) or local connection (USB))
- Server environment (terminal server or XenApp/Presentation Server)

The items required for the Canon Driver Information Assist Service installation destination etc. for each combination of the above factors are shown below.

#### For a local printer:

- When connected to a network: device information can be retrieved with the driver alone
- When connected locally\*: Canon Driver Information Assist Service must be installed on the same computer

\* For local connections, you may not be able to use the device information retrieval function, depending on the device and environment you are using.

#### For a network printer:

- When connected to a shared server: Canon Driver Information Assist Service must be installed on the print server
- When connected by IPP: device information can be retrieved with the driver alone (when via IIS, configuration information cannot be retrieved)

## Related Topics

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- ▶ [About This Driver\(P. 9\)](#)
- ▶ [Selecting \[Standard\] to Install\(P. 22\)](#)
- ▶ [Selecting \[Custom\] to Install\(P. 28\)](#)
- ▶ [Selecting \[USB Connection\] to Install\(P. 33\)](#)
- ▶ [Installing by Specifying an inf File\(P. 38\)](#)

# System and Service Requirements

This explains the system environments required to use the driver. It also explains the services and environment required when you want to use the device information retrieval function.

## System Requirements

### Operating Systems

Windows Vista/7/8/8.1/10

Windows Server 2008/2008 R2/2012/2012 R2

#### For server-based computing environments:

##### Operating systems in a server environment

Windows Server 2008/2008 R2/2012/2012 R2

##### Server components

Citrix Presentation Server 4.5

Citrix XenApp 5.0/6.0/6.5/7.5/7.6/7.7/7.8

Citrix XenDesktop 4.0/5.0/5.5/5.6/7.0/7.1/7.5/7.6/7.7/7.8

VMware vSphere 4/5/5.1/5.5/6.0

Microsoft Application Virtualization (App-V)

Remote Desktop Service on Windows Server 2012 R2

TS-RemoteApp on Windows Server 2008

##### Operating systems for a clustering server

Windows Server 2008/2008 R2 (Enterprise/Datacenter Edition)

Windows Server 2012/2012 R2

### Computer

Any computer which runs the above operating system software properly.



#### NOTE

- For the support status of the newest operating systems and service packs, check the Canon web site (<http://www.canon.com/>).

## Services Required for the Device Information Retrieval Function

If you want to use the device information retrieval function, you need the following services and environments.

### Operating System Services

You can use the device information retrieval function only when all the following services are installed in the operating system and not set to [Disabled].

- Remote Procedure (RPC)
- TCP/IP NetBIOS Helper Service

- Workstation

## **Protocols**

UDP or TCP (IPv4 or IPv6)

## **Supported Device Connection Configurations**

When connected to a network: TCP/IP or IPX

When connected locally (32-bit): USB

## Installation Preparations and Precautions

This explains the preparations for installing the driver correctly, and precautions to take when installing.

### Installation Preparations

Before installing the driver, complete the following operations.

#### Acquire the installer

You can acquire the installer by any of the following means.

- Download from the web site (32-bit and 64-bit versions)  
Download the Setup version driver from the Canon web site (<http://www.canon.com/>). If you download the inf version, perform the installation by referring to an installation procedure that uses the inf file.
- Supplied CD-ROM

#### About Installation(P. 14)

After checking the installation overview, select the installation method that suits the connection environment of the device you are using. Also, if you want to use the device information retrieval function, check the items required to use the device information retrieval function.

### Precautions to Be Taken When Installing

Take care of the following items when installing.

- If the [User Account Control] dialog box is displayed, perform the following operation.
  - If you are logged on with an Administrator account: Click [Allow] or [Continue].
  - If you are logged on with a standard user account: Enter an Administrator account password → click [OK].
- If the [Windows Security] dialog box is displayed, click [Install this driver software anyway].
- If you are installing with the device connected via a network, the following dialog box may be displayed. If you want to use the device information retrieval function, select [Yes]. You can use the device information retrieval function when the Windows Firewall block is released for Canon Driver Information Assist Service.



- If you use the installer to install a driver, you can update existing drivers at the same time that you install the new driver.

### Related Topics

- [Selecting \[Standard\] to Install\(P. 22\)](#)

- ▶ **Selecting [Custom] to Install(P. 28)**
- ▶ **Selecting [USB Connection] to Install(P. 33)**
- ▶ **Installing by Specifying an inf File(P. 38)**

## How to Refer to the Readme File

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In the Readme file are written restrictions and precautions when installing drivers or using drivers.

Refer to Readme.hta, stored in the following location.

**For UFR II**

UFRII\us\_eng\32BIT

UFRII\us\_eng\x64

**For PCL**

PCL\us\_eng\32BIT

PCL\us\_eng\x64

**For PS**

PS\us\_eng\32BIT

PS\us\_eng\x64

# Installation Using the Installer

<b>Installation Using the Installer</b> .....	21
<b>Selecting [Standard] to Install</b> .....	22
<b>Selecting [Custom] to Install</b> .....	28
<b>Selecting [USB Connection] to Install</b> .....	33

## Installation Using the Installer

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This explains the procedure for installing using the installer included in the supplied CD-ROM or an installer downloaded from the web site.

Select the procedure most suitable to the device connection configuration and installation method.

- ▶ **Selecting [Standard] to Install(P. 22)**
- ▶ **Selecting [Custom] to Install(P. 28)**
- ▶ **Selecting [USB Connection] to Install(P. 33)**



## Selecting [Standard] to Install

---

This explains the procedure for automatically searching for a device on a network and installing a driver ([Standard]).

### Prerequisites

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Confirm that the following conditions are satisfied. Complete the preparation operations.

- **System and Service Requirements(P. 15)**
- The device is one that is on the same subnet as the computer you are using (for TCP/IP network environments)
- Settings at the device (for network environments that use WSD)
  - Set both [Use WSD] and [Multicast Discovery Settings] to on.
  - "UFR II," "PCL6," or "PS3" is selected for [PDL Selection (Plug and Play)].
 For details, refer to the manual of the device.
- The device must be in the same subnet as the computer you are using.
- **Installation Preparations and Precautions(P. 17)**
- When starting the computer, log on as a member of Administrators.
- [Desktop] screen display (when using Windows 8/8.1/Server 2012/Server 2012 R2)

### Procedure

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#### 1 Start the installer.

##### If you are using an installer downloaded from the web site

Double-click the downloaded file to decompress it. If the installer does not start automatically after it is decompressed, double-click [Setup.exe].


##### If you are using the accompanying CD-ROM

(1) Set the CD-ROM in the computer → click [Installation].

(2) In the [Installation] screen, confirm the driver → click [Installation].

If the CD-ROM menu is not displayed, click "Open details."

In the following procedure, start the installer.

- When the [Tap to choose what happens with this disc.] message is displayed: Click the message → click [Run MInst.exe].
- When the [AutoPlay] dialog box is displayed: Click [Run MInst.exe].
- When Windows Explorer is displayed: Double-click [MInst.exe].
- When nothing is displayed (Windows10): From Explorer, double-click the CD icon in [This PC] > [Devices and drives].
- When nothing is displayed (Windows 8/8.1/Server 2012/Server 2012 R2): Click Explorer in the [Desktop] screen → double-click the CD icon in [Computer].
- When nothing is displayed (Windows Vista/7/Server 2008/Server 2008 R2): Double-click the CD-ROM icon in [] (Start) > [Computer].

**If the above [MInst.exe] does not exist:**

Double-click [Setup.exe].

32-bit version: 32BIT\Setup.exe

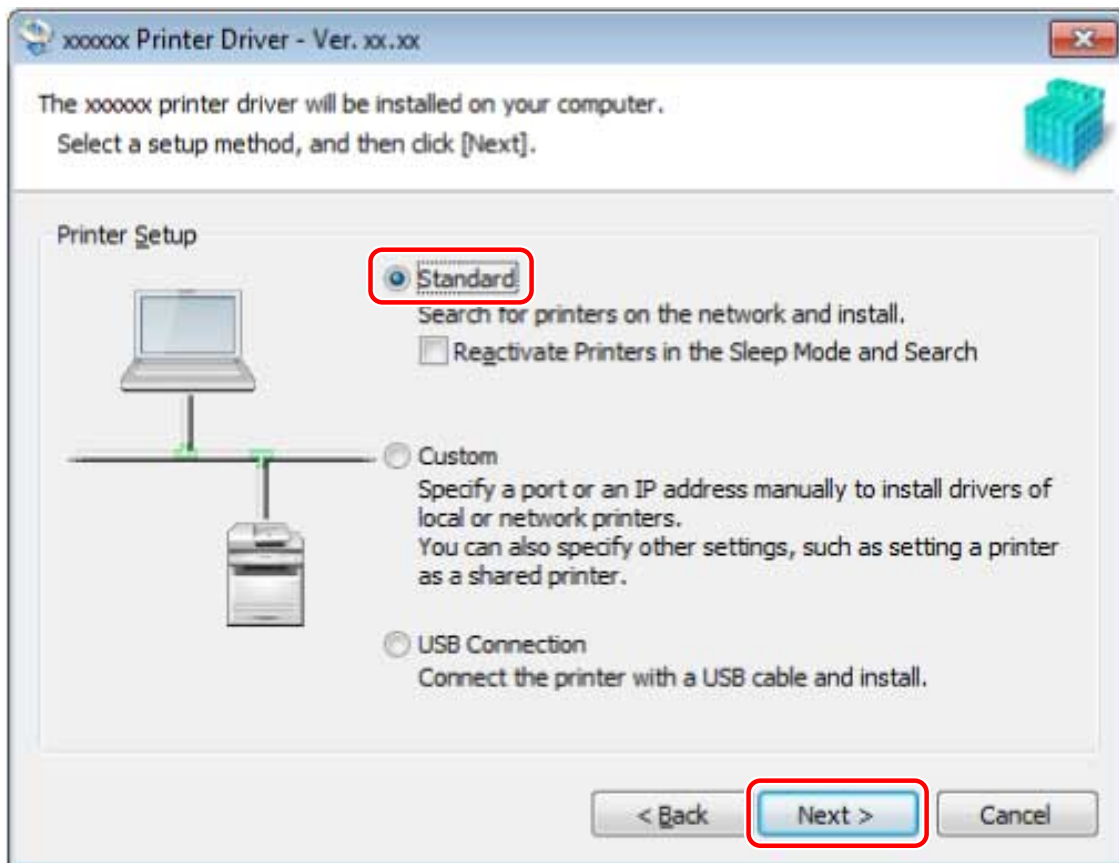
64-bit version: x64\Setup.exe

**2 Read the license agreement → click [Yes].**

**3 Select [Standard] → click [Next].**

[Reactivate Printers in the Sleep Mode and Search]: Select this when you want to detect devices on the network that are in sleep mode.

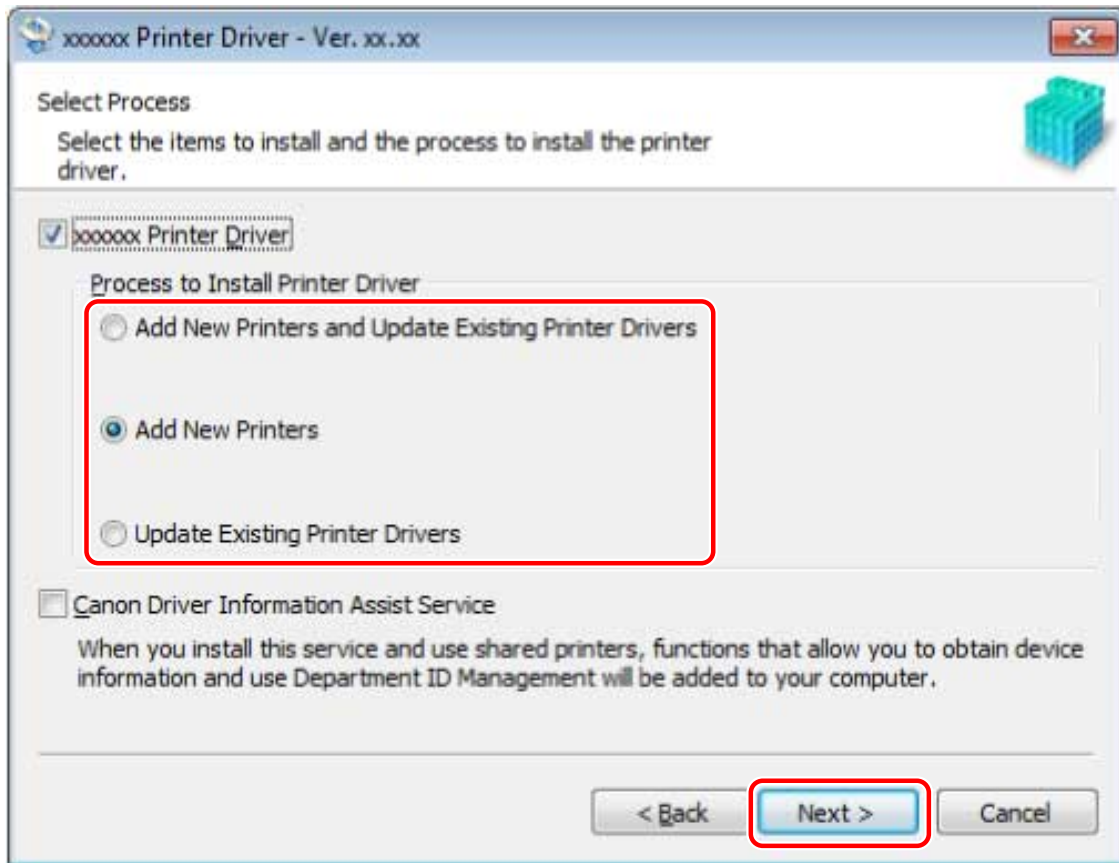
[Display Readme File]: Click this to refer to the Readme file.



**4 Select the required items → click [Next].**

[Process to Install Printer Driver]: Select this if necessary if a driver is already installed.

[Canon Driver Information Assist Service]: Select this when you want to use the device information retrieval function.



