TC-21

Online Manual

English

Contents

Symbols Used in This Document

⚠ Warning

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

⚠ Caution

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

Important

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

Note

Instructions including notes for operation and additional explanations.

Basics

Instructions explaining basic operations of your product.

Note

- Icons may vary depending on your product.

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Basic Operations

Printer Parts

- Front
- Back / Side
- Top View
- Inside
- Operation Panel
- Desktop Basket
- Printer Stand

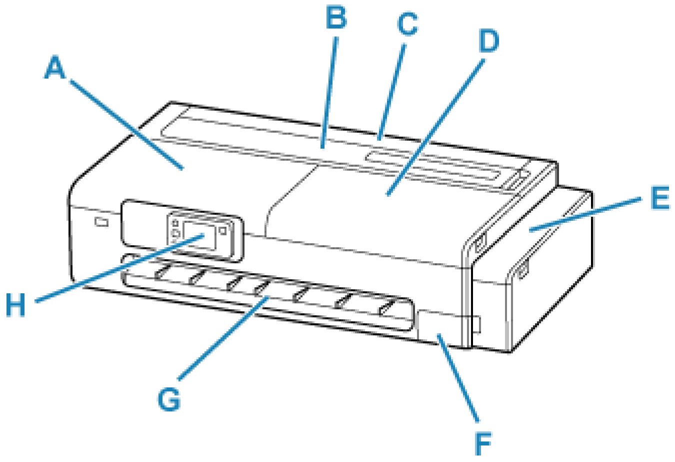
Using the Printer

- Turning the Printer On and Off
- Loading Rolls in the Printer
- Loading Sheets or Postcards into the Printer
- Loading Envelopes or Medicine Envelopes into the Printer
- Using the Desktop Basket
- Using the Basket on the Printer Stand
- Stopping Printing

Printer Parts

- Front
- Back / Side
- Top View
- Inside
- Operation Panel
- Desktop Basket
- Printer Stand

Front



A: Access Cover

Open when performing printer maintenance or when removing jammed paper.

➡ Inside

B: Cut Sheet Feed Cover

Open when loading sheets, postcards, envelopes or medicine envelopes in the top feed.

➡ Top View

C: Roll Paper Feed Cover

Open when loading rolls. Operate with the cut sheet feed cover open.

➡ Top View (with roll loaded)

D: Access Cover

Open when performing printer maintenance or when removing jammed paper.

➡ Inside

E: Ink Tank Cover

Open to refill ink tanks.

➡ Inside of Ink Tank Cover, Inside of Maintenance Cover

F: Maintenance Cover

Open when replacing the maintenance cartridge.

➡ Inside of Ink Tank Cover, Inside of Maintenance Cover

G: Output Guide

Supports output paper.

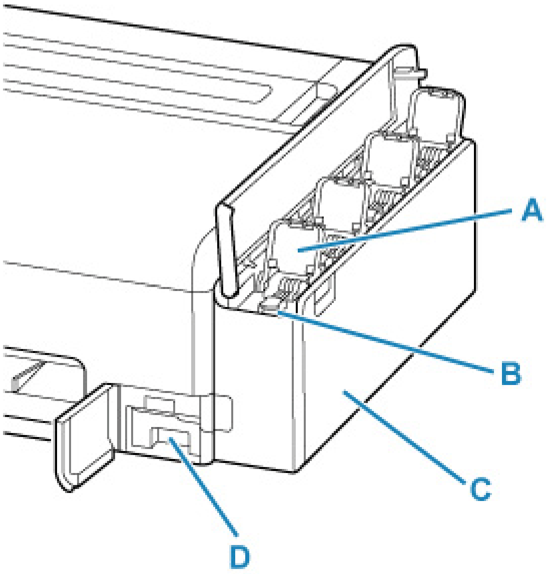
H: Operation Panel

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

The tilt of the operation panel can be adjusted in three steps.

➡ Operation Panel

Inside of Ink Tank Cover, Inside of Maintenance Cover



A: Ink Tank Inner Cover

Open to refill ink tanks.

B: Tank Caps

Open to refill ink tanks.

C: Ink Tanks

Containers for ink inside the printer. Refill when the ink runs low.

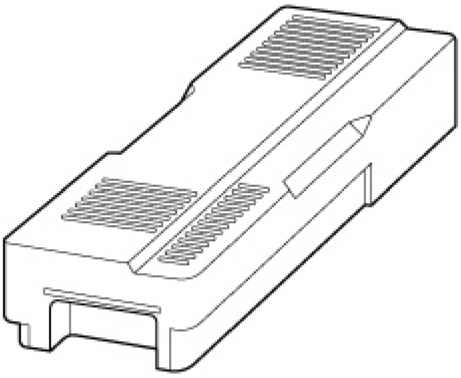
➡ Refilling Ink Tanks

D: Maintenance Cartridge

➡ Maintenance Cartridge

Maintenance Cartridge

Model number: MC-32



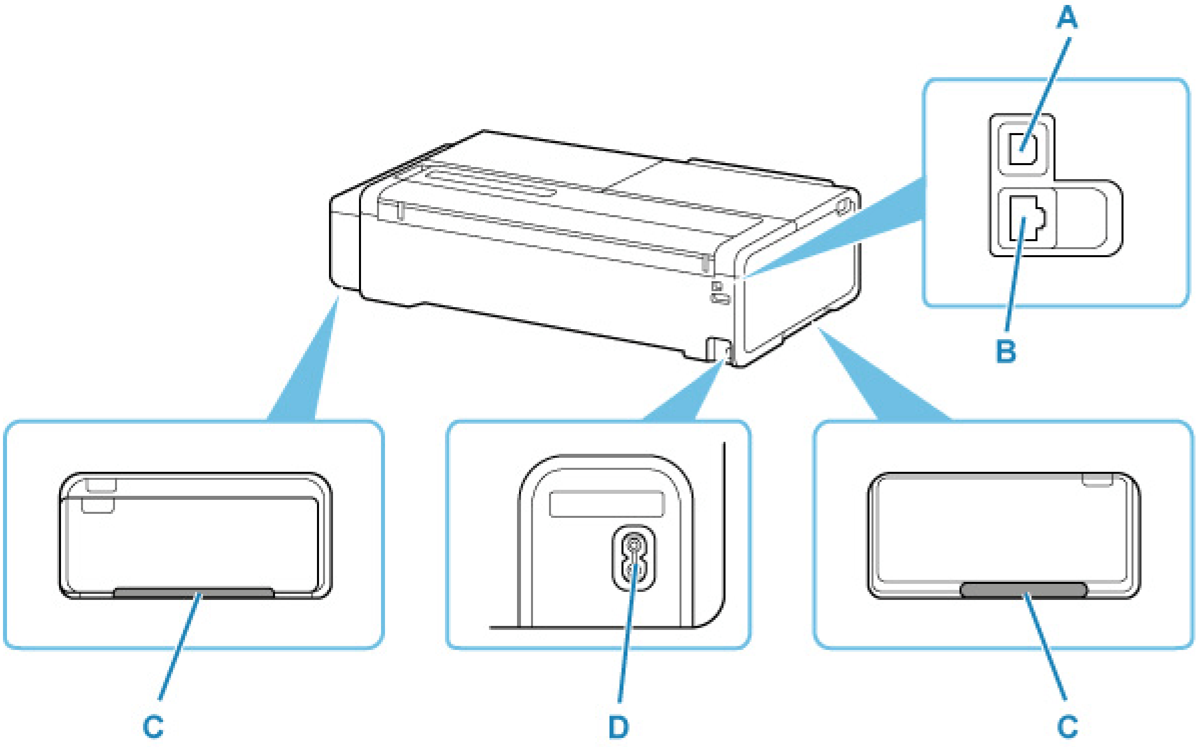
Absorbs ink used for cleaning.

➡ Replacing the Maintenance Cartridge

Important

- When purchasing, check the Model number.

Back / Side



A: USB Port

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

B: Wired LAN Connector

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

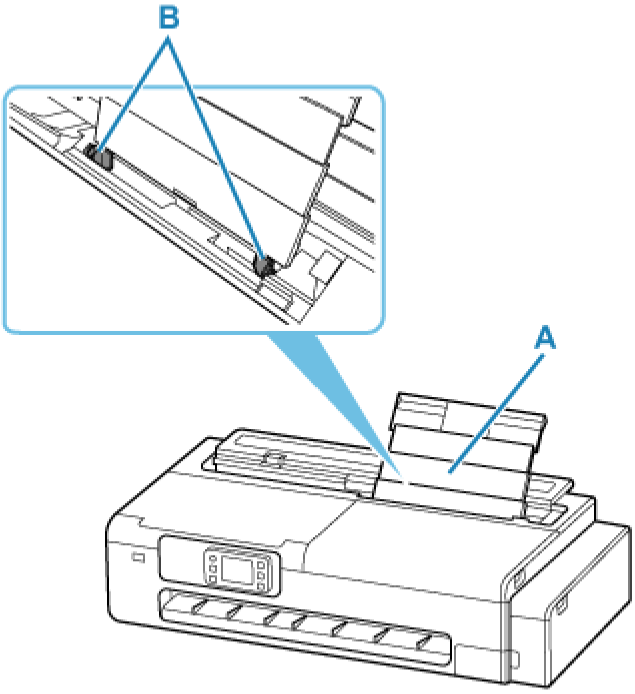
C: Carrying Grips

When carrying the printer, have 2 people hold it by these handles under both sides. Furthermore, hold the left and right of these parts when moving the printer with a stand.

D: Power Cord Connector

Plug in the supplied power cord.

Top View



A: Top Feed

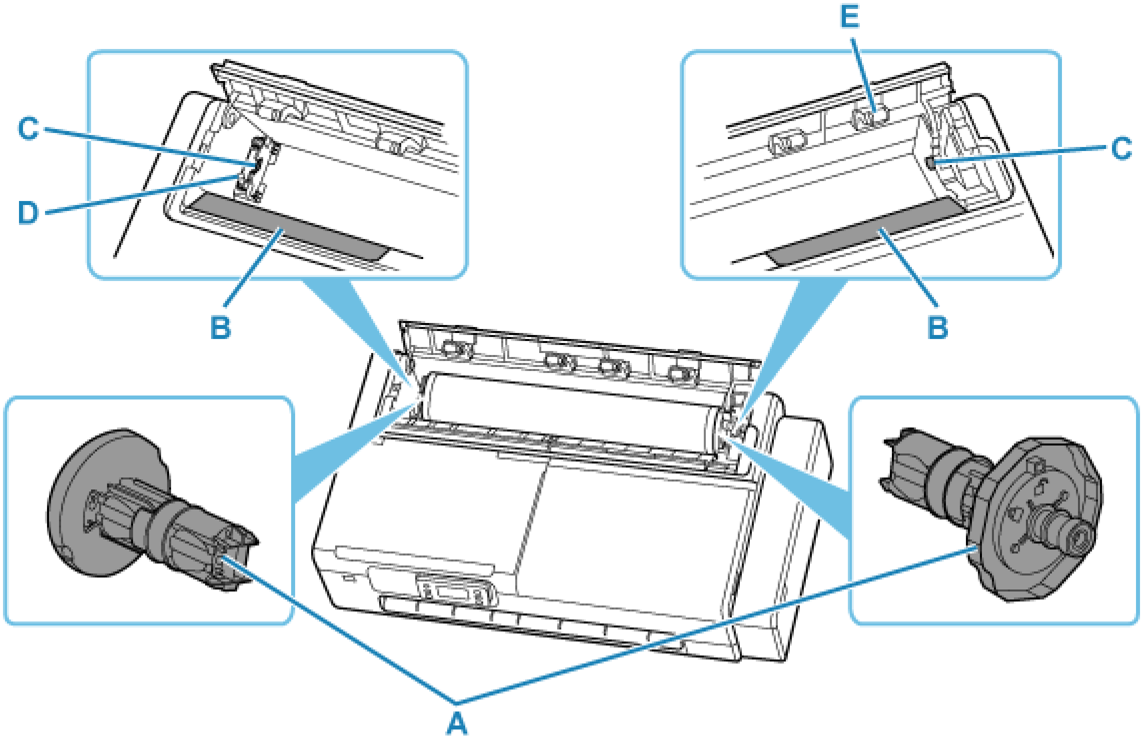
When loading sheets, postcards, envelopes or medicine envelopes, open the top feed and then pull it upwards.

- ➡ Loading Sheets or Postcards into the Printer
- ➡ Loading Envelopes or Medicine Envelopes into the Printer

B: Paper Guides

Align with both sides of the paper stack.

Top View (with roll loaded)



A: Roll Holder

When the roll is loaded into the printer, it is attached and secured on either side of the roll paper.

➡ Loading Rolls in the Printer

B: Slide Guide

Slide the roll holder over this guide to load the roll into the printer.

C: Roll Holder Slot

The roll holder shafts mounted on either side of the roll are set in these slots.

D: Roll Holder Support

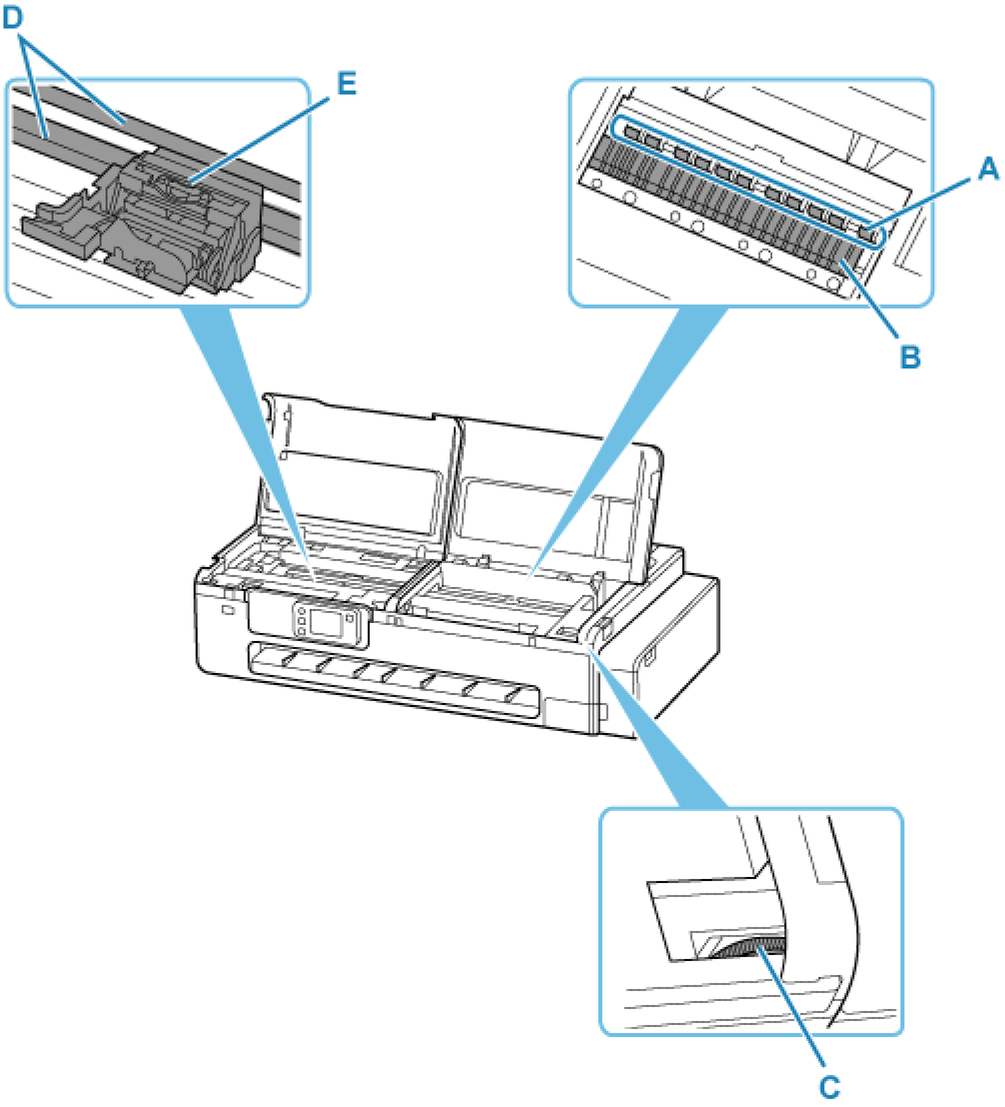
Move this left or right when changing the width of the roll to be set.

➡ Moving the Roll Holder Support

E: Feed Cover Rollers

When feeding roll paper, these rollers help carry the paper to the paper retainer.

Inside



A: Paper Retainer

This retainer holds paper as it is fed.

B: Platen

The print head moves across the platen to print.

C: Ink Valve Lever

Use when the printer is sent for repair.

➡ Repairing Your Printer

D: Carriage Rail

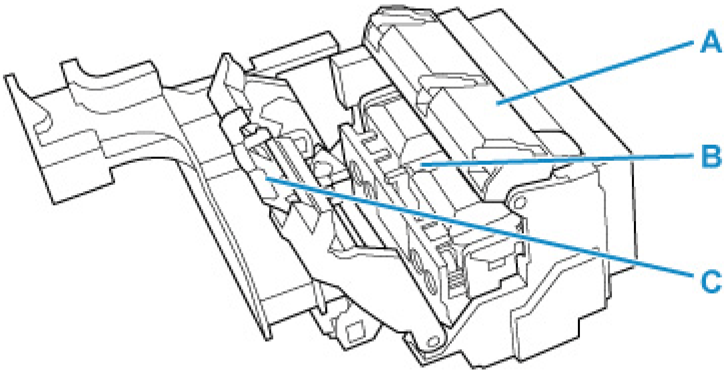
The Carriage slides along this rail.

E: Carriage

Moves the print head.

➡ Carriage

Carriage



A: Print Head Locking Cover

Secures the print head.

B: Print Head

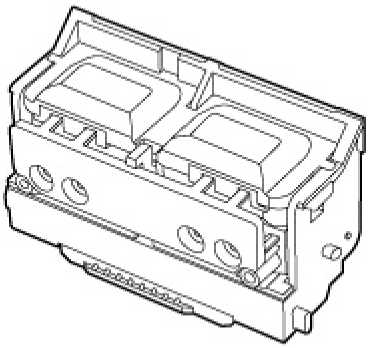
➡ Print Head

C: Print Head Lock Lever

Lock print head locking cover.

Print Head

Model number: PF-08



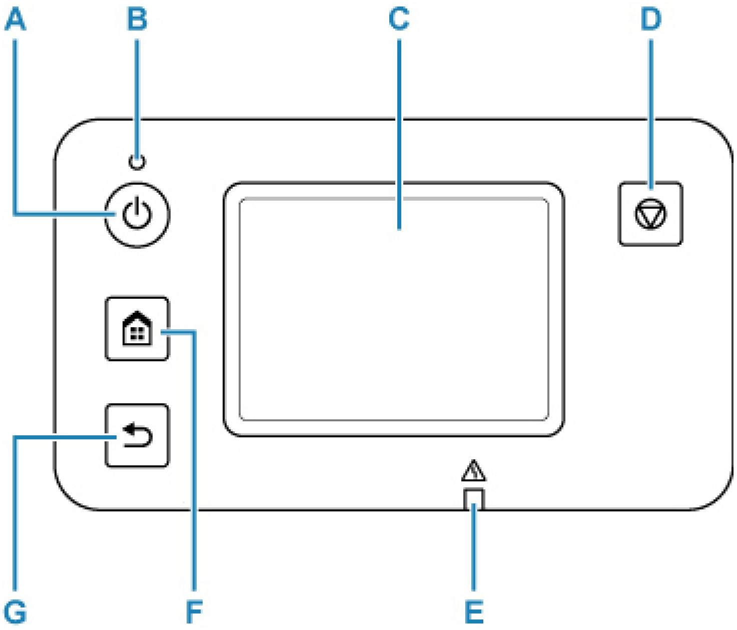
The print head is equipped with ink nozzles.

➡ Replacing the Print Head

Important

- When purchasing, check the Model number.

Operation Panel



Note

- The tilt of the operation panel can be adjusted in three steps.

A: ON button

Turns the printer on or off.

➡ Turning the Printer On and Off

B: ON lamp

Remains lit after flashing when the printer is turned on.

C: Touch Screen

Displays messages, menu items, and operating status. Touch the screen lightly with your finger to select a menu item or button.

➡ Home Screen Menu Composition

D: Stop button

Cancels printing.

E: Alarm lamp

Lights up or flashes in case of errors.

F: HOME button

Used to display the HOME screen.

➡ Home Screen Menu Composition

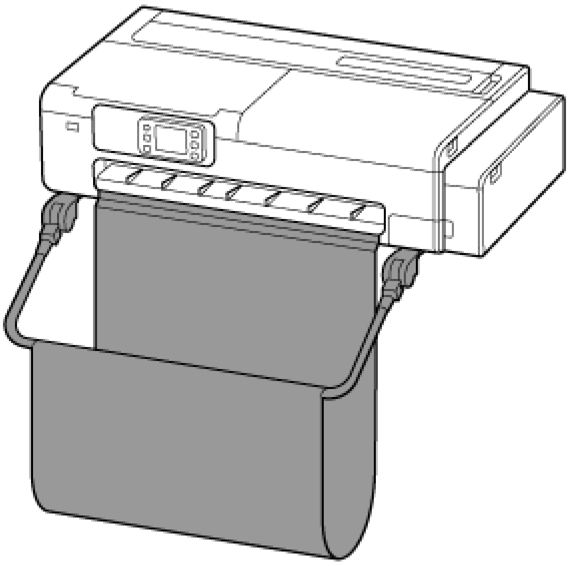
G: Back button

Returns to the previous screen.

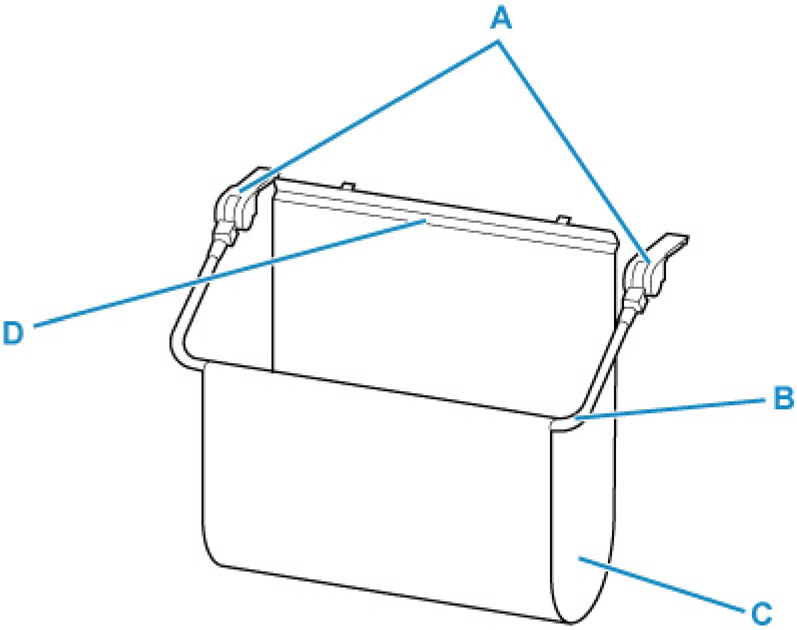
Desktop Basket

The following basket is available for this printer.

- Desktop Basket BU-06



Parts of Desktop Basket



A: Basket Adapters

Insert these into the printer body to attach the Desktop Basket.

B: Basket Arm

Move the arm to open or close the basket.

C: Basket Cloth

Catches the ejected printed documents.

D: Support Stay

Attached in front of the output guide to support the basket cloth.

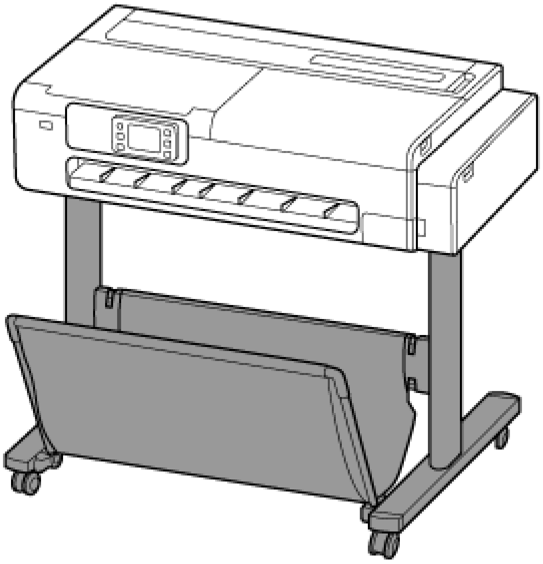
Note

- For instructions on how to use the Desktop Basket, see "Using the Desktop Basket".

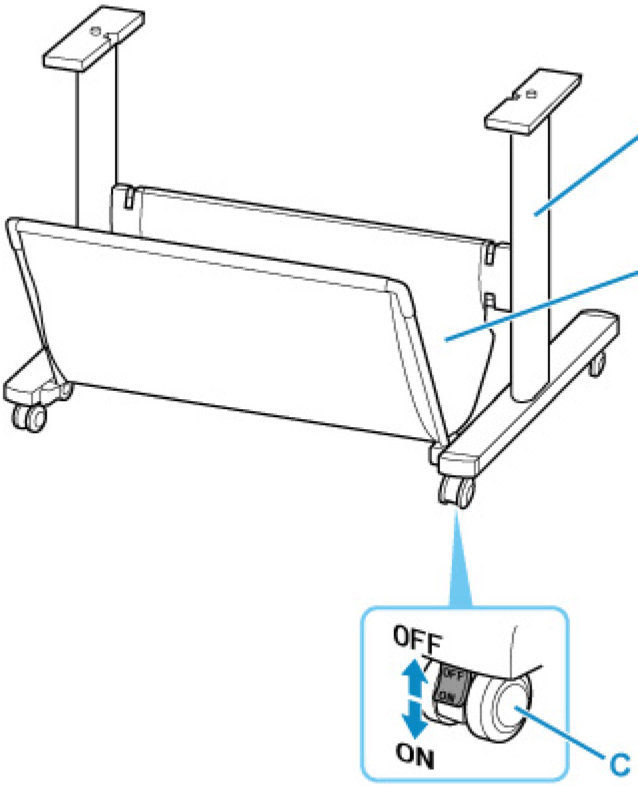
Printer Stand

The following stand is available for this printer.

- Printer Stand SD-24



Parts of Printer Stand



A: Stand

A stand that holds the printer. It is equipped with casters to facilitate movement.

B: Basket Cloth

Catches the ejected printed documents.

C: Locking Caster

The casters can be locked securely. When moving the printer, be sure to unlock the 4 casters. If you move it while the locking casters are locked, the floor may become scratched.

Note

- For instructions on how to use the basket that comes with the printer stand, see "Using the Basket on the Printer Stand".

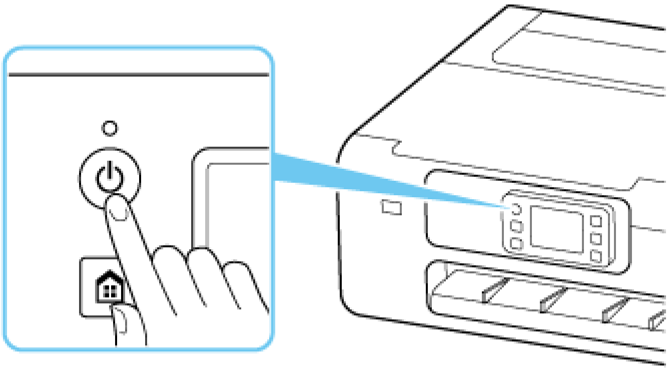
Using the Printer

Turning the Printer On and Off

Turning on the printer

Press the ON button to turn on the printer.

➡ Checking that Power Is On



Note

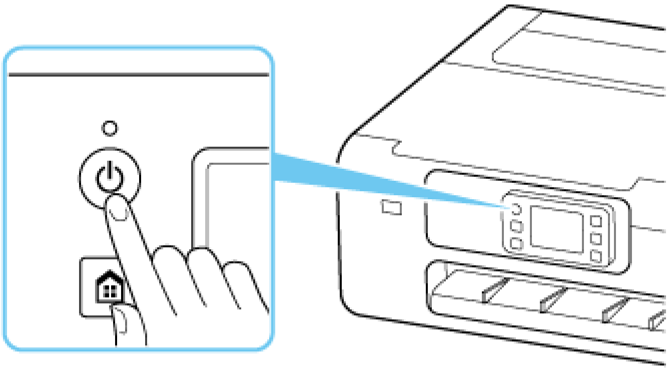
- It may take a while for the printer to start printing immediately after you turn on the printer.
- You can set the printer to automatically turn on when a print operation is performed from a computer connected by USB cable or wireless network. This feature is set to off by default.

  ➡ ECO

Turning off the printer

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

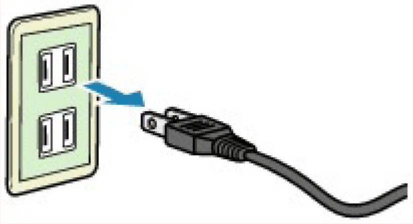
   When the **ON** lamp stops flashing, the printer is turned off.



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

   Important

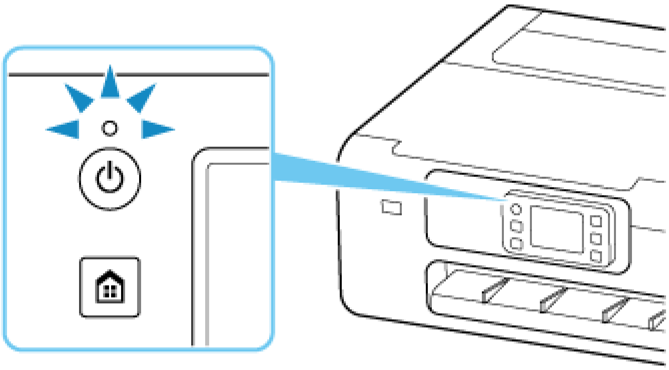
   - When you unplug the power cord, press the **ON** button, then confirm that the **ON** lamp is off. Unplugging the power cord while the **ON** lamp is lit or flashing may cause drying or clogging of the print head and print quality may be reduced.



Checking that Power Is On

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

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



Note

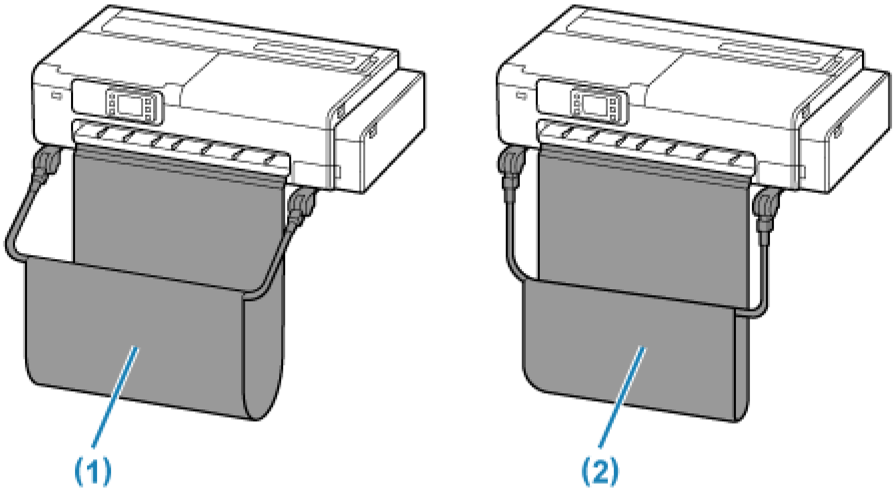
- The touch screen display will turn off if the printer is not operated for about 5 minutes. To restore the display, touch the touch screen. The display is also activated again when an original is printed from a computer.

Using the Desktop Basket

You can store printed documents in the basket.

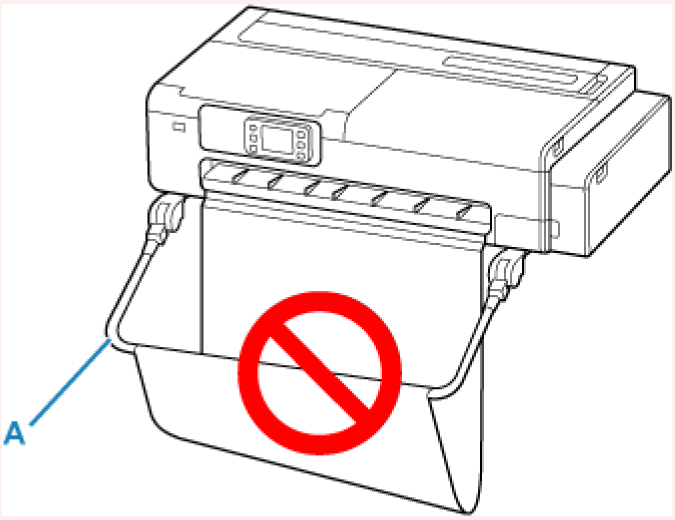
When storing printed documents in the basket, use the basket in position (1).

When you are not using the basket, store it in position (2).



Important

- When storing printed documents on the basket, always use it in position (1). If you do not, printed documents may not be dropped into the basket, and the printed surface may become soiled.
- Lift the left and right sides of the basket arm (A) evenly so that the front of the basket is horizontal.



- The number of sheets that can be collected in the basket is one. If printing multiple pages, print after removing each sheet.
- The basket can hold printed documents from paper up to 36.0 inches (914.4 mm) long.

  When printing on paper longer than that, close the basket and hold the ejected paper by hand. If the paper falls, the printed surface may become dirty or damaged. Also, do not pull the paper forcibly during printing.
- When printing on paper smaller than A4, the printed documents may not fit in the basket.

- Printed documents that are short in length relative to the roll paper width may not fall straight down and miss the basket. For short printed documents, it is recommended to use **Eject cut**.

  ➡ Specifying the Cutting Method for Rolls

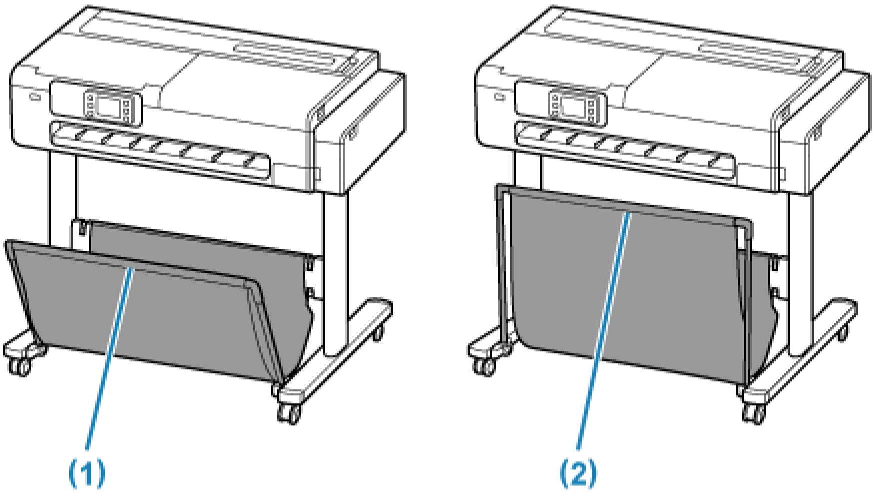
- If the cloth part of the basket becomes dirty, wipe off the dirt without washing. Washing it may affect the performance of the basket.

Using the Basket on the Printer Stand

You can store printed documents in the basket.

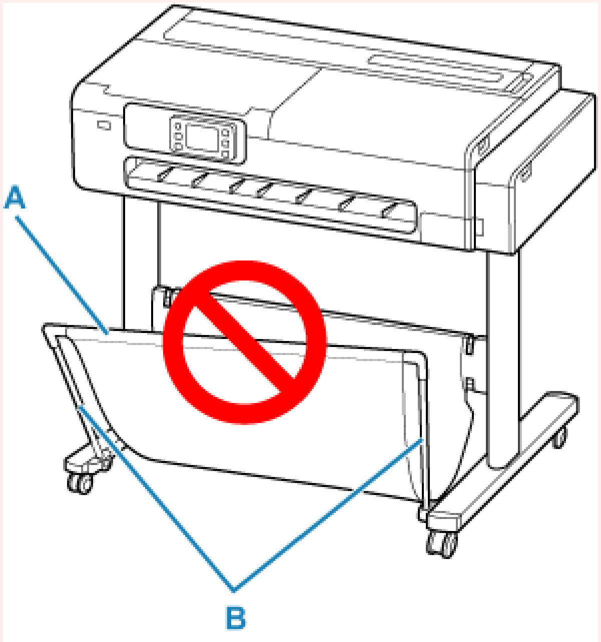
When storing printed documents in the basket, use the basket in position (1).

When you are not using the basket, store it in position (2).



Important

- When storing printed documents on the basket, always use it in position (1). If you do not, printed documents may not be dropped into the basket, and the printed surface may become soiled.
- To store printed documents in the basket, first pull down the side rod (B) evenly so that the front rod (A) is not askew, and then use the basket.



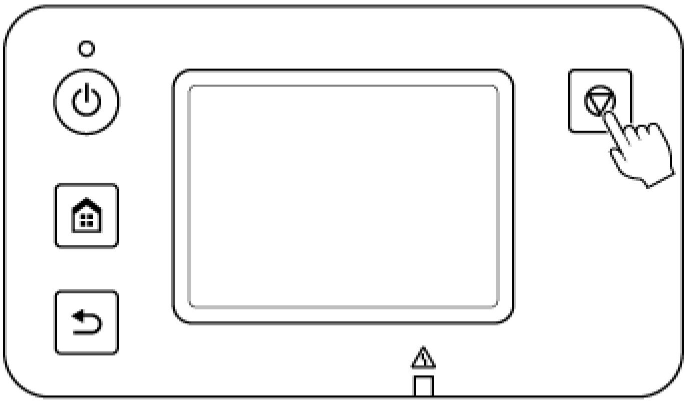
- The number of sheets that can be collected in the basket is one. If printing multiple pages, print after removing each sheet.
- The basket can hold printed documents from paper up to 48 inches (1219.2 mm) long.

When printing on paper longer than that, close the basket and hold the ejected paper by hand. If the paper falls, the printed surface may become dirty or damaged. Also, do not pull the paper forcibly during printing.

- When printing on paper smaller than A4, the printed documents may not fit in the basket.
- When moving the stand, make sure that the basket does not graze the floor and that all four of the casters are unlocked before moving the stand. Not doing so may damage the basket, scratch the floor, or cause injuries.
- If the cloth part of the basket becomes dirty, wipe off the dirt without washing. Washing it may affect the performance of the basket.

Stopping Printing

To cancel printing or reception of print jobs, press the **Stop** button on the operation panel.



When you press the **Stop** button during printing, the printer operation varies depending on the current status.

- **You press the Stop button before printing starts**

  The print job is canceled.

- **You press the Stop button during printing**

  Printing stops immediately.

Important

- If you press the **ON** button while printing is in progress, the print data sent from the computer queues in the printer and you may not be able to continue to print. Press the **Stop** button to cancel printing.

Printing

- **Printing from Your Computer (Windows)**
    - Printing with Easy Setup **Basics**
    - Scaled Printing
    - Printing to Oversized Paper Sizes
    - Setting Paper Dimensions (Custom Size)
    - Printing Hanging and Horizontal Banners on Roll Paper (Large-Format Printing)
    - See more...
- **Printing from Computer (macOS)**
    - Printing with Easy Setup **Basics**
    - Setting Paper Dimensions (Custom Size)
    - Printing Hanging and Horizontal Banners on Roll Paper (Large-Format Printing)
    - Printing Using AirPrint
    - See more...
- **Printing from Chromebook**
- **Printing from Smartphone/Tablet**
    - Print Easily from a Smartphone or Tablet with Canon PRINT
    - Printing from iOS Device (AirPrint)
    - About Mopria®
    - Printing with Canon Print Service
- **Using Cloud Service**

Printing from Computer (macOS)

Printing with Easy Setup

The simple setup procedure for carrying out appropriate printing on this printer is as follows:

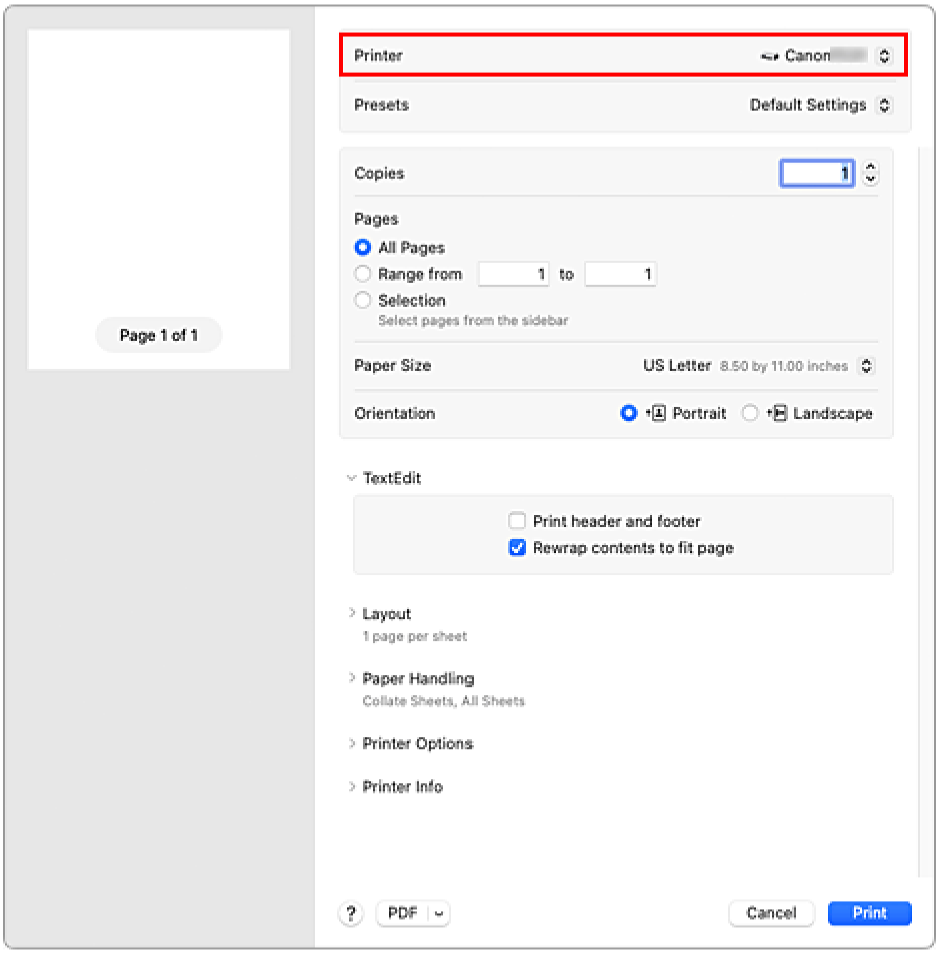
1. Check that printer is turned on

2. Load paper on the printer

   Set roll paper or cut sheet.

3. Select the printer

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



Printer: Canon

Presets: Default Settings

Copies: 1

Pages

● All Pages

○ Range from 1 to 1

○ Selection

Select pages from the sidebar

Paper Size: US Letter 8.50 by 11.00 inches

Orientation: ● Portrait ○ Landscape

TextEdit

☐ Print header and footer

☑ Rewrap contents to fit page

Layout

1 page per sheet

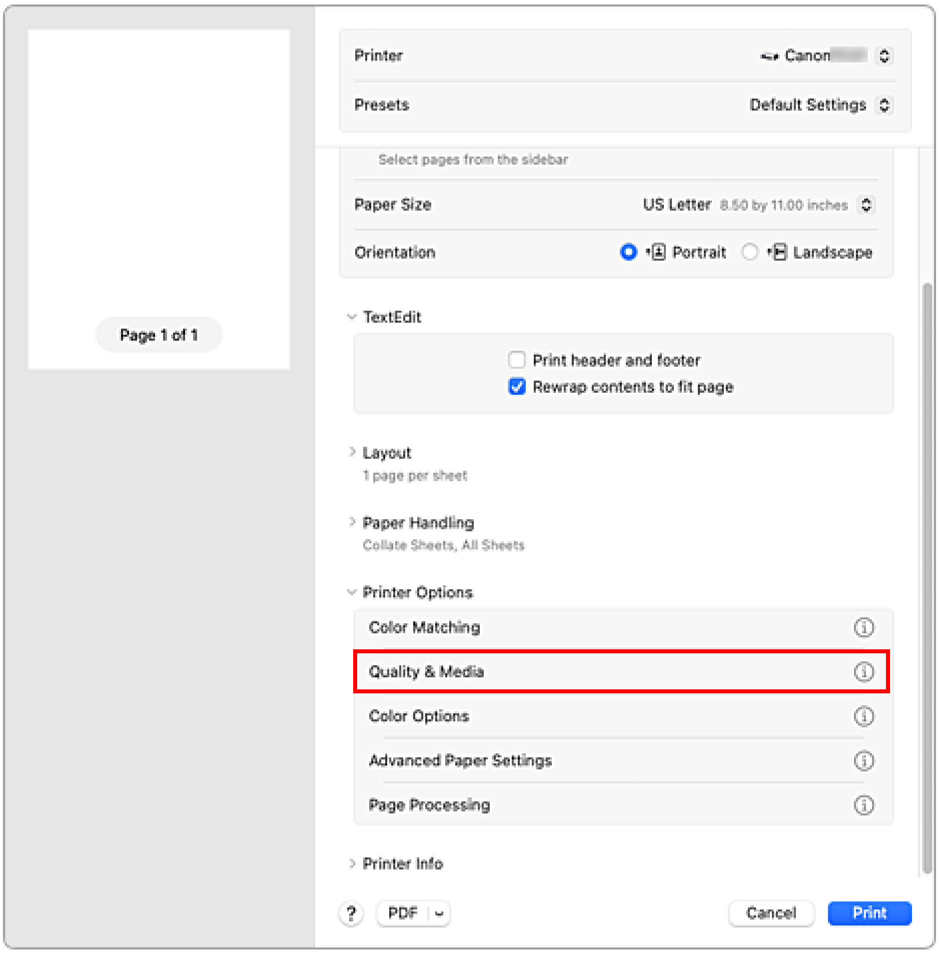
Paper Handling

Collate Sheets, All Sheets

4. Select the paper size

   For **Paper Size**, select the paper size to be used.
   If necessary, set the number of copies, the pages to be printed, and the orientation.

5. Select **Quality & Media** from **Printer Options**



Printer: Canon [redacted]

Presets: Default Settings

Paper Size: US Letter 8.50 by 11.00 inches

Orientation: ● Portrait ○ Landscape

☐ Print header and footer

☑ Rewrap contents to fit page

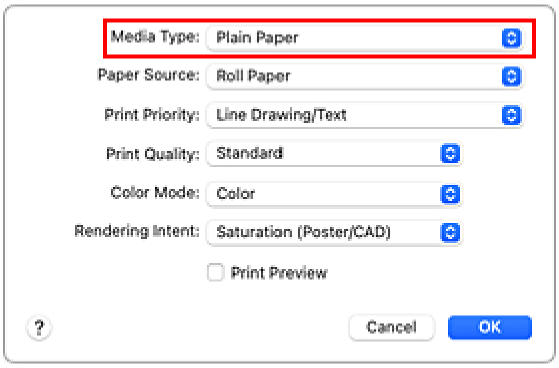
Layout: 1 page per sheet

Paper Handling: Collate Sheets, All Sheets

6. Select the media type

For **Media Type**, select the same paper type loaded in the printer.

If **Auto (Use Printer Settings)** is selected, the paper configured in printer settings is printed.



Media Type: Plain Paper

Paper Source: Roll Paper

Print Priority: Line Drawing/Text

Print Quality: Standard

Color Mode: Color

Rendering Intent: Saturation (Poster/CAD)

☐ Print Preview

Important

- In the **Presets** section, click **Save Current Settings as Preset...** to register the specified settings.
- See "Paper Information List" for Canon authentic paper or Canon output check paper.

7. Select the paper source

For **Paper Source**, select the setting that matches your purpose.

8. Select print priority

For **Print Priority**, select **Image**, **Line Drawing/Text**, or **Auto (Use Printer Settings)** according to your purpose.

Important

- The selectable print priority differs depending on media type settings.

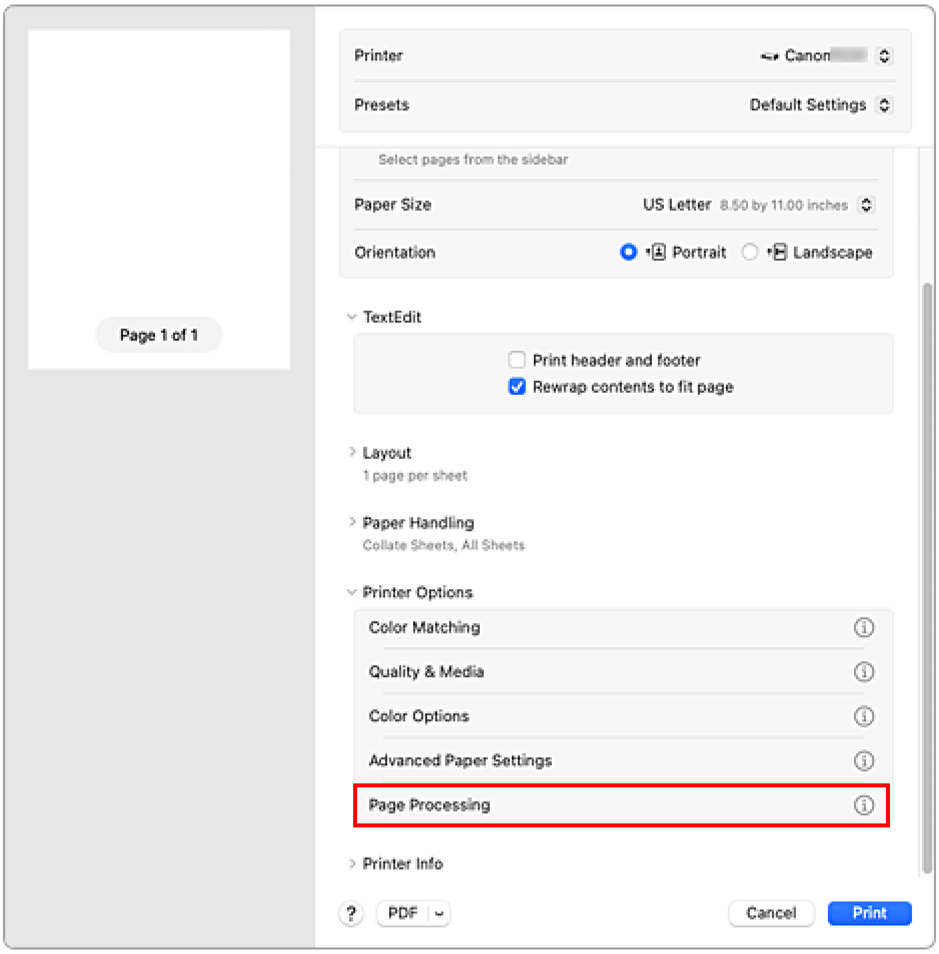
9. Select the print quality

For **Print Quality**, select **High**, **Standard** or **Draft** according to your purpose.

