



# **G500 series Online Manual**

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## Using Online Manual

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



## Symbols Used in This Document

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### **Warning**

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

### **Caution**

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

### **Important**

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

### **Note**

Instructions including notes for operation and additional explanations.

### **Basics**

Instructions explaining basic operations of your product.

### **Note**

- Icons may vary depending on your product.

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

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

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### ►►► Note

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2006-Jan-27

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## Printing Network Settings

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

### »» Important

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

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

The printer starts printing the network setting information.

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

Item Number	Item	Description	Setting
1	Product Information	Product information	–
1-1	Product Name	Product name	XXXXXXXX
1-2	ROM Version	ROM version	XXXXXXXX
1-3	Serial Number	Serial number	XXXXXXXX
2	Network Diagnostics	Network diagnostics	–
2-1	Diagnostic Result	Diagnostic result	XXXXXXXX
2-2	Result Codes	Result codes	XXXXXXXX
2-3	Result Code Details	Result code details	<a href="http://canon.com/ijnwt">http://canon.com/ijnwt</a>
3	Wireless LAN	Wireless LAN	Enable/Disable
3-2	Infrastructure	Infrastructure	Enable/Disable
3-2-1	Signal Strength	Signal strength	0 to 100 [%]
3-2-2	Link Quality	Link quality	0 to 100 [%]

3-2-3	Frequency	Frequency	XX (GHz)
3-2-4	MAC Address	MAC address	XX:XX:XX:XX:XX:XX
3-2-5	Connection	Connection status	Active/Inactive
3-2-6	SSID	SSID	Wireless LAN network name (SSID)
3-2-7	Channel	Channel	XX (1 to 13)
3-2-8	Encryption	Encryption method	none/WEP/TKIP/AES
3-2-9	WEP Key Length	WEP key length (bits)	Inactive/128/64
3-2-10	Authentication	Authentication method	none/auto/open/shared/WPA-PSK/WPA2-PSK
3-2-11	TCP/IPv4	TCP/IPv4	Enable/Disable
3-2-12	IP Address	IP address	XXX.XXX.XXX.XXX
3-2-13	Subnet Mask	Subnet mask	XXX.XXX.XXX.XXX
3-2-14	Default Gateway	Default gateway	XXX.XXX.XXX.XXX
3-2-15	TCP/IPv6	TCP/IPv6	Enable/Disable
3-2-16	Link Local Address	Link local address	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
3-2-17	Link Local Prefix Length	Link local prefix length	XXX
3-2-18	Stateless Address1	Stateless address 1	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
3-2-19	Stateless Prefix Length1	Stateless prefix length 1	XXX
3-2-20	Stateless Address2	Stateless address 2	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
3-2-21	Stateless Prefix Length2	Stateless prefix length 2	XXX
3-2-22	Stateless Address3	Stateless address 3	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
3-2-23	Stateless Prefix Length3	Stateless prefix length 3	XXX
3-2-24	Stateless Address4	Stateless address 4	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
3-2-25	Stateless Prefix Length4	Stateless prefix length 4	XXX

3-2-26	Default Gateway1	Default gateway 1	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
3-2-27	Default Gateway2	Default gateway 2	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
3-2-28	Default Gateway3	Default gateway 3	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
3-2-29	Default Gateway4	Default gateway 4	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
3-2-33	IPsec	IPsec setting	Active/Inactive
3-2-34	Security Protocol	Security method	ESP/ESP & AH/AH/Blank (Not selected)
3-3	Wireless Direct/Access Point Mode	Operation mode for Wireless Direct	Enable/Disable
3-3-1	MAC Address	MAC address	XX:XX:XX:XX:XX:XX
3-3-2	Connection	Connection status	Active/Inactive
3-3-3	SSID	SSID	Wireless Direct network name (SSID)
3-3-4	Password	Password	Wireless Direct password
3-3-5	Channel	Channel	3
3-3-6	Encryption	Encryption method	AES
3-3-7	Authentication	Authentication method	WPA2-PSK
3-3-8	TCP/IPv4	TCP/IPv4	Enable/Disable
3-3-9	IP Address	IP address	XXX.XXX.XXX.XXX
3-3-10	Subnet Mask	Subnet mask	XXX.XXX.XXX.XXX
3-3-11	Default Gateway	Default gateway	XXX.XXX.XXX.XXX
3-3-12	TCP/IPv6	TCP/IPv6	Enable/Disable
3-3-13	Link Local Address	Link local address	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
3-3-14	Link Local Prefix Length	Link local prefix length	XXX
3-3-15	IPsec	IPsec setting	Active/Inactive
3-3-16	Security Protocol	Security method	ESP/ESP & AH/AH/Blank (Not selected)
5	Other Settings	Other settings	–

5-1	Printer Name	Printer name	Printer name
5-2	Wireless Direct Dev-Name	Device name for wireless direct	Device name for wireless direct
5-4	WSD Printing	WSD printing setting	Enable/Disable
5-5	WSD Timeout	Timeout	1/5/10/15/20 [min]
5-6	LPD Printing	LPD printing setting	Enable/Disable
5-7	RAW Printing	RAW printing setting	Enable/Disable
5-9	Bonjour	Bonjour setting	Enable/Disable
5-10	Bonjour Service Name	Bonjour service name	Bonjour service name
5-11	LLMNR	LLMNR setting	Enable/Disable
5-12	SNMP	SNMP setting	Enable/Disable
5-13	PictBridge Commun.	PictBridge Communication	Enable/Disable
5-14	DNS Server	Obtain DNS server address automatically	Auto/Manual
5-15	Primary Server	Primary server address	XXX.XXX.XXX.XXX
5-16	Secondary Server	Secondary server address	XXX.XXX.XXX.XXX
5-17	Proxy Server	Proxy server setting	Enable/Disable
5-18	Proxy Address	Proxy address	XXXXXXXXXXXXXXXXXXXX
5-19	Proxy Port	Proxy port specification	1 to 65535
5-20	Cert. Fingerprt(SHA-1)	Certificate fingerprint(SHA-1)	xxxxxxxx xxxxxxxx xxxxxxxx xxxxxxxx xxxxxxxx
5-21	Cert. Fingerprt(SHA-256)	Certificate fingerprint(SHA-256)	xxxxxxxx xxxxxxxx xxxxxxxx xxxxxxxx xxxxxxxx xxxxxxxx xxxxxxxx xxxxxxxx

("XX" represents alphanumeric characters.)



## Default Network Settings

### LAN Connection Defaults

Item	Default
Network name (SSID)	BJNPSETUP
Wi-Fi security	Disable
IP address (IPv4)	Auto setup
IP address (IPv6)	Auto setup
Set printer name*	XXXXXXXXXXXX
Enable/disable IPv6	Enable
Enable/disable WSD	Enable
Timeout setting	15 minutes
Enab./disab. Bonjour	Enable
Service name	Canon G500 series
LPR setting	Enable
RAW protocol	Enable
LLMNR	Enable
PictBridge commun. (Enable/disable)	Enable

("XX" represents alphanumeric characters.)

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

➡ [LAN settings](#)

### Wireless Direct Defaults

Item	Default
WL Direct net.(SSID)	DIRECT-abXX-G500series *1
Password	YYYYYYYYYY *2
Security method	WPA2-PSK (AES)
Confirm request	Displayed

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

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

## Connecting with Wireless Direct

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

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

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

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

1. Preparing the printer.

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

2. Preparing a device to connect to the printer.

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

### Important

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

➡ [Restrictions](#)

## Changing Printer Setting to Use Wireless Direct

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

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

### Note

- After completing the settings, you can check the **Network name(SSID)**, **Security protocol**, and **WL Direct net.(SSID)** by displaying them.

- When displaying the **Security protocol**, a screen appears asking whether to display the password at the same time. To display the password, select **Yes**. To not display the password, select **No**.
- The password is required when connecting a device to the printer. Depending on the device you are using, no password is required.
- When you connect a Wi-Fi Direct compatible device to the printer, select the printer name from your device.
- To change the identifier (SSID) and the password, see below.  
➡ [Changing Wireless Direct Setting](#)

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

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

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

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

### 2. Select "DIRECT-XXXX-G500series" ("X" represents alphanumeric characters) from list on your smartphone/tablet/computer.

#### ➤➤➤ Note

- If "DIRECT-XXXX-G500series" does not appear on the list, Wireless Direct is not enabled.  
See [Changing Printer Setting to Use Wireless Direct](#) to enable Wireless Direct.

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

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

#### ➤➤➤ Note

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

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

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

➡ For iOS device

➡ For Android device

## Changing Wireless Direct Setting

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

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

Press ◀▶ button to switch the desired setting item.

- **Change name (SSID)**

Change the identifier (SSID) for Wireless Direct.

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

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

- To set manually

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

Press ◀▶ button to enter the identifier (SSID) value one column at a time and press **OK** button.

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

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

3. Confirm the input contents and press and hold **OK** button.
4. Check displayed message, select **Yes** and press the **OK** button.
5. Check displayed message and press the **OK** button.

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

#### »»» Note

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

#### • Change password

Change the password for Wireless Direct.

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

#### »»» Note

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

#### • Confirm request

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

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

### **Important**

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

### **Note**

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


# Easy Understanding Network Connections

## What is Wireless Connection

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

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



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

## What is Wireless Direct Connection

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



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

## USB Connection (Reference)

### »» Note

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

## Network Connection Settings/Setup

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

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

## Changing Network Settings

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

- To change network connection method:
  - ➔ [Switching Printer's Connection to Network or Terminal Devices](#)



➡ Changing the Connection Mode

- To add computer/smartphone/tablet to the printer:
  - ➡ [Switching Printer's Connection to Network or Terminal Devices](#)
- To use Wireless Direct temporarily:
  - ➡ [Connecting with Wireless Direct](#)

### IJ Network Device Setup Utility

IJ Network Device Setup Utility checks or diagnoses the settings of the printer and those of computer and restores the status of them if anything is wrong with network connection. Select either link below to download IJ Network Device Setup Utility.

➡ Checking Printer Connection Status Using IJ Network Device Setup Utility

- Performing/Changing Network Settings (Windows)

For Windows, you can perform network settings using IJ Network Device Setup Utility.

➡ IJ Network Device Setup Utility (Windows)

- Diagnosing and Repairing Network Settings (Windows/macOS)

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

- **For Windows:**

- ➡ IJ Network Device Setup Utility (Windows)

- **For macOS:**

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

### Network Connection Tips

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

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

### Troubleshooting

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

### Notice/Restriction

See below for details.

- Restrictions on network settings:
  - ➡ [Restrictions](#)
- Notices when printing using web service:
  - ➡ Notice for Web Service Printing

## Restrictions

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

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

### Connect via wireless router

- Make sure your device and the wireless router are connected. For details on checking these settings, see the manual supplied with the wireless router or contact its manufacturer.

As for a device already connected to the printer without using a wireless router, reconnect it via a wireless router.

- Configuration, router functions, setup procedures and security settings of wireless routers vary depending on the system environment. For details, see the manual for your wireless router or contact its manufacturer.
- This printer does not support IEEE802.11ac, IEEE802.11a, or IEEE802.11n (5 GHz). Check if your device supports IEEE802.11n (2.4 GHz), IEEE802.11g or IEEE802.11b.
- If your device is set to the "IEEE802.11n only" mode, WEP or TKIP cannot be used as a security protocol. Change the security protocol for your device to something other than WEP and TKIP or change the setting to something other than "IEEE802.11n only."

The connection between your device and the wireless router will be temporarily disabled while the setting is changed. Do not proceed to the next screen of this guide until setup is complete.

- For office use, consult your network administrator.
- Note that if you connect to a network with no security protection, your personal information could be disclosed to a third party.

### Wireless Direct

#### »» Important

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

- If you connect a device and the printer using Wireless Direct, Internet connection may become unavailable depending on your environment. In that case, web services for the printer cannot be used.

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

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

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- **Detect Same Printer Name**
- **Switching Printer's Connection to Network or Terminal Devices**

## Detect Same Printer Name

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

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

- **For Windows:**

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

- **For macOS:**

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

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

### ▶▶▶ Note

- Serial number may not appear on result screen.

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

➡ [Printing Network Settings](#)

### ▶▶▶ Note

- You can check the serial number by displaying on the LCD.

➡ [System information](#)

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

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

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

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

To connect an additional computer to the printer via LAN, or to change from USB to LAN connection, click [here](#) and perform setup.

### Switching LAN Connection Method

If you want to switch the connection method to USB when the printer is used with a LAN connection, check the following items.

- **For Windows:**
  - Click [here](#) and perform setup.
- **For macOS:**
  - Click [here](#) and perform setup.


### Reconfiguration Method of Wi-Fi Connection

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

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

#### ➡➡➡ Important

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

1. Check that printer is turned on.
2. Press and hold  (**Wireless connect**) button for 3 seconds.
  - ➡ [LCD and Operation Panel](#)
3. Perform operations following instructions on your computer, smartphone/tablet.

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

- **For macOS:**

See Changing the Connection Mode.

## **IJ Network Device Setup Utility (macOS)**

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



## IJ Network Device Setup Utility

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

### »» Important

- To use the printer over LAN, make sure you have the equipment necessary for the connection type, such as a wireless router or a LAN cable.
- When you install IJ Network Device Setup Utility, disable block function of firewall.

## Starting Up IJ Network Device Setup Utility

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

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



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

➡ [Diagnosing and Repairing Network Settings](#)

## Diagnosing and Repairing Network Settings

IJ Network Device Setup Utility diagnoses and repairs computer settings or connection between the computer and printer when a problem (e.g. cannot print from a printer on the network) occurs.

### ►► Important

- Some models do not support diagnosis and repair function.

For details:

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

IJ Network Device Setup Utility starts checking the computer settings when it starts up. Perform operations following the instructions on the screen.

### ►► Note

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

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

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

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

## Handling Paper, Ink Tanks, etc.

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- Loading Paper
- Refilling Ink Tanks

## Loading Paper

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- Loading Plain Paper / Photo Paper
- Loading Envelopes

## Loading Plain Paper / Photo Paper

You can load plain paper or photo paper.

### Important

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

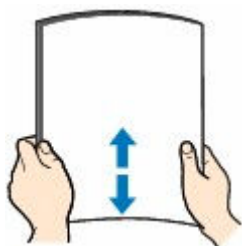
### Note

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

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

#### 1. Prepare paper.

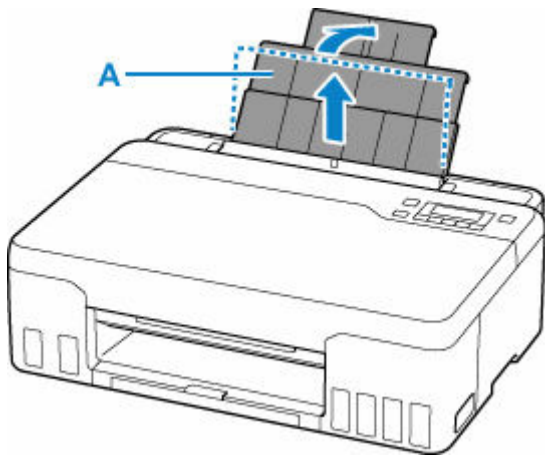
Align the edges of paper. If paper is curled, flatten it.



### Note

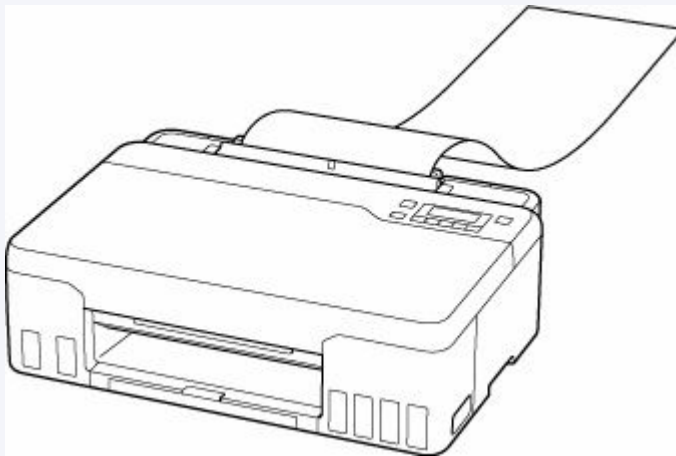
- Align the edges of paper neatly before loading. Loading paper without aligning the edges may cause paper jams.
- If paper is curled, hold the curled corners and gently bend them in the opposite direction until the paper becomes completely flat.  
For details on how to flatten curled paper, see [Check3](#)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

#### 2. Pull straight up and fold back paper support (A).

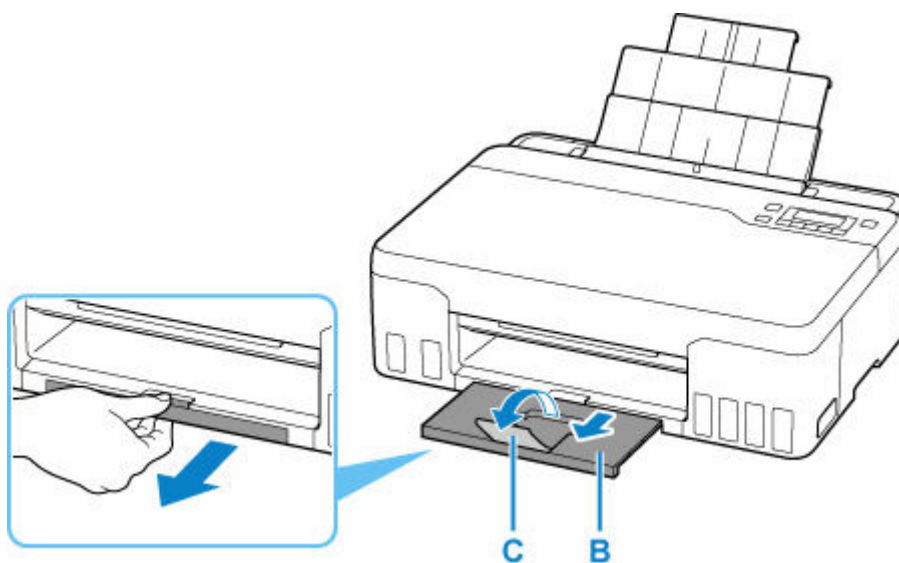


### ▶▶▶ Note

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



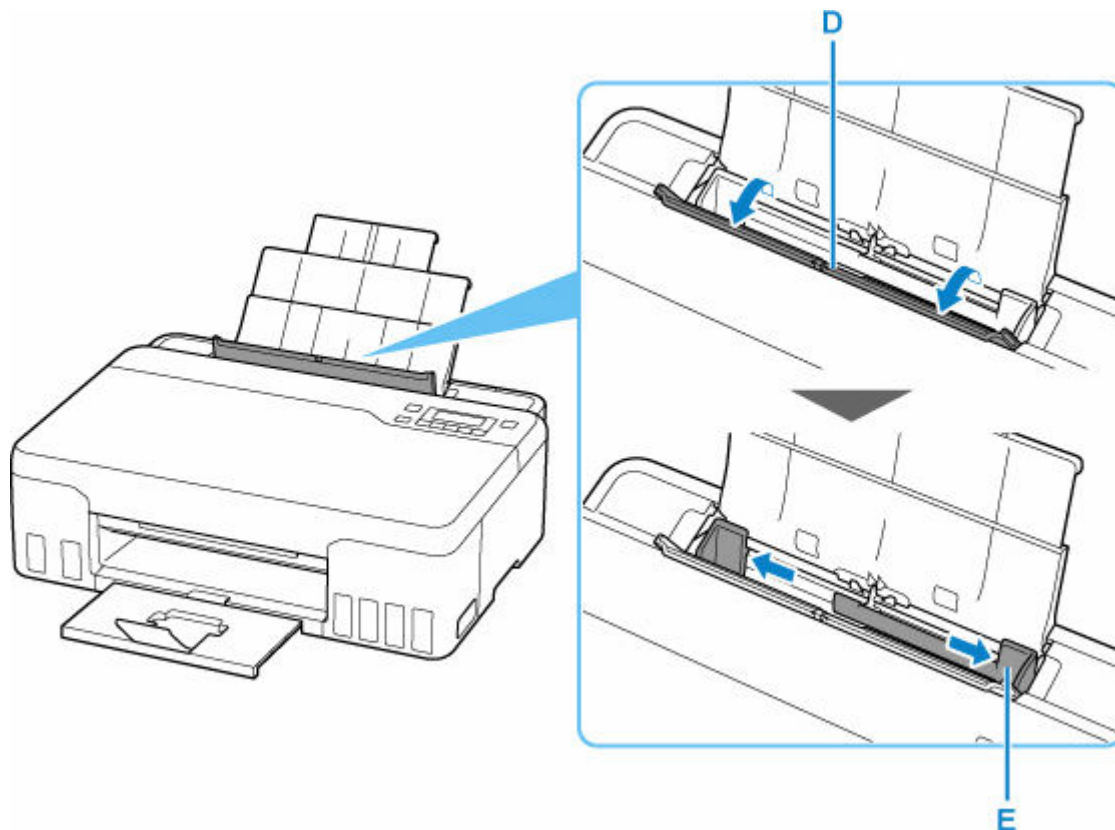
3. Pull out the paper output tray (B) and the output tray extension (C).



4. Open the feed slot cover (D).

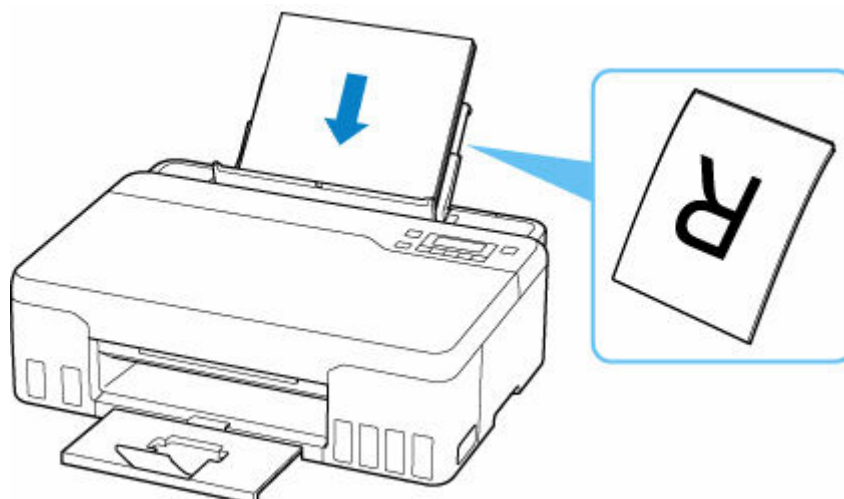


- 5.** Slide right paper guide (E) to open both paper guides.



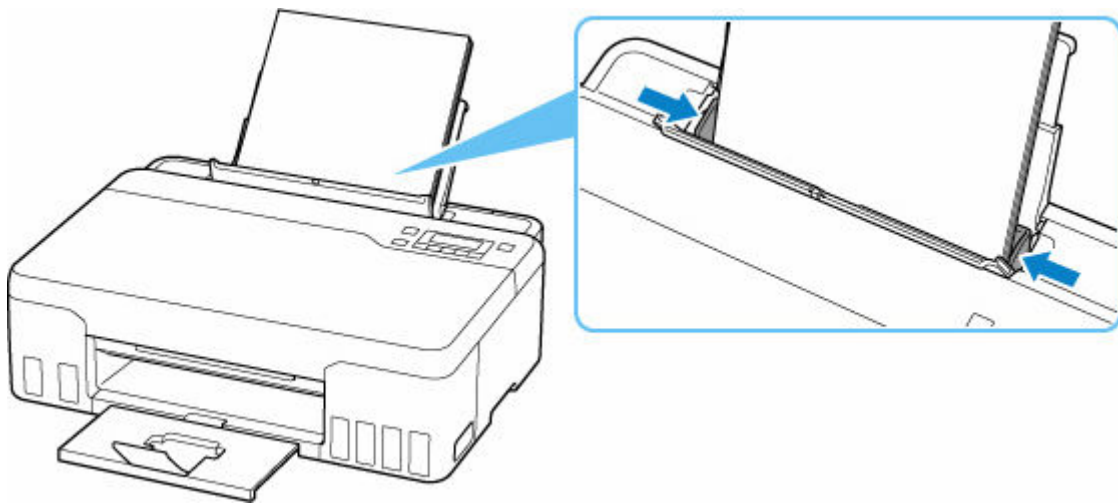
- 6.** Load paper stack in portrait orientation WITH PRINT SIDE FACING UP.

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



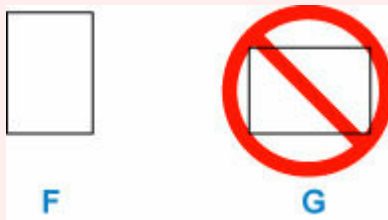
- 7.** Slide right paper guide to align with both sides of paper stack.

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



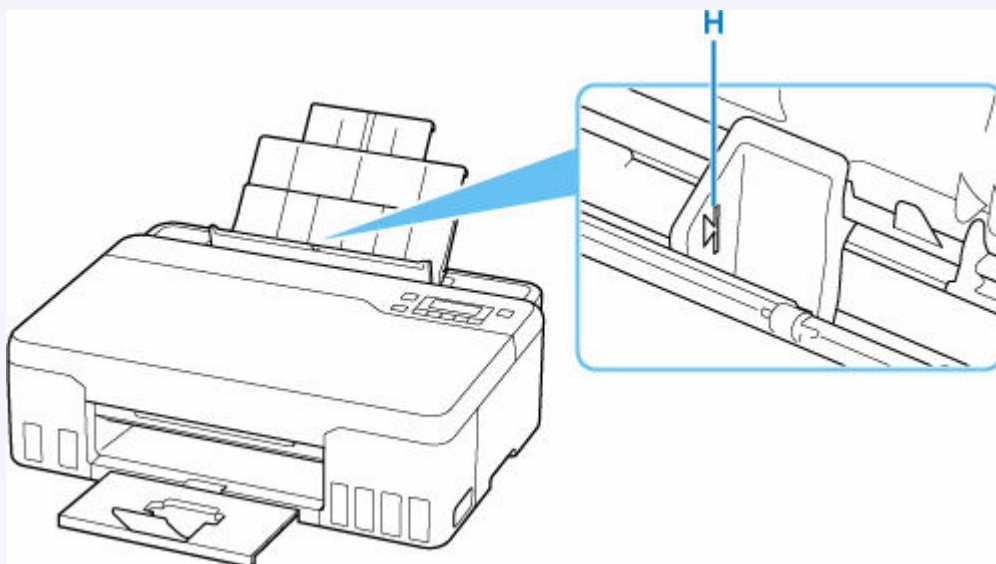
### ►►► Important

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

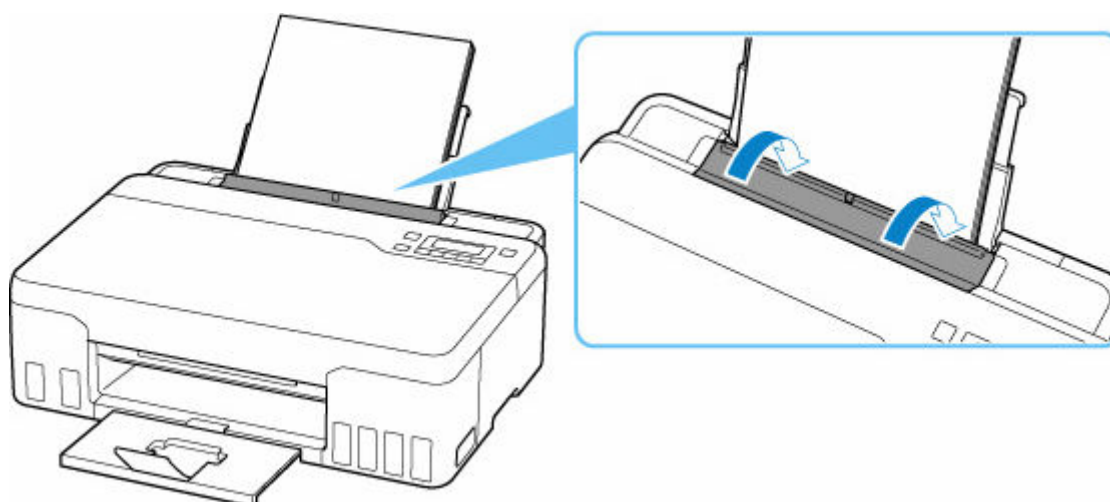


### ►►► Note

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



8. Close feed slot cover gently.



9. Press the **OK** button.

Save the rear tray paper  
[OK]Next

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

Size: \*A4 ▶  
Type: \*Plain paper

#### ▶▶▶ Note

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

11. Use the ◀ ▶ button to select the type of the loaded paper, then press the **OK** button.

Size: \*A4  
Type: ◀ PlusGlossyII ▶

Follow the instructions of any messages displayed to register the paper information.

#### ▶▶▶ Note

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

- When printing on long-length paper, support the output paper with your hands or use the printer in a place where the paper does not fall. If the paper falls, the printed side may become dirty or scratched. Also, when supporting the paper with hands, be sure not to pull the paper forcefully while printing.

# Loading Envelopes

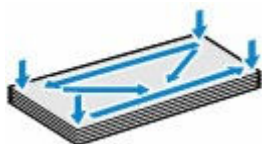
The address is automatically rotated and printed according to the envelope's direction by specifying with the printer driver properly.

## Important

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

### 1. Prepare envelopes.

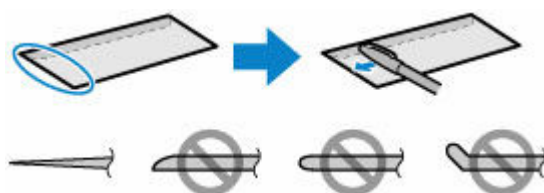
- Press down on all four corners and edges of the envelopes to flatten them.



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



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

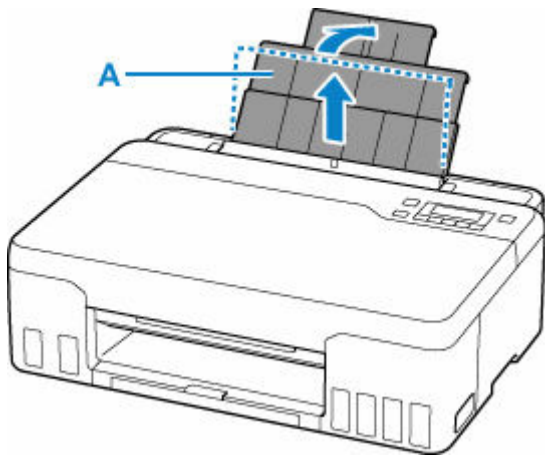


The figures above show a side view of the leading edge of the envelope.

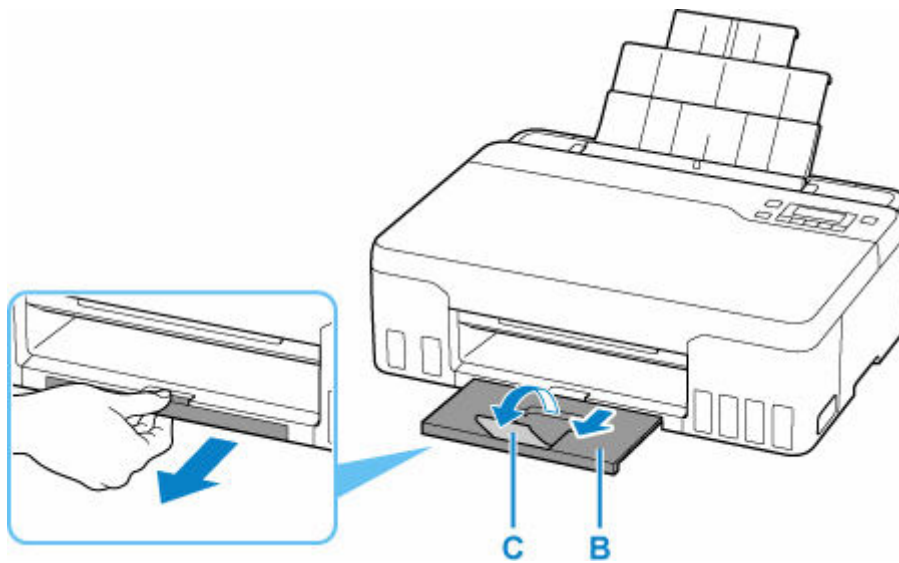
## Important

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

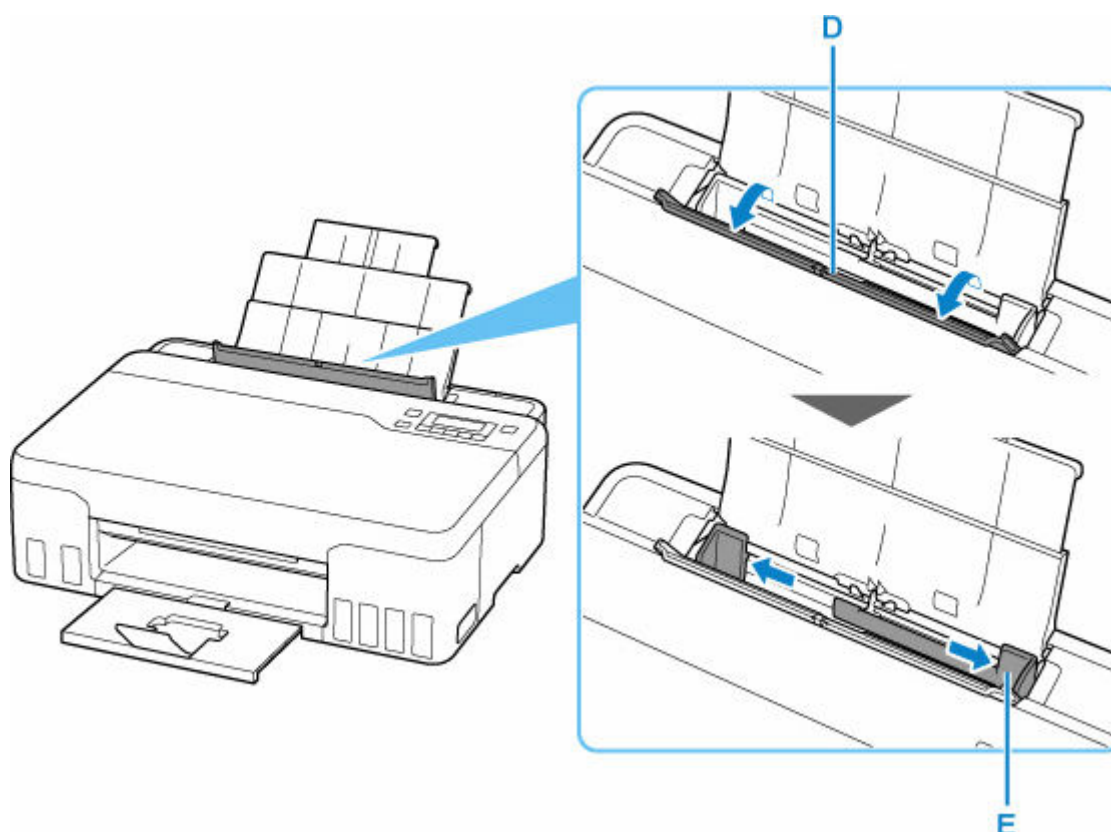
### 2. Pull straight up and fold back paper support (A).