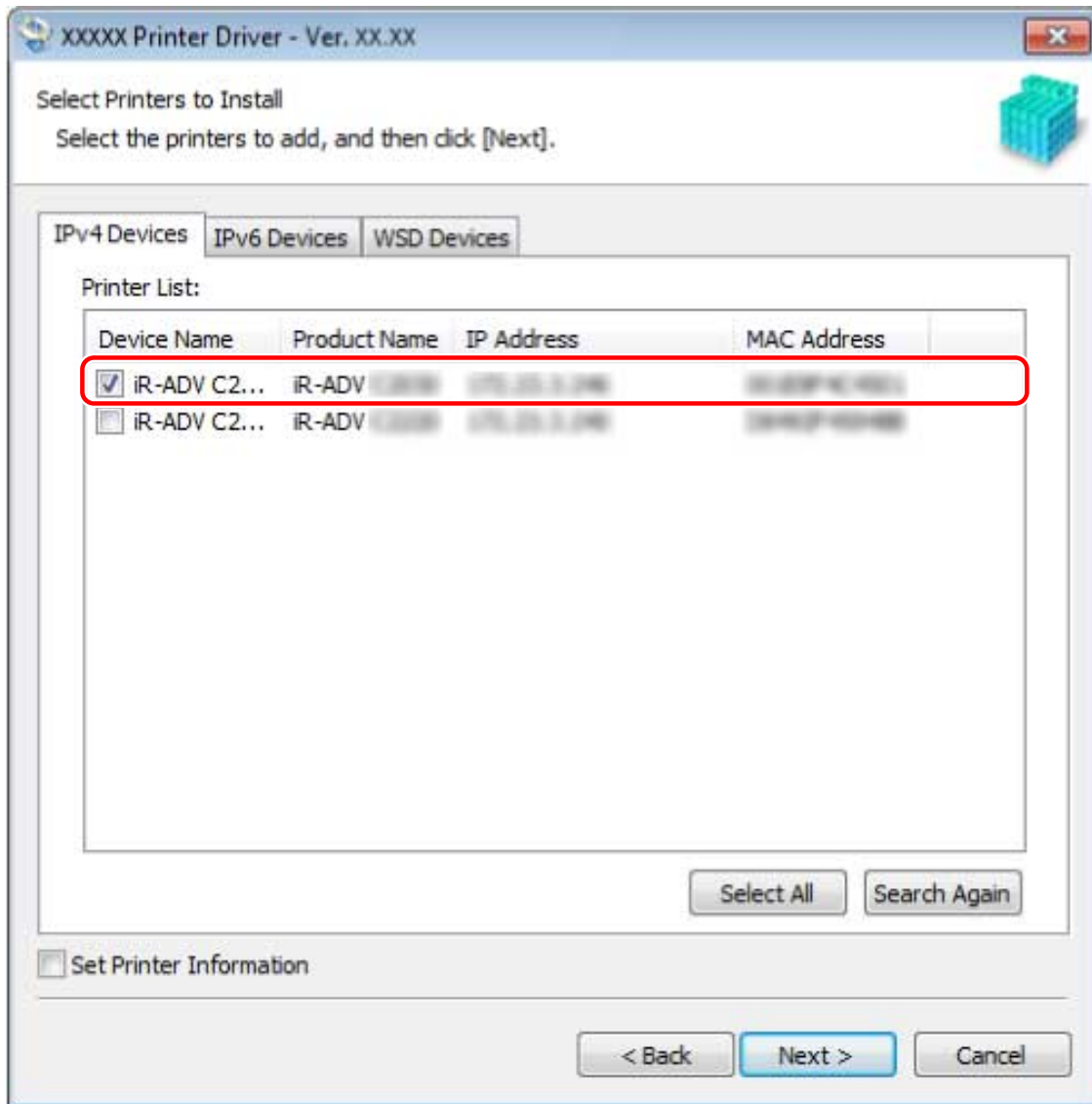
## 5 Select the device to install from [Printer List].

If the device is not displayed in [Printer List], click [Search Again]. If the device is still not found, select [Custom] and install.

[IPv4 Devices]/[IPv6 Devices]/[WSD Devices] tab: If you are using Windows Vista/7/8/8.1/10/Server 2008/Server 2008 R2/Server 2012/Server 2012 R2, you can switch displays by clicking the tabs.

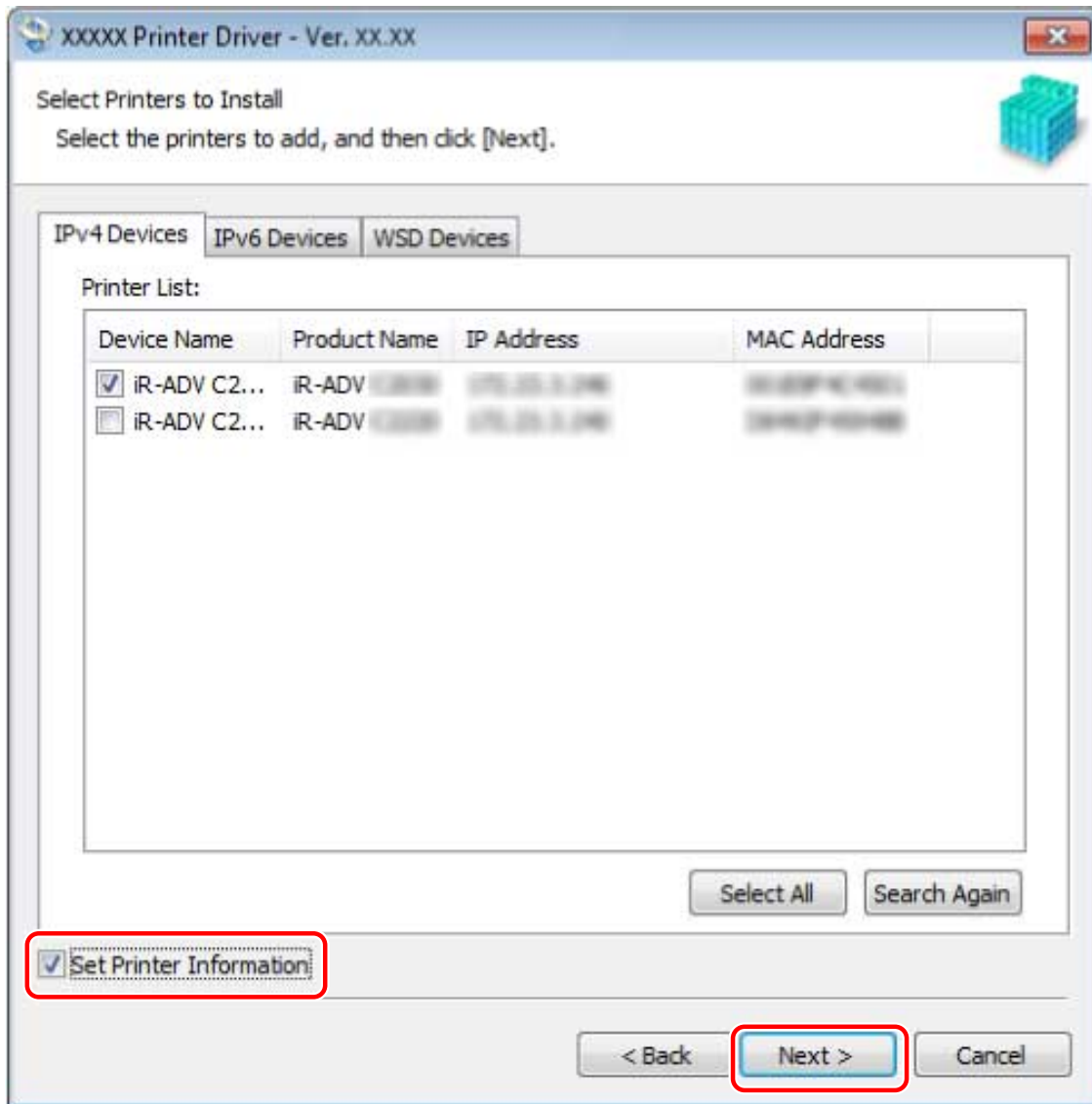
### NOTE

- If you cannot discover a device connected by a WSD port, there could be a problem with the operating system or device settings. Refer to the following to enable the device to be displayed in the search results.  
**Cannot discover a device connected via a WSD port(P. 80)**



**6** If you want to change the name of the device, or set it as the default device, select [Set Printer Information] → click [Next].

If you do not want to change the name of the device or set it as the default device, click [Next] and proceed to step 8.(P. 27)



## 7 Change [Printer Name] if necessary → click [Next].

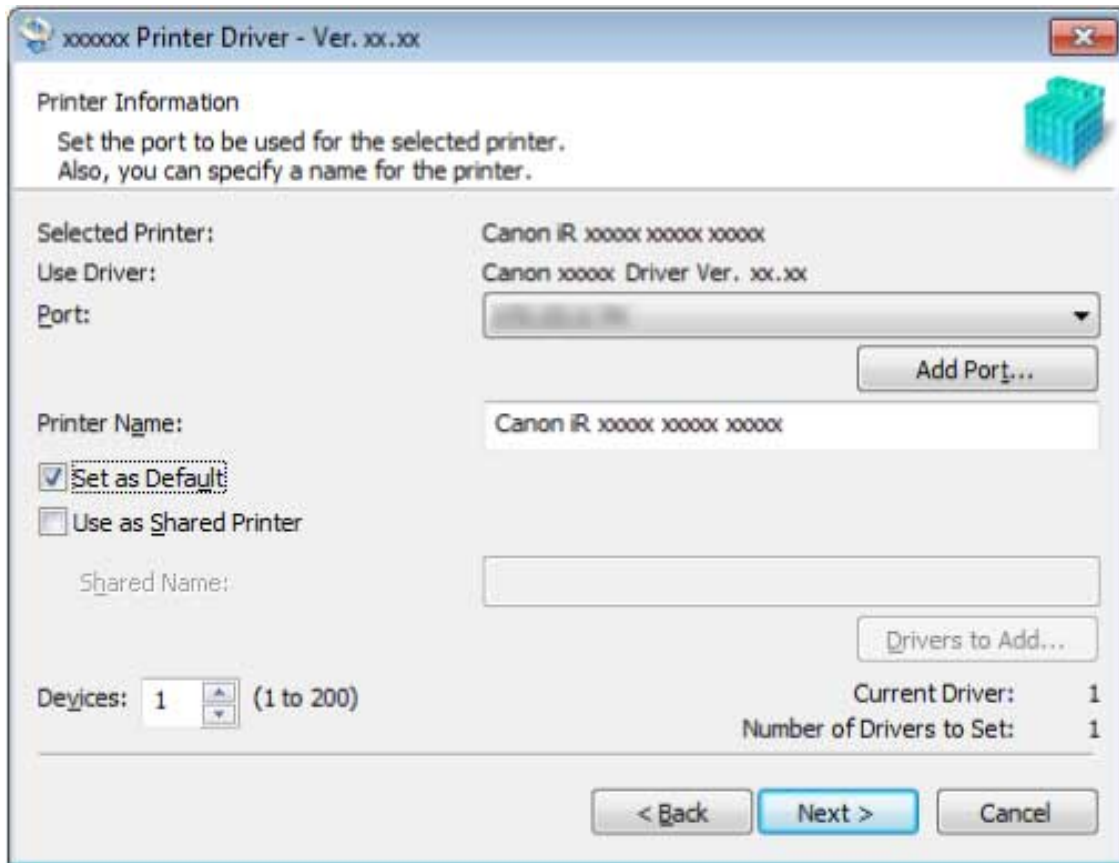
[Set as Default]: Select this to set the device as the device that is normally used.

To enable the above setting in Windows 10, check that the following setting is disabled in Windows.

[Settings] > [Devices] > [Printers & scanners] > [Let Windows manage my default printer]

[Use as Shared Printer]: Select this if you want to configure shared settings for the device.

You cannot select [Printer Name] if the device is connected via a WSD port.



## 8 Check [Printer List for Driver Installation] → click [Start].

Proceed with the installation according to the instructions on the screen.

## 9 Click [Restart] (or [Exit]).

The installed device is displayed in [Devices and Printers], [Printers and Faxes], or [Printers] in the Windows Control Panel.

In Windows 10, the installed device is displayed in [Settings] > [Devices] > [Printers & scanners] > [Printers].

## Related Topics

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- ▶ About Installation(P. 14)
- ▶ Selecting [Custom] to Install(P. 28)
- ▶ Configuring Share Print Server Settings(P. 49)

## Selecting [Custom] to Install

---

This explains the procedure for manually specifying the port to use for a network connection or local connection and installing the driver. As well as existing ports, you can add a standard TCP/IP port or network printer port.

### Prerequisites

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Confirm that the following conditions are satisfied. Complete the preparation operations.

- **System and Service Requirements(P. 15)**
- **Installation Preparations and Precautions(P. 17)**
- Confirm the port to be specified  
Specify a standard TCP/IP port or a network printer port. You can specify an already registered port. You can select a temporary port ([LPT1] etc.) and set it after installation is complete.
- Confirm the name and IP address of the device (if adding a standard TCP/IP port).  
You must enter the device name and IP address when adding a standard TCP/IP port and installing. For the name of the device, use the name by which the device is known on the network. If you do not know the device name or IP address, check with your network administrator.
- Confirm the queue specified for each port (if the target device is shown in the following).  
If an optional external print server unit is attached to the target device, after selecting the port, you must specify the queue. Click "Open details," and confirm the queue corresponding to the selected port.  
Specify the queues corresponding to the port.  
**For LPR:**  
For Windows TCP/IP, enter a Print, Hold, and Direct queue name in the [Queue Name] column.  
**For RAW:**  
The queue to be specified is determined by the port number.  
9100: Print, Hold, or Direct  
9101: Direct queue  
9102: Print queue  
9103: Hold queue  
**For SMB:**  
When you select the device from the network tree, three queues are displayed. Select one from among the displayed queues.
- When starting the computer, log on as a member of Administrators.
- [Desktop] screen display (when using Windows 8/8.1/Server 2012/Server 2012 R2)

### Procedure

---

#### 1 Start the installer.

##### **If you are using an installer downloaded from the web site**

Double-click the downloaded file to decompress it. If the installer does not start automatically after it is decompressed, double-click [Setup.exe].

##### **If you are using the accompanying CD-ROM**

(1) Set the CD-ROM in the computer → click [Installation].

(2) In the [Installation] screen, confirm the driver → click [Installation].

If the CD-ROM menu is not displayed, click "Open details."

In the following procedure, start the installer.

- When the [Tap to choose what happens with this disc.] message is displayed: Click the message → click [Run MInst.exe].
- When the [AutoPlay] dialog box is displayed: Click [Run MInst.exe].
- When Windows Explorer is displayed: Double-click [MInst.exe].
- When nothing is displayed (Windows10): From Explorer, double-click the CD icon in [This PC] > [Devices and drives].
- When nothing is displayed (Windows 8/8.1/Server 2012/Server 2012 R2): Click Explorer in the [Desktop] screen → double-click the CD icon in [Computer].
- When nothing is displayed (Windows Vista/7/Server 2008/Server 2008 R2): Double-click the CD-ROM icon in [Start] (Start) > [Computer].