Important

- The print quality settings that can be selected may differ depending on a printing profile.

10. Select **Page Processing** from **Printer Options**



Page 1 of 1

Printer: Canon

Presets: Default Settings

Select pages from the sidebar

Paper Size: US Letter 8.50 by 11.00 inches

Orientation: ● Portrait ○ Landscape

TextEdit

☐ Print header and footer

☑ Rewrap contents to fit page

Layout

1 page per sheet

Paper Handling

Collate Sheets, All Sheets

Printer Options

Color Matching

Quality & Media

Color Options

Advanced Paper Settings

Page Processing

Printer Info

11. Selecting Roll Paper Width

If you selected a roll paper for **Paper Source** in **Quality & Media**, set **Roll Paper Width** to the width of the roll paper loaded in the printer.

Important

- If top feed is selected for the **Paper Source**, **Roll Paper Width** is grayed out and cannot be set.

12. Complete the setup

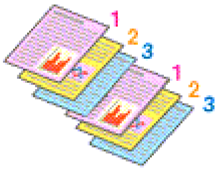
    Click **Print**.
    When you execute print, the document will be printed in accordance with the type and size of the media.

Note

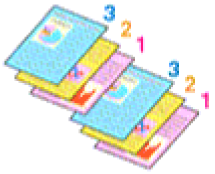
- If the paper settings in the printer driver differ from the paper information registered on the printer, an error message may appear on the printer's operation panel. You can still print but you may not be able to obtain correct print results.

Setting the Number of Copies and Printing Order

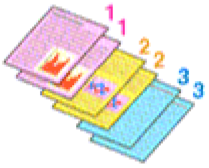
Collate Sheets + **Reverse**



Collate Sheets + **Normal**



Reverse

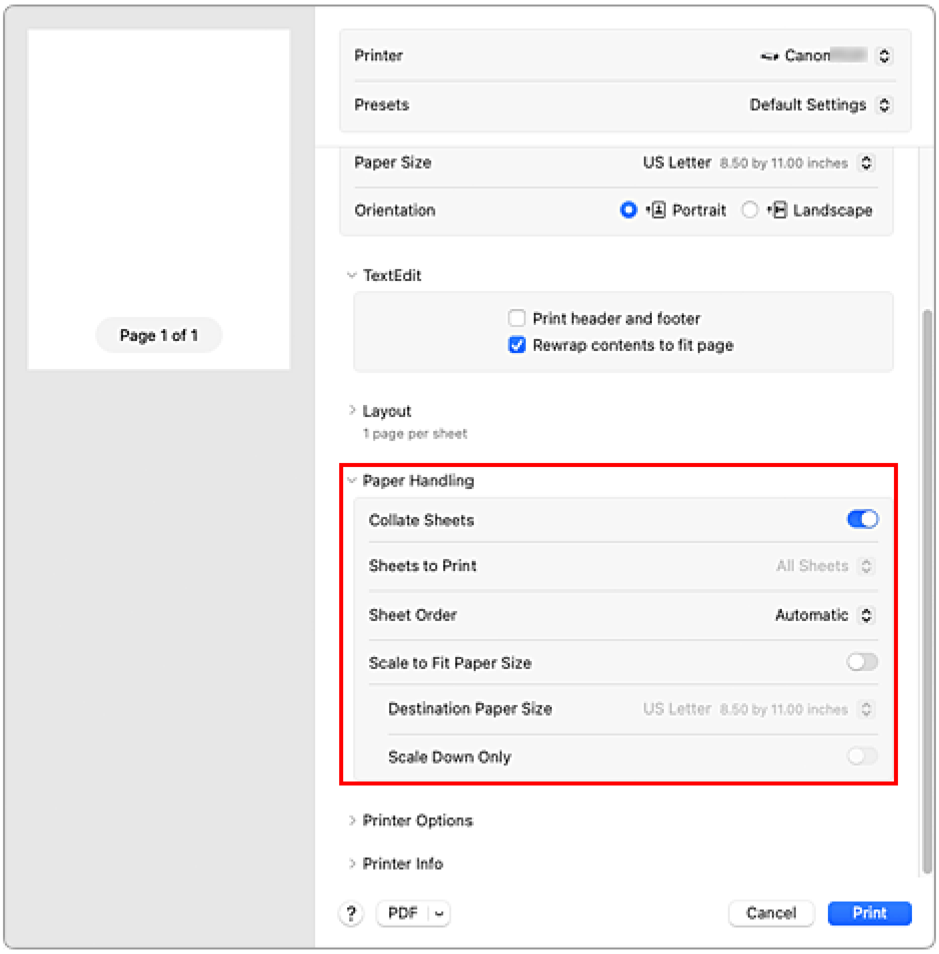


The procedure for specifying the number of copies and printing order is as follows:

1. Specify the number of copies to be printed

   Specify the number of copies to print from the **Copies** in the Print Dialog.

2. Select **Paper Handling**



Printer: Canon [redacted]

Presets: Default Settings

Paper Size: US Letter 8.50 by 11.00 inches

Orientation: ● Portrait ○ Landscape

TextEdit

☐ Print header and footer

☑ Rewrap contents to fit page

Layout

1 page per sheet

Paper Handling

Collate Sheets: On

Sheets to Print: All Sheets

Sheet Order: Automatic

Scale to Fit Paper Size: Off

Destination Paper Size: US Letter 8.50 by 11.00 inches

Scale Down Only: Off

3. To set **Copies** to double or more, set **Collate Sheets**

   Turn on **Collate Sheets** to print all the pages of a single copy together.
   Turn off this setting to print all pages with the same page number together.

4. Specify the print order

   Check **Sheet Order**.

   When you select **Reverse**, printing starts from the last page.
   When you select **Automatic** or **Normal**, printing starts from the first page.

5. Complete the setup

   Click **Print**.
   When you execute print, the specified number of copies will be printed with the specified printing order.

Important

- When the application software that you used to create the document has the same function, specify the settings on the printer driver. However, if the print results are not acceptable, specify the function settings on the application software. When you specify the number of copies and the printing order with both the application software and this printer driver, the number of copies may be multiplied numbers of the two settings or the specified printing order may not be enabled.

Printing on Postcards

This section describes the procedure for printing on postcards.

1. Load postcard on the printer

2. Select paper size in the Print Dialog

   Select **Postcard** or **Postcard Double** from the **Paper Size** menu.

   Important

   - Return postcards can be used only when you print them from the computer.
   - When printing a return postcard, always set the paper size to **Postcard Double** from your application software or the printer driver.
   - Do not fold the return postcard. If a crease is formed, the printer will not be able to feed the postcard properly, and this condition will cause line shifts or a paper jam.

3. Select **Quality & Media** from **Printer Options**

4. Select the media type

   For **Media Type**, select the same paper type loaded in the printer.

   Important

   - This printer cannot print on postcards that have photos or stickers attached.
   - When printing on each side of a postcard separately, you will get cleaner printing if you print the address side first, and then print the message side..
   - The paper settings in the print dialog are different, depending on whether you are printing on the address side or the message side. For details about the paper information to be registered in the print dialog and on the printer, see the following:
     - Paper Information List
     - Paper Sizes

5. Click **Print**

   The printer prints according to the specified settings.

Setting Up Envelope Printing

The procedure for performing envelope printing is as follows:

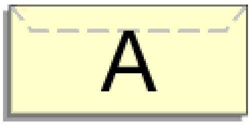
1. Load envelope into printer

2. Select paper size in print dialog

   For **Paper Size**, select **Envelope #10**, **Envelope C5**, **Envelope DL**, **Envelope Monarch**, **Envelope You4**, or **Envelope You6**.

3. Set printing orientation

   To print the addressee information horizontally, select horizontal for **Orientation**. Then turn on **Reverse Page Orientation** from **Layout** in the Print dialog.

4. Select **Quality & Media** from **Printer Options**

5. Select media type

   For **Media Type**, select **Envelope**.

6. Click **Print**

   When you perform printing, the information is printed on the envelope.

Important

- When printing on an envelope, always select the print settings from the print dialog.

Setting Up Medicine Envelope Printing

1. Load medicine envelope on the printer

2. Set the following items as needed:

    - When printing with the open side of the envelope at the top:

      Turn on **Reverse Page Orientation** under **Layout** in the print dialog.
    - When printing in landscape orientation with the open side of the envelope on the right:

      Set **Orientation** to landscape, and turn off **Reverse Page Orientation** under **Layout** in the print dialog.
    - When printing in landscape orientation with the open side of the envelope on the left:

      Set **Orientation** to landscape, and turn on **Reverse Page Orientation** under **Layout** in the print dialog.

3. Select **Quality & Media** from **Printer Options**

4. Select media type

    Select **Medicine Envelope** or **Medicine Envelope (Instant-dry)** in **Media Type**.

5. Click **Print**

    When you print, the information is printed on the medicine envelope.

Important

- If you do not select the correct size and orientation, the printout may be upside down or rotated 90 degrees.
- Depending on the app you're using, **Reverse Page Orientation** may not appear in **Layout**.
  In such cases, reverse the image on the app before printing.
- When printing on a medicine envelope, always select the print settings from the print dialog.

Changing the Print Quality and Correcting Image Data

- Adjusting Color Balance
- Setting the Print Quality Level (Custom)
- Printing a Color Document in Monochrome
- Specifying Color Correction
- Adjusting Brightness
- Adjusting Contrast

Adjusting Color Balance

You can adjust the color tints when printing.
Since this function adjusts color balance of the output by changing the ink ratios of each color, it changes the total color balance of the document. Use the application software when you want to change the color balance significantly. Use the printer driver only when you want to adjust the color balance slightly.
The following sample shows the case when color balance is used to intensify cyan and to diminish yellow so that the overall colors are more uniform.

No adjustment

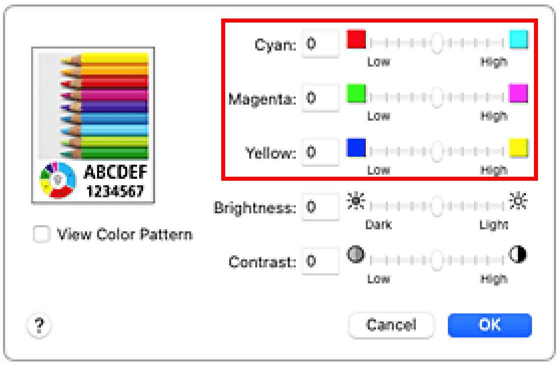
Adjust color balance

The procedure for adjusting color balance is as follows:

1. Select **Color Options** from **Printer Options** in the Print Dialog

2. Adjust color balance

   There are individual sliders for **Cyan**, **Magenta**, and **Yellow**. Each color becomes stronger when the corresponding slider is moved to the right, and becomes weaker when the corresponding slider is moved to the left. For example, when cyan becomes weaker, the color red becomes stronger.
   You can also directly enter a value linked to the slider. Enter a value in the range from -50 to 50. The current settings are displayed in the settings preview on the left side of the printer driver.

   Cyan: 0
   Magenta: 0
   Yellow: 0
   Brightness: 0
   Contrast: 0
   ☐ View Color Pattern

3. Complete the setup

   Click **Print**.
   When you execute print, the document is printed with the adjusted color balance.

Important

- When **Monochrome** or **Monochrome Bitmap** is selected in **Color Mode** under **Quality & Media**, the color balance (**Cyan**, **Magenta**, **Yellow**) are unavailable. If you select **ColorSync** for **Color Matching**, then the color balance (**Cyan**, **Magenta**, **Yellow**) appear grayed out and are unavailable.

Related Topics

➡ Setting the Print Quality Level (Custom)
➡ Specifying Color Correction
➡ Adjusting Brightness
➡ Adjusting Contrast

Setting the Print Quality Level (Custom)

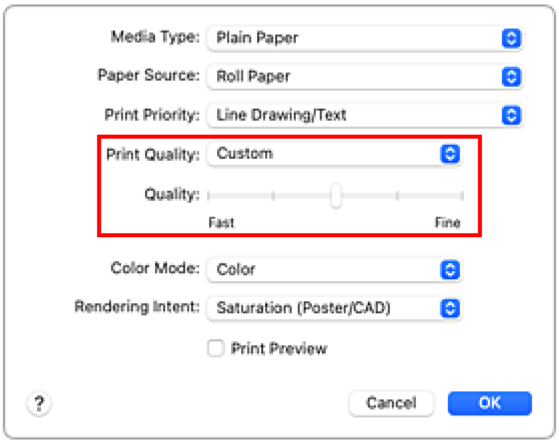
The print quality level can be set in the **Custom**.

The procedure for setting the print quality level is as follows:

1. Select **Quality & Media** from **Printer Options** in the Print Dialog

2. Select the print quality

   Select **Custom** for **Print Quality**.



Media Type: Plain Paper
Paper Source: Roll Paper
Print Priority: Line Drawing/Text
Print Quality: Custom
Quality:
Color Mode: Color
Rendering Intent: Saturation (Poster/CAD)
☐ Print Preview

Important

- If **Auto (Use Printer Settings)** is selected for **Media Type**, **Custom** cannot be selected.

3. Setting the print quality level

   Move the **Quality** slider to select the print quality level.

Important

- Certain print quality levels cannot be selected depending on the settings of media type.

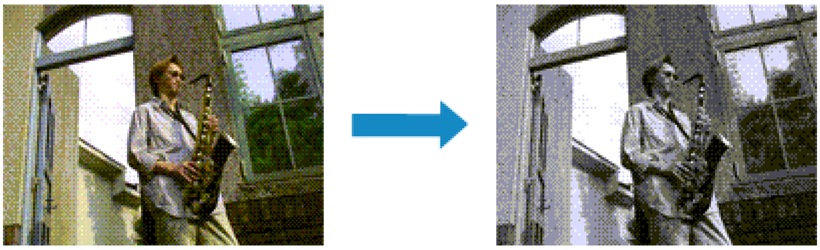
4. Complete the setup

   Click **Print**.
   When you execute print, the image data is printed with the selected print quality level.

Related Topics

➡ Specifying Color Correction
➡ Adjusting Color Balance
➡ Adjusting Brightness
➡ Adjusting Contrast

Printing a Color Document in Monochrome

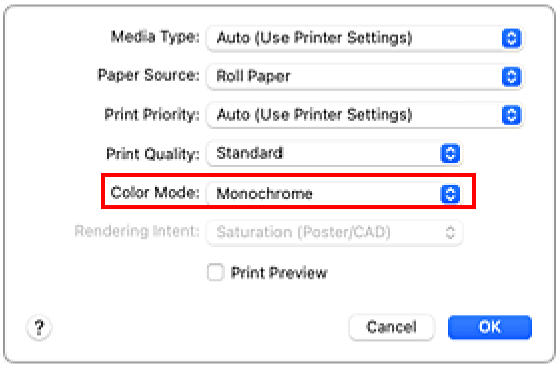


The procedure for printing a color document in monochrome is as follows:

1. Select **Quality & Media** from **Printer Options** in the Print Dialog

2. Set monochrome printing

   Select **Monochrome** or **Monochrome Bitmap** in **Color Mode**.

   Media Type: Auto (Use Printer Settings)
   Paper Source: Roll Paper
   Print Priority: Auto (Use Printer Settings)
   Print Quality: Standard
   Color Mode: Monochrome
   Rendering Intent: Saturation (Poster/CAD)
   ☐ Print Preview

3. Complete the setup

   Click **Print**.
   When you execute print, the document is converted to grayscale data. It allows you to print the color document in monochrome.

Note

- With monochrome printing, inks other than black ink may be used as well.

Important

- Depending on the settings in **Media Type** and **Print Priority**, **Monochrome Bitmap** appears grayed out and is unavailable.

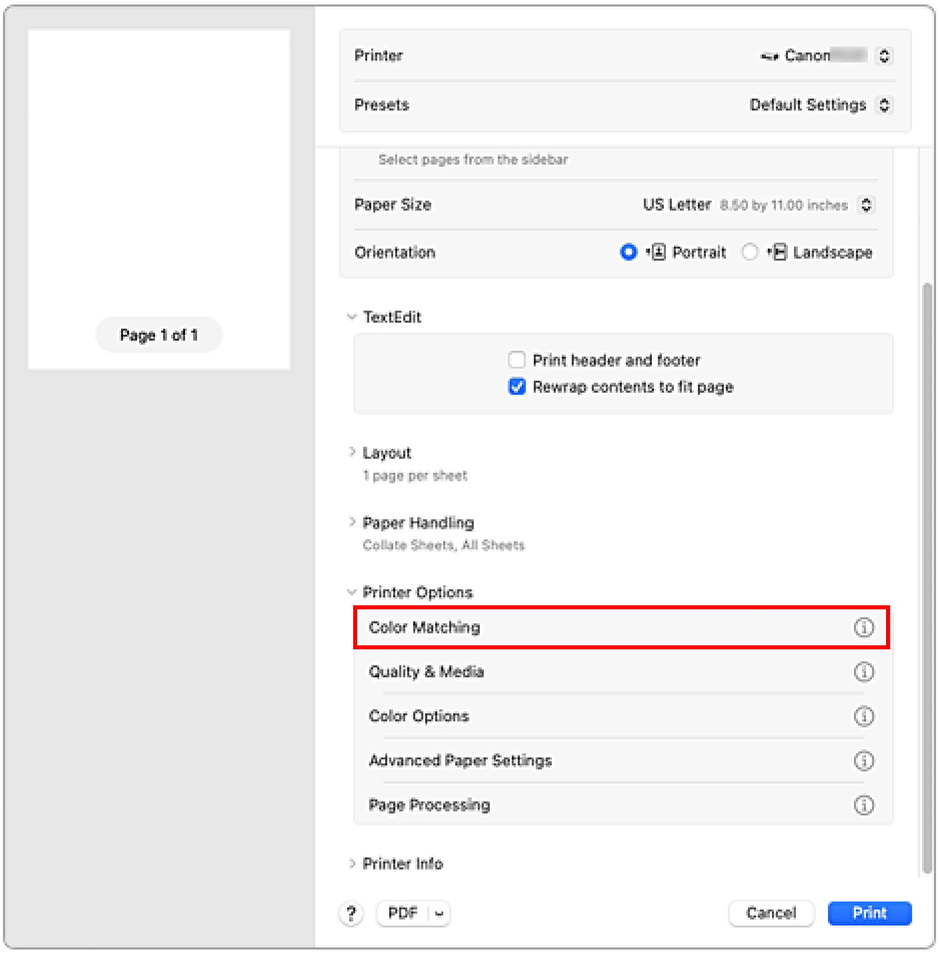
Specifying Color Correction

You can specify the color correction method suited to the type of document to be printed.
Normally, when data is printed, the printer driver automatically adjusts the colors.

When you want to print by using the color space of the image data effectively or by specifying a printing ICC profile from your application software, select **ColorSync**. When you want to print by having the printer driver correct the colors, select **Canon Color Matching**.

The procedure for specifying color correction is as follows:

1. Select **Color Matching** from **Printer Options** in the Print Dialog



Printer: Canon

Presets: Default Settings

Select pages from the sidebar

Paper Size: US Letter 8.50 by 11.00 inches

Orientation: ● Portrait ○ Landscape

TextEdit

☐ Print header and footer

☑ Rewrap contents to fit page

Layout: 1 page per sheet

Paper Handling: Collate Sheets, All Sheets

2. Select color correction

   Select the item below that matches your purpose.

   ColorSync

   Perform color correction using ColorSync.

   Canon Color Matching

   The driver will perform necessary adjustments during printing.
   For information about driver matching, see "Adjusting Colors with the Printer Driver."

3. Complete the setup

Click **Print**.
When you execute print, the document data is printed with the specified color correction.

Important

- Depending on the application software, when a printing ICC profile is specified from that application software, **Canon Color Matching** cannot be selected because **ColorSync** is selected automatically.
- The **Quality & Media** setting is necessary even when **ColorSync** or **Canon Color Matching** is selected.

Related Topics

- ➡ Optimal Photo Printing of Image Data
- ➡ Adjusting Colors with the Printer Driver
- ➡ Printing with ICC Profiles (Specifying an ICC Profile from the Application Software)
- ➡ Printing with ICC Profiles (Specifying an ICC Profile from the Printer Driver)

Optimal Photo Printing of Image Data

When people print images taken with digital cameras, they sometimes feel that the printed color tones differ from those of actual image or those displayed on the monitor.
To get the print results as close as possible to the desired color tones, you must select a printing method that is best suited to the application software used or to your purpose.

Color Management

Devices such as digital cameras, scanners, monitors, and printers handle color differently. Color management (color matching) is a method that manages device-dependent "colors" as a common color space.

For macOS, a color management system called "ColorSync" is built into the operating system.
sRGB is one of the common color spaces that is frequently used.

ICC profiles convert device-dependent "colors" into a common color space. By using an ICC profile and carrying out color management, you can draw out the color space of the image data within the color reproduction area that the printer can express.

Note

- Normally, image files are saved in JPEG format. Some digital cameras allow you to save images in a format called RAW. RAW data refers to an image saving format that requires a computer to develop the image. You can embed an input ICC profile tag into a RAW file by using special application software.

Selecting a Printing Method Suited to the Image Data

The recommended printing method depends on the color space of the image data or the application software to be used.

There are two typical printing methods.
Check the color space of the image data and the application software to be used, and then select the printing method suited to your purpose.

Adjusting Colors with the Printer Driver

Describes the procedure for printing by using the color correction function of the printer driver.
Select this function when you want to print impressions that are close to those displayed on the monitor, for example, if you corrected the colors while checking the print image on the monitor.

Printing with ICC Profiles (Specifying an ICC Profile from the Application Software)

Describes the procedure for printing by using the color space of the image data effectively.
You can print with a common color space by setting up the application software and the printer driver so that the color management matches the input ICC profile of the image data.
The method for setting up the printer driver differs depending on the application software to be used.

Adjusting Colors with the Printer Driver

To use printer driver matching when printing, turn on the printer driver's color correction function. Printer driver matching accurately applies the characteristics of data displayed on the monitor and allows you to obtain print results of impressions that are close to those displayed on the monitor.

Important

- When printing using printer driver matching, Canon recommends that you set the monitor and the environment light as follows:
  - Monitor
    Color temperature: D50 (5000K)
    Brightness: 100 to 120cd/m2
    Gamma: 2.2
  - Environment light
    Fluorescent light for D50 color evaluation (color temperature 5000K, high color rendering properties)
    Brightness when looking at printed materials: 500 lx ± 125 lx

Note

- When printing from an application software that allows you to identify and specify ICC profiles, use an ICC profile for printing with that application software and select setting items that manage colors.

The procedure for adjusting colors with the printer driver is as follows:

1. Select **Color Matching** from **Printer Options** in the Print Dialog

2. Select color correction

   Select **Canon Color Matching**.

3. Select **Quality & Media** from **Printer Options**

4. Select the rendering intent

   Select the coloring adjustment method in **Rendering Intent**.

   Perceptual (Photo)
   Reproduces colors of general photos naturally and features smooth gradation. In addition, selecting this setting allows you to adjust colors easily using an application software.

   Saturation (Poster/CAD)
   Reproduces vivid colors on data such as a poster. In addition, prints in easy-to-see colors suitable for line drawing.

   No Color Correction
   Performs printing without color matching.

   ### Important

   - If **Auto (Use Printer Settings)** is selected for **Print Priority**, **Rendering Intent** is grayed out and cannot be set. Colors will be adjusted according to printer settings.

5. Set the other items

   From **Printer Options**, select **Color Options**. If necessary, adjust the color balance (**Cyan**, **Magenta**, **Yellow**) and adjust **Brightness**, and **Contrast** settings.

6. Complete the setup

   Click **Print**.
   When you execute print, the printer driver adjusts the colors when printing the data.

Related Topics

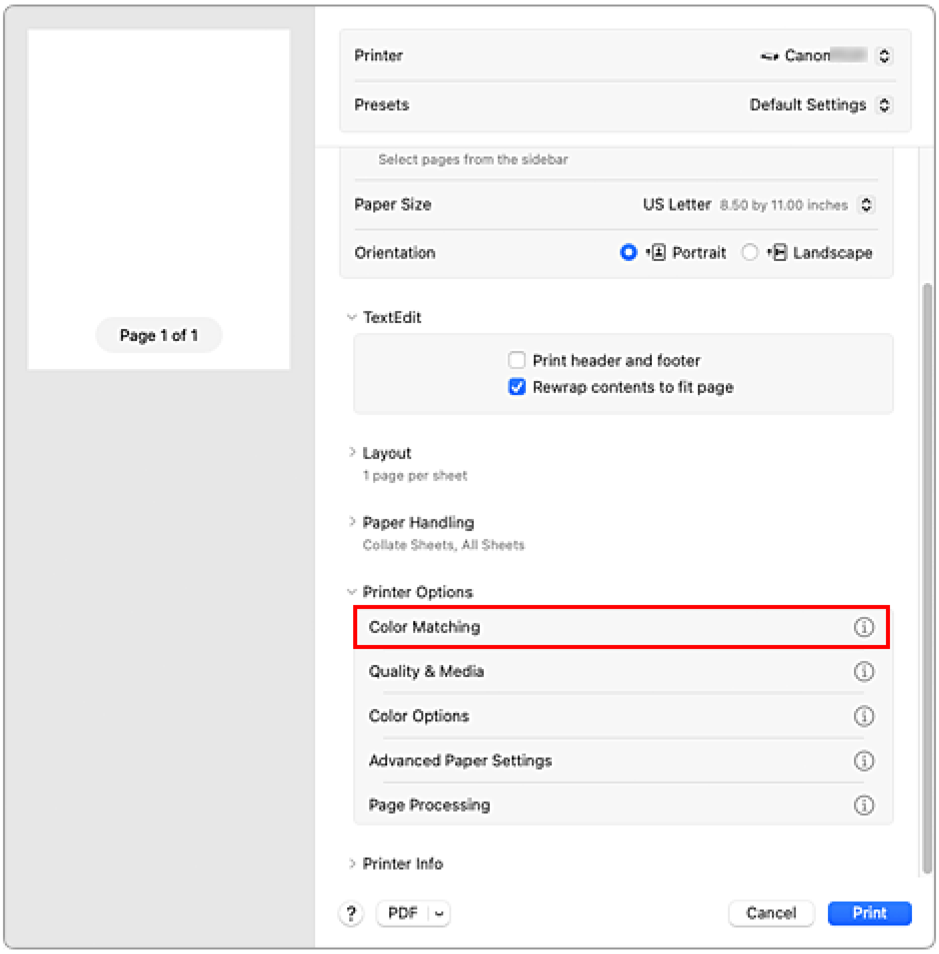
➡ Setting the Print Quality Level (Custom)
➡ Specifying Color Correction
➡ Adjusting Color Balance
➡ Adjusting Brightness
➡ Adjusting Contrast

Printing with ICC Profiles (Specifying an ICC Profile from the Application Software)

When you print from Adobe Photoshop, Canon Digital Photo Professional, or any application software that can identify input ICC profiles and allows you to specify such profiles, printer uses the color management system (ColorSync) built-into macOS when printing. The printer prints the editing and touch-up results of the application software and effectively uses the color space of the input ICC profile specified in the image data.

To use this printing method, use your application software to select color management items and specify an input ICC profile and a printing ICC profile in the image data.
Even if you print using a printing ICC profile that you created yourself, be sure to select color management items from your application software.
For instructions, refer to the manual of the application software you are using.

1. Select **Color Matching** from **Printer Options** in the Print Dialog



2. Select color correction

   Select **ColorSync**.
   You can leave **Profile** set to **Automatic**.

Important

- Depending on the application software you use, you may not be able to select setting items other than **ColorSync**.
- If you choose a **Profile** setting other than **Automatic** or "Printing Paper ICC Profile", the printer will not be able to print with the correct colors.

3. Complete the setup

   Click **Print**.
   When you execute print, the printer uses the color space of the image data.

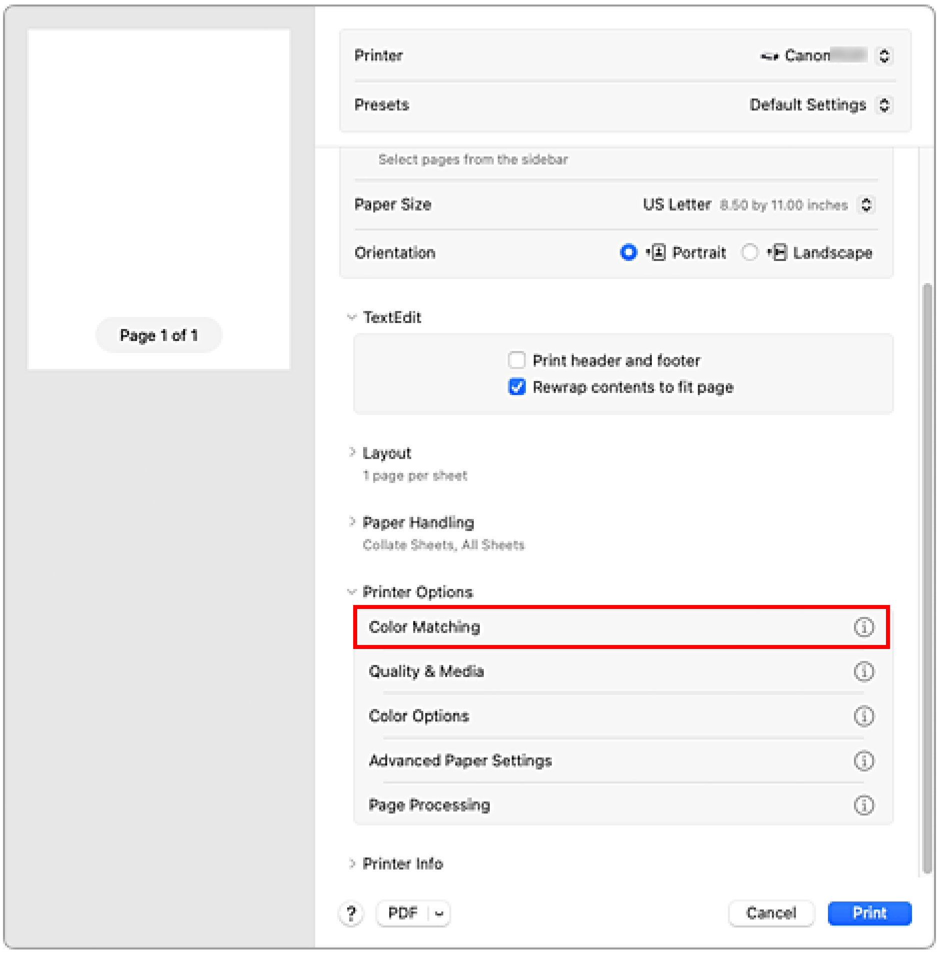
Related Topics

- ➡ Setting the Print Quality Level (Custom)
- ➡ Specifying Color Correction
- ➡ Adjusting Color Balance
- ➡ Adjusting Brightness
- ➡ Adjusting Contrast

Printing with ICC Profiles (Specifying an ICC Profile from the Printer Driver)

Print from an application software that cannot identify or specify input ICC profiles by using the color space of the input ICC profile (sRGB) found in the data.

1. Select **Color Matching** from **Printer Options** in the Print Dialog



Printer: Canon

Presets: Default Settings

Paper Size: US Letter 8.50 by 11.00 inches

Orientation: ● Portrait ○ Landscape

TextEdit

☐ Print header and footer

☑ Rewrap contents to fit page

Layout: 1 page per sheet

Paper Handling: Collate Sheets, All Sheets

2. Select color correction

   Select **ColorSync**.
   You can leave **Profile** set to **Automatic**.

   Important

   - If you choose a **Profile** setting other than **Automatic** or "Printing Paper ICC Profile", the printer will not be able to print with the correct colors.

3. Complete the setup

   Click **Print**.
   When you execute print, the printer uses the color space of the image data.

Important

- You cannot specify an input ICC profile from the printer driver.

Related Topics

- ➡ Setting the Print Quality Level (Custom)
- ➡ Specifying Color Correction
- ➡ Adjusting Color Balance
- ➡ Adjusting Brightness
- ➡ Adjusting Contrast

Adjusting Brightness

You can brighten or darken the colors of the overall image data during printing.
The following sample shows the case when light colors are darkened when the image data is printed.

No adjustment

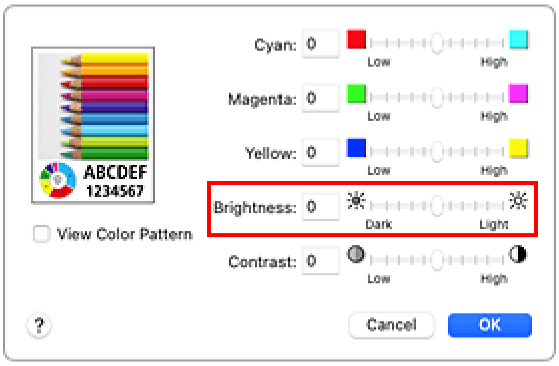
Darken light colors

The procedure for adjusting brightness is as follows:

1. Select **Color Options** from **Printer Options** in the Print Dialog

2. Adjust brightness

   Moving the **Brightness** slider to the right brightens the colors, and moving the slider to the left darkens the colors.
   You can also directly enter a value linked to the slider. Enter a value in the range from -50 to 50. The current settings are displayed in the settings preview on the left side of the printer driver.

   Cyan: 0

   Magenta: 0

   Yellow: 0

   Brightness: 0

   Contrast: 0

   ☐ View Color Pattern

3. Complete the setup

   Click **Print**.
   When you execute print, the data is printed at the adjusted brightness.

Related Topics

- ➡ Setting the Print Quality Level (Custom)
- ➡ Specifying Color Correction
- ➡ Adjusting Color Balance
- ➡ Adjusting Contrast

Adjusting Contrast

You can adjust the image contrast during printing.
To make the differences between the light and dark portions of images greater and more distinct, increase the contrast. On the other hand, to make the differences between the light and dark portions of images smaller and less distinct, reduce the contrast.

No adjustment

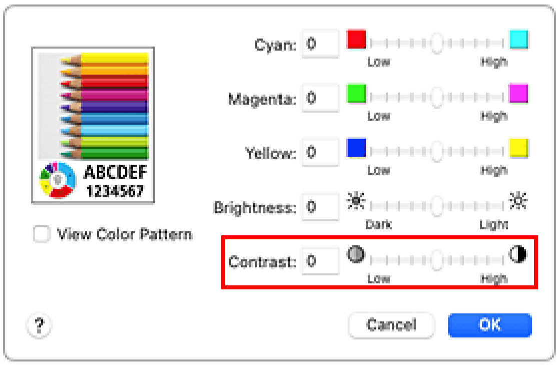
Adjust the contrast

The procedure for adjusting contrast is as follows:

1. Select **Color Options** from **Printer Options** in the Print Dialog

2. Adjust the contrast

   Moving the **Contrast** slider to the right increases the contrast, and moving the slider to the left decreases the contrast.
   You can also directly enter a value linked to the slider. Enter a value in the range from -50 to 50. The current settings are displayed in the settings preview on the left side of the printer driver.



Cyan: 0
Magenta: 0
Yellow: 0
Brightness: 0
Contrast: 0

☐ View Color Pattern

3. Complete the setup

   Click **Print**.
   When you execute print, the image is printed with the adjusted contrast.

Important

- In the following cases, **Contrast** appears grayed out and is unavailable.
  - If **ColorSync** is selected for **Color Matching**.
  - If **Monochrome Bitmap** is selected for **Color Mode** in **Quality & Media**.

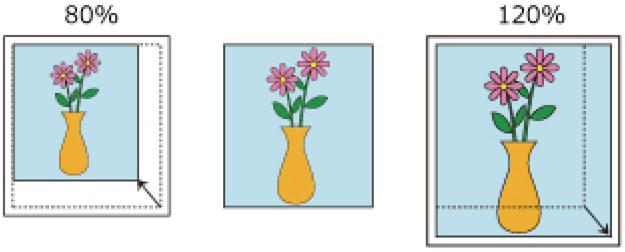
Related Topics

- ➡ Setting the Print Quality Level (Custom)
- ➡ Specifying Color Correction
- ➡ Adjusting Color Balance
- ➡ Adjusting Brightness

Scaled Printing

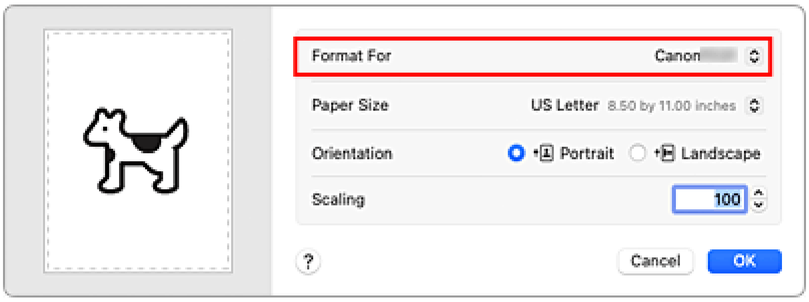
The procedure for printing a document with pages enlarged or reduced is as follows:

Printing by Enlarging/Reducing Document to Specified Ratio



1. Select the printer

   In the Page Setup Dialog, select your model name from the **Format For** list.

   Format For: Canon [redacted]
   Paper Size: US Letter 8.50 by 11.00 inches
   Orientation: ● Portrait ○ Landscape
   Scaling: 100

2. Set scaled printing

   Specify the scaling factor in the **Scaling** box, and click **OK**.

   Note

   - Depending on the **Scaling** value that you set, an error message may be displayed.

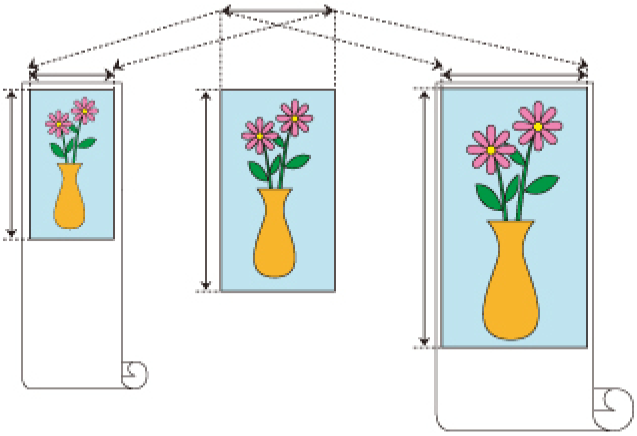
3. Complete the setup

   On the Print Dialog, click **Print**.
   When you execute print, the document will be printed with the specified scale.

Important

- When the application software which you used to create the original has the scaled printing function, configure the settings on your application software. You do not need to configure the same setting in the Page Setup dialog.

Printing by Enlarging/Reducing Document to Match Roll Paper Width



1. Select **Page Processing** from **Printer Options** in the Print Dialog

2. Setting Enlarged/Reduced Printing

   For **Fit Roll Paper Width**, select **On (Bordered)** or **On (Borderless)**.

   Note

   - Depending on the **Paper Size** settings, the settings you can choose will differ.
   - When selecting "XXX oversize" from **Paper Size**, **On (Borderless)** cannot be selected.

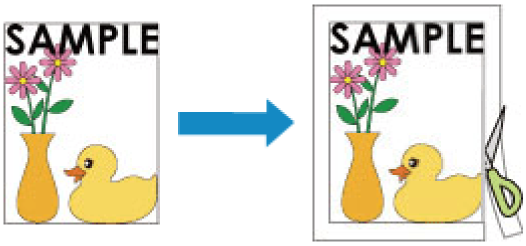
3. Complete the setup

   Click **Print**.
   When you print, the document is expanded or reduced to match the roll paper width and then printed.

Printing to Oversized Paper Sizes

When printing a created document so that it fills the entire paper width, select a paper size from the "XXX oversize" (sizes resulting from adding margins necessary for printer operation to the document sizes) so that all areas of the document are printed at their actual size.

A printout that has the same area as the document can be obtained by trimming the outer margins after printing.



The procedure for printing with oversize is as follows:

1. Select oversized paper size

   In the Print dialog, select "XXX oversize" for **Paper Size**.

2. Select **Quality & Media** from **Printer Options**

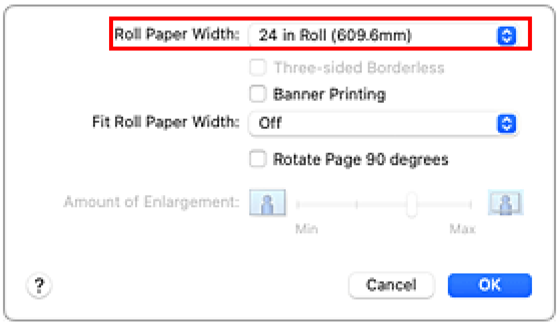
3. Select the paper source

   Select **Roll Paper** for **Paper Source**.

4. Select **Page Processing** from **Printer Options**

5. Select roll paper width

   Set **Roll Paper Width** to the width of the roll paper loaded in the printer.

   Roll Paper Width: 24 in Roll (609.6mm)

   ☐ Three-sided Borderless

   ☐ Banner Printing

   Fit Roll Paper Width: Off

   ☐ Rotate Page 90 degrees

6. Complete the setup

   Click **Print**.
   When you print, the document is printed so that it fills the paper width.

Important

- When printing to oversized paper sizes, use paper that has the following necessary margins added to the document size.
  - Cut sheet: 10 mm or more added to width and 10 mm or more added to height of document size
  - Roll paper: 10 mm or more added to width and 10 mm or more added to height of document size

Note

- An oversized paper size cannot be used for the largest paper size that can be loaded in the printer.

Setting Paper Dimensions (Custom Size)

You can specify the height and width of paper when its size cannot be selected from the **Paper Size** menu. Such a paper size is called "custom size."

The procedure for specifying a custom size is as follows:

1. Creating a new custom paper size

   In the Print Dialog, select **Manage Custom Sizes...** from **Paper Size**.
   In the displayed dialog, click **+**.

   Untitled will be added to the list.

2. Setting details about the custom paper size

   Double-click **Untitled**, enter the name of the paper size you want to register, and specify the **Width** and **Height** of the paper.
   Select **User Defined** or your model for **Margins**.

3. Registering the custom paper size

   Click **OK**.
   The custom size is registered.

Important

- If the application software that created the document has a function for specifying height and width values, use the application software to set the values. If the application software does not have such a function or if the document does not print correctly, perform the above procedure from the printer driver to set the values.

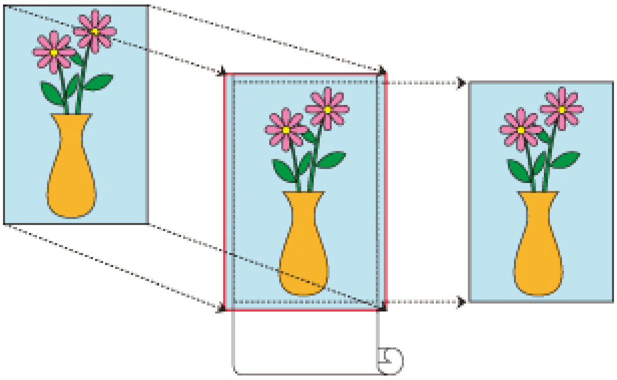
Note

- To duplicate the registered paper size, select the paper size that you want to duplicate from the custom paper sizes list, and click ⚙ **Duplicate**.
- To delete a registered paper size, select the paper size that you want to delete from the custom paper sizes list, and click **-**.
- If the paper settings in the printer driver differ from the paper information registered on the printer, an error message may appear on the printer's operation panel. You can still print but you may not be able to obtain correct print results.

Printing with Minimal Margins on the Scenarios

- Printing with Minimal Margins to Match Roll Paper Width
- Printing Full-Size with Minimal Margins
- Print with Three-sided Minimal Margins on Roll Paper

Printing with Minimal Margins to Match Roll Paper Width



Procedure for printing with minimal margins by enlarging/reducing documents to match roll paper width.

1. Select the paper size for whole-surface minimal margin printing

   Select "XXX Borderless" from **Paper Size** in the print dialog.

2. Select **Page Processing** from **Printer Options**

3. Select roll paper width

   For paper roll width, enter the same value set in the printer under **Roll Paper Width**.

4. Select a method for printing on roll paper

   In **Fit Roll Paper Width**, select **On (Borderless)**.

5. Complete setting process

   Click **Print**. A dialog box will appear.
   Click **OK** to print.

Important

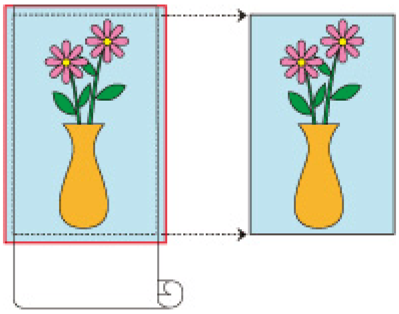
- If you want to print with minimal margins using a custom paper size, create a custom paper size by choosing **Paper Size**, **Manage Custom Sizes...**, and setting all **Margins** values to 0 mm. Next, choose **Page Processing**, **Fit Roll Paper Width** and select **On (Borderless)**.
- Depending on paper size, the length/width ratio of the paper may be different from that of the image, making it impossible for the whole image to fit on the paper.
  When this happens, crop the image with the application software to match paper size.
- When printing with minimal margins on paper with low ink-fixing properties, depending on frequency of use, the cutter unit may come into contact with the paper surface scratching it and causing the paper to be unevenly cut.
  You may be able to improve the situation by choosing **Advanced Paper Settings** and set **Dry Time (Between Pages)** to a higher value.
- If you select a paper type that doesn't support minimal margin printing, you won't be able to print with minimal margins. To see which paper types support minimal margin printing, refer to "Paper Settings List (Roll Paper)."

- If you feel the left and right margins are different sizes, adjust the margin amount from **Roll paper minimal margin amount** on the printer. Then, perform printing.
  For instructions on how to adjust **Roll paper minimal margin amount**, refer to "Setting the Minimal Margin Amount When Performing the Minimal Margin Printing."
- When using Minimal Margin Printing, the print settings are automatically changed to the optimized ones.This may result in having the same print result despite the change in the print settings.

Note

- When using applications that allow you to set margins, set margins to 0 mm.

Printing Full-Size with Minimal Margins



Procedure for printing images with minimal margins in the same size as the original document without enlarging/reducing them.

1. Select the paper size for whole-surface minimal margin printing

   Select "XXX Borderless" from **Paper Size** in the print dialog.

2. Select **Page Processing** from **Printer Options**

3. Select roll paper width

   For paper roll width, enter the same value set in the printer under **Roll Paper Width**.

4. Select a method for printing on roll paper

   For **Fit Roll Paper Width**, select **Off**.

   Important

   - Depending on **Paper Size**, when setting **Fit Roll Paper Width** to **Off**, it may not be possible to print with minimal margins.

5. Complete setting process

   Click **Print**. A dialog box will appear.
   Click **OK** to print.

Important

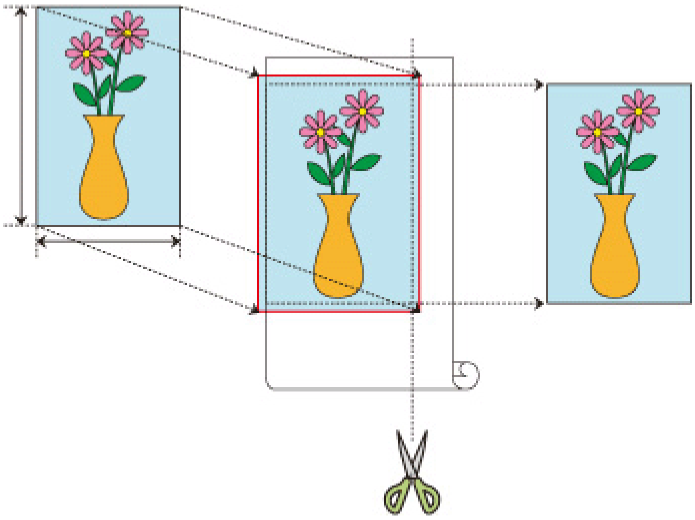
- Depending on paper size, the length/width ratio of the paper may be different from that of the image, making it impossible for the whole image to fit on the paper.
  When this happens, crop the image with the application software to match paper size.
- When printing with minimal margins on paper with low ink-fixing properties, depending on frequency of use, the cutter unit may come into contact with the paper surface scratching it and causing the paper to be unevenly cut.
  You may be able to improve the situation by choosing **Advanced Paper Settings** and set **Dry Time (Between Pages)** to a higher value.
- If you select a paper type that doesn't support minimal margin printing, you won't be able to print with minimal margins. To see which paper types support minimal margin printing, refer to "Paper Settings List (Roll Paper)."

- If you feel the left and right margins are different sizes, adjust the margin amount from **Roll paper minimal margin amount** on the printer. Then, perform printing.
  For instructions on how to adjust **Roll paper minimal margin amount**, refer to "Setting the Minimal Margin Amount When Performing the Minimal Margin Printing."
- When using Minimal Margin Printing, the print settings are automatically changed to the optimized ones.This may result in having the same print result despite the change in the print settings.

Note

- When using applications that allow you to set margins, set margins to 0 mm.

Print with Three-sided Minimal Margins on Roll Paper



You can print with minimal margins aligned to three sides if the paper sizes don't match the roll paper width. However, you need to cut the right side of the paper after printing.

Printing to Match Paper Size

The procedure for minimal margin printing aligned to three sides by enlarging or reducing documents to match paper size is described below.

1. Select the paper size for whole-surface minimal margin printing

   Select "XXX Borderless" from **Paper Size** in the print dialog.

2. Select **Paper Handling**

3. Turn on **Scale to Fit Paper Size**

4. Select paper size

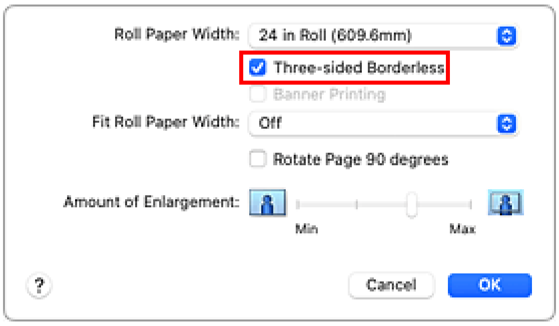
   Select "XXX Borderless" in **Destination Paper Size**.

5. Select **Page Processing** from **Printer Options**

6. Select roll paper width

   For paper roll width, enter the same value set in the printer under **Roll Paper Width**.