3. Pull out the paper output tray (B) and the output tray extension (C).



4. Open the feed slot cover (D).
5. Slide right paper guide (E) to open both paper guides.



**6. Load envelopes in portrait orientation WITH PRINT SIDE FACING UP.**

Up to 10 envelopes can be loaded at once.

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

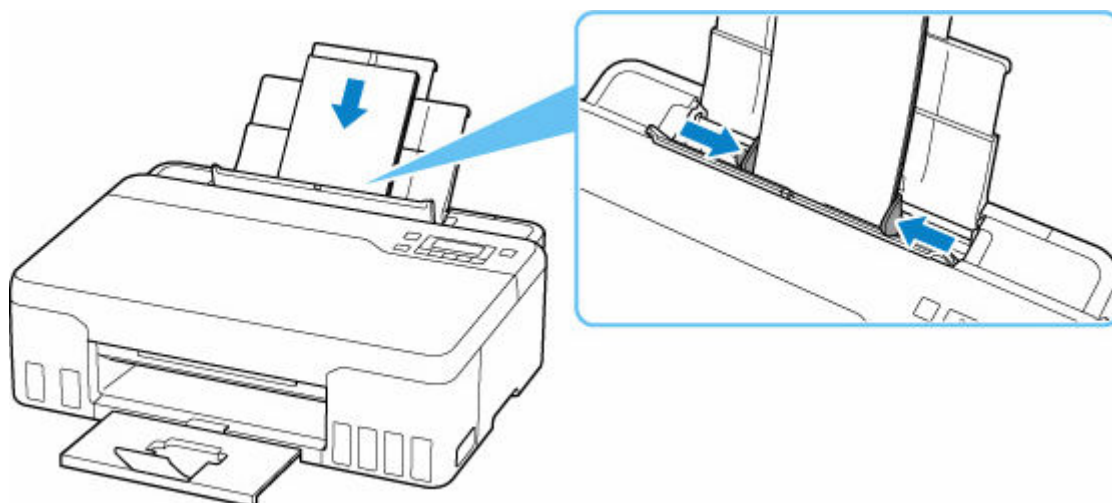
Fold flap of the envelope and load the envelope in portrait orientation with the address side facing up.



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

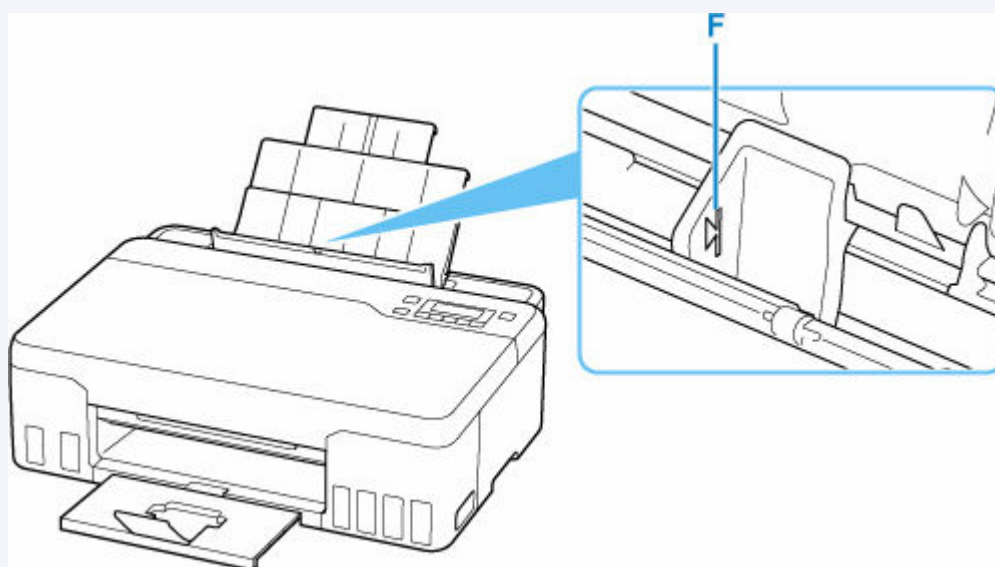
Do not slide the paper guides too hard against the envelopes. The envelopes may not be fed properly.



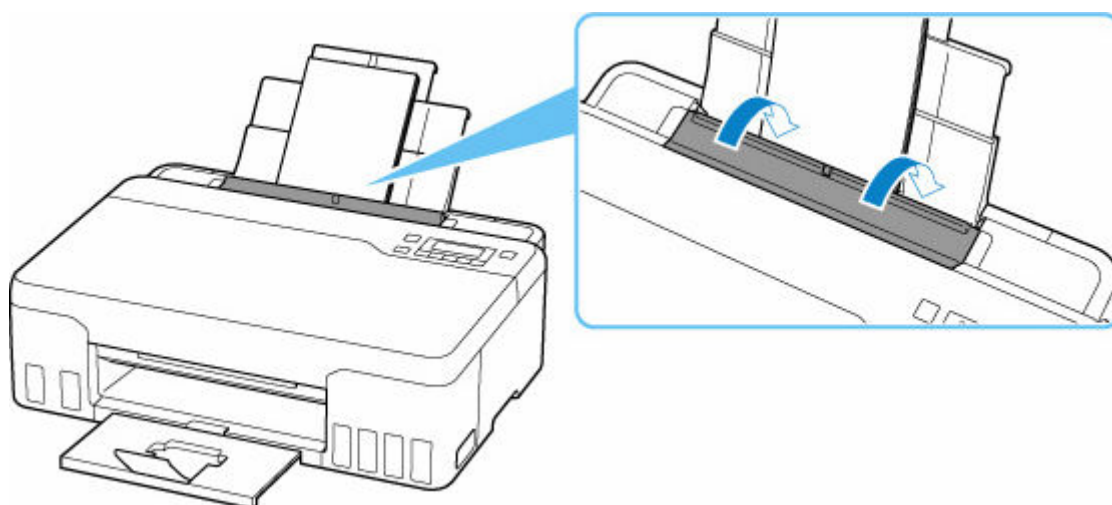


### ►►► Note

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

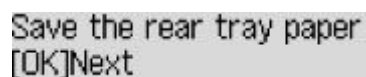


8. Close feed slot cover gently.





9. Press the **OK** button.



Save the rear tray paper  
[OK]Next

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

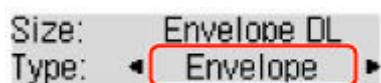


Size: ◀ Envelope DL ▶  
Type: ◀ \*Plain paper ▶

▶▶▶ **Note**

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

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



Size: Envelope DL  
Type: ◀ Envelope ▶

Follow the instructions of any messages displayed to register the paper information.

▶▶▶ **Note**

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

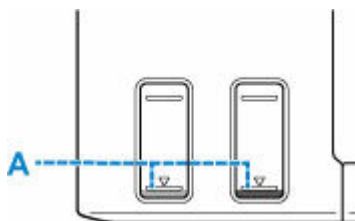
## Refilling Ink Tanks

---

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

## Refilling Ink Tanks

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



### Important

- If the function for notifying the remaining ink level (remaining ink level notification function) is enabled, resetting the remaining ink level count is required before refilling ink tanks up to the upper limit line.

If the remaining ink level count is reset when the ink tanks are not full, the printer cannot detect the ink level correctly.

From the printer

➡ [Ink level monitor](#)

From the computer

➡ [Changing the remaining ink level notification setting](#)

- If the remaining ink level notification function is disabled, visually inspect the remaining ink and refill the ink tanks as necessary. Continuing printing with ink below the lower limit line of an ink tank may prevent satisfactory print quality.

### Note

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

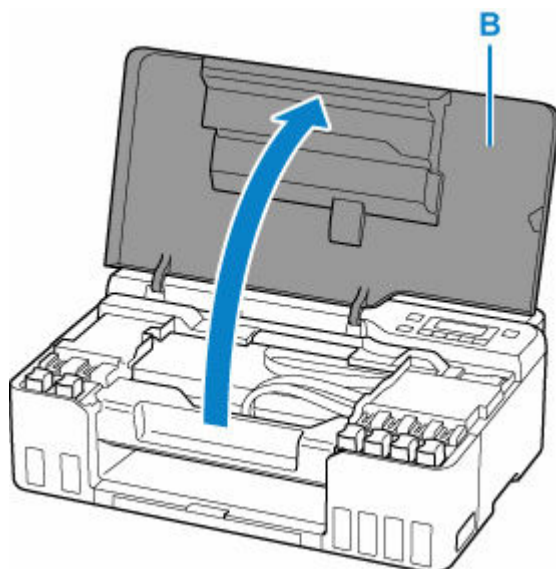
## Refilling Procedure

When you refill ink tanks, follow the steps below.

### Important

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

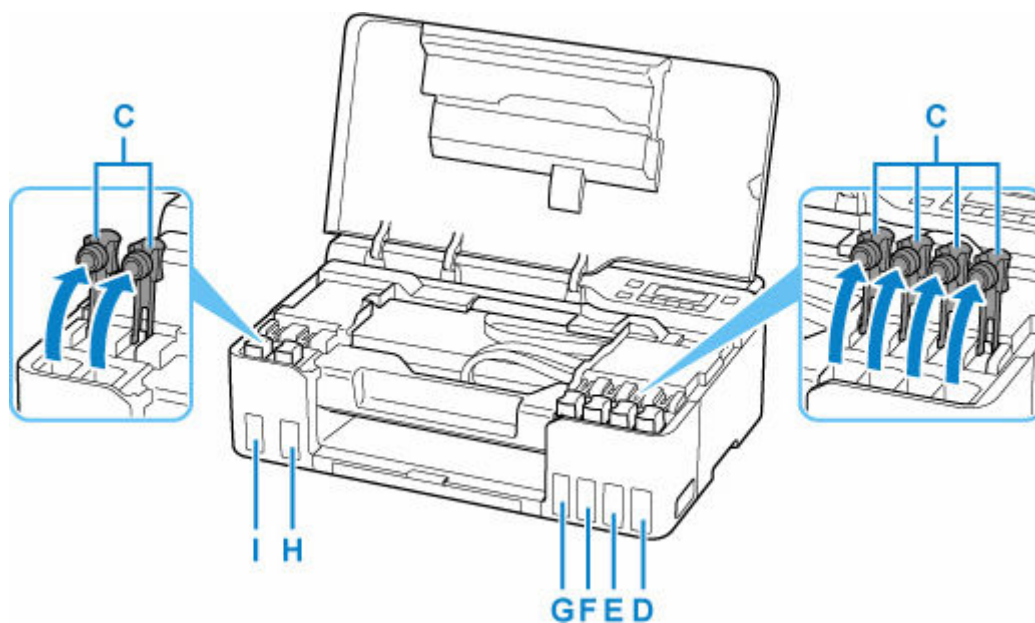
1. [Check that printer is turned on.](#)
2. Open the top cover (B).



### Important

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

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

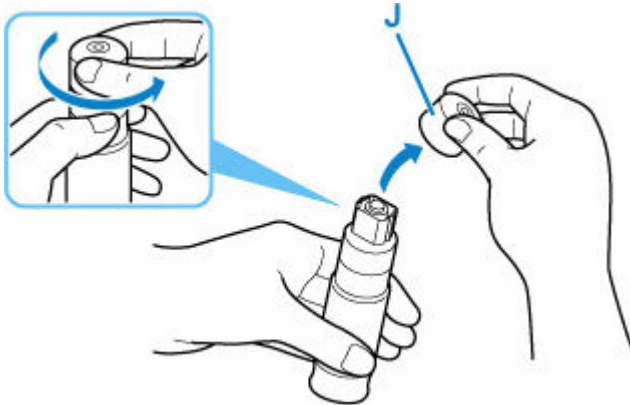


D: Yellow  
E: Magenta  
F: Cyan  
G: Red  
H: Black  
I: Gray

### Important

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

4. Hold the ink bottle upright and gently twist the bottle cap (J) to remove.



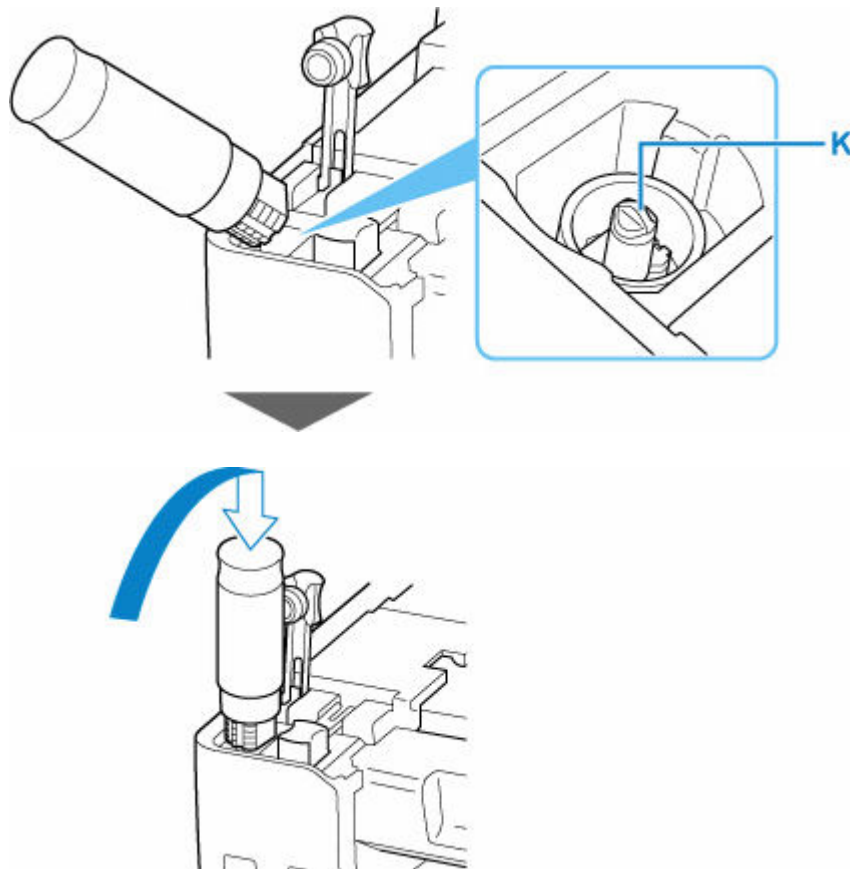
»» Important

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

5. Refill the ink tank.

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

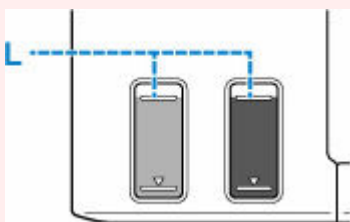
The ink tank is refilled. Support the bottle with your hand so that it does not fall.



»» Important

- Make sure that each color of ink tanks is filled with corresponding color of ink bottles.
- If ink is not injected into the ink tank, slowly remove and insert the ink bottle.

- Make sure to refill the ink tank with ink up to the upper limit line (L) on the ink tank.



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

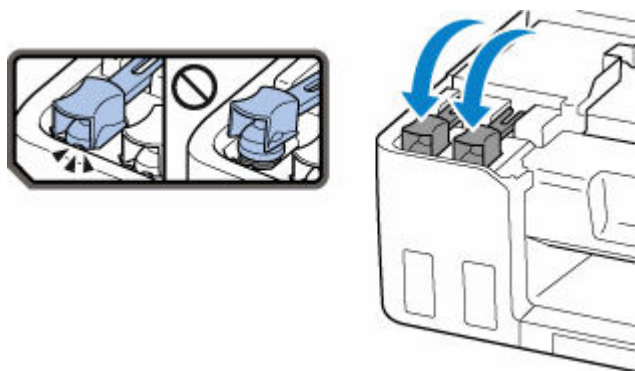
Hold up the ink bottle slightly and remove the bottle from the inlet while slowly tilting it.

### ►► Important

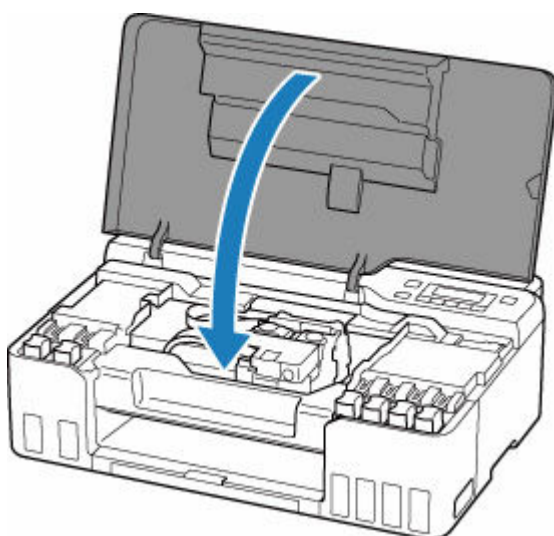
- Do not leave ink bottles in ink tanks.
- Close the bottle cap of the ink bottle securely and store the ink bottle upright.

7. Close the tank cap of the ink tank.

Make sure the tank cap is completely inserted.



8. Close the top cover.



### ►► Note

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

## Notes on ink bottles

### ➤➤ Important

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

For details on how to reset, see [Ink level monitor](#).

### ➤➤ Note

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

When ink runs low, promptly refill it.

➡ [Ink Tips](#)

## Checking Ink Level

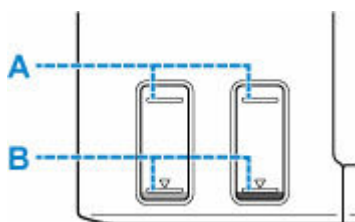
Check ink level with the ink tank indicator on the front of the printer.

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

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

### ▶▶▶ Note

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



### ▶▶▶ Important

- If printing is continued when the remaining ink level is below the lower limit line, the printer may consume a certain amount of ink to return to printable status.

### ▶▶▶ Note

- This printer has a function for notifying the remaining ink level, called the remaining ink level notification function. If you refill the ink tank when the remaining ink level notification function is enabled or when a remaining ink error occurs, refill the ink tank until the ink reaches the upper limit line. If ink does not reach the upper limit line, the remaining ink level is not detected correctly.

For details on the remaining ink level notification function, see below.

➡ [Ink level monitor](#)

- If a remaining ink error occurs, the error message appears on the LCD.

➡ [When Error Occurred](#)

- The remaining ink level notification function works from initial printing to the time when one of the inks reaches the lower limit line shown on the ink tank. For the remaining ink level notification function to work appropriately, each ink tank must be filled with entire contents of the corresponding color ink bottle bundled with the printer before printing. After the initial filling, if either of the ink tanks is refilled before the remaining ink level reaches the lower limit line, a significant error may occur in the accuracy of the remaining ink level notification function. If you want to refill an ink tank before the remaining ink level reaches the lower limit line, be sure to follow the procedure in the manual.
- To ensure you receive premium print quality and to help protect your print head, a certain amount of ink remains in the ink tank when the printer indicates to refill the ink tank. The estimated page yields of the ink bottle do not include this amount.
- Ink flows from the ink tanks to the inside of the printer. Ink may seem to run out fast due to this procedure when you start using the printer or after transporting it.



## Ink Tips

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

Ink may be used for purposes other than printing.

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

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

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

#### [Cleaning function]

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

#### »» Important

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

➡ [Replacing Maintenance Cartridge](#)

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

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

Similarly, color inks are also consumed along with black ink during print head cleaning.

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

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

## Maintenance Procedure

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

### Important

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

### Note

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

## When the Print Results Are Blurred or Uneven:

**Step1** Print the nozzle check pattern.

From the printer

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

From the computer

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

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

If there are horizontal streaks in the pattern:



**Step3** Clean the print head.

From the printer

- ➡ [Cleaning the Print Head](#)

From the computer

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

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

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



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

From the printer

- ➡ [Deep Print Head Cleaning](#)

From the computer

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

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

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

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

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

#### **Important**

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

From the printer

- ➡ [How to Perform Ink Flush](#)

From the computer

- ➡ [Ink Flush](#)

If the nozzle check pattern is not printed correctly even after performing ink flush, see Check Installation of Print Head.

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

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

From the printer

- ➡ [Aligning the Print Head](#)

From the computer

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

➡ [Adjusting Print Head Position](#)

## Printing the Nozzle Check Pattern

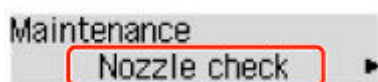
Print the nozzle check pattern to determine whether the ink ejects properly from the print head nozzle.

### »» Note

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

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

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



The nozzle check pattern will be printed.

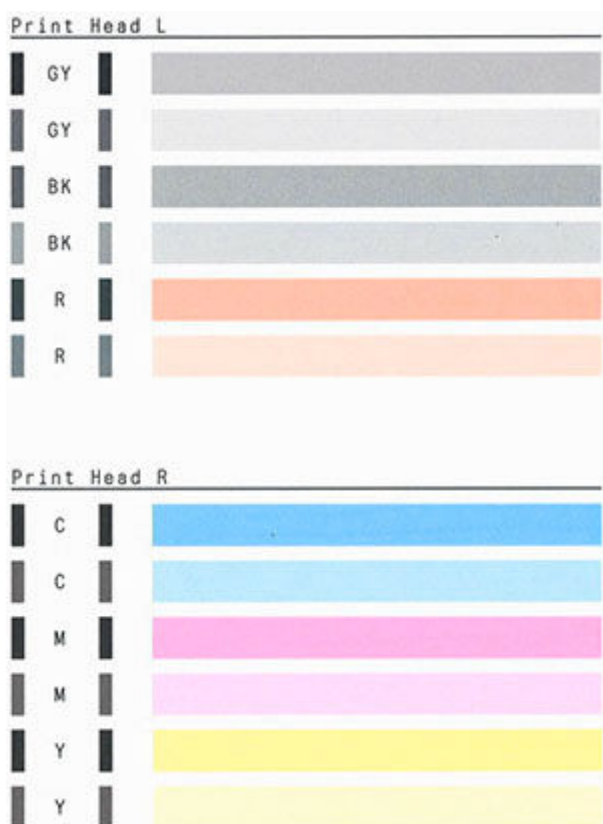
Do not perform any other operations until the printer completes the printing of the nozzle check pattern.

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

## Examining the Nozzle Check Pattern

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

**Check if there are horizontal streaks in the pattern.**



**If there are horizontal streaks in the pattern:**



A: Good

B: Bad (horizontal streaks are present)

**If any color in the pattern is not printed:**



(Example: Magenta pattern is not printed)

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

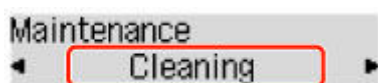
## Cleaning the Print Head

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

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

➡ [LCD and Operation Panel](#)

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



The printer starts cleaning the print head.

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

4. Check the print head condition.

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

### ▶▶▶ Note

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



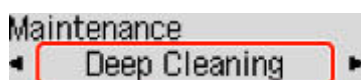
## Deep Print Head Cleaning

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

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

➡ [LCD and Operation Panel](#)

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



The printer starts cleaning the print head deeply.

Do not perform any other operations until the printer completes the deep cleaning of the print head. This takes about 2 to 3 minutes.

4. Check the print head condition.

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

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

## Aligning the Print Head

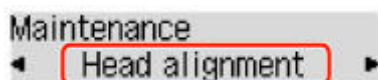
If printed ruled lines are misaligned or print results are otherwise unsatisfactory, adjust the print head position.

### ▶▶▶ Note

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

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

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



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

This takes about 3 minutes.

### ▶▶▶ Note

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

### ▶▶▶ Note

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

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

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

## Opening Remote UI for Maintenance

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

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

Remote UI starts.

### ▶▶▶ Note

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

## Related Topics

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

## Cleaning the Print Heads

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

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

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

### Cleaning

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

2. Click **Cleaning**

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

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

- [Is there ink remaining?](#)

3. Perform Cleaning

Click **Yes**.

Print head Cleaning starts.

4. Complete Cleaning

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

5. Check the results

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

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

### »» Important

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

### Deep Cleaning

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

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

2. Click **Deep Cleaning**

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

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

- [Is there ink remaining?](#)

### 3. Perform Deep Cleaning

Click **Yes**.

Print head Deep Cleaning starts.

### 4. Complete Deep Cleaning

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

### 5. Check the results

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

## »» Important

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

## Ink Flush

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

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

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

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

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

- [Is there ink remaining?](#)

### 3. Perform Ink Flush

Click **Yes**.

Ink Flush starts.

### 4. Complete Ink Flush

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

### 5. Check the results

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

## »» Important

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

## »» Note

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

## Related Topic

- ➡ Printing a Nozzle Check Pattern

## Adjusting Print Head Position

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

### Print Head Alignment - Auto

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

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

A message appears.

3. Load paper in printer

Load two sheets of A4 size or Letter size plain paper into the rear tray.

4. Run head position adjustment

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

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

#### »» Important

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

#### »» Note

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



## Cleaning

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

## Cleaning Paper Feed Rollers

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

In this case, clean the paper feed roller.

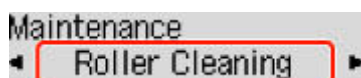
**You need to prepare: three sheets of A4 or Letter-sized plain paper**

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

➡ [LCD and Operation Panel](#)

4. Clean the paper feed rollers without paper.

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



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

5. Clean the paper feed rollers with paper.

1. Make sure that the paper feed rollers have stopped rotating, and then load three sheets of A4 or Letter-sized plain paper in the rear tray.

➡ [Loading Plain Paper / Photo Paper](#)

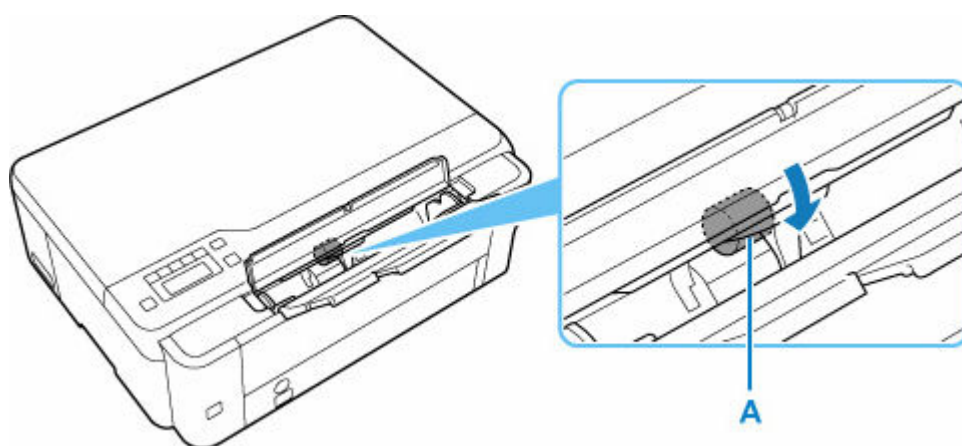
2. Press the **OK** button.

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

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

1. Turn off the power and then unplug the power cord.
2. While rotating the paper feed rollers (A) located inside the rear tray more than two laps, wipe them with a cloth tightly squeezed after moistening.

Do not touch the paper feed rollers with your fingers. Paper feeding performance may be degraded.



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

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

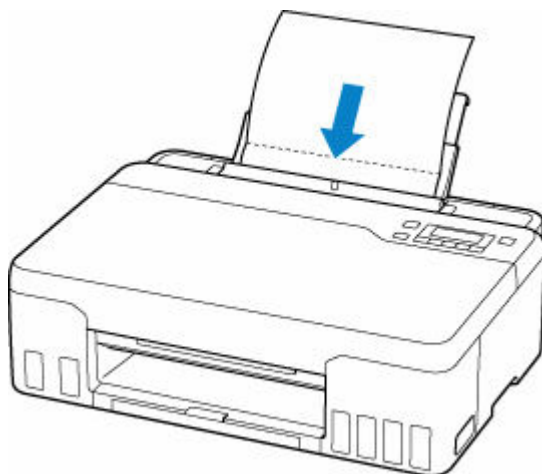
## Cleaning Inside the Printer (Bottom Plate Cleaning)

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

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

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

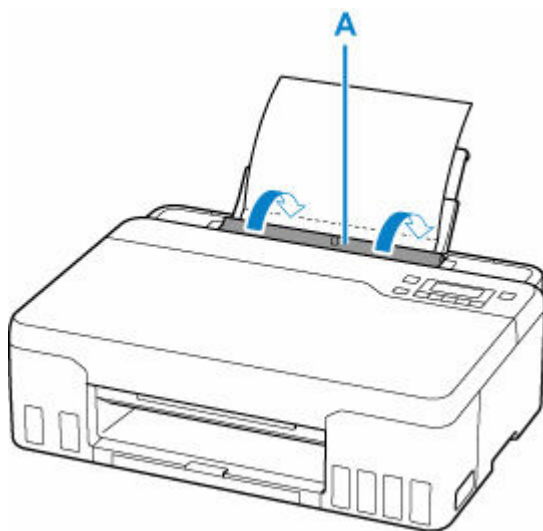
1. Make sure that the power is turned on, then remove any paper from the rear tray.
2. Prepare paper.
  1. Fold a single sheet of A4 or Letter-sized plain paper in half widthwise, then unfold the paper.
  2. Load only this sheet of paper on the rear tray with the open side facing you.



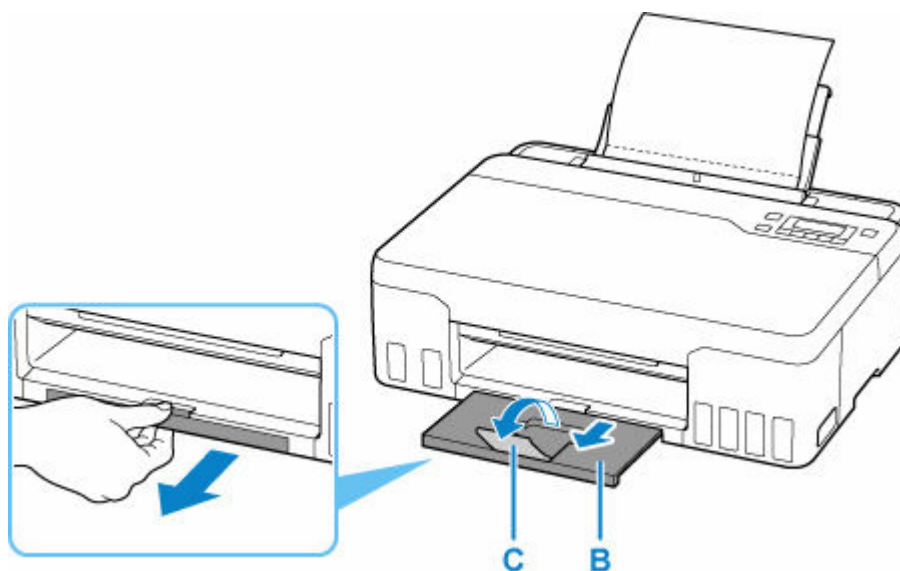
After loading paper on the rear tray, the paper information registration screen for the rear tray appears on the LCD. Select **A4** or **Letter** for **Size:** and **Plain paper** for **Type:**.



3. Close the feed slot cover(A) gently.



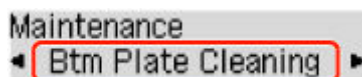
4. Pull out paper output tray (B), and then open output tray extension (C).



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

➔ [LCD and Operation Panel](#)

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



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

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

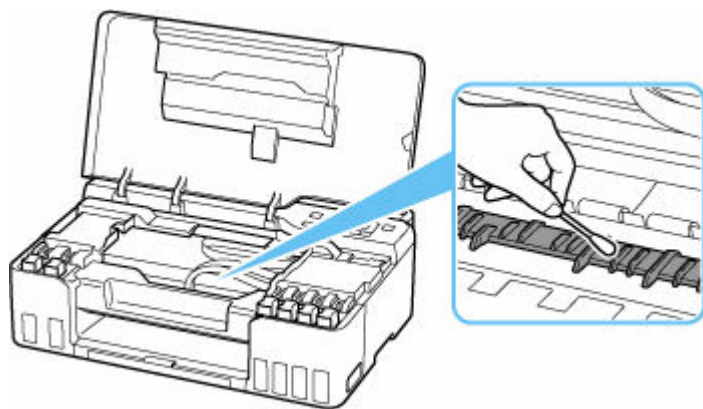
#### ▶▶▶ Note

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

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

### »» Important

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



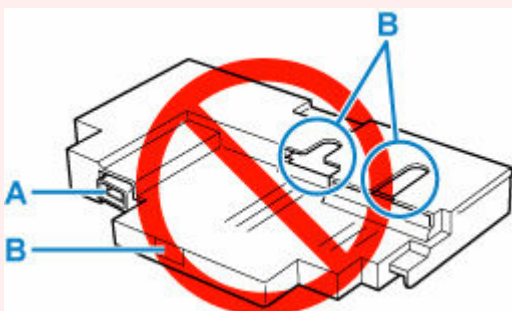
## Replacing Maintenance Cartridge

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

### ➡ [When Error Occurred](#)

### ➡➡➡ Important

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



### ➡➡➡ Note

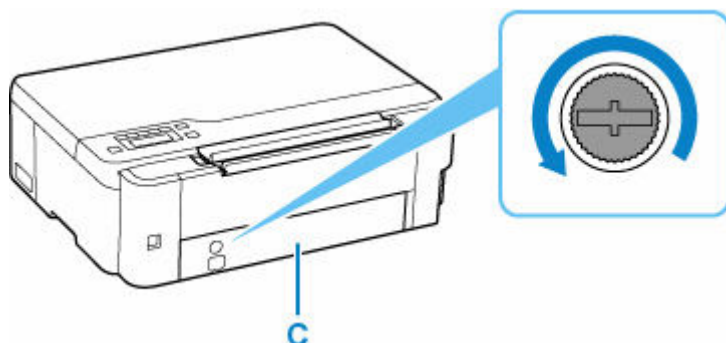
- When purchasing a new maintenance cartridge, order the following cartridge number.  
Maintenance Cartridge MC-G02

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

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

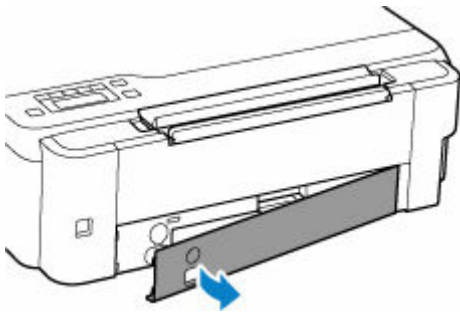
#### 2. [Turn the printer off.](#)

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

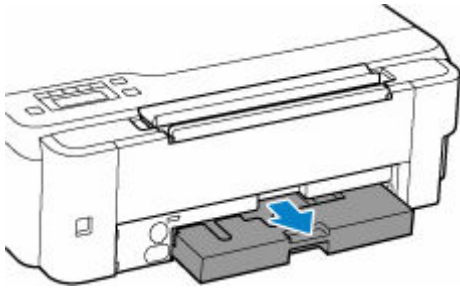


#### 4. Remove the maintenance cover.

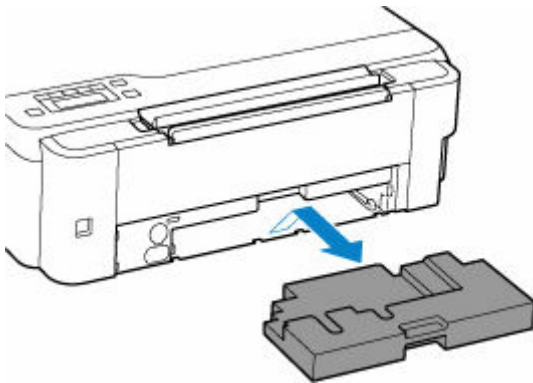
Put your finger on the hole of the maintenance cover and remove it.