**If the above [MInst.exe] does not exist:**

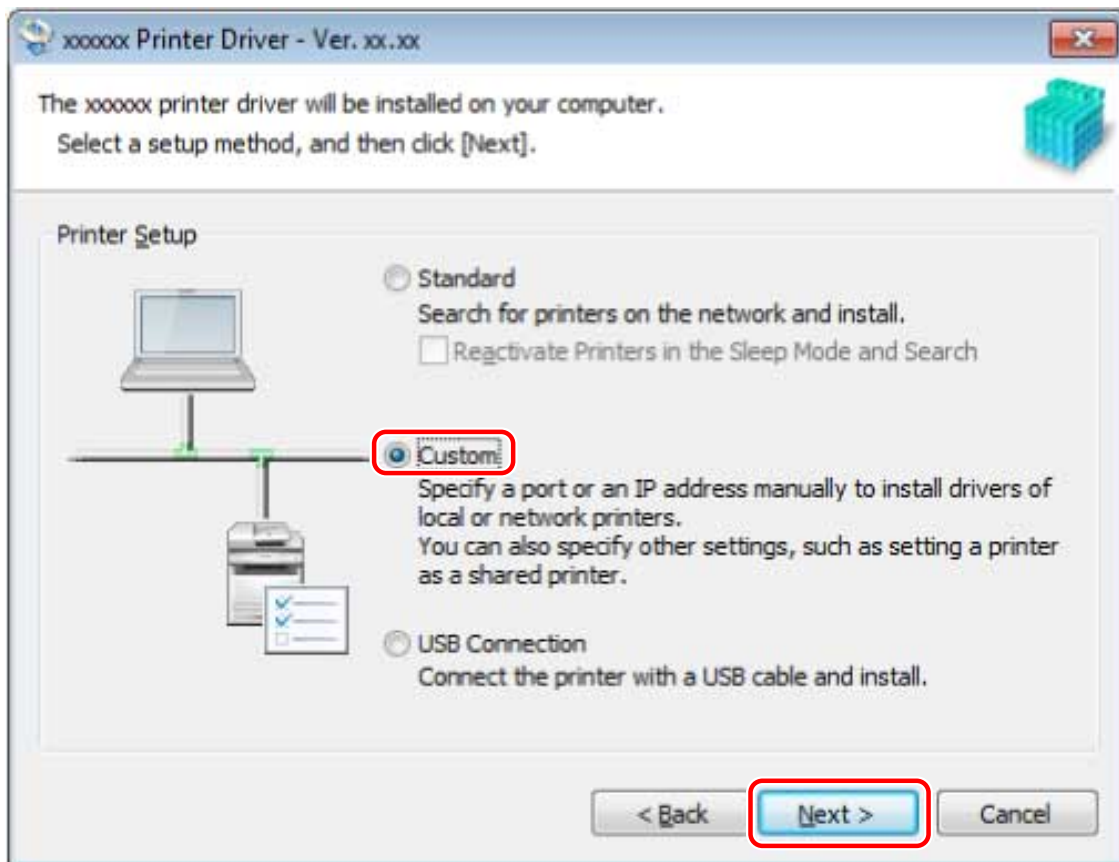
Double-click [Setup.exe].

32-bit version: 32BIT\Setup.exe

64-bit version: x64\Setup.exe

**2 Read the license agreement → click [Yes].**

**3 Select [Custom] → click [Next].**

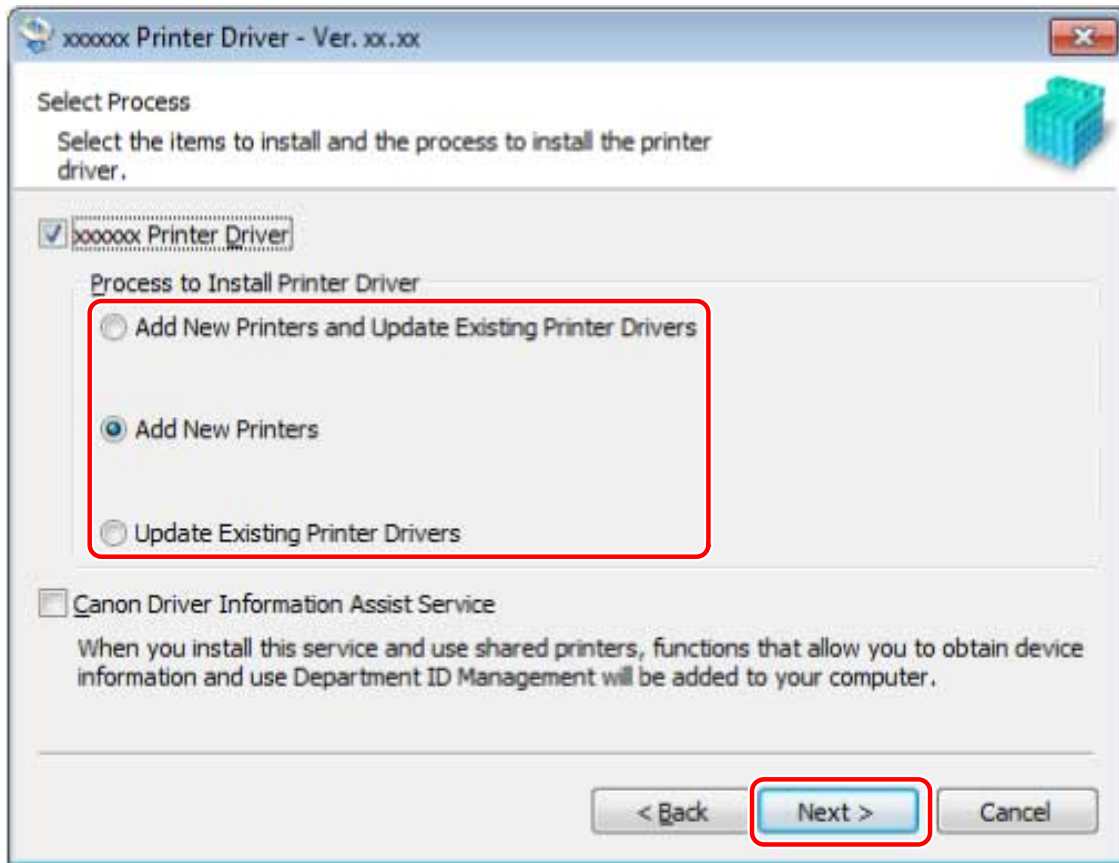


**4 Select the required items → click [Next].**



[Process to Install Printer Driver]: Select this if necessary if a driver is already installed.

[Canon Driver Information Assist Service]: Select this when you want to use the device information retrieval function.

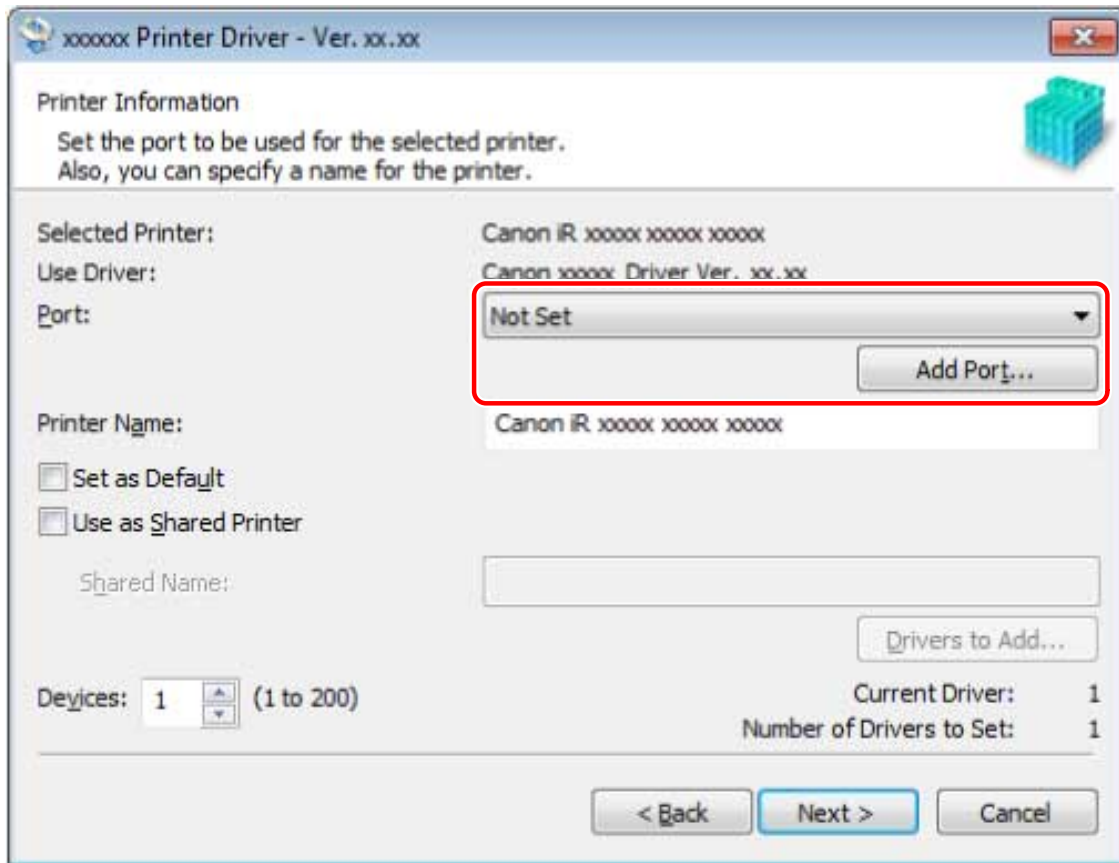


**5** Select the device to install from [Printer List] → click [Next].

**6** Set the port.

When selecting multiple devices, the following screen is displayed for each device and different ports can be selected.

If you are using an existing port, select the port from [Port] → proceed to step 8.(P. 31) If you want to specify the port after installation, select a temporary port ([LPT1] etc.) → proceed to step 8.(P. 31)



## 7 Click [Add Port] → select the type of port ([Standard TCP/IP Port] or [Network]) from [Port to Add] → click [OK].

### When adding a network printer port:

Select the network printer to use → click [OK] → proceed to step 8.(P. 31)

### When adding a standard TCP/IP port:

Enter the device name or IP address according to the instructions of the wizard.

[Port Name] is automatically entered. Change the port name if required.

### NOTE

- If the [Additional Port Information Required] or [Additional port information required] screen is displayed, perform one of the following procedures.
  - Return to the previous screen in the wizard → re-enter the information in [Hostname or IP address] → click [Next].
  - Select [Standard] for [Device Type] → select [Canon Network Printing Device with P9100] → click [Next]. Depending on the device you are using, the type of device that you can select in the [Additional Port Information Required] or [Additional port information required] screen > [Device Type] > [Standard] may vary.

## 8 Select [Printer Name] if necessary → click [Next].

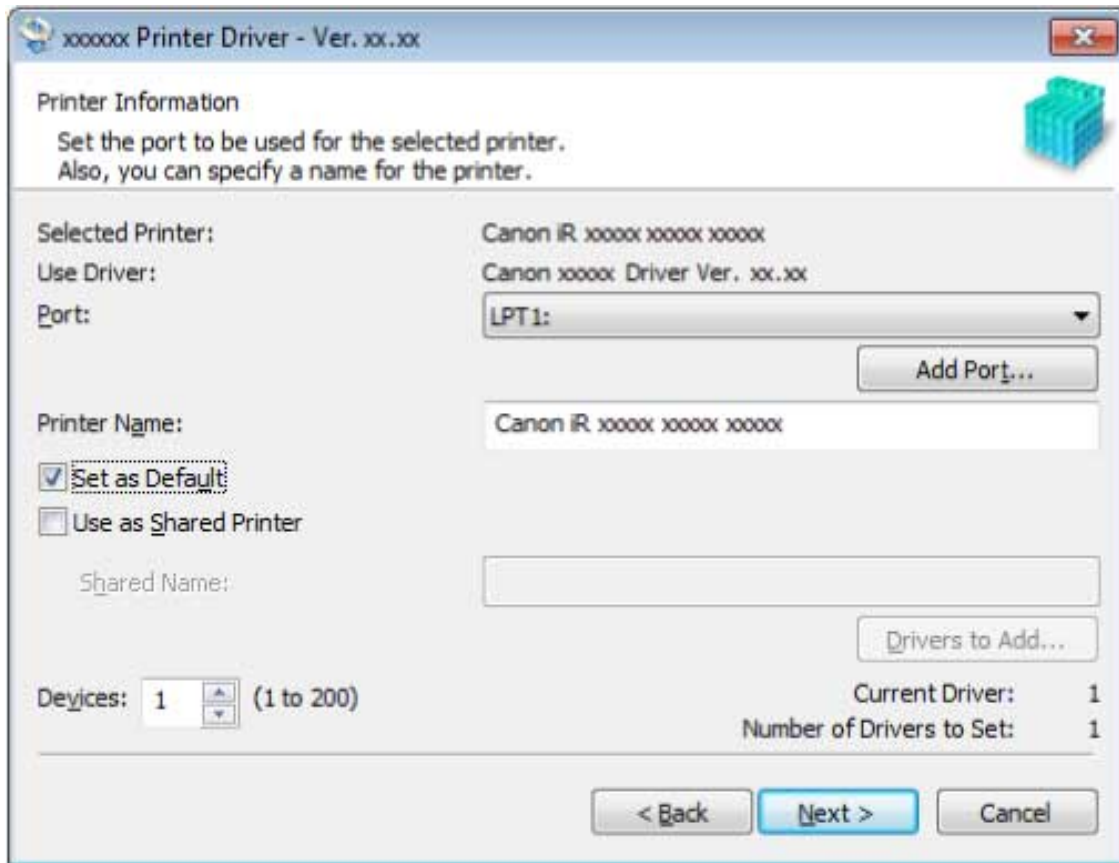
[Set as Default]: Select this to set the device as the device that is normally used.

To enable the above setting in Windows 10, check that the following setting is disabled in Windows.

[Settings] > [Devices] > [Printers & scanners] > [Let Windows manage my default printer]

[Use as Shared Printer]: Select this if you want to configure shared settings for the device.

If you added or selected a network printer port, you cannot set [Printer Name] and [Use as Shared Printer].



## 9 Check [Printer List for Driver Installation] → click [Start].

Proceed with the installation according to the instructions on the screen.

## 10 Click [Restart] (or [Exit]).

The installed device is displayed in [Devices and Printers], [Printers and Faxes], or [Printers] in the Windows Control Panel.

In Windows 10, the installed device is displayed in [Settings] > [Devices] > [Printers & scanners] > [Printers].

## Related Topics

- ▶ [About Installation\(P. 14\)](#)
- ▶ [Configuring Share Print Server Settings\(P. 49\)](#)
- ▶ [Changing to a Standard TCP/IP Port\(P. 44\)](#)

## Selecting [USB Connection] to Install

---

This explains the procedure for connecting a device and computer with a USB cable and installing a driver.



### IMPORTANT

- If connecting by USB and installing, since Canon Driver Information Assist Service cannot be installed simultaneously, you cannot use the device information retrieval function as is. If you want to use it, install the Canon Driver Information Assist Service after installing the driver. However, if connected by USB, you may not be able to use the device information retrieval function, depending on the device and environment you are using.

## Prerequisites

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Confirm that the following conditions are satisfied. Complete the preparation operations.

- **System and Service Requirements(P. 15)**
  - Installation of the optional USB interface board (if required with the device you are using)
  - Page description language selection (plug & play) function setting of the device (if required with the device you are using)

For details, refer to the manual of the device.
- **Installation Preparations and Precautions(P. 17)**
  - When starting the computer, log on as a member of Administrators.
  - [Desktop] screen display (when using Windows 8/8.1/Server 2012/Server 2012 R2)

## Procedure

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### 1 Turn off the device.

### 2 Start the installer.

#### If you are using an installer downloaded from the web site

Double-click the downloaded file to decompress it. If the installer does not start automatically after it is decompressed, double-click [Setup.exe].

#### If you are using the accompanying CD-ROM

(1) Set the CD-ROM in the computer → click [Installation].

(2) In the [Installation] screen, confirm the driver → click [Installation].

If the CD-ROM menu is not displayed, click "Open details."

In the following procedure, start the installer.

- When the [Tap to choose what happens with this disc.] message is displayed: Click the message → click [Run MInst.exe].
- When the [AutoPlay] dialog box is displayed: Click [Run MInst.exe].
- When Windows Explorer is displayed: Double-click [MInst.exe].

- When nothing is displayed (Windows10): From Explorer, double-click the CD icon in [This PC] > [Devices and drives].
- When nothing is displayed (Windows 8/8.1/Server 2012/Server 2012 R2): Click Explorer in the [Desktop] screen → double-click the CD icon in [Computer].
- When nothing is displayed (Windows Vista/7/Server 2008/Server 2008 R2): Double-click the CD-ROM icon in [ ] (Start) > [Computer].