7. Place a checkmark next to **Three-sided Borderless**

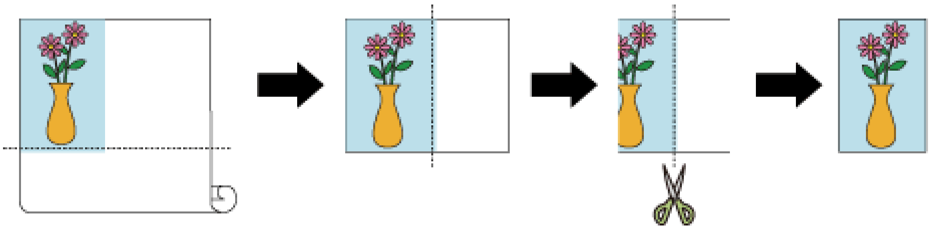

Roll Paper Width: 24 in Roll (609.6mm)
☑ Three-sided Borderless
☐ Banner Printing
Fit Roll Paper Width: Off
☐ Rotate Page 90 degrees
Amount of Enlargement:

8. Complete setting process

   Click **Print**. A dialog box will appear.
   If you click **OK**, the document will be printed to fit the paper size.

9. Cut the right side of the paper

   Cut the margin on the right side of the paper with scissors after printing.
   Cut slightly to the inside of the margin as the document is enlarged to extend slightly beyond the specified size.
   To get the document to standard size, it is recommended to take measurements and cut in the correct positions.



Printing Full-Size

The procedure for printing aligned to three sides in the same size as the original document without enlarging or reducing the size is described below.

1. Select the paper size for whole-surface minimal margin printing

   Select "XXX Borderless" from **Paper Size** in the print dialog.

2. Select **Page Processing** from **Printer Options**

3. Select roll paper width

   For paper roll width, enter the same value set in the printer under **Roll Paper Width**.

4. Place a checkmark next to **Three-sided Borderless**

5. Select a method for printing on roll paper

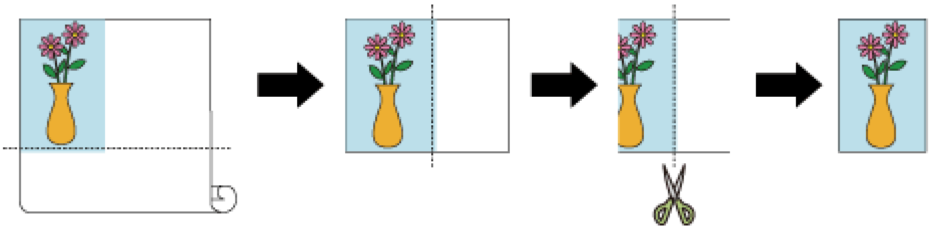
   For **Fit Roll Paper Width**, select **Off**.

6. Complete setting process

   Click **Print**. A dialog box will appear.
   If you click **OK**, the document will be printed aligned to three sides while retaining the same document size.

7. Cut the right side of the paper

   Cut the margin on the right side of the paper with scissors after printing.
   To get the document to standard size, it is recommended to take measurements and cut in the correct positions.



Important

- Depending on paper size, the length/width ratio of the paper may be different from that of the image, making it impossible for the whole image to fit on the paper.
  When this happens, crop the image with the application software to match paper size.
- When printing with minimal margins on paper with low ink-fixing properties, depending on frequency of use, the cutter unit may come into contact with the paper surface scratching it and causing the paper to be unevenly cut.
  You may be able to improve the situation by choosing **Advanced Paper Settings** and set **Dry Time (Between Pages)** to a higher value.
- If you select a paper type that doesn't support minimal margin printing, you won't be able to print with minimal margins. To see which paper types support minimal margin printing, refer to "Paper Settings List (Roll Paper)."
- If you want to change the margin on the left side of the document,adjust the margin amount from **Roll paper minimal margin amount** on the printer. Then, perform printing.
  For instructions on how to adjust **Roll paper minimal margin amount**, refer to "Setting the Minimal Margin Amount When Performing the Minimal Margin Printing."
- When using Minimal Margin Printing, the print settings are automatically changed to the optimized ones.This may result in having the same print result despite the change in the print settings.

Note

- When using applications that allow you to set margins, set margins to 0 mm.

Printing Hanging and Horizontal Banners on Roll Paper (Large-Format Printing)

A drapery or banner up to 4.0 m can be made by enlarging or reducing original documents made on application software.

The procedure for printing hanging and horizontal banners is as follows:

1. Register custom paper size

   From **Paper Size**, use **Manage Custom Sizes...** to register the paper size that you want to use.

2. Select the paper size

   In the Print dialog, select a registered custom paper size from the **Paper Size** list.

3. Select **Page Processing** from **Printer Options**

4. Select roll paper width

   Set **Roll Paper Width** to the width of the roll paper loaded in the printer.

5. Selecting **On (Bordered)** or **On (Borderless)** for **Fit Roll Paper Width**

   Important

   - If you want to print with minimal margins using a custom paper size, create a custom paper size by choosing **Paper Size**, **Manage Custom Sizes...**, and setting all **Margins** values to 0 mm. Next, choose **Page Processing**, **Fit Roll Paper Width** and select **On (Borderless)**.

6. Complete the setup

   Click **Print**.
   When you print, the hanging or horizontal banner is printed by using the custom paper size.

Note

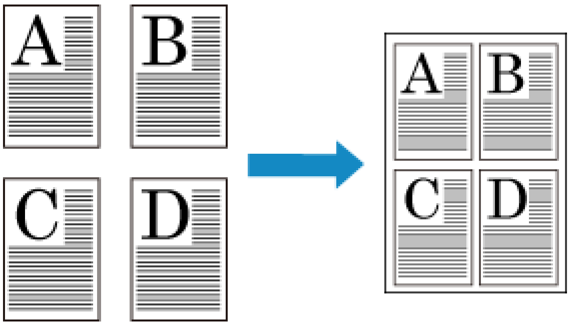
- Maximum printable length is 4.0 m. In the event the enlarged length exceeds 4.0 m, the entire document is shrunk so that it fits before being printed.

Printing by Dividing/Joining Documents

- Lining Up and Printing Multiple Documents
- Printing by Connecting Multiple Pages
- Printing Multiple Pages All on One Page

Lining Up and Printing Multiple Documents

You can line up multiple documents that were created separately and print them together on one page.



The procedure for lining up and printing multiple documents is as follows:

1. In Print dialog, select Canon imagePROGRAF Free Layout for **PDF**

   Canon imagePROGRAF Free Layout is started.
   Canon imagePROGRAF Free Layout allows you to edit and rearrange images.

2. Execute printing

   From the **File** menu of Canon imagePROGRAF Free Layout, select **Print...** to execute printing.

Printing by Connecting Multiple Pages

Print documents with several pages as one continuous document. When you do this, the spaces between the pages will be removed.

The procedure for printing by connecting multiple pages is as follows:

1. Select **Quality & Media** from **Printer Options** in the Print Dialog

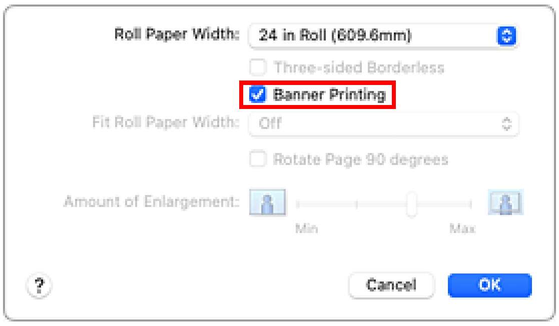
2. Select the paper source

   Select **Roll Paper** for **Paper Source**.

3. Select **Page Processing** from **Printer Options**

4. Setting Banner Printing

   Check the **Banner Printing** check box.



Roll Paper Width: 24 in Roll (609.6mm)

☐ Three-sided Borderless

☑ Banner Printing

Fit Roll Paper Width: Off

☐ Rotate Page 90 degrees

Amount of Enlargement:

5. Complete the setup

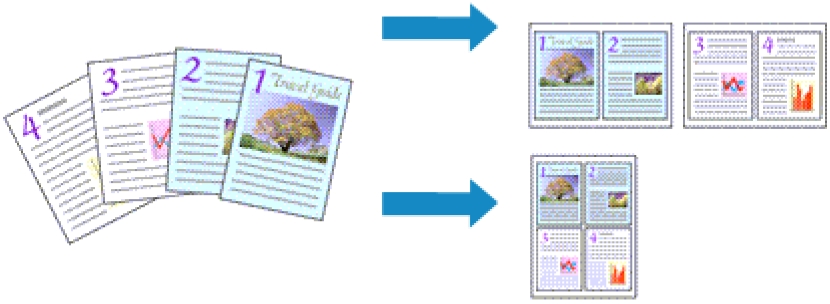
   Click **Print**.
   When you print, the document is printed with the multiple pages connected.

Important

- When "XXX Borderless" is selected for **Paper Size** in the Print dialog, **Banner Printing** is grayed out and cannot be set.

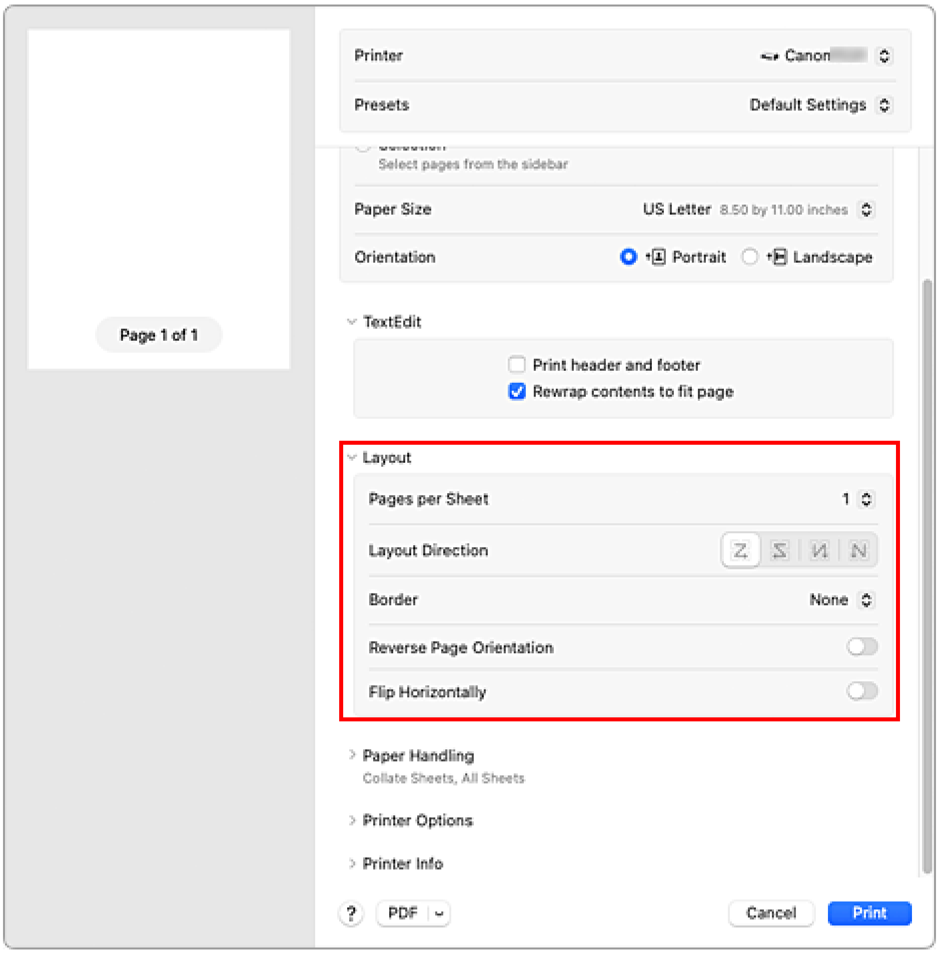
Printing Multiple Pages All on One Page

The page layout printing function allows you to print more than one page image on a single sheet of paper.



The procedure for performing page layout printing is as follows:

1. Select **Layout** in the Print Dialog



Printer: Canon

Presets: Default Settings

Select pages from the sidebar

Paper Size: US Letter 8.50 by 11.00 inches

Orientation: ● Portrait ○ Landscape

TextEdit

☐ Print header and footer

☑ Rewrap contents to fit page

Layout

Pages per Sheet: 1

Layout Direction

Border: None

Reverse Page Orientation

Flip Horizontally

Paper Handling

Collate Sheets, All Sheets

Printer Options

Printer Info

2. Set the number of original you print on one page

   In **Pages per Sheet**, specify the number of page you print on one page.

3. If necessary, set the following items

Layout Direction
To change the page placement order, select an icon from the list.

Border
To print a page border around each document page, select a type of page border.

Reverse Page Orientation
Turn this on to change the paper orientation.

Flip Horizontally
Turn this on to reverse left and right of the document.

4. Complete the setup

Click **Print**.
When you execute print, the specified number of pages will be arranged on each sheet of paper in the specified order.

Printing by Saving Roll Paper

- **Saving Roll Paper by Rotating Document 90 Degrees**

Saving Roll Paper by Rotating Document 90 Degrees

When printing a portrait document on roll paper, you can save paper by rotating the document 90 degrees and printing the document so that it is oriented horizontally relative to the paper.

The procedure for saving paper by rotating the document 90 degrees is as follows:

1. Select **Page Processing** from **Printer Options** in the Print Dialog

2. Selecting Paper Saving

   Select the **Rotate Page 90 degrees** check box.

3. Complete the setup

   Click **Print**.
   When you print, you can rotate a portrait document 90 degrees to save paper.

Important

- If the **Banner Printing** check box is selected for **Page Processing**, **Rotate Page 90 degrees** is grayed out and cannot be set.
- When selecting paper in portrait format from **Paper Size** in the print dialog, when this is longer than the width selected in **Roll Paper Width**, **Rotate Page 90 degrees** cannot be used.

Switching the Paper Source to Match the Purpose

This printer has two paper sources: Top Feed and Roll Paper.
You can facilitate printing by selecting a paper source setting that matches your media type or purpose.

The procedure for setting paper source is as follows:

1. Select **Quality & Media** from **Printer Options** in the Print Dialog

2. Select the media type

   For **Media Type**, select the same paper type loaded in the printer.
   If **Auto (Use Printer Settings)** is selected, the paper configured in printer settings is printed.

3. Select the paper source

   For **Paper Source**, select the item below that matches your purpose.

   Top Feed

   Feeds paper using the cut sheet.

   Roll Paper

   Feeds paper using roll paper.

4. Complete the setup

   Click **Print**.
   When you execute print, the printer uses the specified paper source to print the data.

   Note

   - If the paper settings in the printer driver differ from the paper information registered on the printer, an error message may appear on the printer's operation panel. You can still print but you may not be able to obtain correct print results.

Printing Using AirPrint

You can print photographs, E-mails, web pages, and other documents using AirPrint, even if the printer driver is not installed or the application is not downloaded.

Important

- There are restrictions for printing with AirPrint. Please be aware in advance. If you want to use all the functions of the printer, use the Canon IJ printer driver.

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

Add The Printer as AirPrint Printer on Your Mac

1. Open **System Settings** -> **Printers & Scanners**
2. Click **Add Printer, Scanner, or Fax...**
3. Select your printer listed as **Bonjour**
4. Select your printer from **Use**
5. Click **Add**

   The Printer will be added as AirPrint Printer on Your Mac

Print with AirPrint from a Mac

1. Check that printer is turned on
2. Load paper in printer

   Set roll paper or cut sheet.
3. Start printing from your application software

   The Print dialog opens.

4. Select printer

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

5. Check print settings

   Set paper size and other items as needed.
   Set paper type from the printer.

   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.
   - You can set **Print quality settings** (**Color mode**, **Print resolution**, and **Print target**), **Paper settings** (**Unidirectional printing**), and more on the operation panel of the printer. For details, see "Print settings."

6. Click **Print**

   The printer prints according to the specified settings.

Note

- It can take the Wi-Fi a few minutes to get connected after the printer turns on. Print after checking that the printer is connected to the network.
- You cannot use AirPrint 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 when using AirPrint.
- The display of the settings screen may differ depending on the application software you are using.

Deleting Print Job

Use **Stop** button from printer to cancel the print job.

Restrictions on the AirPrint

- If **A2+**, **A3+**, or **13 x 22** is selected for **Paper Size** in the print dialog, part of the image may not fit on the paper.
- If printing cut sheet, the bottom edge of the image may be cut out.
- To perform minimal margin printing, configure settings in paper sizes. Depending on the type of paper, print results might have slight margins on the left and right edges.
- If printing cut sheet, feed the paper vertically. If the paper is fed horizontally, it will still print vertical images.
- Some paper sizes that are compatible with the Canon IJ printer driver are not compatible with AirPrint. If using these sizes, set a "custom size."
- Canon imagePROGRAF Free Layout and Canon imagePROGRAF Preview cannot be used.

Printing from Smartphone/Tablet

For more on printing from a device, refer to the device's or application's instruction manual.

- **Print Easily from a Smartphone or Tablet with Canon PRINT**
- **Printing from iOS Device (AirPrint)**
- **About Mopria®**
- **Printing with Canon Print Service**

Printing from iOS Device (AirPrint)

Use AirPrint to print photographs, E-mails, web pages, and other documents without having to download special applications.

Important

- There are restrictions for printing with AirPrint. Please be aware in advance.

Checking Your Environment

First, check your environment.

- AirPrint Operation Environment
  iPhone, iPad, and iPod touch running the latest version of iOS / iPadOS
- Requirement
  The iOS device 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)

Printing with AirPrint from iOS Device

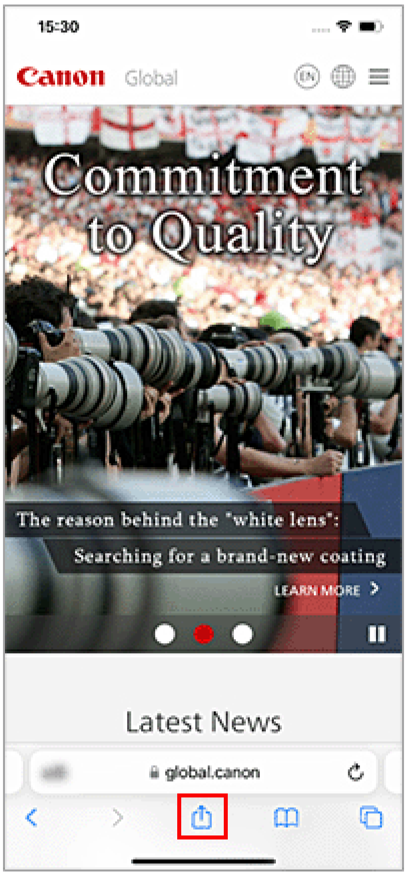
1. Check that printer is turned on

2. Load paper in printer

   Set roll paper or cut sheet.

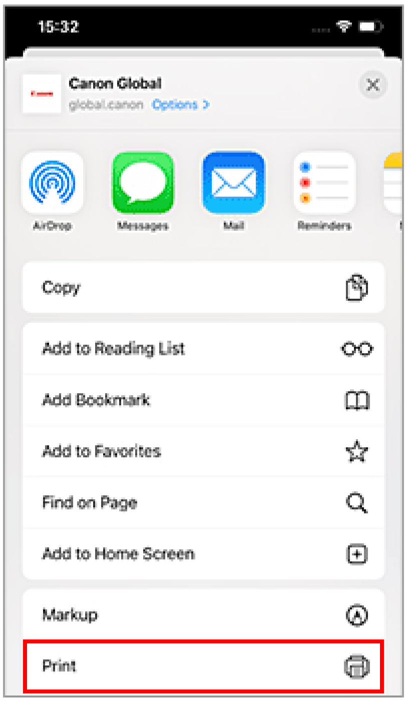
3. Tap operation icon using your iOS device's application

   The following screen appears when printing from iOS 12's Safari. The screen differs depending on the devices or applications.



Menu options appear.

4. Tap **Print**



5. Select your model name from **Printer** on **Printer Options**

Important

- Because some applications do not support AirPrint, **Printer Options** may not be displayed. If an application does not let you use printer options, you cannot print from that application.

6. Check Print Settings

   Set the number of copies to be printed and print options, as needed.

7. Tap **Print**

   The printer prints according to the specified settings.

Note

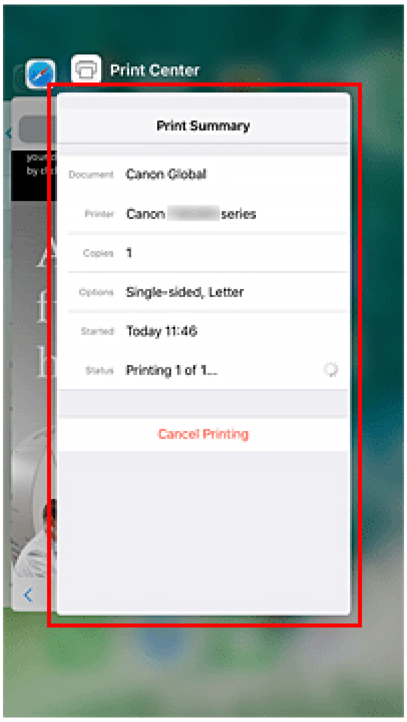
- It can take the Wi-Fi a few minutes to get connected after the printer turns on. Print after checking that the printer is connected to the network.
- You cannot use AirPrint if Bonjour settings of printer are disabled. Check **LAN** settings of printer and enable Bonjour settings.
- Refer to "Cannot Print Using AirPrint" for printing problems when using AirPrint.

Paper Size

With AirPrint, you can print by selecting the paper set in your printer.
Set the paper in the printer in advance and register the paper type and paper size with AirPrint.
For details on how to register paper, see "Set roll paper" or "Set cut sheet."

Checking Print Status

You can check the print status of AirPrint from **Print Center**.
Tap **Print Center** that is displayed in multitasking mode on your iOS device.



Print Center

Print Summary

Document Canon Global

Printer Canon [redacted] series

Copies 1

Options Single-sided, Letter

Started Today 11:46

Status Printing 1 of 1...

Deleting Print Job

To delete a print job with AirPrint, use one of the following two methods:

- From printer: Use **Stop** button to cancel the print job.
- From iOS device: Tap **Print Center** that is displayed in multitasking mode. In the screen that appears, tap on the print job to be deleted, and then tap **Cancel Printing**.

Restrictions on the AirPrint

- If **A2+**, **A3+**, or **13 x 22** is selected for **Paper Size** in the print dialog, part of the image may not fit on the paper.
- If printing cut sheet, the bottom edge of the image may be cut out.
- If printing cut sheet, feed the paper vertically. If the paper is fed horizontally, it will still print vertical images.

macOS Printer Driver

- Overview of the Printer Driver
- Description of Print Dialog
- Updating the Printer Driver

Overview of the Printer Driver

- Canon IJ Printer Driver
- Checking Layout in Preview before Printing
- Registering a Changed Printing Profile
- How to Open the Printer Driver Setup Dialog
- Page Setup Dialog
- Print Dialog
- Updating Media Information in Printer Driver
- Correcting Media Information in Printer Driver (When Printer Used in Shared Environment)
- Confirm the Printer Paper Information
- Deleting the Undesired Print Job
- Display the Printing Status Screen
- Canon IJ Printer Utility2
- Opening the Canon IJ Printer Utility2
- Checking the Ink Status from Your Computer
- Instructions for Use (Printer Driver)

Canon IJ Printer Driver

The Canon IJ printer driver (called printer driver below) is a software that is installed on your computer for printing data with this printer.

The printer driver converts the print data created by your application software into data that your printer can understand, and sends the converted data to the printer.

Because different models support different print data formats, you need a printer driver for the specific model you are using.

Using Help of the Printer Driver

You can display Help function from the Print Dialog.

Select a setup item from **Printer Options** in the Print dialog. Then click help ? at the bottom left of the screen to display an explanation of the item.

Help for the printer driver is displayed when the following item in **Printer Options** is selected:

- **Quality & Media**
- **Color Options**
- **Advanced Paper Settings**
- **Page Processing**

Checking Layout in Preview before Printing

You can display and check the print result before printing.

The procedure for displaying the print result before printing is as follows:

1. Select **Quality & Media** from **Printer Options** in the Print Dialog

2. Select Print Preview

   Select the **Print Preview** check box.

3. Complete the setup

   Click **Print**.
   When executing printing, start up Canon imagePROGRAF Preview to display the print results.

Note

- The printing results can be displayed even when selecting Canon imagePROGRAF Preview from **PDF**.

Registering a Changed Printing Profile

You can name and register the printing profile you made in the Print Dialog. The registered printing profile can be called up from **Presets** to be used. You can also delete the unnecessary printing profile.

The procedure for registering a printing profile is as follows:

Registering a Printing Profile

1. In the Print dialog, set the necessary items

2. Select **Save Current Settings as Preset...** from the **Presets**

3. Save the settings

   In the displayed dialog, enter a name in **Preset Name**, and if necessary, set **Available For**. Then click **OK**.

   Important

   - There are also print settings that cannot be saved to preset.

Using Registered Printing Profile

1. On **Presets** in the Print dialog, select the name of printing profile you want to use

   Printing profile in the Print dialog will be updated to the called profile.

Deleting Unnecessary Printing Profile

1. Select the printing profile to be deleted

   In the print dialog, select **Edit Preset List...** in the **Presets** section. Then in the dialog that appears, select the name of the printing profile to be deleted.

2. Delete the printing profile

   Click **-**, and click **OK**. The selected printing profiles will be deleted from **Presets**.

How to Open the Printer Driver Setup Dialog

You can display the printer driver setup dialog from the application software you are using.

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.

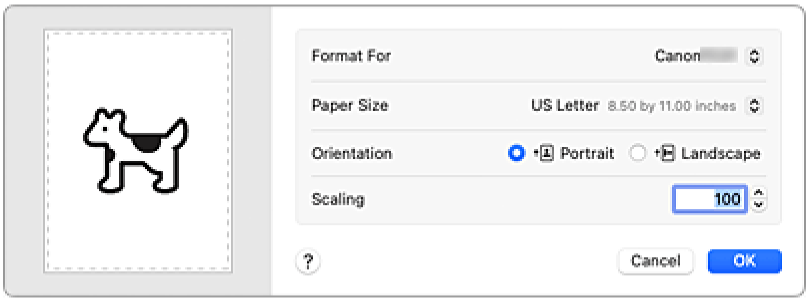
Important

- Depending on the macOS version or the application you are using, the print dialog screen display may differ.
  Also, some features may be restricted.

Page Setup Dialog

In the Page Setup dialog, you configure the basic print settings such as the size of paper loaded in the printer or the scaling ratio.

To open the Page Setup dialog, you typically select **Page Setup...** from the **File** menu of your application software.



Format For: Canon

Paper Size: US Letter 8.50 by 11.00 inches

Orientation: ● Portrait ○ Landscape

Scaling: 100

Format For

Select the model to be used for printing.

Paper Size

Select the size of the paper to be used for printing.
To set a non-standard size, select **Manage Custom Sizes...**.

Orientation

Select the print orientation.

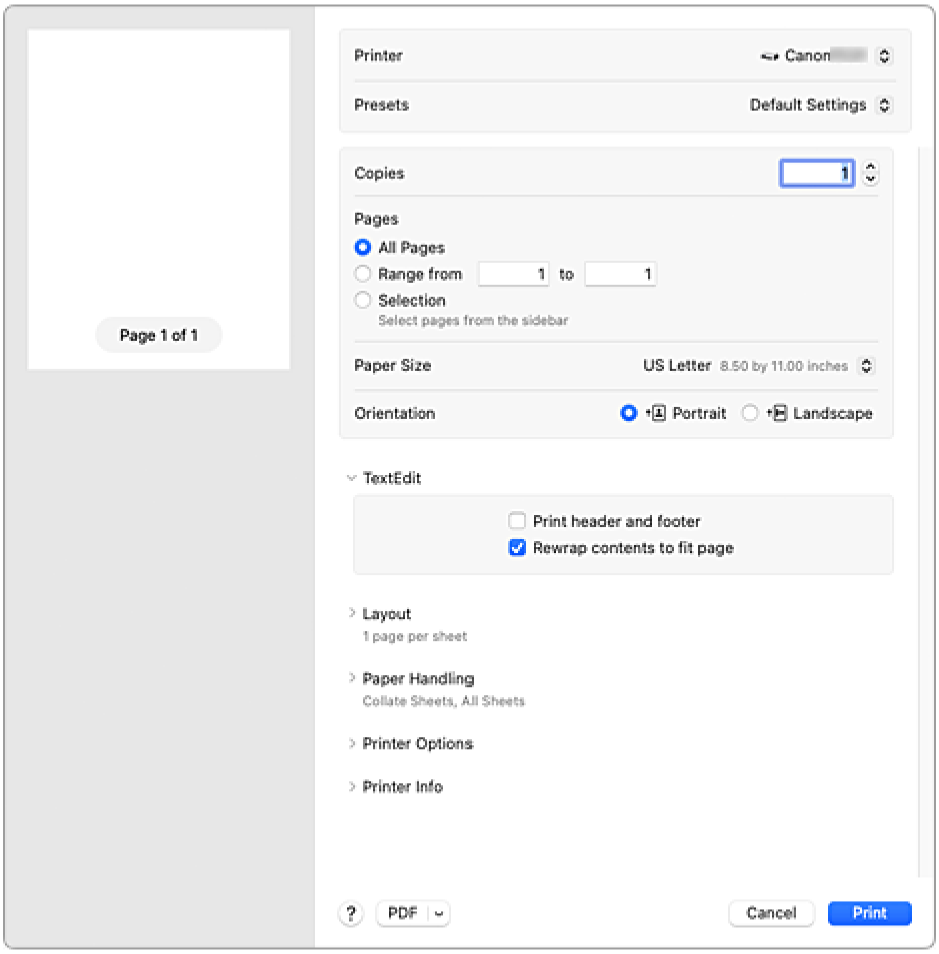
Scaling

Set the scaling percentage.
You can expand or reduce the size of the document when printing.

Print Dialog

In the Print dialog, you can set paper type, paper source and print quality to start printing.

To open the Print dialog, you typically select **Print...** from the **File** menu of your application software.



Printer: Canon

Presets: Default Settings

Copies: 1

Pages
● All Pages
○ Range from 1 to 1
○ Selection
Select pages from the sidebar

Paper Size: US Letter 8.50 by 11.00 inches

Orientation: ● Portrait ○ Landscape

TextEdit
☐ Print header and footer
☑ Rewrap contents to fit page

Layout
1 page per sheet

Paper Handling
Collate Sheets, All Sheets

Printer

Select the model to be used for printing.

When you click **Add Printer...**, a dialog for specifying the printer opens.

Presets

You can save or delete the settings of the Print dialog.

Copies

You can set the number of copies to be printed.

Note

- You can set collated printing by choosing **Paper Handling**.

Pages

You can set the range of pages to be printed.

Paper Size

Select the size of the paper to be used for printing.

To set a non-standard size, select **Manage Custom Sizes...**.

Orientation

Select the print orientation.

Printer Options

You can switch between pages in the Print dialog by **Printer Options**. The first menu to appear differs depending on the application software that opened the Print dialog.

You can choose one of the following items from **Printer Options**.

Color Matching

You can select the color correction method.

Quality & Media

You can set basic print settings that match the printer.

Color Options

You can adjust the print colors as you desire.

Advanced Paper Settings

Specifies detailed print settings that match the media type loaded in the printer.

Page Processing

You can configure detailed settings when printing to roll paper.

Printer Info

Supply Levels

A rough indication of the remaining ink level is displayed.

PDF

You can save a document in PDF (Portable Document Format) format.

By starting up Canon imagePROGRAF Free Layout, it is possible to allocate multiple source documents, and display the print results in imagePROGRAF Preview.

Updating Media Information in Printer Driver

This function gets the latest media information from the printer and updates the media information in the printer driver.

When the media information is updated, the media displayed for **Media Type** on the **Quality & Media** screen is updated to the latest information.

The procedure for updating media information is described below.

Update Media Information

1. From the Canon IJ Printer Utility2 pop-up menu, select **Media Information**

2. Click **Update Media Information**

   A dialog appears.

3. Check that the media information has updated

   By following the dialog instructions, check that the printer is on, and then click **OK**.
   After checking whether or not the printer media information needs to be updated, a message will be displayed.
   If the printer media information is up to date, click **OK** and finish updating media information.
   If the information needs to be updated, follow the below steps to do so:

4. Update media information

   Check the message and click **Update**.
   The printer driver media information will update.
   When the authentication screen appears, enter the administrator's name and password, and then click **Install Helper**.

   Important

   - It may take some time to update the media information.
   - Do not change media information on the printer while you are updating media information on the driver.

5. Finish updating media information

   When a confirmation message appears, click **OK**.
   The media information will be updated.

   Important

   - Restart the application or software you are printing from after updating media information.

Important

- Ensure that a user with administrator privileges carries out the media information update.
  Users other than administrators can check if a media information update is required, but cannot carry out the update itself.
- When you have added, deleted, or edited media using administrative tools (the Media Configuration Tool) but have not updated the media information, issues may arise such as the inability to print.

Note

- If the printer is being shared, **Correct Media Information** will display on the client machine.

Correcting Media Information in Printer Driver (When Printer Used in Shared Environment)

The printer driver media information will be corrected.

Carrying out a media information correction will correct the configuration of the media information in the printer driver.

The procedure for correcting media information is described below.

Correct Media Information

1. From the Canon IJ Printer Utility2 pop-up menu, select **Media Information**

2. Click **Correct Media Information**

   After checking whether or not the printer driver's media information is correct, a message will be displayed.
   If the printer media information is set correctly, click **OK** and finish correcting media information.
   If the information needs to be corrected, follow the below steps to do so:

3. Correct media information

   When a confirmation message appears, click **OK**.
   The printer driver media information will be corrected.
   When the authentication screen appears, enter the administrator's name and password, and then click **Install Helper**.

4. Complete media information correction

   When a confirmation message appears, click **OK**.
   The paper information will be corrected.

Important

- Restart the application or software you are printing from after correcting media information.

Note

- **Media Information** will only be displayed on the client machine in use when the printer is being shared.

Confirm the Printer Paper Information

You can check the size and type of paper that was set to the printer.

1. From the Remote UI, select **Printer status**

2. Check printer's paper information

   The size and type of the media set on the printer main unit is displayed by feed position.

Deleting the Undesired Print Job

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

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

2. Select your model, and then click **Printer Queue...**

   The print status check screen appears.

3. Select the unnecessary print job and click ⓧ

   The selected print jobs will be deleted.

Displaying the Printing Status Screen

Check the print progress according to the following procedure:

1. Launch the printing status screen

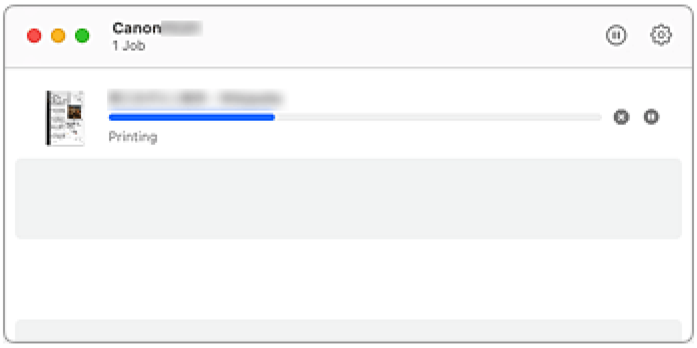
   - If the print data has been sent to the printer

     The printing status screen opens automatically. To display the printing status screen, click the printer icon displayed on the Dock.
   - If the print data has not been sent to the printer

     Open **System Settings**, and select **Printers & Scanners**.
     To display the printing status screen, select the name of your printer model from the printer list, and then click **Printer Queue...**.

2. Checking 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.

Note

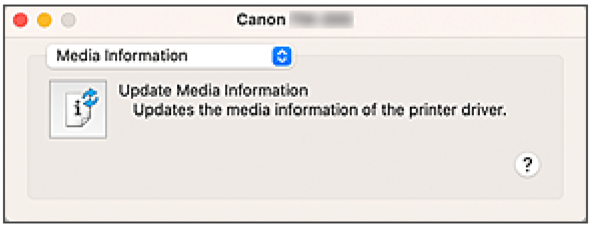
- Depending on your model, the printer icon display may be different.

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.

Canon IJ Printer Utility2

The Canon IJ Printer Utility2 allows you to update media information and configure data sending settings.



You can switch between pages in Canon IJ Printer Utility2 by the pop-up menu. You can choose one of the following items from the pop-up menu.

Media Information

Gets the latest media information from the printer and updates the media information in the printer driver.

Settings for Data Sending

When you click **Settings for Data Sending**, **Inkjet Printer/Scanner/Fax Extended Survey Program** will appear.
If there is any information you do not agree to send, uncheck those boxes.

Note

- To operate the Canon IJ Printer Utility2, you must first turn on the printer.

Opening the Canon IJ Printer Utility2

To open the Canon IJ Printer Utility2, follow the steps below.

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

2. Start the Canon IJ Printer Utility2

   Select your model from the printer list, and click **Options & Supplies...**.

   Click **Open Printer Utility** in **Utility** tab.

   Canon IJ Printer Utility2 is launched.

Checking the Ink Status from Your Computer

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

If you select **Printer status** from Remote UI, an illustration showing the status of the ink tanks and maintenance cartridge appears.

Estimated ink levels

You can check the types and levels of ink.
When ink levels are running low or an error occurs because there is no ink, a notification icon will appear.

Ink model number

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

Maintenance cartridge usage

You can check the estimated usage amount of the maintenance cartridge.
When capacity levels are low or the cartridge is at full capacity, a notification icon will appear.

Note

- To check the ink levels or the estimated usage of the maintenance cartridge, you can also go to **Supply Levels** in **Printer Info**.

Instructions for Use (Printer Driver)

This printer driver is subject to the following restrictions. Keep the following points in mind when using the printer driver.

Restrictions on the Printer Driver

- When you set up the Page Setup dialog, be sure to begin by selecting the model you are using from the **Format For** list. If you select another printer, printing may not be performed properly.
- The following functions cannot be used in macOS, though they can be used in Windows computers.
    - Poster Printing
    - Stamp Printing
    - Adjust Faint Lines
- Depending on the macOS version or the application you are using, the print dialog screen display may differ.
  Also, some features may be restricted.
- If you connect this printer and AirPort with a USB cable and print, you must install the latest AirPort firmware.

Notes on Adding a Printer

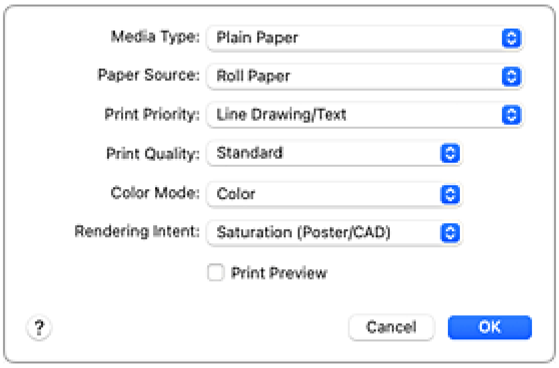
- Install the Canon printer driver on a macOS, select your model from the **Add Printer** dialog, and then select Canon XXX (where "XXX" is your model name) from **Use** → **Select Software...**.

Description of Print Dialog

- Quality & Media
- Color Options
- Advanced Paper Settings
- Page Processing

Quality & Media

This dialog allows you to create a basic print setup in accordance with the paper type. Unless special printing is required, normal printing can be performed just by setting the items in this dialog.



Media Type: Plain Paper

Paper Source: Roll Paper

Print Priority: Line Drawing/Text

Print Quality: Standard

Color Mode: Color

Rendering Intent: Saturation (Poster/CAD)

☐ Print Preview

Media Type

Select the type of media to be used.

You must select the type of media actually loaded in the printer. This selection enables the printer to carry out printing properly for the material of the media used.

Note

- After updating media information of the printer, start up the Canon IJ Printer Utility2 and update media information.

Paper Source

Select the source from which paper is supplied.

Top Feed

Feeds paper using the cut sheet.

Roll Paper

Feeds paper using roll paper.

Print Priority

Select elements to prioritize for print results.

Image

Prioritize image results when printing.

Line Drawing/Text

Prioritize detailed lines and text when printing.

Auto (Use Printer Settings)

Use printer settings when printing.

Print Quality

Select the one that is closest to the original document type and the purpose.

When one of the radio buttons is selected, the appropriate quality will be set automatically.

High

Gives priority to print quality over printing speed.

Standard

Prints with average speed and quality.

Draft

Good for trial printing.

Custom

Select this radio button to specify a quality.

Quality

When you select **Custom** in **Print Quality**, you can use the slider bar to adjust the print quality level.

Color Mode

Select how to process colors.

Color

Print in color.

Monochrome

Print in grayscale.

Monochrome Bitmap

Print all non-white parts in black.

Rendering Intent

Specify the method of matching to use when selecting **Canon Color Matching** in **Color Matching**.

Perceptual (Photo)

Reproduces colors of general photos naturally and features smooth gradation. In addition, selecting this setting allows you to adjust colors easily using an application software.

Saturation (Poster/CAD)

Reproduces vivid colors on data such as a poster. In addition, prints in easy-to-see colors suitable for line drawing.

No Color Correction

Performs printing without color matching.

Print Preview

You can start up the Canon imagePROGRAF Preview, and check what the printing results will be before executing the print.

Check this check box to display a preview before printing.

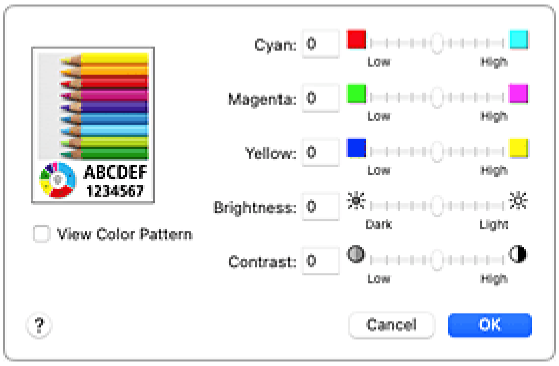
Related Topics

- ➡ Switching the Paper Source to Match the Purpose
- ➡ Setting the Print Quality Level (Custom)
- ➡ Printing a Color Document in Monochrome

Color Options

This dialog allows you to adjust the print color as you like. If the color of the printed image is not as expected, adjust the properties in the dialog and retry printing.

The adjustments made here do not affect the colors of the original print data unlike applications dedicated to image processing. Use this dialog just to make fine adjustments.



Cyan: 0

Magenta: 0

Yellow: 0

Brightness: 0

Contrast: 0

☐ View Color Pattern

Preview

Shows the effect of color adjustment.
As you adjust each item, the effects are reflected in the color and brightness.

View Color Pattern

Displays a pattern for checking color changes produced by color adjustment.
When you want to display the sample image with a color pattern, check this check box.

Note

- When **Monochrome** or **Monochrome Bitmap** is selected in **Color Mode** under **Quality & Media**, the sample graphic is displayed in monochrome.

Color balance (Cyan, Magenta, Yellow)

If necessary, adjust the strength of each color. To strengthen a color, drag the slider to the right. To weaken a color, drag the slider to the left.
You can also directly enter a value linked to the slider. Enter a value in the range from -50 to 50.
Adjusting the color balance will result in variations in the balance among the volumes of the individual color inks and hence in the hues of the document as a whole.
Use the printer driver only when adjusting the color balance slightly. To change the color balance significantly, use the application software.

Brightness

Adjusts the brightness of your print. You cannot change the levels of pure white and black. However, the brightness of the colors between white and black can be changed. Colors become brighter as you drag the slider toward the right and darker as you drag the slider toward the left. You can also directly enter brightness values that are linked to the slider bar. Enter a value in the range from -50 to 50.

Contrast

The Contrast function changes the differences between light and dark in images during printing.
To make the differences between the light and dark portions of images greater and more distinct, increase the contrast. On the other hand, to make the differences between the light and dark portions of images smaller and less distinct, reduce the contrast.
You can also directly enter a value linked to the slider. Enter a value in the range from -50 to 50.

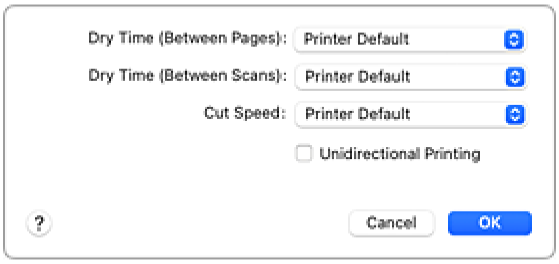
Related Topics

- Specifying Color Correction
- Adjusting Color Balance
- Adjusting Brightness
- Adjusting Contrast

Advanced Paper Settings

Use this dialog box to set detailed print settings that match the media type loaded on the printer.

If the paper becomes stained during printing or if the quality of the print results is less than expected, using these settings may improve the print results.



Dry Time (Between Pages): Printer Default

Dry Time (Between Scans): Printer Default

Cut Speed: Printer Default

☐ Unidirectional Printing

Dry Time (Between Pages)

Allows you to set the interval between the time each page is printed and the time it exits the printer. Since a certain waiting time is required for the ink to dry before the roll paper is cut, you can cut the paper when the ink is dry.
The **Dry Time (Between Pages)** setting is effective only for roll paper.

Printer Default

Applies the settings configured in operation panel of the printer.

None

Documents are ejected immediately after printing is over.

30 seconds / 1 minute / 3 minutes

After printing is over, documents are ejected after the set time has elapsed.

Dry Time (Between Scans)

The wait time until printing next scan can be set after printing one scan in page. Set in the event smudging occurs in the page, unevenness occurs in minimal margin printing, etc., and you would like to avoid this smudging and unevenness.

Printer Default

Applies the settings configured in operation panel of the printer.

None

Each scan is printed immediately after the previous one.

0.5 seconds / 1 second

After one scan has been printed, the next one will be printed after the set time has elapsed.
Increase the interval depending on the occurrence of bleeding and uneven coloring.

Cut Speed

Allows you to select the speed of automatic cutting. Use it to adjust the automatic cutting function when clean cutting is not possible.

Printer Default

Applies the settings configured in operation panel of the printer.

Fast

Choose this if clean cut surfaces are not possible with the **Standard** setting.

Standard

Choose this if there are no particular problems with automatic cutting.

Slow

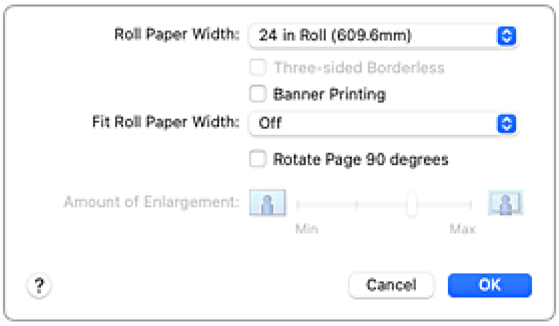
Choose it when using adhesive paper in order to prevent the glue from sticking to the cutter and to avoid a drop in cutting performance.

Unidirectional Printing

Suppresses uneven coloring and line shifts during printing.
To perform unidirectional printing, check this check box.

Page Processing

Configure detailed settings for when printing to roll paper.



Roll Paper Width: 24 in Roll (609.6mm)

☐ Three-sided Borderless

☐ Banner Printing

Fit Roll Paper Width: Off

☐ Rotate Page 90 degrees

Amount of Enlargement:

Roll Paper Width

Select the roll paper width.
Select the width that matches the width of the roll paper loaded in the printer.

Three-sided Borderless

If you check this check box, and the width or the length of the output paper size is smaller than the roll width, a margin will be created on the right of the document, and the left side will have minimal margins when printing.

Banner Printing

Select this check box to print documents with several pages as one continuous document. When you do this, the spaces between the pages will be removed.

Fit Roll Paper Width

The printer automatically expands or reduces the document to match the roll paper width and then prints the document.
If you feel the left and right margins are different sizes, adjust the margin amount from **Roll paper minimal margin amount** on the printer. Then, perform printing.
For instructions on how to adjust **Roll paper minimal margin amount**, refer to "Setting the Minimal Margin Amount When Performing the Minimal Margin Printing."

Off

The document is printed as-is without being expanded or reduced.

On (Bordered)

When minimal margin printing is performed, the printer automatically enlarges or reduces the document to match the roll paper width and then prints the document.

On (Borderless)

When borderless printing is performed, the printer automatically enlarges or reduces the document to match the roll paper width and then prints the document.

Rotate Page 90 degrees

When you print a portrait document onto roll paper, you can save paper by rotating the document 90 degrees and print the document horizontally relative to the paper.

Amount of Enlargement

Adjusts how much of the document is enlarged when printing with minimal margins by using the **Amount of Enlargement** slider bar.

Drag to slider bar to the right to increase the enlargement amount, and to the left to decrease the enlargement amount.

Note

- Depending on the settings, some items cannot be set.

Related Topic

Printing with Minimal Margins on the Scenarios

Updating the Printer Driver

- Obtaining the Latest Printer Driver
- Delete the Unnecessary Canon IJ Printer from the Printer List
- Before Installing the Printer Driver
- Installing the Printer Driver

Obtaining the Latest Printer Driver

By updating the printer driver to the latest version of the printer driver, unresolved problems may be solved.

You can access our website and download the latest printer driver for your model.

Important

- You can download the printer driver for free, but any Internet access charges incurred are your responsibility.

Related Topics

➡ Before Installing the Printer Driver
➡ Installing the Printer Driver

Delete the Unnecessary Canon IJ Printer from the Printer List

A Canon IJ Printer that you no longer use can be deleted from the printer list.
Before deleting the Canon IJ Printer, disconnect the cable that connects the printer to the computer.

The procedure to delete the unnecessary Canon IJ Printer from the printer list is as follows:

You cannot delete the Canon IJ Printer unless you are logged on as a user with administrative rights.

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

2. Delete the Canon IJ Printer from the printer list

   From the printer list, select the Canon IJ Printer to be deleted, and then click **Remove Printer...**.

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

Before Installing the Printer Driver

This section describes the items that you should check before installing the printer driver. You should also refer to this section if the printer driver cannot be installed.

Checking the Personal Computer Settings

- Terminate all running applications.
- Log on as a user who has the administrator account. The installer will prompt you to enter the name and password of the administrative user. When multiple users are using macOS, log on with the account of the administrator who registered first.

Important

- When you upgrade macOS, all printer drivers that were installed will be deleted.
  If you plan to continue using this printer, re-install the latest printer driver.

Related Topics

➡ Obtaining the Latest Printer Driver
➡ Installing the Printer Driver

Installing the Printer Driver

You can access our web site through the Internet and download the latest printer driver for your model.

The procedure for installing the downloaded printer driver is as follows:

1. Mount the disk

   Double-click the disk image file you have downloaded.
   The file is unpacked, and then the disk is mounted.