5. Pull out the maintenance cartridge until it stops.

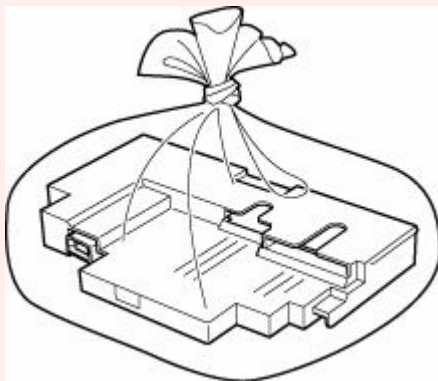


6. Lift the maintenance cartridge a little and pull it out.



### »» Important

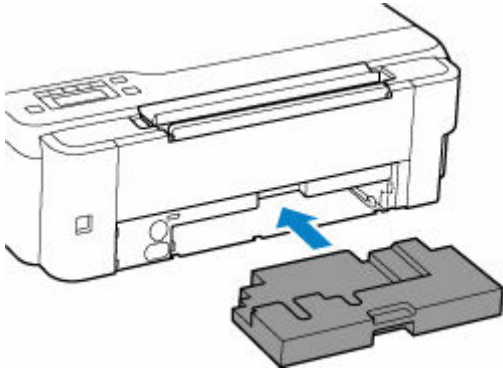
- Be careful not to drop or place the removed maintenance cartridge on a desk or something. Dirt on the bottom may adhere to it or the ink inside may be scattered.
- Put the used one immediately into the plastic bag attached to the new maintenance cartridge and seal the bag by tying the opening tightly to prevent the ink from leaking.





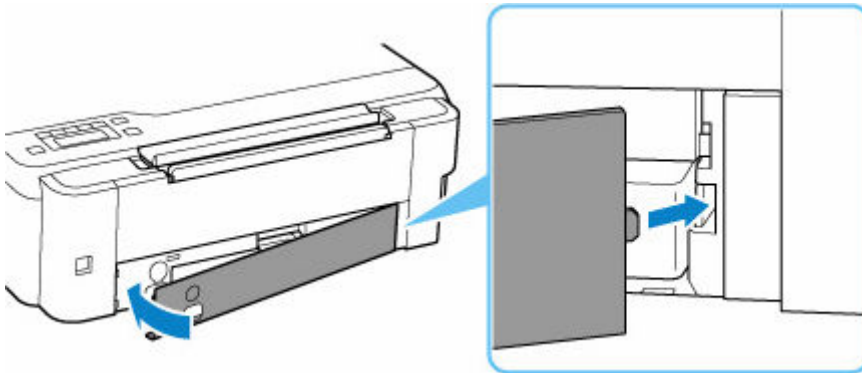
- Do not put your hands inside the printer, as ink may adhere to your hands.

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

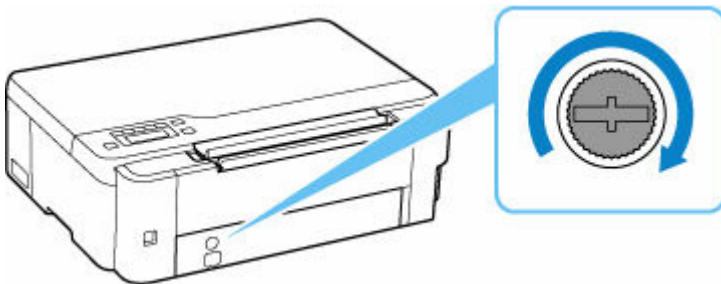


**8.** Attach the maintenance cover.

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



**9.** Insert the coin screw into the screw hole and turn it clockwise to secure.



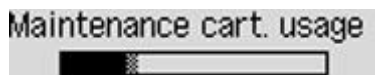
**10.** [Turn the printer on.](#)

## Checking Maintenance Cartridge Status on LCD

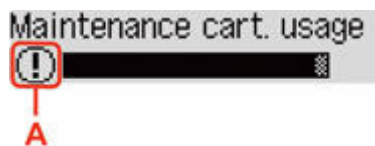
1. [Check that printer is turned on.](#)
2. Press the **Setup** button, use the ◀ ▶ button to select **M'ntenance cart info**, and press the **OK** button.

➡ [LCD and Operation Panel](#)

3. Check the maintenance cartridge status.



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



- ⓘ The maintenance cartridge is almost full. Prepare a new one.
- ✖ The maintenance cartridge is nearly full or has become full. Confirm the error message, prepare a new maintenance cartridge, and take appropriate action.

### ▶▶▶ Note

- The above screen shows estimated used space.

## Overview

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### ➤ **Safety**

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

### ➤ **Handling Precautions**

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

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

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

### ➤ **Changing Settings**

- Changing Printer Settings from Your Computer (Windows)
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### ➤ **Specifications**

## **Safety**

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

## Safety Precautions

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### Safety Precautions

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

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

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

#### **Warning**

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- Users with cardiac pacemakers:

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

- Do not use the printer in the following cases:

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

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

#### **Caution**

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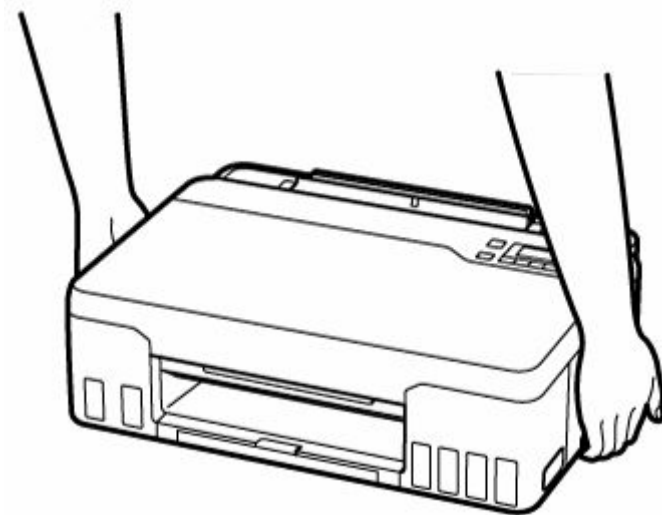
- Do not put your hands inside the printer while printing.
- Do not touch the metal parts of the print head immediately after printing.
- Ink bottles
  - Keep out of reach of children.
  - Do not drink ink.

If ink is accidentally licked or swallowed, rinse out your mouth or drink one or two glasses of

water and obtain medical advice immediately.

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

- If ink gets on your skin, wash the area with soap and water immediately. If irritation to your skin persists, obtain medical advice immediately.
  - When you store ink bottles, close bottle caps completely and place bottles in standing position. If the ink bottles are laid down, ink may leak.
  - When refilling ink tanks, take sufficient care to prevent ink from spattering onto surroundings.
  - Ink may stain clothes or other belongings permanently. Washing may not remove ink stains.
  - Do not leave ink bottles in areas exposed to high temperature, such as near fire or a heater or in a car. Bottles may warp and cause ink leakage or ink may become poor quality.
  - Do not subject ink bottles to impacts. Ink bottles may be damaged or bottle caps may come off by such impact, and ink may leak.
  - Do not transfer ink to other containers. This may result in accidental ingestion, inappropriate use, or poor ink quality.
- Moving the printer
    - Hold the printer by its sides and carry it with both hands.





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## General Notices

### Choosing a Location

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

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

### Power Supply

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

### General Notices

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

## **Regulatory Information**

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### **Interference**

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



## WEEE (EU&EEA)

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



This symbol indicates that this product is not to be disposed of with your household waste, according to the WEEE Directive (2012/19/EU) and national legislation. This product should be handed over to a designated collection point, e.g., on an authorized one-for-one basis when you buy a new similar product or to an authorized collection site for recycling waste electrical and electronic equipment (EEE). Improper handling of this type of waste could have a possible negative impact on the environment and human health due to potentially hazardous substances that are generally associated with EEE. At the same time, your cooperation in the correct disposal of this product will contribute to the effective usage of natural resources. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, waste authority, approved WEEE scheme or your household waste disposal service. For more information regarding return and recycling of WEEE products, please visit [www.canon-europe.com/weee](http://www.canon-europe.com/weee).

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



Dieses Symbol weist darauf hin, dass dieses Produkt gemäß der EU-Richtlinie über Elektro- und Elektronik-Altgeräte (2012/19/EU) und nationalen Gesetzen nicht über den Hausmüll entsorgt werden darf. Dieses Produkt muss bei einer dafür vorgesehenen Sammelstelle abgegeben werden. Dies kann z. B. durch Rückgabe beim Kauf eines ähnlichen Produkts oder durch Abgabe bei einer autorisierten Sammelstelle für die Wiederaufbereitung von Elektro- und Elektronik-Altgeräten geschehen. Der unsachgemäße Umgang mit Altgeräten kann aufgrund potentiell gefährlicher Stoffe, die generell mit Elektro- und Elektronik-Altgeräten in Verbindung stehen, negative Auswirkungen auf die Umwelt und die menschliche Gesundheit haben. Durch die umweltgerechte Entsorgung dieses Produkts tragen Sie außerdem zu einer effektiven Nutzung natürlicher Ressourcen bei. Informationen zu Sammelstellen für Altgeräte erhalten Sie bei Ihrer Stadtverwaltung, dem öffentlich-rechtlichen Entsorgungsträger, einer autorisierten Stelle für die Entsorgung von Elektro- und Elektronik-Altgeräten oder Ihrem örtlichen Entsorgungsunternehmen. Weitere Informationen zur Rückgabe und Entsorgung von Elektro- und Elektronik-Altgeräten finden Sie unter [www.canon-europe.com/weee](http://www.canon-europe.com/weee).

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



Ce symbole indique que ce produit ne doit pas être jeté avec les ordures ménagères, conformément à la directive DEEE (2012/19/UE) et à la réglementation de votre pays. Ce produit doit être confié au distributeur à chaque fois que vous achetez un produit neuf similaire, ou à un point de collecte mis en place par les collectivités locales pour le recyclage des Déchets des Équipements Électriques et Électroniques (DEEE). Le traitement inapproprié de ce type de déchet risque d'avoir des répercussions sur l'environnement et la santé humaine, du fait de la présence de substances potentiellement dangereuses généralement associées aux équipements électriques et électroniques. Parallèlement, votre entière coopération dans le cadre de la mise au rebut correcte de ce produit favorisera une meilleure utilisation des ressources naturelles. Pour plus d'informations sur les points de collecte des équipements à recycler, contactez vos services municipaux, les autorités locales compétentes, le plan DEEE approuvé ou le service d'enlèvement des ordures ménagères. Pour plus d'informations sur le retour et le recyclage des produits DEEE, consultez le site: [www.canon-europe.com/weee](http://www.canon-europe.com/weee).

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



Dit symbool geeft aan dat dit product in overeenstemming met de AEEA-richtlijn (2012/19/EU) en de nationale wetgeving niet mag worden afgevoerd met het huishoudelijk afval. Dit product moet worden ingeleverd bij een aangewezen, geautoriseerd inzamelpunt, bijvoorbeeld wanneer u een nieuw gelijksoortig product aanschaft, of bij een geautoriseerd inzamelpunt voor hergebruik van elektrische en elektronische apparatuur (EEA). Een onjuiste afvoer van dit type afval kan leiden tot negatieve effecten op het milieu en de volksgezondheid als gevolg van potentieel gevaarlijke stoffen die veel voorkomen in elektrische en elektronische apparatuur (EEA). Bovendien werkt u door een juiste afvoer van dit product mee aan het effectieve gebruik van natuurlijke hulpbronnen. Voor meer informatie over waar u uw afgedankte apparatuur kunt inleveren voor recycling kunt u contact opnemen met het gemeentehuis in uw woonplaats, de reinigingsdienst, of het afvalverwerkingsbedrijf. U kunt ook het schema voor de afvoer van afgedankte elektrische en elektronische apparatuur (AEEA) raadplegen. Ga voor meer informatie over het inzamelen en recyclen van afgedankte elektrische en elektronische apparatuur naar [www.canon-europe.com/weee](http://www.canon-europe.com/weee).

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



Este símbolo indica que este producto no debe desecharse con los desperdicios domésticos, de acuerdo con la directiva RAEE (2012/19/UE) y con la legislación nacional. Este producto debe entregarse en uno de los puntos de recogida designados, como por ejemplo, entregándolo en el lugar de venta al comprar un producto similar o depositándolo en un lugar de recogida autorizado para el reciclado de residuos de aparatos eléctricos y electrónicos (RAEE). La manipulación inapropiada de este tipo de desechos podría tener un impacto negativo en el entorno y la salud humana, debido a las sustancias potencialmente

peligrosas que normalmente están asociadas con los RAEE. Al mismo tiempo, su cooperación a la hora de desechar correctamente este producto contribuirá a la utilización eficaz de los recursos naturales. Para más información sobre cómo puede eliminar el equipo para su reciclado, póngase en contacto con las autoridades locales, con las autoridades encargadas de los desechos, con un sistema de gestión RAEE autorizado o con el servicio de recogida de basuras doméstico. Si desea más información acerca de la devolución y reciclado de RAEE, visite la web [www.canon-europe.com/weee](http://www.canon-europe.com/weee).

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



Aquest símbol indica que aquest producte no s'ha de llençar a les escombraries de la llar, d'acord amb la Directiva RAEE (2012/19/UE) i la legislació nacional. Aquest producte s'hauria de lliurar en un dels punts de recollida designats, com per exemple, intercanviant-lo un per un en comprar un producte similar o lliurant-lo en un lloc de recollida autoritzat per al reciclatge de residus d'aparells elèctrics i electrònics (AEE). La manipulació inadequada d'aquest tipus de residus podria tenir un impacte negatiu en l'entorn i en la salut humana, a causa de les substàncies potencialment perilloses que normalment estan associades als AEE. Així mateix, la vostra cooperació a l'hora de llençar correctament aquest producte contribuirà a la utilització efectiva dels recursos naturals. Per a més informació sobre els punts on podeu lliurar aquest producte per procedir al seu reciclatge, adreceu-vos a la vostra oficina municipal, a les autoritats encarregades dels residus, al pla de residus homologat per la RAEE o al servei de recollida de deixalles domèstiques de la vostra localitat. Per a més informació sobre la devolució i el reciclatge de productes RAEE, visiteu [www.canon-europe.com/weee](http://www.canon-europe.com/weee).

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



Questo simbolo indica che il prodotto deve essere oggetto di raccolta separata in conformità alla Direttiva RAEE (2012/19/UE) e alla normativa locale vigente. Il prodotto deve essere smaltito presso un centro di raccolta differenziata, un distributore autorizzato che applichi il principio dell'"uno contro uno", ovvero del ritiro della vecchia apparecchiatura elettrica al momento dell'acquisto di una nuova, o un impianto autorizzato al riciclaggio dei rifiuti di apparecchiature elettriche ed elettroniche. La gestione impropria di questo tipo di rifiuti può avere un impatto negativo sull'ambiente e sulla salute umana causato dalle sostanze potenzialmente pericolose che potrebbero essere contenute nelle apparecchiature elettriche ed elettroniche. Un corretto smaltimento di tali prodotti contribuirà inoltre a un uso efficace delle risorse naturali ed eviterà di incorrere nelle sanzioni amministrative di cui all'art. 255 e successivi del Decreto Legislativo n. 152/06. Per ulteriori informazioni sullo smaltimento e il recupero dei Rifiuti di Apparecchiature Elettriche ed Elettroniche, consultare la Direttiva RAEE, rivolgersi alle autorità competenti, oppure visitare il sito [www.canon-europe.com/weee](http://www.canon-europe.com/weee).

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



Este símbolo indica que o produto não deve ser colocado no lixo doméstico, de acordo com a Directiva REEE (2012/19/UE) e a legislação nacional. Este produto deverá ser colocado num ponto de recolha designado, por exemplo, num local próprio autorizado quando adquirir um produto semelhante novo ou num local de recolha autorizado para reciclar resíduos de equipamentos eléctricos e electrónicos (EEE). O tratamento inadequado deste tipo de resíduo poderá causar um impacto negativo no ambiente e na saúde humana devido às substâncias potencialmente perigosas normalmente associadas aos equipamentos eléctricos e electrónicos. Simultaneamente, a sua cooperação no tratamento correcto deste produto contribuirá para a utilização eficaz dos recursos naturais. Para mais informações sobre os locais onde o equipamento poderá ser reciclado, contacte os serviços locais, a autoridade responsável pelos resíduos, o esquema REEE aprovado ou o serviço de tratamento de lixo doméstico. Para mais informações sobre a devolução e reciclagem de produtos REEE, vá a [www.canon-europe.com/weee](http://www.canon-europe.com/weee).

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



Dette symbol angiver, at det pågældende produkt ikke må bortskaffes sammen med dagrenovation jf. direktivet om affald af elektrisk og elektronisk udstyr (WEEE) (2012/19/EU) og gældende national lovgivning. Det pågældende produkt skal afleveres på et nærmere specificeret indsamlingssted, f.eks. i overensstemmelse med en godkendt én-til-én-procedure, når du indkøber et nyt tilsvarende produkt, eller produktet skal afleveres på et godkendt indsamlingssted for elektronikaffald. Forkert håndtering af denne type affald kan medføre negative konsekvenser for miljøet og menneskers helbred på grund af de potentielt sundhedsskadelige stoffer, der generelt kan forefindes i elektrisk og elektronisk udstyr. Når du foretager korrekt bortskaffelse af det pågældende produkt, bidrager du til effektiv brug af naturressourcerne. Yderligere oplysninger om, hvor du kan bortskaffe dit elektronikaffald med henblik på genanvendelse, får du hos de kommunale renovationsmyndigheder. Yderligere oplysninger om returnering og genanvendelse af affald af elektrisk og elektronisk udstyr får du ved at besøge [www.canon-europe.com/weee](http://www.canon-europe.com/weee).

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



Αυτό το σύμβολο υποδηλώνει ότι αυτό το προϊόν δεν πρέπει να απορρίπτεται μαζί με τα οικιακά απορρίμματα, σύμφωνα με την Οδηγία σχετικά με τα Απόβλητα Ηλεκτρικού και Ηλεκτρονικού Εξοπλισμού (ΑΗΗΕ) (2012/19/ΕΕ) και την εθνική σας νομοθεσία. Αυτό το προϊόν πρέπει να παραδίδεται σε καθορισμένο σημείο συλλογής, π.χ. σε μια εξουσιοδοτημένη βάση ανταλλαγής όταν αγοράζετε ένα νέο παρόμοιο προϊόν ή σε μια εξουσιοδοτημένη θέση συλλογής για την ανακύκλωση των αποβλήτων Ηλεκτρικού και Ηλεκτρονικού Εξοπλισμού (ΗΗΕ). Ο ακατάλληλος χειρισμός αυτού του τύπου αποβλήτων μπορεί να έχει αρνητικό αντίκτυπο στο περιβάλλον και την υγεία του ανθρώπου, λόγω δυνητικώς επικίνδυνων ουσιών που γενικά συνδέονται με τον ΗΗΕ. Ταυτόχρονα, η συνεργασία σας όσον αφορά τη σωστή απόρριψη αυτού του προϊόντος θα συμβάλει στην αποτελεσματική χρήση των φυσικών πόρων. Για περισσότερες πληροφορίες σχετικά με τα σημεία όπου μπορείτε να απορρίψετε τον εξοπλισμό σας για ανακύκλωση, επικοινωνήστε με το τοπικό γραφείο της πόλης σας, την υπηρεσία απορριμμάτων, το εγκεκριμένο σχήμα ΑΗΗΕ ή την υπηρεσία απόρριψης οικιακών αποβλήτων. Για περισσότερες πληροφορίες σχετικά με την επιστροφή και την ανακύκλωση των προϊόντων ΑΗΗΕ, επισκεφθείτε την τοποθεσία [www.canon-europe.com/weee](http://www.canon-europe.com/weee).

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



Dette symbolet indikerer at dette produktet ikke skal kastes sammen med husholdningsavfall, i henhold til WEEE-direktiv (2012/19/EU) og nasjonal lov. Produktet må leveres til et dertil egnet innsamlingspunkt, det vil si på en autorisert en-til-en-basis når du kjøper et nytt lignende produkt, eller til et autorisert innsamlingssted for resirkulering av avfall fra elektrisk og elektronisk utstyr (EE-utstyr). Feil håndtering av denne typen avfall kan være miljø- og helseskadelig på grunn av potensielt skadelige stoffer som ofte brukes i EE-utstyr. Samtidig bidrar din innsats for korrekt avhending av produktet til effektiv bruk av naturressurser. Du kan få mer informasjon om hvor du kan avhende utrangert utstyr til resirkulering ved å kontakte lokale myndigheter, et godkjent WEEE-program eller husholdningens renovasjonsselskap. Du finner mer informasjon om retur og resirkulering av WEEE-produkter på [www.canon-europe.com/weee](http://www.canon-europe.com/weee).

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



Tämä tunnus osoittaa, että sähkö- ja elektroniikkalaiteromua koskeva direktiivi (SER-direktiivi, 2012/19/EU) sekä kansallinen lainsäädäntö kieltävät tuotteen hävittämisen talousjätteen mukana. Tuote on vietävä asianmukaiseen keräyspisteeseen, esimerkiksi kodinkoneliikkeeseen uutta vastaavaa tuotetta ostettaessa tai viralliseen sähkö- ja elektroniikkalaiteromun keräyspisteeseen. Sähkö- ja elektroniikkalaiteromun virheellinen käsittely voi vahingoittaa ympäristöä ja ihmisten terveyttä, koska laitteet saattavat sisältää ympäristölle ja terveydelle haitallisia aineita. Lisäksi tuotteen asianmukainen hävittäminen säästää luonnonvaroja. Lisätietoja sähkö- ja elektroniikkalaiteromun keräyspisteistä saat kaupunkien ja kuntien tiedotuksesta, jätehuoltoviranomaisilta, sähkö- ja elektroniikkalaiteromun

kierrätysjärjestelmän ylläpitäjältä ja jätehuoltoyhtiöltä. Lisätietoja sähkö- ja elektroniikkalaiteromun keräyksestä ja kierrätyksestä on osoitteessa [www.canon-europe.com/weee](http://www.canon-europe.com/weee).

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



Den här symbolen visar att produkten enligt WEEE-direktivet (2012/19/EU) och nationell lagstiftning inte får sorteras och slängas som hushållsavfall. Den här produkten ska lämnas in på en därför avsedd samlingsplats, t.ex. på en återvinningsstation auktoriserad att hantera elektrisk och elektronisk utrustning (EE-utrustning) eller hos handlare som är auktoriserade att byta in varor då nya, motsvarande köps (en mot en). Olämplig hantering av avfall av den här typen kan ha en negativ inverkan på miljön och människors hälsa på grund av de potentiellt farliga ämnen som kan återfinnas i elektrisk och elektronisk utrustning. Din medverkan till en korrekt avfallshantering av den här produkten bidrar dessutom till en effektiv användning av naturresurserna. Kontakta ditt lokala kommunkontor, berörd myndighet, företag för avfallshantering eller ta del av en godkänd WEEE-organisation om du vill ha mer information om var du kan lämna den kasserade produkten för återvinning. För mer information om inlämning och återvinning av WEEE-produkter, se [www.canon-europe.com/weee](http://www.canon-europe.com/weee).

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



Tento symbol znamená, že podle směrnice o OEEZ (2012/19/EU) a podle vnitrostátních právních předpisů nemá být tento výrobek likvidován s odpadem z domácností. Tento výrobek má být vrácen do sběrného místa, např. v rámci autorizovaného systému odběru jednoho výrobku za jeden nově prodaný podobný výrobek nebo v autorizovaném sběrném místě pro recyklaci odpadních elektrických a elektronických zařízení (OEEZ). Nevhodné nakládání s tímto druhem odpadu by mohlo mít negativní dopad na životní prostředí a lidské zdraví, protože elektrická a elektronická zařízení zpravidla obsahují potenciálně nebezpečné látky. Vaše spolupráce na správné likvidaci tohoto výrobku současně napomůže efektivnímu využívání přírodních zdrojů. Další informace o místech sběru vašeho odpadního zařízení k recyklaci vám sdělí místní úřad vaší obce, správní orgán vykonávající dozor nad likvidací odpadu, sběrný OEEZ nebo služba pro odvoz komunálního odpadu. Další informace týkající se vracení a recyklace OEEZ naleznete na adrese [www.canon-europe.com/weee](http://www.canon-europe.com/weee).

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



Ez a szimbólum azt jelzi, hogy a helyi törvények és a WEEE-irányelv (2012/19/EU) szerint a termék nem kezelhető háztartási hulladékként. A terméket a kijelölt nyilvános gyűjtőpontokon kell leadni, például hasonló cserekészülék vásárlásakor, illetve bármelyik, elektromos és elektronikai berendezésekből származó hulladék (WEEE) átvételére feljogosított gyűjtőponton. Az ilyen jellegű hulladékok a nem megfelelő kezelés esetén a bennük található veszélyes anyagok révén ártalmasak lehetnek a környezetre és az emberek egészségére. Továbbá, a termékből származó hulladék megfelelő kezelésével hozzájárulhat a természetes nyersanyagok hatékonyabb hasznosításához. A berendezésekből származó, újrahasznosítható hulladékok elhelyezésére vonatkozó további tudnivalókért forduljon a helyi önkormányzathoz, a közterület-fenntartó vállalathoz, a háztartási hulladék begyűjtését végző vállalathoz, illetve a hivatalos WEEE-képviselőhöz. További tudnivalókat a WEEE-termékek visszajuttatásáról és újrahasznosításáról a [www.canon-europe.com/weee](http://www.canon-europe.com/weee).

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



Ten symbol oznacza, że zgodnie z dyrektywą WEEE dotyczącą zużytego sprzętu elektrycznego i elektronicznego (2012/19/UE) oraz przepisami lokalnymi nie należy wyrzucać tego produktu razem z odpadami gospodarstwa domowego. Produkt należy przekazać do wyznaczonego punktu gromadzenia odpadów, np. firmie, od której kupowany jest nowy, podobny produkt lub do autoryzowanego punktu gromadzenia zużytego sprzętu elektrycznego i elektronicznego w celu poddania go recyklingowi. Usuwanie tego typu odpadów w nieodpowiedni sposób może mieć negatywny wpływ na otoczenie i zdrowie innych osób ze względu na niebezpieczne substancje stosowane w takim sprzęcie. Jednocześnie pozbycie się zużytego sprzętu w zalecany sposób przyczynia się do właściwego wykorzystania zasobów naturalnych. Aby uzyskać więcej informacji na temat punktów, do których można dostarczyć sprzęt do recyklingu, prosimy skontaktować się z lokalnym urzędem miasta, zakładem utylizacji odpadów, skorzystać z instrukcji zatwierdzonej dyrektywą WEEE lub skontaktować się z przedsiębiorstwem zajmującym się wywozem odpadów domowych. Więcej informacji o zwracaniu i recyklingu zużytego sprzętu elektrycznego i elektronicznego znajduje się w witrynie [www.canon-europe.com/weee](http://www.canon-europe.com/weee).

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



Tento symbol znamená, že podľa Smernice 2012/19/EÚ o odpade z elektrických a elektronických zariadení (OEEZ) a podľa platnej legislatívy Slovenskej republiky sa tento produkt nesmie likvidovať spolu s komunálnym odpadom. Produkt je potrebné odovzdať do určenej zberne, napr. prostredníctvom výmeny za kúpu nového podobného produktu, alebo na autorizované zberné miesto, ktoré spracúva odpad z elektrických a elektronických zariadení (EEZ). Nesprávna manipulácia s takýmto typom odpadu môže mať negatívny vplyv na životné prostredie a ľudské zdravie, pretože elektrické a elektronické zariadenia obsahujú potenciálne nebezpečné látky. Spoluprácou na správnej likvidácii produktu prispějete

k účinnému využívaniu prírodných zdrojov. Ďalšie informácie o mieste recyklácie opotrebovaných zariadení získate od miestneho úradu, úradu životného prostredia, zo schváleného plánu OEEZ alebo od spoločnosti, ktorá zaisťuje likvidáciu komunálneho odpadu. Viac informácií nájdete aj na webovej stránke: [www.canon-europe.com/weee](http://www.canon-europe.com/weee).

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



See sümbol näitab, et antud toodet ei tohi vastavalt elektri- ja elektroonikaseadmete jäätmeid käsitlevale direktiivile (2012/19/EL) ning teie riigis kehtivatele õigusaktidele utiliseerida koos olmejäätmetega. Antud toode tuleb anda selleks määratud kogumispunkti, nt müügipunkt, mis on volitatud üks ühe vastu vahetama, kui ostate uue sarnase toote, või elektri- ja elektroonikaseadmete jäätmete ümbertöötlemiseks mõeldud kogumispunkti. Täiendava teabe saamiseks elektri- ja elektroonikaseadmetest tekkinud jäätmete tagastamise ja ümbertöötlemise kohta võtke ühendust kohaliku omavalitsusega, asjakohase valitsusasutusega, asjakohase tootjavastutusorganisatsiooniga või olmejäätmete käitlejaga. Lisateavet leitate ka Interneti-leheküljelt [www.canon-europe.com/weee](http://www.canon-europe.com/weee).

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



Šis simbols norāda, ka atbilstoši ES Direktīvai (2012/19/ES) par elektrisko un elektronisko iekārtu atkritumiem (EEIA) un vietējiem tiesību aktiem no šī izstrādājuma nedrīkst atbrīvoties, izmetot to kopā ar sadzīves atkritumiem. Šis izstrādājums ir jānodod piemērotā savākšanas vietā, piemēram, apstiprinātā veikalā, kur iegādājaties līdzīgu jaunu produktu un atstājat veco, vai apstiprinātā vietā izlietotu elektrisko un elektronisko iekārtu pārstrādei. Nepareiza šāda veida atkritumu apsaimniekošana var apdraudēt vidi un cilvēka veselību tādu iespējami bīstamu vielu dēļ, kas parasti ir elektriskajās un elektroniskajās iekārtās. Turklāt jūsu atbalsts pareizā šāda veida atkritumu apsaimniekošanā sekmēs efektīvu dabas resursu izmantošanu. Lai saņemtu pilnīgāku informāciju par vietām, kur izlietoto iekārtu var nodot pārstrādei, sazinieties ar vietējo pašvaldību, atkritumu savākšanas atbildīgo dienestu, pilnvarotu EEIA struktūru vai sadzīves atkritumu apsaimniekošanas iestādi. Lai saņemtu plašāku informāciju par elektrisko un elektronisko iekārtu nodošanu pārstrādei, apmeklējiet tīmekļa vietni [www.canon-europe.com/weee](http://www.canon-europe.com/weee).

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



Šis ženkla reiškia, kad gaminio negalima išmesti su buitinėmis atliekomis, kaip yra nustatyta Direktyvoje (2012/19/ES) ir nacionaliniuose teisė aktuose dėl EEJ atliekų tvarkymo. Šį gaminį reikia atiduoti į tam skirtą surinkimo punktą, pvz., pagal patvirtintą keitimo sistemą, kai perkamas panašus gaminytis, arba



į elektros ir elektroninės įrangos (EEĮ) atliekų perdirbimo punktą. Netinkamas tokios rūšies atliekų tvarkymas dėl elektros ir elektroninėje įrangoje esančių pavojingų medžiagų gali pakenkti aplinkai ir žmonių sveikatai. Padėdami užtikrinti tinkamą šio gaminio šalinimo tvarką, kartu prisidėsite prie veiksmingo gamtos išteklių naudojimo. Jei reikia daugiau informacijos, kaip šalinti tokias atliekas, kad jos būtų toliau perdirbamos, kreipkitės į savo miesto valdžios institucijas, atliekų tvarkymo organizacijas, patvirtintų EEĮ atliekų sistemų arba jūsų buitinių atliekų tvarkymo įstaigų atstovus. Išsamesnės informacijos apie EEĮ atliekų grąžinimo ir perdirbimo tvarką galite rasti apsilankę tinklalapyje [www.canon-europe.com/weee](http://www.canon-europe.com/weee).

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



Ta simbol pomeni, da tega izdelka v skladu z direktivo OEEO (2012/19/EU) in državno zakonodajo ne smete odvreči v gospodinske odpadke. Ta izdelek morate odložiti na ustrezno zbiralno mesto, na primer pri pooblaščenem prodajalcu, ko kupite podoben nov izdelek ali na zbiralno mesto za recikliranje električne in elektronske opreme. Neprimerno ravnanje s takšnimi odpadki lahko negativno vpliva na okolje in človekovo zdravje zaradi nevarnih snovi, ki so povezane z električno in elektronsko opremo. S pravilno odstranitvijo izdelka hkrati prispevate tudi k učinkoviti porabi naravnih virov. Če želite več informacij o tem, kje lahko odložite odpadno opremo za recikliranje, pokličite občinski urad, komunalno podjetje ali službo, ki skrbi za odstranjevanje odpadkov, ali si oglejte načrt OEEO. Če želite več informacij o vračanju in recikliranju izdelkov v skladu z direktivo OEEO, obiščite [www.canon-europe.com/weee](http://www.canon-europe.com/weee).

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



Този символ показва, че този продукт не трябва да се изхвърля заедно с битовите отпадъци, съгласно Директивата за ИУЕЕО (2012/19/ЕС) и Вашето национално законодателство. Този продукт трябва да бъде предаден в предназначен за целта пункт за събиране, например на база размяна, когато купувате нов подобен продукт, или в одобрен събирателен пункт за рециклиране на излязло от употреба електрическо и електронно оборудване (ИУЕЕО). Неправилното третиране на този тип отпадъци може да доведе до евентуални отрицателни последствия за околната среда и човешкото здраве поради потенциално опасните вещества, които обикновено са свързани с ЕЕО. В същото време Вашето съдействие за правилното изхвърляне на този продукт ще допринесе за ефективното използване на природните ресурси. Повече информация относно местата, където може да предавате излязло от употреба оборудване за рециклиране, може да получите от местните власти, от органа, отговорен за отпадъците и от одобрена система за излязло от употреба ЕЕО или от Вашата местна служба за битови отпадъци. За повече информация относно връщането и рециклирането на продукти от излязло от употреба ЕЕО посетете [www.canon-europe.com/weee](http://www.canon-europe.com/weee).

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



Acest simbol indică faptul că acest produs nu trebuie aruncat o dată cu reziduurile menajere, în conformitate cu Directiva DEEE (Directiva privind deșeurile de echipamente electrice și electronice) (2012/19/UE) și legile naționale. Acest produs trebuie transportat la un punct de colectare special, de exemplu un centru care preia produsele vechi atunci când achiziționați un produs nou similar, sau la un punct de colectare autorizat pentru reciclarea deșeurilor provenite de la echipamentele electrice și electronice (EEE). Mânuierea necorespunzătoare a acestor tipuri de deșeuri poate avea un impact negativ asupra mediului înconjurător și sănătății indivizilor, din cauza substanțelor potențial nocive care sunt în general asociate cu EEE. În același timp, cooperarea dvs. la reciclarea corectă a acestui produs va contribui la utilizarea efectivă a resurselor naturale. Pentru mai multe informații privind locurile de reciclare a deșeurilor provenite de la echipamente, contactați biroul primăriei locale, autoritatea responsabilă cu colectarea deșeurilor, schema DEEE aprobată sau serviciul de colectare a deșeurilor menajere. Pentru mai multe informații privind returnarea și reciclarea produselor DEEE, vizitați [www.canon-europe.com/weee](http://www.canon-europe.com/weee).