**If the above [MInst.exe] does not exist:**

Double-click [Setup.exe].

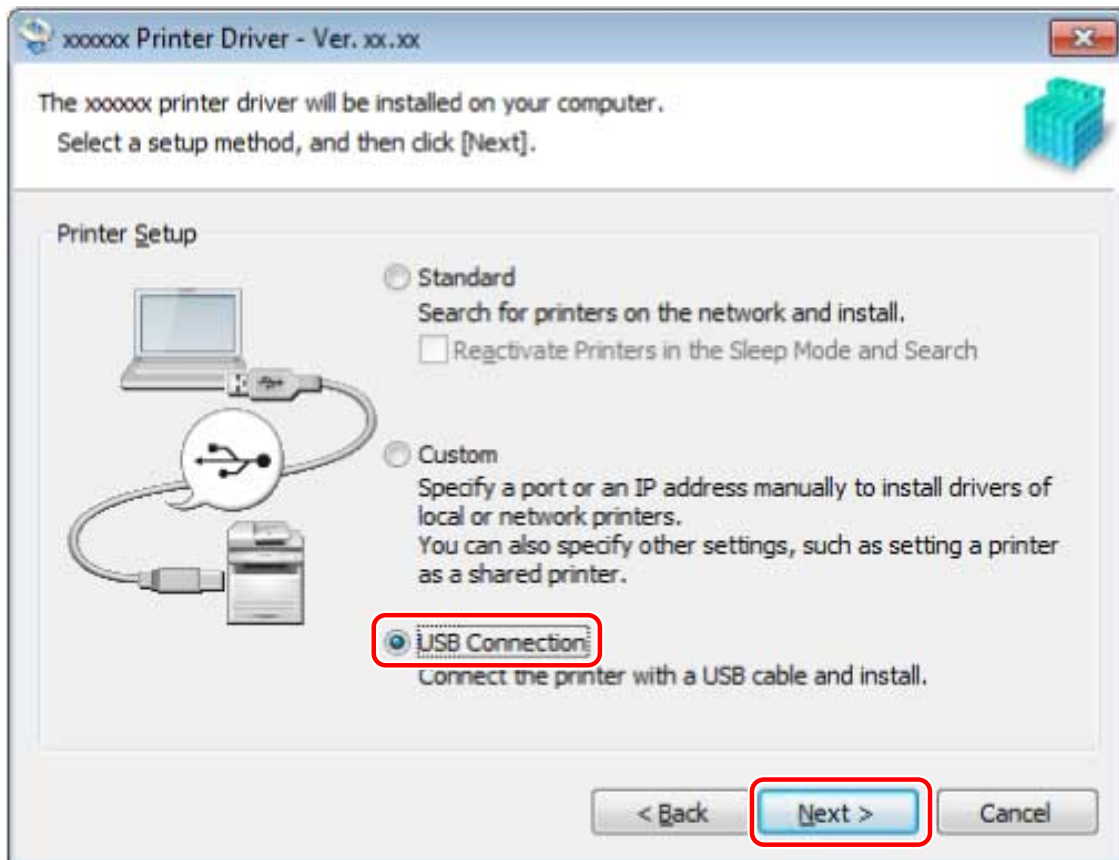
32-bit version: 32BIT\Setup.exe

64-bit version: x64\Setup.exe

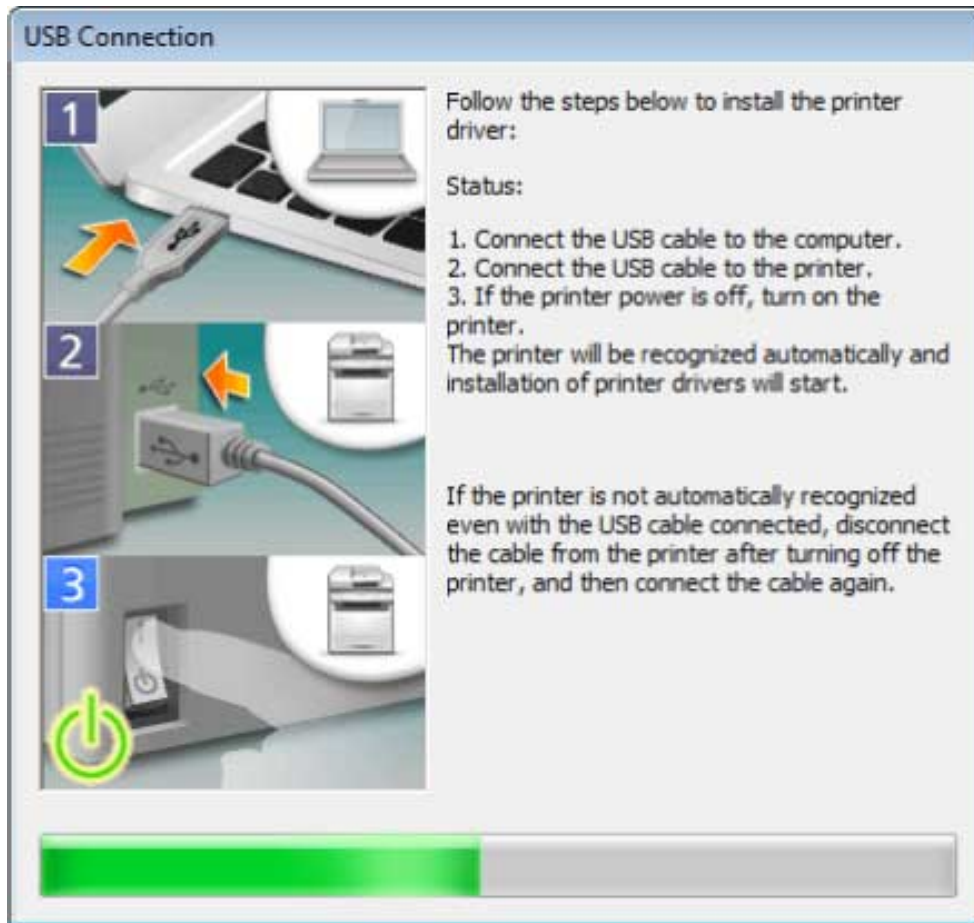
**3 Read the license agreement → click [Yes].**

**4 Select [USB Connection] → click [Next].**

Proceed with the installation according to the instructions on the screen.



**5 When the following screen appears, connect the device and computer with a USB cable → turn on the device.**



Proceed with the installation according to the instructions on the screen.

If installation fails in the above screen, click "Open details."

Reinstall after performing the following procedure.

**(1) Connect the device and computer with a USB cable → turn the device on.**

**(2) Display the device manager.**

Windows Vista/Server 2008: [Control Panel] > [System and Maintenance] > [Device Manager].

Windows 7/8/8.1/Server 2008 R2/Server 2012/Server 2012 R2: [Control Panel] > [Hardware and Sound] > [Device Manager].

Windows 10: [Settings] > [Devices] > [Printers & scanners] > [Device Manager] at the bottom of the screen.

**(3) Right-click the name of the target device displayed in [Other devices] → click [Delete].**

**(4) Confirm the device name.**

Canon + <model name>

## 6 Click [Restart] (or [Exit]).

The installed device is displayed in [Devices and Printers], [Printers and Faxes], or [Printers] in the Windows Control Panel.

In Windows 10, the installed device is displayed in [Settings] > [Devices] > [Printers & scanners] > [Printers].

## Related Topics

▶ **About Installation(P. 14)**

▶ **Automatically Setting the Device Information Retrieval Function(P. 51)**

# Installation Without Using the Installer

<b>Installation Without Using the Installer .....</b>	<b>37</b>
<b>Installing by Specifying an inf File .....</b>	<b>38</b>
<b>Installing Using a WSD Port .....</b>	<b>41</b>

## Installation Without Using the Installer

---

This explains the procedure for installing the driver without using the usual installer.

- ▶ **Installing by Specifying an inf File(P. 38)**
- ▶ **Installing Using a WSD Port(P. 41)**



## Installing by Specifying an inf File

---

This explains the procedure for installing a driver by specifying an inf file with the Windows add printer function. You can also install by selecting a temporary port (such as [LPT1]) in this procedure.

### Prerequisites

---

Confirm that the following conditions are satisfied. Complete the preparation operations.

- When starting the computer, logon as a member of Administrators.
- Confirm the IP address of the device (if adding a port).
- Prepare the inf file.

Acquire the driver from the Canon web site (<http://www.canon.com/>) or the supplied CD-ROM, and prepare the inf file stored in the following location.

#### When downloading from the web site

32-bit version: Driver

64-bit version: x64\Driver

The above paths may differ depending on the driver.

#### When using the supplied CD-ROM:

For UFR II

UFRII\us\_eng\32BIT\Driver

For PCL6

PCL\us\_eng\32BIT\Driver\pcl6

For PS

PS\us\_eng\32BIT\Driver

### Procedure

---

#### 1 Select [Devices and Printers].

##### For Windows 10:

Select [Settings] > [Devices] > [Printers & scanners] > [Related settings] > [Devices and printers].

##### For Windows 8/8.1/Server 2012/Server 2012 R2:

Display the charm bar in the [Desktop] screen → click [ Settings] > [Control Panel] > [Hardware and Sound] > [Devices and Printers].

##### For Windows Vista/Server 2008:

Select [] (Start) > [Control Panel] > [Printers].

#### 2 Click [Add a printer] or [Install a printer] → proceed according to the displayed add printer wizard.

**3** Click [Add a local printer] (or [Add a local printer or network printer with manual settings]).

**4** Select [Create a new port] → select [Standard TCP/IP Port] from [Type of port] → click [Next].

When selecting a temporary port, select [Use an existing port] → temporary port ([LPT1] etc.) → click [Next]

**5** Enter the IP address of the device in [Hostname or IP address] → proceed according to the instructions on the screen.

If the device cannot be found, it may be recognized as an unknown device. If so, click "Open details."

In Windows Vista/7/8/8.1/10/Server 2008/Server 2008 R2/Server 2012/Server 2012 R2, if the device cannot be found, perform the following procedure.

**(1) Display the device manager.**

Windows Vista/Server 2008: [Control Panel] > [System and Maintenance] > [Device Manager].

Windows 7/8/8.1/Server 2008 R2/Server 2012/Server 2012 R2: [Control Panel] > [Hardware and Sound] > [Device Manager].

Windows 10: [Settings] > [Devices] > [Printers & scanners] > [Device Manager] at the bottom of the screen.

**(2) Select [Other devices] > [Unknown Device] → click the [Action] menu > [Update Driver] or [Update Driver Software].**

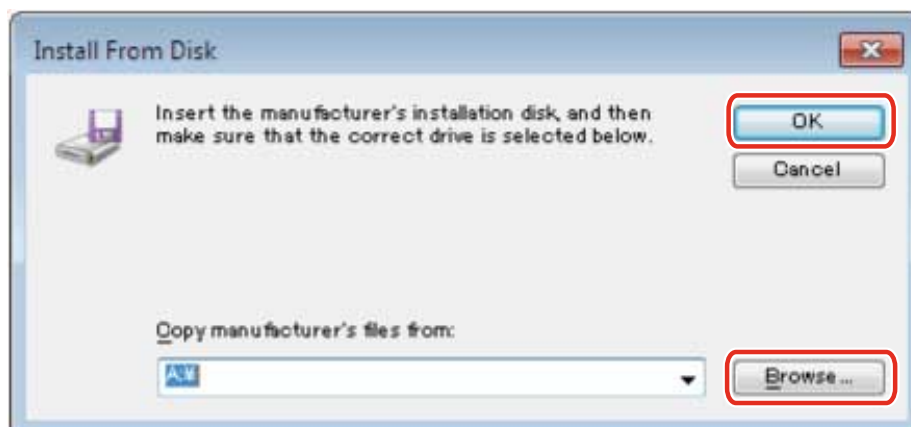
The driver software update wizard is displayed.

**(3) Click [Browse my computer for driver software] > [Let me pick from a list of device drivers on my computer].**

**(4) Select [Printers] from [Common hardware types] → click [Next].**

**6** In the [Add a printer] screen, click [Have Disk].

**7** Click [Browse] → select the folder where the prepared inf file is stored → click [OK].



**8** Select the device from [Printers] → click [Next].

**9** Install the driver according to the instructions on the screen → click [Finish].

The installed device is displayed in [Devices and Printers], [Printers and Faxes], or [Printers] in the Windows Control Panel.

In Windows 10, the installed device is displayed in [Settings] > [Devices] > [Printers & scanners] > [Printers].

### Related Topics

---

- ▶ [Installation Preparations and Precautions\(P. 17\)](#)
- ▶ [Changing to a Standard TCP/IP Port\(P. 44\)](#)

## Installing Using a WSD Port

---

This explains the procedure for searching for devices on a network from Windows using a WSD (Web Services on Devices) port and installing the driver.

You cannot install multiple drivers in the computer you want to install a driver in using a WSD port. If you are installing a new driver, do so after first uninstalling the drivers. If you want to install multiple drivers, share a standard TCP/IP port.

### Prerequisites

---

Confirm that the following conditions are satisfied. Complete the preparation operations.

- Page Description Language selection (Plug & Play) function settings of the device  
Set this to match the driver. For details, refer to the manual of the device.
- **Selecting [Custom] to Install(P. 28)**  
Specify a temporary port ([LPT1] etc.) and install the driver.

### Procedure

---

#### 1 Select [Network] from the [] (Start) menu.

##### For Windows 10:

Display [Network] from Explorer.

##### For Windows 8/8.1/Server 2012/Server 2012 R2:

Display the charm bar in the [Desktop] screen → click [ Settings] > [Change PC settings] > [Devices] (or [PC & devices] > [Devices]) > [Add a device].

#### 2 Right-click the target device → click [Install].

The installed device is displayed in [Devices and Printers], [Printers and Faxes], or [Printers] in the Windows Control Panel.

In Windows 10, the installed device is displayed in [Settings] > [Devices] > [Printers & scanners] > [Printers].



##### NOTE

- After installation is complete, the icon of the printer added after installation specifying the temporary port is unnecessary. To delete the icon, right-click the icon to delete → click [Remove device] or [Uninstall].

### Related Topics

---

-  Installation Preparations and Precautions(P. 17)

# Settings Related to Installation

<b>Settings Related to Installation</b> .....	43
<b>Changing to a Standard TCP/IP Port</b> .....	44
<b>Shared Printer Settings</b> .....	48
Configuring Share Print Server Settings .....	49
Setting up Clients of a Shared Printer .....	50
<b>Automatically Setting the Device Information Retrieval Function</b> .....	51
<b>Installing the PPD File</b> .....	54

## Settings Related to Installation

---

This explains procedures for changing the port being used by a device, configuring printer share settings, and setting the printer so that you can use the device information retrieval function.

Also, this explains the PPD file installation procedure when printing with a PS driver.

If you need to configure settings to match the environment you are using, refer to this chapter.

- ▶ **Changing to a Standard TCP/IP Port(P. 44)**
- ▶ **Shared Printer Settings(P. 48)**
- ▶ **Automatically Setting the Device Information Retrieval Function(P. 51)**
- ▶ **Installing the PPD File(P. 54)**

## Changing to a Standard TCP/IP Port

---

This explains the procedure for changing the port used by a device connected by a network to a standard TCP/IP port. If you temporarily set a port for the device when installing the driver, you can change it to the correct port by following this procedure.