2. Start the installer

   Double-click "PrinterDriver_XXX_YYY.pkg" (where "XXX" is your model name, and "YYY" is version) contained in the disk.

3. Start the installation

   Install the printer driver according to the messages on the screen.

   When the Software License Agreement is displayed, check the contents, and click **Continue**. If you do not agree to the terms of the Software License Agreement, you cannot install this software.

4. Selecting the install destination

   If necessary, select where you want to install the printer driver, and then click **Continue**.

5. Executing the installation

   Click **Install**.
   When the authentication screen is displayed, enter the name and password of the administrator, and then click **Install Software**.

6. Complete the installation

   When the completion message appears, click **Close**.

The printer driver is installed successfully.

Important

- If the Installer does not operate properly, select **Quit Installer** from the **Installer** menu of the Finder to quit the Installer. Then start the Installer again.
- You can download the printer driver for free, but you are responsible for paying any connection fees to the Internet.

Related Topics

➡ Obtaining the Latest Printer Driver
➡ Delete the Unnecessary Canon IJ Printer from the Printer List
➡ Before Installing the Printer Driver

Handling Paper

- **Handling rolls**
  - Loading Rolls in the Printer
    - Moving the Roll Holder Support
  - Removing the Roll from the Printer
  - Cutting Roll Paper
  - Cutting Roll Paper after Printing
  - Remove Jammed Roll Paper
  - Remove a Jammed Sheet
- **Loading Sheets or Postcards into the Printer**
- **Loading Envelopes or Medicine Envelopes into the Printer**
- **Paper Settings**
  - Changing the Type of Paper
  - Specifying the Cutting Method for Rolls
  - Cutting the Leading Edge of Roll Paper Automatically
  - Reducing Dust from Cutting Rolls
  - Specifying the Ink Drying Time
  - Setting the Upper and Lower Margins on Roll Paper
  - Setting the Minimal Margin Amount When Performing the Minimal Margin Printing
- **Information about Paper**
  - Paper Sizes
  - Usable Paper
  - Paper Information List
  - Updating paper information
  - Using Paper Other Than Genuine Paper and feed confirmed Paper
    - Printing on Paper Other Than Genuine Paper and feed confirmed Paper Using Existing Settings

    - Printing on Paper Other Than Genuine Paper and feed confirmed Paper by Adding a Media Type

- Managing Paper Information on Printer Using Media Configuration Tool

Handling rolls

- **Loading Rolls in the Printer**
    - Moving the Roll Holder Support
- **Removing the Roll from the Printer**
- **Cutting Roll Paper**
- **Cutting Roll Paper after Printing**
- **Remove Jammed Roll Paper**
- **Remove a Jammed Sheet**

Loading Rolls in the Printer

Follow these steps to load rolls in the printer.

⚠ Caution

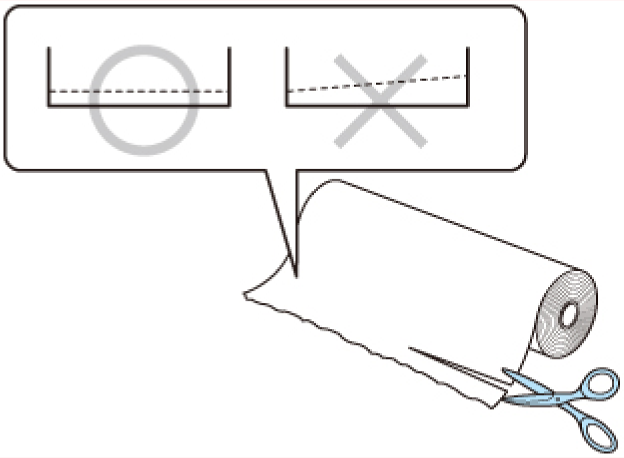
- Set the roll on its side on a table or other flat surface so that it does not roll or fall. Rolls are heavy, and dropping a roll may cause injury.

Important

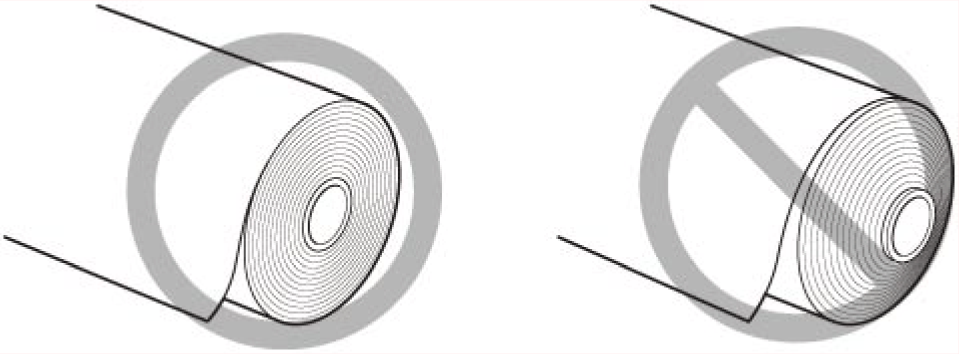
- This printer can use the roll paper with an outer diameter of 4.4 in. (110 mm) or less. For details on roll paper sizes and types that can be used, see "Paper Sizes" or "Paper Information List".
- Before loading a roll, make sure that the inside of the printer and the output guide are clean. If these areas are dirty, we recommend cleaning them in advance.

  ➡ Cleaning Inside the Printer

- When handling the roll, be careful not to soil the printing surface. This may affect the printing quality. We recommend wearing clean cloth gloves when handling rolls to protect the printing surface.
- Cut the edge of the roll paper if it is uneven, dirty, or has tape residue. Otherwise, it may cause feeding problems and affect the printing quality.

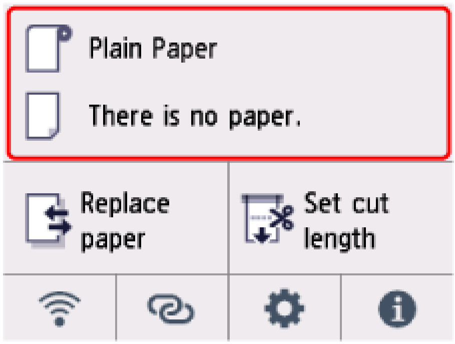


- Align the edges of the paper on both ends of the roll. This may cause feeding problems.



- When loading paper or printing, the leading edge of the roll paper may be trimmed. The cut paper may remain on the output guide, which may cause a paper jam. Therefore, remove any remaining paper.

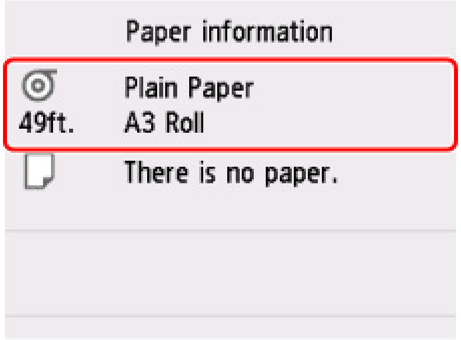
1. Select paper settings display area on the Home Screen.



Plain Paper

There is no paper.

2. Select the roll paper area.



Paper information

Plain Paper

49ft. A3 Roll

There is no paper.

3. Select **Load roll paper** or **Replace paper**.

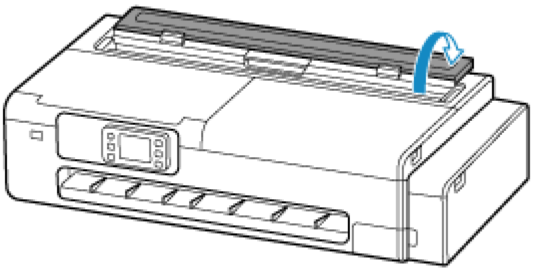
Important

- If paper that will not be used is fed, a message confirming paper replacement is displayed. Follow the instructions on the screen, and then go to the next step.

  ➡ Removing the Roll from the Printer

- When the cover is ready to be opened, instructions will be displayed on the touch screen. Do not open the cover before these instructions are displayed.

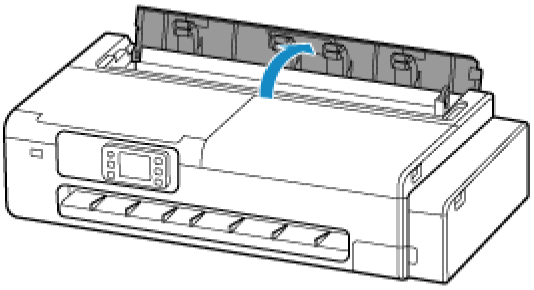
4. Open the cut sheet feed cover.



Important

- You cannot load the roll paper when the top feed is open. Remove any paper loaded in the top feed and close the top feed.

5. Unlock with the lever and open the roll paper feed cover.



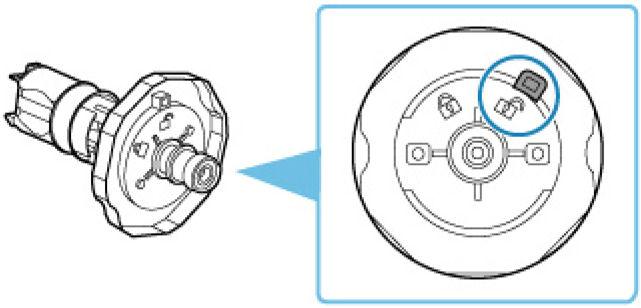
6. Check the contents of the message and select **OK**.

7. If necessary, move the roll holder support to match the width of the roll paper to be loaded.

   ➡ Moving the Roll Holder Support

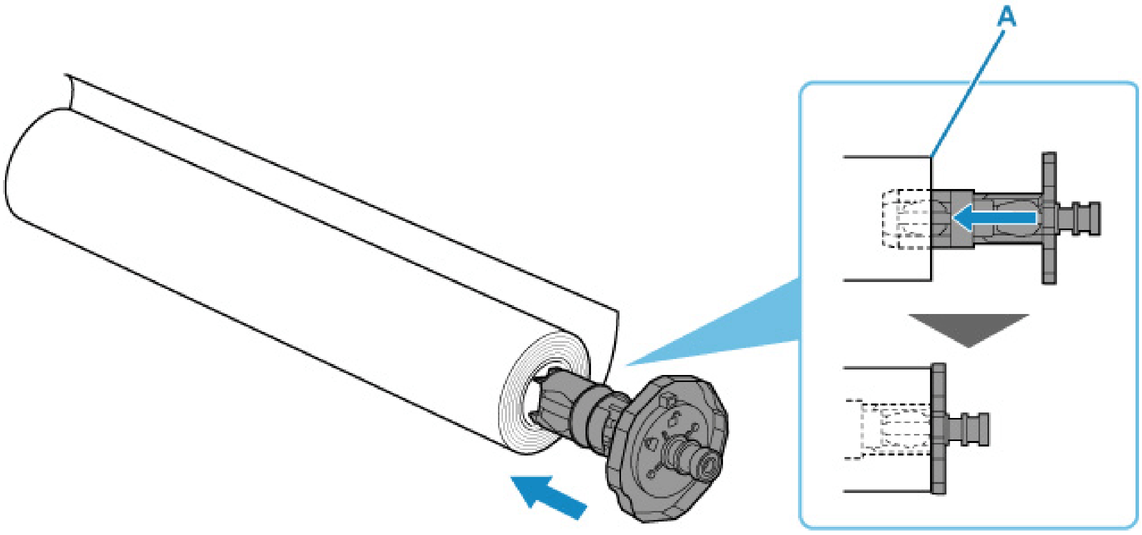
8. Load rolls on the roll holder.

   1. Make sure that the lock levers on the left and right roll holders are toward 🔓 and unlocked.

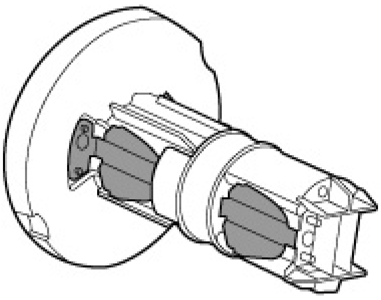
   2. Align the roll paper winding direction as shown in the figure, insert the roll holder marked with [R] from the right, and press it firmly until the side of the roll paper (A) sits flush against the roll holder without any gap.

      Insert the roll holder marked with [R] so that it is on the right side.



Caution

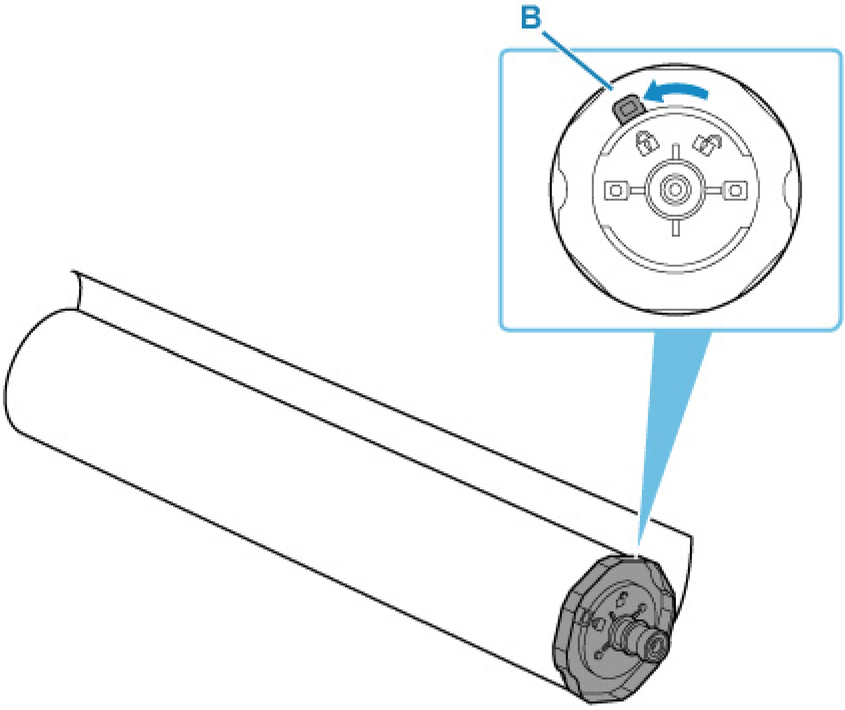
- Do not touch the metal part inside the roll holder when setting the roll holder. The sharp edges of the metal may cause injury.



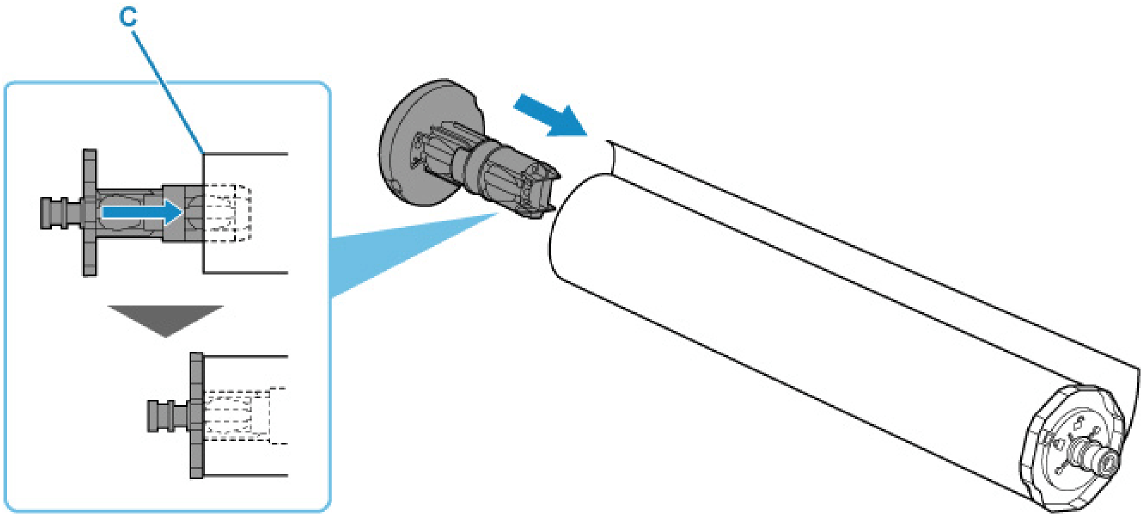
Important

- When loading a roll, be careful to avoid hitting the printer hard with the roll. This may damage the roll holder.

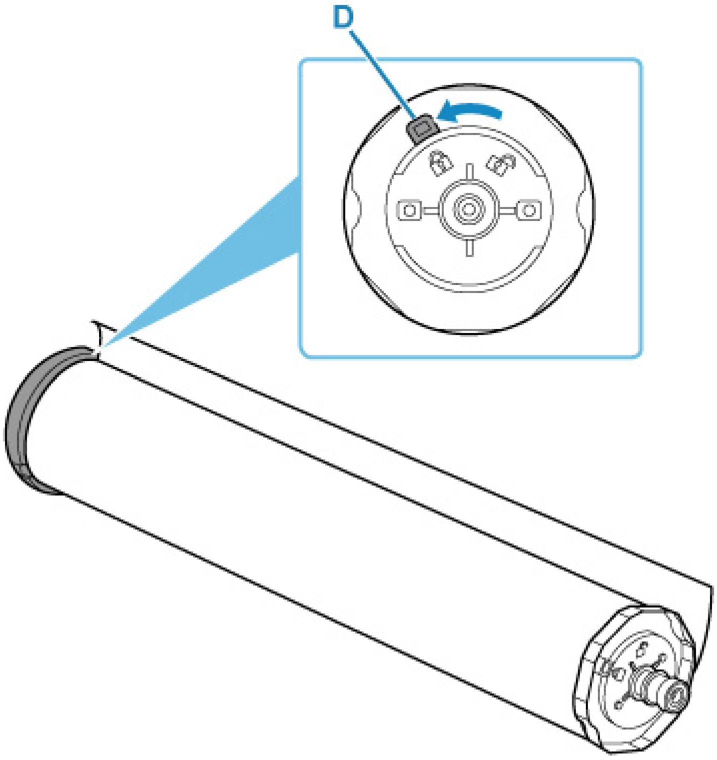
3. Turn the lock lever (B) of the inserted roll holder toward 🔒 to lock it.



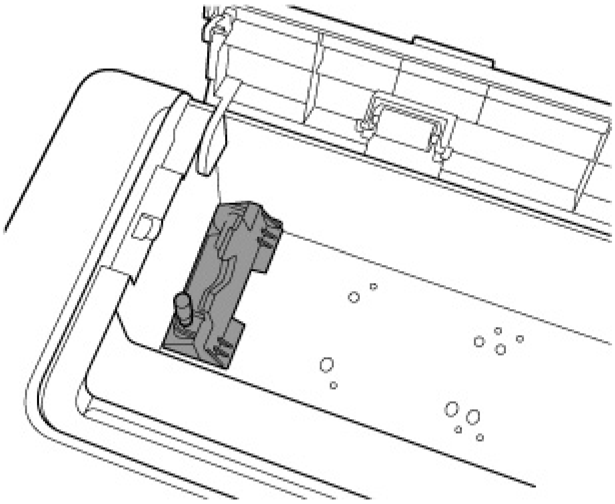
4. Insert the roll holder marked with [L] from the left and press it firmly until the side of the paper roll (C) sits flush against the roll holder with no gap.



5. Turn the lock lever (D) of the inserted roll holder toward 🔒 to lock it.



9. Before setting the roll holder, make sure that the roll holder support is firmly fixed in the position that matches the width of the roll paper.

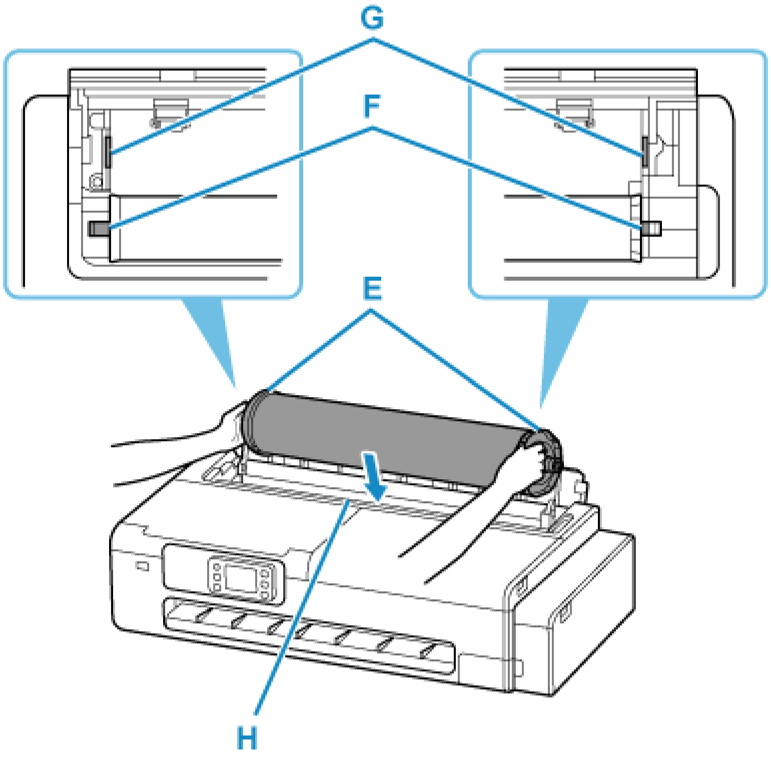


Important

- Make sure that the knurled screw on the roll holder support is tightened until it does not turn.

10. Hold the left and right roll holders (E) and place the roll paper on the slide guide (H) so that the roll holder shafts (F) are in front of the roll holder slots (G).

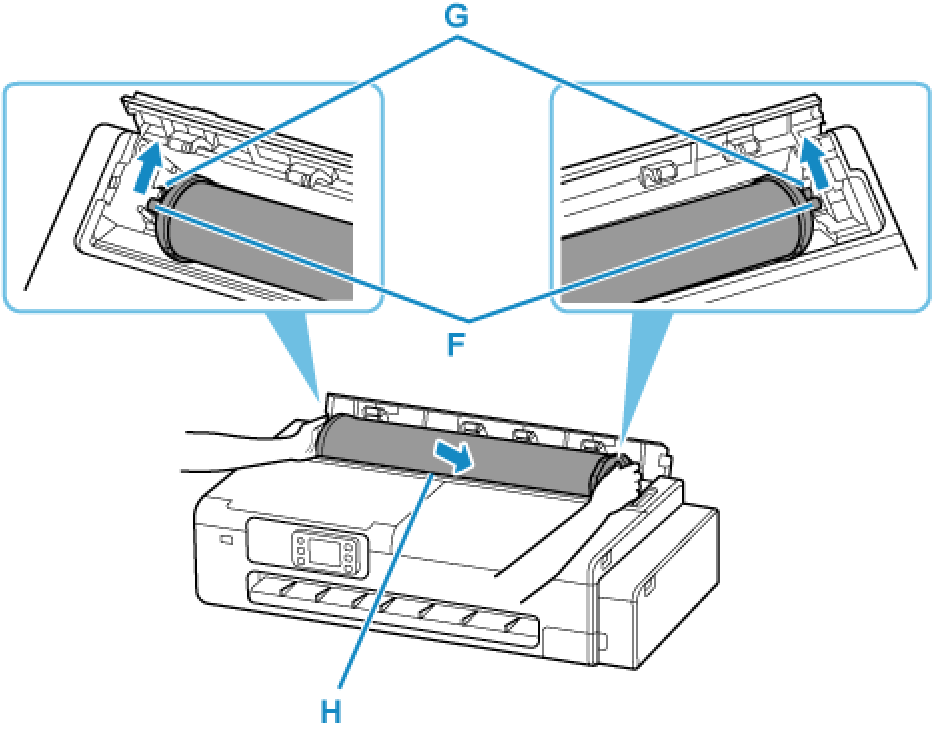
    Place the paper roll so that the roll holder marked with [R] is on the right side and the roll holder marked with [L] is on the left side.



Important

- Do not allow roll paper or other materials to come in strong contact with the feed cover rollers located inside the roll paper feed cover. Doing so may result in problems with paper feeding.

11. Set the shafts (F) of the left and right roll holders in the roll holder slots (G) by sliding them on the slide guides (H).

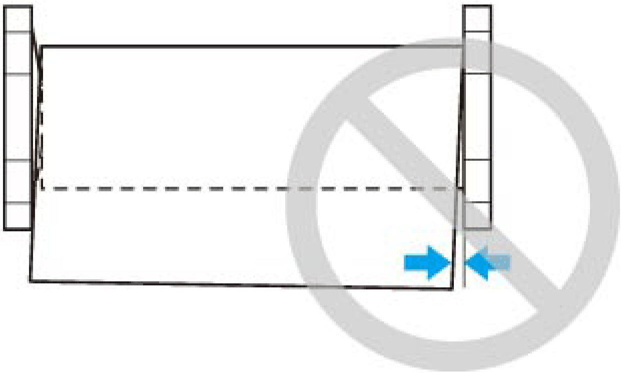


⚠ Caution

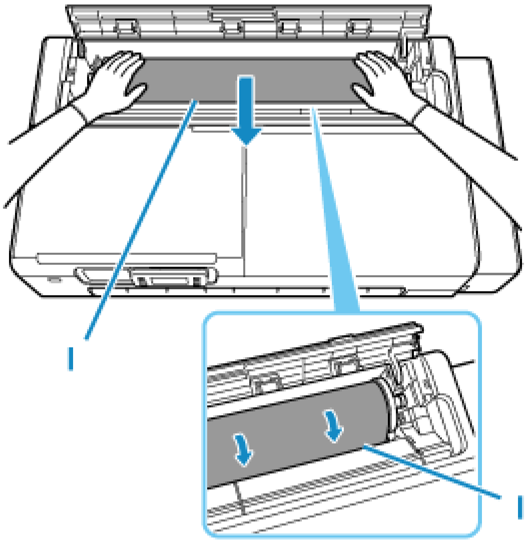
- Do not force the roll holder into the printer with the right and left ends reversed. This may damage the printer and roll holder.
- Do not release the roll holder until the holder is loaded in the roll holder slot.
- Be careful not to pinch your fingers between the roll holder shafts (F) and the roll holder slots (G) when loading rolls.

Important

- If the leading edge of the roll paper is cut crooked or folded, it may not be fed correctly. Cut the leading edge of the roll paper with scissors or the like and straighten it.
- Load the roll paper so that it is not loaded in the opposite direction.
- If the roll paper has become unwound, remove the slack before loading the roll paper.
- If the paper is wrinkled or warped, straighten it out before loading it.
- Load the roll so that there is no gap between the sides of the roll and the roll holder.



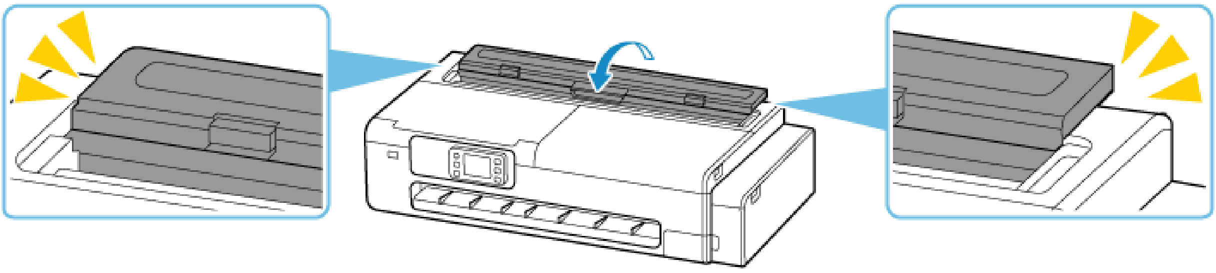
12. Insert the leading edge of the roll into the feed slot (I) and feed it until you hear a sound or the screen display changes.



Important

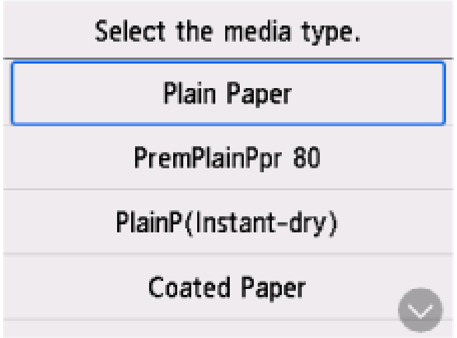
- If the leading edge of the paper is stuck to the roll and difficult to insert into the feed slot, pull out the roll slightly before inserting the edge into the feed slot.
- Be careful not to soil the printing surface of roll paper as you insert it in the slot. This may affect the printing quality. We recommend wearing clean cloth gloves when handling rolls to protect the printing surface.

13. Close the roll paper feed cover completely.



14. Select the type of paper to use.

After selecting the paper type, paper feeding starts.



Select the media type.

Plain Paper

PremPlainPpr 80

PlainP(Instant-dry)

Coated Paper

Important

- Do not open the roll paper feed cover after the paper feeding has started. It may cause paper feeding to fail.
- Cut the edge of the roll using the **Set cut length** function if the edge is creased or soiled.

  ➡ Cutting Roll Paper
- Depending on the type of paper, the paper width may not be detected automatically. Follow the instructions on the screen to manually select the paper size.

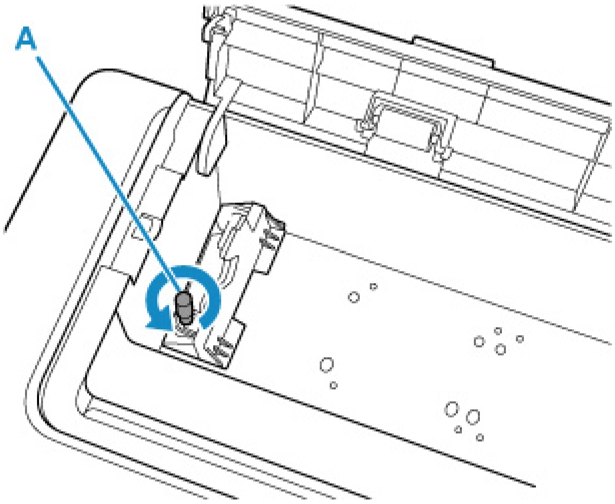
Note

- For details on media types that you can select, see "Paper Information List."
- When selecting **Enable** in **Keep roll paper type**, there is no need to specify the type of the paper.

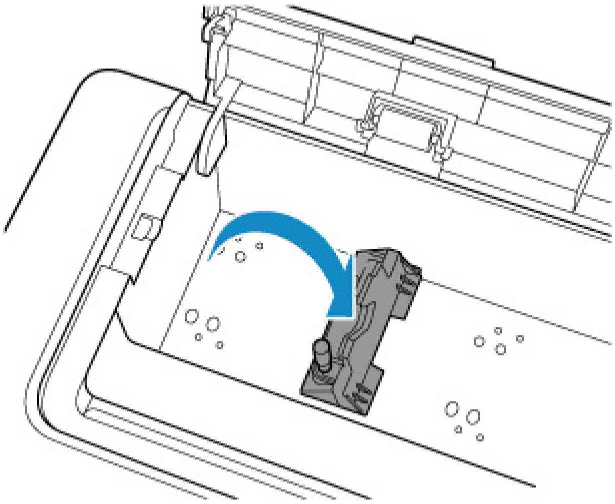
Moving the Roll Holder Support

To load roll paper of different widths, move the roll holder support as described below.

1. Loosen the knurled screw (A) securing the roll holder support by turning it counterclockwise.



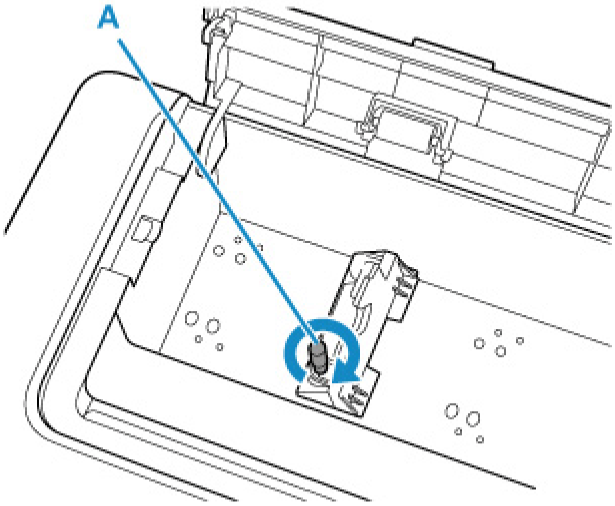
2. Move the roll holder support according to the width of the roll paper to be set.



Important

- There is a hole for the knurling screw at the positions of each support roll paper size. Move the holder to the required position and make sure that the screw is aligned with the hole.

3. Turn the knurled screw (A) clockwise to secure the roll holder support to the printer.



Important

- Tighten knurled screw finger-tight until it stops turning. Do not use a screwdriver or similar tool to tighten the screw too tightly.

Note

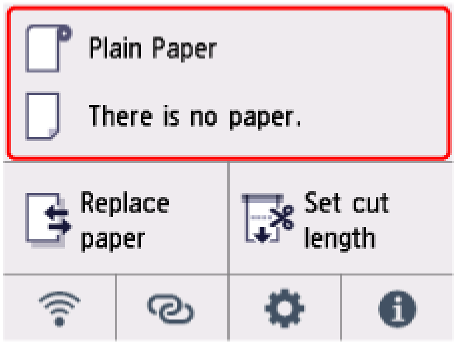
- After moving the roll holder support, continue loading the roll paper.

  ➡ Loading Rolls in the Printer

Removing the Roll from the Printer

Remove rolls from the printer as follows.

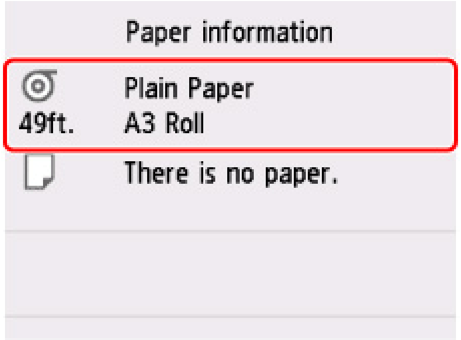
1. Select paper settings display area on the Home Screen.



Plain Paper

There is no paper.

2. Select the roll paper area.



Paper information

49ft. Plain Paper A3 Roll

There is no paper.

3. Select **Remove paper**.

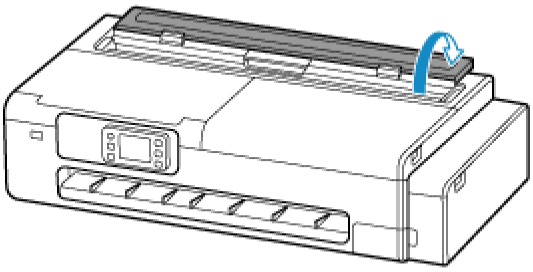
4. Select **Yes**.

The roll is rewound.

Important

- When the cover is ready to be opened, instructions will be displayed on the touch screen. Do not open the cover before these instructions are displayed.

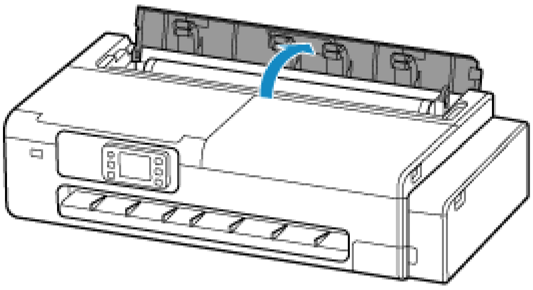
5. Open the cut sheet feed cover.



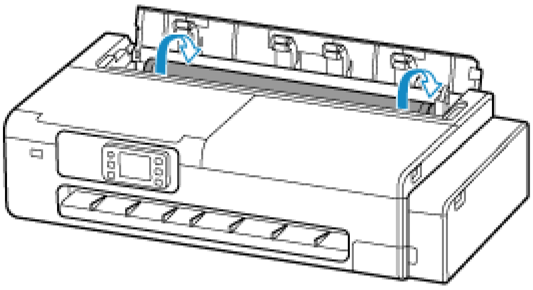
Important

- You cannot remove the roll paper when the top feed is open. Remove any paper loaded in the top feed and close the top feed.

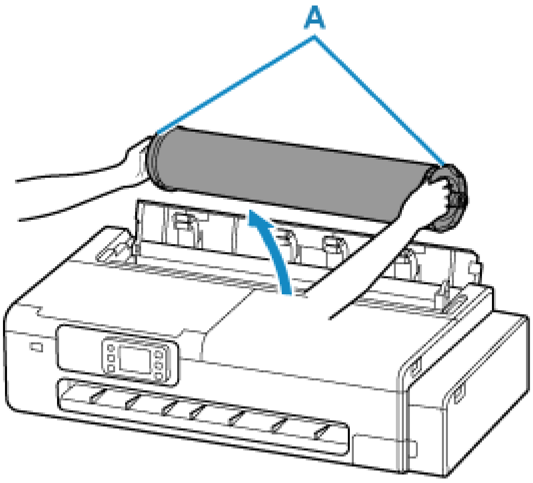
6. Unlock with the lever and open the roll paper feed cover.



7. Using both hands, rotate the roll holder toward the back to rewind the roll.

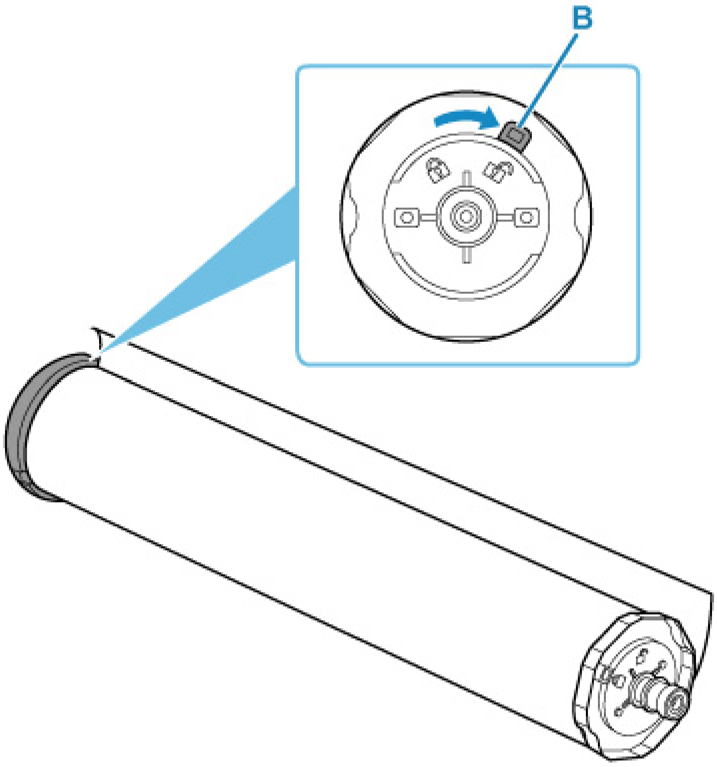


8. Hold the left and right roll holders (A) and remove the roll paper from the printer.

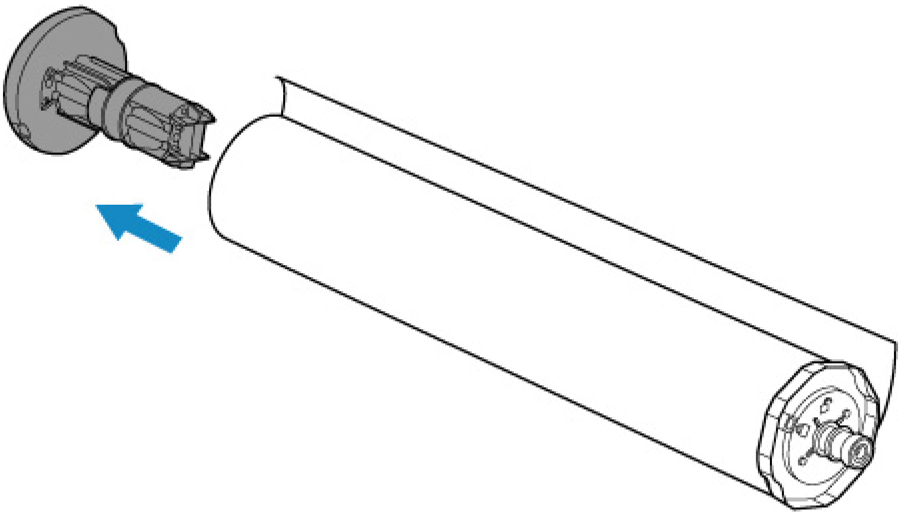


9. Remove the roll from the roll holder.

    1. Turn the lock lever (B) on the left roll holder toward 🔓 to unlock.

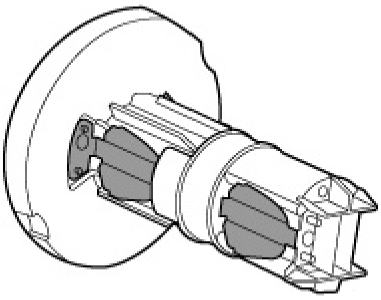


2. Remove the unlocked roll holder from the roll paper.

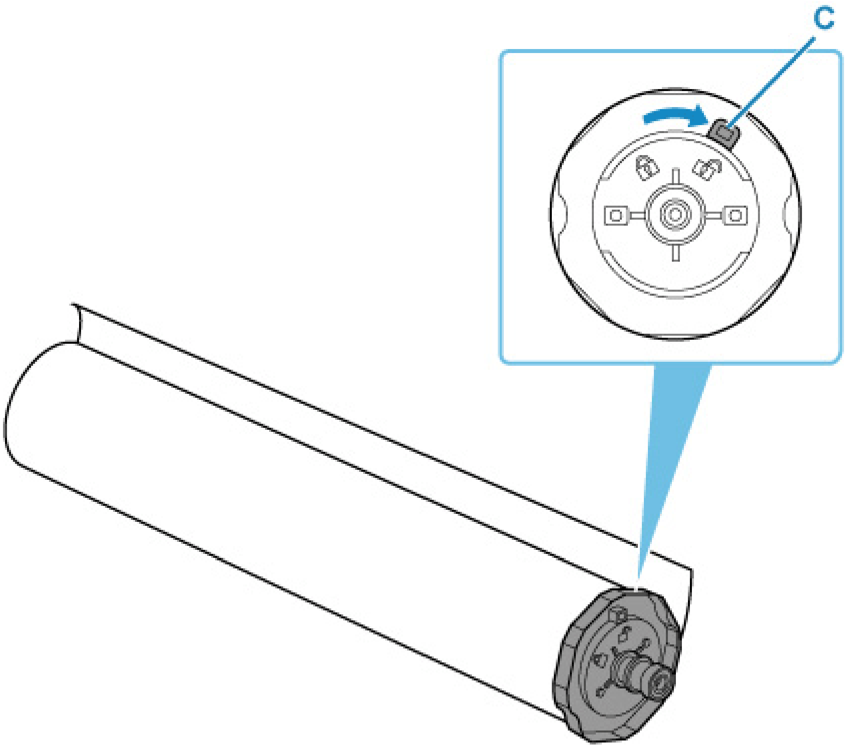


⚠ Caution

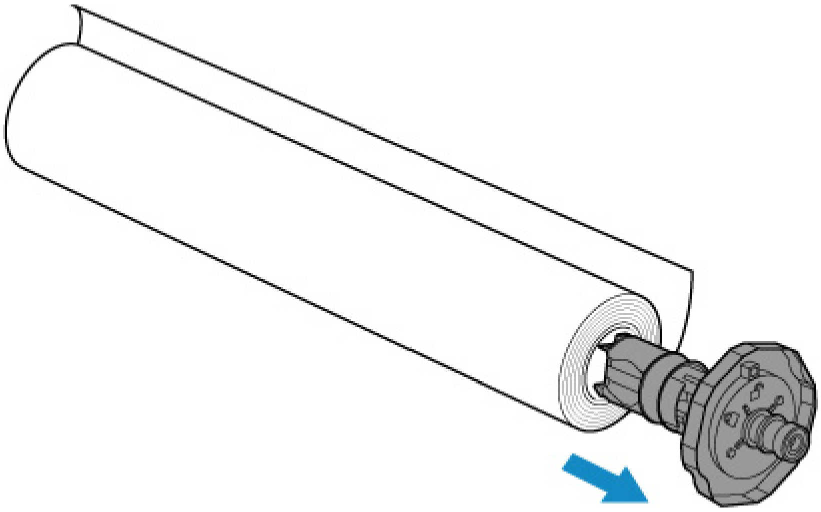
- Do not touch the metal part inside the roll holder when removing the roll holder. The sharp edges of the metal may cause injury.



3. Turn the lock lever (C) on the right roll holder toward 🔓 to unlock.



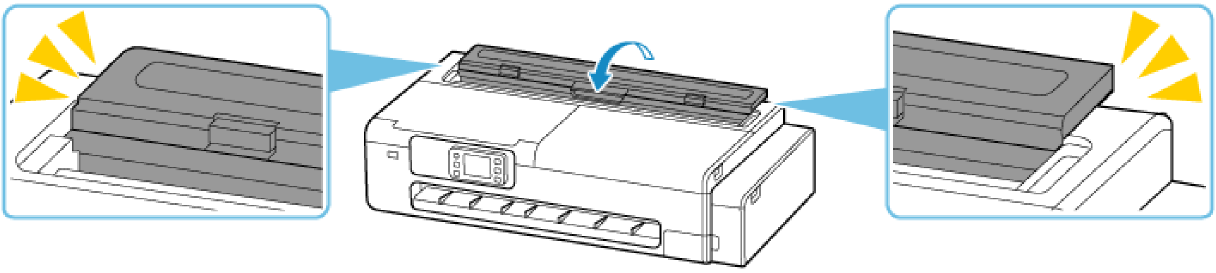
4. Remove the unlocked roll holder from the roll paper.



Important

- Store the roll in the original bag or box, away from high temperature, humidity, and direct sunlight. If paper is not stored properly, the printing surface may become scratched, which may affect the printing quality when you use it again.

10. Close the roll paper feed cover completely.



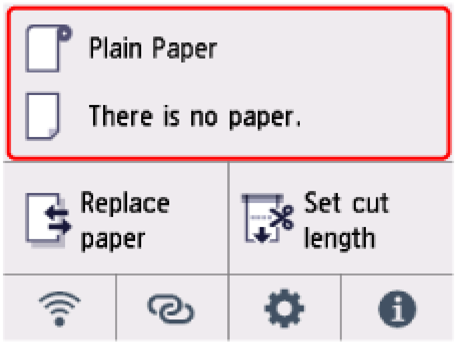
Note

- To load new roll paper in the printer at this point, see "Loading Rolls in the Printer."

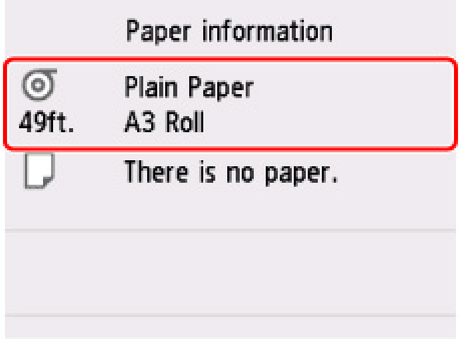
Cutting Roll Paper

After feeding of the roll paper, you can feed the roll paper by a specified length and cut it. (**Set cut length**)

1. Select paper settings display area on the Home Screen.

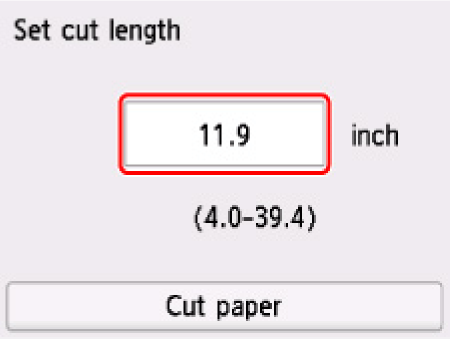


2. Select the roll paper area.



3. Select **Set cut length**.

4. Select the input field and enter the length by which you want to feed the roll paper.



5. Select **Cut paper**.

6. Select **Yes**.

   The roll paper is cut after the specified length is fed.

Cutting Roll Paper after Printing

How rolls are cut after ejection varies depending on printer settings.

➡ Specifying the Cutting Method for Rolls

Eject cut (when the paper surface is being scratched / to wait for ink to dry)

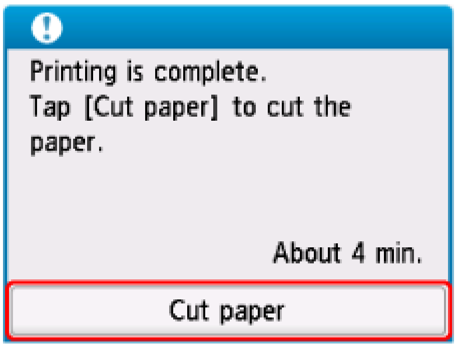
Important

- When cutting wide printed documents after ejection, have two people support the documents. If the paper drops, printed documents may be damaged.
- Do not lift the paper when holding printed documents before cutting. If the paper rises, it may affect the printing quality or cause rough cut edges.
- After printing is completed, **Eject cut** is possible after the set ink drying time has passed. If 5 minutes have passed without **Eject cut**, the printed document will be cut automatically to protect the printer mechanism.

1. Print the job.

   When printing is finished, the printer will stop without cutting.

2. While holding the printed document from the bottom edge to prevent it from dropping, select **Cut paper** to cut the roll paper.



Printing is complete.
Tap [Cut paper] to cut the paper.

About 4 min.

Loading Sheets or Postcards into the Printer

Load sheets or postcards in the top feed.

When printing on postcards, check the contents of "Precautions when printing on postcards" before loading postcards.

Also, load envelopes and medicine envelopes in the top feed.

➡ Loading Envelopes or Medicine Envelopes into the Printer

Important

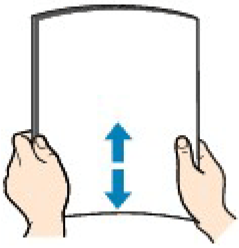
- Do not load any sheet smaller than L(89x127mm) size. Doing so may cause a paper jam.

Note

- For the page size and paper weight you can use for this printer, see Paper Sizes or Usable Paper.