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



Ovaj simbol pokazuje da se ovaj proizvod ne smije odlagati s kućnim otpadom sukladno WEEE Direktivi (2012/19/EC) i vašem nacionalnom zakonu. Ovaj proizvod je potrebno predati na posebno mjesto za sakupljanje otpada, npr. na ovlašteno mjesto gdje možete zamijeniti staro za novo ukoliko kupujete novi sličan proizvod ili na ovlašteno mjesto za sakupljanje rabljene električne i elektroničke opreme (EEE) za recikliranje. Nepropisno rukovanje ovom vrstom otpada može imati negativan učinak na okolinu i zdravlje ljudi zbog supstanci koje su potencijalno opasne za zdravlje, a općenito se povezuju s EEE. Istovremeno, vaša će suradnja kroz propisno odlaganje ovog proizvoda doprinijeti efektivnoj uporabi prirodnih resursa. Za više informacija o tome gdje možete odložiti svoj otpad za recikliranje obratite se vašem lokalnom gradskom uredu, komunalnoj službi, odobrenom WEEE programu ili službi za odlaganje kućnog otpada. Ostale informacije o vraćanju i recikliranju WEEE proizvoda potražite na [www.canon-europe.com/weee](http://www.canon-europe.com/weee).

## Korisnici u Srbiji



Ovaj simbol označava da ovaj proizvod ne sme da se odlaže sa ostalim kućnim otpadom, u skladu sa WEEE Direktivom (2012/19/EU) i nacionalnim zakonima. Ovaj proizvod treba predati određenom centru za prikupljanje, npr. na osnovi "jedan-za-jedan" kada kupujete sličan novi proizvod, ili ovlašćenom centru za prikupljanje za reciklažu istrošene električne i elektronske opreme (EEE). Nepravilno rukovanje

ovom vrstom otpada može da ima moguće negativne posledice po životnu sredinu i ljudsko zdravlje usled potencijalno opasnih materijala koji se uglavnom vezuju za EEE. U isto vreme, vaša saradnja na ispravnom odlaganju ovog proizvoda će doprineti efikasnom korišćenju prirodnih resursa. Za više informacija o tome gde možete da predate vašu staru opremu radi recikliranja, vas molimo, da kontaktirate lokalne gradske vlasti, komunalne službe, odobreni plan reciklaže ili Gradsku čistoću. Za više informacija o vraćanju i recikliranju WEEE proizvoda, posetite stranicu [www.canon-europe.com/weee](http://www.canon-europe.com/weee).

## Handling Precautions

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

## Legal Restrictions on Printing

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

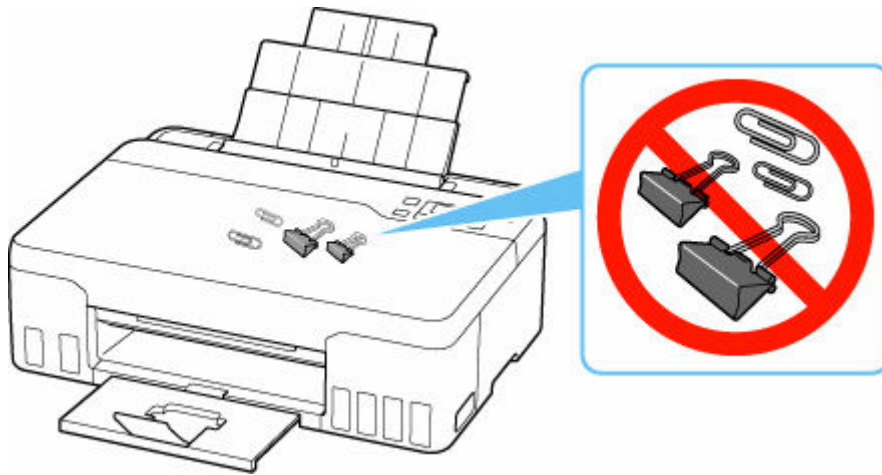
This list is non-exhaustive. When in doubt, check with a local legal representative.

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

## Printer Handling Precautions

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

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



## Transporting Your Printer

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

### »» Important

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



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

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

➡ [LCD and Operation Panel](#)

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

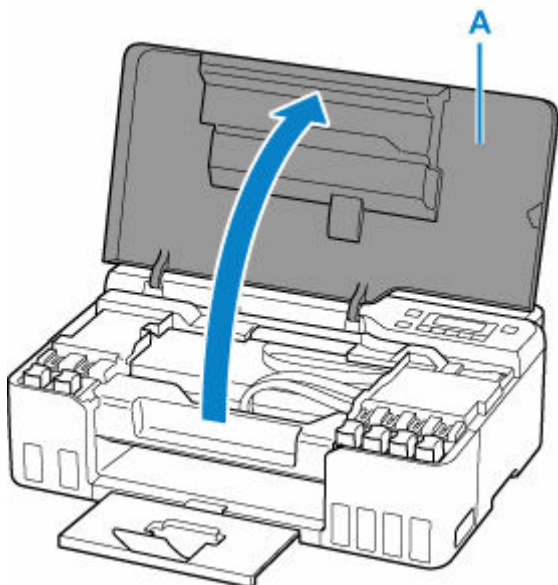
3. Use the ◀ ▶ button to select **Yes** and press the **OK** button.

If you do not want to enter the transporting mode, select **No**.

### ►► Note

- When entering the transporting mode and proceeding with the procedure, the power is turned off automatically.

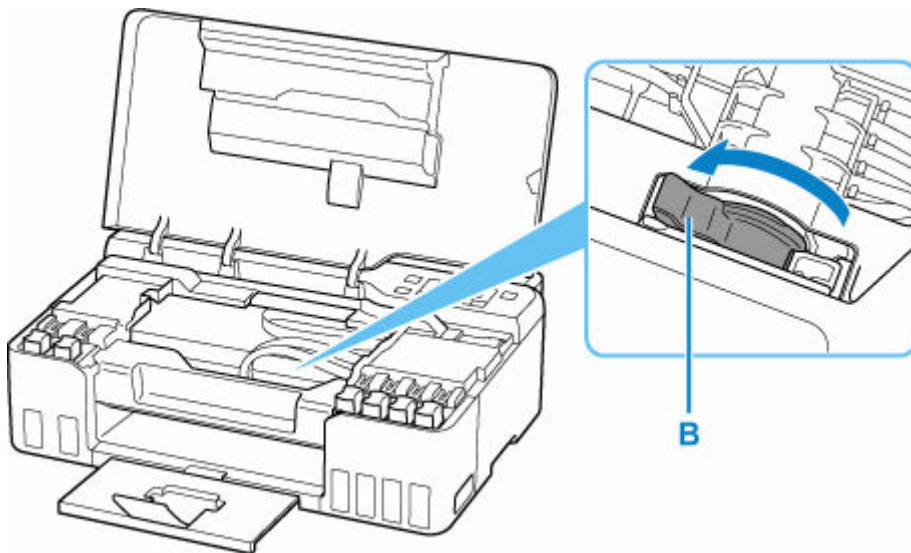
#### 4. Open the top cover (A) .



### ►► Important

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

#### 5. Turn the ink valve lever (B) to the left.



### ►► Important

- The inside of the printer may become stained with ink. Be careful not to get your clothes and your hands dirty.



**6.** Close the top cover.

The printer is turned off.

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

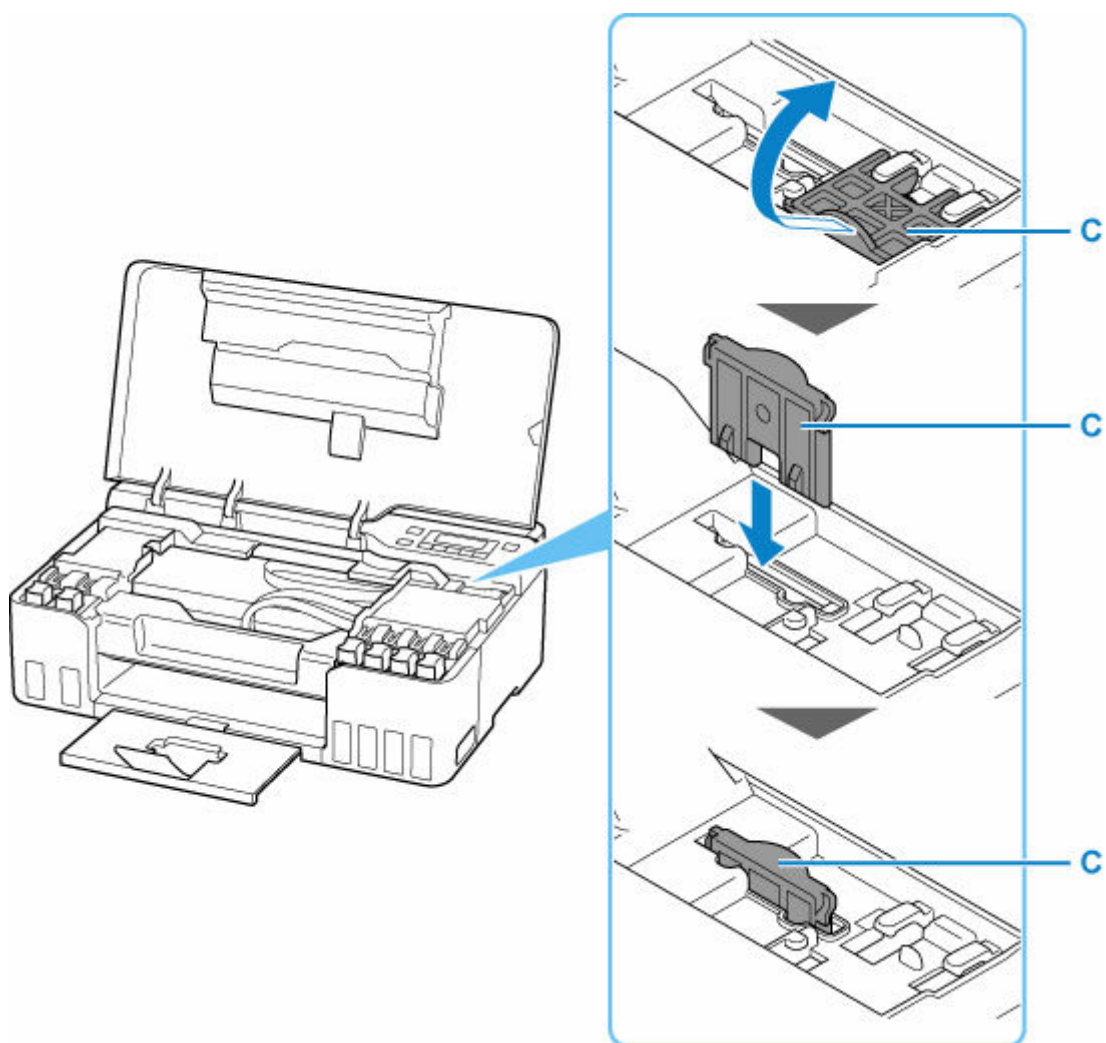
**Important**

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

**8.** Open the top cover again.

**9.** Remove the carriage stopper (C) and insert it all the way into the hole in the printer side.

Pull the carriage stopper forward while pulling it up and insert it in the same orientation.



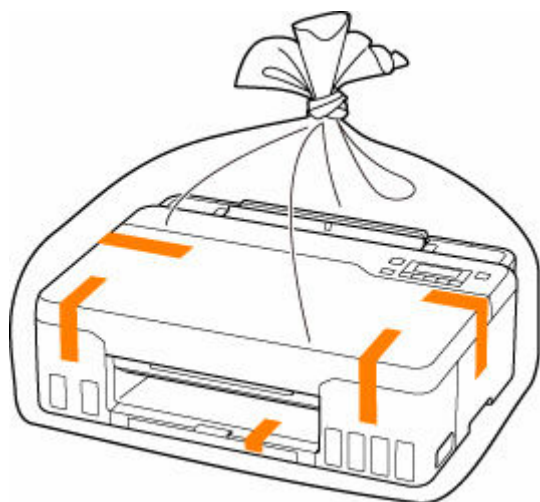
**10.** Close the top cover.

**11.** Retract output tray extension and paper output tray.

**12.** Retract paper support.

13. Unplug the printer cable from the computer and from the printer, then unplug the power cord from the printer.
14. Use adhesive tape to secure all the covers on the printer to keep them from opening during transportation. Then pack the printer in the plastic bag.

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



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

#### **»» Important**

- After transporting your printer, remove the carriage stopper, place it in the original position, turn the ink valve lever to the right, and then turn on the printer.

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

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

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

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

## Keeping Print Quality High

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

### »» Note

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

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

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

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

## Print periodically!

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

## **Main Components and Their Use**

---

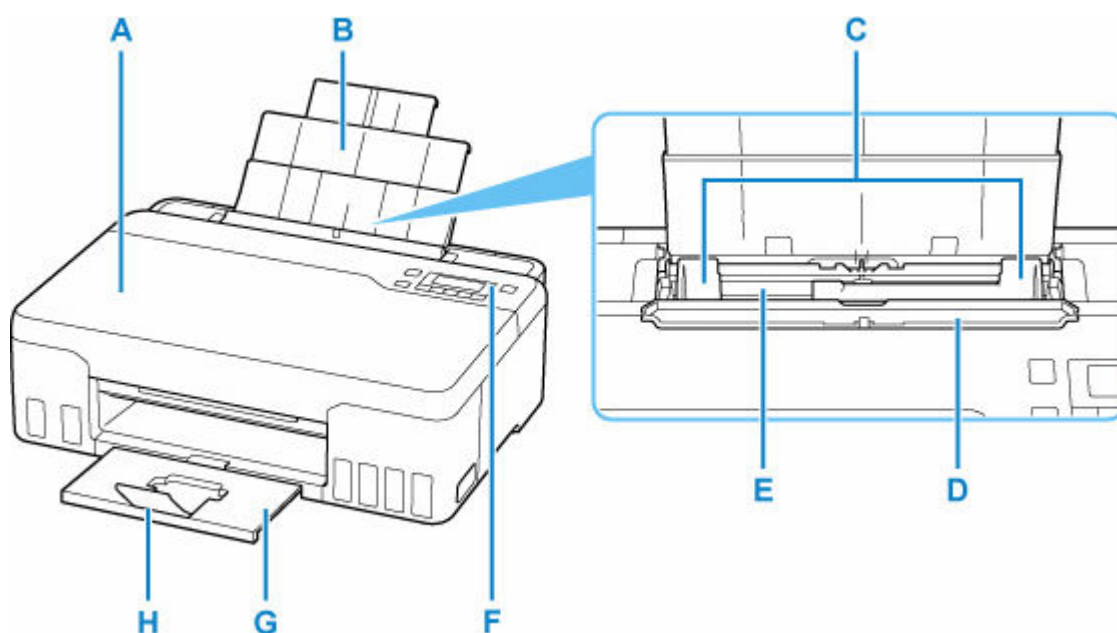
- **Main Components**
- **Power Supply**
- **LCD and Operation Panel**
- **Entering Numbers, Letters, and Symbols**

## **Main Components**

---

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

## Front View



### A: Top Cover

Open to refill ink tanks and to remove jammed paper.

### B: Paper Support

Extend to load paper in the rear tray.

### C: Paper Guides

Align with both sides of the paper stack.

### D: Feed Slot Cover

Prevents anything from falling into the feed slot.

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

### E: Rear Tray

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

➡ [Loading Plain Paper / Photo Paper](#)

➡ [Loading Envelopes](#)

### F: Operation Panel

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

➡ [Operation Panel](#)

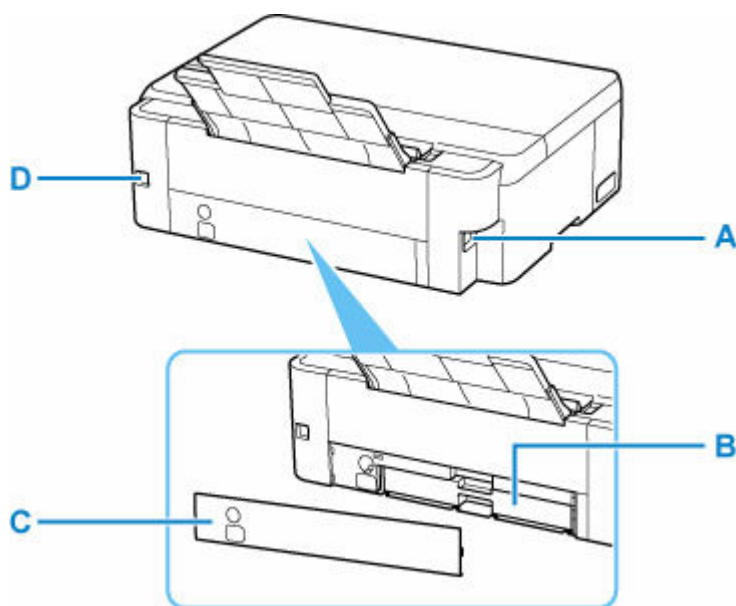
### G: Paper Output Tray

Printed paper is ejected. Pull out it before printing.

### H: Output Tray Extension

Open to support ejected paper.

## Rear View



### A: Power Cord Connector

Plug in the supplied power cord.

### B: Maintenance Cartridge

Absorbs ink used for cleaning.

### »» Note

- For details on how to replace the maintenance cartridge, see [Replacing Maintenance Cartridge](#).

### C: Maintenance Cover

Open when replacing the maintenance cartridge.

### D: USB Port

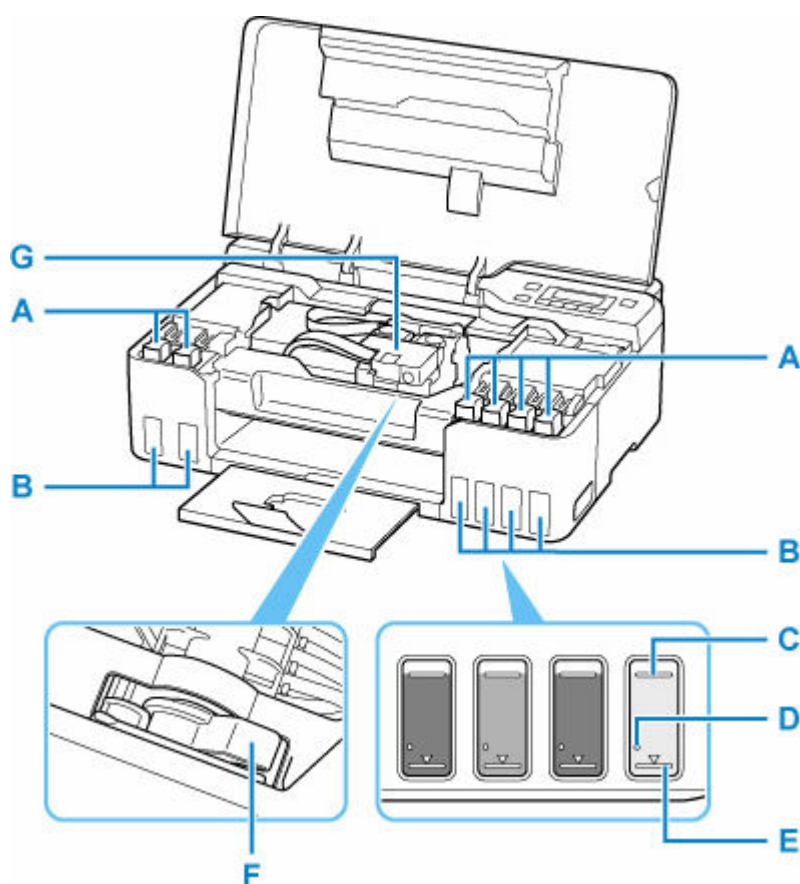
Plug in the USB cable to connect the printer with a computer.

### »» Important

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



## Inside View



### A: Tank Cap

Open to refill ink tanks.

### B: Ink Tanks

The gray and black ink tanks are on the left, and the red, cyan, magenta, and yellow ink tanks are on the right.

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

➡ [Refilling Ink Tanks](#)

### C: Upper limit line

Indicates the maximum capacity of the ink.

### D: Single dot

Indicates the amount of ink required when performing ink flush.

### E: Lower limit line

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

### F: Ink Valve Lever

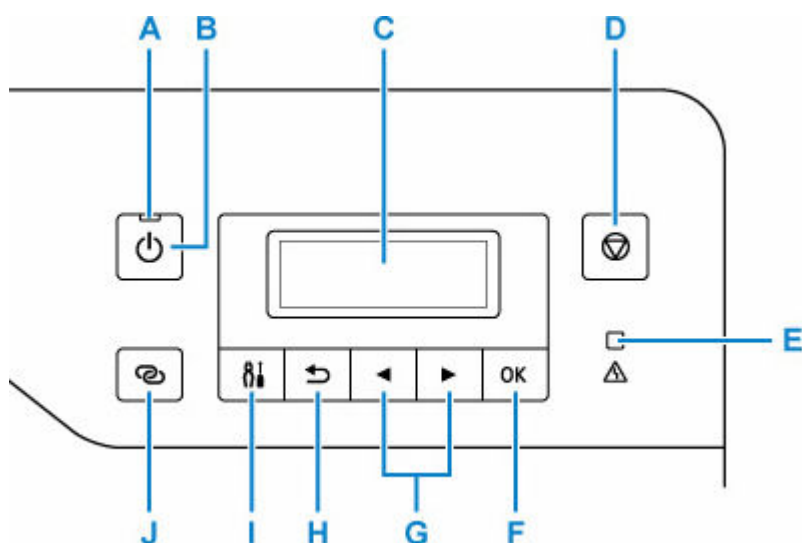
Operate when transporting a printer.

➡ [Transporting Your Printer](#)

**G: Print Head Holder**

The print head is pre-installed.

## Operation Panel



**A: ON lamp**

Lights after flashing when the power is turned on.

**B: ON button**

Turns the power on or off.

➡ [Turning the Printer On and Off](#)

**C: LCD (Liquid Crystal Display)**

Displays messages, menu items, and the operational status.

**D: Stop button**

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

**E: Alarm lamp**

Lights or flashes when an error occurs.

**F: OK button**

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

**G: ◀ and ▶ buttons**

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

**H: Back button**

Returns the LCD to the previous screen.

**I: Setup button**

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

**J: Wireless connect button**

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

## **Power Supply**

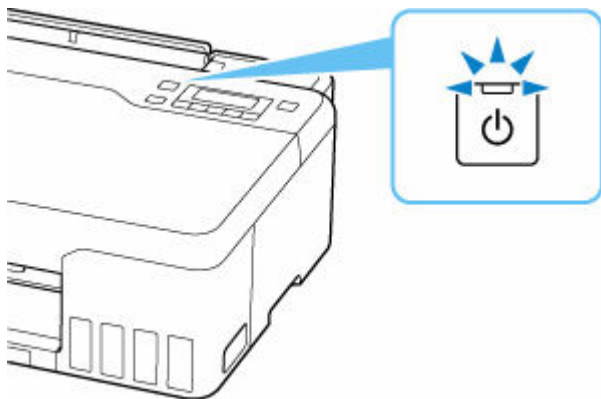
---

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

## Checking that Power Is On

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

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



### »» Note

- It may take a while for the printer to start printing immediately after you turn on the printer.
- The LCD will turn off if the printer is not operated for about 4 minutes. To restore the display, press any button or perform the print operation.

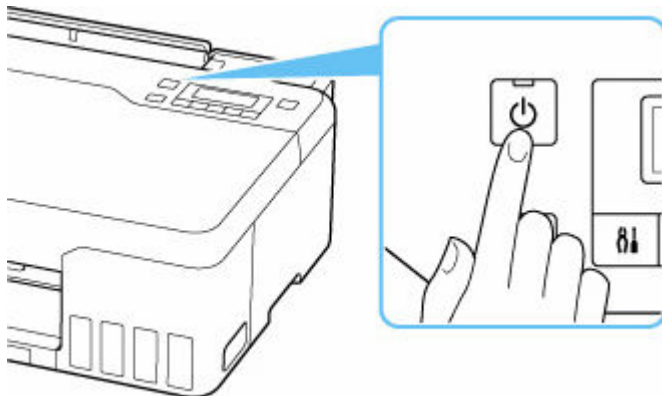
## Turning the Printer On and Off

### Turning on the printer

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

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

➡ [Checking that Power Is On](#)



#### ►► Note

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

From the printer

➡ [ECO settings](#)

From the computer

— For Windows:

➡ Managing the Printer Power

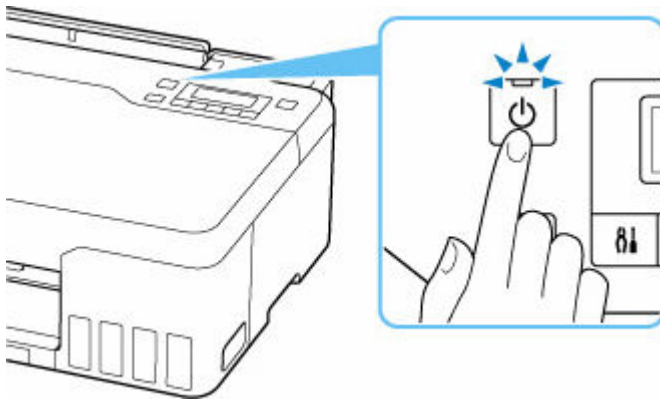
— For macOS:

➡ [Managing the Printer Power](#)

### Turning off the printer

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

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



### Important

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

### Note

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

From the printer

➡ [ECO settings](#)

From the computer

— For Windows:

➡ Managing the Printer Power

— For macOS:

➡ [Managing the Printer Power](#)

## Checking the Power Plug/Power Cord

---

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

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

### **Caution**

---

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



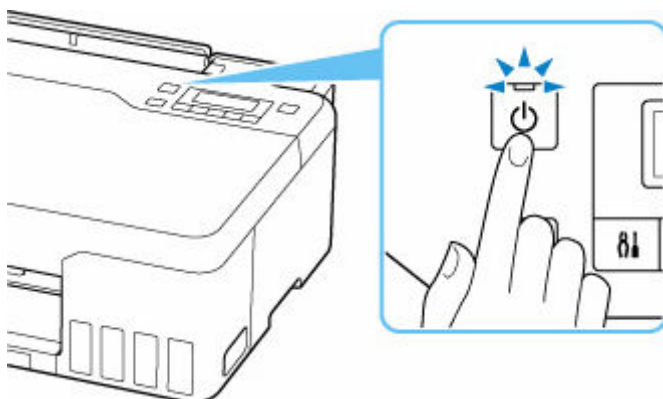
## Unplugging the Printer

To unplug the power cord, follow the procedure below.

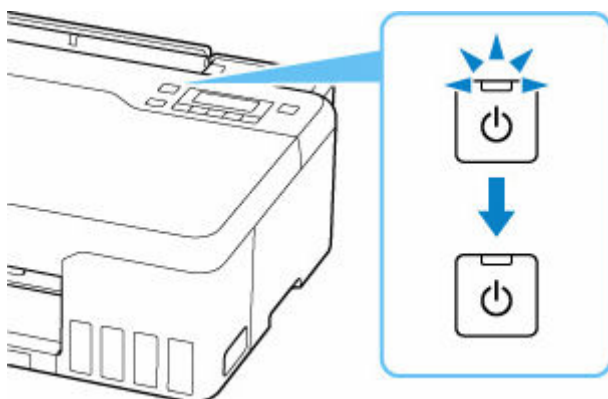
### »» Important

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

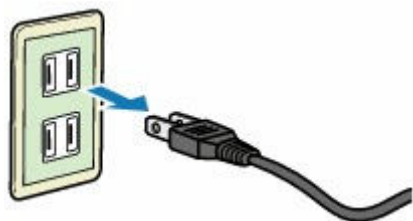
1. Press the **ON** button to turn the printer off.



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



3. Unplug the power cord.



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

## LCD and Operation Panel

The standby screen appears when the printer is turned on.



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

### Setup



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

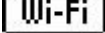
### ▶▶▶ Note

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

## Network Status Indication

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



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

Depending on the signal state, the icon will change.



**Signal strength:** 81 % or more

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



**Signal strength:** 51 % or more

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



**Signal strength:** 50 % or less

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



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

### ▶▶▶ Note

- When Wi-Fi is disabled, the  icon is not displayed.

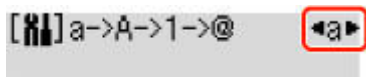
## Entering Numbers, Letters, and Symbols

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

### Switching the Input Mode

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

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



The following shows available characters in each mode.

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

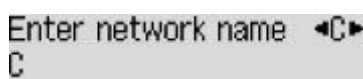
SP: Indicates a space.

#### ►►► Note

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

## Entering Numbers, Letters, and Symbols

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



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

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

#### ►►► Note

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

## Changing Settings

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

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

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

## Managing the Printer Power

---

Printer power supply is operated from Remote UI.

### Energy saving settings

**Energy saving settings** allow you to set Auto power off and Auto power on.

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

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

1. Selecting **Printer settings** from [Remote UI](#)

2. Click **Energy saving settings**

3. Complete the following settings:

**Auto power off**

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

**Auto power on**

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

4. Apply the settings

Click **OK**.

The printer will operate with the changed settings hereafter.

## Changing the Printer Operation Mode

---

If necessary, switch between various modes of printer operation.

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

2. If necessary, complete the following settings:

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

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

Check this check box to prevent paper abrasion.

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

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

### **Ink drying wait time**

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

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

3. Apply the settings

Click **OK**.

The printer operates with the modified settings hereafter.

## Changing Settings from Operation Panel

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- **Changing Settings from Operation Panel**
- **Setting Items on Operation Panel**
- **Print settings**
- **LAN settings**
- **PictBridge settings**
- **Smartphone print**
- **Other dev. settings**
- **Language selection**
- **Firmware update**
- **Reset setting**
- **Feed settings**
- **Ink level monitor**
- **ECO settings**
- **Quiet setting**
- **System information**



## Changing Settings from Operation Panel

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

### ▶▶▶ Note

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

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

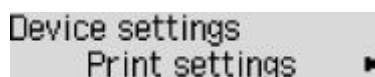
2. Press the **Setup** button.

The **Setup menu** screen is displayed.

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

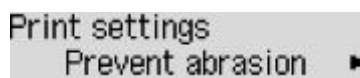
The **Device settings** screen is displayed.

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



The setting screen for the selected item is displayed.

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



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



For more on setting items on the operation panel:

➡ [Setting Items on Operation Panel](#)

## Setting Items on Operation Panel

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### Items for Printer

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

### Items for Paper/Printing

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

### Items for Maintenance/Management

- ➡ [LAN settings](#)
- ➡ [Firmware update](#)
- ➡ [Reset setting](#)
- ➡ [Ink level monitor](#)
- ➡ [System information](#)

## Print settings

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

- **Prevent abrasion**

Use this setting only if the print surface becomes smudged.

### »» Important

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

- **Amount of extension**

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

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

### »» Important

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

### »» Note

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

- **Auto photo fix set.**

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

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

## LAN settings

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

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

### Wi-Fi

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

Enables or disables Wi-Fi.

- **Wi-Fi setup**

Selects the setup method for Wi-Fi connection.

#### ▶▶▶ Note

- You can also enter this setting menu by selecting **Wi-Fi setup** from the **Setup menu** screen and pressing the **OK** button.

- **Easy WL connect**

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

- **Manual connect**

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

- **WPS (Push button)**

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

- **Other setup**

- **Manual setup**

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

- **WPS (PIN code)**

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

- **Manual setup**

For details on each setting item:

- ➔ [Manual setup](#)

## Wireless Direct

- **Switch WL Direct**

Enables/disables Wireless Direct.

- **Change name (SSID)**

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

- **Change password**

Changes the password for Wireless Direct.

- **Confirm request**

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

- **Manual setup**

For details on each setting item:

➡ [Manual setup](#)

## Print LAN details

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

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

➡ [Printing Network Settings](#)

### ►►► Important

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

## Manual setup

- **Set printer name**

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

### ►►► Note

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

- **TCP/IP settings**

Performs IPv4 or IPv6 setting.

- **WSD setting**

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

- **Enable/disable WSD**

Selects whether WSD is enabled or disabled.

### ▶▶▶ Note

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

- **Optimize WSD-In**

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

- **Timeout setting**

Specifies the timeout length.

- **Bonjour settings**

Setting items when you use Bonjour.

- **Enab./disab. Bonjour**

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

- **Enter service name**

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

### ▶▶▶ Note

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

- **LPR setting**

Enables/disables the LPR setting.

- **RAW protocol**

Enables/disables RAW printing.

- **LLMNR**

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

- **IPP settings**

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

- **PictBridge commun.**

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

- **Enable/disable**

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

- **Timeout setting**

Specifies the timeout length.

- **IPsec settings**

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

## Other dev. settings

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

- **Key repeat**

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

- **Wi-Fi pairing**

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

- **Enab./disab. pairing**

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

- **Additional pairing**

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

- **Del. paired devices**

Cancel all Canon PRINT Inkjet/SELPHY pairing.

- **Fixed print quality**

Specifies print quality when printing on plain paper.

### ▶▶▶ Note

- This feature is not compatible with borderless printing and direct printing from a PictBridge (Wi-Fi) compliant device.



## Language selection

---

Changes the language for LCD messages and menus.

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

## Firmware update

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

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

### »» Important

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

### »» Note

- Only **Current version** is available when **Disable** is selected for **Wi-Fi enab./disable** of **Wi-Fi** in **LAN settings**.

#### • Install update

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

### »» Note

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

#### • Current version

You can check the current firmware version.

#### • Update notification

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

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

#### • Auto update setting

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

#### • DNS server setup

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

#### • Proxy server setup

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

## Reset setting

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

You can set the settings back to the default.

- **Web service setup**

Returns the Web service settings back to the default.

- **LAN settings**

Returns the LAN settings back to the default.

- **Setting data**

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

- **All data**

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

### »» Note

- You cannot set the following setting items back to the default:
  - The language displayed on the LCD
  - The current position of the print head
  - CSR (Certificate Signing Request) for encryption method (SSL/TLS) setting

## Feed settings

Select this menu from **Setup menu**.

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

For details:

➡ [Paper Settings](#)

- **Save paper info**

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

### ▶▶▶ Note

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

- **Det. paper mismatch**

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

- **Detect reinsertion**

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

## Ink level monitor

Select this menu from **Setup menu**.

- **Ink notification**

Enables or disables the function which notifies the remaining ink.

### »» Important

- If the remaining ink level notification function is disabled, visually inspect the remaining ink and refill the ink tanks as necessary. Continuing printing with ink below the lower limit line of an ink tank may prevent satisfactory print quality.
- When changing the remaining ink level notification function from disabled to enabled, it is necessary to refill all ink tanks up to the upper limit line.

➡ [Refilling Ink Tanks](#)

- **Reset ink lev. count**

Resets the remaining ink count.

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

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

### »» Important

- After refilling the ink to the upper limit line of the ink tank, reset the remaining ink count.  
If the remaining ink count is reset when the ink tank is not full, the remaining ink level cannot be detected properly.

## ECO settings

---

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

➡ [Turning off Printer Automatically](#)

➡ [Turning on Printer Automatically](#)

### Turning off Printer Automatically

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

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

### Turning on Printer Automatically

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

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

## Quiet setting

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

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

When **ON** is selected, you can reduce the operating noise while printing is in progress.

### Important

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

### Note

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

## System information

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Select this menu from **Setup menu**.

- **Current version**

Displays the current firmware version.

- **Printer name**

Displays the printer name currently specified.