### Prerequisites

---

Confirm that the following conditions are satisfied. Complete the preparation operations.

- **Selecting [Custom] to Install(P. 28)**

Specify a temporary port ([LPT1] etc.) and install the driver with [Custom].

- Confirm the device name and IP address

You must enter the device name and IP address when adding a standard TCP/IP port. For the name of the device, use the name by which the device is known on the network. If you do not know the device name or IP address, check with your network administrator.

- Determining to protocol to use

LPR: The protocol commonly used by TCP/IP.

Raw: A protocol that can be used with Windows. It transmits data at a higher speed than LPR.

- When starting the computer, logon as a member of Administrators.

### Procedure

---

#### 1 Select [Devices and Printers].

**For Windows 10:**

Select [Settings] > [Devices] > [Printers & scanners] > [Related settings] > [Devices and printers].

**For Windows 8/8.1/Server 2012/Server 2012 R2:**

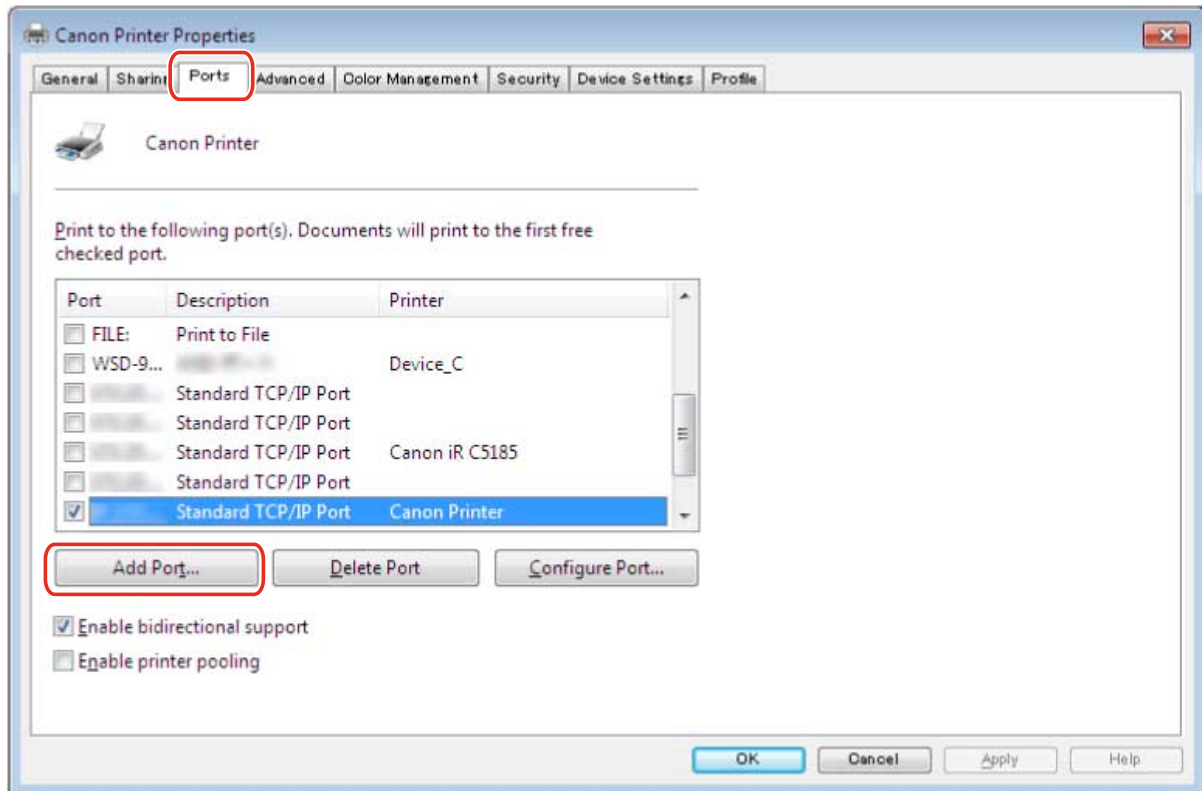
Display the charm bar in the [Desktop] screen → click [ Settings] > [Control Panel] > [Hardware and Sound] > [Devices and Printers].

**For Windows Vista/Server 2008:**

Select [] (Start) > [Control Panel] > [Printers].

#### 2 Right-click the device to set → click [Printer properties] or [Properties].

#### 3 Click the [Ports] tab → [Add Port].



**4** In the [Printer Ports] dialog box, select [Standard TCP/IP Port] from [Available port types] → click [New Port].

**5** Enter the device name or IP address according to the instructions of the wizard.

[Port Name] is automatically entered. Change the port name if required.

 **NOTE**

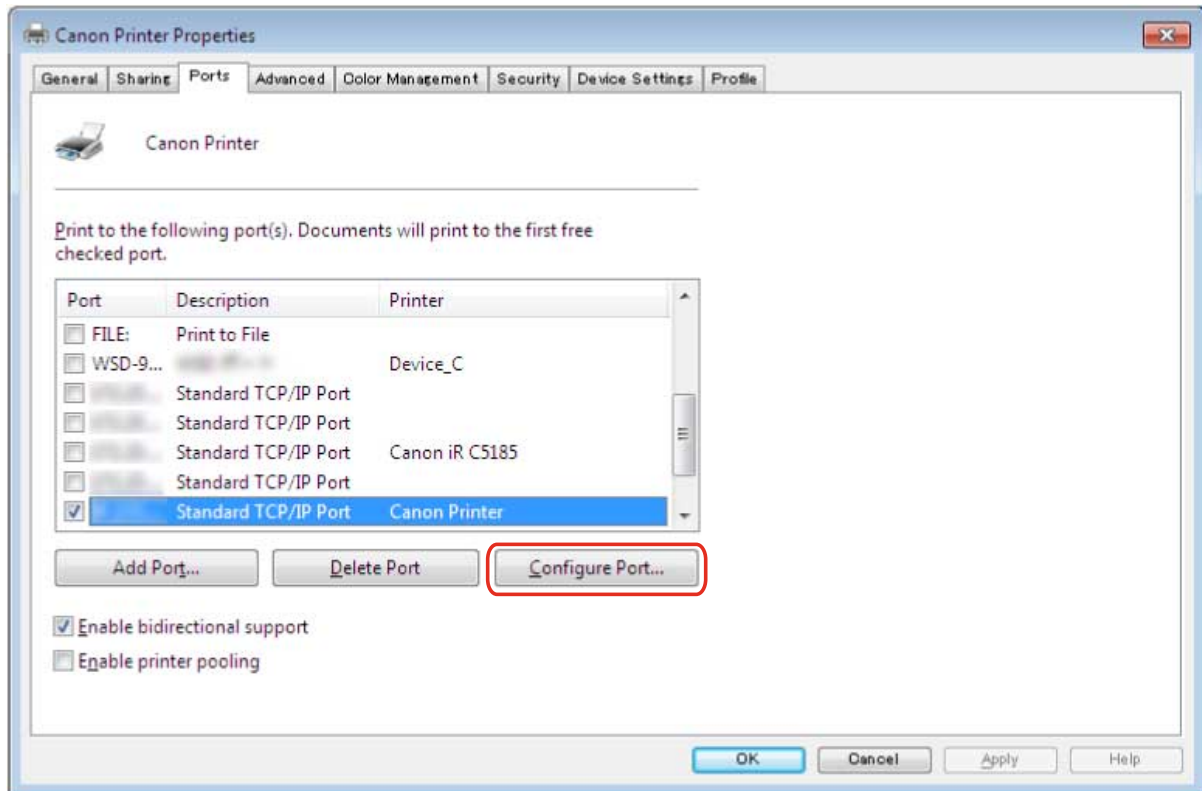
- If the [Additional Port Information Required] or [Additional port information required] screen is displayed, perform one of the following procedures.
  - Return to the previous screen in the wizard → re-enter the information in [Hostname or IP address] → click [Next].
  - Select [Standard] for [Device Type] → select [Canon Network Printing Device with P9100] → click [Next]. Depending on the device you are using, the type of device that you can select in the [Additional Port Information Required] or [Additional port information required] screen > [Device Type] > [Standard] may vary.

**6** Click [Finish].

**7** In the [Printer Ports] dialog box, click [Close].

**8** Click [Configure Port].





## 9 Set the port.

### When using LPR:

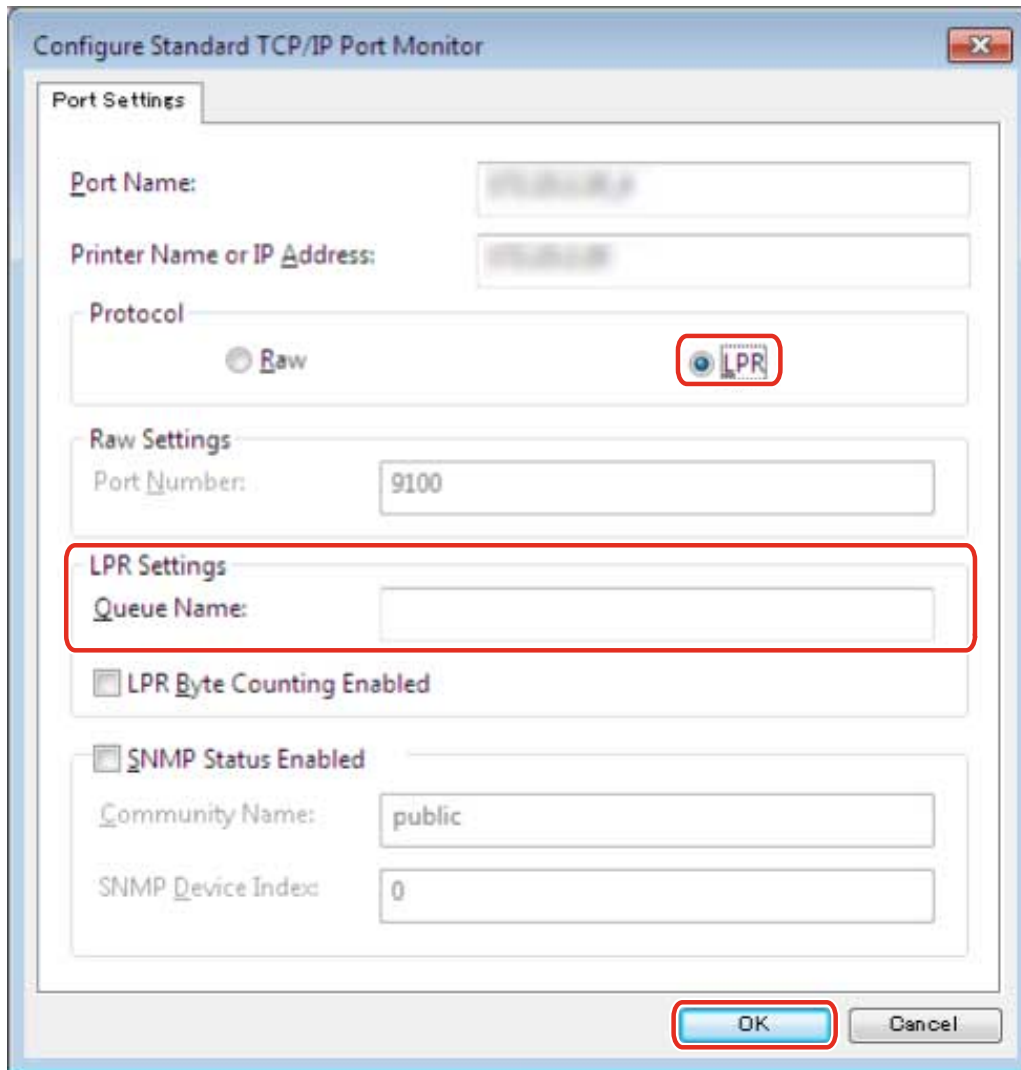
(1) Select [LPR] for [Protocol] → specify one of the print queues for [Queue Name] in [LPR Settings].

LP: Outputs according to the spool setting of the device. This is the setting that is normally used.

SPOOL: Always outputs after spooling to the hard disk, regardless of the device settings.

DIRECT: Always outputs without spooling to the hard disk, regardless of the device settings.

(2) Click [OK].



**When using Raw:**

(1) Select [Raw] for [Protocol] → click [OK].

**10** Click [Close].

## Shared Printer Settings

---

This explains the setting procedure for sharing a printer with computers on the same network.

You can set a computer connected to a device as a print server, and set computers on the same network as clients.

- ▶ **Configuring Share Print Server Settings(P. 49)**
- ▶ **Setting up Clients of a Shared Printer(P. 50)**

## Configuring Share Print Server Settings

---

This explains the procedure for setting a computer connected to a device as a print server. To use it as a print server, install Canon Driver Information Assist Service and configure the printer share settings.

Also, when computers on the same network as the print server (clients) are connected to the print server, you can set them to automatically download an alternate driver from the print server. An alternate driver is a driver that enables clients with different operating systems to the print server to use the shared printer.

### Prerequisites

---

Confirm that the following conditions are satisfied. Complete the preparation operations.

- When starting the computer, logon as a member of Administrators.

### Procedure

---

- 1 Start the installer → proceed according to the instructions on the screen.**
- 2 Select [Standard] or [Custom] → click [Next].**
- 3 Select the Canon Driver Information Assist Service check box → click [Next].**
- 4 Select [Set Printer Information] in the [Select Printers to Install] screen → click [Next].**
- 5 Select [Use as Shared Printer] → change [Shared Name] if necessary → click [Next].**  
  
[Drivers to Add]: Click this if you want to set the driver to be able to download alternate drivers to clients.
- 6 Follow the instructions on the screen → click [Restart] or [Exit].**

### Related Topics

---

- ▶ [Selecting \[Standard\] to Install\(P. 22\)](#)
- ▶ [Selecting \[Custom\] to Install\(P. 28\)](#)
- ▶ [Setting up Clients of a Shared Printer\(P. 50\)](#)

## Setting up Clients of a Shared Printer

---

This explains the procedure for installing a driver that supports shared printers in order to set up, as clients, computers on the same network as the print server.

### Prerequisites

---

Confirm that the following conditions are satisfied. Complete the preparation operations.

- **Configuring Share Print Server Settings(P. 49)**  
If the types of operating systems on the print server and clients differ, install the drivers for operating systems supported by the clients on the print server.
- When starting the computer, logon as a member of Administrators.

### Procedure

---

- 1 Double-click the computer (print server) you have set for print sharing from [Network] or [My Network Places].**
- 2 Double-click the device for installation.**
- 3 Click [Yes] in the displayed message.**
- 4 Set according to the instructions in the wizard.**
- 5 Restart the computer after installation is complete.**

The installed device is displayed in [Devices and Printers], [Printers and Faxes], or [Printers] in the Windows Control Panel.

In Windows 10, the installed device is displayed in [Settings] > [Devices] > [Printers & scanners] > [Printers].



#### NOTE

- Make sure that the drivers installed in the clients are always in the newest state to match updates to the driver installed in the print server. If the driver version in the clients is older than that in the print server, the server driver settings will not be reflected in the clients.

### Related Topics

---

- **Updating the Driver(P. 57)**

# Automatically Setting the Device Information Retrieval Function

---

This explains the procedure for installing Canon Driver Information Assist Service for automatically setting the device information retrieval function. To enable use of the device information retrieval function after the driver has been installed, follow this procedure.