1. Prepare sheets.

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

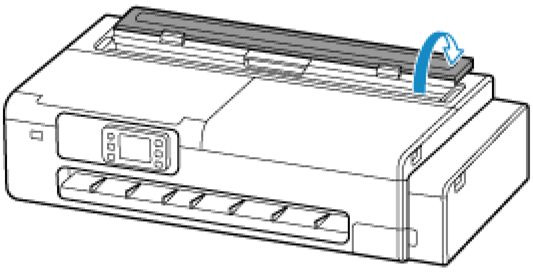


Important

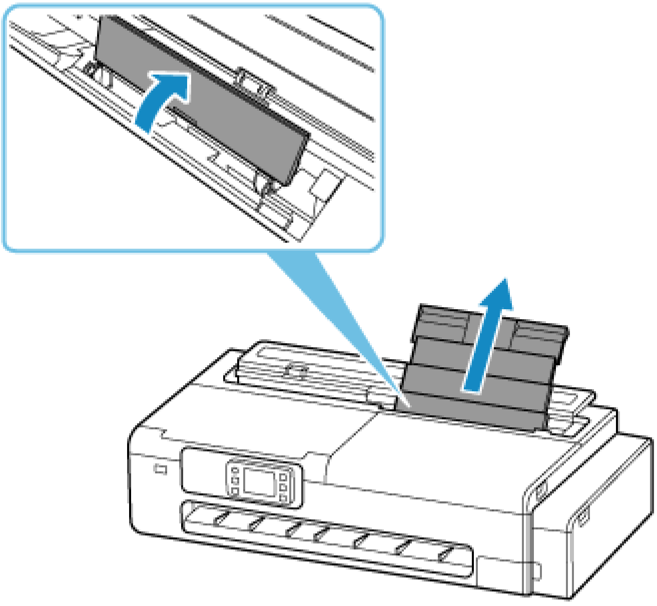
- If paper is curled, hold the curled corners and gently bend them in the opposite direction until the paper becomes completely flat.

  For details on how to flatten curled paper, see "Correct curl before loading paper." in Paper rubs against the Print Head.
- Align the edges of paper neatly before loading. Loading paper without aligning the edges may cause paper jams.
- For the paper smaller than A4 size, load one sheet at a time regardless of the paper type.

2. Open the cut sheet feed cover.

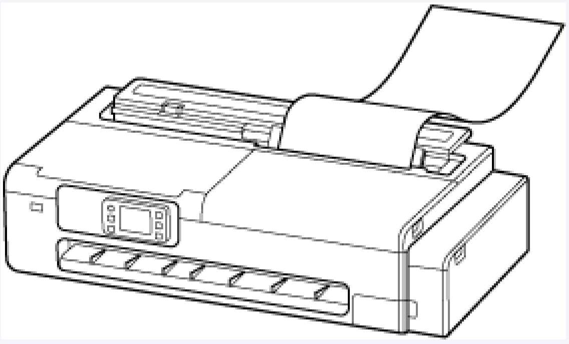


3. Open the top feed and then pull it upwards.

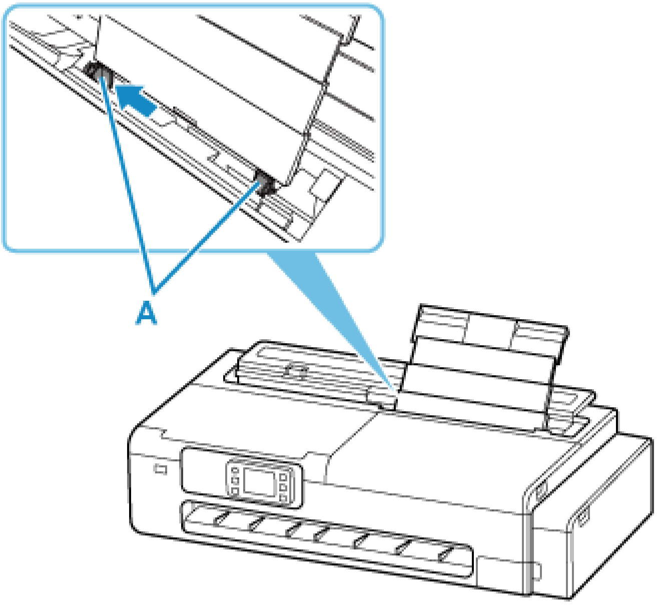


Note

- When loading the long paper, depending on the weight of the paper, the leading edge may lift up, causing printing to become misaligned. To prevent the leading edge of the paper from lifting up, hold the portion of the paper protruding from the tray with your hands, and so on.

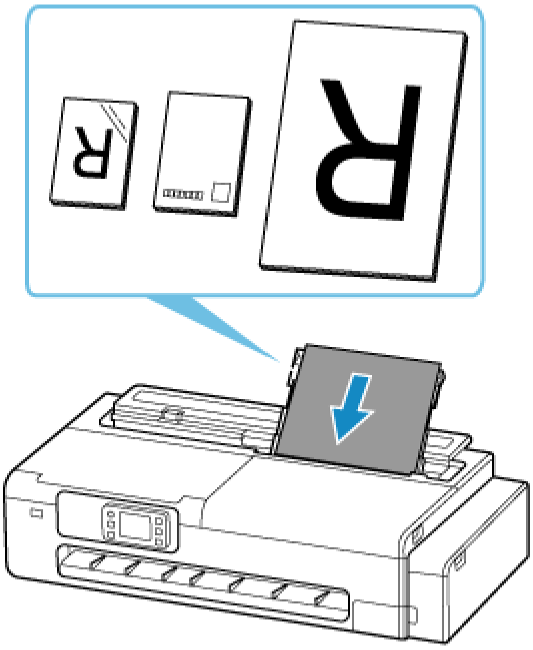


4. Slide the left and right paper guides (A) to open both paper guides.



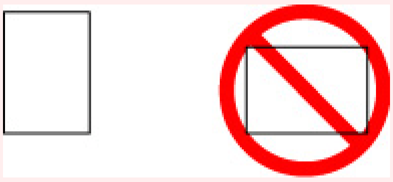
5. **Load the sheets in portrait orientation with the print side facing up.**

   After loading the paper, the paper setting confirmation screen for the top feed appears on the touch screen.

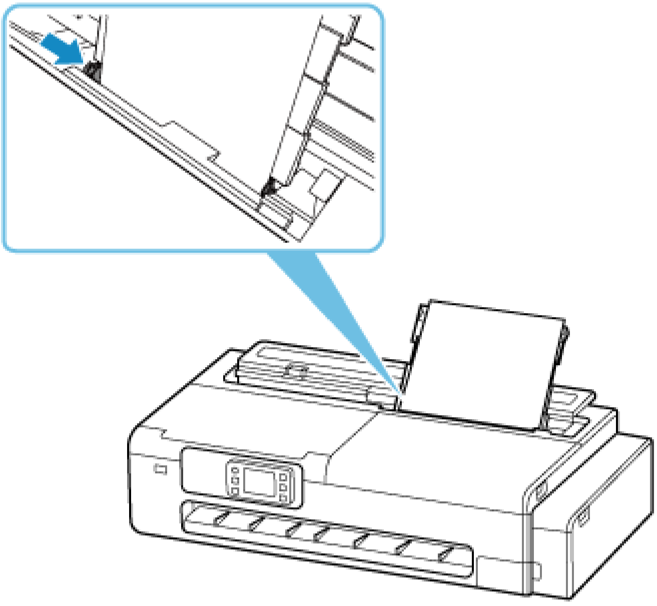


Important

- Always load paper (except return postcard) in the portrait orientation. Loading paper in the landscape orientation can cause paper jams.

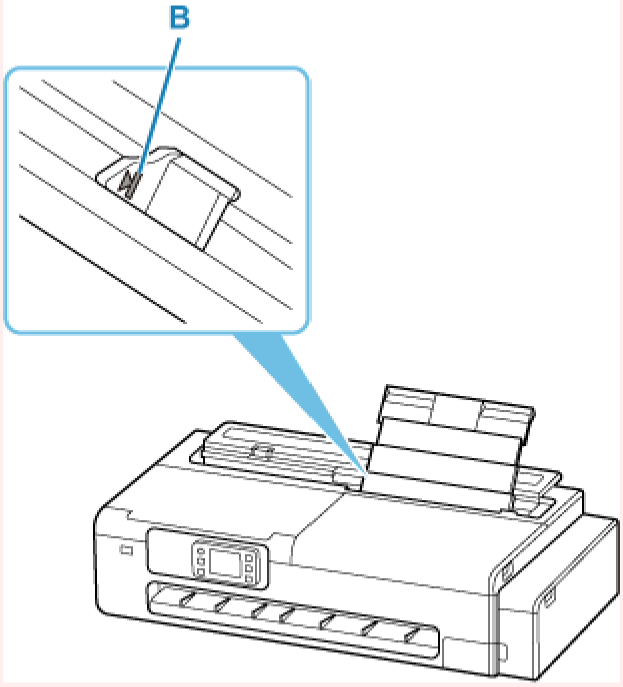


6. Slide the left and right paper guides to align with both sides of the sheets.



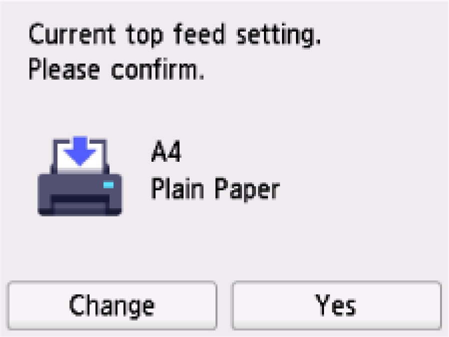
Important

- Do not slide the paper guides too hard against the paper. The paper may not be fed properly.
- Do not load sheets of paper higher than the load limit mark (B).



7. If the page size and type displayed on the touch screen match size and type of the sheets loaded in the top feed, select **Yes**.

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



Current top feed setting.
Please confirm.

A4
Plain Paper

Important

- There are many types of paper available, each best suited to a particular printing use. 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.
- For details on media types that you can select, see "Paper Information List".
- When printing on small size paper, the printed documents may remain on the output guide. Remove the remaining printed documents before performing the next printing.

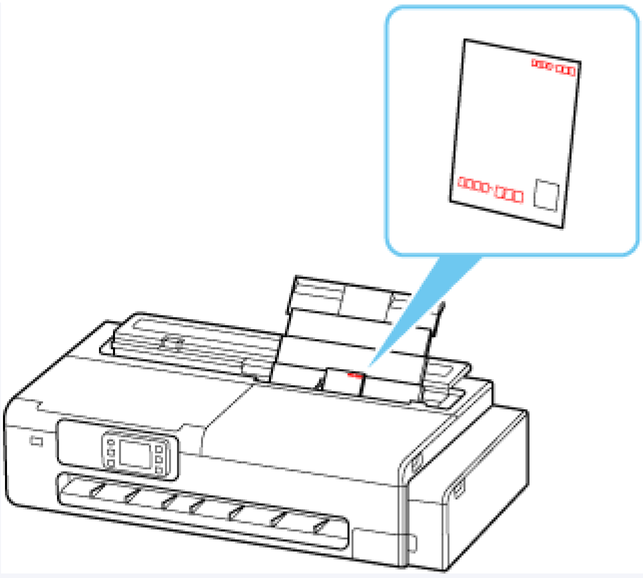
Precautions when printing on postcards

Important

- When printing both sides of a postcard, one side at a time, we recommend printing the message side first and then print the address side to ensure the clean printing.
- This printer cannot print on postcards affixed with photos or stickers.
- Do not fold the return postcard. If a crease is formed, the printer will not be able to feed the postcard properly, causing misaligned printing or paper jams.

Note

- When printing on postcards or return postcards, load them so that the postal code is placed in the lower portion with the print side facing up.



- ➡ Printing on Postcards (Windows)
- ➡ Printing on Postcards (macOS)

- When holding the postcard, hold it by the edges as much as possible, and avoid touching the printed surface until the ink dries.

Loading Envelopes or Medicine Envelopes into the Printer

Load envelopes or medicine envelopes into the printer.

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

Important

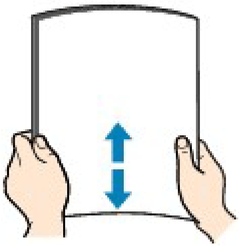
- Before loading paper, check that the paper is compatible with the printer.

  ➡ Usable Paper

  ➡ Paper Information List

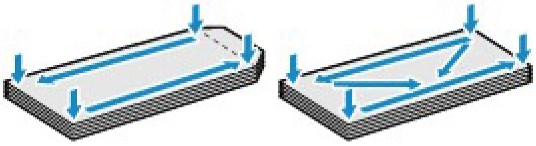
1. Prepare envelopes or medicine envelopes.

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

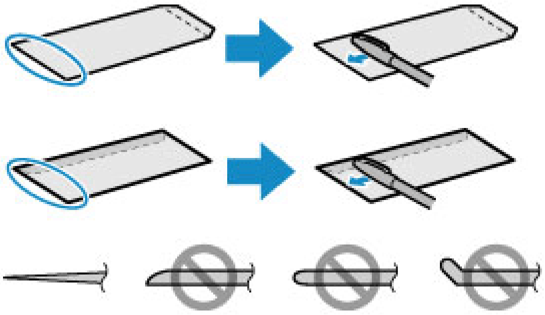
   

   - Loosen the stiff portions of the corners. If paper is curled, hold the opposite corners and gently twist them in the opposite direction.

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

   - 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.

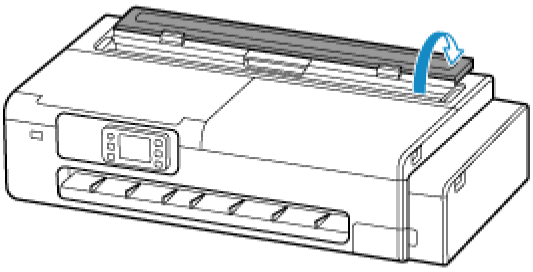
     

     The figures above show a side view of the leading edge of the envelope.

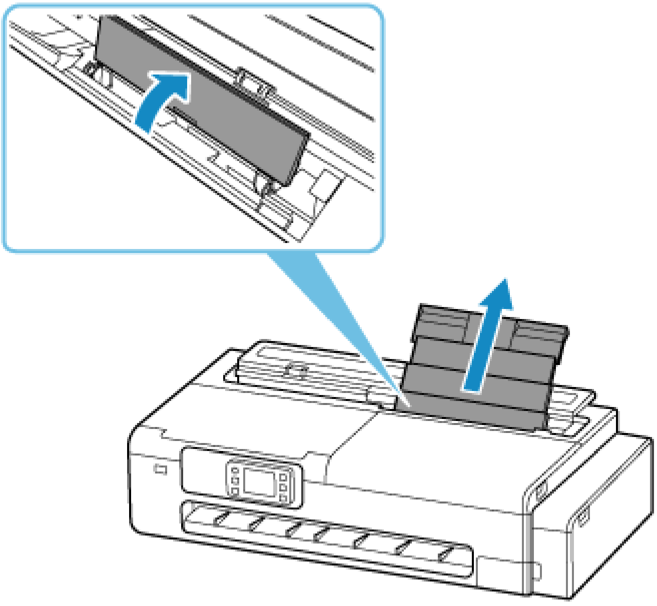
Important

- 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).
- For envelopes or medicine envelopes smaller than A4 size, load them one by one.
- If paper is not fed correctly into the printer despite these instructions, reduce the number of sheets.

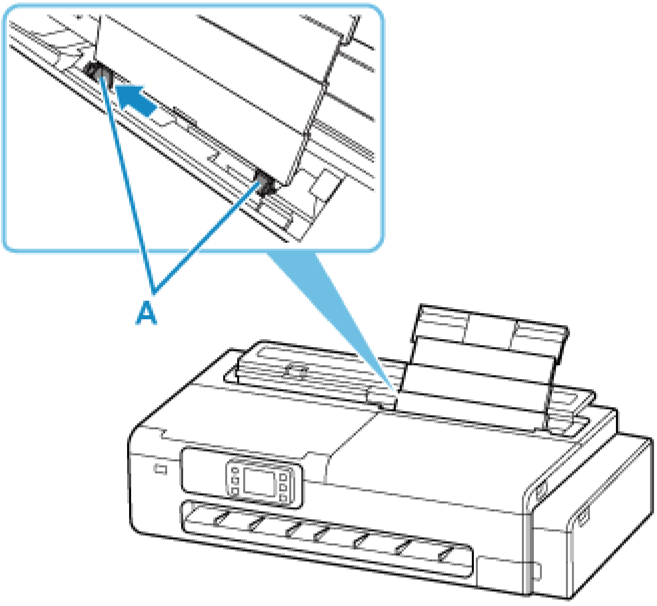
2. Open the cut sheet feed cover.



3. Open the top feed and then pull it upwards.



4. Slide the left and right paper guides (A) to open both paper guides.

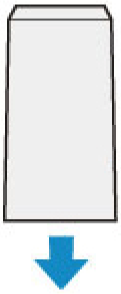


5. Load the paper in portrait orientation with the print side facing up.

   After loading the paper, the paper setting confirmation screen for the top feed appears on the touch screen.

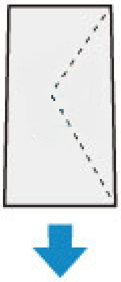
   - **Envelopes with short side open**

     Load the envelope without folding its flap in portrait orientation with the address side facing up.

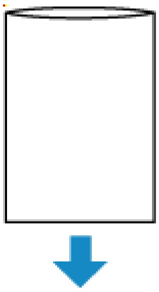
   - **Envelopes**

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

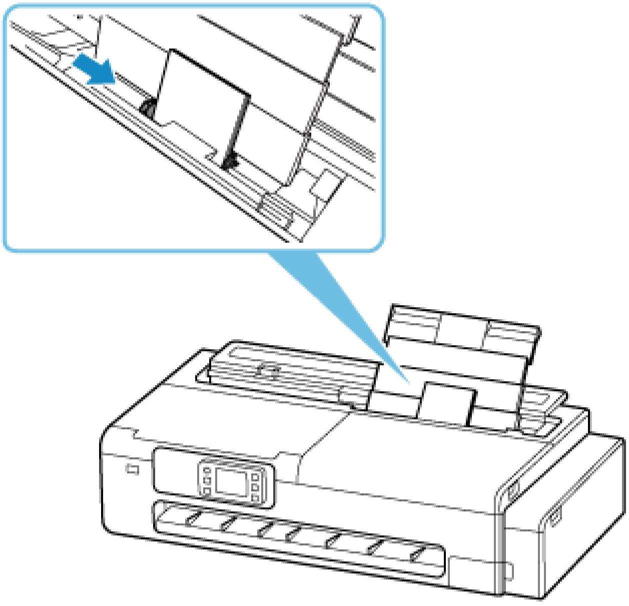
     

   - **Medicine envelopes**

     Load medicine envelopes in portrait orientation with the side that opens facing up.



6. Slide the left and right paper guides to align with both sides of the paper.

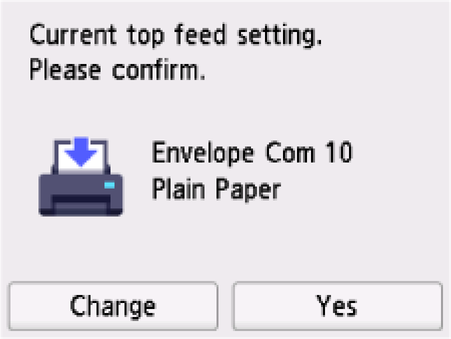


Important

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

7. If the page size and type displayed on the touch screen match size and type of the paper loaded in the top feed, select **Yes**.

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



Current top feed setting.
Please confirm.

Envelope Com 10
Plain Paper

Important

- There are many types of paper available, each best suited to a particular printing use. 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.

- For details on media types that you can select, see "Paper Information List".
- When printing on small size paper, the printed documents may remain on the output guide. Remove the remaining printed documents before performing the next printing.

Paper Settings

- Changing the Type of Paper
- Specifying the Cutting Method for Rolls
- Cutting the Leading Edge of Roll Paper Automatically
- Reducing Dust from Cutting Rolls
- Specifying the Ink Drying Time
- Setting the Upper and Lower Margins on Roll Paper
- Setting the Minimal Margin Amount When Performing the Minimal Margin Printing

Changing the Type of Paper

Follow these steps to change the type of paper specified on the printer after you have loaded paper.

Note

- If you want to continue using the same type of roll paper, set **Keep roll paper type** to **Enable**. The previously selected paper type is automatically selected, saving you the trouble of selecting the paper type when loading the roll paper.

  ➡ Keep roll paper type

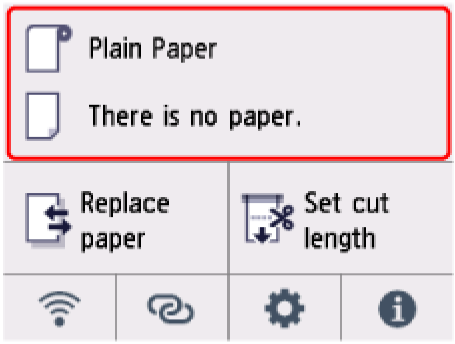
Important

- For best printing results, the printer fine-tunes the print head height and the feed amount for each type of paper. Be sure to select the type of paper to use correctly before printing.
- Because the printer fine-tunes the paper feed rate and print head height, the margins and the size of printed images may vary depending on the type of paper used. If margins and the size of images are not as you expected, adjust the image quality.

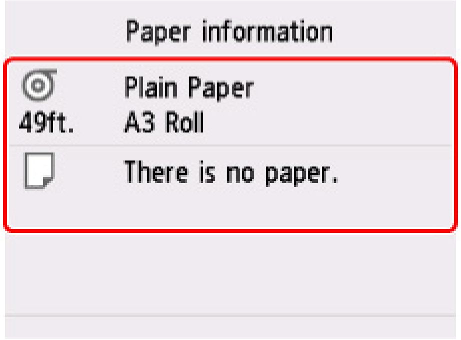
  ➡ Adjustments for Better Print Quality

Changing the Type of Paper

1. Select paper settings display area on the Home Screen.



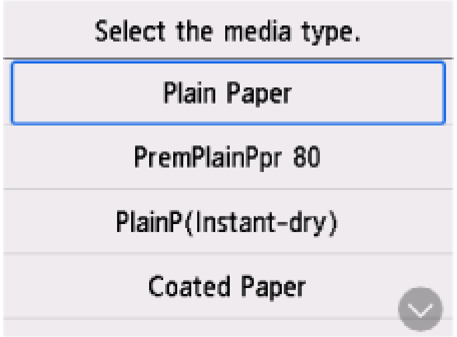
2. Select the roll paper area or sheet area.



3. Select **Paper settings**.

4. Select **Type**.

5. Select media type of roll paper loaded in printer.



Select the media type.

Important

- Be sure to select the correct paper type. If this setting does not match the loaded paper, it may cause feed errors and affect printing quality.

Note

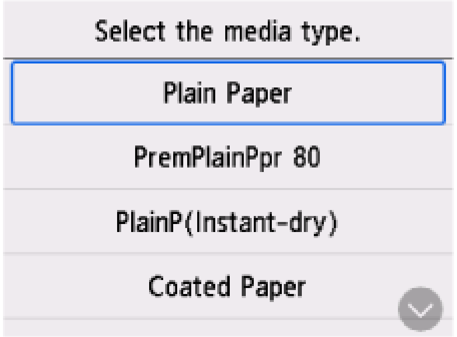
- For details on media types, see "Paper Information List."

Specifying the Cutting Method for Rolls

important

- **Eject cut**, printing does not resume after a series of jobs have been printed continuously until the roll is cut.
- **Eject cut** is the preset selection in **Cutting mode** for some types of paper. For this paper, we recommend keeping the preset cutting mode.
- If documents printed using **Automatic cut** or **Eject cut** are short, rolls are advanced a specific amount before cutting to prevent problems with cutting and paper ejection. This may create a wider bottom margin, in some cases.

1. Select (Setup) on the HOME screen.
2. Select **Printer settings**.
3. Select **Paper-related settings**.
4. Select **Advanced paper settings**.
5. Select the paper type for which you want to change the setting.



Select the media type.

Plain Paper

PremPlainPpr 80

PlainP(Instant-dry)

Coated Paper

6. Select **Cutting mode**.
7. Select a setting from the menu.

Automatic cut

Select this to cut the roll paper automatically with the cutter blade.

Eject cut

Select this to move the cutter by operation panel operation and cut paper. With **Automatic cut**, the paper drops and may rub against the basket, resulting in damage to the print surface, but you can cut using this method and supporting the paper so that it does not drop to avoid damage to the paper. Also, you can prevent paper that has not dried from dropping by visually checking the ink has dried, and then cutting the paper.

After printing, select **Cut paper** and cut the roll paper on the cutter blade.

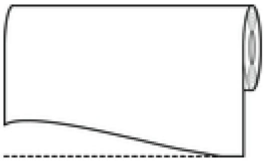
➡ Cutting Roll Paper after Printing

Cutting the Leading Edge of Roll Paper Automatically

If the leading edge of the paper is cut crooked or is not cut straight when roll paper is loaded, it will not print correctly. If this happens, you can cut the leading edge of the paper straight when loading a paper roll by using **Trim edge first** in the operation panel menu.

- **Auto**

  If the leading edge of the paper is cut crooked and is not cut straight when loading roll paper, cut the leading edge straight and eject the fragment of paper to prevent printing on the platen and soiling the printer.

- **On(Preset Length)**

  The amount to cut from the leading edge of the paper varies depending on the media type and is cut to a prescribed length. For the leading edge precut length, see "Paper Information List".

- **On(Input Length)**

  The amount to cut from the leading edge of paper is specified in the operation panel. The amount to cut from the leading edge can be specified in the range of lengths displayed in the operation panel. The range of lengths differs according to the media type.

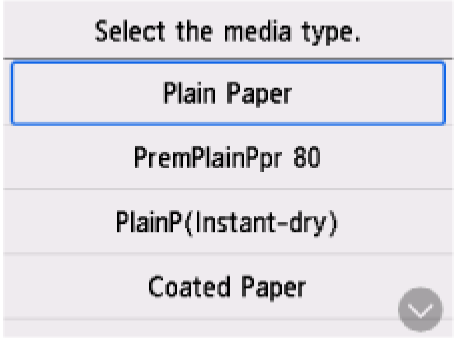
  Note

  - The amount to cut from the leading edge of paper cannot be set shorter than the length displayed in the operation panel.

- **Off**

  The edge is not cut and scraps are not removed.

1. Select ⚙ (Setup) on the HOME screen.
2. Select **Printer settings**.
3. Select **Paper-related settings**.
4. Select **Advanced paper settings**.
5. Select the paper type for which you want to change the setting.


Select the media type.

Plain Paper

PremPlainPpr 80

PlainP(Instant-dry)

Coated Paper

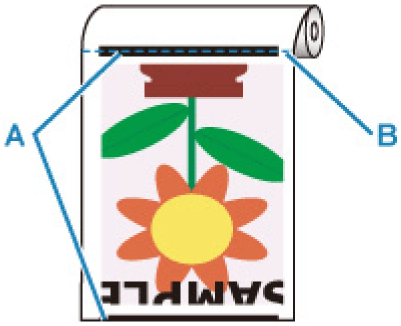
6. Select **Trim edge first**.

7. Select a setting from the menu.

   This setting takes effect the next time you load a roll.

Reducing Dust from Cutting Rolls

If the paper tends to generate dust when cut, such as with Backlit Film, you can reduce flying dust by setting **Cut-dust reduction** to **ON** from the operation panel menu, which will coat the leading and trailing edges of the printed document with ink. As a result, you can reduce problems with the print head. You can set **Cut-dust reduction** according to the media type.



A: The ink is coated.

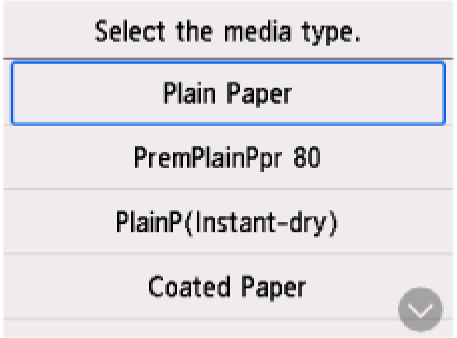
B: Cut Position

Important

- Do not set **Cut-dust reduction** to **ON** for paper that wrinkles easily, such as **Plain Paper** or lightweight paper. If not cut properly, the paper may jam.
- When performing minimal margin printing, the function to reduce the cutting dust cannot be used. Even if **Cut-dust reduction** is set to **ON**, the leading and trailing edges of the printed document will be printed without ink being coated.

Follow these steps to set **Cut-dust reduction** to **ON**.

1. Select ⚙ (Setup) on the HOME screen.
2. Select **Printer settings**.
3. Select **Paper-related settings**.
4. Select **Advanced paper settings**.
5. Select the paper type for which you want to change the setting.



6. Select **Cut-dust reduction**.

7. Select **ON**.

Specifying the Ink Drying Time

When you are using paper that takes longer for ink to adhere, ink may be transferred onto the paper surface during ejection, soiling it. In that case, you may be able to improve the condition by setting the time to wait for the ink to dry after printing.

Important

- Printer settings are applied when the ink drying time is not set in the printer driver. If the ink drying time is set in the printer driver, that setting has priority.

Note

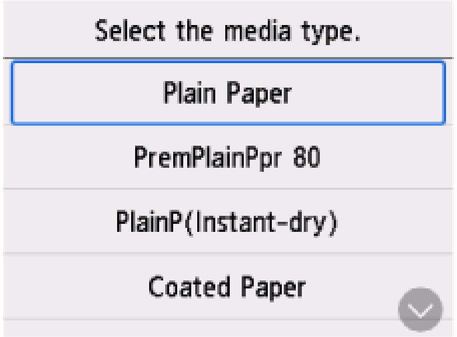
- If the cutter touches the print surface on which the ink is not dry, the paper surface may become scratched or soiled, or the paper surface may rub when the paper falls and the surface may become soiled.

  To wait for the ink to dry without dropping the printed documents into the basket immediately after printing, set **Cutting mode** to **Eject cut**.

  ➡ Specifying the Cutting Method for Rolls
- When printing on envelopes, even if you set **Pause between pages** to **OFF**, a drying wait time will be generated after printing.

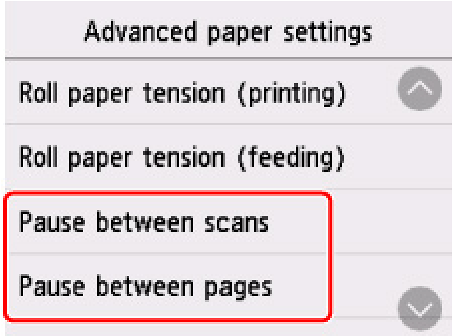
Set on the Printer

1. Select ⚙ (Setup) on the HOME screen.
2. Select **Printer settings**.
3. Select **Paper-related settings**.
4. Select **Advanced paper settings**.
5. Select the paper type for which you want to change the setting.



Select the media type.

6. Select **Pause between scans** or **Pause between pages**.



Pause between scans

Specify the waiting time between printing one scan and printing the next one. You can set the drying waiting time and the target area where the waiting time occurs.

Pause between pages

Specify the waiting time between printing one page and ejecting the paper. If there is a next page, it will be printed after the ink drying time has passed.

Set on your Computer

Refer to the followings for how to set from your computer.

- ➡ Main Tab Description (Windows)
- ➡ Advanced Paper Settings (macOS)

Setting the Upper and Lower Margins on Roll Paper

Perform the setting of the upper and lower margins when printing on roll paper. Setting a large margin may improve the image quality of the printed document.

Important

- In the printer driver, you can set the margins from **Roll Paper Safety Margin** in the **Paper Detailed Settings** dialog box on the **Main** sheet. If you set from the printer driver, the setting from the printer driver takes priority.

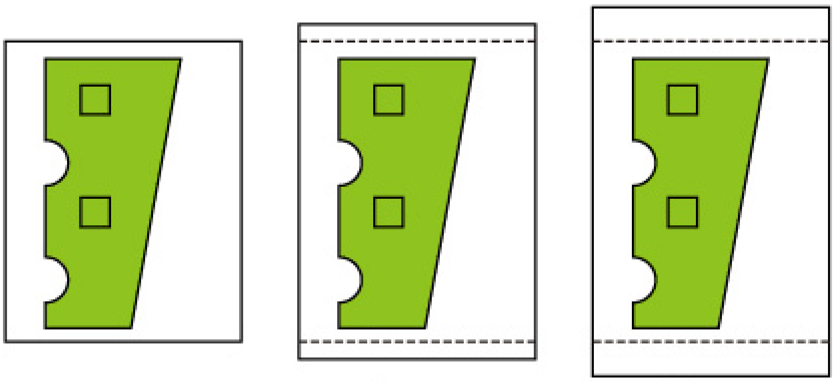
  ➡ Main Tab Description (Windows)

Set the Margin Area of the Roll Paper

When printing on roll paper, set the size of margins to add to the top and bottom of the print data.

- **Prioritize image size**

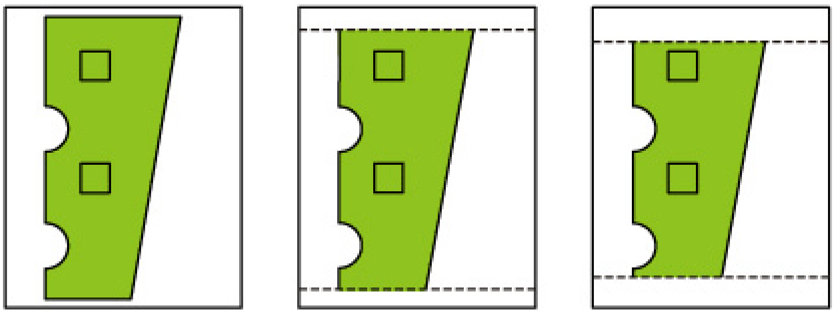
  This setting adds margins to the outside of the print data. Larger margins make the printout longer in the vertical direction and use more paper.



5 mm 15 mm 30 mm

- **Prioritize paper size**

  This setting adds margins to the inside of the print data. Larger margins may cause part of the print data not to be printed.

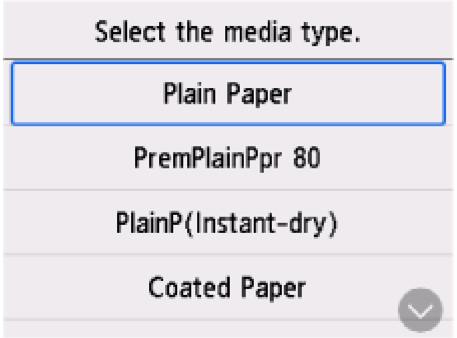


5 mm 15 mm 30 mm

Important

- When using **Prioritize paper size**, **Roll paper lead edge/end margin** may result in part of the image being lost. Prepare your print data to match the printable area.

1. Select ⚙ (Setup) on the HOME screen.
2. Select **Printer settings**.
3. Select **Paper-related settings**.
4. Select **Advanced paper settings**.
5. Select the paper type for which you want to change the setting.



Select the media type.

6. Select **Roll paper top/bottom margins**.
7. Select **Prioritize image size** or **Prioritize paper size**.

Set the Margins for the Leading Edge and Far End of the Roll Paper

When printing on roll paper, set the length of the vertical margin in the printing direction. When **Auto** is selected, the margin amount is set according to the paper type and other factors.

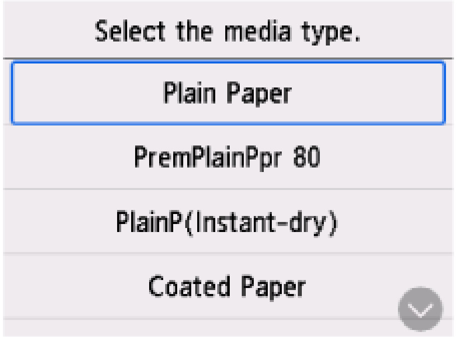
Important

- Reducing the amount of space may result in the paper becoming dirty.

1. Select ⚙ (Setup) on the HOME screen.
2. Select **Printer settings**.
3. Select **Paper-related settings**.

4. Select **Advanced paper settings**.

5. Select the paper type for which you want to change the setting.



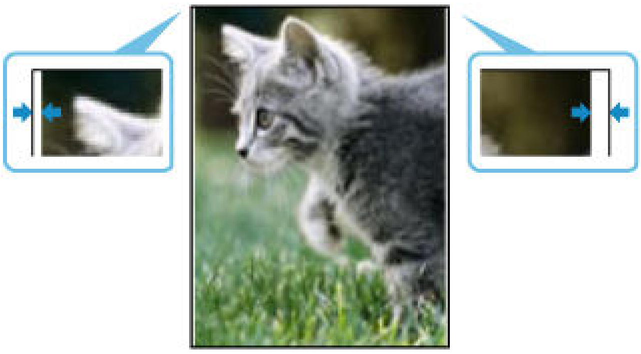
Select the media type.

6. Select **Roll paper lead edge/end margin**.

7. Select the margin length you want to set or **Auto**.

Setting the Minimal Margin Amount When Performing the Minimal Margin Printing

When performing the minimal margin printing, the margin width may not be uniform on the left and right sides of the paper. Widening the margins at the narrow ends may improve the problem.



Important

- The amount of minimal margin when performing the minimal margin printing can be set separately for the left and right edges for each paper type.
- The set amount of minimal margin is enabled only when performing the minimal margin printing. If the left and right margins are not uniform when printing with borders, perform **Adjust horizontal print position** from **Print settings**.

  ➡ Print settings
- To print with the set amount of minimal margin, the print head position is required to be adjusted beforehand. Before performing the minimal margin printing, perform **Print Head Alignment - Auto** or **Print Head Alignment - Manual**. If you perform the minimal margin printing without performing the print head alignment, a message will be displayed and the print will be made with a certain amount of larger margins.

  ➡ Automatic Adjustment to Straighten Lines and Align Colors
- To print with the set minimal margin amount, the print head height needs to be set low.
  - **Paper thickness (head height)**: **Auto** or **Standard**
  - **Prevent paper abrasion**: **OFF**

  Before performing minimal margin printing, change the settings as required. If you perform minimal margin printing with the setting that increases the print head height, a message will be displayed and the print will be made with a certain amount of larger margins.

  ➡ Advanced (Paper settings)
  ➡ Print settings
- The minimal margin printing cannot be performed when **Detect paper width** is set to **Disable**. Before performing the minimal margin printing, set **Detect paper width** to **Enable** for the paper type to be printed.

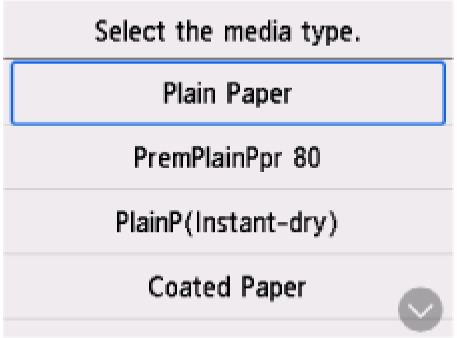
  ➡ Advanced (Paper settings)

Note

- This product supports the minimal margin printing. Depending on the application you use to print, this may be displayed as borderless printing.

Set the Amount of the Minimal Margin

1. Select ⚙ (Setup) on the HOME screen.
2. Select **Printer settings**.
3. Select **Paper-related settings**.
4. Select **Advanced paper settings**.
5. Select the paper type for which you want to change the setting.

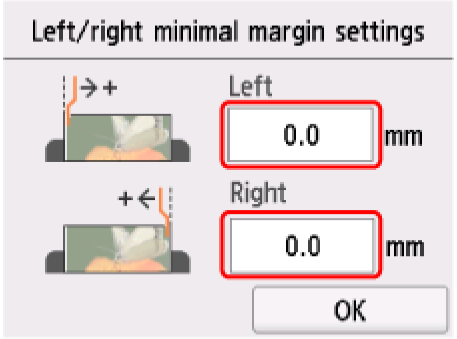


Select the media type.

Important

- If you select a paper type that does not support the minimal margin printing, you cannot set the amount of the minimal margin. For the paper types that support the minimal margin printing, see "Minimal Margin Printing" item for each paper type in the Paper Settings List (Roll Paper).

6. Select **Roll paper minimal margin amount**.
7. Set the left and right adjustment values and select **OK**.



Left/right minimal margin settings

Left 0.0 mm

Right 0.0 mm

Note

- The larger the set adjustment value, the wider the left and right margins. The adjustment value can be set in the range of 0 mm to 0.7 mm in 0.1 mm increments.
- After setting, we recommend to perform the minimal margin printing to check the margin status.
  - ➡ Printing with Minimal Margins on the Scenarios (Windows)
  - ➡ Printing with Minimal Margins on the Scenarios (macOS)

Information about Paper

- **Paper Sizes**
- **Usable Paper**
- **Paper Information List**
- **Updating paper information**
- **Using Paper Other Than Genuine Paper and feed confirmed Paper**
    - Printing on Paper Other Than Genuine Paper and feed confirmed Paper Using Existing Settings
    - Printing on Paper Other Than Genuine Paper and feed confirmed Paper by Adding a Media Type
- **Managing Paper Information on Printer Using Media Configuration Tool**

Paper Sizes

Rolls

Rolls that meet the following conditions are supported.

- Outer diameter: within 4.4 in. (110 mm)
- Inner diameter of paper core: 2 inches
- Printing side out

Roll Paper Width (*1, *2)	**24 in Roll** : 24.00 in. (609.6 mm) **A1 Roll** : 23.39 in. (594.0 mm) **B2 Roll** : 20.28 in. (515.0 mm) **18 in Roll** : 18.00 in. (457.2 mm) **17 in Roll** : 17.00 in. (431.8 mm) **A2 Roll** : 16.54 in. (420.0 mm) **B3 Roll** : 14.33 in. (364.0 mm) **A3 Roll** : 11.69 in. (297.0 mm)
Minimum Paper Length	8.00 in. (203.2 mm)
Maximum Printable Length	13 feet (4 m)
Thickness	3 mil (0.08 mm) to 11 mil (0.28 mm)

*1: For the paper types that support the minimal margin printing, see "Minimal Margin Printing" item for each paper type in the Paper Settings List (Roll Paper).

*2: The minimal margin printing of this unit makes prints by setting the width of the original slightly smaller than the paper, which results in minimal margins on the left and right.

➡ Print Area

Sheets, Postcards, Envelopes, Medicine Envelopes

Paper of the following sizes are supported.

Paper Width (*3)	3.50 in. (89.0 mm) to 11.69 in. (297.0 mm)
Minimum Paper Length (*3)	5.00 in. (127.0 mm)
Maximum Printable Length (*3)	47.24 in. (1200.0 mm) If you set the length to a value more than 17.01 in. (432.0 mm), select either **Plain Paper**, **Coated Paper**, or **Photo Paper** from **Media Type**.
Thickness	3 mil (0.08 mm) to 11 mil (0.28 mm)

*3: For the standard sizes that are compatible with this product, see Usable Paper.

Note

- For details on non-standard sizes, see "Setting Paper Dimensions (Custom Size)" (Windows) or "Setting Paper Dimensions (Custom Size)" (macOS).
- The minimal margin printing cannot be performed for the sheets, postcards, envelopes and medicine envelopes.

Usable Paper

For information on the types of paper that can be used and detailed information on each paper type, see "Paper Information List".

- Standard Sizes that can be used in Top Feed
- Paper Load Limits of Top Feed
- Unsupported Media Types

Standard Sizes that can be used in Top Feed

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
- 11"x17"(28x43cm)
- Executive
- A6
- A5
- A4
- A3
- ISO B4
- B6
- B5
- B4
- 9"x12"(ARCH A)
- DIN C4
- B-Oficio
- M-Oficio
- Foolscap
- Legal(India)
- KG/4"x6"(10x15)
- 5"x7"(13x18cm)
- 7"x10"(18x25cm)
- 8"x10"(20x25cm)

- 10"x12"(25x30cm)
- 10"x15"
- L(89x127mm)
- 2L(127x178mm)
- Hagaki
- Hagaki 2
- Envelope Com 10
- Envelope DL
- Nagagata 3
- Nagagata 4
- Yougata 4
- Yougata 6
- Envelope C5
- Envelope Monarch

Paper Load Limits of Top Feed

This section shows the paper load limits of the top feed.

Important

- Postcards, envelopes, and paper smaller than A4 size should be loaded one at a time in the top feed regardless of paper type.

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.

Media Name	Top Feed
Plain Paper (including recycled paper) *1	A4, Letter: Approx. 100 sheets Legal, 11"x17"(28x43cm), A3, ISO B4, B4, 10"x12"(25x30cm), 10"x15": Approx. 50 sheets 9"x12"(ARCH A), DIN C4, B-Oficio, M-Oficio, Foolscap, Legal(India): 10 sheets Executive, A6, A5, B6, B5, 7x10: 1 sheet
Coated Paper Label Paper Glossy Label	10 sheets
Photo Paper	Letter, Legal, 11"x17"(28x43cm), A4, A3, ISO B4, B4, 10"x12"(25x30cm), 10"x15": 10 sheets

	KG/4"x6"(10x15), 5"x7"(13x18cm), 8"x10"(20x25cm), L(89x127mm), 2L(127x178mm): 1 sheet
Hagaki **Ink Jet Hagaki** **Hagaki K** **Hagaki.M** **Hagaki.K** **Hagaki.R** Envelopes **Window envelope**	1 sheet
Medicine Envelopes	A4: 10 sheets A5, A6, B5, B6: 1 sheet

*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.

Unsupported Media Types

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

- Folded, curled, or wrinkled paper
- Damp paper
- Paper with unstraightened edges like manualy cut paper.
- Picture postcards
- Return postcard that has been folded once
- Postcards affixed with photos or stickers
- Envelopes with a double flap
- Envelopes with short side open having gummed flaps
- 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.

Updating paper information

You can update the printer's media information to the latest information by applying the latest version of the Media Information File.

For details on the procedure for applying the Media Information File, refer to the following.

➡ Media Configuration Tool Guide

Important

- If you are using the Media Configuration Tool, the new Media Information File is downloaded automatically when released on the Canon website. A computer connected to the Internet is required to download the Media Information File.
- Even if you are not using the printer driver, you should install the Media Configuration Tool in order to register the media types for your region in the printer.

Using Paper Other Than Genuine Paper and feed confirmed Paper

When using this printer to print on paper other than genuine Canon paper and feed confirmed paper, use paper that meets the following conditions.

- Paper where the size is described in "Paper Sizes"
- Paper where bleeding and ink overflow does not occur when printing
- Paper that does not warp severely when loading the paper or printing

Important

- For Canon genuine paper/feed confirmed paper, see "Paper Information List."
- If you use paper other than Canon genuine paper and feed confirmed paper, Canon provides absolutely no guarantees regarding print quality or paper feed properties.

After loading the paper in the printer, select the media type in the operation panel and printer driver and then perform the printing. For the media type, you can select easily from existing settings or you can create and use settings for the paper you are using.

First, check whether the existing settings provide the desired image quality. If you cannot obtain the desired image quality with the existing settings, create new paper settings.

Printing Using Existing Settings

You can print easily by selecting from existing settings provided in the operation panel and printer driver.

➡ Printing on Paper Other Than Genuine Paper and feed confirmed Paper Using Existing Settings

Create Settings and Print

You can use the function to add custom paper in the Media Configuration Tool to create settings suitable for paper other than genuine paper/output confirmation paper you are using. You can add the created settings to the printer operation panel and printer driver as a new paper type for printing.

➡ Printing on Paper Other Than Genuine Paper and feed confirmed Paper by Adding a Media Type

Printing on Paper Other Than Genuine Paper and feed confirmed Paper Using Existing Settings

You can easily print on paper other than genuine Canon paper and feed confirmed paper without making complicated settings by selecting the existing settings provided in the operation panel and printer driver depending on the media type you are using.

The existing settings consist of the general-purpose paper settings provided for different media types and the special paper settings that allow you to select various levels of ink usage.

First, select a paper with a similar type and basis weight from the general-purpose paper settings, and try printing.

Important

- The Canon genuine paper settings provided in the operation panel and printer driver are optimized for Canon genuine paper. If these settings are selected for printing on paper other than Canon genuine paper, the ink may bleed or the print head may rub against the paper. To easily print on paper other than Canon genuine paper and feed confirmed paper, we recommend that you select one of the following general-purpose paper settings.

Note

- For the available paper types, see "Paper Information List."
- For instructions on selecting the media type with the operation panel, see "Changing the Type of Paper". For instructions on selecting the media type with the printer driver, see "Main Tab Description" (Windows) or "Quality & Media" (macOS).

Choosing General-Purpose Paper Settings

These settings anticipate a wide variety of paper other than Canon genuine paper and feed confirmed paper, and, therefore, these settings make it difficult for bleeding ink and print head rubbing to occur. For details on the relationships between the conditions of paper other than Canon genuine paper and feed confirmed paper and the media type to select, see "General-Purpose Paper Settings List (Roll Paper)" or "General-Purpose Paper Settings List (Cut Sheet)."

Selecting Special Paper Settings

These settings allow you to select the type of black ink and the amount of ink used. By selecting the special settings for the amount of ink used that are appropriate for the paper, the lack of color development and ink bleeding may be improved.

For details, see "Special Paper Settings List."

Note

- If you cannot obtain the desired results by selecting the general-purpose paper settings and the special paper settings, use the add custom paper function in Media Configuration Tool to create settings suitable for the paper you are using. For details, see "Printing on Paper Other Than Genuine Paper and feed confirmed Paper by Adding a Media Type."

Printing on Paper Other Than Genuine Paper and feed confirmed Paper by Adding a Media Type

Media Configuration Tool provides a function for adding custom paper for better print quality and improved paper feed properties when printing on paper other than Canon genuine paper/feed confirmed paper than when printing with general-purpose settings. You can use this function to configure settings such as the amount of ink used and the height of the print head according to the characteristics of the paper being used, and thereby realize higher print quality. Also, you can add the settings created with this function as a new media type to the operation panel and printer driver.

For details on Media Configuration Tool, refer as follows.

➡ Media Configuration Tool Guide

Important

- For details on how to select the added media type in the operation panel, see "Changing the Type of Paper."
- You can select the media type to be used in printing in the **Main** sheet (Windows) or **Quality & Media** (macOS) in the printer driver. For details, see "Main Tab Description" (Windows) or "Quality & Media" (macOS).
- We recommend that you use an ICC profile created using commercially available profile creation software to perform color management accurately on paper other than Canon genuine paper and feed confirmed paper. You can register the ICC profile you created when creating a custom paper with Media Configuration Tool. See "Adding Custom Paper" in Media Configuration Tool Guide.

Settings

Changing Settings from Operation Panel

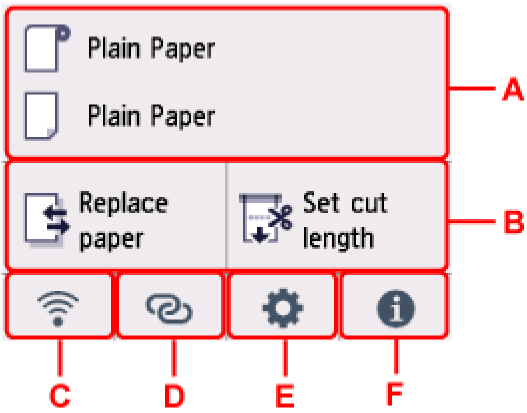
- Home Screen Menu Composition
- Menu Structure
- Setting Items on Operation Panel
- Setting Administrator Password on Operation Panel
- Checking the Total Number of Uses of Printer

Home Screen Menu Composition

After the printer starts up, the HOME screen appears on the touch screen.