- **Serial number**

Displays the printer serial number.

- **Printed sheet count**

Displays the printed sheet count in increments of 50 sheets. (Ex: In case of 25 sheets, [1-50] is displayed.)



## Specifications

### General Specifications

<b>Interface</b>	<b>USB Port:</b> Hi-Speed USB * <b>Network Port:</b> Wi-Fi: IEEE802.11n / IEEE802.11g / IEEE802.11b * A computer that complies with Hi-Speed USB standard is required. Since the Hi-Speed USB interface is fully upwardly compatible with USB 1.1, it can be used at USB 1.1.  USB and the network can be used at the same time.
<b>Operating environment</b>	<b>Temperature:</b> 41 to 95 °F (5 to 35 °C) <b>Humidity:</b> 10 to 90 % RH (no condensation) * The performance of the printer may be reduced under certain temperature and humidity conditions. Recommended conditions: <b>Temperature:</b> 59 to 86 °F (15 to 30 °C) <b>Humidity:</b> 10 to 80 % RH (no condensation) * For the temperature and humidity conditions of papers such as photo paper, refer to the paper's packaging or the supplied instructions.
<b>Storage environment</b>	<b>Temperature:</b> 32 to 104 °F (0 to 40 °C) <b>Humidity:</b> 5 to 95 % RH (no condensation)
<b>Power supply</b>	AC 100-240 V, 50/60 Hz (The supplied power cord is only for the country or region you purchased.)
<b>Power consumption</b>	<b>Printing:</b> 14 W or less *1 <b>Standby (minimum):</b> 0.6 W or less *1*2 <b>OFF:</b> 0.2 W or less *1 USB connection to a PC *2 The wait time for standby cannot be changed.
<b>External dimensions (W x D x H)</b>	Approx. 17.6 x 13.4 x 5.4 in. (Approx. 445 x 340 x 136 mm) * With the trays retracted.
<b>Weight</b>	Approx. 11.2 lb (Approx. 5.1 kg) * With the Print Head installed.

## Network Specifications

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

## Minimum System Requirements

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

### Windows

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

### macOS

<b>Operating System</b>	macOS 10.12.6 - macOS 10.15
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### Other Supported OS

<p>iOS, iPadOS, Android, Chrome OS</p> <p>Some functions may not be available with the supported OS.</p> <p>Refer to the Canon web site for details.</p>
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Information in this manual is subject to change without notice.

## Information about Paper

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- **Supported Media Types**
  - Paper Load Limit
- **Unsupported Media Types**
- **Handling Paper**
- **Before Printing on Art Paper**
- **Print Area**

## Supported Media Types

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

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

## Media Types

### Genuine Canon paper

#### ▶▶▶ Note

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

#### Paper for printing documents:

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

#### Paper for printing photos:

- Glossy Photo Paper "Everyday Use" <GP-501/GP-508>
- Photo Paper Glossy <GP-701>
- Photo Paper Plus Glossy II <PP-201/PP-208/PP-301>
- Photo Paper Pro Luster <LU-101>
- Photo Paper Plus Semi-gloss <SG-201>
- Matte Photo Paper <MP-101>
- Premium Fine Art Rough <FA-RG1>

#### Paper for making original goods:

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

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

## Paper other than genuine Canon paper

- Plain Paper (including recycled paper)
- Envelopes

➡ [Paper Load Limit](#)

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

### ▶▶▶ Note

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

## Page Sizes

You can use the following page sizes.

### ▶▶▶ Note

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

### Standard sizes:

- Letter
- Legal
- Executive
- A6
- A5
- A4
- B5
- B-Oficio
- M-Oficio
- Foolscap
- Legal(India)
- KG/4"x6"(10x15)
- 5"x7"(13x18cm)
- 7"x10"(18x25cm)
- 8"x10"(20x25cm)

- L(89x127mm)
- 2L(127x178mm)
- Square 3.5"
- Square 5"
- Hagaki
- Hagaki 2
- Envelope Com 10
- Envelope DL
- Nagagata 3
- Nagagata 4
- Yougata 4
- Yougata 6
- Envelope C5
- Envelope Monarch
- Card 2.17"x3.58"

#### **Special sizes**

- Minimum size: 2.17 x 3.50 in. (55.0 x 89.0 mm)
- Maximum size: 8.50 x 47.24 in. (216.0 x 1200.0 mm) \*

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

## **Paper Weight**

You can use paper in the following weight range.

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

## Paper Load Limit

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

➡ [Paper Load Limits of Rear Tray](#)

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

### ▶▶▶ Note

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

## Paper Load Limits of Rear Tray

### Genuine Canon Paper

Paper for printing documents:

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

Paper for printing photos:

Media Name <Model No.>	Rear Tray
Glossy Photo Paper "Everyday Use" <GP-501/ GP-508> <a href="#">*2</a>	A4, Letter, 5"x7"(13x18cm), 8"x10"(20x25cm): 10 sheets
Photo Paper Glossy <GP-701> <a href="#">*2</a>	2L(127x178mm): 15 sheets
Photo Paper Plus Glossy II <PP-201/PP-208/PP-301> <a href="#">*2</a>	Square 5", Hagaki: 20 sheets
Photo Paper Pro Luster <LU-101> <a href="#">*2</a>	KG/4"x6"(10x15), L(89x127mm), Square 3.5": 30 sheets
Photo Paper Plus Semi-gloss <SG-201> <a href="#">*2</a>	
Matte Photo Paper <MP-101>	
Premium Fine Art Rough <FA-RG1>	1 sheet

Paper for making original goods:

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



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

## Paper other than Genuine Canon Paper

Common Name	Rear Tray
Plain Paper (including recycled paper)*1	Approx. 100 sheets (Legal, B-Oficio, M-Oficio, Fools-cap: 10 sheets)
Envelopes	10 envelopes

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

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

## Paper Load Limit of Paper Output Tray

### Genuine Canon Paper

#### Paper for printing documents:

Media Name <Model No.>	Paper Output Tray
Canon Red Label Superior <WOP111> Canon Océ Office Colour Paper <SAT213> High Resolution Paper <HR-101N>	Approx. 50 sheets

### Paper other than Genuine Canon Paper

Common Name	Paper Output Tray
Plain Paper (including recycled paper)	Approx. 50 sheets (Legal: 10 sheets)

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

## Unsupported Media Types

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

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

## Handling Paper

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

## Before Printing on Art Paper

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

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

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



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

### »» Important

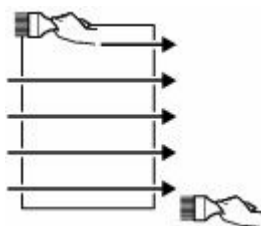
- Be sure not to use brushes as shown below. The printing surface may be damaged.



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

### Paper dust removal procedure:

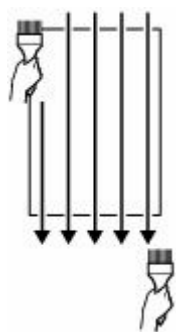
1. Check that the brush is not wet and free from dust or dirt.
2. Brush the overall printing surface carefully in one direction.



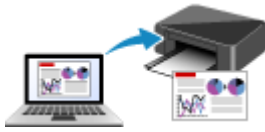
### »» Important

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

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



## Printing



**Printing from Computer**



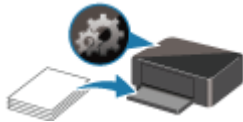
**Printing from Smartphone/Tablet**



**Printing from Digital Camera**



**Using PIXMA/MAXIFY Cloud Link**



**Paper Settings**

## Printing from Computer

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

## Printing from Application Software (macOS AirPrint)

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



## Printing

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

### Checking Your Environment

First, check your environment.

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

### Print from a Mac

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

#### »»» Note

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

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

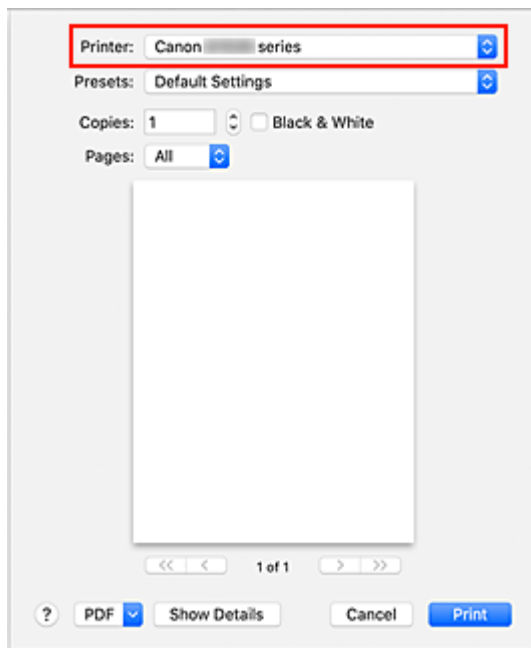
Register the set paper size and paper type on the printer operation panel.  
For instructions, see "[Paper Settings](#)."

4. Start printing from your application software

The Print dialog opens.

5. Select printer

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

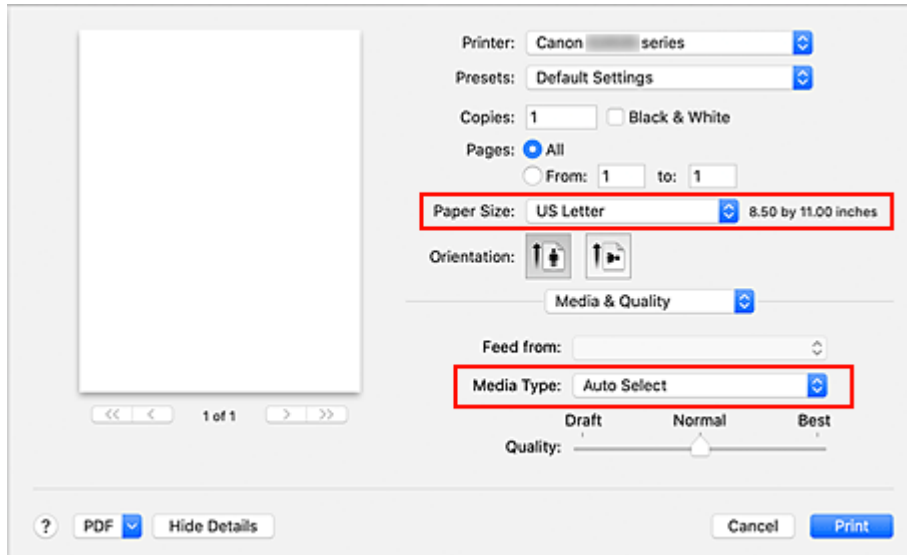


### ➤➤➤ Note

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

## 6. Check print settings

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



### ➤➤➤ Important

- An error may occur if the paper size set in the print dialog is different from the paper size registered on the printer. Select the correct items on the print dialog and the printer that correspond to the paper being printed.

## »» Note

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

## 7. Click **Print**

The printer prints according to the specified settings.

## »» Important




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

## »» Note

- It can take the Wi-Fi a few minutes to get connected after the printer turns on. Print after checking that the printer is connected to the network.
- You cannot print if Bonjour settings of printer are disabled. Check **LAN** settings of printer and enable Bonjour settings.
- Refer to "Cannot Print Using AirPrint" for printing problems.
- The display of the settings screen may differ depending on the application software you are using.
- If you print with **Media Type** set to **Premium Fine Art Rough**, the paper may get rubbed, reducing the print quality at the top and bottom edges. When creating print data with the application software, we recommend that you create 35 mm margins on the top and bottom edges.

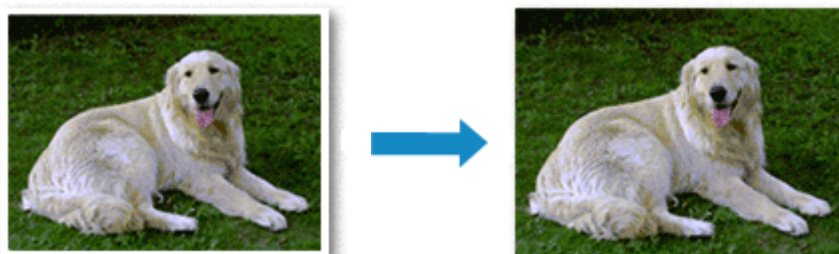
## Printing of Envelopes

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

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

## Perform Borderless Printing

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



The procedure for performing borderless printing is as follows:

### Setting Borderless Printing

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

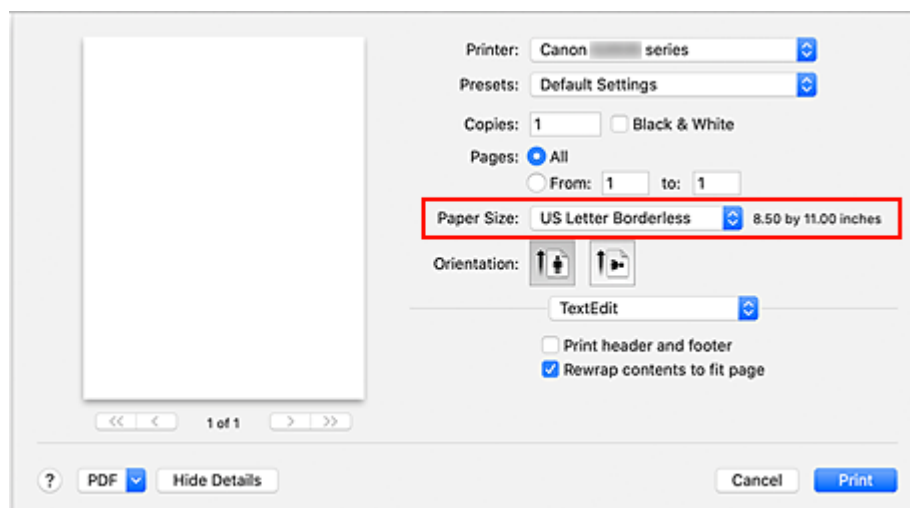
For information on how to set the amount of extension, see "[Print settings](#)."

#### Important

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

2. Select sheet size for borderless printing

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



3. Click **Print**

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

### »» Important

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

### »» Note

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

## Expanding the Range of the Document to Print

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

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

### »» Important

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

### »» Note

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

## Printing on Postcards

This section describes the procedure for printing on postcards.

1. [Load postcards](#) in printer

2. Select paper size and paper type from the printer

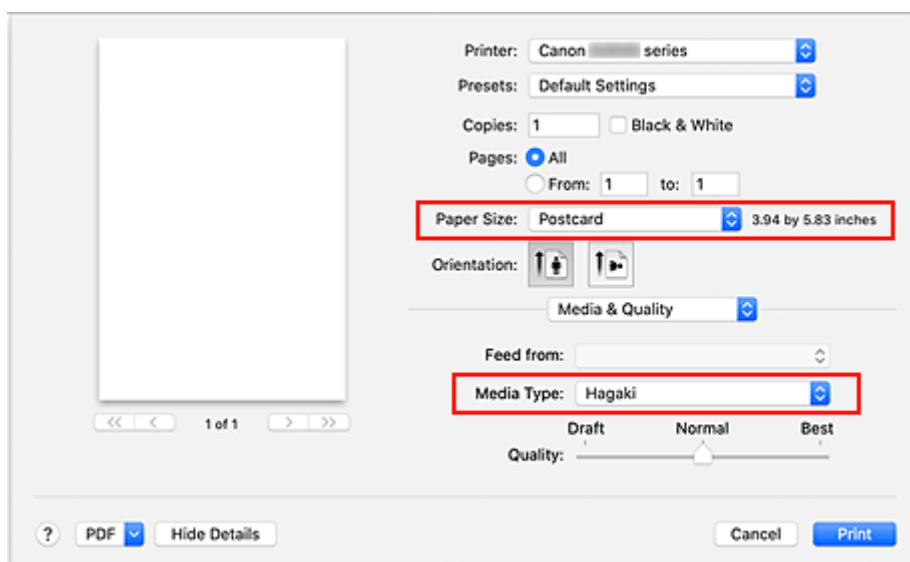
Register **Hagaki** for paper size from the printer operation panel.

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

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

Select **Postcard** or **Postcard Borderless** for **Paper Size** from the print dialog. When you print on the address side, select **Postcard**.

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



### Important

- This printer cannot print on postcards that have photos or stickers attached.
- You will get cleaner printing if you print the message side first and then print the address side.

4. Click **Print**

The printer prints according to the specified settings.

## Adding Printer

Procedure for adding printer to your Mac is explained.

To re-add a printer that was deleted, open **System Preferences** -> **Printers & Scanners**, click **+** next to the printer list, and then perform the procedure described below.

If your printer is connected via USB, and you connect the USB cable to a Mac, the printer is automatically added. The below procedure is not necessary in this case.

### 1. Check whether **Default** is selected in the displayed dialog

#### »»» Note

- It may take a little time for your printer to appear.

### 2. Select the printer

Select the printer listed as **Bonjour**.

#### »»» Note

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

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

### 4. Click **Add**

The printer is added to your Mac.

## How to Open Printer Settings Screen

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The settings screen of the printer can be displayed from your application software.

### Opening the Page Setup Dialog

Use this procedure to set the page (paper) settings before printing.

1. Select **Page Setup...** from the **File** menu of the application software

The Page Setup dialog opens.

### Opening the Print Dialog

Use this procedure to set the print settings before printing.

1. Select **Print...** from the **File** menu of the application software

The Print dialog opens.




## Displaying the Printing Status Screen

Check the print progress according to the following procedure:

### 1. Launch the printing status screen

- If the print data has been sent to the printer

The printing status screen opens automatically. To display the printing status screen, click the  (the printer icon) displayed on the Dock.

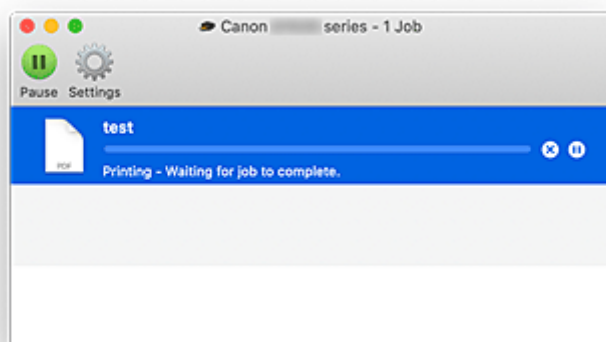
- If the print data has not been sent to the printer






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

To display the printing status screen, select your printer model from the printer list, and then click **Open Print Queue...**

### 2. Check the printing status

You can check the name of the file being printed or ready for being printed.



-  Deletes the specified print job.
-  Stops printing the specified document.
-  Resumes printing the specified document.
-  Stops printing all documents.
-  Displayed only when printing of all documents is being stopped, and resumes printing all documents.

### Important

- If an error occurs, an error message will appear on the printing progress confirmation screen.
- The content of the error message may differ depending on the OS version.
- The printer part names in the error message may differ from what is listed in this manual.
- If the content of the error message is difficult to understand, check the error message displayed on the printer operation panel.

## Deleting the Undesired Print Job


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If the printer does not start printing, canceled or failed print job data may be remaining.  
Delete unnecessary print jobs from the print status check screen.

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

**2. Select your model, and then click **Open Print Queue...****

The print status check screen appears.

**3. Select the unnecessary print job and click  (Delete)**

The selected print jobs will be deleted.

## Removing Printer That Is No Longer Required from List of Printers

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The printer that is no longer in use can be removed from the list of printers. Before removing the printer, remove the cable connecting the printer and PC.

You cannot remove the printer if you are not logged on as the administrator. For information about an administrative user, see **Users & Groups** from **System Preferences**.

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

2. Delete printer from list of printers

Select the printer you wish to remove from the list of printers and click -.

Click **Delete Printer** when the confirmation message appears.

## **Printing Using Canon Application Software**

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- ▶ **Easy-PhotoPrint Editor Guide**

## **Printing from Smartphone/Tablet**

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- **Printing from iPhone/iPad/iPod touch (iOS)**

## Paper Settings

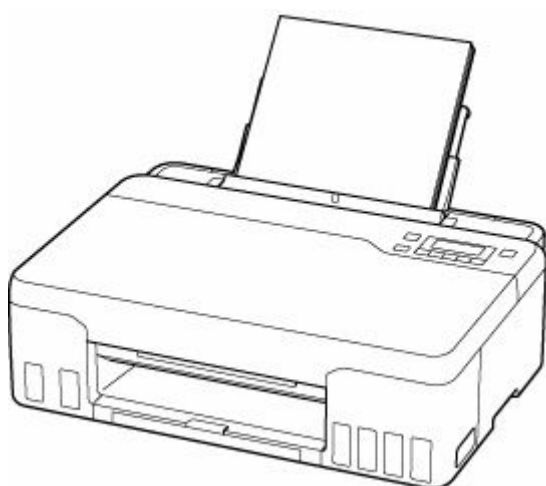
By registering the paper size and the media type loaded on the rear tray, you can prevent the printer from misprinting by displaying the message before printing starts when the paper size or the media type of the loaded paper differs from the print settings.

### »» Note

- The default display setting is different between when you print from Smartphone/tablet, when you print from Windows, and when you print from macOS.

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

### After loading paper:



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

Save the rear tray paper  
[OK]Next

Size: \*A4  
Type: \*Plain paper

Register the paper size and the media type according to the loaded paper.

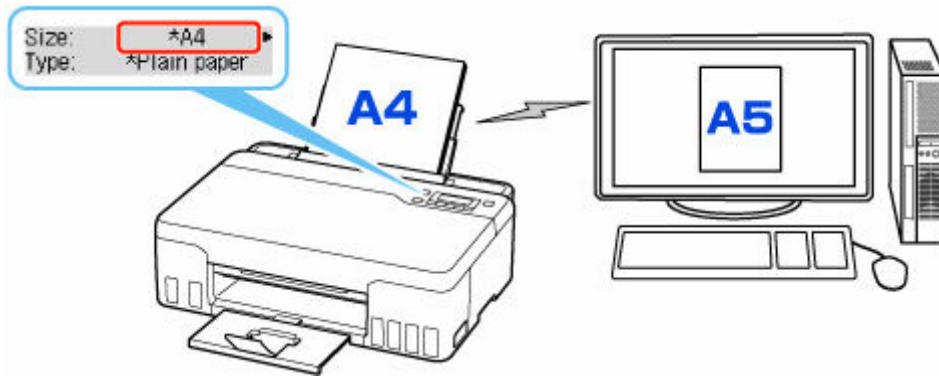
### »» Important

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

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

Ex:

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



When you start printing, a message is displayed.

Pressing the **OK** button displays the paper setting specified for printing under the message.

Please choose one of the following.

### ►►► Note

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

#### **Print on set paper**

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

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

#### **Replace the paper**

Select if you want to print after replacing the paper of the rear tray.

For example, when the paper size setting for printing is A5 and the paper information registered to the printer is A4, you load A5 sized paper in the rear tray before you start printing.

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

### ►►► Note

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

#### **Cancel**

Cancels printing.

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

## Default Setting for Displaying the Message which Prevents Misprinting

- **When you print from smartphone/tablet:**

The message which prevents misprinting is enabled by default.

To change the setting:

➡ [Feed settings](#)

- **When you print from Windows:**

The message which prevents misprinting is disabled by default.

To change the setting:

➡ Changing the Printer Operation Mode

- **When you print from macOS:**

The message which prevents misprinting is enabled by default.

To change the setting:

➡ [Changing the Printer Operation Mode](#)

### Important

- When the message which prevents misprinting is disabled:

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



## Frequently Asked Questions



Network

- ➔ [Cannot Find Printer on Network \(Windows/macOS\)](#)
- ➔ [Network Key \(Password\) Unknown](#)

For other questions about network, [click here](#).



Print

- ➔ [Printer Does Not Print](#)
- ➔ [Printouts Are Blank/Blurry or Fuzzy/Inaccurate or Bleeding Colors/Streaks or Lines](#)
- ➔ [Printout \(Copy\) Results Are Unsatisfactory](#)
- ➔ [What to Do When Paper Is Jammed](#)
- ➔ [Cannot Find Printer on Network](#)



Installation

- ➔ [Failed to MP Drivers \(Printer Driver\) Installation \(Windows\)](#)



Error

- ➔ [Four-Digit Alphanumeric Characters Appear on LCD](#)
- ➔ [When Error Occurred](#)
- ➔ [Message \(Support Code\) Appears](#)
- ➔ [Repairing Your Printer](#)

## Solve Problems

### Printer Does Not Work

- ➔ [Printer Does Not Turn On](#)
- ➔ [Printer Turns Off Unexpectedly or Repeatedly](#)
- ➔ [Wrong Language Appears in LCD](#)
- ➔ LCD Is Off
- ➔ [USB Connection Problems](#)
- ➔ [Printer Does Not Print](#)
- ➔ Printing (Copying) Stops
- ➔ Cannot Print Using AirPrint
- ➔ [Ink Does Not Come Out](#)
- ➔ [What to Do When Paper Is Jammed](#)
- ➔ [Printer Does Not Pick up or Feed the Paper/"No Paper" Error](#)
- ➔ [Printout \(Copy\) Results Are Unsatisfactory](#)
- ➔ [Cannot Print \(Scan\) from Smartphone/Tablet](#)

### Cannot Set Correctly (Network)

- ➔ [Cannot Find Printer on Network](#)
- ➔ [Manually Solved Network Troubles](#)

- ➡ [Network Key \(Password\) Unknown](#)
- ➡ Forgot Administrator Password of Printer
- ➡ [Printer Cannot Be Used After Replacing Wireless Router or Changed Router Settings](#)

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- ➡ Message Appears on Computer During Setup
- ➡ [Checking Network Information of Printer](#)
- ➡ [Restoring to Factory Defaults](#)

#### Cannot Set Correctly (Installation)

- ➡ [Failed to MP Drivers \(Printer Driver\) Installation \(Windows\)](#)
- ➡ [Updating MP Drivers \(Printer Driver\) in Network Environment \(Windows\)](#)

#### Error or Message Appears

- ➡ [Four-Digit Alphanumeric Characters Appear on LCD](#)
- ➡ [When Error Occurred](#)
- ➡ [Message \(Support Code\) Appears](#)

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- ➡ [List of Support Code for Error](#)
- ➡ Error Message Appears on PictBridge (Wi-Fi) Compliant Device

### Operation Problems

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- ➡ [Network Communication Problems](#)
- ➡ [Printing Problems](#)
- ➡ [Problems While Printing \(Scanning\) from Smartphone/Tablet](#)
- ➡ [Mechanical Problems](#)
- ➡ [Installation and Download Problems](#)
- ➡ [Errors and Messages](#)
- ➡ If You Cannot Solve a Problem
- ➡ Repairing Your Printer
- ➡ Check the State of the Print Head

## Network FAQ

Here are frequently asked questions on network. Select a connection method you are using, or you want to use.



### Wireless LAN

#### Cannot Find Printer

- ➔ [Cannot Find Printer on Network](#)
- ➔ [Cannot Proceed Beyond Printer Connection Screen \(Cannot Find Printer Connected via USB\)](#)
- ➔ Searching Printer by IP Address or Host Name During Setup
- ➔ [Detect Same Printer Name](#)
- ➔ [Switching Printer's Connection to Network or Terminal Devices](#)

#### Cannot Print or Connect

- ➔ [Manually Solved Network Troubles](#)
- ➔ [Printer Cannot Be Used After Replacing Wireless Router or Changed Router Settings](#)
- ➔ Connecting Printer and Wireless Router Using Easy WL connect
- ➔ Cannot Connect Smartphone/Tablet to Wireless Router
- ➔ [Cannot Find Printer on Network](#)

#### LAN Setting Tips/Changing LAN Settings

- ➔ [Network Key \(Password\) Unknown](#)
- ➔ Forgot Administrator Password of Printer
- ➔ [Checking Network Information of Printer](#)
- ➔ [Restoring to Factory Defaults](#)
- ➔ Checking Wireless Router SSID/Key
- ➔ Checking Wireless Router Network Name (SSID) for Smartphone/Tablet
- ➔ Privacy Separator/SSID Separator/Network Separation Function
- ➔ [Default Network Settings](#)
- ➔ [Printing Network Settings](#)
- ➔ [Switching Printer's Connection to Network or Terminal Devices](#)
- ➔ Checking Status Code

#### Printing/Scanning from Smartphone/Tablet

- ➔ Connecting Printer and Wireless Router Using Easy WL connect
- ➔ Cannot Connect Smartphone/Tablet to Wireless Router
- ➔ Checking Wireless Router Network Name (SSID) for Smartphone/Tablet
- ➔ Setting Up Using Smartphone/Tablet
- ➔ [Cannot Print \(Scan\) from Smartphone/Tablet](#)

- ➡ Downloading Canon PRINT Inkjet/SELPHY

#### Problems while Using Printer

- ➡ Message Appears on Computer During Setup
- ➡ [Cannot Find Printer on Network](#)

## Wireless Direct

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#### Cannot Print or Connect

- ➡ [Manually Solved Network Troubles](#)
- ➡ [Cannot Find Printer on Network](#)

#### LAN Setting Tips/Changing LAN Settings

- ➡ [Network Key \(Password\) Unknown](#)
- ➡ Forgot Administrator Password of Printer
- ➡ [Checking Network Information of Printer](#)
- ➡ [Restoring to Factory Defaults](#)
- ➡ [Default Network Settings](#)
- ➡ [Switching Printer's Connection to Network or Terminal Devices](#)
- ➡ [Printing Network Settings](#)
- ➡ Checking Status Code

#### Printing/Scanning from Smartphone/Tablet

- ➡ [Cannot Print \(Scan\) from Smartphone/Tablet](#)
- ➡ Downloading Canon PRINT Inkjet/SELPHY

#### Problems while Using Printer

- ➡ Message Appears on Computer During Setup
- ➡ [Cannot Find Printer on Network](#)

## **Network Communication Problems**

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- **Cannot Find Printer on Network (Windows/macOS)**
- **Wireless Router Problems**
- **Printer Settings/Smartphone/Tablet Troubles for Network**

## Cannot Find Printer on Network (Windows/macOS)

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- ▶ [Cannot Find Printer on Network](#)

## Cannot Find Printer on Network

In the following cases, set up the printer again.

- When you buy a new computer or wireless router
- When you change the settings on your wireless router
- When the connection method (Wi-Fi / USB) of the printer is changed
- When you forget the administrator password of the printer

From the **Setup menu** screen, select **Device settings** > **Reset setting** > **All data** to reset the administrator password to the default setting, and then redo setup.

➡ [Reset setting](#)

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

### In Other Cases Than Above:

If the printer suddenly stops working, even though you have not changed the settings of the device or network to which it is connected, or if you cannot find the printer during the setup process, check and solve the problem, using IJ Network Device Setup Utility. After the condition improves, redo the setup of the printer.

IJ Network Device Setup Utility is a powerful solution tool for network problems.

**Step1** [Check the environment and network settings for the solution tool.](#)

**Step2** [Download and install the solution tool.](#)

**Step3** [If the solution tool does not solve the problem.](#)

#### Step1 : Check Basic Items for Network

##### Check1 Check power status.

Check your printer and the network device (wireless router, etc.) are turned on.

If you are in the process of setting up, interrupt it and check if the wireless router (modem) is turned on and then check if the printer is turned on.

##### 1. Check if network device such as router is turned on.

If network devices are not turned on, turn on the power. If the network devices are on, turn them off and on again.

It may take a while for the network device to become ready for use once they are turned on.

Proceed once the network device such as router is ready for use.

##### 2. Check if printer is turned on

If printer is not turned on, turn on the power. If the printer is on, turn it off and on again.

Proceed once you complete checking the power status above.

## Check2 Check PC network connection.

If your computer and network devices (wireless router, etc.) are fully configured, your computer is ready to connect to the network.

### 1. Check the settings of the network device (wireless router, etc.).

Connect to the Internet and see if you can browse any web page. If you cannot view web pages on your computer, check wireless router network connection settings, such as IP address filtering, MAC address filtering, and DHCP function.

To check the network name (SSID) of the wireless router the printer is connected to, print the network settings.

➔ [Printing Network Settings](#)

### ▶▶▶ Note

- Depending on the wireless router, note that different network name (SSID) is assigned for a bandwidth (2.4 GHz or 5 GHz) or its usage (for PC or game machine), using alphanumeric characters at the end of network name (SSID).
- For more on checking the settings of the wireless router, refer to the instruction manual supplied with the wireless router or contact the manufacturer.

If you use an encryption key, specify it for the network name (SSID) you are using. For details, see [Setting an Encryption Key](#).

### 2. Check PC network connection.

For the procedures, refer to the instruction manual supplied with the computer, or contact the manufacturer.

Once you complete setting up the wireless router and your computer, configure the settings on your computer in order to view web pages, using the information of the wireless router.

Proceed once you complete checking the network connection above.


## Check3 Check printer's Wi-Fi settings.

Make sure the  or  icon is displayed on the LCD.

### If icon is not displayed:

The printer is not set to use Wi-Fi. Turn on wireless communication on the printer.

### If icon is displayed:

 icon indicates that the wireless router and the printer are not connected. Reconsider the locations of the wireless router and the printer. Also, revisit the location of the wireless router and printer at the next check.

### ▶▶▶ Note

- To connect manually, see WPS (PIN Code) Connection.



- If the measures above do not resolve the problem, make sure the DHCP of the wireless router is enabled. For details, see the instruction manual supplied with the wireless router or contact the manufacturer.

#### Check4 Check location of wireless router.

Make sure the printer is not placed too far away from the wireless router.

The printer can be up 50 m (164 ft.) from the wireless router indoors if unobstructed. Make sure the printer is close enough to the wireless router to be used.

Place the printer and wireless router where there are no obstacles between them. Wireless communication between different rooms or floors is generally poor. Wireless communication can be impeded by building materials containing metal or concrete. If the printer cannot communicate with the computer over a Wi-Fi due to a wall, place the printer and the computer in the same room.

In addition, if a device like a microwave oven that emits radio waves of the same frequency bandwidth as a wireless router is nearby, it may cause interference. Place the wireless router as far away from interference sources as possible.

### Step2 : Solve Problems, Using IJ Network Device Setup Utility

Diagnose and repair the network connections using IJ Network Device Setup Utility.

Download IJ Network Device Setup Utility from the below page, and install it on your computer.

#### ➡ Checking Printer Connection Status Using IJ Network Device Setup Utility

Refer to below in regard to starting up IJ Network Device Setup Utility.

##### • For Windows:

➡ Starting Up IJ Network Device Setup Utility

##### • For macOS:

➡ [Starting Up IJ Network Device Setup Utility](#)

### Step3 : Check Other Network-related Items

#### Check1 Make sure **Enable bidirectional support** is selected in **Ports** sheet of **Printer properties** dialog box. (Windows)

If not, select it to enable the bidirectional support.

#### Check2 Make sure security software's firewall is off.

If your security software's firewall is on, a message may appear warning you that Canon software is attempting to access the network. If this warning message appears, set security software to always allow access.

If you are using any programs that switch between network environments, check their settings. Some programs use a firewall by default.

#### Check3 If printer is connected to AirPort Base Station via LAN, make sure you use alphanumeric characters for network name (SSID). (macOS)

#### Check4 Solve network troubles manually.

See below.