## Prerequisites

---

Confirm that the following conditions are satisfied. Complete the preparation operations.

- **About Installation(P. 14)**

Whether you need to install the Canon Driver Information Assist Service and what should be installed in order to use the device information retrieval function differs depending on type of printer queue, connection method of the device, and server environment. Install the Canon Driver Information Assist Service after verifying the environment of the device you are using.

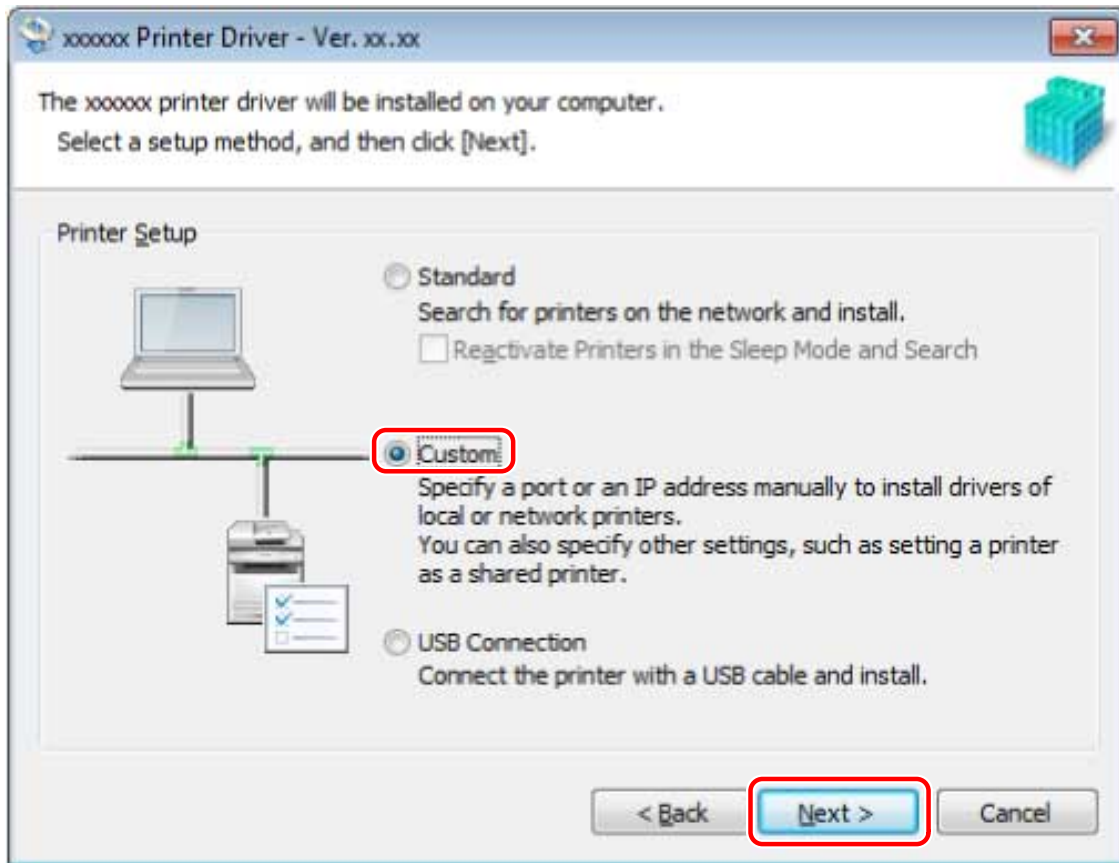
- **System and Service Requirements(P. 15)**

- Driver Installation
- When starting the computer, logon as a member of Administrators.

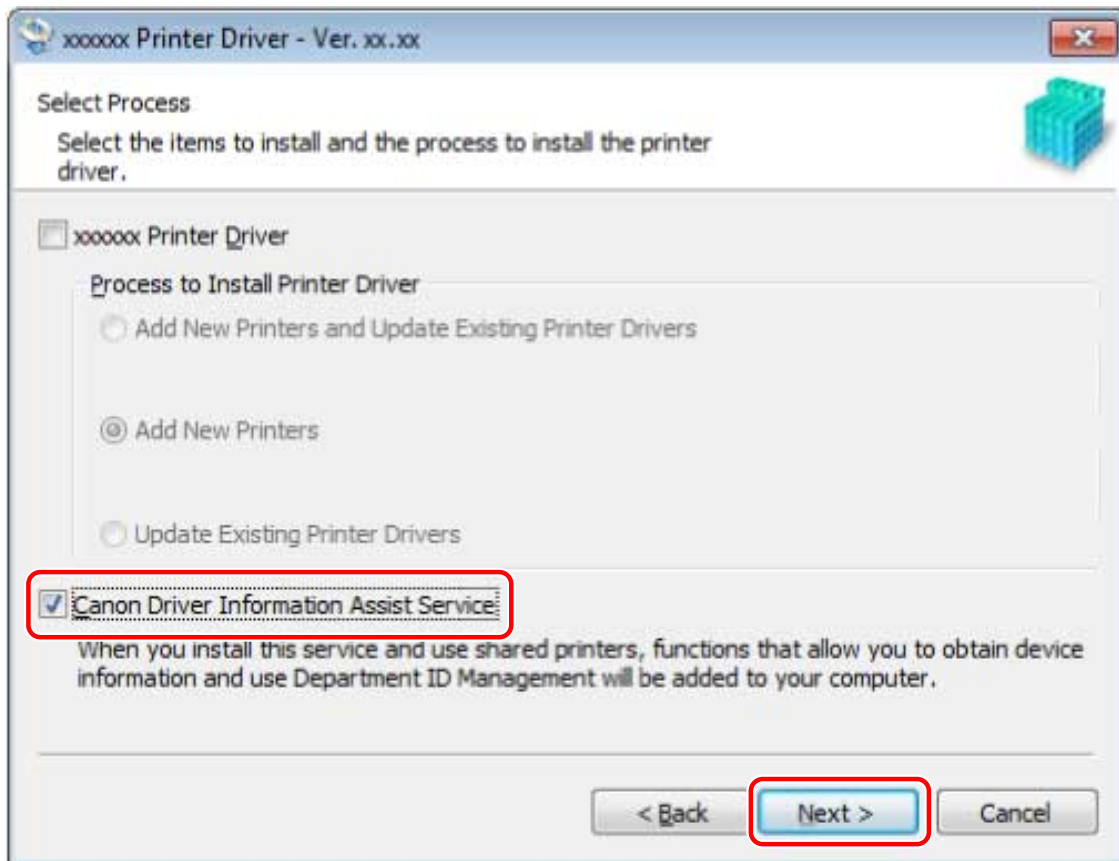
## Procedure

---

- 1 Start the installer → proceed according to the instructions on the screen.**
- 2 Select [Custom] → click [Next].**



- 3** Cancel driver selection → select [Canon Driver Information Assist Service] → click [Next].



Proceed with the installation according to the instructions on the screen.

**4** Click [Restart] (or [Exit]).

## Related Topics

---

▶ [Selecting \[Custom\] to Install\(P. 28\)](#)



## Installing the PPD File

---

This explains the procedure for installing the PPD file (Printer Description Language file).

If you print with the PS driver from an application such as PageMaker, QuarkXPress, etc. according to this operation, you can use the functions specific to the printer. To install the PPD file, you need to copy it to the specified location.

### Procedure

---

- 1 Double-click the folder with the name as the device you are using in the PS\_PPD folder of the CD-ROM.**
- 2 Copy the PPD file from the folder of the application you are using.**

[PM]: PageMaker 6.53 or later, other than QuarkXPress

[QX]: QuarkXPress 4.x

For the PPD file copy destination, refer to the manual of each application.

# Updating Installation and Uninstallation

<b>Updating Installation and Uninstallation .....</b>	<b>56</b>
<b>Updating the Driver .....</b>	<b>57</b>
<b>Uninstalling the Driver .....</b>	<b>60</b>

## Updating Installation and Uninstallation

---

This explains the procedures for updating the driver to a new version and the procedure for uninstalling a driver that is no longer needed.

- ▶ **Updating the Driver(P. 57)**
- ▶ **Uninstalling the Driver(P. 60)**

## Updating the Driver

---

This explains the procedure for updating an installed driver to a new version.

You can also update alternate drivers installed in the clients of a print server. However, if you use a driver updated on the print server from a client, uninstall the driver you are using and reinstall.

### Prerequisites

---

Confirm that the following conditions are satisfied. Complete the preparation operations.

- Driver Installation
- Acquire the installer  
You can download the update installer from the Canon web site (<http://www.canon.com/>).
- When starting the computer, log on as a member of Administrators.
- [Desktop] screen display (when using Windows 8/8.1/Server 2012/Server 2012 R2)

### Procedure

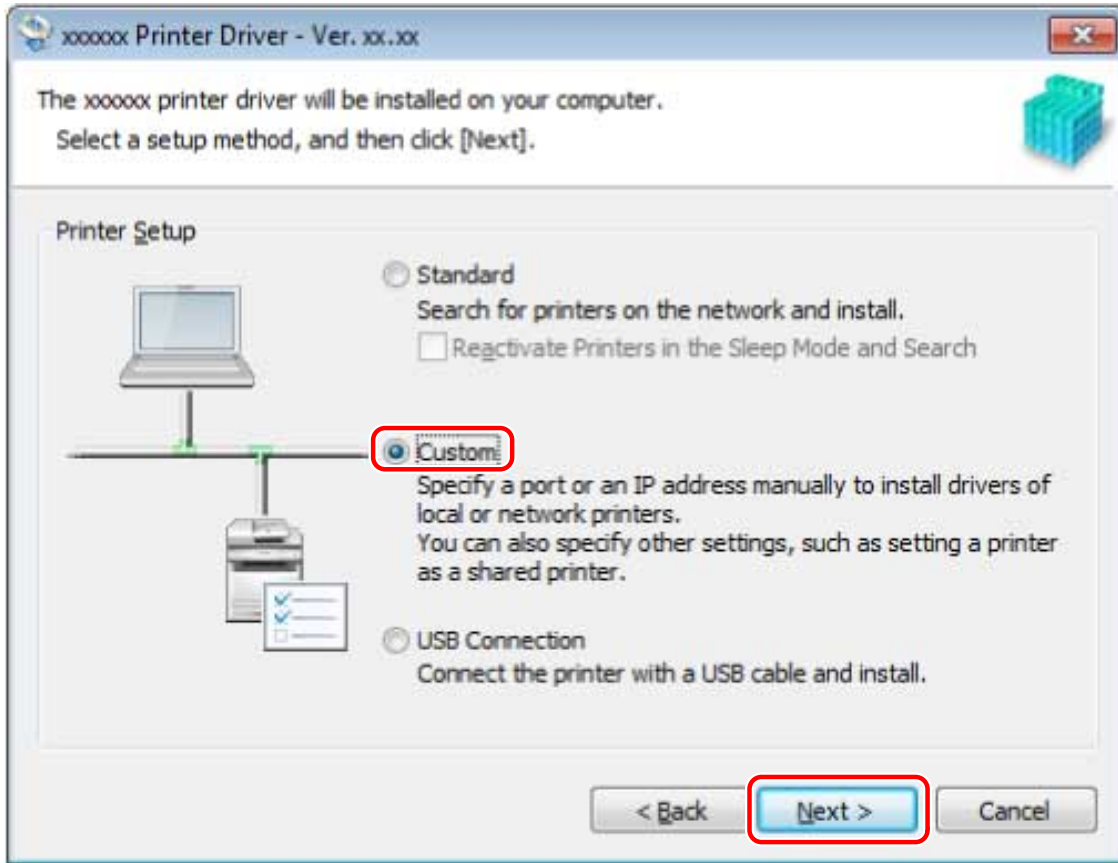
---

#### **1 Start the installer.**

Double-click the downloaded file to decompress it. If the installer does not start automatically after it is decompressed, double-click [Setup.exe].

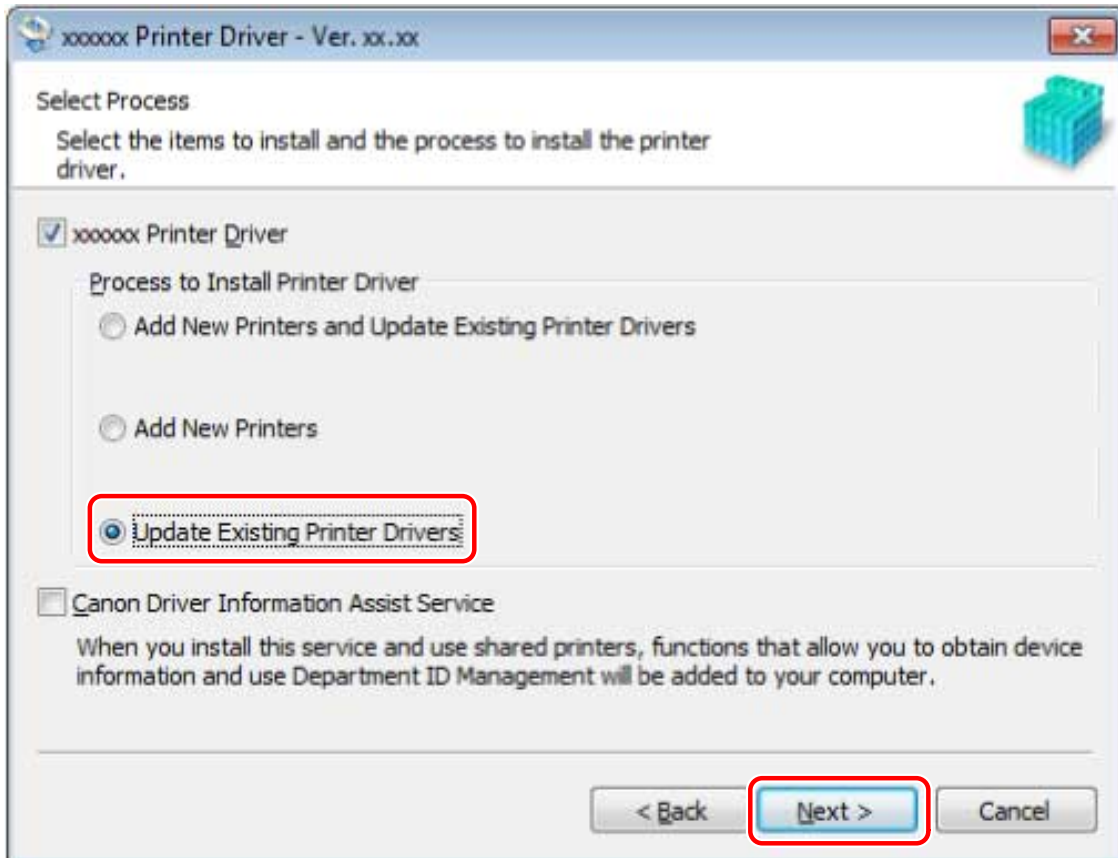
#### **2 Read the license agreement → click [Yes].**

#### **3 Select [Custom] → click [Next] in the displayed message.**



**4 Select [Update Existing Printer Drivers] for [Process to Install Printer Driver] → click [Next].**

[Canon Driver Information Assist Service]: Select this when you want to use the device information retrieval function.



**5** Check [Printer List for Driver Installation] → click [Start].

**6** Click [Exit].

Restart your computer when a message is displayed prompting you to do so.