From the HOME screen, you can check the printer status and select the maintenance, paper operations, settings, and other menus.

➡ Basic Touch Screen Operations



A: Paper Setting Display Area

Displays information on loaded paper. Selecting this option displays the menu for making paper settings.

B: Basic Menu

The frequently used **Load paper** / **Replace paper** and **Set cut length** are displayed here.

C: Network

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

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

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

Note

- Depending on the signal state, the icon will change.

  (Signal strength: 81 % or more): You can use the printer over a 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 recommends 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.

Wired LAN is enabled.

Wireless Direct is enabled.

Wi-Fi and Wired LAN are disabled.

D: Wireless connect

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

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

➡ Easy wireless connect

E: Setup

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

F: Information

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

Note

- By default, menu settings apply to all print jobs. However, for settings that are also available in the printer driver, the values specified in the printer driver take priority.

Basic Touch Screen Operations

You can select various functions and settings by gently touching and swiping the touch screen with your fingertip.

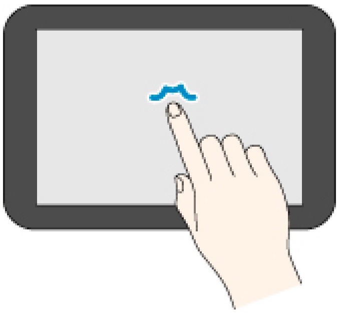
Important

- Take the following precautions when operating the touch screen. Otherwise, the touch screen may malfunction or become damaged.
  - Do not forcibly press the touch screen with your finger.
  - Do not press the touch screen with an object other than your finger (such as a ballpoint pen, pencil, fingernail, or other object with a sharp tip).
  - Do not operate the touch screen with wet or dirty hands.
  - Do not place objects on top of the touch screen.
- Do not place a protective film over the touch screen. Removing it can damage the touch screen.

Tap

Gently touch with your fingertip and then release.

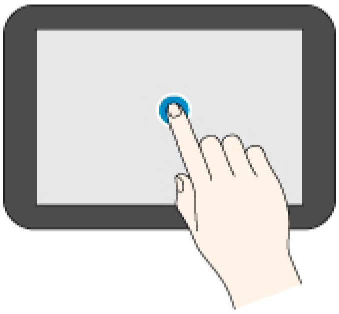
Use this when selecting an item on the screen.



Touch

Gently touch with your fingertip.

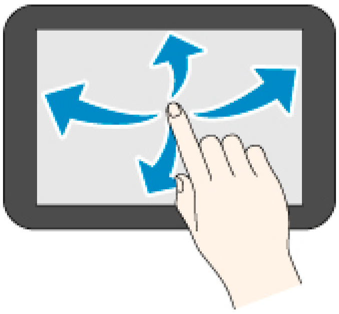
To go (or return) to a menu or list, touch the directional mark.



Flick

Drag and release your finger up, down, left, or right.

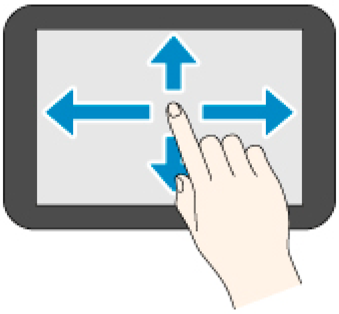
Use this to quickly scroll through a menu or list.



Drag

Move your finger up, down, left, or right while gently keeping it in contact with the touch screen.

Use this to move a menu or list while viewing it.



Menu Structure

The * on the right side of an item indicates the default value.

Values may vary depending on your model and firmware version.

- **Paper information**

  This menu is displayed by selecting paper information area.

Roll paper settings		
	Load roll paper / Replace paper	
	Set cut length	
	Remove paper	
	Paper settings	
		Type
		Page size

Cut sheet settings		
	Paper settings	
		Type
		Page size

- **Load paper / Replace paper**

- **Set cut length**

- **LAN settings**

  This menu is displayed by selecting **Network** icon.

Wi-Fi			
	See settings		
	Enable/disable Wi-Fi		
		Enable / **Disable**	
	Wi-Fi setup		
		Easy wireless connect	
		Manual connect	
		WPS (Push button method)	
		Other connection types	
			WPS (PIN code method)

Wireless Direct	
	See settings
	Connect to smartphone

		iPhone/iPad	
		Android device	
		Others	
	Enable/disable Wireless Direct		
		ON / OFF	
	Change network name (SSID)		
		OK	
		Auto update	
			Yes / No
	Change password		
		Change manually	
		Auto update	
			Yes / No
	Connection request confirmation		
		ON / OFF	
	2.4GHz/5GHz Switch		
		2.4GHz / 5GHz	

Wired LAN		
	See settings	
	Enable/disable Wired LAN	
		Enable / Disable

Advanced

Print details

- **Wireless connect**
- **Setup**

This menu is displayed by selecting **Setup** icon.

Printer settings				
	Security settings			
		Lockout settings		
			Enable/disable lockout	
				Enable / Disable*
			Lockout threshold (times)	
				1 time / 2 times / ... / 9 times / 10 times
			Lockout period	

				1 minute / 2 minutes / ... / 59 minutes / 60 minutes	
		Use of Remote UI			
			Restrict / Do not restrict*		
		Password policy settings			
			Minimum length settings		
				1 character / 2 characters / ... / 8 characters* / ... / 31 characters / 32 characters	
			Prohibit 3 repeated characters		
				Prohibit / Allow*	
			Require uppercase character		
				Enable / Disable*	
			Require lowercase character		
				Enable / Disable*	
			Require number		
				Enable / Disable*	
			Require symbol		
				Enable / Disable*	
		IPsec settings			
			Enable / Disable*		
		IEEE802.1X/EAP settings			
			Enable/disable		
				Enable / Disable*	
			Search for EAP router		
			Last authentication result		
			Authentication		
				TLS* / TTLS / PEAP	
			Advanced setup		
				User-ID	
				Authentication server name	
				Verify auth. server name	
					Enable / Disable
				Verify auth. server certificates	
					Enable / Disable
	Print settings				
		Prevent paper abrasion			
			ON / OFF*		
		Adjust horizontal print position			

		Roll paper		
			+3.0 / +2.9 / ... / +0.1 / 0.0* / -0.1 / ... / -2.9 / -3.0	
		Top feed		
			+3.0 / +2.9 / ... / +0.1 / 0.0* / -0.1 / ... / -2.9 / -3.0	
	Cleaner Lines/Text			
		Enable* / Disable		
	IPP print settings			
		Print quality settings		
			Color mode	
				Color (perceptual) / Color (saturation)* / Color (correct off) / Monochrome / Monochrome BMP
			Print resolution	
				Standard* / Print priority
			Print target	
				Photo / Line drawing*
		Paper settings		
			Unidirectional printing	
				ON / OFF*
	Default print settings			
		Print quality settings		
			Color mode	
				Color (perceptual) / Color (saturation)* / Color (correct off) / Monochrome / Monochrome BMP
			Print target	
				Photo / Line drawing*
Paper-related settings				
	Keep roll paper type			
		Enable / Disable*		
	Manage remaining roll amount			
		Auto estimate* / Disable		
	Roll amount warning settings			
		11m/36ft. / 9m/30ft. / 7m/23ft. / 5m/16ft. / 3m/10ft.* / 1m/3ft.		
	Detect top feed paper change			
		Enable* / Disable		
	Advanced paper settings			
Power control				

	Auto power off		
		Never / 240 min. / 120 min. / 60 min. / 30 min. / 15 min.	
	Auto power on		
		ON / OFF*	
LAN settings * The lower items of this menu are the same as the lower items of **LAN settings** displayed by selecting **Network** icon.			
Other printer settings			
	Date/time settings		
	Date display format		
		YYYY/MM/DD / MM/DD/YYYY / DD/MM/YYYY	
	Daylight saving time setting		
		ON / OFF*	
	Sound control		
		Keypad volume	
			Loud / Standard* / OFF
		Alarm volume	
			Loud / Standard* / OFF
	Time zone		
	Keyboard settings		
		Standard* / Full keyboard	
	Ink level monitor		
		Timing for ink level notification	
			Standard* / Earlier notification
	Length unit settings		
		Meters / Feet/inches	
Language selection			
Firmware update			
	Install update		
	Check current version		
	Update notification settings		
		ON* / OFF	
	Auto update settings		
		ON / OFF	
	DNS server setup		
		Auto setup* / Manual setup	

		Proxy server setup	
			Use / Do not use*
	Administrator password settings		
		Change administrator password	
		Remove administrator password	
	Reset settings		
		Web service setup only	
		LAN settings only	
		Settings only	
		Reset paper settings for all paper	
		Reset all	
		Security policy only	

Maintenance				
	Nozzle Check			
		Roll paper		
		Top feed		
	Cleaning			
		All colors		
		Color		
		BK		
	Deep Cleaning			
		All colors		
		Color		
		BK		
	Print Head Alignment - Auto			
	Print Head Alignment - Manual			
		Roll paper		
		Top feed		
	Print the Head Alignment Value			
		Roll paper		
		Top feed		
	Paper feed adjustment			
		Set priority		
			(Paper type selection)	
				Auto
				Prioritize print quality

				Prioritize length accuracy
		Adjust print quality		
			Auto	
				Roll paper
			Manual	
				Roll paper
		Adjust feed length		
			Print alignment pattern	
				Roll paper
			Change adjustment values	
				-0.70% / -0.68% / ... / 0.68% / 0.70%
	Roller Cleaning			
	Bottom Plate Cleaning			
	Replace Ink in Print Head			
		All colors		
		Color		
		BK		
	Platen cleaning			
	Transport mode			
	Head Replacement			

Web service setup		
	Settings for Data Sending	
	Web service connection setup	
		Cloud Printing Center setup
		Check Web service setup
	Issue registration code	
	DNS server setup	
		Auto setup* / Manual setup
	Proxy server setup	
		Use / Do not use*

Web service inquiry	
	Print from Canon server

ECO		
	Auto power off	
		Never / 240 min. / 120 min. / 60 min. / 30 min. / 15 min.

	Auto power on	
		ON / OFF*

- **Information**

This menu is displayed by selecting **Information** icon.

Quick guide		
	Loading paper	
	Refilling ink tanks	
	Using from a smartphone	
		Using smartphone apps
		Using Cloud applications
	Learn more about your printer	
	Displaying the manual	

Estimated ink levels		
	Current estimated ink levels	
	How to set	
	Ink model no.	
		Order ink now

Maintenance cart. info.	
	Maintenance cartridge usage
	Replace

System information	
	Current version
	Printer name
	Serial number
	Default password
	MAC address (Wi-Fi)
	MAC address (Wired LAN)
	Root cert. thumbprint (SHA-1)
	Root cert. thumbprint (SHA-256)

Troubleshooting	
	Print is smudged or patchy
	Connecting with Wi-Fi
	Paper is jammed
	Printed surface is dirty

	Other problems

Job management	
	Display job history
	Restrict job history access

Usage stats	
	Roll paper used area
	Total sheets used on the device

Advanced (Paper settings)

This menu is displayed by selecting the **Setup** icon and then selecting **Printer settings** > **Paper-related settings** > **Advanced paper settings**.

Advanced paper settings			
	Paper thickness (head height)		
		Auto / **High** / **Standard**	
	Skew detection accuracy		
		Standard / **Loose** / **OFF**	
	Cutting mode		
		Automatic cut / **Eject cut**	
	Cut speed		
		Fast / **Standard** / **Slow**	
	Trim edge first		
		Auto / **On(Preset Length)** / **On(Input Length)** / **Off**	
	Cut-dust reduction		
		ON / **OFF**	
	Roll paper tension (printing)		
		High / **Standard** / **Low**	
	Roll paper tension (feeding)		
		High / **Standard** / **Low**	
	Pause between scans		
		Ink drying wait time	
			OFF / **0.5 seconds** / **1 second**
		Ink drying target area	
			Overall / **Leading edge**
	Pause between pages		
		OFF / **30 seconds** / **1 minute** / **3 minutes**	
	Roll paper lead edge/end margin		
		Auto / **5 mm** / **15 mm** / **30 mm**	
	Roll paper top/bottom margins		
		Prioritize image size / **Prioritize paper size**	
	Roll paper minimal margin amount		
		Left	
			0.0 / **+0.1** / ... / **+0.6** / **+0.7**
		Right	

			0.0 / **+0.1** / ... / **+0.6** / **+0.7**
	Detect paper width		
		Enable / **Disable**	
	Paper core outer diameter		
	Paper thickness		
	Reset paper settings by paper		

Advanced (LAN settings)

This is displayed when you select the network icon on the HOME screen and select **Advanced**.

The * on the right side of an item indicates the default value.

Advanced				
	Set printer name			
	TCP/IP settings			
		IPv4		
			IP address	
				Auto setup* / **Manual setup**
			DNS server	
				Auto setup* / **Manual setup**
			Proxy server	
				Use / **Do not use***
		IPv6		
			Enable/disable IPv6	
				Enable* / **Disable**
			Manual address	
				Use / **Do not use***
	WSD settings			
		Enable/disable WSD		
			Enable / **Disable***	
		Optimize inbound WSD		
			Enable* / **Disable**	
		Timeout settings		
			20 minutes / **15 minutes*** / **10 minutes** / **5 minutes** / **1 minute**	
	Bonjour settings			
		Enable/disable Bonjour		
			Enable* / **Disable**	
		Service name		
	LPD settings			
		Enable* / **Disable**		
	RAW settings			
		Enable* / **Disable**		
	LLMNR settings			
		Enable* / **Disable**		

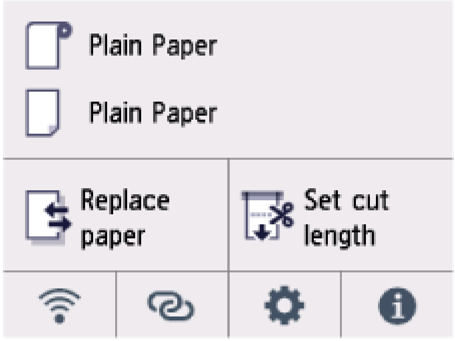
	IPP settings	
		Enable* / Disable
	Wi-Fi DRX settings	
		Enable* / Disable
	Wired LAN DRX settings	
		Enable* / Disable
	Easy wireless connect	
		Auto start: ON / Auto start: OFF

Setting Items on Operation Panel

Note

- The administrator password is required to change some setting items if it is enabled for changing settings using the operation panel.

  ➡ Setting Administrator Password on Operation Panel



(Network)

(Setup)

- **Printer settings**
    - **Security settings**
    - **Print settings**
    - **Paper-related settings**
    - **Power control**
    - **LAN settings**
    - **Other printer settings**
    - **Language selection**
    - **Firmware update**
    - **Administrator password settings**

      ➡ Setting Administrator Password on Operation Panel
    - **Reset settings**
- **Maintenance**
- **Web service setup**
- **ECO**

ℹ (Information)

- System information
- Job management
- **Usage stats**
  - ➡ Checking the Total Number of Uses of Printer

Security settings

This item is displayed when you select **Printer settings** from ⚙ (**Setup**) on the HOME screen.

Important

- The administrator password is required to change the settings if it is enabled to change the settings on the operation panel using the administrator password.

- **Lockout settings**

  Set whether to lock password input for a period of time after multiple incorrect attempts.

  - **Enable/disable lockout**

    Enable or disable the lockout setting.

  - **Lockout threshold (times)**

    Set the number of attempts before input is locked.

  - **Lockout period**

    Set the length of time to lock input for.

- **Use of Remote UI**

  Set whether to lock use of the Remote UI.

- **Password policy settings**

  Set whether to limit the characters that can be used when setting or inputting passwords.

- **IPsec settings**

  Selecting **Enable** allows you to select the IPsec security protocol.

- **IEEE802.1X/EAP settings**

  Setting item when you use IEEE802.1X/EAP (WPA/WPA2/WPA3 Enterprise).

Note

- Refer to the Security Guide for details on **Security settings**.

  ➡ Set Up/Manage Security

Print settings

This item is displayed when you select **Printer settings** from ⚙ (**Setup**) on the HOME screen.

- **Prevent paper abrasion**

  Use this setting only if the print surface becomes smudged.

  Important

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

- **Adjust horizontal print position**

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

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

  Important

  - When using 24 inch roll paper, the amount of adjustment that can be made is limited. You cannot make adjustments greater than this limit.
  - This function is enabled only when printing with borders. To adjust the left and right margins when printing with the minimal margins, it is required to change the setting value of the **Roll paper minimal margin amount**.

    ➡ Setting the Minimal Margin Amount When Performing the Minimal Margin Printing

- **Cleaner Lines/Text**

  When enabled, lines and text are printed more sharply.

- **IPP print settings**

  Sets the image quality and paper settings for IPP printing.

  For example, when printing using AirPrint or Mopria Print Service, this setting value is applied.

- **Default print settings**

  Sets the default values for print settings.

  If **Media Type** is set to **Auto (Use Printer Settings)** in the printer driver, this setting value is applied.

Power control

This item is displayed when you select **Printer settings** from ⚙ (**Setup**) on the HOME screen.

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

Important

- The administrator password is required to change the settings if it is enabled to change the settings on the operation panel using the administrator password.

Note

- If this setting is changed, power consumption may increase.

- **Auto power off**

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

- **Auto power on**

  Selecting **ON** enables the printer to turn on automatically when printing data is sent to the printer.

Paper-related settings

This item is displayed when you select **Printer settings** from ⚙ (**Setup**) on the HOME screen.

- **Keep roll paper type**

  Select **Enable** to continue using the same type of roll paper.

- **Manage remaining roll amount**

  Selects the method to manage remaining roll amount and that to display warning when the roll is running short.

  - **Auto estimate**

    Estimates and manages the remaining amount of roll paper.

    To estimate the remaining roll amount, **Paper thickness** and **Paper core outer diameter** have to be set correctly.

    When using a paper that is not listed in the paper information list, set Thickness and Paper Tube Size in **Advanced paper settings** or in Media Configuration Tool.

    For paper thickness and paper tube outer diameter size, contact the paper manufacturer.

    Important

    - If you do not select the media type correctly, the remaining roll amount may not be estimated correctly.
    - There is an error in the estimated remaining roll amount, and paper may run out during printing.

  - **Disable**

    Select to disable managing remaining roll amount.

- **Roll amount warning settings**

  Specifies when to warn the remaining roll paper amount.

  Note

  - This setting is enabled when **Auto estimate** is selected for **Manage remaining roll amount**.

- **Detect top feed paper change**

  Detects paper insertion into the top feed when **Enable** is selected. When the paper registration screen is displayed after replacing paper, register the paper size and the media type.

- **Advanced paper settings**

  Performs advanced paper settings for each media types.

  - **Paper thickness (head height)**
  - **Skew detection accuracy**
  - **Cutting mode**
  - **Cut speed**
  - **Trim edge first**

- **Cut-dust reduction**
- **Roll paper tension (printing)**
- **Roll paper tension (feeding)**
- **Pause between scans**
- **Pause between pages**
- **Roll paper lead edge/end margin**
- **Roll paper top/bottom margins**
- **Roll paper minimal margin amount**
- **Detect paper width**
- **Paper core outer diameter**
- **Paper thickness**
- **Reset paper settings by paper**

LAN settings

This item is displayed by selecting **Network** icon.

Important

- The administrator password is required to change the settings if it is enabled to change the settings on the operation panel using the administrator password.

- ➡ Wi-Fi
- ➡ Wireless Direct
- ➡ Wired LAN
- ➡ Advanced

Wi-Fi

- **See settings**

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

Items	Setting
Connection	Enabled (connected)/Enabled (disconnected)/Disable
Network name (SSID)	XXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXX
Frequency	2.4 GHz/5 GHz
Wi-Fi security	Disable / WPA-PSK(AES) / WPA2-PSK(AES) / WPA/WPA2-PSK / WPA3-SAE(AES) / WPA2/WPA3-PSK / WPA-EAP(AES) / WPA2-EAP(AES) / WPA3-EAP(AES) / WPA/WPA2-EAP(AES) / WPA2/WPA3-EAP(AES)
Signal strength (%)	XXX
IPv4 address	XXX. XXX. XXX. XXX
IPv4 subnet mask	XXX. XXX. XXX. XXX
IPv4 default gateway	XXX. XXX. XXX. XXX
IPv6 link-local address	XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX
IPv6 manual address	XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX
IPv6 manual prefix length	XXX
IPv6 stateless address 1	XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX
IPv6 stateless prefix length 1	XXX
IPv6 stateless address 2	XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX
IPv6 stateless prefix length 2	XXX

IPv6 stateless address 3	XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX
IPv6 stateless prefix length 3	XXX
IPv6 stateless address 4	XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX
IPv6 stateless prefix length 4	XXX
IPv6 default gateway 1	XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX
IPv6 default gateway 2	XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX
IPv6 default gateway 3	XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX
IPv6 default gateway 4	XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX
MAC address (Wi-Fi)	XX:XX:XX:XX:XX:XX
Printer name	XXXXXXXXXXXXXXX
Bonjour service name	XXXXXXXXXXXX XXXXXXXXXXXX XXXXXXXXXXXX XXXXXXXXXXXX

("XX" represents alphanumeric characters.)

- **Enable/disable Wi-Fi**

  Enables/disables Wi-Fi.

- **Wi-Fi setup**

  Selects the setup method for Wi-Fi connection.

  - **Easy wireless connect**

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

  - **Manual connect**

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

  - **WPS (Push button method)**

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

  - **Other connection types**

    - **WPS (PIN code method)**

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

Wireless Direct

- **See settings**

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

  Note

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

Items	Setting
Connection	Enable/Disable
Network name (SSID)	DIRECT-XXXX-TC-NNNNN
Password	XXXXXXXXXX
Frequency	2.4 GHz/5 GHz
Wi-Fi security	WPA2-PSK(AES)
No. of printers connected now	XX/XX
IPv4 address	XXX. XXX. XXX. XXX
IPv4 subnet mask	XXX. XXX. XXX. XXX
IPv4 default gateway	XXX. XXX. XXX. XXX
IPv6 link-local address	XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX
MAC address (Wi-Fi)	XX:XX:XX:XX:XX:XX
Printer name	XXXXXXXXXXXXXXX
Bonjour service name	XXXXXXXXXXXX XXXXXXXXXXXX XXXXXXXXXXXX XXXXXXXXXXXX

("XX" represents alphanumeric characters.)

- **Connect to smartphone**

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

- **Enable/disable Wireless Direct**

  Enables/disables Wireless Direct.

- **Change network name (SSID)**

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

- **Change password**

  Changes the password for Wireless Direct.

- **Connection request confirmation**

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

- **2.4GHz/5GHz Switch**

  Sets the frequency to use.

Wired LAN

- **See settings**

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

Items	Setting
Connection	Enabled (connected)/Enabled (disconnected)/Disable
IPv4 address	XXX. XXX. XXX. XXX
IPv4 subnet mask	XXX. XXX. XXX. XXX
IPv4 default gateway	XXX. XXX. XXX. XXX
IPv6 link-local address	XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX
IPv6 manual address	XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX
IPv6 manual prefix length	XXX
IPv6 stateless address 1	XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX
IPv6 stateless prefix length 1	XXX
IPv6 stateless address 2	XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX
IPv6 stateless prefix length 2	XXX
IPv6 stateless address 3	XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX
IPv6 stateless prefix length 3	XXX
IPv6 stateless address 4	XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX
IPv6 stateless prefix length 4	XXX
IPv6 default gateway 1	XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX
IPv6 default gateway 2	XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX
IPv6 default gateway 3	XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX

IPv6 default gateway 4	XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX
MAC address (Wired LAN)	XX:XX:XX:XX:XX:XX
Printer name	XXXXXXXXXXXXXXX
Bonjour service name	XXXXXXXXXXXX XXXXXXXXXXXX XXXXXXXXXXXX XXXXXXXXXXXX

("XX" represents alphanumeric characters.)

- **Enable/disable Wired LAN**

  Enables/disables wired LAN.

Advanced

- **Set printer name**

  Specifies the printer name.

  Note

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

- **TCP/IP settings**

  Performs IPv4 or IPv6 setting.

- **WSD settings**

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

  - **Enable/disable WSD**

    Selects whether WSD is enabled or disabled.

    Note

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

  - **Optimize inbound WSD**

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

  - **Timeout settings**

    Specifies the timeout length.

- **Bonjour settings**

  Setting items when you use Bonjour.

  - **Enable/disable Bonjour**

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

- **Service name**

  Specifies the Bonjour service name.

  Note

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

- **LPD settings**

  Enables/disables the LPD setting.

- **RAW settings**

  Enables/disables RAW printing.

- **LLMNR settings**

  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.

- **Wi-Fi DRX settings**

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

  Note

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

- **Wired LAN DRX settings**

  Selecting **Enable** allows you to activate discontinuous reception when the printer is connected to a device compatible with wired LAN.

- **Easy wireless connect**

  When set to **Auto start: ON**, the device will automatically put into the standby mode for easy wireless connect.

  To prevent the device from putting into the standby mode for easy wireless connect at unintended times, set to **Auto start: OFF**.

Other printer settings

This item is displayed when you select **Printer settings** from ⚙ (**Setup**) on the HOME screen.

Important

- The administrator password is required to change the settings if it is enabled to change the settings on the operation panel using the administrator password.

- **Date/time settings**

  Sets the current date and time.

- **Date display format**

  Sets the format of dates displayed on the touch screen and printed on photos.

- **Daylight saving time setting**

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

  - **Start date/time**

    Sets the date and time that summer time starts.

    Month: Specify the month.

    Week: Specify the week.

    DOW: Specify the day of the week.

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

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

  - **End date/time**

    Sets the date and time that summer time ends.

    Month: Specify the month.

    Week: Specify the week.

    DOW: Specify the day of the week.

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

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

- **Sound control**

  Selects the volume.

  - **Keypad volume**

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

  - **Alarm volume**

Selects the alarm volume.

- **Time zone**

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

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

- **Keyboard settings**

  Set the keyboard.

  Select **Full keyboard** to select the keyboard layout from the following three types.

  - **QWERTY**
  - **QWERTZ**
  - **AZERTY**

- **Ink level monitor**

  Sets the timing of the remaining ink level notification.

- **Length unit settings**

  Selects the length unit (meter or feet/inch).

Language selection

This item is displayed when you select **Printer settings** from ⚙ (**Setup**) on the HOME screen.

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

Important

- The administrator password is required to change the settings if it is enabled to change the settings on the operation panel using the administrator password.

Firmware update

This item is displayed when you select **Printer settings** from ⚙ (**Setup**) on the HOME screen.

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

Important

- The administrator password is required to change settings if it is enabled for changing settings using the operation panel.

Note

- If LAN is disabled, you cannot use **Install update**, **DNS server setup**, **Proxy server setup**.

- **Install update**

  Updates the printer's firmware.

  ➡ Firmware update

- **Check current version**

  You can check the current firmware version.

- **Update notification settings**

  Select **ON** to display a notification on the touch screen when a firmware update is available.

- **Auto update settings**

  Select **ON** to keep the firmware updated 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 touch screen to perform settings.

- **Proxy server setup**

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

Reset settings

This item is displayed when you select **Printer settings** from ⚙ (**Setup**) on the HOME screen.

You can set the settings back to the default.

Important

- The administrator password is required to change the settings if it is enabled to change the settings on the operation panel using the administrator password.

- **Web service setup only**

  Sets the Web service settings back to the default.

- **LAN settings only**

  Sets the LAN settings back to the default.

- **Settings only**

  Returns the settings such as the paper size, media type, or other setting items back to the default. The LAN settings is not returned back to the default.

- **Reset paper settings for all paper**

  Selecting **Yes** initializes each setting specified in **Advanced paper settings**.

  ### Important

  - When you set the paper settings back to the factory default, added or updated paper information using Media Configuration Tool is erased.

- **Reset all**

  Sets all settings you made to the printer back to the default. The administrator password specified by Remote UI or Wi-Fi Connection Assistant reverts to the default setting.

  After resetting, perform setup again as necessary.

  ### Note

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

- **Security policy only**

  The Security administrator password and all Security policies will be reset. If a security administrator password has been set, the security administrator password is required to perform the reset.

➡ Set Up/Manage Security

Note

- User mode settings restricted by the security policy will not be changed. (Feature settings will not be returned to the settings prior to security restrictions under the security policy.)

Maintenance

This item is displayed when you select ⚙ (**Setup**) on the HOME screen.

- **Nozzle Check**

  Prints out the nozzle check pattern.

  ➡ Checking for Nozzle Clogging

- **Cleaning**

  Select this to clean the print head.

  ➡ Cleaning the Print Head

- **Deep Cleaning**

  Use this mode if no ink is ejected at all or if **Cleaning** does not solve the problem.

  ➡ Deep Print Head Cleaning

- **Print Head Alignment - Auto**

  Adjusts the print head position automatically.

  ➡ Automatic Adjustment to Straighten Lines and Align Colors

- **Print Head Alignment - Manual**

  Adjusts the print head position manually.

  ➡ Manual Adjustment to Straighten Lines and Align Colors

- **Print the Head Alignment Value**

  Prints the print head position adjustment value.

- **Paper feed adjustment**

  Adjusts the paper feed amount.

  - **Set priority**

    Sets how the paper feed rate is adjusted.

    - **Auto**

      Selects **Prioritize print quality** or **Prioritize length accuracy** automatically according to the printer driver settings.

    - **Prioritize print quality**

      Adjust to make the horizontal streaks of the printed documents less noticeable. The settings in **Adjust print quality** are applied.

    - **Prioritize length accuracy**

      Adjusts the length of the ruled lines on the printed documents to match. The values of **Change adjustment values** under **Adjust feed length** are applied.

- **Adjust print quality**

  Select this mode when the printed documents have horizontal streaks of different colors.

  ➡ Automatically Adjusting Different Colored Horizontal Streaks
  ➡ Manually Adjusting Different Colored Horizontal Streaks

- **Adjust feed length**

  Select this mode when you want to print ruled lines in CAD drawings to their exact lengths.

  ➡ Adjusting Line Length

- **Roller Cleaning**

  Select this mode when cleaning the paper feed rollers.

  ➡ Cleaning Paper Feed Rollers

- **Bottom Plate Cleaning**

  Select this mode when cleaning the inside of the printer.

  ➡ Performing Bottom Plate Cleaning

- **Replace Ink in Print Head**

  Select this mode when **Deep Cleaning** does not improve the print quality.

  ➡ Replacing the Ink in the Print Head

- **Platen cleaning**

  Select this mode when cleaning the inside of the printer.

  ➡ Cleaning Inside the Printer

- **Transport mode**

  Select this to prepare for transporting the printer.

  ➡ Preparing to Transfer the Printer

- **Head Replacement**

  Select this mode when replacing the print head.

  ➡ Replacing the Print Head

Web service setup

This item is displayed when you select ⚙ (**Setup**) on the HOME screen.

Important

- The administrator password is required to change the settings if it is enabled to change the settings on the operation panel using the administrator password.

- **Settings for Data Sending**

  Performs settings for the following data sending.

  - **Data necessary for services**
  - **Data about your activities**

- **Web service connection setup**

  The following setting items are available.

  - **Cloud Printing Center setup**

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

  - **Check Web service setup**

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

- **Issue registration code**

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

- **DNS server setup**

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

- **Proxy server setup**

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

ECO

This item is displayed when you select ⚙ (**Setup**) on the HOME screen.

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

Important

- The administrator password is required to change the settings if it is enabled to change the settings on the operation panel using the administrator password.

Note

- If this setting is changed, power consumption may increase.

- **Auto power off**

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

- **Auto power on**

  Selecting **ON** enables the printer to turn on automatically when printing data is sent to the printer.

System information

This item is displayed when you select ℹ (**Information**) on the HOME screen.

- **Current version**

  Displays the current firmware version.

- **Printer name**

  Displays the printer name currently specified.

- **Serial number**

  Displays the printer serial number.

- **Default password**

  Displays the printer's initial password by selecting **Show password**.

  If the password has been changed, it will not be displayed.

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

  Displays the MAC address for Wi-Fi.

- **MAC address (Wired LAN)**

  Displays the MAC address for wired LAN.

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

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

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

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

Job management

This item is displayed when you select ℹ (**Information**) on the HOME screen.

Important

- In order to use this menu, the setting that uses the administrator password to change settings on the operation panel needs to be enabled.
- The administrator password is required to change the settings if it is enabled to change the settings on the operation panel using the administrator password.

- **Display job history**

  Displays the job history.

- **Restrict job history access**

  This is the menu for the developer.

Setting Administrator Password on Operation Panel

The administrator password can be set or canceled.

Specifying the administrator password requires you to enter the password to use the items or change the settings below.

- **Security settings**
- **LAN settings**
- **Other printer settings**
- **Language selection**
- **Firmware update**
- **Administrator password settings**
- **Reset settings**
- **Web service setup**
- **ECO**
- **Power control**
- **Job management**

Follow the procedure below to specify the administrator password.

Important

- The administrator password is set at time of purchase. The default password is the printer serial number (9 characters) which can be found on the sticker on the printer.

1. Select ⚙ (**Setup**) on the HOME screen.

2. Select **Printer settings**.

3. Select **Administrator password settings**.

   If you have set an administrator password, enter the password.

4. Select **Change administrator password**.

5. Select the effective range of the administrator password.

   Remote UI and other tools

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

   LCD, Remote UI, and other tools

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

6. Enter new administrator password.

   ### Important

   - When changing the password, the character is limited as follows.

- Single-byte alphanumeric characters, spaces, umlaut characters, and the following symbols are available.

  - ! @ # $ % ^ & * _ ; : , . / ` = + ' " ( ) { } [ ] < > |

- Set the password according to the password policy.

  ➡ Security settings

7. Select **Apply**.

8. Enter the administrator password again.

9. Select **Apply**.

   The administrator password is available.

When You Want to Disable the Administrator Password:

After selecting ⚙ (**Setup**) on the HOME screen, select **Printer settings** > **Administrator password settings** > **Remove administrator password**. Select either item and follow the on-screen instructions to perform settings.

Checking the Total Number of Uses of Printer

You can get information on printer usage, such as the number of sheets printed.

1. Select (**Information**) on the HOME screen.

2. Select **Usage stats**.

3. Select item to check.

   Roll paper used area

   Displays the total area of roll paper used by this product.

   Total sheets used on the device

   Displays the total number of sheets printed.

Changing Printer's Setting Using Web Browser

- Start up Remote UI
- Changeable Setting Items Using Remote UI
- Setting Passwords Using Remote UI
- Registering Printer's Root Certificate to Web Browser for SSL Communication
- Registering Printer's Root Certificate to Local Computer for SSL Communication
- Generating Server Certificate
- Setting Mail Server
- Receiving Printer Status by E-mail

Start up Remote UI

You can check the printer status and change the printer settings using the web browser on your smartphone, tablet, or computer.

To check the printer status and to change the printer settings, display "Remote UI" on the web browser.

Note

- Remote UI is a software that enables you to perform operations, which are usually performed on the printer's operation panel, using a Web browser over a network.

  LAN connection with the printer is required to use Remote UI.
- You can use Remote UI on the following OS and the web browser.
  - iOS device

    Web browser: iOS standard Web browser (Mobile Safari)
  - iPadOS device

    Web browser: iPadOS standard Web browser (Mobile Safari)
  - Android device

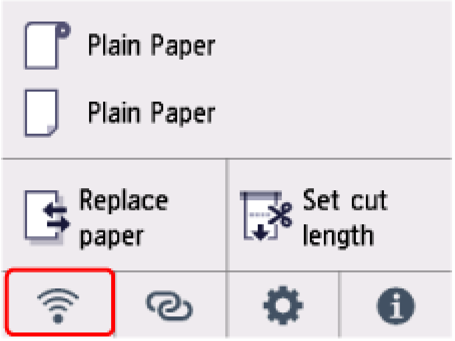
    Web browser: Android standard Web browser (Browser or Chrome)
  - macOS device

    Web browser: macOS standard Web browser (Safari)
  - Windows device

    Web browser: Microsoft Edge, Mozilla Firefox, Google Chrome
- Enable JavaScript and cookies in the web browser.

1. Check printer's IP address.

   1. Select **Network** icon on the HOME screen.

      The icon displayed on the button varies depending on the current LAN status.

      ➡ Home Screen Menu Composition

   2. Select the enabled LAN.

      Diagonal lines are displayed for disabled LAN icons.

    3. Select **See settings**.

    4. Check **IPv4 address**.

2. Open web browser on your smartphone, tablet, or computer and enter IP address.

   Enter as following in the URL field of the web browser.

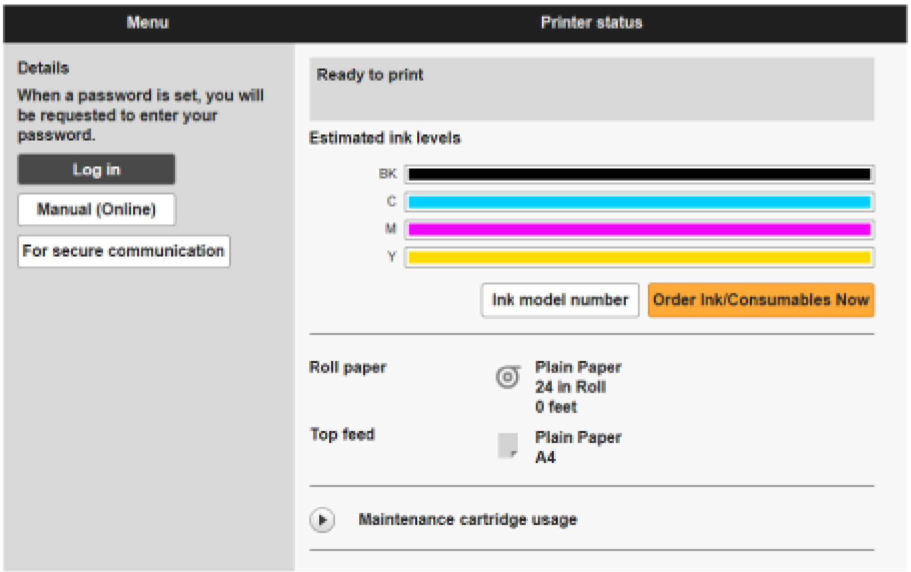
   http://XXX.XX.X.XXX

   Enter the IP address of the printer in "XXX.XX.X.XXX".

   Note

   - If you have set a DNS host name, you can also enter this.

   When you access, "Remote UI" will be displayed on the web browser on your smartphone, tablet, or computer.



Menu

Details

When a password is set, you will be requested to enter your password.

Printer status

Ready to print

Estimated ink levels

Roll paper: Plain Paper, 24 in Roll, 0 feet

Top feed: Plain Paper, A4

   Note

   - If you display Remote UI for the first time on your smartphone, tablet, or computer, download the root certificate, and then register it.

     ➡ Registering Printer's Root Certificate to Web Browser for SSL Communication

   - If the root certificate is not registered, a message to warn you that the secure connection is not guaranteed may appear.

3. Select **Log in**.

   The password authentication screen appears.

   Note

   - When the standard user mode is enabled, choose either administrator mode or standard user mode to log on.

After choosing a mode and selecting **Log in**, the password authentication screen of each mode appears.

4. Enter password.

When the password authentication is complete, the menus that can be utilized are displayed on the web browser.

Important

- The password is set at the time of purchase. The password is the printer serial number. The printer serial number is printed on the sticker attached on the printer. It consists of 9 alphanumeric characters.

  For details on setting password, see Setting Passwords Using Remote UI.

5. Confirm that the main screen of Remote UI is displayed.

For changeable setting items, see below.

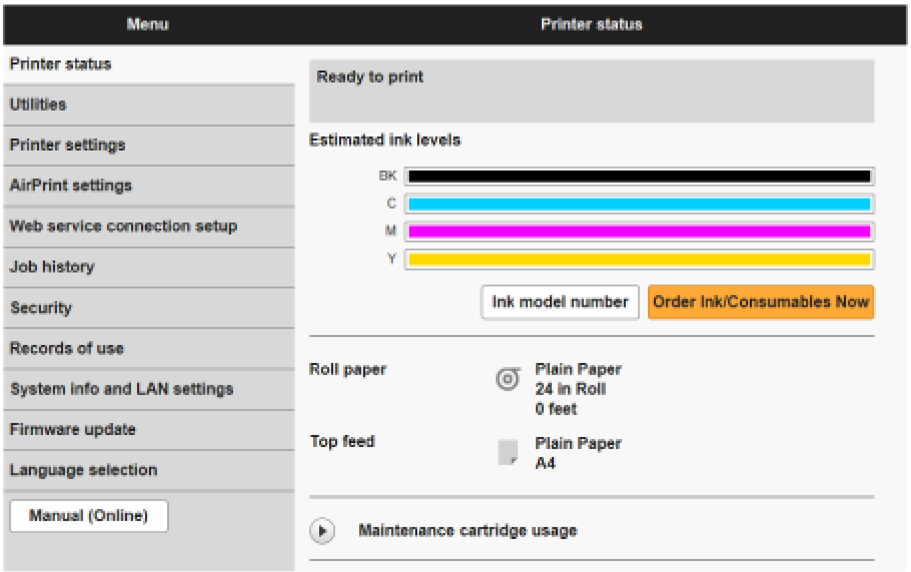
➡ Changeable Setting Items Using Remote UI

When you finish checking printer status and changing printer settings, select **Log out**.

Changeable Setting Items Using Remote UI

Note

- The item which can be used is different in administrator mode or in standard user mode.



Ready to print

Roll paper: Plain Paper
24 in Roll
0 feet

Top feed: Plain Paper
A4

Printer status

This function displays printer information such as the remaining ink amount, the status, and detailed error information.

You can also connect to the ink purchase site or support page, and use Web Services.

Utilities

This function allows you to set and perform maintenance such as cleaning.

Printer settings

You can change various settings, such as print settings.

You can disable any operations using the operation panel from **Operation panel lock** on **Custom settings**.

Note

- Some of the menu is available only when you logged on in administrator mode.

AirPrint settings

This function allows you to specify the AirPrint settings when printing with AirPrint.

Web service connection setup

This function configures web services that use printer device information.

Job history

This function allows you to display the job history and set the public setting.

Security

Set passwords, make settings related to certificates for encrypted communication, and other security settings.

Records of use

Get information on printer usage.

System info and LAN settings

- **Confirm system information**
- LAN settings

Firmware update

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

➡ Firmware update

Language selection

This function allows you to change the language on the display.

Manual (Online)

This function displays the Online Manual.

Security

- **Administrator password setting**

  ➡ Setting Passwords Using Remote UI

- **Standard user mode settings**

  Select Enable/Disable for the standard user mode.

- **TLS server settings**

  Make settings related to certificates for encrypted communication.

  Advanced TLS settings enables you to specify the range of TLS versions to be used, the algorithm to be used, and so on.

- **IEEE802.1X/EAP settings**

  - **Authentication**

    Select an authentication method for IEEE802.1X/EAP authentication.

    Note

    - In the case of using IEEE802.1X certificate, **Security** > **IEEE802.1X/EAP settings** > **CA certificate**, and register the CA certificate.
    - Supported authentication method
      - EAP-TLS(Extensible Authentication Protocol-Transport Level Security)
      - EAP-TTLS(EAP-Tunneled TLS)
      - PEAP(Protected EAP)

  - **Key and certificate settings**

    Perform settings for key and client certificate.

  - **CA certificate**

    Perform settings for the CA certificate that verifies a server certificate.

  - **Enable/disable IEEE802.1X/EAP**

    Enable or disable IEEE802.1X/EAP authentication.

- **IPsec settings**

  If enabled, you can set the IPsec security.

- **Import printer settings**

  Imports the printer security settings.

- **Export printer settings**

  Exports the printer security settings.

- **Security policy**

  Allows you to set the security policy and check the setting values.

➡ Set Up/Manage Security

- **Encryption settings**

  Performs settings related to encryption.

- **Password policy settings**

  Sets the minimum number of characters and combinations of characters that can be set for the printer passwords such as the administrator password.

- **Lockout settings**

  Performs settings for the function that locks operations that require entering the password if the incorrect password is entered a specified number of times on the password entry screen.

- **USB settings**

  Performs settings related to USB connection.

Note

- Refer to the Security Guide for details on **Security settings**.

  ➡ Set Up/Manage Security

LAN settings

- **Wi-Fi**

  Enables/Disables Wi-Fi.

- **Wireless Direct**

  Enables/Disables Wireless Direct.

- **Wired LAN**

  Enables/Disables Wired LAN.

- **Confirm LAN settings**

  The LAN setting information is displayed.

- **Advanced setup**

  - **Set printer name**

    Specifies the printer name.

    Note

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

  - **TCP/IP settings**

    Performs IPv4 or IPv6 setting.

  - **WSD settings**

    Perform settings to use WSD.

  - **Bonjour settings**

    Perform settings to use Bonjour.

  - **LPD settings**

    Perform settings for printing with LPD.

  - **RAW settings**

    Enables/Disables the RAW printing.

  - **LLMNR settings**

    Enables/disables LLMNR (Link-Local Multicast Name Resolution). If you select **Enable**, you can determine the printer's IP address from the printer name even in an environment without the DNS server.

  - **SNMP settings**

    Perform settings for using SNMP to manage and control the printer.

  - **IPP Settings**

    Perform settings for printing with IPP.

- **CHMP settings**

  Perform settings for communication at the time when printer drivers or applications acquire the information on status, paper, and job log, from the printer.

  Selecting **Enable HTTPS redirection** redirects the communication using CHMP to encrypted communication.

  Note

  - To use CHMP for encrypted communication, you need to register the printer's root certificate to your computer.

    ➡ Registering Printer's Root Certificate to Local Computer for SSL Communication
  - CHMP is a Canon proprietary protocol.

- **DRX settings**

  When enabled, data is received intermittently during network connection.

- **IP filtering**

  Allows or denies access for specific IP addresses.

  Settings for both IPv4 and IPv6 addresses can be specified.

  Important

  - If the device address for the administrator has been set to rejection by mistake, select ⚙ (**Setup**) on the HOME screen of the operation panel, and then select **Printer settings** > **Reset settings** > **LAN settings only** in this order, and initialize network information of the printer.

    After resetting, perform setup again as necessary.

- **MTU**

  Performs the MTU settings.

- **Easy wireless connect settings**

  When set to **Auto start: ON**, the device will automatically put into the standby mode for easy wireless connect.

  To prevent the device from putting into the standby mode for easy wireless connect at unintended times, set to **Auto start: OFF**.

Setting Passwords Using Remote UI

Each of passwords for administrator and standard user can be set.

When logging on with password for administrator, all settings can be changed.

When logging on with password for standard user, some of the settings can be changed.

➡ Setting Administrator Password
➡ Setting Standard User Password

Note

- Password can be set only when you are logged in administrator mode.
- The standard user password is disabled by default.

Setting Administrator Password

Change the administrator password by following the steps below.

Important

- The password is set at the time of purchase. The password is the printer serial number. The printer serial number is printed on the sticker attached on the printer. It consists of 9 alphanumeric characters.

1. Start up Remote UI.

   ➡ Start up Remote UI

2. Select **Security**.

3. Select **Administrator password setting**.

4. Select **Change administrator password**.

   If an administrator password is not specified, the confirmation message appears. Confirm the message and select **Yes**. When message appears again, confirm it and select **OK**.

5. Select range where administrator password is valid and select **OK**.

   Remote UI and other tools
   Entering the administrator password is required to change the setting items using the Remote UI or some software.

   Operation panel/Remote UI/other tools
   Entering the administrator password is required to change the setting items using the operation panel of the printer, the Remote UI, or some software.

6. Enter password and select **OK**.

   Important

   - The following character restrictions apply to the password:

    - The allowed characters are single-byte alphanumeric characters, blank space, umlaut characters, and the below characters.

      - ! @ # $ % ^ & * _ ; : , . / ` = + ' " ( ) { } [ ] < > |

    - Set the password according to the password policy.

      ➡ Security settings

7. When completion message appears, select **OK**.

Setting Standard User Password

For restricting the function for standard user, enable the standard user mode and set a standard user password by following the steps below.

1. Start up Remote UI.

   ➡ Start up Remote UI

2. Select **Security**.

3. Select **Standard user mode settings**.

4. Confirm the message and select **Yes**.

5. Enter password and select **OK**.

   Important

   - The following character restrictions apply to the password:
     - The allowed characters are single-byte alphanumeric characters, blank space, umlaut characters, and the below characters.

       - ! @ # $ % ^ & * _ ; : , . / ` = + ' " ( ) { } [ ] < > |

     - Set the password according to the password policy.

       ➡ Security settings

6. When completion message appears, select **OK**.

Registering Printer's Root Certificate to Web Browser for SSL Communication

If the printer's root certificate has not been registered to the web browser, a message to warn you that the secure connection is not guaranteed may appear.

When you display Remote UI for the first time on your smartphone, tablet, or computer, download the root certificate, and then register it to the web browser. The secure connection will be confirmed and a message will not appear. However, the message may appear depending on a web browser even after you have registered the root certificate.

How to register the root certificate varies depending on the web browser.

Operating procedure may differ depending on the version of your web browser. For other web browser, refer to each help.

Important

- Make sure that you have accessed to the printer IP address correctly by checking the URL field of the web browser before registering the root certificate.
- If the printer is connected via IPv6 using Windows, you need to generate a server certificate using Remote UI.

  For details, see Generating Server Certificate.

For Microsoft Edge

1. Select **For secure communication** on Remote UI.

2. Select **Download**.

   Downloading the root certificate is started.

3. If confirmation screen appears, select **Open**.

   Certificate screen is displayed.

   ### Note

   - To save the certificate file and register it, select **Save**. To register, select **Control Panel** > **Network and Internet** > **Internet Options**, and register the root certificate from **Certificates** on **Content** sheet.

4. Select **Install Certificate**.

   Certificate Import Wizard screen is displayed.

5. Select **Next**.

6. Select **Place all certificates in the following store**.

7. Select **Browse**.

Select Certificate Store screen is displayed.

8. Select **Trusted Root Certification Authorities** and **OK**.

9. Select **Next** on **Certificate Import Wizard** screen.

10. If **Completing the Certificate Import Wizard** appears, select **Finish**.

    Security Warning screen is displayed.

11. Make sure that thumbprint on **Security Warning** screen matches printer's thumbprint.

    To display the printer's root certificate thumbprint in **Root cert. thumbprint (SHA-1)** or **Root cert. thumbprint (SHA-256)**, select ℹ (**Information**) on the HOME screen of the operation panel, and then select **System information**.

12. If thumbprint on **Security Warning** screen matches printer's thumbprint, select **Yes**.

13. Select **OK** on **Certificate Import Wizard** screen.

    The root certificate registration is completed.