➡ [Manually Solved Network Troubles](#)



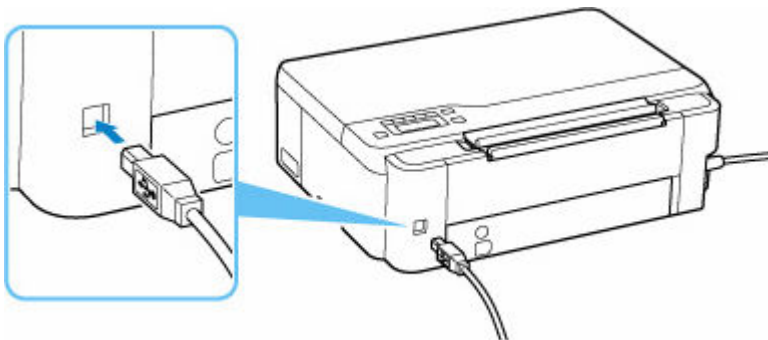
## Cannot Proceed Beyond Printer Connection Screen (Cannot Find Printer Connected via USB)



If you cannot proceed beyond the **Printer Connection** screen, check the following.

**Check1** Make sure USB cable is securely plugged in to printer and computer.

Connect the printer and the computer using a USB cable as the illustration below. The USB port is located at the back of the printer.




### Important

- Check the orientation of the "Type-B" connector and connect to the printer. For details, refer to the instruction manual supplied with the USB cable.

**Check2** Follow procedure below to connect printer and computer again.

### Important

- For macOS, make sure the lock icon is on the lower left of the **Printers & Scanners** screen.

If the  icon (locked) is displayed, click the icon to unlock. (The administrator name and the password are necessary to unlock.)

1. Unplug USB cable from printer and computer and connect it again.
2. Make sure no printer operation is in progress and turn off.
3. Turn on printer.

**Check3** Follow the steps below to install MP Drivers (Printer Driver) again.

1. Download the latest MP Drivers (Printer Driver).

2. Turn off printer.
3. Shut down computer.

After shutting down, restart your computer and install the latest MP Drivers (Printer Driver) downloaded in step 1.

## Wireless Router Problems

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- Network Key (Password) Unknown
- Printer Cannot Be Used After Replacing Wireless Router or Changed Router Settings

## Network Key (Password) Unknown

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Use the IJ Network Device Setup Utility to diagnose and repair network status.

Select the link below to download IJ Network Device Setup Utility and install it.

- ➡ Checking Printer Connection Status Using IJ Network Device Setup Utility

See below for starting up IJ Network Device Setup Utility.

- **For Windows:**

- ➡ Starting Up IJ Network Device Setup Utility

- **For macOS:**

- ➡ [Starting Up IJ Network Device Setup Utility](#)

If the problem persists after diagnosis and repair with IJ Network Device Setup Utility, check the following items.

- ➡ [WPA/WPA2 or WEP Key Set for Wireless Router Unknown, Cannot Connect](#)
- ➡ [Setting an Encryption Key](#)



### WPA/WPA2 or WEP Key Set for Wireless Router Unknown, Cannot Connect

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For more on setting up a wireless router, see the instruction manual provided with the wireless router or contact its manufacturer. Make sure your computer can communicate with the wireless router.



### Setting an Encryption Key

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For more on setting up a wireless router, see the instruction manual provided with the wireless router or contact its manufacturer. Make sure your computer can communicate with the wireless router.

Selecting WPA, WPA2, or WPA/WPA2 is recommended for security reason. If your wireless router is compatible with WPA/WPA2, you can also use WPA2 or WPA.

- **Using WPA/WPA2 (Windows)**

The authentication method, Wi-Fi password, and dynamic encryption type must be identical among the wireless router, the printer, and your computer.

Enter the Wi-Fi password configured on the wireless router.

Either TKIP (basic encryption) or AES (secure encryption) is selected automatically as the dynamic encryption method.

For details, see *If WPA/WPA2 Details Screen Appears*.

### ►►► Note

- This printer supports WPA/WPA2-PSK (WPA/WPA2-Personal) and WPA2-PSK (WPA2-Personal).

#### • Using WEP

The length or format of the Wi-Fi password and authentication method must be identical among the wireless router, the printer, and your computer.

To communicate with a wireless router that generates a password automatically, you must set the printer to use the password generated by the wireless router.

##### ◦ For Windows:

When the **WEP Details** screen appears after you click **Search...** on the **Network Settings (Wi-Fi)** screen in IJ Network Device Setup Utility, follow the on-screen instructions to set the password length, format, and the password to use.

For details, see *If WEP Details Screen Appears*.

### ►►► Note

- If the printer is connected to an AirPort Base Station via LAN:

If the printer is connected to an AirPort Base Station via a LAN, check the settings in **Wireless Security** of **AirPort Utility**.

- Select **64 bit** if **WEP 40 bit** is selected for password length in AirPort Base Station.
- Select **1** for the password to use. Otherwise, computer will not be able to communicate with printer via the wireless router.



## Printer Cannot Be Used After Replacing Wireless Router or Changed Router Settings



When you replace a wireless router, redo the network setup for the printer according to the replaced one.

Click [here](#) and perform setup.

### »» Note

- IJ Network Device Setup Utility allows you to diagnose and repair the network status.

Select the link below to download IJ Network Device Setup Utility and install it.

- ➡ Checking Printer Connection Status Using IJ Network Device Setup Utility

See below for starting up IJ Network Device Setup Utility.

#### — For Windows:

- ➡ [Starting Up IJ Network Device Setup Utility](#)

#### — For macOS:

- ➡ [Starting Up IJ Network Device Setup Utility](#)

If this does not solve the problem, see below.

- ➡ [Cannot Communicate with Printer After Enabling MAC/IP Address Filtering or Encryption Key on Wireless Router](#)
- ➡ [With Encryption On, Cannot Communicate with Printer After Changing Encryption Type at Wireless Router](#)



## Cannot Communicate with Printer After Enabling MAC/IP Address Filtering or Encryption Key on Wireless Router



### Check1 Check wireless router setting.

To check the wireless router setting, see the instruction manual provided with the wireless router or contact its manufacturer. Make sure the computer and the wireless router can communicate with each other under this setting.

**Check2** If filtering MAC addresses or IP addresses at wireless router, check that MAC addresses or IP addresses for computer, network device, and printer are registered.



**Check3**

If using WPA/WPA2 key or a password, make sure encryption key for computer, network device, and printer matches key set for wireless router.

The length or format of the Wi-Fi password and authentication method must be identical among the wireless router, the printer, and your computer.

For details, see [Setting an Encryption Key](#).



## **With Encryption On, Cannot Communicate with Printer After Changing Encryption Type at Wireless Router**

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If you change the encryption type for the printer and it subsequently cannot communicate with the computer, make sure the encryption type for the computer and the wireless router matches the type set for the printer.

➡ [Cannot Communicate with Printer After Enabling MAC/IP Address Filtering or Encryption Key on Wireless Router](#)

## **Printer Settings/Smartphone/Tablet Troubles for Network**

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- **Manually Solved Network Troubles**
- **Checking Network Information of Printer**
- **Printing Network Settings**
- **Restoring to Factory Defaults**
- **Default Network Settings**
- **Connecting with Wireless Direct**

## Manually Solved Network Troubles

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- ➡ [Cannot Find Printer on Network/Cannot Printing](#)
- ➡ [Cannot Connect to Printer through Wireless Direct](#)



### Cannot Find Printer on Network/Cannot Printing

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#### Printing Out Network Settings Information:

Follow the procedure below to print out the network settings information.

**Step1** Check that printer and wireless router are turned on.


Turn the wireless router back on.

Wait about five minutes and then turn the printer back on.

**Step2** Check your devices (e.g. computer/smartphone/tablet) are connected to Internet.

Make sure that devices and the wireless router are connected to via Wi-Fi or wired LAN, and that the Internet can be used without problems.

**Step3** Check that Wi-Fi setting of your printer is enabled.

When your printer has an LCD, make sure the  icon indicating Wi-Fi is displayed. Wi-Fi setting is enabled on the default network settings.

**Step4** Move printer and various devices (e.g. computer/smartphone/tablet) close to wireless router.

If the distance between the printer and devices and the wireless router is too far, the communication quality is poor. Place the printer and devices closer to the wireless router.

**Step5** Print out network settings information

Print out the network settings information on your printer.

- ➡ [Printing Network Settings](#)

#### Checking Printed Network Settings Information:

From the network settings information printed in [Printing Network Settings](#), check the entries in items "2-1" and "2-2"

Select a combination of "2-2 Result Codes" : "2-1 Diagnostic Result" from the list below and take the indicated action.

## C-0 : There is no problem

If the printer is not found on the network or printing is not possible even though it is written as "There is no problem", check the following check items.

### ▶▶▶ Note

- If codes other than "C-0" are displayed at the same time in the item "2-2 Result Codes" see also the correspondence of the other codes.
- If "Not connect to the network" is shown, check the item "2-2 Result Codes" and take action according to the code displayed.

#### Check1 Check that security software's firewall is off.

A message may appear warning you that Canon software is attempting to access the network. If this warning message appears, set the security software to always allow access.

Quit the security software and make sure that the printer is recognized and ready to use. If so, the cause is the firewall setting. Change the firewall settings so that the printer is recognized and ready to use. For details, contact the manufacturer of the security software.

If you are using any programs that switch between network environments, check their settings. Some programs use a firewall by default.

#### Check2 Does network name (SSID) of printer match network name (SSID) setting of wireless router that communicates?

Check the "3-2-6 SSID" item in the printed network settings information and the network name (SSID) of the wireless router you want to connect to. If they are not matched, check the SSID and password of the wireless router you want to connect to, and then setup manually.

#### Check3 Is printer connected to game-specific SSID (WEP only security) of wireless router?

Do not connect to the game-specific SSID.


#### Check4 Is privacy separator, SSID separator, or Network separation function enabled on wireless router?

If it is enabled, disable these functions before performing the setup. To check the settings of the wireless router, refer to the instruction manual provided with it or contact its manufacturer.

#### Check5 If MP Drivers (Printer Driver) are not installed, install them. (Windows)

[Click here](#) and install the MP Drivers (Printer Driver).

## C-1 : Not connected to the network

The printer's Wi-Fi setting is disabled. (You can also check if the Wi-Fi icon  does not appear on the printer's screen, or if "Disable" is marked in the "3-2 Infrastructure" section of the printed network settings information.)

Enable the Wi-Fi setting in the printer's settings screen.

### C-3 : Not connected to the network

No IP address is assigned. (You can also check that the item "3-2-12 IP-Address" in the printed network settings information is blank.)

Check the following items.

**Check1** Is printer set to obtain an IP address automatically, or is wireless router requesting manual addressing?

Refer to the wireless router's manual to enable DHCP (auto-acquisition) settings on the wireless router or to set a valid IP address on the printer.

**Check2** When you set printer's IP address manually, correct IP address may not be set.

Check the network name (SSID) and the password of the wireless router you want to connect to, the IP address applicable range, and then enter the appropriate IP address on the printer side. If you are unsure, set the printer's IP address to automatic (DHCP).

### C-5 : Not connected to the network

Unable to connect to the specified network. Check the following items.

**Check1** Check status of printer and network device (e.g. wireless router) and your computer/smartphone/tablet.

Use 2.4 GHz frequency band to communicate with this printer and a wireless router. A typical wireless router can use the 2.4 GHz and 5 GHz frequency bands. In many cases, each frequency band is assigned a different network name (SSID). Verify the network name (SSID) and password for the frequency band you connect to.

Match the network name (SSID) set for the printer with that for 2.4 GHz frequency band of the wireless router.

**Check2** Password on your wireless router may not match password you entered.

Passwords are case sensitive.

Enter the password correctly.

**Check3** Monitor signal status and move printer and wireless router as necessary.

- Monitor the signal status and move the printer and the wireless router as necessary.
- Place the printer and wireless router where there are no obstacles between them. Wireless communication between different rooms or floors is generally poor.
- Wireless communication can be impeded by building materials containing metal or concrete. If the printer cannot communicate with the computer over a Wi-Fi due to a wall, place the printer and the computer in the same room.
- After changing the installation location, print out the network settings information again and check the status of the signal. Compare with the value in section "3-2-1 Signal Strength" in the printed network settings information to determine the installation location.

**Check4** Check wireless channel number of Wi-Fi you are using on computer.

Make sure that the wireless channel number on the wireless router is included in the wireless channel number you checked. If the wireless channel number set for the wireless router is not included, change the wireless channel number of the wireless router.

**Check5** In case of Wi-Fi connection, check if computer that can be accessed by wireless router is restricted.

The wireless router settings may be limiting the number of devices that can be connected at the same time. Remove or relax the restrictions.

To check the settings of the wireless router, refer to the instruction manual provided with it or contact its manufacturer.

### »» Note

- To check the MAC address or IP address of your computer, see [Checking Computer IP Address or MAC Address](#).

**Check6** If problem occurs only when wireless router is in energy-saving mode, turn off energy-saving mode of wireless router.

Sudden problems include the need to update wireless router's firmware (key update interval, many of the DHCP update interval matching problems). For details, refer to the wireless router's instruction manual.

**Check7** If printer is connected to AirPort Base Station via LAN, make sure you use alphanumeric characters for network name (SSID). (macOS)

### »» Important

- If "There is a problem in the settings/environment" is listed, check item "2-2 Result Codes" and take action according to the listed code.

#### C-4 : There is a problem in the settings/environment

No default gateway is set.

When you set the IP address of the printer manually, enter a valid default gateway IP address. If you don't know the default gateway, set the IP address to automatic.

#### C-7 : There is a problem in the settings/environment

There may be a problem with the signal.

Check the following items.

**Check** Monitor signal status and move printer and wireless router as necessary.

- Monitor the signal status and move the printer and the wireless router as necessary.
- Place the printer and wireless router where there are no obstacles between them. Wireless communication between different rooms or floors is generally poor.
- Wireless communication can be impeded by building materials containing metal or concrete. If the printer cannot communicate with the computer over a Wi-Fi due to a wall, place the printer and the computer in the same room.

- After changing the installation location, print out the network settings information again and check the status of the signal. Compare with the value in section "3-2-1 Signal Strength" in the printed network settings information and place the printer in the location with a higher value.

## **Note**

- In some cases, "C-7" and "C-9" are displayed at the same time. In that case, refer to both items.

### **C-8 : There is a problem in the settings/environment**

Too many clients are connected.

A total of five devices can be simultaneously connected to the printer's wireless direct.

If you want to connect additional devices to the printer, unplug any devices that are not in use before adding them.

### **C-9 : There is a problem in the settings/environment**

The noise level is high and does not differ from the signal level due to various devices other than the printer.

- If devices (microwave oven, external hard disk drive, and other USB 3.0 devices) that emit radio waves of the same frequency bandwidth as a wireless router is nearby, it may cause interference. Place the printer and the wireless router as far away from interference sources as possible.
- After you change the location of the printer, check the signal quality. Compare the value of "3-2-2 Link Quality" in the network settings information and place the printer in the location with a higher value.

## **Note**

- In some cases, "C-7" and "C-9" are displayed at the same time. In that case, refer to both items.

### **C-10 : There is a problem in the settings/environment**

No IP address is assigned by the wireless router.

Check the following items.

**Check1** Password on your wireless router may not match password you entered.

Passwords are case sensitive.

Enter the password correctly.

**Check2** Set up printer again and reconnect to Wi-Fi.

**Check3** Check DHCP on wireless router. If DHCP is off, set it on.

To check the settings of the wireless router, refer to the instruction manual provided with it or contact its manufacturer.

### **C-11 : There is a problem in the settings/environment**

- The network name (SSID) remains the default value.
- The network name (SSID) has not been set.

Verify the network name (SSID) and password of the wireless router you want to connect to, and then set it up manually.

## ►►► Note

- IJ Network Device Setup Utility allows you to diagnose and repair the network status.

Select the link below to download IJ Network Device Setup Utility and install it.

➡ Checking Printer Connection Status Using IJ Network Device Setup Utility

See below for starting up IJ Network Device Setup Utility.

– **For Windows:**

➡ Starting Up IJ Network Device Setup Utility

– **For macOS:**

➡ [Starting Up IJ Network Device Setup Utility](#)



## Cannot Connect to Printer through Wireless Direct



**Check1** Check power status of printer and other devices (e.g. computer/smartphone/tablet).

Turn on the printer or devices.

If the power is already turned on, cycle the power switch.

**Check2** Check settings of your device (e.g. computer/smartphone/tablet).

Make sure Wi-Fi is enabled on your device.

For details, refer to the device's instruction manual.

**Check3** Print out network settings information.

See "Step1" to "Step5" in [Cannot Find Printer on Network/Cannot Printing](#).

In the printed network settings information, check if the items "2-1 Diagnostic Result" and "2-2 Result Codes" are not "There is a problem in the settings/environment" and "C-8". If this is the case, the number of connected printers is too many.

Wireless Direct does not allow more than 5 devices to be connected.

When you want to connect additional devices, disconnect any devices that are not in use before adding them.

**Check4** Check that printer is selected as connection for various devices (e.g. computer/smartphone/tablet).

Select the network name (SSID) for Wireless Direct specified for the printer as the connection destination for devices.

Check the destination on your device.

For details, refer to your device's instruction manual or visit the manufacturer's website.



To check the network name (SSID) for Wireless Direct specified for the printer, display it using the operation panel of the printer or print out the network settings information of the printer.

- Display on the LCD.
  - ➡ [LAN settings](#)
- Print the network settings.
  - ➡ [Printing Network Settings](#)

**Check5** Check that Wireless Direct password set for printer is entered correctly.

To check the password specified for the printer, display it using the operation panel of the printer or print out the network settings information of the printer.

- Display on the LCD.
  - ➡ [LAN settings](#)
- Print the network settings.
  - ➡ [Printing Network Settings](#)

**Check6** Check that printer is not placed too far away from device.

If the distance between the printer and the device is too far, wireless communication becomes poor. Place the printer and the device close to each other.

## Checking Network Information of Printer

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- ➡ [Checking Printer IP Address or MAC Address](#)
- ➡ [Checking Computer IP Address or MAC Address](#)
- ➡ [Checking Communication Between the Computer, the Printer, and the Wireless Router](#)
- ➡ [Checking Network Setting Information](#)

### Checking Printer IP Address or MAC Address

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#### A

To check the printer's IP Address or MAC address, print out the network settings information.

- ➡ [Printing Network Settings](#)

For Windows, you can check the network setting information on the computer screen.

- ➡ Canon IJ Network Device Setup Utility Screen

### Checking Computer IP Address or MAC Address

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#### A

To check the IP Address or MAC address of your computer, follow the instructions below.

- **For Windows:**

1. Select **Command Prompt** from **Start**.
2. Enter "ipconfig/all" and press **Enter**.

The IP address and MAC address of your computer appear. If your computer is not connected to a network, the IP address does not appear.

- **For macOS:**

1. Select **System Preferences** from Apple menu, and then click **Network**.
2. Make sure network interface used by computer is selected, and then click **Advanced**.  
Make sure **Wi-Fi** is selected as network interface.
3. Click **TCP/IP** to check the IP address, or click **Hardware** to check the MAC address.



## Checking Communication Between the Computer, the Printer, and the Wireless Router

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Perform a ping test to check if communication is taking place.

- **For Windows:**

1. Select **Command Prompt** from **Start**.

2. Type the ping command and press **Enter**.

The ping command is as follows: ping XXX.XXX.XXX.XXX

"XXX.XXX.XXX.XXX" is the IP address of the target device.

If communication is taking place, a message like the one shown below appears.

Reply from XXX.XXX.XXX.XXX: bytes=32 time=10ms TTL=255

If **Request timed out** appears, communication is not taking place.

- **For macOS:**

1. Start **Network Utility** as shown below.

Select **Computer** from **Go** menu of Finder, double-click **Macintosh HD > System > Library > CoreServices > Applications > Network Utility**.

2. Click **Ping**.

3. Make sure **Send only XX pings** (XX are numbers) is selected.

4. Enter IP address of target printer or target wireless router in **Enter the network address to ping**.

5. Click **Ping**.

"XXX.XXX.XXX.XXX" is the IP address of the target device.

A message such as the following appears.

64 bytes from XXX.XXX.XXX.XXX: icmp\_seq=0 ttl=64 time=3.394 ms

64 bytes from XXX.XXX.XXX.XXX: icmp\_seq=1 ttl=64 time=1.786 ms

64 bytes from XXX.XXX.XXX.XXX: icmp\_seq=2 ttl=64 time=1.739 ms

--- XXX.XXX.XXX.XXX ping statistics ---

3 packets transmitted, 3 packets received, 0% packet loss

If "100% packet loss" appears, communication is not taking place. Otherwise, computer is communicating with target device.

## Checking Network Setting Information

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### A

To check the printer's network settings information, print out the network settings information.

➡ [Printing Network Settings](#)



## Restoring to Factory Defaults

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### Important

- Initialization erases all network settings on the printer, making printing operation from a computer over a network impossible. To use the printer over a network again after restoring it to the factory defaults, [click here](#) and redo setup.

Initialize the network setting using the printer's operation panel.

➡ [Reset setting](#)

## **Problems While Printing (Scanning) from Smartphone/Tablet**

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- **Cannot Print (Scan) from Smartphone/Tablet**

## Cannot Print (Scan) from Smartphone/Tablet

If you cannot Print (Scan) from your smartphone/tablet, it is possible that your smartphone/tablet cannot communicate with the printer.

Check the cause of your problem according to the connection method.

➡ [Cannot Communicate with Printer via Wi-Fi](#)

➡ [Cannot Communicate with Printer while It Is in Wireless Direct](#)

### ▶▶▶ Note

- For problems on printing with other connection methods or more on performing settings of each connection method:
  - ➡ Using PIXMA/MAXIFY Cloud Link
  - ➡ Printing from iOS Device (AirPrint)



### Cannot Communicate with Printer via Wi-Fi



If your smartphone/tablet cannot communicate with the printer, check the following.

**Check1** Check power status of printer, network devices (e.g. wireless router), and your smartphone/tablet.

- Turn on the printer or your device.
- If the power is already turned on, cycle the power switch.
- It may be necessary to resolve wireless router problems (e.g. update interval of a key, problems of DHCP update interval, energy saving mode) or to update the wireless router firmware.



For details, contact the manufacturer of your wireless router.

**Check2** Check settings of your smartphone/tablet.

Make sure Wi-Fi is enabled on your device.

For details, refer to your device's instruction manual.

**Check3** Is printer connected to wireless router?

- Use the  icon on the LCD to check the connection status between the printer and wireless router.  
If the  icon is not displayed, Wi-Fi is disabled. Turn on wireless communication on the printer.
- Make sure the network settings of the printer (e.g. network name (SSID) or network key (password), etc.) are identical with those of the wireless router.

To check the settings of the wireless router, refer to the instruction manual provided with it or contact its manufacturer.

To check the current network settings of the printer, print out the network setting information of the printer.

➡ [Printing Network Settings](#)

## ➡➡➡ Note

- If you have a computer, IJ Network Device Setup Utility allows you to diagnose and repair the network status.

Select the link below to download IJ Network Device Setup Utility and install it.

➡ [Checking Printer Connection Status Using IJ Network Device Setup Utility](#)

See below for starting up IJ Network Device Setup Utility.

— **For Windows:**

➡ [Starting Up IJ Network Device Setup Utility](#)

— **For macOS:**

➡ [Starting Up IJ Network Device Setup Utility](#)

### **Check4** Are network settings of your smartphone/tablet identical with those of wireless router?

Make sure the network settings of the printer (e.g. network name (SSID) or network key password) are identical with those of the wireless router.

To check the settings of your smartphone/tablet, refer to the instruction manual provided with it.

If the network settings of your smartphone/tablet are not identical with those of the wireless router, change the network settings of it to match with those of the wireless router.

### **Check5** Check that printer is not placed too far away from wireless router.

If the distance between the printer and wireless router is too far, wireless communication becomes poor. Place the printer and wireless router close to each other.

### **Check6** Check that wireless signal is strong. Monitor signal status and move printer and wireless router as necessary.

Place the printer and wireless router where there are no obstacles between them. Wireless communication between different rooms or floors is generally poor. Wireless communication can be impeded by building materials containing metal or concrete. If the printer cannot communicate with the computer over a Wi-Fi due to a wall, place the printer and the computer in the same room.

In addition, if a device like a microwave oven that emits radio waves of the same frequency bandwidth as a wireless router is nearby, it may cause interference. Place the wireless router as far away from interference sources as possible.

Check the signal strength on the LCD.

➡ [LCD and Operation Panel](#)

## **Q** Cannot Communicate with Printer while It Is in Wireless Direct

## **A**



If your smartphone/tablet cannot communicate with the printer in the Wireless Direct, check the following.

**Check1** Check power status of printer and device (e.g. smartphone/tablet).

Turn on the printer or your device.

If the power is already turned on, cycle the power switch.

**Check2** Is Wireless Direct enabled?

From the **Setup menu** screen, select **Device settings** > **LAN settings** > **Wireless Direct** > **Switch WL Direct** in this order and select **Yes**.

**Check3** Check settings of device (e.g. smartphone/tablet).

Make sure Wi-Fi is enabled on your device.

For details, refer to your device's instruction manual.

**Check4** Check that printer is selected as connection for devices (e.g. smartphone/tablet).

Select the network name (SSID) for Wireless Direct specified for the printer as the connection destination for devices.

Check the destination on your device.

For details, refer to your device's instruction manual or visit the manufacturer's website.

To check the network name (SSID) for Wireless Direct specified for the printer, display it using the operation panel of the printer or print out the network settings information of the printer.

- Display on the LCD.
  - ➡ [LAN settings](#)
- Print the network settings.
  - ➡ [Printing Network Settings](#)

**Check5** Check that wireless direct password set for printer is entered correctly.

To check the password specified for the printer, display it using the operation panel of the printer or print out the network settings information of the printer.

- Display on the LCD.
  - ➡ [LAN settings](#)
- Print the network settings.
  - ➡ [Printing Network Settings](#)

**Check6** Check that printer is not placed too far away from devices.

If the distance between the printer and devices is too far, wireless communication becomes poor. Place the printer and devices close to each other.

**Check7** Check that 5 devices are already connected.

Wireless Direct does not allow more than 5 devices to be connected.

## **Note**

- This web page is a common page across models. Depending on the specifications of the printer you are using, some of the features described (scanner/copy, etc.) may not apply.

For details about the functions of your printer, see [Specifications](#).

## **Printing Problems**

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- **Printer Does Not Print**
- **Ink Does Not Come Out**
- **Printer Does Not Pick up or Feed the Paper/"No Paper" Error**
- **Printout (Copy) Results Are Unsatisfactory**



## Printer Does Not Print



### Check1 Make sure printer is turned on.

If not, make sure the printer is securely plugged in and press **ON** button to turn on.

The **ON** lamp flashes while the printer is initializing. Wait until the **ON** lamp stops flashing and remains lit.

### ▶▶▶ Note

- If you are printing large data such as photos or other graphics, printing may take longer to start. The **ON** lamp flashes while the computer is processing data and sending it to the printer. Wait until printing starts.

### Check2 Make sure printer is properly connected to computer.

If you are using a USB cable, make sure it is securely connected to both the printer and the computer. When the USB cable is securely plugged in, check the following:

- If you are using a relay device such as a USB hub, disconnect it, connect the printer directly to the computer, and retry the printing. If printing starts normally, there is a problem with the relay device. Contact the vendor of the relay device.
- There could also be a problem with the USB cable. Replace the USB cable and retry the printing.

If you use the printer with a network connection, make sure the printer is correctly set up for network use.

➡ [Cannot Find Printer on Network](#)

### ▶▶▶ Note

- IJ Network Device Setup Utility allows you to diagnose and repair the network status.

Select the link below to download IJ Network Device Setup Utility and install it.

➡ [Checking Printer Connection Status Using IJ Network Device Setup Utility](#)

See below for starting up IJ Network Device Setup Utility.

#### — For Windows:

➡ [Starting Up IJ Network Device Setup Utility](#)

#### — For macOS:

➡ [Starting Up IJ Network Device Setup Utility](#)

### Check3 Make sure paper settings match information set for rear tray.

If the paper settings do not match the information set for the rear tray, an error message appears on the LCD. Follow the instructions on the LCD to solve the problem.

## »»» Note

- You can select whether the message which prevents misprinting is displayed.
  - To change the message view setting when printing using the printer's operation panel:
    - ➡ [Feed settings](#)
  - To change the message view setting when printing using the printer driver:
    - ➡ Changing the Printer Operation Mode (Windows)
    - ➡ [Changing the Printer Operation Mode](#) (macOS)

**Check4** If printing from a computer, delete unnecessary print jobs.

- **For Windows:**

- ➡ Deleting the Undesired Print Job

- **For macOS:**

- ➡ [Deleting the Undesired Print Job](#)

**Check5** Is your printer's printer driver selected when printing?

The printer will not print properly if you are using a printer driver for a different printer.

- **For Windows:**

Make sure "Canon XXX series" (where "XXX" is your printer's name) is selected in the Print dialog box.

## »»» Note

- If multiple printers are registered to your computer, set your printer as default printer to make the one selected by default.

- **For macOS:**

Make sure your printer's name is selected in **Printer** in the Print dialog.

## »»» Note

- If multiple printers are registered to your computer, select **Set as Default Printer** from **System Preferences > Printers & Scanners** for a printer to make the one selected by default.
  - ➡ Default Printer Keeps Changing (Windows)

**Check6** Are you trying to print a large data file? (Windows)

If you are trying to print a large data file, it takes a long time to start printing.

If the printer does not start printing after a certain period of time, select **On** for **Prevention of Print Data Loss** on the **Print Options** dialog box.

For details, refer to Page Setup Tab Description.

## »»» Important

- Selecting **On** for **Prevention of Print Data Loss** may reduce print quality.

- After printing is completed, select **Off** for **Prevention of Print Data Loss**.

**Check7** If printing from your computer, restart the computer.

Restart the computer and try printing again.

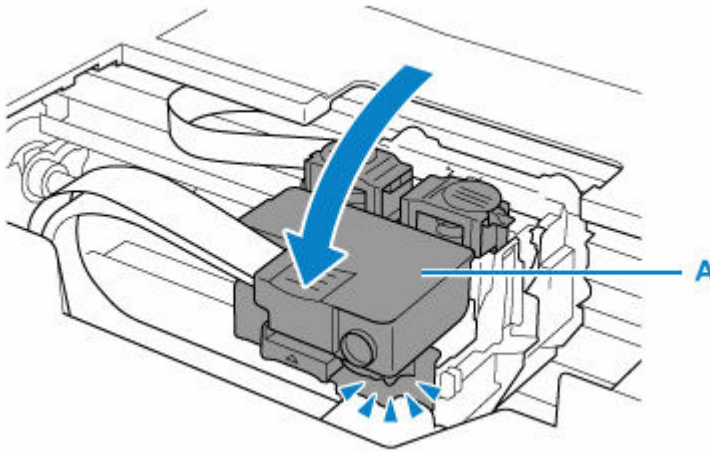


## Ink Does Not Come Out

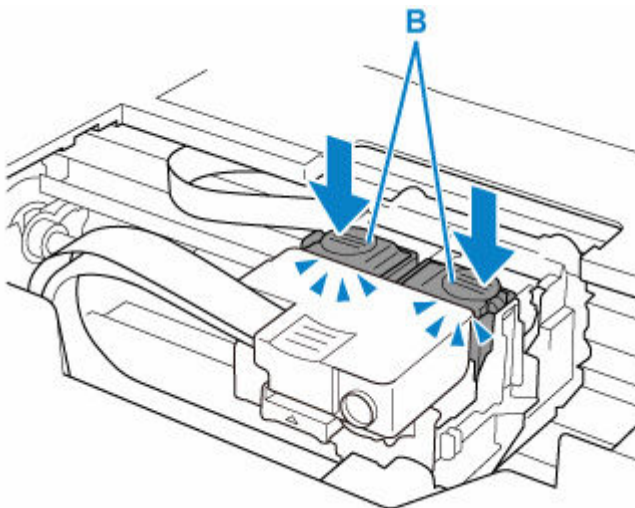


**Check1** Make sure joint button is not lifted up.

Push the print head locking cover (A) to make sure the print head is installed properly.



Next, push the joint buttons (B) firmly to the end.



### Important

- Make sure that the orange label and the protective tape have been removed, when installing the print head.
- Do not open the print head locking cover (A) carelessly. The ink may leak out.

➡ Check Installation of Print Head

**Check2** Check the remaining ink level.

➡ [Checking Ink Level](#)

**Check3** Are the print head nozzles clogged?

Print the nozzle check pattern and make sure that the ink is coming out normally.

- From the printer
  - ➡ [Printing the Nozzle Check Pattern](#)
- From the computer
  - **For Windows:**
    - ➡ Printing a Nozzle Check Pattern
  - **For macOS:**
    - ➡ Printing a Nozzle Check Pattern

For details on printing the nozzle check pattern, print head cleaning, and print head deep cleaning, see [If Printing Is Faint or Uneven](#).

After printing the nozzle check pattern, see [Printouts Are Blank/Blurry or Fuzzy/Inaccurate or Bleeding Colors/Streaks or Lines](#).





## Printer Does Not Pick up or Feed the Paper/"No Paper" Error

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**Check1** Make sure paper is loaded.

➔ [Loading Paper](#)

**Check2** When loading paper, consider the following.

- When loading two or more sheets of paper, align the edges of the sheets before loading the paper.
- When loading two or more sheets of paper, make sure the paper stack does not exceed the paper load limit.

However, paper may not feed correctly at the maximum capacity, depending on the type of paper or environmental conditions (very high or low temperature and humidity). In such cases, reduce the amount of paper you load at a time to less than half of the paper load limit.

- Always load the paper in portrait orientation, regardless of the printing orientation.
- When you load the paper on the rear tray, place the print side facing UP and align the right and left paper guides with the paper stack.

➔ [Loading Paper](#)

**Check3** Is paper too thick or curled?

➔ [Unsupported Media Types](#)

**Check4** When loading envelopes, consider the following.

When printing on envelopes, see [Loading Envelopes](#), and prepare the envelopes before printing.

Once you have prepared the envelopes, load them in portrait orientation. If the envelopes are placed in landscape orientation, they will not feed properly.

**Check5** Make sure media type and paper size settings match with loaded paper.

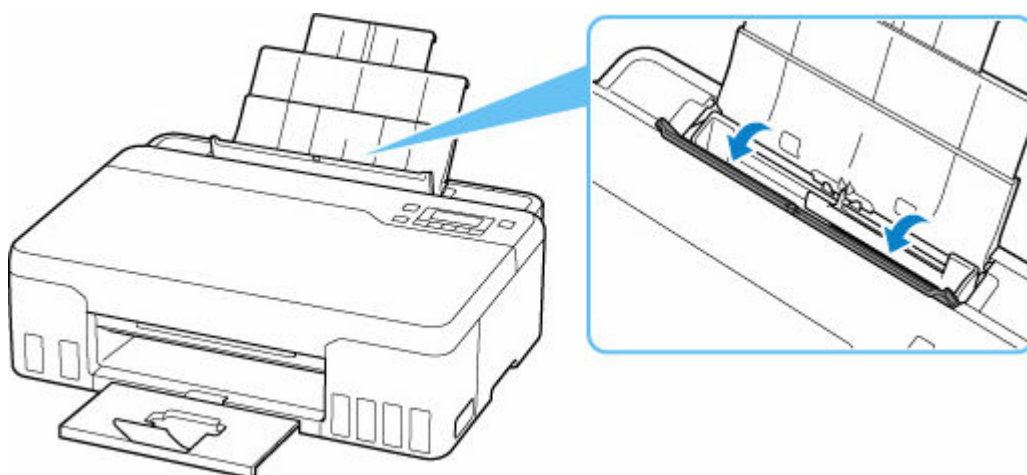
**Check6** Make sure that there are not any foreign objects in the rear tray.