**NOTE**

- If you use the installer to install a driver, you can update existing drivers at the same time that you install the new driver.

## Related Topics

---

- ▶ [Configuring Share Print Server Settings\(P. 49\)](#)
- ▶ [Setting up Clients of a Shared Printer\(P. 50\)](#)

# Uninstalling the Driver

---

This explains the procedure for uninstalling a driver.

There are two methods for uninstalling: starting the uninstaller from Windows, and using the uninstall file.

## Prerequisites

---

Confirm that the following conditions are satisfied. Complete the preparation operations.

- Driver Installation
- The driver to be uninstalled was not installed using WSD  
Drivers installed using WSD must be uninstalled from [Devices and Printers], [Printers and Faxes], or [Printers]. For Windows 10, uninstall from [Settings] > [Devices] > [Printers & scanners] > [Printers].
- When starting the computer, log on as a member of Administrators.
- [Desktop] screen display (when using Windows 8/8.1/Server 2012/Server 2012 R2)

## Procedures

---


### To Uninstall Using the Uninstaller

#### 1 Select [Control Panel] from the [] (Start) menu.

**For Windows 10:**

Select [Settings] > [Devices] > [Apps & features] > the uninstaller of the driver to be uninstalled → click [Uninstall] → proceed to step **3.(P. 60)**

**For Windows 8/8.1/Server 2012/Server 2012 R2:**

Display the charm bar in the [Desktop] screen → click [ Settings] > [Control Panel].

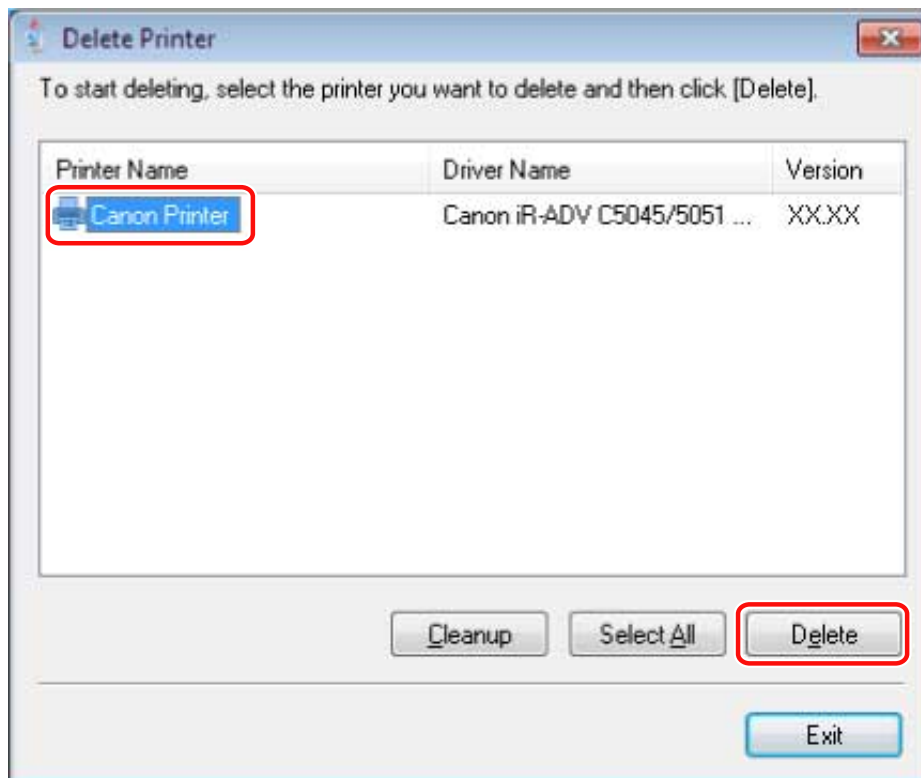
#### 2 Click [Programs] > [Uninstall a program] and select the uninstaller of the driver you want to uninstall → click [Uninstall] or [Uninstall/Change].

**For Windows Vista/Server 2008:**

Click [Programs] > [Programs and Features] > [Uninstall a program] and select the uninstaller of the driver → click [Uninstall].

#### 3 Select the name of the device you want to uninstall → click [Delete].

[Cleanup]: Click this to simultaneously delete all files and registry information relating to all of the drivers displayed in the list, not just the selected driver. Click [Delete] to perform a normal uninstallation of the driver.



**4** If the confirm deletion message is displayed, click [Yes].

**5** In the [Delete Printer] screen, click [Exit].

### To Uninstall Using the Uninstall File

You can uninstall a driver with the uninstall file in the supplied CD-ROM or the installation folder.

**1** Double-click [UNINSTAL.exe] stored in the following folder.

For UFR II

UFRII\us\_eng\32BIT\misc

For PCL

PCL\us\_eng\32BIT\misc

For PS

PS\us\_eng\32BIT\misc

**2** Go to 3.(P. 60) of " To Uninstall Using the Uninstaller(P. 60) ."

### Related Topics

➤ Installing Using a WSD Port(P. 41)



# Printing

<b>Printing</b> .....	63
<b>Preparations Prior to Printing</b> .....	64
Setting the Device Options in the Driver .....	65
Setting the Device Support Functions .....	67
Precautions to Be Taken When Printing .....	68
<b>Printing from a Computer</b> .....	69
<b>Changing the Default Settings for Printing</b> .....	71
<b>How to Refer to the Help</b> .....	72

# Printing

---

This explains the preparations you need to make before printing, the actual printing procedure, and how to refer to the help.

- ▶ **Preparations Prior to Printing(P. 64)**
- ▶ **Printing from a Computer(P. 69)**
- ▶ **Changing the Default Settings for Printing(P. 71)**
- ▶ **How to Refer to the Help(P. 72)**

## Preparations Prior to Printing

---

This explains setting procedures for required items in preparation for printing and what precautions need to be taken when printing. Among the items that need to be set are device options and support functions.

- ▶ **Setting the Device Options in the Driver(P. 65)**
- ▶ **Setting the Device Support Functions(P. 67)**
- ▶ **Precautions to Be Taken When Printing(P. 68)**

## Setting the Device Options in the Driver

---

This explains the procedure for setting options installed in the device and making functions exclusive to the device usable.

If the device information retrieval function is not automatically set, you need to manually set the options of the device according to this procedure.

With these settings, the driver can use the functions of the device and print correctly.

### Prerequisites

---

Confirm that the following conditions are satisfied. Complete the preparation operations.

- Driver Installation
  - Settings at the device
    - If the device is connected via a WSD port, [Use WSD Browsing] is already set to on.
    - If the device is connected by specifying a standard TCP/IP port, [Retrieve Printer Mgmt. Info. from Host] is already set to on.
- For details, refer to the manual of the device.
- When starting the computer, log on as a member of Administrators.

### Procedure

---

#### 1 Select [Devices and Printers].

##### For Windows 10:

Select [Settings] > [Devices] > [Printers & scanners] > [Related settings] > [Devices and printers].

##### For Windows 8/8.1/Server 2012/Server 2012 R2:

Display the charm bar in the [Desktop] screen → click [ Settings] > [Control Panel] > [Hardware and Sound] > [Devices and Printers].

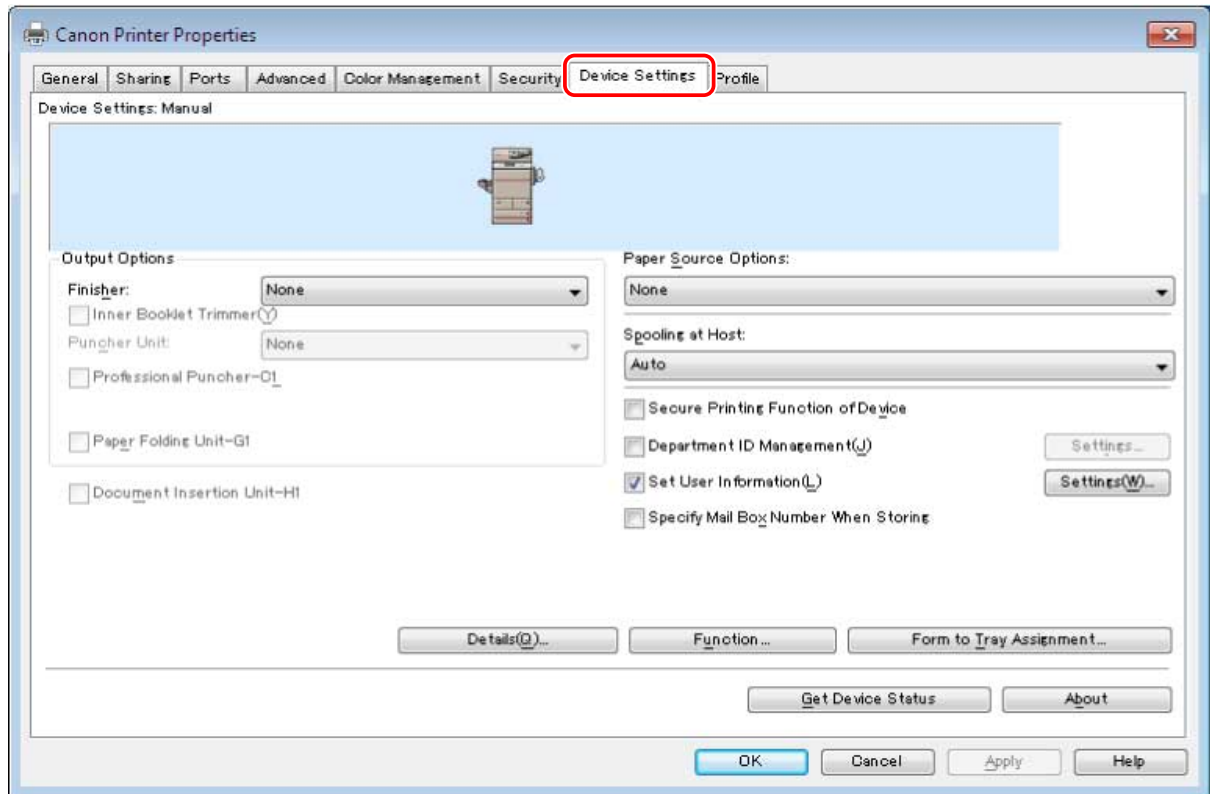
##### For Windows Vista/Server 2008:

Select [] (Start) > [Control Panel] > [Printers].

#### 2 Right-click the icon of the device to set → click [Printer properties] or [Properties].

#### 3 Click the [Device Settings] sheet.

If the retrieval state for device information is [Auto], the device information has already been retrieved. Click [OK] and finish.



**4** Click [Get Device Status].

**5** If the message "Get information from the device?" is displayed, click [Yes].

If the information has been retrieved, confirm the automatically set option configuration.

If the information is not retrieved, set the option configuration manually. Select the options attached to the device.

**6** Click [OK].

## Related Topics

- ▶ Automatically Setting the Device Information Retrieval Function(P. 51)

# Setting the Device Support Functions

---

This explains the procedure for using functions that the device supports. The functions that can be used in printing vary according to the function version of the device and device-dependent functions.

## Prerequisites

---

Confirm that the following conditions are satisfied. Complete the preparation operations.

- Driver Installation
- Confirm the function version

You can confirm it with the configuration page output from the device. The method for outputting the configuration page varies with each device. For details, refer to the manual of the device.

## Procedure

---

### 1 Select [Devices and Printers].

**For Windows 10:**

Select [Settings] > [Devices] > [Printers & scanners] > [Related settings] > [Devices and printers].

**For Windows 8/8.1/Server 2012/Server 2012 R2:**

Display the charm bar in the [Desktop] screen → click [ Settings] > [Control Panel] > [Hardware and Sound] > [Devices and Printers].

**For Windows Vista/Server 2008:**

Select [] (Start) > [Control Panel] > [Printers].

### 2 Right-click the icon of the device to set → click [Printer properties] or [Properties].

### 3 Click the [Device Settings] sheet.

### 4 Click [Function] → configure settings as required in the device function settings screen → click [OK].

If you change the functions version, some functions may no longer be usable.

### 5 Click [OK].

## Precautions to Be Taken When Printing

---

This explains precautions to be taken when printing using the driver.

- The printing procedure varies according to the application. For details, refer to the manual of each application.
- In a network environment using IPP or WSD, check whether IPP printing or WSD printing is enabled at the device. For details, refer to the manual of the device.
- In Windows 8/8.1/10/Server 2012/Server 2012 R2, when printing from a Windows Store app or Windows app, if you have selected settings that require input or a procedure when printing, the message "The printer requires your attention. Go to the desktop to take care of it." is displayed. If this happens, input or proceed according to the displayed dialog box.

# Printing from a Computer

---

This explains the basic procedure for printing from a computer.

## Prerequisites

---

Confirm that the following conditions are satisfied. Complete the preparation operations.




- **Setting the Device Options in the Driver(P. 65)**  
If the device information retrieval function is not automatically set, you need to manually set the options installed in the device in the driver.
- **Setting the Device Support Functions(P. 67)**
- **Precautions to Be Taken When Printing(P. 68)**

## Procedure

---

### 1 Select [Print] from the application menu.

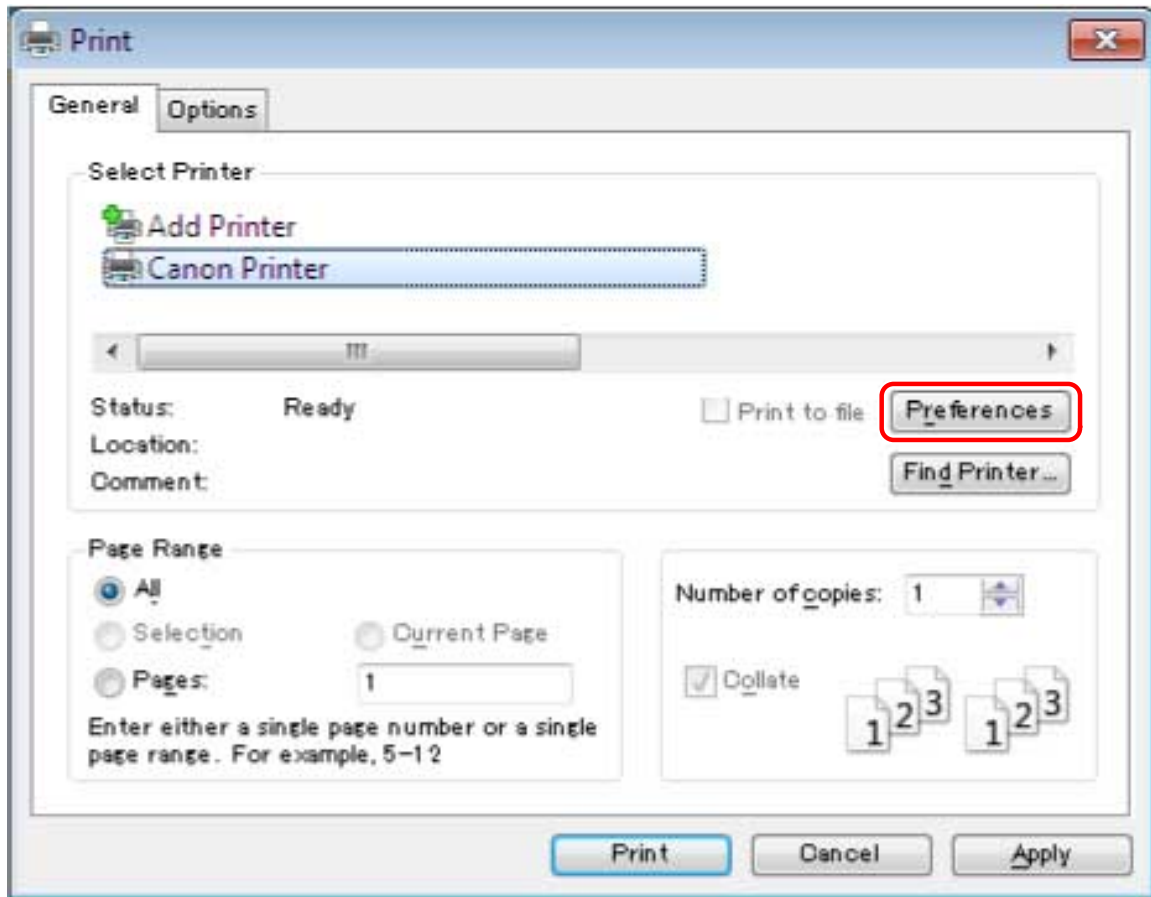
**When printing from a Windows Store app or Windows app**

- When using Windows 10:  
Select [Print] from the app menu.
- When using Windows 8/Server 2012:  
Display the charm bar to the right of the screen → click [ Devices] → the printer you are using → [Print].
- When using Windows 8.1/Server 2012 R2:  
Display the charm bar to the right of the screen → click [ Devices] → [ Print] → the printer you are using → [Print].