For Safari

1. Select **For secure communication** on Remote UI.

2. Select **Download**.

   Downloading the root certificate is started.

3. Open the downloaded file.

   Keychain access starts up and **Add Certificates** screen is displayed.

4. Select **Add**.

   Information on the certificate is displayed.

   Note

   - You can also add the certificate by selecting **Show Certificate**, checking certificate name to add, and then selecting the same certificate on Keychain access.

5. Make sure that fingerprint of certificate detail information matches printer's thumbprint.

   To display the printer's root certificate thumbprint in **Root cert. thumbprint (SHA-1)** or **Root cert. thumbprint (SHA-256)**, select ℹ (**Information**) on the HOME screen of the operation panel, and then select **System information**.

6. If fingerprint of certificate detail information matches printer's thumbprint, display information on certificate from the menu or by double-clicking the certificate, and select **Always Trust** on **Trust**.

   The root certificate registration is completed.

   Note

   - If a password is set on your device, entering a password may be required.

For Chrome on Android

1. Select **For secure communication** on Remote UI.

2. Select **Download**.

   Downloading the root certificate is started and then **Name the certificate** screen is displayed.

3. As entering the root certificate name is required, enter an arbitrary certificate name and select **OK**.

   The root certificate registration is completed.

   Note

   - If PIN or password is not set as security type, the attention screen may appear. Select **OK**, and then set the security type to PIN or password.

After Root Certificate Registration

We recommend that you make sure that the correct root certificate has been registered.

To make sure that the correct root certificate has been registered, make sure that thumbprint of certificate information matches printer's thumbprint. Follow the steps below.

Note

- Some Android devices cannot be checked the thumbprint of a registered route certificate.

1. From **Settings** menu on your device, select **Security**, **Trust credentials**, and **USER**.

   The list of downloaded certificates appears.

2. Select downloaded certificate.

   The certificate information appears.

3. Make sure that thumbprint of certificate information matches printer's thumbprint.

   To display the printer's root certificate thumbprint in **Root cert. thumbprint (SHA-1)** or **Root cert. thumbprint (SHA-256)**, select ℹ (**Information**) on the HOME screen of the operation panel, and then select **System information**.

4. If thumbprint of certificate information screen matches printer's thumbprint, select **OK**.

   The root certificate registration is completed.

   If the message to warn you that the secure connection is not guaranteed appears when you select **Log in** on Remote UI after registering the root certificate, restart the web browser. The message will not appear on the web browser.

Note

- Depending on the Android device, a warning may appear even after registering the proper root certificate.

For Mobile Safari on iOS

1. Select **For secure communication** on Remote UI.

2. Select **Download**.

   Downloading the root certificate is started and then **Install Profile** screen is displayed.

3. Select **Install**.

   Warning screen is displayed.

   Note

   - If a password is set on your device, entering a password may be required.

4. Select **Install**.

5. Select **Install** on displayed dialog.

   The root certificate registration is completed.

Registering Printer's Root Certificate to Local Computer for SSL Communication

To use Device Management Console or Accounting Manager, etc. when you connect the printer to a computer using SSL encrypted communication, you need to register (import) the printer's root certificate to your computer.

Procedure to register the certificate varies depending on your operation environment.

Important

- If the printer is connected via IPv6 using Windows, you need to generate a server certificate using Remote UI.

  For details, see Generating Server Certificate.

Operation procedure may differ depending on your OS version.

For Windows 11/Windows 10/Windows 8.1

The procedure below describes how to import a root certificate in Windows 11/Windows 10/Windows 8.1.

1. Start up Remote UI.

   ➡ Start up Remote UI

2. Select **For secure communication**.

   Note

   - You can download a certificate from Status Monitor.

     1. Open status monitor.

        Open the **Printing preferences**, and select **Status Monitor...** on **Main**.

     2. Download a certificate.

        Select **Download Security Certificate** from the **Remote UI** menu.

3. Select **Download**.

   The root certificate will be downloaded.

4. When download confirmation screen is displayed, select **Open**.

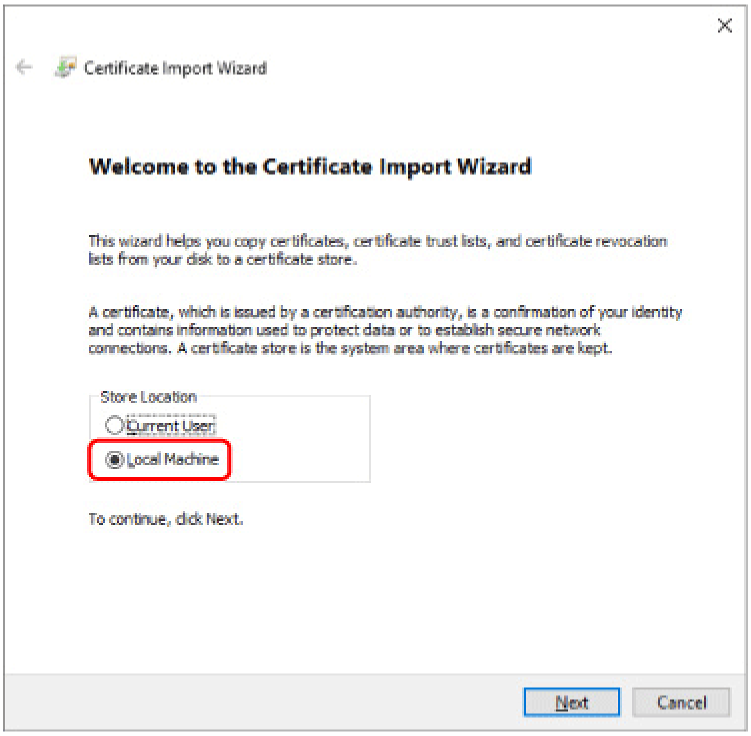
   The **Certificate** screen appears.

5. Select **Install Certificate**.

   The **Certificate Import Wizard** screen appears.

6. Select **Local Machine**.

    1. Select **Local Machine** on the startup screen of **Certificate Import Wizard**.



Welcome to the Certificate Import Wizard

This wizard helps you copy certificates, certificate trust lists, and certificate revocation lists from your disk to a certificate store.

A certificate, which is issued by a certification authority, is a confirmation of your identity and contains information used to protect data or to establish secure network connections. A certificate store is the system area where certificates are kept.

Store Location
○ Current User
● Local Machine

To continue, click Next.

    2. Select **Next**.

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

       The **Certificate Store** screen appears.

7. Select **Place all certificates in the following store**.

8. Select **Trusted Root Certificate Authorities**.

    1. Select **Browse** to open the **Select Certificate Store** screen.

    2. Select **Trusted Root Certificate Authorities** from the list and select **OK**.

    3. Select **Next** on the **Certificate Store** screen.

9. Select **Finish**.

   When the **Completing the Certificate Import Wizard** screen appears, check the settings and select **Finish**.

For Windows 7

The procedure below describes how to import a root certificate in Windows 7.

Important

- Be sure to create a certificate snap-in before importing a root certificate.

  The root certificate will be registered to the local user if you import it without creating a certificate snap-in.

Creating Certificate Snap-in

1. Start up Microsoft Management Console.

   Enter **MMC** on **Search programs and files** in the **Start** menu and press the Enter key.

2. Select **Yes** on displayed screen.

3. Select **Add/Remove Snap-in** from **File** menu.

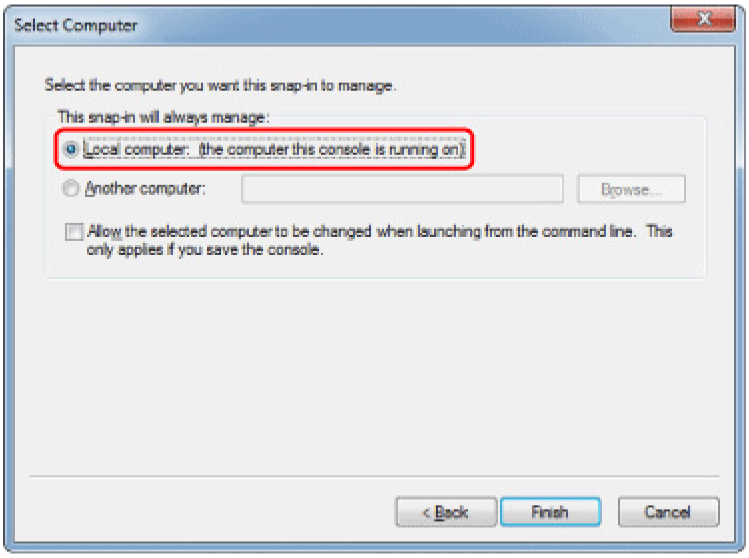
   The **Add or Remove Snap-ins** screen appears.

4. Add **Certificate** snap-in.

   1. Select **Certificates** from **Available snap-ins** list and select **Add**.

   2. Select **Computer account** for **This snap-in will always manage certificates for** on the **Certificates snap-in** screen and select **Next**.

   3. Select **Local computer** on the **Select computer** screen and select **Finish**.

      Select Computer

      Select the computer you want this snap-in to manage.

      This snap-in will always manage:

      ● Local computer: (the computer this console is running on)

      ○ Another computer:

      ☐ Allow the selected computer to be changed when launching from the command line. This only applies if you save the console.

   4. Select **OK** on the **Add or Remove Snap-ins** screen.

Downloading Certificate

1. Start up Remote UI.

   ➡ Start up Remote UI

2. Select **For secure communication**.

   Note

   - You can download a certificate from Status Monitor.

     1. Open status monitor.

Open the **Printing preferences**, and select **Status Monitor...** on **Main**.

2. Download a certificate.

   Select **Download Security Certificate** from the **Remote UI** menu.

3. Select **Download**.

4. Select **Save**.

Importing Certificate

1. Open **Certificate Import Wizard**.
   1. On the left window, open **Trusted Root Certificate** from **Certificate** on **Console Root**.
   2. Right-click **Certificates** and select **Import** from **All tasks**.
2. Specify certificate file to import.
   1. Select **Next**.
   2. Specify the certificate file to import on **File name** and select **Next**.
3. Specify certificate store.
   1. Select **Place all certificates in the following store**.
   2. Select **Trusted Root Certificate Authorities** for **Certificates Store**.
4. Finish certificate import wizard.
   1. Select **Next** and check the specified settings.
   2. Select **Finish** to finish the wizard.
   3. Select **OK** on the displayed screen.

Checking Imported Certificate

Make sure the imported certificate has been registered to your computer.

1. Display certificate list.

   On the left window of Microsoft Management Console, select **Console Root** > **Certificates (Local Computer)** > **Trusted Root Certificate Authorities** in this order, and Select **Certificates** to display the certificate list.

2. Check registered certificate.

   Make sure the imported certificate name is displayed on the list.

   Note

   - Make sure you can see the registered certificate from **Current user** by creating the **Current user** snap-in.

Note

- When you finish Microsoft Management Console, a message asking you whether to save the console setting. If you continue to apply the same settings next, select **Yes** to save.

For macOS

The procedure below describes how to import a root certificate in macOS.

1. Start up Remote UI.

   ➡ Start up Remote UI

2. Select **For secure communication**.

3. Select **Download**.

   The root certificate will be downloaded.

4. Open downloaded certificate file.

   When the download procedure is completed, a downloaded item pops up on the right of the screen.

   Double-click the downloaded certificate on the list starts up **Keychain Access** and the **Add Certificates** screen appears.

   Note

   - If the downloaded item does not pop up, select the **Show Downloads** ⬇ button on the right.
   - Selecting the magnifying glass icon on the right of download list displays the folder containing the certificate.

5. Select **Add**.

   Select the destination for the certificate on **Keychain**.

   Selecting **Add** displays information on the certificate.

   Note

   - You can add the certificate by selecting the same certificate on **Keychain Access**. Check the name of certification to add after selecting **View Certificates**.

6. Check certificate.

Make sure the fingerprint of certificate shown on **Details** corresponds with the root certificate thumbprint of the printer.

To display the printer's root certificate thumbprint in **Root cert. thumbprint (SHA-1)** or **Root cert. thumbprint (SHA-256)**, select ℹ (**Information**) on the HOME screen of the operation panel, and then select **System information**.

7. Select **Always Trust**.

   If the fingerprint of certificate detail information matches printer's thumbprint, display information on certificate from the menu or by double-clicking the certificate, and select **Always Trust** on **Trust**.

   The root certificate has been registered.

   Note

   - Entering the password may be required if you specify it for your printer.

Generating Server Certificate

When you use SSL connection via IPv6 network, you need to generate an IPv6 server certificate using the printer.

Generate the server certificate from Remote UI.

Follow the procedure below.

1. Checking Printer's IP Address
2. Generating Server Certificate
3. Checking Generated Server Certificate

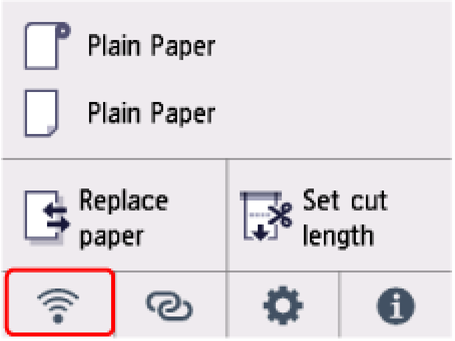
Important

- If you generate an IPv6 server certificate, a warning message may appear if you are using Remote UI.

  To reset the IPv6 server certificate, select **Security** > **TLS server settings** > **Delete key and certificate** in this order, and select **OK** on the displayed screen.

Checking Printer's IP Address

1. Select **Network** icon on the HOME screen.



The icon displayed on the button varies depending on the current LAN status.

➡ Home Screen Menu Composition

2. Select the enabled LAN.

Diagonal lines are displayed for disabled LAN icons.

3. Select **See settings**.

4. Check the value on **IPv6 link-local address**.

Write down the value on **IPv6 link-local address** for your reference when you generate a server certificate.

Generating Server Certificate

1. Start up Remote UI.

   ➡ Start up Remote UI

2. Select **Security**.

3. Select **TLS server settings**.

4. Select **Generate key and certificate**.

5. Select **Generate self-signed cert**.

6. Specify each setting item.

   - **Key algorithm**

     Specify the signature algorithm and key information.

   - Specify the expiration date.

     Enter the date you generated the server certificate on **Valid from**.

     Enter the date the server certificate expires on **Valid to**.

   - Enter the common name.

     On **Common name**, enter the **IPv6 link-local address** you checked in abbreviated form.

   Note

   - When you enter the common name, add [ ] to each end of the abbreviation value of the printer's IPv6 address.
   - Do not use a comma or make a space for the common name.

7. Select **Next**.

   Enter **Country**, **State or province**, **Locality**, **Organization** and **Organizational unit** as required.

   Enter the same information in **Subject Alternative Names** as in **Common name**.

8. Select **Generate**.

   The server certificate starts to be generated.

   When the server certificate has been generated, **Generated a self-signed certificate.** appears.

9. Select **Restart LAN**.

   LAN will be restarted.

   When LAN has been restarted, **Printer status** on Remote UI appears.

   Note

   - If you cannot access to Remote UI after you restart LAN, reload your web browser.

Checking Generated Server Certificate

1. Select **Security** on Remote UI.

2. Select **TLS server settings**.

3. Select **Check key and certificate**.

   Make sure the issuer of the root certificate is displayed on **Issued by**, and the value you entered is displayed on **Common name** on **Subject**.

Setting Mail Server

To use mail function, specify the mail server settings.

Note

- If you did not specify the time zone setting using the printer's operation panel, a message to inform you that the correct time may not be reflected on the sent e-mail appears. We recommend that you set the time zone setting using the printer's operation panel.

  ➡ Other printer settings

- These functions can be set only when you are logged in administrator mode.

1. Start up Remote UI.

   ➡ Start up Remote UI

2. Select **Printer settings**.

3. Select **Set mail server / test connect**.

4. Select **Set mail server**.

5. Specify mail server settings.

   Specify the following items.

   - **Sender address**

     Enter the e-mail address of the sender (this printer).

   - **Outgoing mail server (SMTP)**

     Enter the address of your SMTP server.

   - **Port number (SMTP)**

     Enter the port number of your SMTP server.

   - **Secure connection (SSL)**

     Select if you use the secure connection (SSL).

   - **Don't verify certificates**

     Select if you do not verify the certificate.

   - **Authentication**

     Select one of the following authentication methods.

     - **SMTP authentication**

       Select if you send e-mail with SMTP authentication.

       Next, you can specify the following settings.

       - **Outgoing account**

         Enter the account name for sending to perform the authentication.

    - **Outgoing password**

      Enter the password for sending to perform the authentication.

  - **POP before SMTP**

    Select if you send e-mail with POP before SMTP authentication.

    Next, you can specify the following settings.

    - **Incoming mail server (POP3)**

      Enter the address of your POP server.

    - **Port number (POP3)**

      Enter the port number of your POP server.

    - **Incoming account**

      Enter the account name for receiving to perform the authentication.

    - **Incoming password**

      Enter the password for receiving to perform the authentication.

    - **Use APOP authentication**

      Select if you send the password by the encryption transmission.

    - **Clear mailbox**

      Select if you delete the e-mails that remain in the POP3 server.

      Important

      - When this setting is enabled, e-mail in the Inbox on the server will have all been removed. If you specify the e-mail address of your everyday, be sure to disable this setting as unread e-mail is not deleted. We recommend that you prepare this printer dedicated e-mail account not to accidentally delete the unread e-mail.

  - **No authentication**

    Select if the authentication is not necessary.

6. Select **OK**.

   The setting operation is completed.

Receiving Printer Status by E-mail

You receive the printer status information such as the remaining ink level and the error from the printer.

Note

- Specify the mail server settings in advance.

  ➡ Setting Mail Server

- If you did not specify the date and time setting using the printer's operation panel, the date and time may not be reflected on the sent e-mail. We recommend that you set the date and time setting using the printer's operation panel.

  For the date and time setting, see Other printer settings.

- These functions can be set only when you are logged in administrator mode.

1. Start up Remote UI.

   ➡ Start up Remote UI

2. Select **Printer settings**.

3. Select **Status notification email**.

4. Select **Notification recipients**.

5. Specify destination settings.

   Up to 5 destinations can be registered by following the steps below.

    1. Select number of destination.

    2. Select **Add**.

    3. Enter e-mail address, and then select printer status to send information.

    4. Select **OK**.

       The registration for destination is completed.

6. Select **Printer settings**.

7. Select **Status notification email**.

8. Select **Retry settings**.

9. Specify resending settings.

   The number of resending can be specified by following the steps below.

    1. Specify number of resending.

2. Specify interval of resending.

3. Select **OK**.

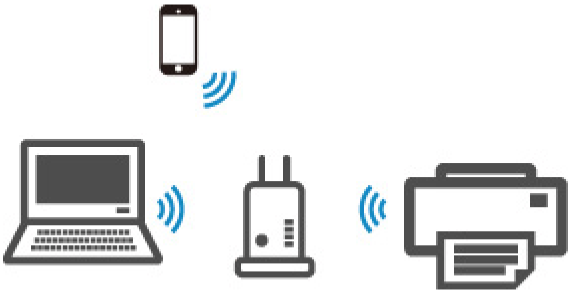
   The resending setting is completed.

Network Setting

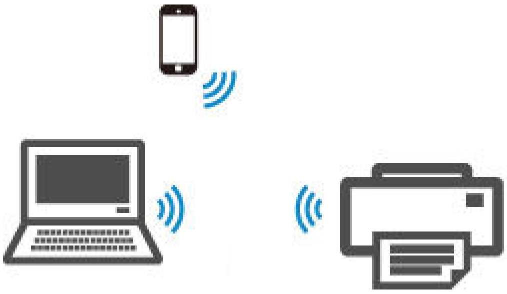
Printer Connection Methods

4 connection methods are available on the printer.

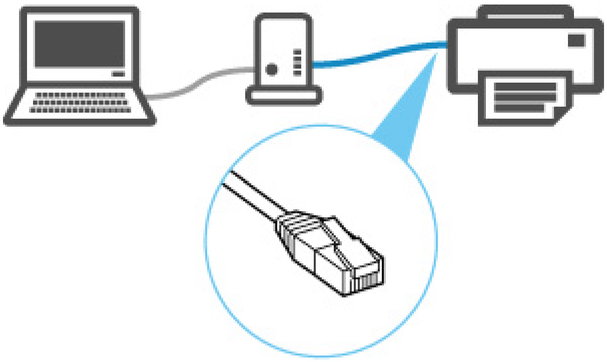
- **Wi-Fi Connection**



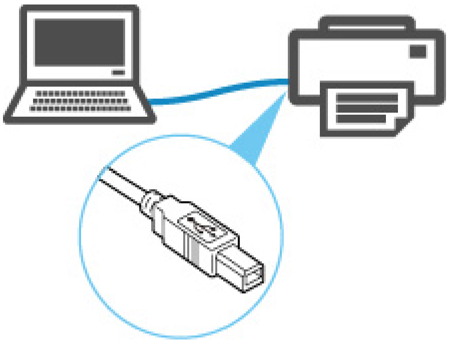
- **Wireless Direct Connection**



- **Wired Connection**



- **USB Connection**



The printer cannot use a wired LAN connection simultaneously with a Wi-Fi or wireless direct connection.

When connecting another device while the devices are already connected to the printer, connect using a method other than the above.

➡ Restrictions

Important

- 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.

Wi-Fi Connection

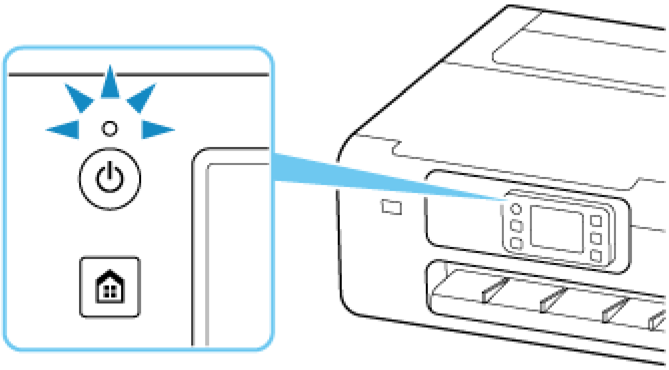
Follow the procedure below to setup a printer.

Note

- Refer to the following notes when connecting to Wi-Fi.
  - ➡ Notes on Wi-Fi Connection

1. Make sure printer is turned on before starting wireless connection setup.

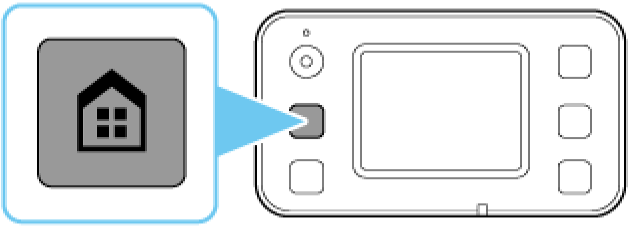
   If the power is on, the **ON** lamp will be lit.



Important

- If printer is performing cleaning, print head alignment, or other processes, wait for the process to finish, before starting setup.

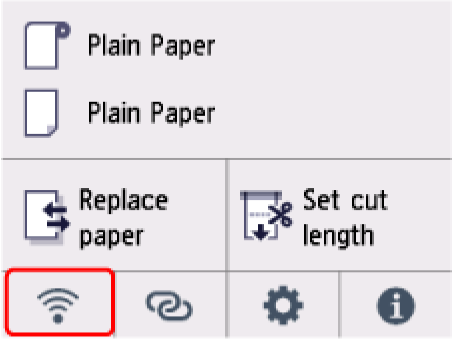
2. Press the **HOME** button.



Note

- If an error screen appears, select **OK**, and then press the **HOME** button.

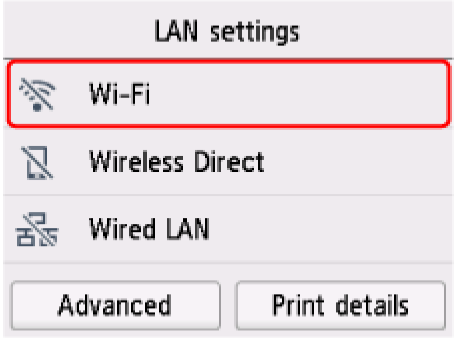
3. On the HOME screen, select the **Network** icon.



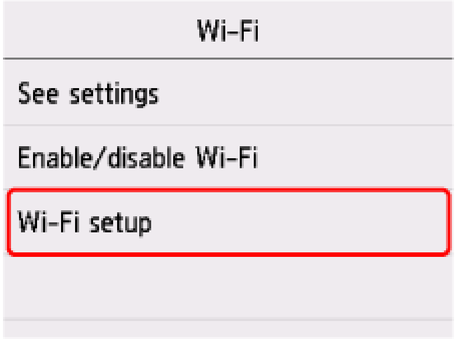
Depending on the current LAN status, the icon displayed on the button may differ.

➡ Home Screen Menu Composition

4. Select **Wi-Fi**.



5. Select **Wi-Fi setup**.



6. Select a connection method below.

Easy wireless connect

Set wireless router information to the printer directly from a device (such as a computer), without operating the wireless router

Easy wireless connect may take some time. Internet connection may become temporarily unavailable during setup.

Easy wireless connect is not available on Chrome OS or Windows 10 in S mode. Select **Other connection types**.

Manual connect

Connect to wireless router using a password

WPS

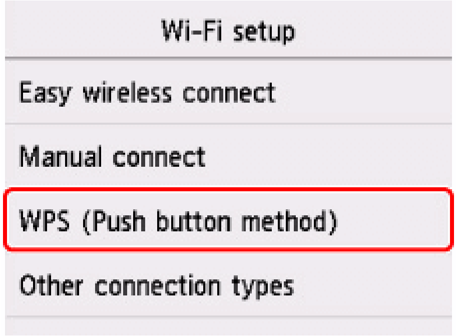
Connect to a WPS-compatible wireless router

WPS (PIN Code) Connection

A wireless connection can also be set up by using the WPS PIN code method

WPS Connection

1. Select **WPS (Push button method)**.



Wi-Fi setup

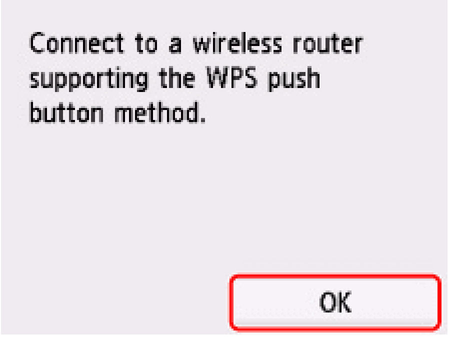
Easy wireless connect

Manual connect

WPS (Push button method)

Other connection types

2. Select **OK**.



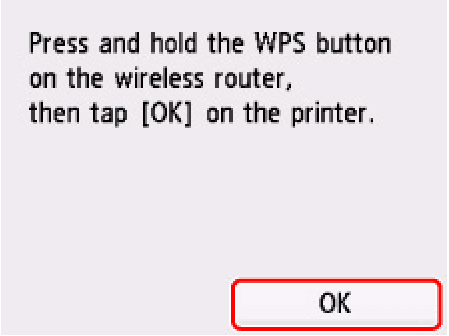
Connect to a wireless router supporting the WPS push button method.

3. Press and hold the WPS button on the wireless router.

Note

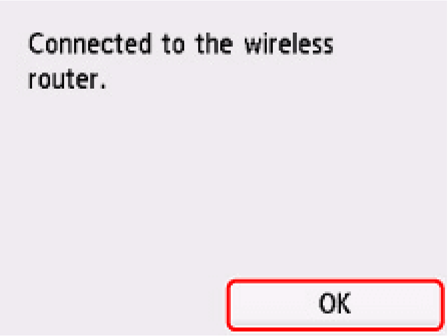
- For more on pressing the WPS button, see the wireless router manual.

4. Select **OK** on the printer within 2 minutes.



Press and hold the WPS button on the wireless router, then tap [OK] on the printer.

5. When the screen on the below appears, select **OK**.



Connected to the wireless router.

6. Press the **HOME** button.

   The network connection setup is now complete.

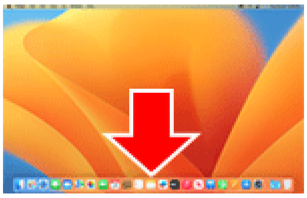
   Once connection is complete, appears on the screen.

   If performing setup with software, return to the software and proceed with the installation.

   Windows

   Click (or) on the taskbar at the bottom of the screen, follow the on-screen instructions to proceed with setup.

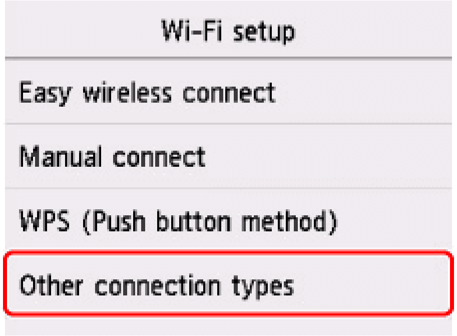
   macOS

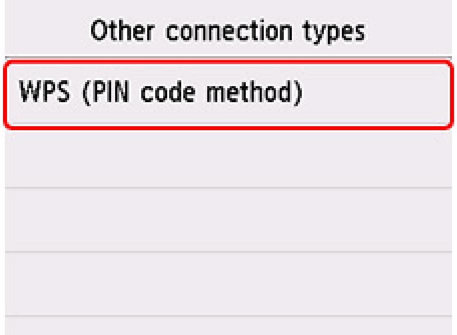
   Click on the Dock at the bottom of the screen, and follow the on-screen instructions to proceed with setup.

WPS (PIN Code) Connection

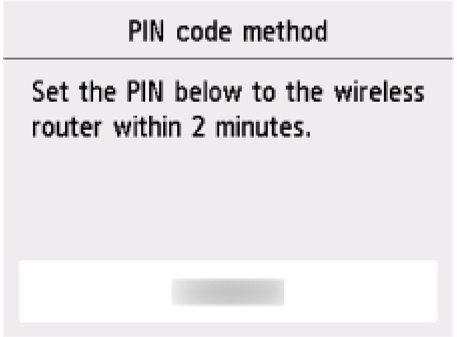
1. Select **Other connection types**.



2. Select **WPS (PIN code method)**.

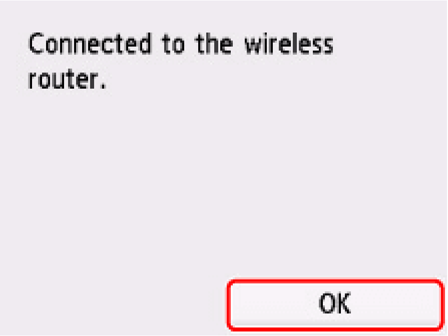


3. Follow the on-screen instructions on a computer to set a PIN code on the wireless router.



Set the PIN below to the wireless router within 2 minutes.

4. When the screen on the below appears, select **OK**.



Connected to the wireless router.

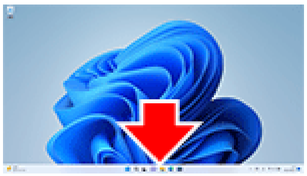
5. Press the **HOME** button.

The network connection setup is now complete.

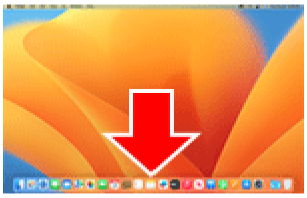
Once connection is complete, 📶 appears on the screen.

If performing setup with software, return to the software and proceed with the installation.

Windows

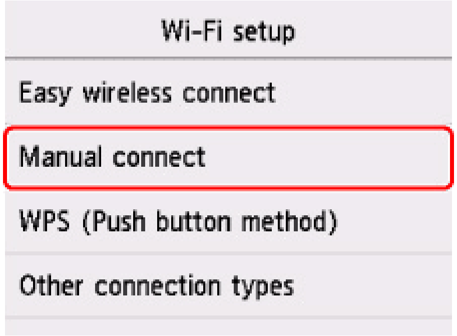
Click 📦 (or 🖨) on the  taskbar at the bottom of the screen, follow the on-screen instructions to proceed with setup.

macOS

Click 📦 on the  Dock at the bottom of the screen, and follow the on-screen instructions to proceed with setup.

Manual connect

1. Select **Manual connect**.

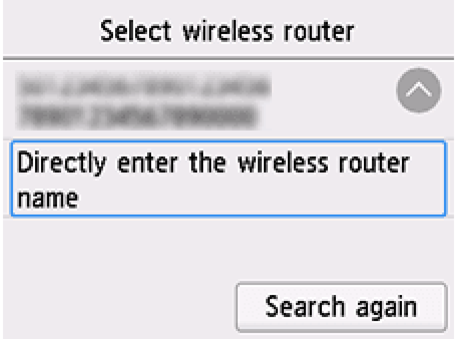


2. Select your wireless router.

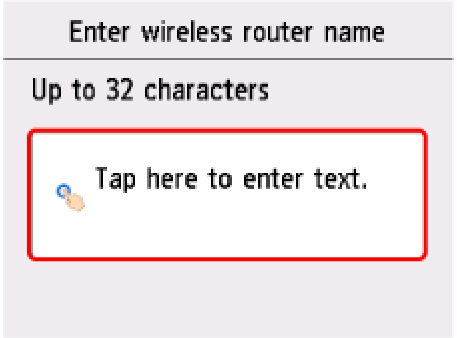
   If you select a Wi-Fi router name, proceed to step 8 and continue with the settings.

   If you select "**Directly enter the wireless router name**", proceed to step 3 and continue with the settings.

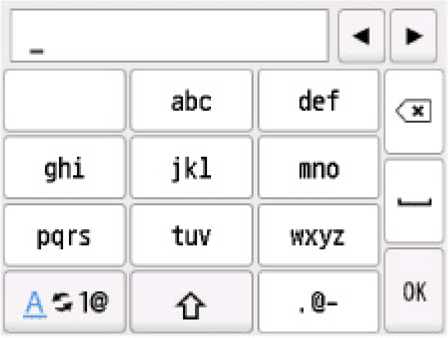
   If "**Failed to connect to the wireless router.**" appears, see "Failed to connect to the wireless router." Appears.



3. Select the input area.

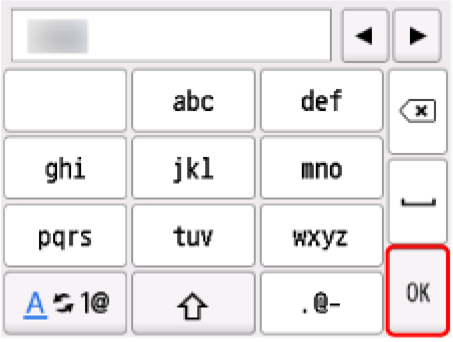


4. Enter the wireless router name (SSID). Text entry is case-sensitive.



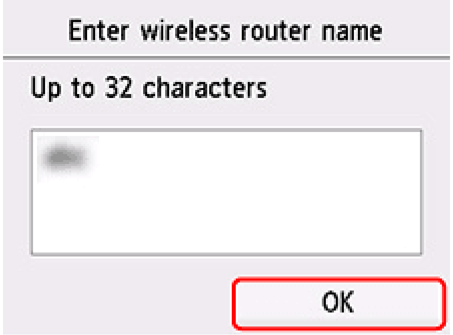
If you don't know your wireless router name, see the wireless router manual or contact its manufacturer.

5. Select **OK**.



6. Make sure the wireless router name (SSID) is correct.

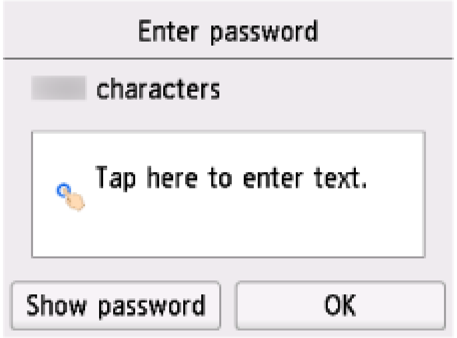
7. Select **OK**.


Enter wireless router name

Up to 32 characters

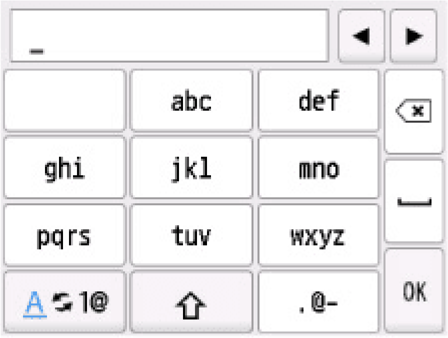
8. The screen below will appear.

If "**Connected to the wireless router.**" appears, the network does not require a password. Continue from step 13.



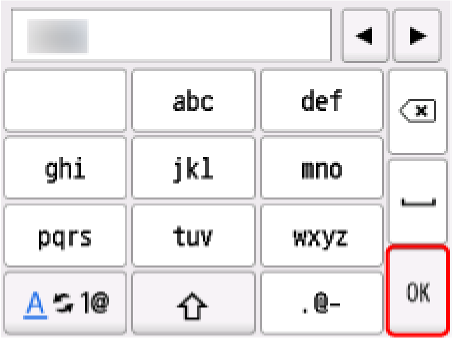
9. Select the input area.

10. Enter the password. Text entry is case-sensitive.

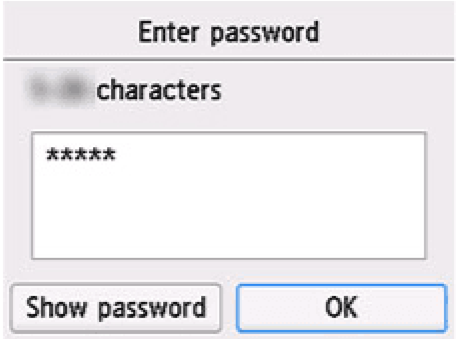


If you don't know the password for your wireless router, see the wireless router manual or contact its manufacturer.

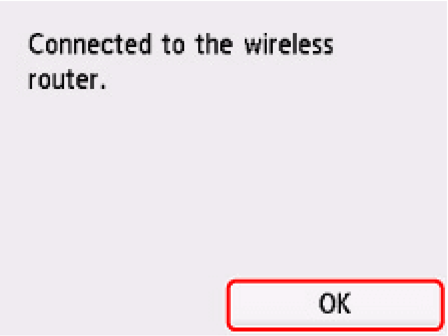
11. Select **OK**.



12. Select **OK**.



13. When the screen on the below appears, select **OK**.



Connected to the wireless router.

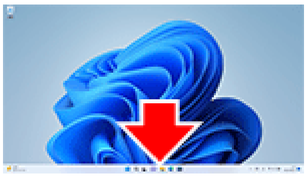
14. Press the **HOME** button.

The network connection setup is now complete.

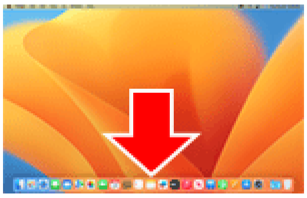
Once connection is complete, 📶 appears on the screen.

If performing setup with software, return to the software and proceed with the installation.

Windows

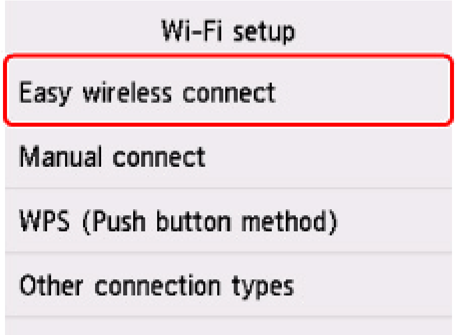
Click (or) on the  taskbar at the bottom of the screen, follow the on-screen instructions to proceed with setup.

macOS

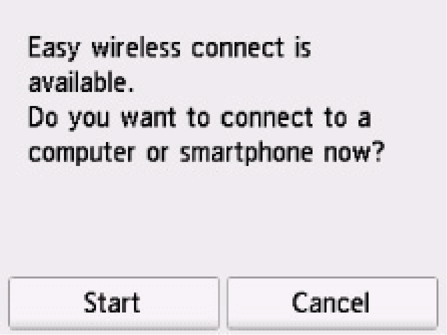
Click on the  Dock at the bottom of the screen, and follow the on-screen instructions to proceed with setup.

Easy wireless connect

1. Select **Easy wireless connect**.

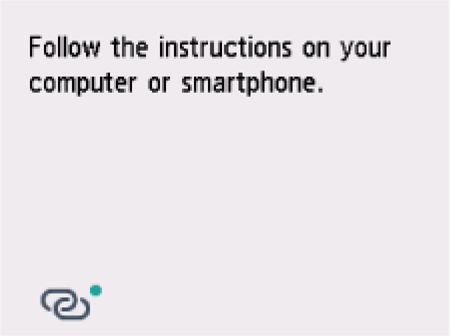


2. Select **Start**.



Easy wireless connect is available.
Do you want to connect to a computer or smartphone now?

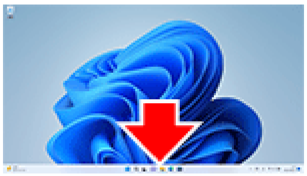
3. When the printer preparation is complete, the screen below appears.



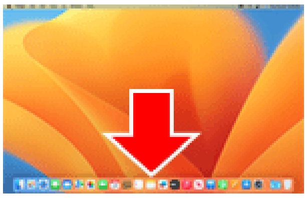
Follow the instructions on your computer or smartphone.

4. Return to the application software and proceed with the setup.

Windows

Click (or) on the  taskbar at the bottom of the screen, follow the on-screen instructions to proceed with setup.

macOS

Click 📦 on the  Dock at the bottom of the screen, and follow the on-screen instructions to proceed with setup.

Wireless Direct Connection

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)

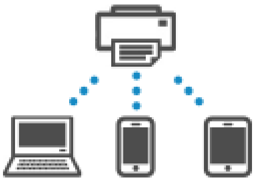
This section describes Wireless Direct, which allows you to print by connecting the devices to the printer directly.

Important

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

  ➡ Restrictions

Connecting a smartphone/tablet/computer to the printer

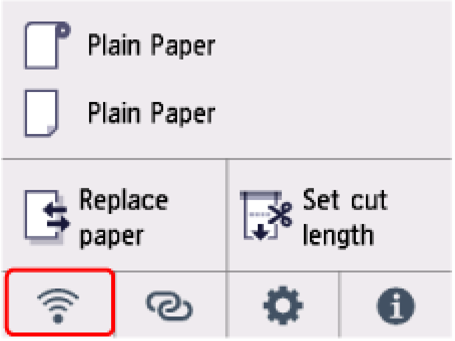


1. Enable Wi-Fi function on smartphone/tablet/computer.

   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. On the HOME screen, select the **Network** icon.

   The icon displayed on the button varies depending on the current LAN status.

   ➡ Home Screen Menu Composition

3. Select **Wireless Direct**.

4. Select **Connect to smartphone**.

5. Select **iPhone/iPad** to connect with an iPhone/iPad, **Android device** to connect with an Android device, and **Others** to connect with other device.

   - **iPhone/iPad**

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

        The iPhone/iPad is connected to the printer.

     Note

     - If the QR code cannot be read, press the **Back** button in the screen displayed QR code and connect the printer from **Connect to smartphone** > **Others**.

   - **Android device**

     1. Select **QR Code**.
     2. Scan the displayed QR code with the Android device in one of the following ways.
        - Select network and Wi-Fi on the setting of Android device. Select **QR code** icon to the right of the **Add network** at the bottom of the list of Wi-Fi connections and scan the QR code.
        - Scan the displayed QR code with the Android standard camera app or smartphone/tablet app Canon.
        - Scan the displayed QR code with a QR code reading app.

        The Android device is connected to the printer.

        Note

        - Wireless Direct using QR code can be used with Android 5.0 or later.
        - It is available in Android 10 or later to scan QR code from setting and read QR code with the Android standard camera.
        - Depending on the smartphone/tablet, QR code may not be readable.
        - If the QR code cannot be read, press the **Back** button in the screen displayed QR code and connect the printer from **Connect to smartphone** > **Others**.

   - **Others**

     1. Select **Next**.

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

        Note

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

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

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

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

   Note

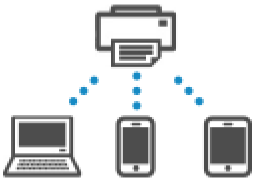
   - If the printer is set to display a confirmation screen in **Connection request confirmation** of Changing Wireless Direct Setting, when the wireless direct compatible device connects to the printer, a confirmation screen asking for permission to connect is displayed on the printer operation panel.

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

You can print from your smartphone or tablet by installing the App. Download it from App Store and Google Play.

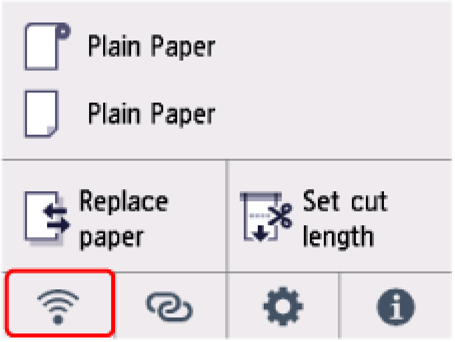
➡ For iOS device
➡ For Android device

Changing Wireless Direct Setting



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

1. On the HOME screen, select the **Network** icon.

   The icon displayed on the button varies depending on the current LAN status.

   ➡ Home Screen Menu Composition

2. Select **Wireless Direct**.

   Note

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

     Select **Enable/disable Wireless Direct** on the menu screen displayed when selecting **Wireless Direct** and enable Wireless Direct.

3. Select a setting item.

   Scroll down if necessary.

   - **See settings**

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

   - **Change network name (SSID)**

     Change the identifier (SSID) for Wireless Direct.

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

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

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

          You can check the updated setting.

     Note

     - To show the password, select **Show password**. To hide the password, select **Hide password**.

   - **Change password**

     Change the password for Wireless Direct.

     - To set manually
       1. Select **Change manually**.
       2. Select the displayed password.
       3. Enter the new password (10 characters).

          Change using the keyboard that appears.
       4. When you have finished making changes, select **OK**.
     - To set automatically
       1. Select **Auto update**.
       2. Select **Yes**.

          You can check the updated setting.

     Note

     - To show the password, select **Show password**. To hide the password, select **Hide password**.

   - **Connection request confirmation**

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

If you want the printer to display the screen to inform you a Wi-Fi Direct compatible device is connecting to the printer, select **ON**.

Important

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

- **2.4GHz/5GHz Switch**

  Change the frequency used for Wireless Direct.

  While using Wireless Direct (2.4 GHz), the connection of nearby Bluetooth speakers may be interrupted from time to time. In such a case, switching to 5 GHz will reduce the trouble.

Note

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

Wired Connection

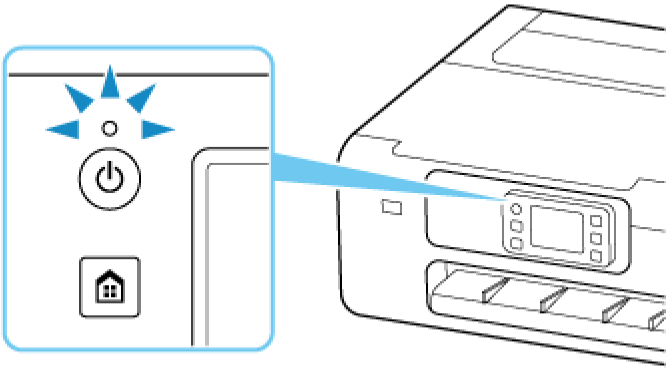
Follow the procedure below to setup a printer.

Note

- Refer to the following for notes when connecting to a wired LAN.
  - ➡ Notes on Wired Connection

1. Make sure printer is turned on before starting wired connection setup.

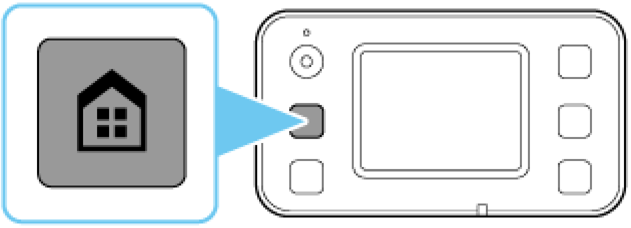
   If the power is on, the **ON** lamp will be lit.

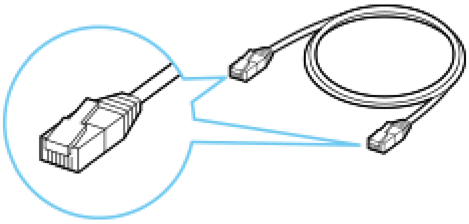
   Important

   - If printer is performing cleaning, print head alignment, or other processes, wait for the process to finish, before starting setup.

2. Press the **HOME** button.

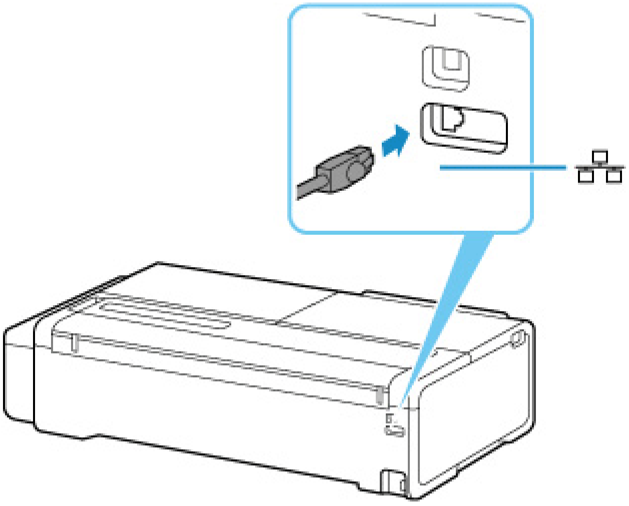
   

3. You will need an Ethernet cable (sold separately).

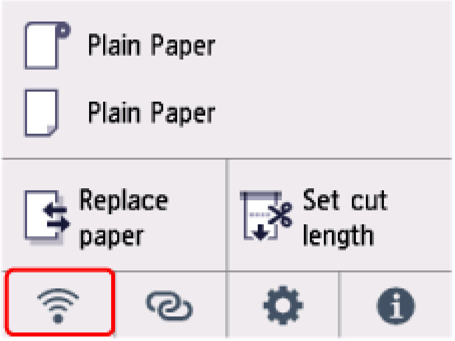
   

4. Connect the printer and a network device (router, etc.) with an Ethernet cable.

   Do not connect to any other port.



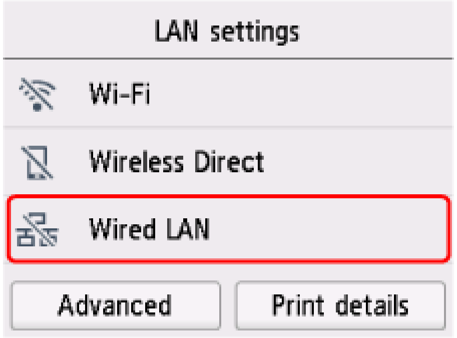
5. On the HOME screen, select the **Network** icon.