If the paper tears in the rear tray, see [What to Do When Paper Is Jammed](#) to remove it.

Remove any foreign objects from the rear tray.

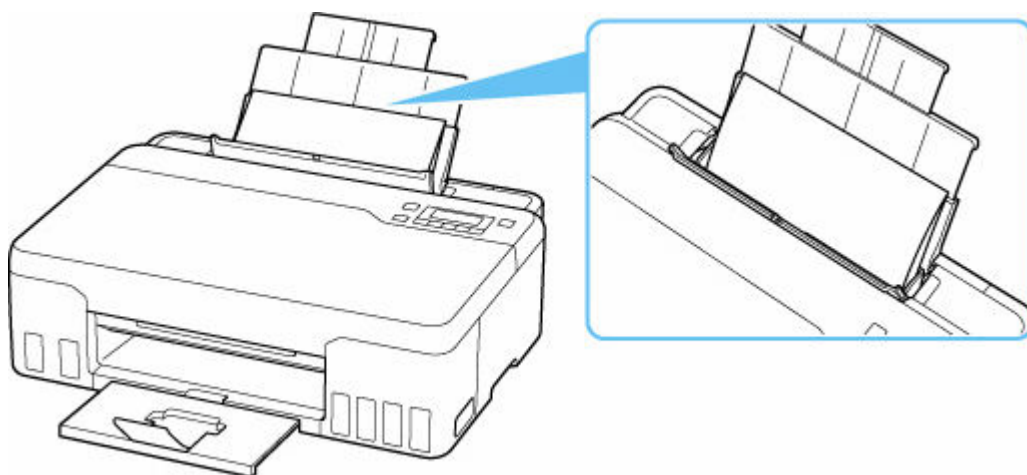
If a foreign object is inside the rear tray, remove it according to the following procedure.

1. Turn off the power of the printer and disconnect the power plug from the outlet.
2. Open the feed slot cover.



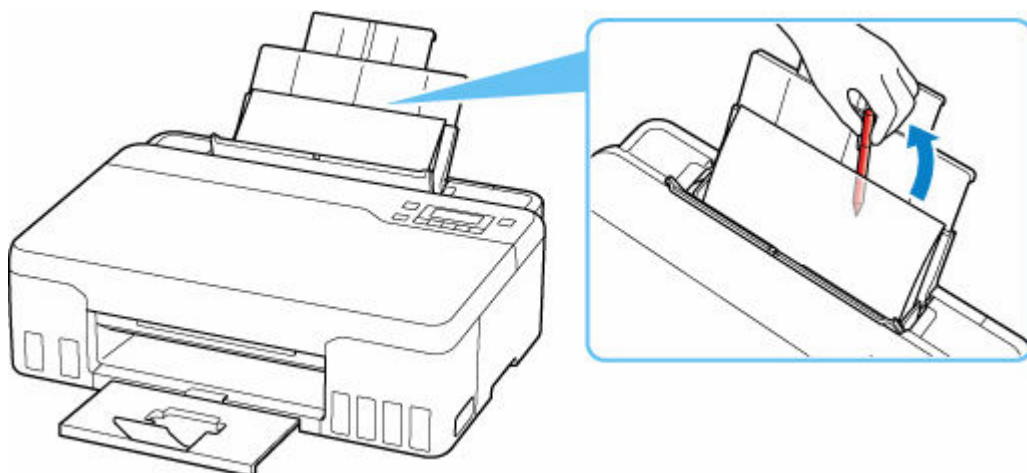
3. Fold one A4 sheet in half and insert it horizontally into the rear tray.

Insert the paper so that your hand does not directly touch the part in the center of the rear tray when removing the foreign object.



4. Remove foreign object by hand with paper inserted.

Put your hand between the paper you inserted and the rear tray to remove the foreign object.



5. Remove the folded paper inserted in step 3.

6. Close the feed slot cover slowly.

### **Important**

- Do not tilt the printer or do not it upside down. Doing so may cause the ink to leak.

**Check7** Clean paper feed roller.

➡ [Cleaning Paper Feed Rollers](#)

If the measures above do not solve the problem, contact your nearest Canon service center to request a repair.

### **Important**

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see Repairing Your Printer.



## Printout (Copy) Results Are Unsatisfactory

---



If the print results are unsatisfactory due to white streaks, misaligned/distorted lines, or uneven colors, check the paper and print quality settings first.

### **Check1** Do page size and media type settings match size and type of loaded paper?

If these settings do not match, it is not possible to obtain the proper result.

If you are printing a photograph or an illustration, an incorrect paper type setting may reduce the quality of the printout color.

Also, if you print with an incorrect paper type setting, the printed surface may be scratched.

In borderless printing, uneven coloring may occur depending on the combination of the paper type setting and the loaded paper.

The method for checking the paper and print quality settings differs depending on what you are using your printer for.

- **Printing from your computer**

Check the settings using the printer driver.

➡ Basic Printing Setup

- **Printing from a PictBridge (Wi-Fi) compliant device**

Check the settings on your PictBridge (Wi-Fi) compliant device or the operation panel.

➡ PictBridge (Wi-Fi) Print Settings

➡ PictBridge settings

- **Printing from your smartphone/tablet using Canon PRINT Inkjet/SELPHY**

Check the settings on Canon PRINT Inkjet/SELPHY.

➡ Print Photos from Your Smartphone

### **Check2** Make sure appropriate print quality is selected (see list above).

Select a print quality suited to the paper and to what you are printing. If you notice blurs or uneven colors, increase the print quality setting and retry the printing.

### **▶▶▶ Note**

- When printing from a PictBridge (Wi-Fi) compliant device, set the print quality setting using the operation panel.

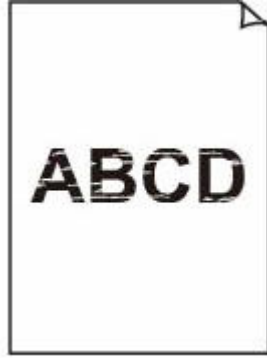
This setting cannot be made on the PictBridge (Wi-Fi) compliant device.

Check3

If problem is not resolved, click on illustration that corresponds to problem.



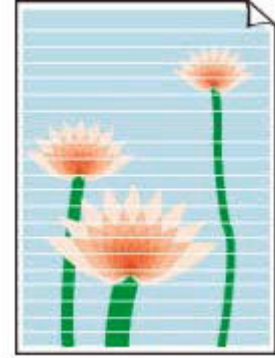
[Printouts Are Blank](#)



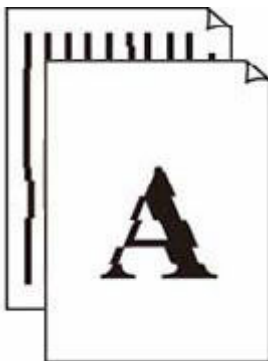
[Blurry or Fuzzy](#)



[Inaccurate or  
Bleeding Colors](#)



[Streaks or Lines](#)



[Lines Are  
Misaligned/Distorted](#)



[Paper Is Smudged/  
Printed Surface Is  
Scratched](#)



[Ink Blots/Paper Curl](#)



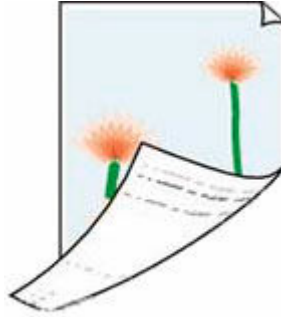
[Vertical Line Next to  
Image](#)



[Images Incomplete/  
Cannot Complete  
Printing](#)

	Tokyo	London
Jan.	12,000	10,500
Feb.	11,500	10,800
Mar.	13,800	12,800
Apr.	12,000	10,500
May.	11,500	10,800
June	13,800	12,800

[Lines Incomplete or  
Missing \(Windows\)](#)



[Back of Paper Is  
Smudged](#)



[Uneven Colors](#)



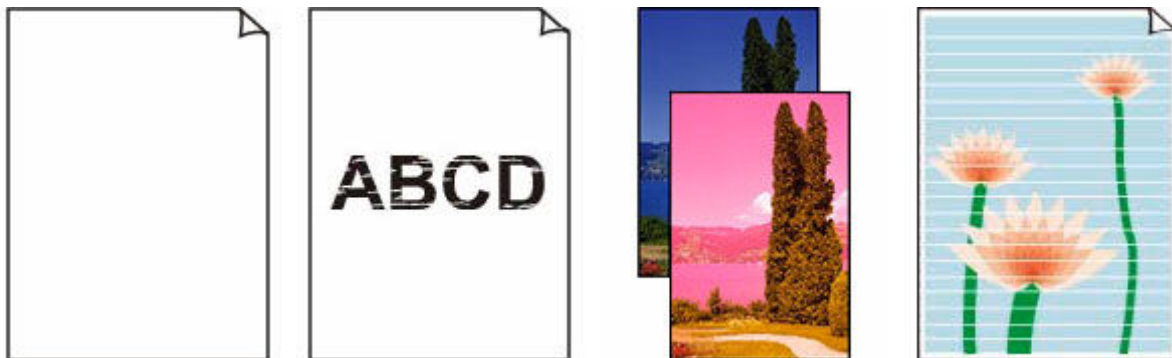
[Streaked Colors](#)

## **Note**

- This web page is a common page across models. Depending on the specifications of the printer you are using, some of the features described (scanner/copy, etc.) may not apply.

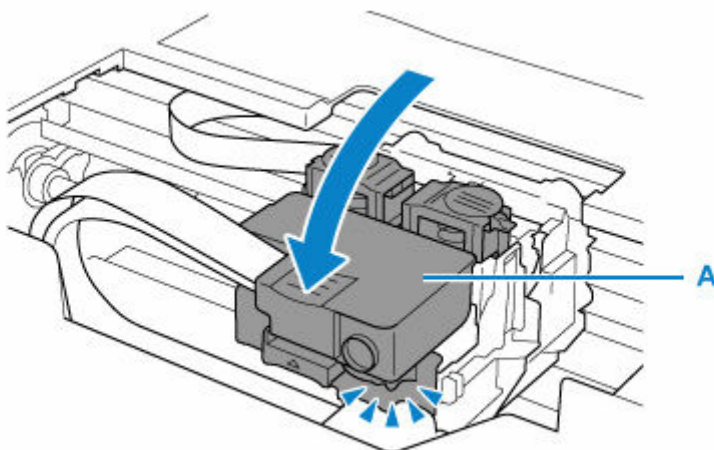
For details about the functions of your printer, see [Specifications](#).

## Printouts Are Blank/Blurry or Fuzzy/Inaccurate or Bleeding Colors/Streaks or Lines

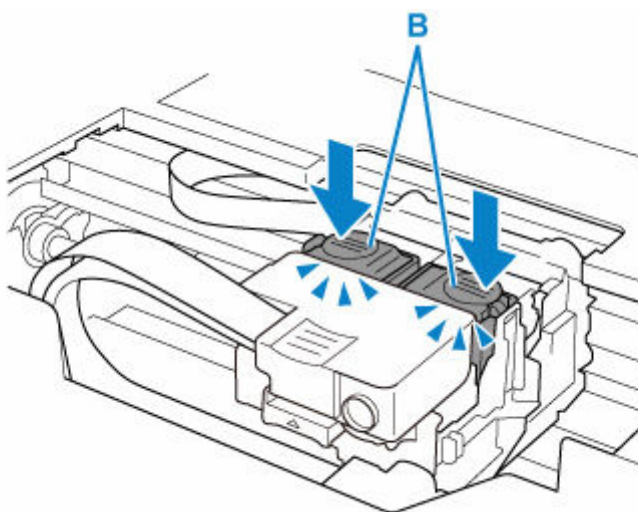


**Check1** Make sure joint button is not lifted up.

Push the print head locking cover (A) to make sure the print head is installed properly.



Next, push the joint buttons (B) firmly to the end.



## Important

- Make sure that the orange label and the protective tape have been removed, when installing the print head.
- Do not open the print head locking cover (A) carelessly. The ink may leak out.

➡ Check Installation of Print Head

**Check2** Check paper and print quality settings.

➡ [Printout \(Copy\) Results Are Unsatisfactory](#)

**Check3** Are the print head nozzles clogged?

Print the nozzle check pattern and make sure that the ink is coming out normally.

For details on printing the nozzle check pattern, print head cleaning, and print head deep cleaning, see [If Printing Is Faint or Uneven](#).

**Step1** Print the nozzle check pattern.

After printing the nozzle check pattern, examine the pattern.

If the pattern is not printed correctly, go to the next step.

- From the printer
  - ➡ [Printing the Nozzle Check Pattern](#)
- From the computer
  - **For Windows:**
    - ➡ Printing a Nozzle Check Pattern
  - **For macOS:**
    - ➡ Printing a Nozzle Check Pattern

**Step2** Clean the print head.

After cleaning the print head, print the nozzle check pattern and check the result.

- From the printer
  - ➡ [Cleaning the Print Head](#)
- From the computer
  - **For Windows:**
    - ➡ Clean the print head
  - **For macOS:**
    - ➡ [Clean the print head](#)

If it still does not improve, go to the next step.

**Step3** Clean the print head again.

After cleaning the print head again, print the nozzle check pattern and check the result.

If it still does not improve, go to the next step.

**Step4** Clean the print head deeply.

After cleaning the print head deeply, print the nozzle check pattern and check the result.

- From the printer
  - ➡ [Deep Print Head Cleaning](#)



- From the computer
  - **For Windows:**
    - ➡ Clean the print head deeply
  - **For macOS:**
    - ➡ [Clean the print head deeply](#)

If it does not improve, turn off the printer, wait for more than 24 hours, and go to the next step.

#### **Step5** Clean the print head deeply again.

After cleaning the print head deeply again, print the nozzle check pattern and check the result.

If it still does not improve, go to the next step.

#### **Step6** Perform ink flush.

After performing ink flush, print the nozzle check pattern and check the result.

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

➡ How to Perform Ink Flush

#### **Important**

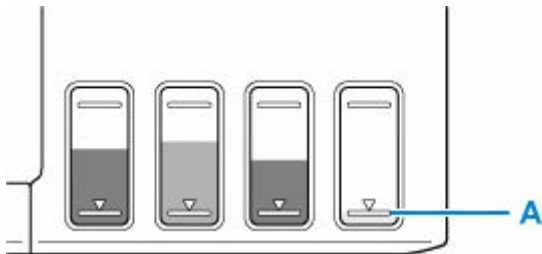
- Performing ink flush when the remaining ink level is not enough may damage the printer.  
Before performing ink flush, check the remaining ink level of all colors.
- ➡ How to Perform Ink Flush

If the nozzle check pattern is not printed correctly even after performing ink flush, check the installing condition of the print head.

➡ Check Installation of Print Head

#### **Check4** When an ink tank runs out of ink, refill the ink tank.

If the remaining ink level is below the lower limit line (A), refill the ink tank with the corresponding color of ink.



If you use the printer until the ink tank becomes empty, perform ink flush after refilling the ink tank.

- ➡ [Refilling Ink Tanks](#)
- ➡ How to Perform Ink Flush

#### **Note**

- The color of the printed image may differ from the color on the screen due to different coloration methods between the display and the printer. Also, colors may vary depending on the environment in which you are viewing the display and the color adjustment. For these reasons, the print result may not be the same color.

#### **Check5** Perform print head alignment.

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

➡ [Aligning the Print Head](#)

## ➤➤➤ **Note**

- If the problem is not resolved after performing the print head alignment, perform print head alignment manually from your computer.

### — **For Windows:**

➡ [Adjusting Print Head Position Manually](#)

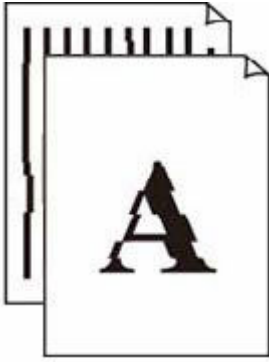
**Check6** When using paper with one printable surface, check the correct printable side of the paper.

Printing on the wrong side of such paper may cause unclear prints or prints with reduced quality.

When you load paper on the rear tray, load paper with the printable side facing up.

Refer to the instruction manual supplied with the paper for detailed information on the printable side.

## Lines Are Misaligned/Distorted



**Check1** Check paper and print quality settings.

➔ [Printout \(Copy\) Results Are Unsatisfactory](#)

**Check2** Perform print head alignment.

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

➔ [Aligning the Print Head](#)

### ➤➤➤ Note

- If the problem is not resolved after performing the print head alignment, perform print head alignment manually from your computer.

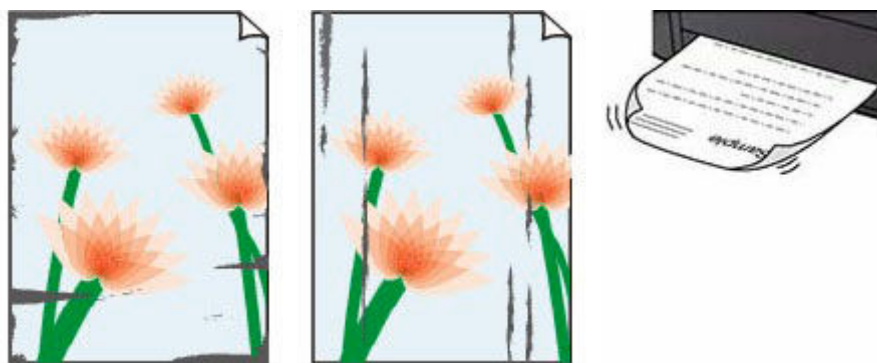
#### — For Windows:

➔ [Adjusting Print Head Position Manually](#)

**Check3** Increase print quality and try printing again.

Increasing the print quality using the operation panel or the printer driver may improve the print result.

## Paper Is Smudged/Printed Surface Is Scratched/Ink Blots/ Paper Curl



**Check1** Check paper and print quality settings.

➔ [Printout \(Copy\) Results Are Unsatisfactory](#)

**Check2** Check paper type.

Make sure you are using the right paper for what you are printing. To print data with high color saturation such as photographs or images with dark colors, we recommend that you use Photo Paper Plus Glossy II or other Canon specialty paper.

➔ [Supported Media Types](#)

**Check3** Correct curl before loading paper.

When using Photo Paper Plus Semi-gloss, even if the sheet is curled, load one sheet at a time as it is. Rolling this paper in the opposite direction to flatten it may crack the paper surface and reduce the print quality.

We recommend putting unused paper back into the package and storing it flat.

- **Plain Paper**

Turn the paper over and reload it to print on the other side.

- **Other Paper such as envelope**

If the paper corners curl more than 0.1 in. / 3 mm (A) in height, the paper may smudge or may not feed properly. Follow the instructions below to correct the paper curl.



1. Roll up paper in opposite direction to paper curl as shown below.

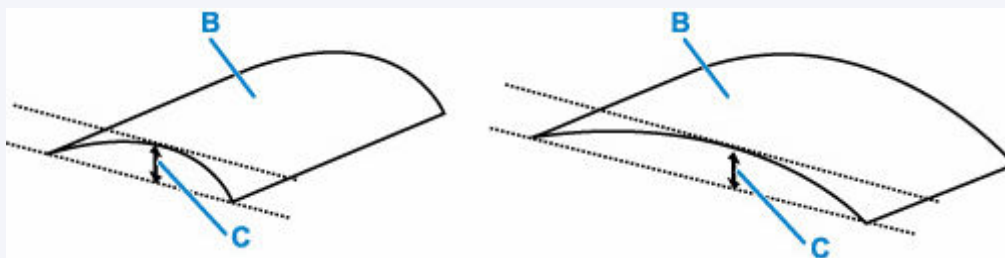


## 2. Check that paper is now flat.

We recommend printing curl-corrected paper one sheet at a time.

### »»» Note

- Depending on paper type, the paper may smudge or may not feed properly even if it is not curled inward. Follow the instructions below to curl the paper outward up to 0.1 in. / 3 mm (C) in height before printing. This may improve the print result.



(B) Print side

We recommend feeding paper that has been curled outward one sheet at a time.

### Check4 Set printer to prevent paper abrasion.

Adjusting the setting to prevent paper abrasion will widen the clearance between the print head and the paper. If you notice abrasion even with the media type set correctly to match the paper, set the printer to prevent paper abrasion using the operation panel or the computer.

This may reduce the print speed.

\* Once you have finished printing, undo this setting. Otherwise, it will apply to subsequent print jobs.

#### • From operation panel

Press the **Setup** button and select **Device settings** > **Print settings** in this order, and then set **Prevent abrasion** to **ON**.

➡ [Changing Settings from Operation Panel](#)

#### • From computer (Windows):

1. Check that printer is turned on.
2. Open Canon IJ Printer Assistant Tool.
  - ➡ Opening the Maintenance Tool (Canon IJ Printer Assistant Tool)
3. Select **Custom Settings**.
4. Select **Prevents paper abrasion** check box and select **OK**.

5. Check message and select **OK**.

- **From computer (macOS):**

Adjust the setting to prevent paper abrasion from Remote UI.

➡ [Opening Remote UI for Maintenance](#)

**Check5** If brightness is set low, increase brightness setting and try printing again.  
(Windows)

If you are printing with a low brightness setting on plain paper, the paper may absorb too much ink and become wavy, causing paper abrasion.

Check the brightness setting in the printer driver.

➡ Adjusting Brightness

**Check6** Is paper feed roller dirty?

Clean paper feed roller.

➡ [Cleaning Paper Feed Rollers](#)

**Check7** Is inside of printer dirty?

During duplex printing, ink may stain the inside of the printer, smudging the printout.

Perform bottom plate cleaning to clean inside of printer.

➡ [Cleaning Inside the Printer \(Bottom Plate Cleaning\)](#)

### ▶▶▶ Note

- To prevent staining inside the printer, be sure to set the correct paper size.

**Check8** Set longer ink drying time.

This allows the printed surface to dry, preventing smudges and scratches.

- **For Windows:**

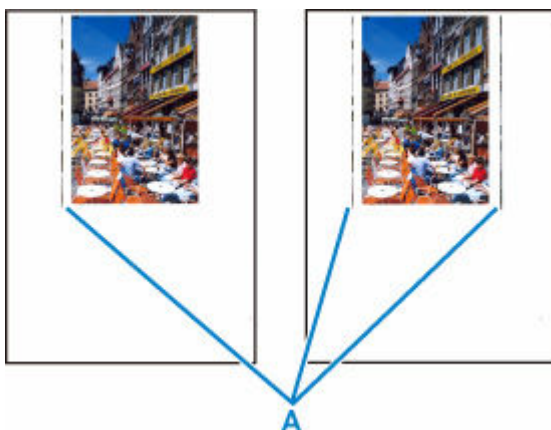
1. Check that printer is turned on.
2. Open Canon IJ Printer Assistant Tool.
  - ➡ Opening the Maintenance Tool (Canon IJ Printer Assistant Tool)
3. Select **Custom Settings**.
4. Drag **Ink Drying Wait Time** slide bar to set the wait time and select **OK**.
5. Check message and select **OK**.

- **For macOS:**

Set the waiting time using Remote UI.

➡ [Opening Remote UI for Maintenance](#)

## Vertical Line Next to Image



### Check Is loaded paper size correct?

If the loaded paper is larger than the size you specified, vertical lines (A) may appear in the left margin or the both margins.

Set the paper size to match the loaded paper.

➡ [Printout \(Copy\) Results Are Unsatisfactory](#)

### ▶▶ Note

- The direction or pattern of the vertical lines (A) may vary depending on the image data or the print setting.
- This printer performs automatic cleaning when necessary to keep printouts clean. A small amount of ink is ejected for cleaning.

Although the ink is normally ejected onto the ink absorber at the outer edge of the paper, it may get onto the paper if the loaded paper is larger than the set size.



## Images Incomplete/Cannot Complete Printing



If the printing of photos, images, stops in the middle of printing and cannot be printed to the end, check the following items.

### Check1 Select setting not to compress printing data. (Windows)

If you select the setting not to compress the printing data with an application software you are using, the printing result may be improved.

Click **Print Options** on **Page Setup** sheet of the printer driver. Select the **Do not allow application software to compress print data** check box and click **OK**.

### »» Important

- Clear the check box once printing is complete.

### Check2 Are you trying to print a large data file? (Windows)

If you are trying to print a large data file, printing may not be performed properly due to missing print data.

Select **On** for **Prevention of Print Data Loss** on the **Print Options** dialog box of the printer driver.

For details, refer to Page Setup Tab Description.

### »» Important

- Selecting **On** for **Prevention of Print Data Loss** may reduce print quality.
- After printing is completed, select **Off** for **Prevention of Print Data Loss**.

### Check3 Your hard disk may not have sufficient free space to store job.

Delete unnecessary files to free up disk space.

## Lines Incomplete or Missing (Windows)

	Tokyo	London
Jan.	12,000	10,500
Feb.	11,500	10,800
Mar.	13,800	12,800
Apr.	12,000	10,500
May.	11,500	10,800
June	13,800	12,800

### Check1 Are you using Page Layout Printing or Binding Margin function?

When the Page Layout Printing or Binding margin function is in use, thin lines may not be printed. Try thickening the lines in the document.

### Check2 Are you trying to print a large data file? (Windows)

If you are trying to print a large data file, printing may not be performed properly due to missing print data.

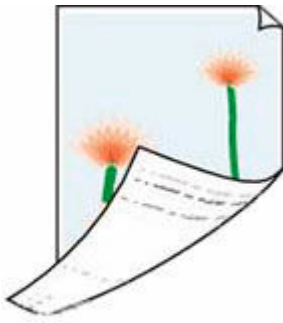
Select **On** for **Prevention of Print Data Loss** on the **Print Options** dialog box of the printer driver.

For details, refer to Page Setup Tab Description.

### Important

- Selecting **On** for **Prevention of Print Data Loss** may reduce print quality.
- After printing is completed, select **Off** for **Prevention of Print Data Loss**.

## Back of Paper Is Smudged



**Check1** Check paper and print quality settings.

➔ [Printout \(Copy\) Results Are Unsatisfactory](#)

**Check2** Perform bottom plate cleaning to clean inside of printer.

➔ [Cleaning Inside the Printer \(Bottom Plate Cleaning\)](#)

### »» Note

- During borderless printing, duplex printing, or too much printing, ink may stain the inside of the printer.

## Uneven or Streaked Colors



**Check1** Increase print quality and try printing again.

Increasing the print quality using the operation panel or the printer driver may improve the print result.

**Check2** Perform print head alignment.

➔ [Aligning the Print Head](#)

### ▶▶▶ Note

- For Windows, if the problem is not resolved after performing the print head alignment, perform print head alignment manually from your computer.

#### — For Windows:

➔ [Adjusting Print Head Position Manually](#)

### ▶▶▶ Note

- Although some air may enter the ink tube, it is not a malfunction. No problem if the nozzle check pattern is printed correctly.

## **Mechanical Problems**

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- **Printer Does Not Turn On**
- **Printer Turns Off Unexpectedly or Repeatedly**
- **USB Connection Problems**
- **Wrong Language Appears in LCD**



## Printer Does Not Turn On

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**Check1** Press **ON** button.

➔ [Power Supply](#)

**Check2** Make sure power plug is securely connected to printer, and then turn on again.

**Check3** Unplug printer, leave it for at least 2 minutes, and then plug it back in and turn on again.

If this does not solve the problem, contact your nearest Canon service center to request a repair.

### **Important**

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see [Repairing Your Printer](#).



## Printer Turns Off Unexpectedly or Repeatedly

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**Check** If printer is set to turn off automatically after a certain time, disable this setting.

If you have set the printer to turn off automatically after a specified time, the power will shut off by itself once that time has elapsed.

- **To disable the setting from the operation panel:**

1. Check that printer is turned on.
2. Press the **Setup** button, use the ◀ ▶ button to select **ECO settings**, and press the **OK** button.

➡ [LCD and Operation Panel](#)

3. Use the ◀ ▶ button to select **Auto power off** and then press the **OK** button.
4. Use the ◀ ▶ button to select **OFF** and then press the **OK** button.

The setting to shut off the power automatically is disabled.

- **To disable the setting from the computer:**

For Windows, use Canon IJ Printer Assistant Tool to disable the setting.

Follow the procedure below to disable the setting using Canon IJ Printer Assistant Tool.

1. Open Canon IJ Printer Assistant Tool.
  - ➡ Opening the Maintenance Tool (Canon IJ Printer Assistant Tool)
2. Select **Auto Power**.
3. Select **Disable** for **Auto Power Off**.
4. Select **OK**.
5. Select **OK** on the displayed screen.

The setting to shut off the power automatically is disabled.



## USB Connection Problems



If the printer connected to the computer via USB is not recognized, check the following items.

### ➡ [USB Connection Not Recognized](#)

The following problems may occur even though the USB connection is recognized.

- Printing is slow.
- Hi-Speed USB connection does not work.
- A message such as "**This device can perform faster**" appears. (Windows)

If the above is the case, check the following.

### ➡ [USB Connection Does Not Work Properly](#)

#### ▶▶▶ Note

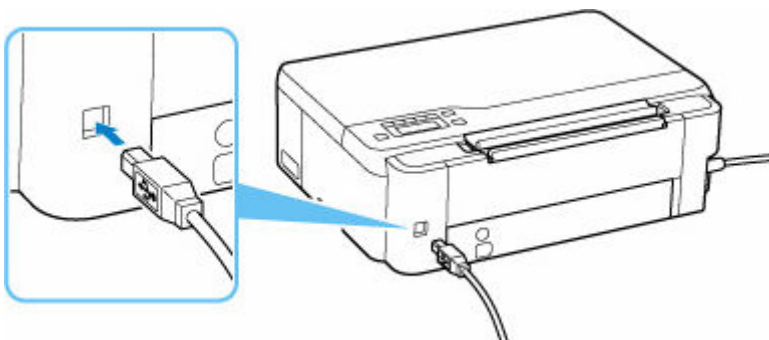
- If your system environment does not support Hi-Speed USB, the printer operates at the slower speed of Full-Speed or Low-Speed. In this case, the printer works properly but printing speed may slow down due to the communication speed.

## USB Connection Not Recognized

**Check1** Check that printer is turned on.

**Check2** Connect USB cable properly.

As the illustration below, the USB port is at the back of the printer.



#### ▶▶▶ Important

- Check the orientation of the "Type-B" connector and connect to the printer. For details, refer to the instruction manual supplied with the USB cable.

**Check3** Check that **Enable bidirectional support** is selected in **Ports** sheet of **Printer properties** dialog box. (Windows)



If not, select it to enable bidirectional support.

➡ Opening Printer Driver's Setup Screen

## **USB Connection Does Not Work Properly**

### **Check**

Check following to make sure your system environment supports Hi-Speed USB connection.

- Does the USB port on your computer support Hi-Speed USB connection?
- Does the USB cable or the USB hub support Hi-Speed USB connection?

Be sure to use a certified Hi-Speed USB cable. We recommend that the USB cable be no longer than 10 feet / 3 meters or so.

- Is the Hi-Speed USB driver working properly on your computer?

Make sure the latest Hi-Speed USB driver is working properly and install the latest version of the Hi-Speed USB driver for your computer, if necessary.

### **Important**

- For more information, contact the manufacturer of your computer, USB cable, or USB hub.



## Wrong Language Appears in LCD

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Follow the instructions below to select your language.

1. Press **Setup** button and wait a little.
2. Press ► button 1 times and press **OK** button.
3. Press ► button 5 times and press **OK** button.
4. Use ◀► button to select language for LCD and press **OK** button.

The desired language appears on the LCD.

## **Installation and Download Problems**

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- **Failed to MP Drivers (Printer Driver) Installation (Windows)**
- **Updating MP Drivers (Printer Driver) in Network Environment (Windows)**



## Failed to MP Drivers (Printer Driver) Installation (Windows)

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If the MP Drivers (Printer Driver) were not installed correctly, make sure that all **Windows Updates** have been applied. If all **Windows Updates** have not been applied, apply all **Windows Updates**.

After confirming **Windows Update**, perform the following operations to install the MP Drivers (Printer Driver).

1. Open screen to uninstall MP Drivers (Printer Driver).

**For Windows 10:**

Select **Settings > Apps**.

**For Windows 8.1 / Windows 7:**

Select **Control Panel > Programs and Features**.

2. Check if there is "**Canon XXX series MP Drivers**" or "**Canon XXX series Printer Driver**" you want to install in list.

"XXX" is the model name.

3. If you find MP Drivers (Printer Driver) for printer you want to install, uninstall it.

If not found, proceed to the next step.

4. Restart computer.

After restarting, install the latest MP Drivers (Printer Driver).



## Updating MP Drivers (Printer Driver) in Network Environment (Windows)

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Download the latest MP Drivers (Printer Driver) in advance.

Download the latest MP Drivers (Printer Driver) for your model on the download page of the Canon website.

After the download is completed, overwrite and install the new version of the MP Drivers (Printer Driver) according to the specified installation procedure.

### **Note**

- The network settings on the printer are not affected, so the printer can be used on the network without redoing settings.

## **Errors and Messages**

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- **Four-Digit Alphanumeric Characters Appear on LCD**
- **When Error Occurred**
- **Message (Support Code) Appears**

## **Four-Digit Alphanumeric Characters Appear on LCD**

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A message appears on the printer's LCD or your computer screen.

Some errors may display four-digit alphanumeric characters along with the error message. The characters represent a "support code" (error number).

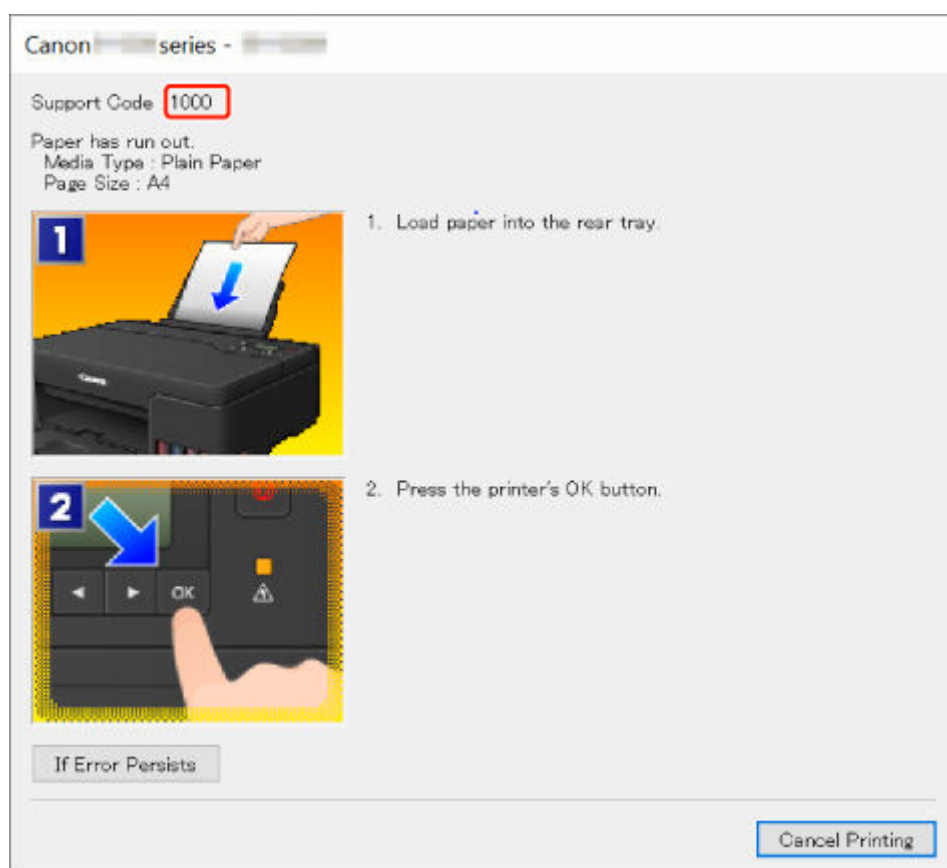
For details on each support code, see [List of Support Code for Error](#).