If you print with the above procedure, only some print functions can be set.

### 2 Select the device → click [Preferences], [Printer properties], or [Properties].





### 3 Set functions as required in the print settings screen of the driver → click [OK].

For an explanation of the settings, refer to the help.

### 4 Click [Print] (or [OK]).

## Related Topics

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- How to Refer to the Help(P. 72)

# Changing the Default Settings for Printing

---

You can change the default settings registered in the driver to the desired print settings.

If you change them to settings you use frequently, you will no longer need to set them every time you print.

## Prerequisites

---

Confirm that the following conditions are satisfied. Complete the preparation operations.

- Driver Installation

## Procedure

---

### 1 Select [Devices and Printers].

**For Windows 10:**

Select [Settings] > [Devices] > [Printers & scanners] > [Related settings] > [Devices and printers].

**For Windows 8/8.1/Server 2012/Server 2012 R2:**

Display the charm bar in the [Desktop] screen → click [ Settings] > [Control Panel] > [Hardware and Sound] > [Devices and Printers].

**For Windows Vista/Server 2008:**

Select [] (Start) > [Control Panel] > [Printers].

### 2 Right-click the icon of the device you are going to set → click [Printing Preferences].

### 3 Click each sheet in the print settings screen of the driver → set the necessary items.

For an explanation of the settings, refer to the help.

### 4 Click [OK].

## Related Topics

---

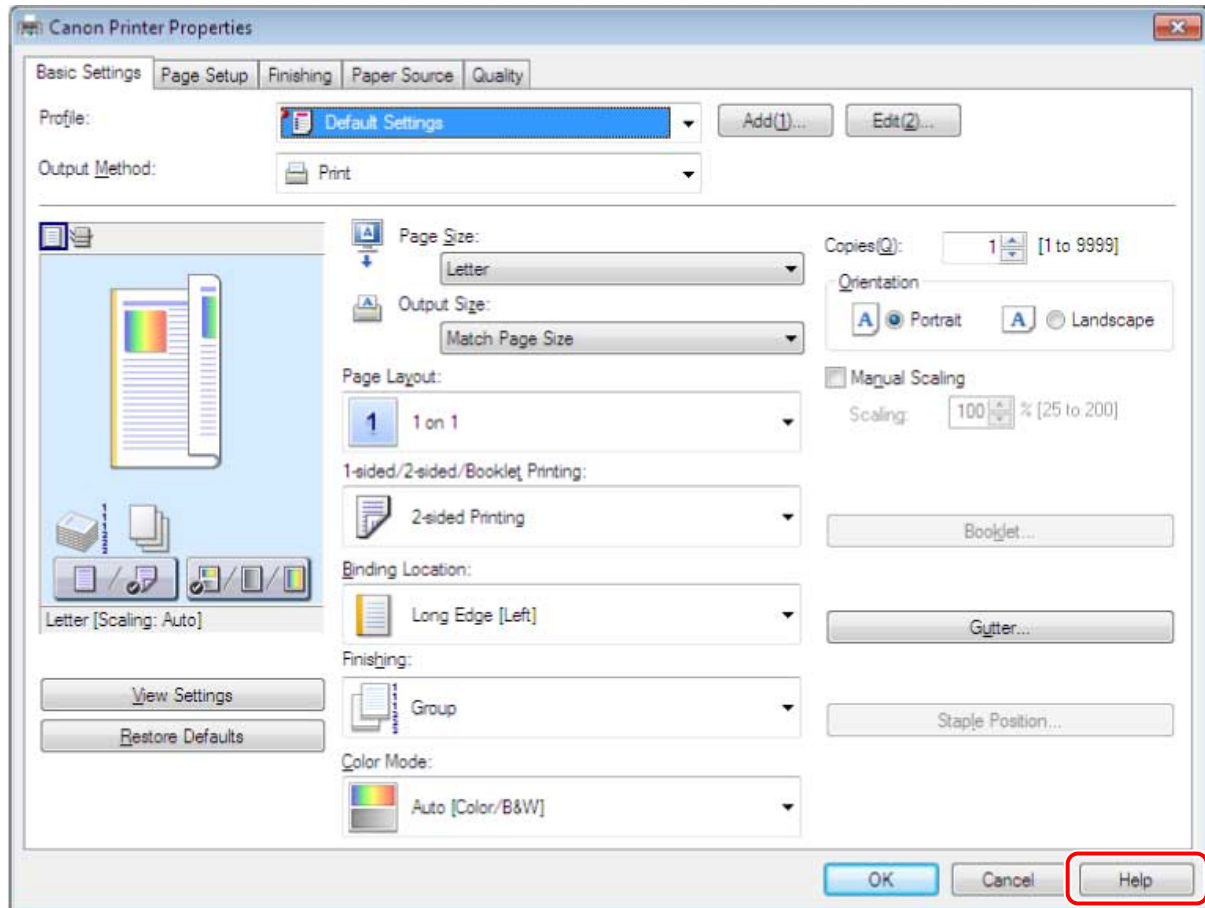
- [How to Refer to the Help\(P. 72\)](#)

## How to Refer to the Help

---

For details about how to use the driver and each of the functions, refer to the help.

The help is displayed by clicking [Help] in the driver screen.



# Appendix

<b>Appendix</b> .....	74
<b>Creating a Shortcut to the Online Manual</b> .....	75
Installing the Shortcut to the Online Manual .....	76
Uninstalling the Shortcut to the Online Manual .....	77
<b>You Cannot Install a USB Class Driver</b> .....	78
<b>Cannot discover a device connected via a WSD port</b> .....	80

## Appendix

---

Contains additional information about the printer driver, such as restrictions, etc.

- ▶ **Creating a Shortcut to the Online Manual(P. 75)**
- ▶ **You Cannot Install a USB Class Driver(P. 78)**
- ▶ **Cannot discover a device connected via a WSD port(P. 80)**

## Creating a Shortcut to the Online Manual

---

You can create a shortcut on your desktop to the website where online manuals for Canon products are available.

- ▶ **Installing the Shortcut to the Online Manual(P. 76)**
- ▶ **Uninstalling the Shortcut to the Online Manual(P. 77)**

# Installing the Shortcut to the Online Manual

---


This explains the procedure for installing a shortcut to the website where online manuals for Canon products are available.

## 1 Insert the supplied CD-ROM into your computer.

## 2 Click [Installation].

If the CD-ROM menu is not displayed, click "Open details."

In the following procedure, start the installer.

- When the [Tap to choose what happens with this disc.] message is displayed: Click the message → click [Run MInst.exe].
- When the [AutoPlay] dialog box is displayed: Click [Run MInst.exe].
- When Windows Explorer is displayed: Double-click [MInst.exe].
- When nothing is displayed (Windows10): From Explorer, double-click the CD icon in [This PC] > [Devices and drives].
- When nothing is displayed (Windows 8/8.1/Server 2012/Server 2012 R2): Click Explorer in the [Desktop] screen → double-click the CD icon in [Computer].
- When nothing is displayed (Windows Vista/7/Server 2008/Server 2008 R2): Double-click the CD-ROM icon in [] (Start) > [Computer].

## 3 Select only the [Manuals] checkbox in the [Installation] screen → click [Install].

## 4 Read the license agreement → click [Yes].

## 5 Check the installation destination → click [Install].

If you want to change the installation destination, click [Browse].

The installation operation begins.

## 6 Click [Quit].

## 7 Click [Next] → click [Exit].

A shortcut to the website where online manuals for Canon products are available is created on your desktop.

# Uninstalling the Shortcut to the Online Manual

---


If the shortcut to the website where online manuals for Canon products are available is no longer necessary, uninstall it according to the following procedure.

## 1 Insert the supplied CD-ROM into your computer.

## 2 Click [Start Software Programs].

If the CD-ROM menu is not displayed, click "Open details."

In the following procedure, start the installer.

- When the [Tap to choose what happens with this disc.] message is displayed: Click the message → click [Run MInst.exe].
- When the [AutoPlay] dialog box is displayed: Click [Run MInst.exe].
- When Windows Explorer is displayed: Double-click [MInst.exe].
- When nothing is displayed (Windows10): From Explorer, double-click the CD icon in [This PC] > [Devices and drives].
- When nothing is displayed (Windows 8/8.1/Server 2012/Server 2012 R2): Click Explorer in the [Desktop] screen → double-click the CD icon in [Computer].
- When nothing is displayed (Windows Vista/7/Server 2008/Server 2008 R2): Double-click the CD-ROM icon in [] (Start) > [Computer].

## 3 Click [Start] for the [Manual Uninstaller] in the [Start Software Programs] screen.

## 4 Click [Next].

The uninstallation operation begins.

## 5 Click [Quit].

## 6 In the [Start Software Programs] screen, click [Back].

## 7 Click [Exit] in the setup screen.



# You Cannot Install a USB Class Driver

---

This topic explains what to do when you cannot correctly install a USB class driver.

## 1 Confirm whether the computer and printer are correctly connected by a USB cable, and whether the printer is switched on.

## 2 On the (Start) menu, click [Control Panel] - [Hardware and Sound] - [Device Manager].

If the [User Account Control] dialog box is displayed, perform the following operation.


If you have logged on using an administrator account, click [Continue].

If you have logged on as a user, enter the administrator account password and click [OK].

### □ For Windows 10:

Click [Settings] - [Devices] - [Printers & scanners] - [Device Manager] at the bottom of the screen.


### □ For Windows 8.1/Server 2012 R2:

Display the charm bar in the [Desktop] screen, and click  Settings] - [Control Panel] - [Hardware and Sound] (or [Hardware]) - [Device Manager].

### □ For Windows 8:

Display the charm bar in the [Desktop] screen, and click  Settings] - [Control Panel] - [System and Security] - [Device Manager].

### □ For Windows Vista:

Click  (Start) - [Control Panel] - [System and Maintenance] - [Device Manager].

### □ For Windows Server 2008/Server 2008 R2:

1. From the [Start] menu, select [Control Panel] (- [Performance and Maintenance]), and double-click the [System] icon.

2. In the [System Properties] dialog box, click the [Hardware] tab → click [Device Manager].

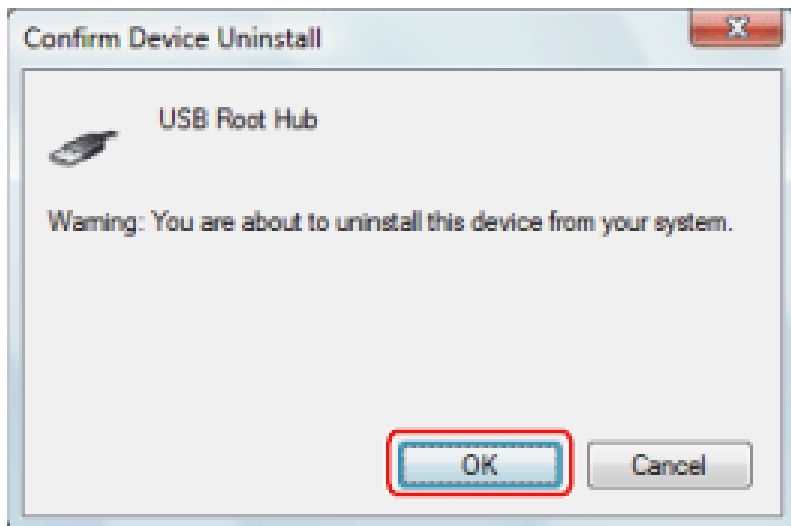
## 3 Delete the USB class drivers displayed under [Universal Serial Bus controllers].

### □ Select the name of the printer you are using, then click [Uninstall].

Make sure you do not delete items other than USB class drivers. If you delete something else by mistake, Windows may no longer operate correctly.

If USB class drivers are displayed under [Other devices], they have not been installed correctly. Select the USB class drivers and delete them according to the operating system you are using.

## 4 If the [Confirm Device Uninstall] dialog box is displayed, click [OK].



**5** Close [Device Manager].

**6** Close [Control Panel].

**7** Remove the USB cable from the computer and restart Windows.

**8** Uninstall the driver, referring to " Uninstalling the Driver(P. 60) ," then install the USB class driver, referring to " Selecting [USB Connection] to Install(P. 33) ."

 **IMPORTANT**

If you cannot correctly finish installing the driver, be sure to uninstall the driver before attempting to re-install it.

## Cannot discover a device connected via a WSD port

---

This explains what to do if the device is not displayed in the [Printer List] of the installer even if it is connected and discovered via a WSD port, when installing with a network connection.

A number of causes can be considered. Change the settings as required while referring to each "Remedy."

### Cause 1.

**The settings of the device have not been configured correctly.**

#### Remedy

Check whether the following have been set at the device. If they have not been set, change the settings.

- Both [Use WSD] and [Multicast Discovery Settings] are set to ON.
- "UFR II," "PCL6," or "PS3" is selected for [PDL Selection (Plug and Play)].

For details, refer to the manual of the device.

### Cause 2.

**The network settings of the operating system have not been configured correctly.**

#### Remedy

Check whether the necessary settings have been configured in the network settings of the operating system. If they have not been set, change the settings.

##### In Windows 10

[Settings] > [Network & Internet] → click an icon displayed in the connection method to the current network → enable [Make this PC discoverable].

##### In Windows 7/8/8.1/Server 2012/Server 2012 R2

From the [Desktop] screen, display the charm bar → [Settings] > [Change PC settings] > [Network] → click an icon displayed in the connection method to the current network → enable [Find devices and content].

##### In Windows Vista/Server 2008

[Control Panel] > [Network and Internet] > [Network and Sharing Center] → click the button displayed to the right of [Network Discovery] in [Sharing and Discovery] → select [Turn on network discovery].

### Cause 3.

**The device is not displayed in the discovery results because the driver corresponding to the discovered device is already installed.**

#### Remedy

If you want to install a driver by discovering a device, uninstall the driver first, then discover it again.

## Related Topics

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- [Selecting \[Standard\] to Install\(P. 22\)](#)

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