## When Error Occurred

If an error occurs in printing, for example, if the paper runs out or jams, a troubleshooting message appears automatically. For some errors, a support code (error number) is also displayed.

Take the appropriate action described in the message.

### When a Support Code and a Message are displayed on the Computer Screen (Windows):



### When a Support Code and a Message are displayed on the Printer's LCD:

No paper in rear tray  
Load paper in the rear tray 1000

For details on how to resolve errors with Support Codes, see [List of Support Code for Error](#).

For details on how to resolve errors without Support Codes, see [Message \(Support Code\) Appears](#).



## Message (Support Code) Appears

This section describes some of the messages that may appear.

### »»» Note

- A support code (error number) is displayed for some errors. For details on errors that have support code, see [List of Support Code for Error](#).

If a message appears on the printer's LCD, see below.

#### ➡ [Message Appears on Printer's LCD](#)

If a message appears on the computer, see below.

- ➡ [Error Regarding Power Cord Being Unplugged Is Displayed \(Windows\)](#)
- ➡ [Writing Error/Output Error/Communication Error \(Windows\)](#)
- ➡ [Other Error Messages \(Windows\)](#)

## Message Appears on Printer's LCD

Check the message and take appropriate action.

- **Cannot connect to the server; try again**

The printer cannot connect to the server due to a communication error.

Press the printer's **OK** button to cancel the error and try again after a while.

## Error Regarding Power Cord Being Unplugged Is Displayed (Windows)

The printer may have been unplugged while it was on.

Check the error message that appears on the computer and click **OK**.

The printer starts printing.

See [Unplugging the Printer](#) to unplug the printer correctly.

## Writing Error/Output Error/Communication Error (Windows)

**Check1** If the **ON** lamp is off, make sure printer is plugged in and turn on.

The **ON** lamp flashes while the printer is initializing. Wait until the **ON** lamp stops flashing and remains lit.

**Check2** Make sure printer is properly connected to computer.

If you are using a USB cable, make sure it is securely connected to both the printer and the computer. When the USB cable is securely plugged in, check the following:

- If you are using a relay device such as a USB hub, disconnect it, connect the printer directly to the computer, and retry the printing. If printing starts normally, there is a problem with the relay device. Contact the vendor of the relay device.
- There could also be a problem with the USB cable. Replace the USB cable and retry the printing.

If you use the printer over a LAN, make sure the printer is correctly set up for network use.

### Check3 Make sure Printer Driver is installed correctly.

Uninstall the Printer Driver following the procedure described in Deleting the Unnecessary Printer Driver and click here to reinstall them.

### Check4 When printer is connected to your computer with a USB cable, check device status from your computer.

Follow the procedure below to check the device status.

1. Select **Control Panel > Hardware and Sound > Device Manager**.

#### »» Note

- If the **User Account Control** screen appears, select **Continue**.

2. Open **USB Printing Support Properties**.

Double-click **Universal Serial Bus controllers** and **USB Printing Support**.

#### »» Note

- If the **USB Printing Support Properties** screen does not appear, make sure the printer is correctly connected to the computer.

➡ Check2 [Make sure printer is properly connected to computer.](#)

3. Click **General** tab and check for a device problem.

If a device error is shown, see Windows Help to resolve it.

## Other Error Messages (Windows)

Check If an error message appears outside printer status monitor, check the following:

- **"Could not spool successfully due to insufficient disk space"**

Delete any unnecessary files to increase the amount of free space on the disk.

- **"Could not spool successfully due to insufficient memory"**

Close other applications to increase the available memory.

If you still cannot print, restart your computer and retry the printing.

- **"Printer driver could not be found"**

Uninstall the Printer Driver following the procedure described in Deleting the Unnecessary Printer Driver and click here to reinstall them.

- **"Could not print Application name - File name"**

Try printing again once the current job is complete.

## List of Support Code for Error

Support code appears on the printer's LCD and your computer screen when errors occur.

A "support code" is an error number, and appears along with an error message.

When an error occurs, check the support code and take the appropriate action in response.

### Support Code Appears on Printer's LCD and Computer Screen

#### • 1000 to 1ZZZ

[1000](#) [1070](#) [1200](#) 1215 [1300](#) 1366 [1368](#) 1431 1432 1470 1471 1472  
1473 1474 1476 [1496](#) 15A0 15A1 [1640](#) [1723](#) [1724](#) [1725](#) [1726](#) [1727](#)  
[1890](#) 1892

#### • 2000 to 2ZZZ

[2114](#) 2123 [2200](#) 2500

#### • 3000 to 3ZZZ

[3252](#) 3413 3440 3441 3442 3443 3444 3445 3446 3447 3449

#### • 4000 to 4ZZZ

[4103](#) 4104 495A

#### • 5000 to 5ZZZ

[5100](#) [5200](#) 5205 5206 5400 5700 5C30

#### • 6000 to 6ZZZ

[6000](#) 6500 6800 6801 6900 6901 6902 6910 6930 6931 6932 6933  
6940 6941 6942 6943 6944 6945 6946 6D01

#### • 7000 to 7ZZZ

7500 7600 7700 7800

- A000 to ZZZZ

B20B

### »» Note

- For information on how to deal with paper jams, see [What to Do When Paper Is Jammed](#).

## What to Do When Paper Is Jammed

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If paper jams, remove it following the appropriate procedure as shown below.

- If you can see the jammed paper at the paper output slot or the rear tray:
  - ➡ [1300](#)
- If the paper tears and you cannot remove it from the paper output slot or if the paper is jammed inside the printer:
  - ➡ [Paper Is Jammed inside Printer](#)
- Cases other than above:
  - ➡ Other Cases

## Cause

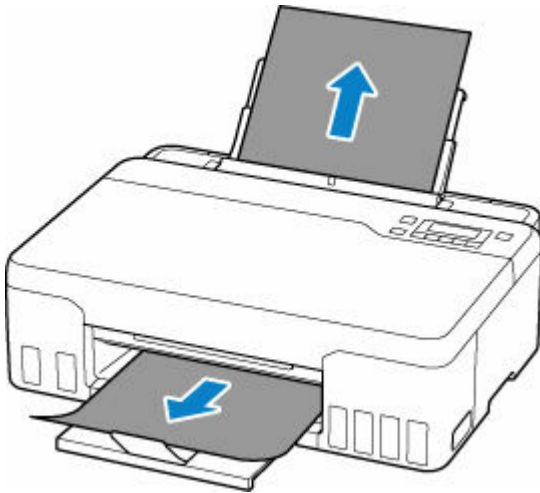
Paper is jammed when feeding paper from rear tray.

## What to Do

Remove the jammed paper following the instructions below.

1. Slowly pull out paper, either from paper output slot or from rear tray, whichever is easier.

Hold the paper with both hands, and pull it out slowly so as not to tear it.



### Note

- If you cannot pull out the paper, turn the printer back on without pulling forcibly. The paper may be ejected automatically.
- If paper becomes jammed during printing and you need to turn off the printer to remove it, press the printer's **Stop** button to stop the printing before you turn off the printer.
- If the paper tears and you cannot remove the jammed paper from the paper output slot or the rear tray, remove the paper from inside the printer.

➡ [Paper Is Jammed inside Printer](#)

2. Reload paper and press printer's **OK** button.

The printer resumes printing. Reprint the page you were printing if it was not printed properly due to the paper jam.

If you turned off the printer in step 1, all jobs in the print queue are canceled. Redo the printing.

### Note

- When reloading the paper, make sure you are using suitable paper and loading it correctly.
- We recommend using paper sizes other than A5 to print documents with photos or graphics. A5 paper may curl and jam as it leaves the printer.

If the measures above do not solve the problem, contact your nearest Canon service center to request a repair.

**»» Important**

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see [Repairing Your Printer](#).

## Paper Is Jammed inside Printer

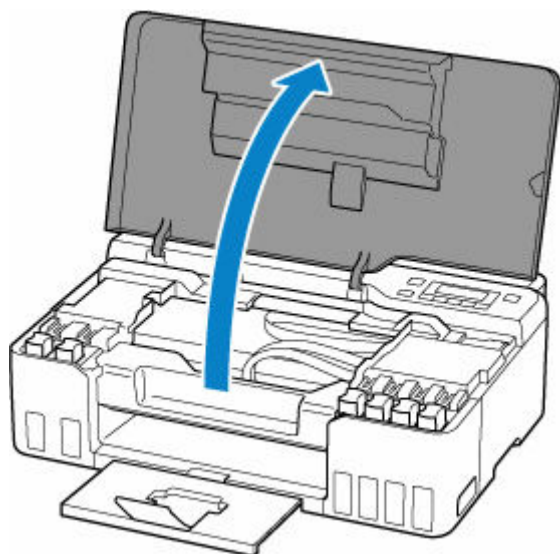
If the jammed paper tears and you cannot remove the paper either from the paper output slot or the feed slot, or if the jammed paper remains inside the printer, remove the paper following the instructions below.

### ▶▶▶ Note

- If paper becomes jammed during printing and you need to turn off the printer to remove it, press the printer's **Stop** button to stop the printing before you turn off the printer.

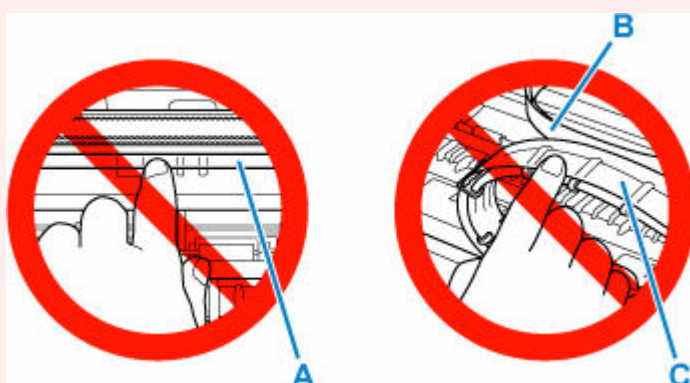
1. Turn off printer and unplug it.

2. Open top cover.



### ▶▶▶ Important

- Do not touch clear film (A), white belt (B), or tubes (C).



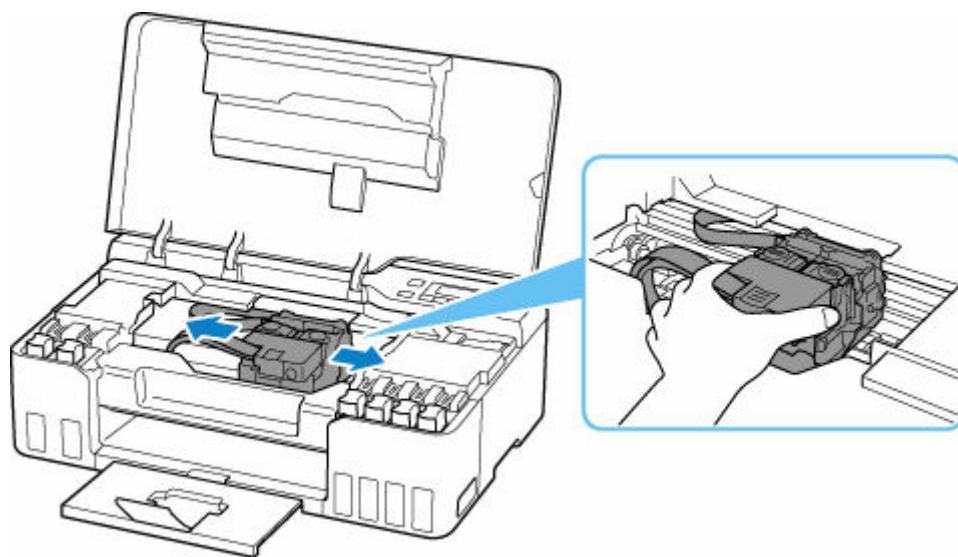
If you soil or scratch this part by touching it with paper or your hand, it could damage the printer.

3. Check if jammed paper is under print head holder.

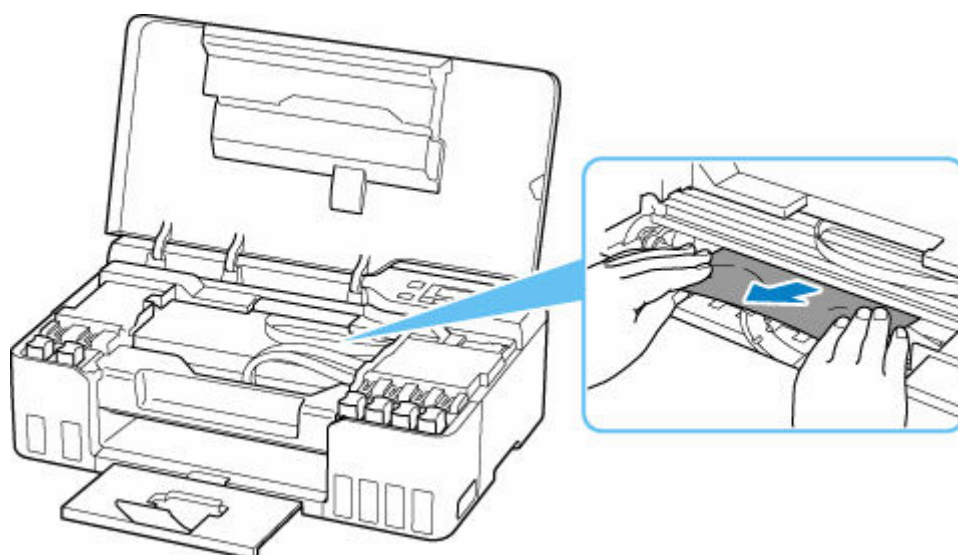
If the jammed paper is under the print head holder, move the print head holder to the far right or left, whichever makes it easier to remove the paper.



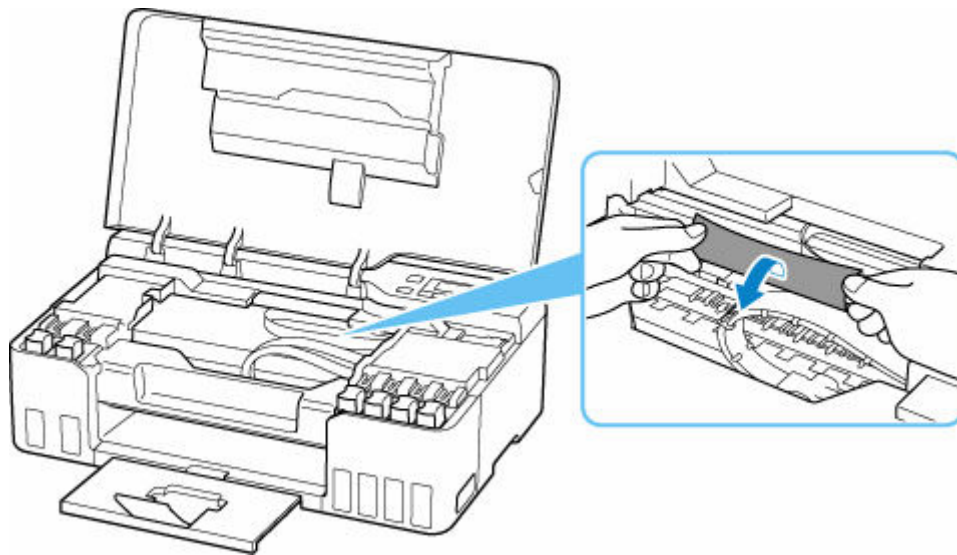
When moving the print head holder, hold the top of the print head holder and slide it slowly to the far right or left.



4. Hold jammed paper firmly in both hands.

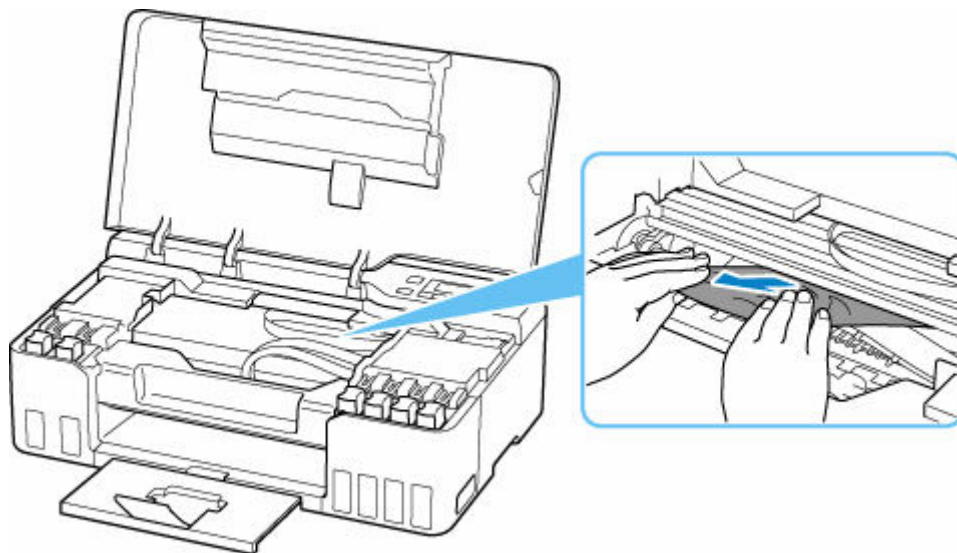


If the paper is rolled up, pull out it.



**5. Slowly pull out paper, so as not to tear it.**

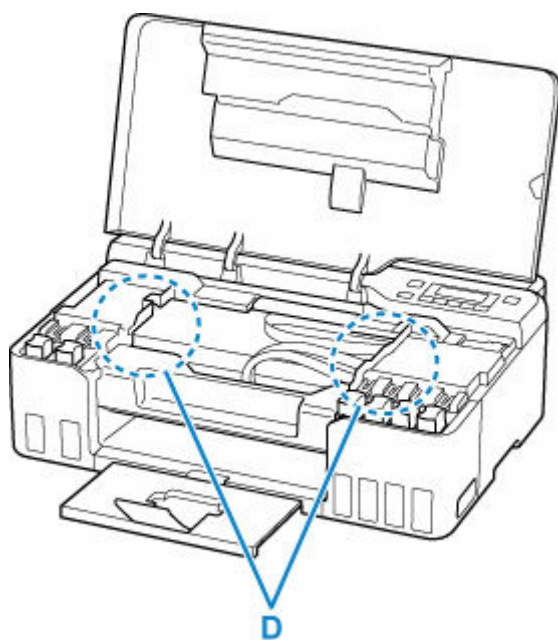
Pull out the paper at an angle of about 45 degrees.



**6. Make sure all jammed paper is removed.**

If the paper tears when you pull out it, a bit of paper may remain in the printer. Check the following and remove any remaining paper.

- Any paper left under the print head holder?
- Any small bits of paper left in the printer?
- Any paper left in the left and right empty spaces (D) in the printer?



7. Close top cover gently.

8. Plug in the printer again and turn it back on.

All jobs in the print queue are canceled. Redo the printing.

#### ▶▶▶ Note

- When reloading the paper, make sure you are using suitable paper and loading it correctly.

If a paper jam message appears on the printer's LCD or on your computer screen when you resume printing after removing all the jammed paper, there may be some paper still inside the printer. Check the printer again for any remaining bits of paper.

If the measures above do not solve the problem, contact your nearest Canon service center to request a repair.

#### ▶▶▶ Important

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see [Repairing Your Printer](#).

## Cause

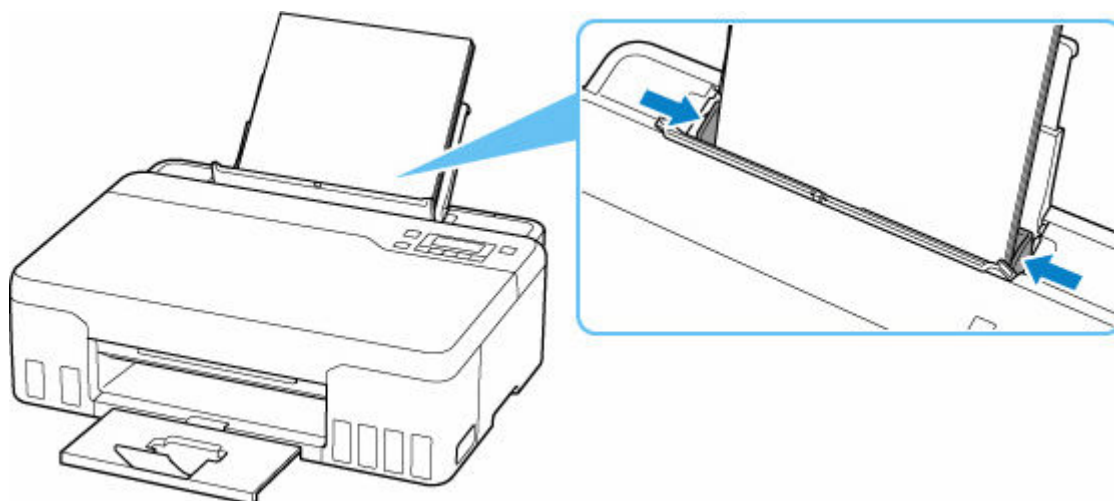
Possible causes include the following.

- There is no paper in the rear tray.
- Paper is not loaded in the rear tray properly.

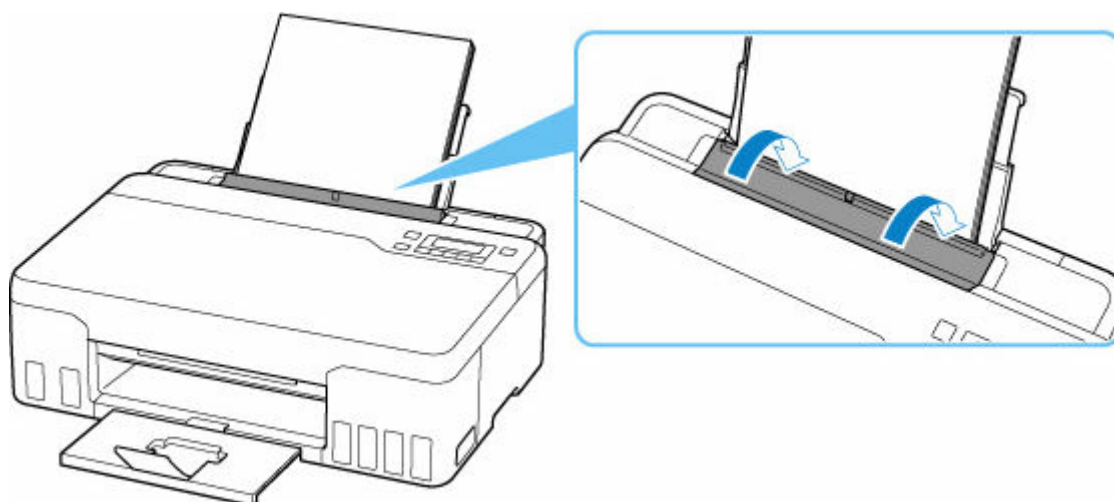
## What to Do

Take the corresponding actions below.

- Load paper in the rear tray.
  - ➔ [Loading Plain Paper / Photo Paper](#)
  - ➔ [Loading Envelopes](#)
- Align the paper guides of the rear tray with both edges of the paper.



- Close the feed slot cover.



After carrying out the above measures, press the printer's **OK** button to cancel the error.

### ►►► Note

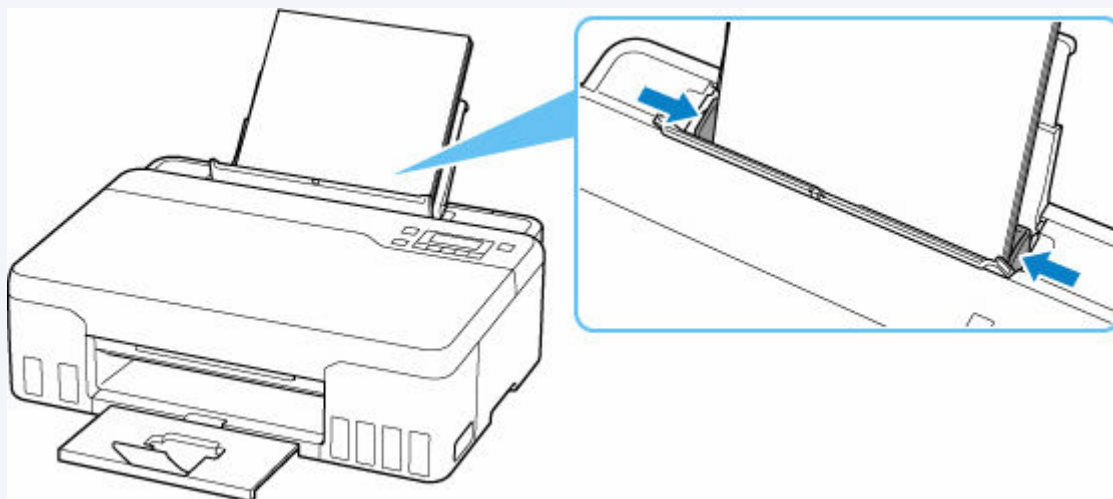
- To cancel printing, press the printer's **Stop** button.

## No Paper during Printer Setup

Load two or more sheets of A4 or Letter size plain paper in the rear tray.

### ►►► Note

- After loading the paper, align the paper guides of the rear tray with both edges of the paper.



Press the printer's **OK** button to cancel the error.

### ►►► Note

- If you are printing a print head alignment sheet during printer setup, do not cancel printing.

### Cause

Paper cannot be fed because the paper feed rollers are dirty.

### What to Do

Press the printer's **Stop** button to cancel printing, and then perform the paper feed roller cleaning.

- From Windows:
  - ➡ Cleaning the Paper Feed Rollers
- From the printer's operation panel:
  - ➡ [Cleaning Paper Feed Rollers](#)

## 1200

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### Cause

Top cover is open.

### What to Do

Close the top cover and wait for a while.

Do not forget to close it, such as after refilling ink tanks.

## 1368

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### Cause

Ink Flush cannot be performed because the maintenance cartridge is almost full.

### What to Do

To perform Ink Flush, first turn off the printer and then replace the maintenance cartridge.

➡ [Replacing Maintenance Cartridge](#)

Press the printer's **OK** button to cancel the error.



### Cause

The maintenance cartridge cannot be recognized.

The maintenance cartridge may not be installed properly or may not be compatible with this printer.

### What to Do

Turn off the printer, remove the maintenance cartridge, and then reinstall it correctly.

Refer to [Replacing Maintenance Cartridge](#) for details on removing and installing the maintenance cartridge.

### Cause

The remaining ink level in one of the ink tanks may have reached the lower limit line shown on the ink tank.

### What to Do

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

If the remaining ink level is below the lower limit line, refill the ink tank with the corresponding color of ink by following the printer's instructions.

➡ [Refilling Ink Tanks](#)

If printing is continued when the remaining ink level is below the lower limit line, the printer may consume a certain amount of ink to return to printable status.

### Cause

The maintenance cartridge is not installed.

### What to Do

Turn off the printer and then install the maintenance cartridge.

Refer to [Replacing Maintenance Cartridge](#) for details on installing the maintenance cartridge.

### Cause

The currently installed maintenance cartridge cannot be used.

This printer cannot use maintenance cartridges that have been installed in other printers.

### What to Do

Turn off the printer and then replace with a new maintenance cartridge.

➡ [Replacing Maintenance Cartridge](#)

### Cause

The maintenance cartridge cannot be recognized.

The maintenance cartridge may not be installed properly or may not be compatible with this printer.

### What to Do

Turn off the printer, remove the maintenance cartridge, and then reinstall it correctly.

Refer to [Replacing Maintenance Cartridge](#) for details on removing and installing the maintenance cartridge.

### Cause

The maintenance cartridge is full.

### What to Do

Turn off the printer and then replace the maintenance cartridge.

➔ [Replacing Maintenance Cartridge](#)

### ➤➤➤ Note

- The condition of the maintenance cartridge when this error is displayed will depend on where and how the printer is used.

When this message is displayed, you must replace the maintenance cartridge.

### Cause

The maintenance cartridge is almost full.

### What to Do

The printer will not be able to print with a full maintenance cartridge.

Press the printer's **OK** button to cancel the error and then prepare a new maintenance cartridge.

For details on the maintenance cartridge, see [Replacing Maintenance Cartridge](#).

## Shipping Tape etc. Are Still Attached (1890)

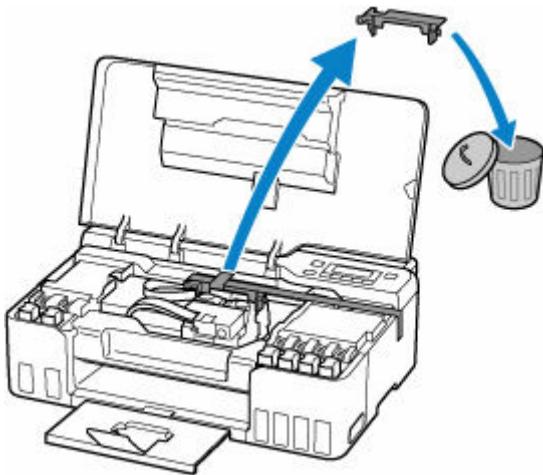
### Cause

Shipping tape or protective material may still be attached to print head holder.

### What to Do

Open the top cover and make sure that shipping tape and protective material have been removed from the print head holder.

If the shipping tape or protective material is still there, remove it and close the top cover.



In the case of the first printer setup, [click here](#), select your printer name on the page, and follow the instructions.



## Cause

Paper settings specified when printing do not match the paper information for the rear tray registered on the printer.

### Note

- For the appropriate combination of the paper settings specified on the printer driver and the paper information registered on the printer, refer to the following.
  - ➔ Paper Settings on the Printer Driver and the Printer (Media Type) (Windows)
  - ➔ Paper Settings on the Printer Driver and the Printer (Paper Size) (Windows)
- For how to register paper information on the printer, refer to the following.
  - ➔ [Paper Settings](#)

If the paper settings specified when printing differ from the paper information for the rear tray registered on the printer, the following message appears on the printer's LCD.

- Paper settings specified on the printer driver when printing:

Paper size: **A5**

Media type: **Plain paper**

- Paper information for the rear tray registered on the printer:

Paper size: **A4**

Media type: **Plain paper**

The size or type of 2114  
[OK]Select option

## What to Do

Press the printer's **OK** button to display the screen below.

Select option  
Print on set paper ▶

Use the ◀ ▶ buttons to select the appropriate action and press the printer's **OK** button.

### Note

- Depending on the settings, some of the options below may not be displayed.

#### Print on set paper

Select this option to print on the loaded paper with the paper settings specified when printing.

For example, when the paper size specified when printing is A5 and the paper information for the rear tray is registered as A4, select this option to print on an A4 paper loaded in the rear tray with the A5 setting.

## Replace the paper

Select this option to print after changing the paper in the rear tray.

For example, when the paper size specified when printing is A5 and the paper information for the rear tray is registered as A4, select this option to print after changing the paper in the rear tray with an A5 paper.

After changing the paper, the paper information registration screen for the rear tray appears. Register the paper information on the printer according to the loaded paper.

### ▶▶▶ Note

- For the appropriate combination of the paper settings specified on the printer driver and the paper information registered on the printer, refer to the following.
  - ➡ Paper Settings on the Printer Driver and the Printer (Media Type) (Windows)
  - ➡ Paper Settings on the Printer Driver and the Printer (Paper Size) (Windows)

## Cancel

Cancels printing.

Select this option when you want to change the paper settings specified when printing. Change the paper settings and try printing again.

### ▶▶▶ Note

- You can configure the setting to hide the misprint prevention message. When set to hide the message, printing begins regardless of whether the paper settings specified when printing and the paper information of the rear tray registered on the printer match.
  - To change whether to display the misprint prevention message when printing without using the printer driver:
    - ➡ [Feed settings](#)
  - To change whether to display the misprint prevention message when printing using the printer driver:
    - ➡ Changing the Printer Operation Mode (Windows)
    - ➡ [Changing the Printer Operation Mode](#) (macOS)

## 2200

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### Cause

An internal part will need replacing soon.

### What to Do

Press the printer's **OK** button to cancel the error.

Contact your nearest Canon service center to request a repair as soon as possible.

You cannot replace the internal parts of the printer yourself.

### »» Important

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repair, see [Repairing Your Printer](#).

## 3252

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### Cause

The maintenance cartridge is almost full.

### What to Do

The printer will not be able to print with a full maintenance cartridge.

Press the printer's **OK** button to clear the error message.

## 4103

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### Cause

Cannot perform printing with current print settings.

### What to Do

Press the printer's **Stop** button to cancel printing.

Change the print settings specified when printing and retry printing.

## Cause

Printer error has occurred.

## What to Do

If you are printing, press the printer's **Stop** button to cancel printing, then turn off the printer.

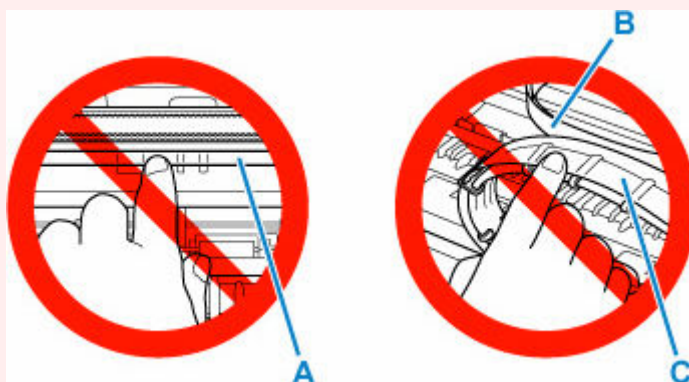
Check the following:

- Make sure print head holder motion is not impeded by protective material and tape for securing the print head holder, jammed paper, etc.

Remove any impediment.

### Important

- When clearing an impediment to print head holder motion, be careful not to touch clear film (A), white belt (B), or tubes (C).



If you soil or scratch this part by touching it with paper or your hand, it could damage the printer.

Turn the printer back on.

If this does not solve the problem, contact your nearest Canon service center to request a repair.

### Important

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see [Repairing Your Printer](#).

### Cause

Printer error has occurred.

### What to Do

Check the remaining ink level, and then refill the ink tank if necessary.

Turn off the printer and unplug it.

Wait about 10 minutes and then plug in the printer again and turn it back on.

If the ink tank is refilled because it runs out of ink, perform ink flush.

- From Windows:
  - ➡ [Cleaning the Print Heads](#)
- From macOS:
  - ➡ [Cleaning the Print Heads](#)
- From the operation panel of the printer:
  - ➡ [How to Perform Ink Flush](#)

If this does not solve the problem, contact your nearest Canon service center to request a repair.

### Important

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see [Repairing Your Printer](#).

## 6000

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### Cause

Printer error has occurred.

### What to Do

Turn off the printer and unplug it.

Plug in the printer again and turn it back on.

If this does not solve the problem, contact your nearest Canon service center to request a repair.

### »» Important

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see [Repairing Your Printer](#).