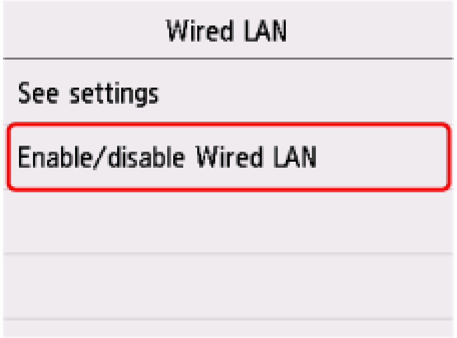
Depending on the current LAN status, the icon displayed on the button may differ.

➡ Home Screen Menu Composition

6. Select **Wired LAN**.



7. Select **Enable/disable Wired LAN**.

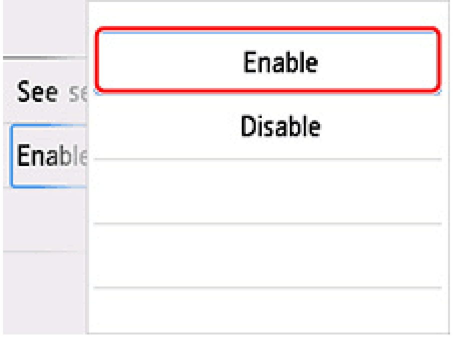


Wired LAN

See settings

Enable/disable Wired LAN

8. Select **Enable**.



Enable

Disable

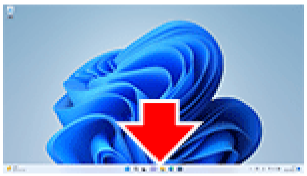
9. Press the **HOME** button.

   The network connection setup is now complete.

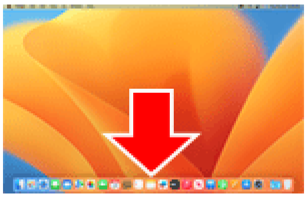
   Once connection is complete, appears on the screen.

   If performing setup with software, return to the software and proceed with the installation.

   Windows

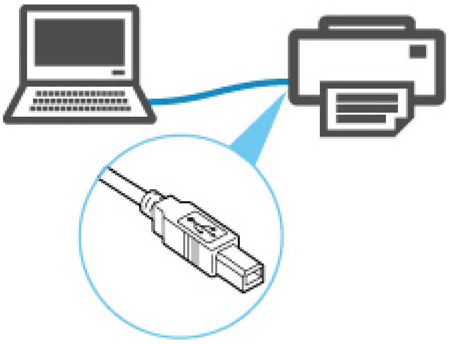
   Click (or) on the  taskbar at the bottom of the screen, follow the on-screen instructions to proceed with setup.

   macOS

   Click on the  Dock at the bottom of the screen, and follow the on-screen instructions to proceed with setup.

USB Connection

Connect the printer to a computer using a USB cable.



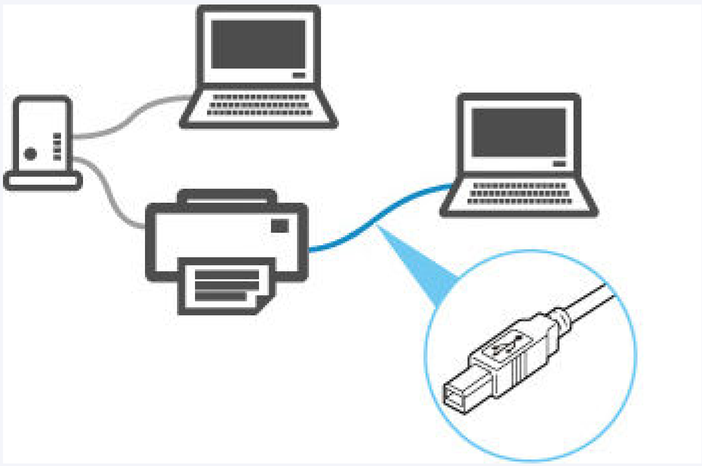
➡ What Is USB Cable?

In USB connection, the printer is connected one-on-one to the computer.

If your computer is connected to LAN, you can use the printer with other devices by enabling the sharing setting on your computer.

Note

- You can connect the printer to a computer via USB even when the printer is already connected to another one via wired LAN.



Another Printer Found with Same Name

When the printer is found during setup, other 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.

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

Note

- Serial number may not appear on result screen.

Check the printer's MAC address and serial number by selecting ℹ (**Information**) > **System information**.

➡ System information

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.

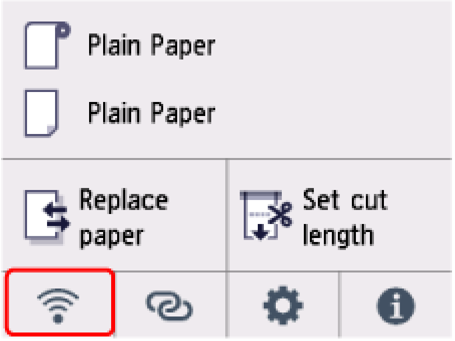
Items to Prepare

At least 10 sheets of unused A4 size plain paper

1. Load paper.

   ➡ Loading Sheets or Postcards into the Printer

2. On the HOME screen, select the **Network** icon.

   The icon displayed on the button varies depending on the current LAN status.

   ➡ Home Screen Menu Composition

3. Select **Print details**.

4. Select **Yes** on displayed screen.

5. Select **ON** or **OFF** on displayed screen.

   The printer starts printing network settings information.

Countermeasures against Unauthorized Access

This section describes countermeasures against an unauthorized access to the printer from outside. When you use the printer via a network or you are an administrator, we recommend you read this section before using the printer.

Four countermeasures below can be helpful against an unauthorized access.

- ➡ Specify a Private IP Address
- ➡ Restrict Communication Using Firewall or Wi-Fi Router
- ➡ Specify a Password for the Printer
- ➡ Apply higher security level for Wi-Fi connection

Note

- As the setting procedure described below is an example, it may be different from that of your printer. For details, refer to your printer's manual.

Specify a Private IP Address

An IP address is a numeric label assigned to each device on the network. There are two types of IP address. One is used for internet connection ("global IP address"), and the other is used for a local area network such as an inhouse LAN ("private IP address").

If a global IP address is specified for the printer, many and unspecified users on internet can access to the printer. As a result, you will face an increased risk of information leakage caused by an unauthorized access from outside. On the other hand, if a private IP address is specified for the printer, users who can access to the printer are confined to those on a local area network such as an inhouse LAN. Therefore, we recommend you specify a private IP address for the printer.

The range of addresses used as a private IP address is shown below. Make sure whether a private IP address is specified for your printer.

Range of private IP address

- 10.0.0.0 to 10.255.255.255
- 172.16.0.0 to 172.31.255.255
- 192.168.0.0 to 192.168.255.255

Procedure to check the IP address

Select **Setup** > **Device settings** > **LAN settings** on your printer to select a network connection method and check the IP address. For the procedure to check and specify the IP address, refer to your printer's manual.

Note

- Establishing an environment to protect an access from outside using a firewall can reduce a risk of an unauthorized access even though a global IP address is specified for your printer.

Restrict Communication Using Firewall or Wi-Fi Router

Firewall is a system which prevents an unauthorized access from an external network user to protect an inhouse network against attack or intrusion.

Firewall enables your network to be protected against an unauthorized access by restricting a communication from the specific external IP address which seems to have a risk.

A home use Wi-Fi router has a similar function. Be careful when you change the settings.

Specify a Password for the Printer

Even if a malicious third party accesses to your printer by any chance, you can reduce a risk of information leakage drastically by specifying a password to protect various information on your printer.

In addition, though the printer can be protected by specifying a password, it is important to manage the specified password for security. Manage your password referring to the four points below. For details, refer to your printer's manual.

- Be sure to change the default password.
- Change the password periodically.
- Do not use a password easy to guess for a third party.
- Do not tell a third party about the specified password casually.

Note

- A password is not specified for some printers at the time of purchase. In this case, specify the password for the printer.
- A password cannot be specified for some printers.

Password management using Remote UI (User Interface)

Remote UI is a software to access to the printer via a network by using a web browser. You can check the printer status or settings on Remote UI, which allows you to perform operations almost the same as those you can on the operation panel of the printer.

Entering the printer's IP address or host name on the web browser displays the portal page of Remote UI.

For the procedure to start up or operations of Remote UI, refer to your printer's manual.

Important

- Do not access to a website while you are using Remote UI on the web browser.

  In addition, be sure to close the web browser when you leave your seat before you finish performing settings, or when you have finished performing settings.

Apply higher security level for Wi-Fi connection

When you use the printer via Wi-Fi, we recommend you apply a security method with higher security level (e.g. WPA/WPA2).

For more on operations, refer to your printer's manual.

Network Status and Troubleshooting

Check the network status referring to LAN setting information on the touch screen.

➡ Printing Network Settings

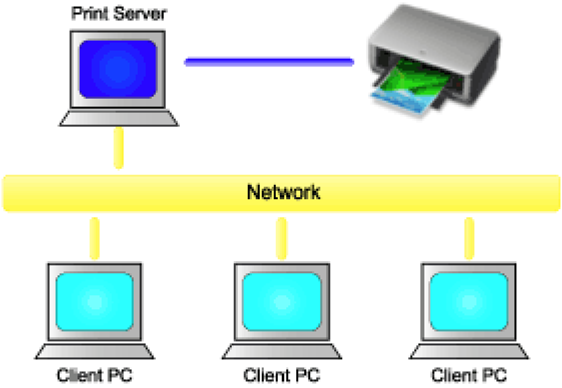
Network Status	What to Do
Connected normally. If you are unable to print, see 1 on What to Do.	1. If you are unable to print, check the items below: • whether the computer is connected to Wi-Fi • whether the firewall of your security software is enabled • whether a privacy separator, SSID separator, or Network separation function is enabled on your wireless router If one of the above is enabled, disable it before setup. • whether the network name (SSID) of the printer matches that of the router to connect 2. To change the network connection method (wired/wireless), change it on the printer's network setting screen. **Note** • Turning off the band steering feature (determines the appropriate frequency band to connect to when the number of devices connected increases and the 2.4 GHz and 5 GHz frequency bands are congested) in your wireless router's settings may help. • If the same SSID is set for both 2.4 GHz and 5 GHz, changing them to different SSIDs may enable you to connect. • If you can't connect to the network, use a USB connection.
Wi-Fi is disabled on the printer.	Perform printer setup following the instructions of the manual.
Wired LAN connection is disabled.	• Make sure the printer is connected to the router with the LAN cable. If the LAN cable is loose, connect the cable properly. If the LAN cable is connected to the WAN side of the router, connect the cable to the LAN side of the router. • Make sure the network devices (e.g. hub or router) are turned on.
IP address is not assigned.	• If you specify the printer's IP address automatically, enable DHCP on the router. • If you specify the printer's IP address manually, the address is disabled because it is out of the valid range. You specified (0.0.0.0) as the IP address, for example. Specify the valid IP address.
The default gateway is not specified.	Check the items below to communicate by hopping routers (e.g. using a cloud application). • Make sure the device specified as the default gateway is turned on. • Specify the default gateway address correctly.
Cannot connect to the specified network.	Check the status of the printer, network devices (e.g. wireless router), or smartphone/tablet. • If they are turned off, turn them on. • Make sure wireless signal is strong. Monitor signal status and move the printer and wireless router as necessary.

	• The security key specified for the wireless router may not match that you entered. The security key is case-sensitive. Enter the correct security key.
Make sure wireless signal is strong.	• Make sure the printer is not placed too far away from the wireless router. • Monitor signal status and move the printer and wireless router as necessary.
The number of connected clients reaches the upper limit.	• Wireless Direct does not allow more than 5 devices to be connected. If you add a device to connect, disconnect a device you do not use before adding the device.
The signal to noise ratio (S/N ratio) is low.	• There is a lot of noise from other devices. Move the printer apart from other devices.
A link local address is assigned.	• Perform printer setup again. • The security key specified for the wireless router may not match that you entered. The security key is case-sensitive. Enter the correct security key.
The specified network name (SSID) is left default value.	The network name (SSID) is not specified. Enter the network name (SSID) specified for the destination.

Sharing the Printer on a Network (macOS)

When multiple computers are being used in the network environment, you can share the printer connected to one computer with the other computers.

Before carrying out the setup for printer sharing, select **Network** from **System Settings**, and check whether the network settings have been set.



This section describes the procedure for sharing a printer among Mac.

- Settings on Print Server

  This section describes how to set up a computer that connects with this printer.
- Settings on Client PC

  This section describes the procedure for setting a computer that uses this printer though a network. When you execute print, the data is sent to the printer through the print server system.

Related Topic

➡ Restrictions on Printer Sharing

Settings on Print Server

When you use the printer on a network, set up the printer driver for sharing on the print server system.

The procedure for setting up the print server systems is as follows:

1. Install the printer driver on the print server system

2. Check that the printer to be used has been added

   Open **System Settings**, and select **Printers & Scanners**.
   The printer list displays the printers that are connected to the computer.

3. Set sharing

   Turn on **Share this printer on the network**.

Note

- Depending on the environment you are using, a message prompting you to restart the computer may be displayed. To complete the installation properly, restart the computer.

The setup on the print server system is complete. Next, set up the client systems.

Settings on Client PC

After setting up the print server system, set up the client system.

The procedure for setting up the client systems is as follows:

1. Install the printer driver on the client systems

2. Display the printer list

   Open **System Settings**, and select **Printers & Scanners**.
   Click **Add Printer, Scanner, or Fax...** to display the printer list.

3. Add a printer to be shared

   Select a shared printer displayed in the printer list, and then click **Add**.

The setup on the client systems is now completed.

Note

- The print procedures are the same as when the computer is connected directly to the printer with a USB cable.
  At the Page Setup dialog, select the printer that is connected to the print server to be used.

Restrictions on Printer Sharing

These are restrictions that apply when you are using a printer in a network environment.

- Install the same version of the printer driver in the print server system and the client systems. You can download the latest printer driver from our web site.
- Use printer sharing with users who have the administrator privilege.
- Depending on how the computer is connected with the printer, the computer may not be able to access the function information that was set on the printer and display the correct settings.
- Media information on the printer driver cannot be changed when using a client machine.
- When using on the client side, you cannot use Remote UI.

Maintenance

Other Maintenance

- Preparing to Transfer the Printer
- Reinstalling the Printer
- Firmware update

Adjustments for Better Print Quality

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
- Increasing the print quality in the printer driver settings may improve the print result.
  - ➡ Changing the Print Quality and Correcting Image Data (Windows)
  - ➡ Changing the Print Quality and Correcting Image Data (macOS)

When the Print Results Are Blurred or Uneven:

Step1 Print the nozzle check pattern.

From the printer

➡ Checking for Nozzle Clogging

From the computer

➡ Printing a Nozzle Check Pattern (Windows)
➡ Printing a Nozzle Check Pattern (macOS)

Step2 Examine the nozzle check pattern.

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

▼

Step3 Clean the print head.

From the printer

➡ Cleaning the Print Head

From the computer

➡ Cleaning the Print Heads (Windows)
➡ Cleaning the Print Heads (macOS)

After cleaning the print head, print and examine the nozzle check pattern: ➡ Step1

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

▼

Step4 Clean the print head deeply.

From the printer

➡ Deep Print Head Cleaning

From the computer

➡ Cleaning the Print Heads (Windows)
➡ Cleaning the Print Heads (macOS)

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. Do not unplug the power cord when turning off the power.

If the problem is still not resolved, replace ink in print head.

Important

- Replace ink in print head consumes a great amount of ink. Frequent replace ink in print head can rapidly consume ink, so replace ink in print head only when necessary.
- Be sure to check the remaining ink level before replacing ink in print head.

➡ Replacing the Ink in the Print Head

If the symptom still persists, the print head may be defective. Replace the print head.

➡ Replacing the Print Head

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

Step Align the print head.

➡ Automatic Adjustment to Straighten Lines and Align Colors

Checking for Nozzle Clogging

If the print is blurred or has different color threading, print a nozzle check pattern to see if each nozzle of the print head is not clogged.

Note

- If the remaining ink level is low, the nozzle check pattern will not be printed correctly. Refill the ink tanks whose ink is low.

  ➡ Refilling Ink Tanks

Items to Prepare

When Using Rolls

Roll at least 11.69 in. (297.0 mm) wide

When Using Sheets

One unused sheet of A4 or larger size paper

1. Load paper.

   ➡ Loading Rolls in the Printer
   ➡ Loading Sheets or Postcards into the Printer

2. Select ⚙ (**Setup**) on the HOME screen.

3. Select 🛠 **Maintenance**.

4. Select **Nozzle Check**.

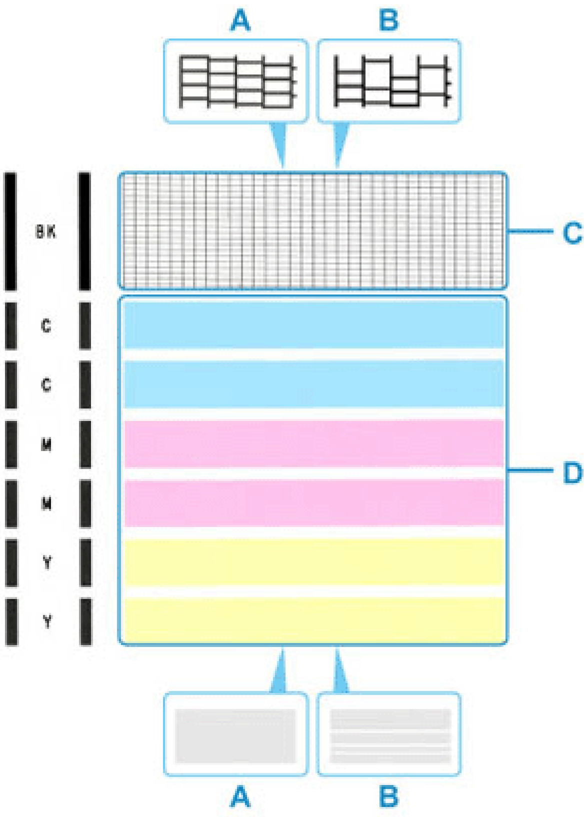
5. Check message and select **Yes**.

6. Select **Roll paper** or **Top feed**.

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

7. Check the print result.

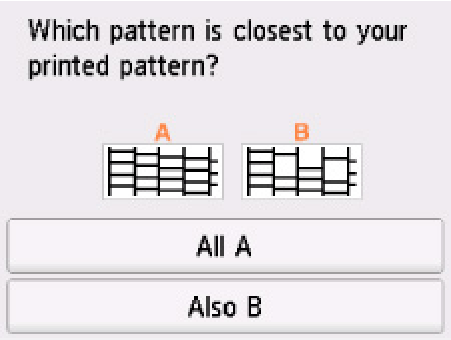
   Check if there are missing lines in the pattern C or horizontal streaks in the pattern D.

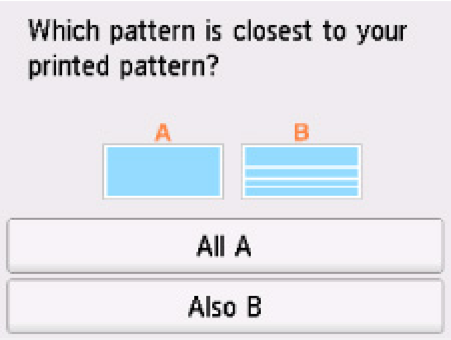


A: No missing lines/No horizontal streaks

B: Lines are missing/Horizontal streaks are present

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


Which pattern is closest to your printed pattern?


Which pattern is closest to your printed pattern?

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

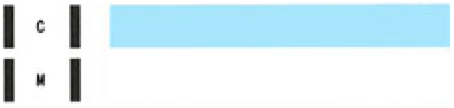
The cleaning is not required. Select **All A**, confirm the message, then select **OK**.

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

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

The cleaning is required. Select **Also B**, then go to next step.

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



(Example: Magenta pattern is not printed)

The cleaning is required. Select **Also B**, then go to next step.

9. Select **Yes** on the cleaning confirmation screen.

   The printer starts cleaning the print head.

   Important

   - Do not perform any other operations until the printer completes the cleaning of the print head.

10. Check message and select **Yes**.

11. Select **Roll paper** or **Top feed**.

    A nozzle check pattern is printed and two pattern confirmation screens appear on the touch screen.

12. Repeat steps 7 through 11.

Important

- If there is no improvement after repeating the cleaning process twice, perform **Deep Cleaning**.

  ➡ Deep Print Head Cleaning

Cleaning the Print Head

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

Important

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

  ➡ Replacing the Maintenance Cartridge

Items to Prepare

When Using Rolls

Roll at least 11.69 in. (297.0 mm) wide

When Using Sheets

One unused sheet of A4 or larger size paper

1. Load paper.

   ➡ Loading Rolls in the Printer
   ➡ Loading Sheets or Postcards into the Printer

2. Select ⚙ (**Setup**) on the HOME screen.

3. Select 🛠 **Maintenance**.

4. Select **Cleaning**.

5. Check message and select **Yes**.

6. Select **All colors**, **Color** or **BK**.

   The printer starts cleaning the print head.

   Do not perform any other operations until the printer completes the cleaning of the print head.

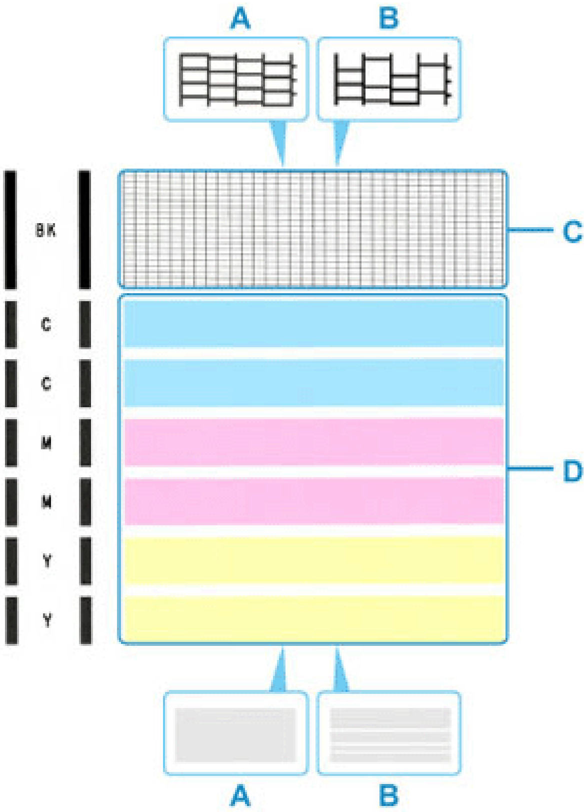
7. Check message and select **Yes**.

8. Select **Roll paper** or **Top feed**.

   The nozzle check pattern will be printed.

9. Check the print result.

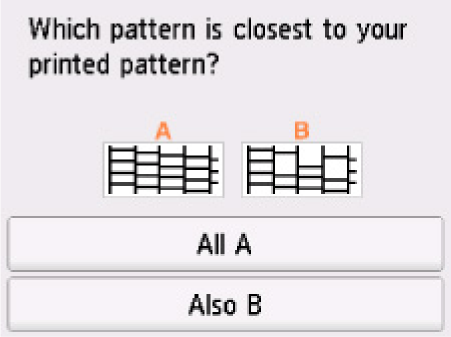
Check if there are missing lines in the pattern C or horizontal streaks in the pattern D.



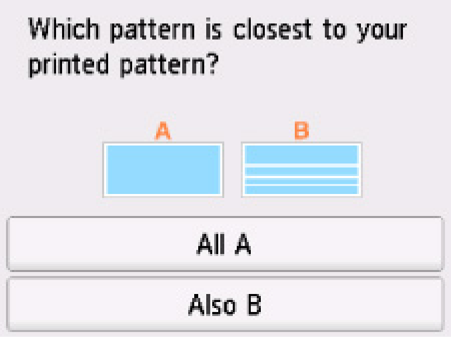
A: No missing lines/No horizontal streaks

B: Lines are missing/Horizontal streaks are present

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



Which pattern is closest to your printed pattern?



Which pattern is closest to your printed pattern?

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

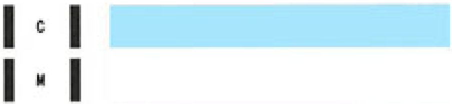
The cleaning is not required. Select **All A**, confirm the message, then select **OK**.

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

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

The cleaning is required. Select **Also B**, then go to next step.

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



(Example: Magenta pattern is not printed)

The cleaning is required. Select **Also B**, then go to next step.

11. Select **Yes** on the cleaning confirmation screen.

    The printer starts cleaning the print head.

    Important

    - Do not perform any other operations until the printer completes the cleaning of the print head.

12. Check message and select **Yes**.

13. Select **Roll paper** or **Top feed**.

    A nozzle check pattern is printed and two pattern confirmation screens appear on the touch screen.

14. Repeat steps 9 through 13.

Important

- If there is no improvement after repeating the cleaning process twice, perform **Deep Cleaning**.

  ➡ Deep Print Head Cleaning

Deep Print Head Cleaning

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

Important

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

  ➡ Replacing the Maintenance Cartridge

Items to Prepare

When Using Rolls

Unused roll at least 11.69 in. (297.0 mm) wide

When Using Sheets

One unused sheet of A4 or larger size paper

1. Load paper.

   ➡ Loading Rolls in the Printer
   ➡ Loading Sheets or Postcards into the Printer

2. Select ⚙ (**Setup**) on the HOME screen.

3. Select 🛠 **Maintenance**.

4. Select **Deep Cleaning**.

5. Check message and select **Yes**.

6. Select **All colors**, **Color** or **BK**.

   The printer starts cleaning the print head deeply.

   Important

   - Do not perform any other operations until the printer completes the deep cleaning of the print head.

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

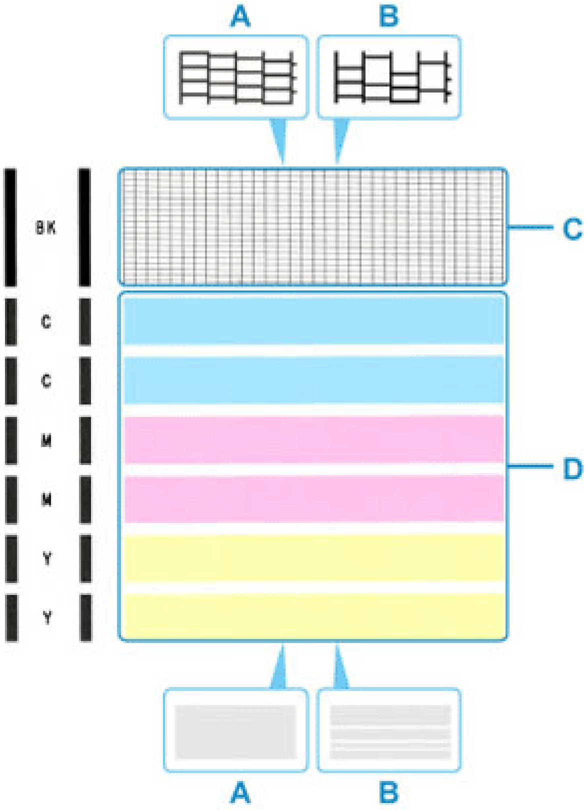
8. Select **Roll paper** or **Top feed**.

   The nozzle check pattern will be printed.

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

10. Check the print result.

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



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

Important

- If the problem is not resolved, turn off the power and clean the print head deeply again after 24 hours. Do not unplug the power cord when turning off the power.
- If there is no improvement after repeating **Deep Cleaning** twice, perform **Replace Ink in Print Head**.

➡ Replacing the Ink in the Print Head

Replacing the Ink in the Print Head

Performing Replace Ink in Print Head consumes a lot of ink.The more frequently it is performed, the faster ink is consumed.Perform only if one of the following applies.

1. Error 5200 occurs repeatedly.
2. Repeated deep cleaning does not improve poor printing.

Important

- Before performing Replace Ink in Print Head, check the remaining ink level of all colors.

  ➡ Checking Ink Level

- When performing an Replace Ink in Print Head, check the free space of the maintenance cartridge. Replace Ink in Print Head consumes a lot of ink, and the consumed ink is discharged to the maintenance cartridge. If the free space is low, replace it with a new maintenance cartridge. If the available capacity of the maintenance cartridge is low, a message is displayed and Replace Ink in Print Head cannot be performed.

  ➡ Replacing the Maintenance Cartridge

- Replace Ink in Print Head cannot be performed consecutively. It can be performed after the following time has passed.

  Second: after 1 hour

  Third: after 24 hours

1. Select ⚙ (Setup) on HOME screen.
2. Select 🛠 (**Maintenance**).
3. Select **Replace Ink in Print Head**.
4. Check displayed message and select **OK**.
5. Check displayed message and select **Yes**.
6. Select **All colors**, **Color** or **BK**.
7. Check displayed message and select **Yes**.

   The printer starts replacing the ink in the print head.

Important

- Do not perform any operations while replacing the ink in the print head is in progress.

Note

- If print results do not improve after performing **Replace Ink in Print Head**, the print head may be at the end of its service life. Replace the print head.

  ➡ Replacing the Print Head

Adjustment to Straighten Lines and Align Colors

- Automatic Adjustment to Straighten Lines and Align Colors
- Manual Adjustment to Straighten Lines and Align Colors

Automatic Adjustment to Straighten Lines and Align Colors

If vertical lines on the printed document are misaligned or a color shift occurs, adjust the print head position.

When **Print Head Alignment - Auto** is performed, the adjustment pattern will be printed and the print head position is automatically adjusted based on the print result.

Important

- Since the adjustment result depends on the type of paper, adjust with the paper used for printing.
- Paper with high transparency, and photo paper with a glossy finish cannot be used.
- Cut sheets cannot be used.

Note

- If the remaining ink level is low, the print head alignment sheet will not be printed correctly. Refill the ink tanks whose ink is low.

  ➡ Refilling Ink Tanks

Items to Prepare

Roll at least 11.69 in. (297.0 mm) wide

1. Load paper.

   ➡ Loading Rolls in the Printer

   Important

   - Make sure to match the paper loaded in the printer with the paper type setting in the printer. If the loaded paper is different from the paper type setting in the printer is different, the print head will not be adjusted correctly.

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

3. Select **Maintenance**.

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

5. Check message and select **Yes**.

   An adjustment pattern is printed and the print head position is automatically adjusted.

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

Note

- If the print results are still not satisfactory after adjusting the print head position as described above, adjust the print head position manually.

  ➡ Manual Adjustment to Straighten Lines and Align Colors

- If adjusting the print head with special paper does not produce the expected results, try again with different paper, or manually adjust the print head.

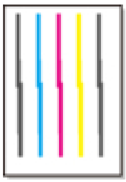
  ➡ Manual Adjustment to Straighten Lines and Align Colors

- To print and check the current head position adjustment values, select **Print the Head Alignment Value** on the **Maintenance** screen.

Manual Adjustment to Straighten Lines and Align Colors

If vertical lines on the printed document are misaligned or a color shift occurs, adjust the print head position.

When **Print Head Alignment - Manual** is performed, the adjustment pattern will be printed. Check the print result and enter the setting value.



Important

- Since the adjustment result depends on the type of paper, adjust with the paper used for printing.

Note

- Using automatic print head adjustment is recommended.
    ➡ Automatic Adjustment to Straighten Lines and Align Colors

Items to Prepare

When Using Rolls

Roll at least 11.69 in. (297.0 mm) wide

When Using Sheets

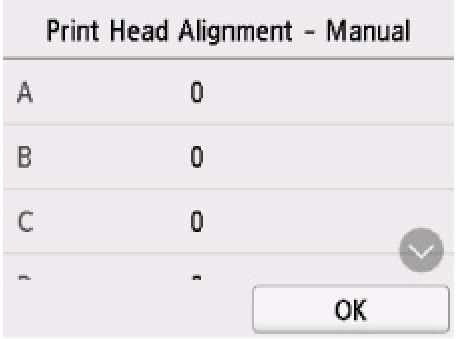
Two sheets of A4 / Letter / A3 size paper

1. Load paper.
    ➡ Loading Rolls in the Printer
    ➡ Loading Sheets or Postcards into the Printer
2. Select (**Setup**) on the HOME screen.
3. Select **Maintenance**.
4. Select **Print Head Alignment - Manual**.
5. Check message and select **Yes**.
6. Select **Roll paper** or **Top feed**.

    The print head alignment pattern will be printed.
7. When **Did the patterns print correctly?** appears, make sure pattern was printed correctly, and if so, select **Yes**.

8. Check message and select **Next**.

9. Examine first patterns and select **A**. In column A, find pattern in which stripes are least noticeable, and then select the number of that pattern.

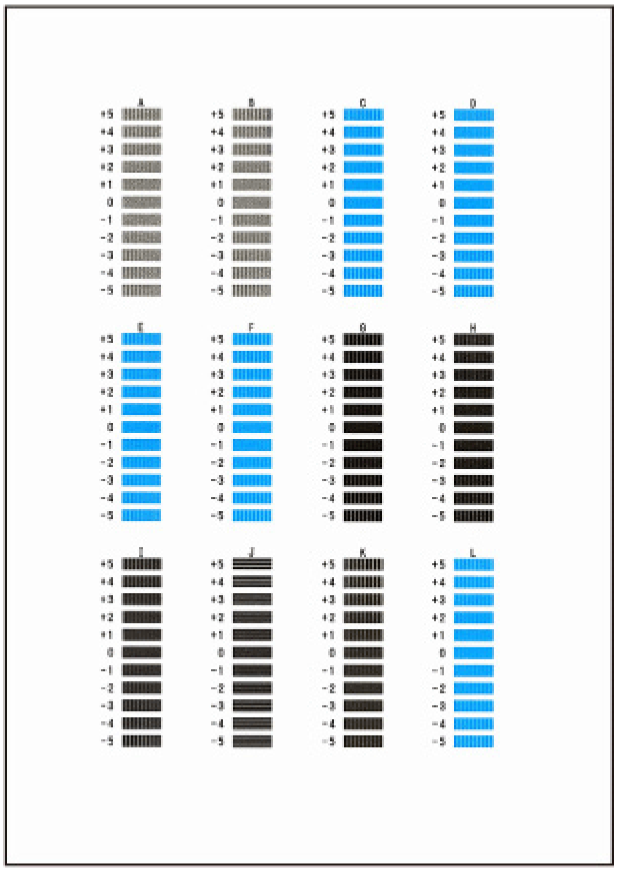


Print Head Alignment - Manual

A 0

B 0

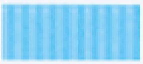
C 0



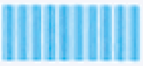
Note

- If all patterns look different, choose the pattern in which vertical stripes are least noticeable.

  Subtle vertical stripes

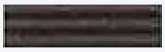
  

  Noticeable vertical stripes

- If all patterns look different, choose the pattern in which horizontal stripes are least noticeable.

Subtle horizontal stripes



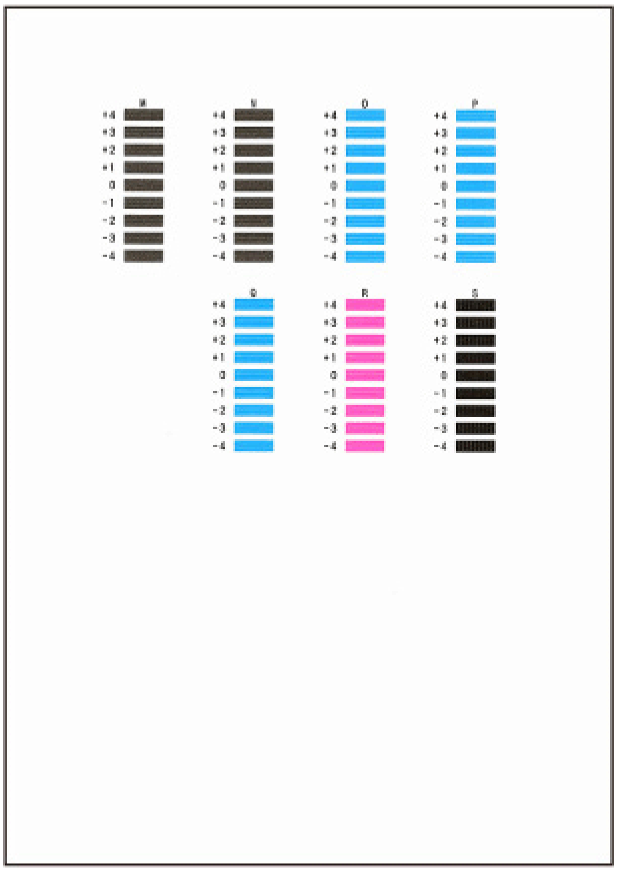
Noticeable horizontal stripes

10. Repeat these steps until you have finished entering pattern numbers for columns B to L, and then select **OK**.

11. Check message and select **OK**.

    The second set of patterns is printed.

12. Examine second patterns and select **M**. In column M, find pattern in which stripes are least noticeable, and then select the number of that pattern.



13. Repeat these steps until you have finished entering pattern numbers for columns N to S, and then select **OK**.

14. When confirmation message appears, select **OK**.

Adjusting Different Colored Horizontal Streaks

- Automatically Adjusting Different Colored Horizontal Streaks
- Manually Adjusting Different Colored Horizontal Streaks

Automatically Adjusting Different Colored Horizontal Streaks

If printed images are affected by banding in different colors across the sheet, execute **Adjust print quality** for automatic adjustment of the paper feed amount.

The printer prints and reads a test pattern for automatic adjustment of the feed amount.

Important

- When using highly transparent media, use manual adjustment.

  ➡ Manually Adjusting Different Colored Horizontal Streaks

- Cut sheets cannot be used.

Note

- We recommend executing the adjustment if you have changed the paper type or paper size.
- Always check the **Set priority** values.

  ➡ Paper feed adjustment

- Use **Adjust feed length** to ensure that lines in CAD drawings are printed at exactly the right length.

  ➡ Adjusting Line Length

- This may take some time, depending on the type of paper.

Items to Prepare

Roll at least 11.69 in. (297.0 mm) wide

Follow the procedure below to adjust.

1. Load paper.

   ➡ Loading Rolls in the Printer

2. Select ⚙ (**Setup**) on the HOME screen.

3. Select 🛠 **Maintenance**.

4. Select **Paper feed adjustment**.

5. Select **Adjust print quality**.

6. Check message and select **OK**.

7. Select **Auto**.

8. Select **Roll paper** to adjust.

   A test pattern is printed for adjustment and adjustment is finished.

Note

- Depending on the type of paper, horizontal streaks may not improve. If the horizontal streaks are not improved, adjust it manually.

  ➡ Manually Adjusting Different Colored Horizontal Streaks

Manually Adjusting Different Colored Horizontal Streaks

If printed images are affected by banding in different colors, execute **Adjust print quality** for adjustment of the paper feed amount.

Use manual adjustment with highly transparent media.

Manual adjustment requires you to enter an adjustment value after a test pattern is printed.

Note

- We recommend executing the adjustment if you have changed the paper type or paper size.
- Always check the **Set priority** values.

  ➡ Paper feed adjustment

- Use **Adjust feed length** to ensure that lines in CAD drawings are printed at exactly the right length.

  ➡ Adjusting Line Length

Items to Prepare

Roll at least 11.69 in. (297.0 mm) wide

Follow the procedure below to adjust.

1. Load paper.

   ➡ Loading Rolls in the Printer

   Important

   - Always make sure the loaded paper matches the type of paper specified. Adjustment cannot be completed correctly unless the loaded paper matches the settings.
   - Cut sheets cannot be used.

2. Select ⚙ (**Setup**) on the HOME screen.

3. Select 🛠 **Maintenance**.

4. Select **Paper feed adjustment**.

5. Select **Adjust print quality**.

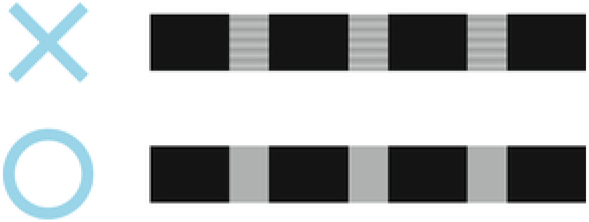
6. Check message and select **OK**.

7. Select **Manual**.

8. Select **Roll paper** to adjust.

   Test pattern A is printed for manual adjustment.

9. Examine test pattern A for adjustment. Determine pattern in which banding is least noticeable.



Note

- If banding seems least noticeable in two patterns but you cannot decide which one is better, choose an intermediate value. For example, choose 11 if you cannot decide whether pattern 10 or 12 is better.

10. Select number you decided.

    Test pattern B is printed for manual adjustment.

11. Examine test pattern B for adjustment. Determine pattern in which banding is least noticeable.

12. Select number you decided.

    The adjustment value is now registered, and adjustment is complete.

Adjusting Line Length

To ensure that lines in CAD drawings are printed at exactly the right length, use **Adjust feed length** to adjust the amount that paper is advanced.

There are two options in **Adjust feed length** : **Print alignment pattern** and **Change adjustment values**.

Note

- We recommend executing the adjustment if you have changed the paper type or paper size.
- Always check the **Set priority** values before adjustment.

  ➡ Paper feed adjustment

Items to Prepare

- Roll at least 11.69 in. (297.0 mm) wide
- High-precision ruler

Follow the procedure below to adjust.

1. Load paper.

   ➡ Loading Rolls in the Printer

   Important

   - Always make sure the loaded paper matches the type of paper specified. Adjustment cannot be completed correctly unless the loaded paper matches the settings.
   - Cut sheets cannot be used.

2. Select ⚙ (**Setup**) on the HOME screen.

3. Select **Maintenance**.

4. Select **Paper feed adjustment**.

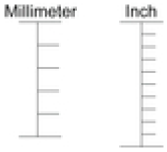
5. Select **Adjust feed length**.

6. Select **Print alignment pattern** or **Change adjustment values**.

   - If you select **Print alignment pattern**:

     The test pattern is printed for you to measure the scale and calculate the discrepancy.

     The scale bar prints "Millimeter" in 50 mm increments and "Inch" in 1-inch increments.



- If you select **Change adjustment values**:

  No test pattern is printed. Instead, you will measure a document already printed to determine the discrepancy.

7. Select amount of discrepancy.

   If the scale is shorter than the actual size, use a positive setting value. If it is longer, use a negative value. The feed amount can be adjusted in 0.02% increments.

Replacing Consumables

- Refilling Ink Tanks
- Checking Ink Level
- Replacing the Print Head
- Replacing the Maintenance Cartridge
- Checking the Remaining Maintenance Cartridge Capacity

Refilling Ink Tanks

When remaining ink cautions or errors occur, the message will appear on the touch screen to inform you of the error. Check the remaining amount of ink and refill the ink if necessary.

Note

- For information on how to check the remaining ink level, see "Checking Ink Level".

  ➡ Checking Ink Level

- For precautionary notes on handling ink bottles, see "Notes on ink bottles".

  ➡ Notes on ink bottles

Refilling Procedure

When you refill ink tanks, follow the steps below.

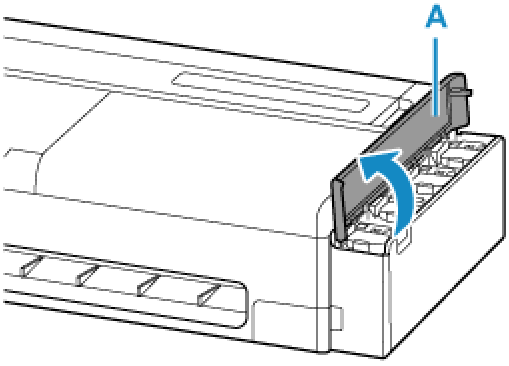
Important

- 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.

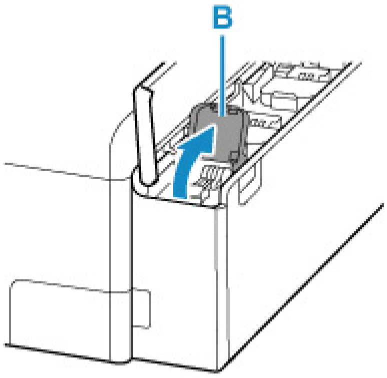
1. Check that printer is turned on.

   ➡ Checking that Power Is On

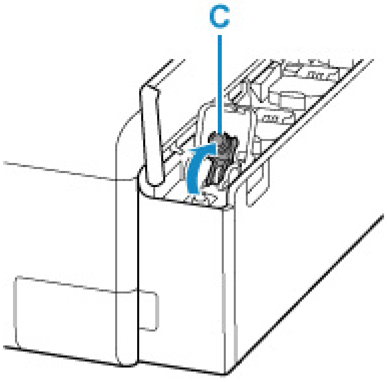
2. Open the ink tank cover (A).



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



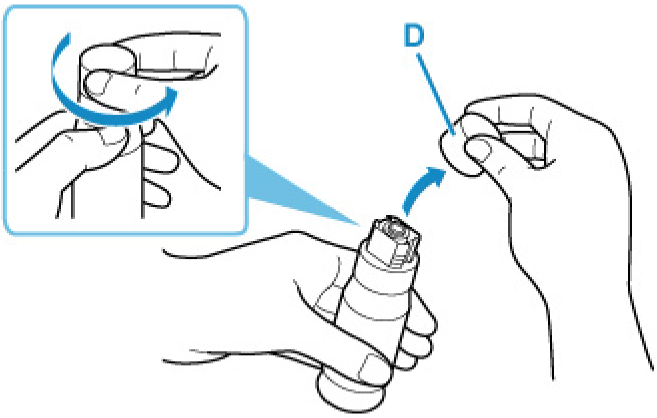
4. Open the tank cap (C).



Important

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

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



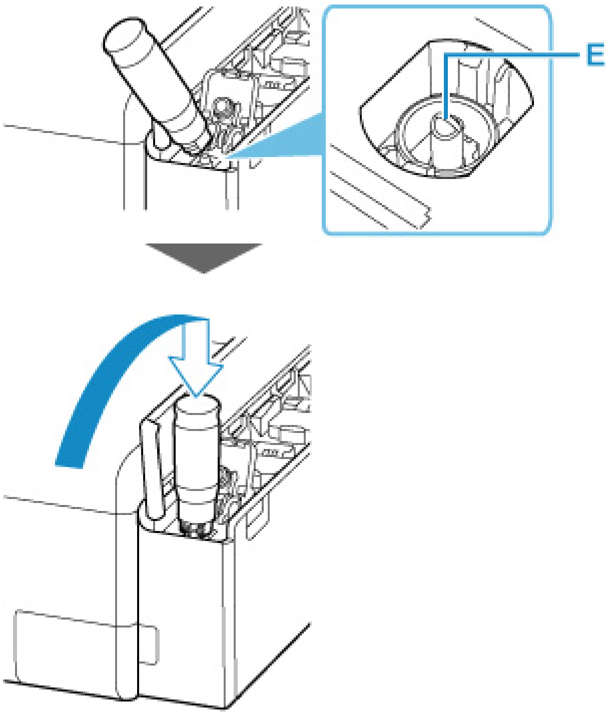
Important

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

6. Refill the ink tank.

Aligning the ink bottle's tip with the ink tank's inlet (E), 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 does not pour into the ink tank, slowly remove and insert the ink bottle.
- Pouring stops automatically when the ink tank is full.

Note

- You can check the ink status from the touch screen.

7. When ink refilling is complete,remove the ink bottle from the inlet.

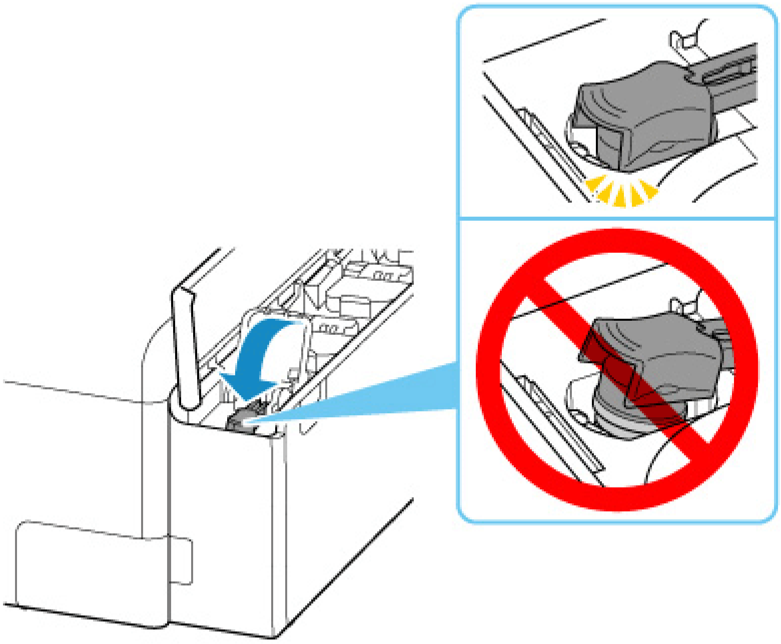
Hold up the ink bottle slightly and remove the bottle from the inlet while slowly tilting it.

Important

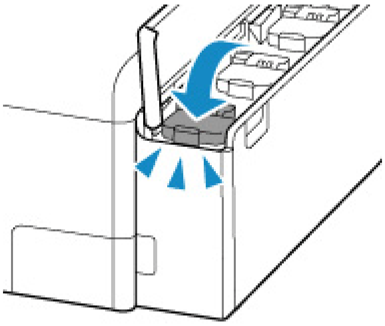
- Do not leave ink bottles in ink tanks.
- Close the bottle cap of the ink bottle completely and store the ink bottle upright.
- Discard empty ink bottles in compliance with local laws and regulations regarding disposal of consumables.

8. Close the tank cap of the ink tank.

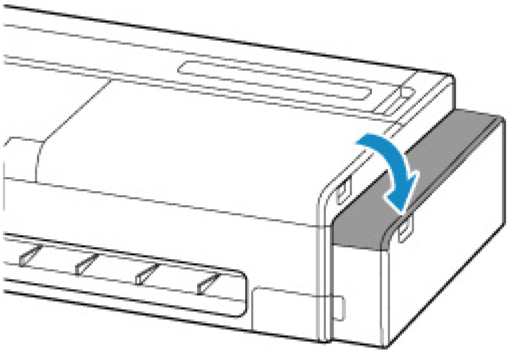
Make sure the tank cap is completely inserted.



9. Close the ink tank inner cover completely.



10. Close the ink tank cover.



Note

- If the error message appears on the touch screen after the ink tank 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 spattering 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 the optimum print quality, it is recommended to refill the ink about once a year until the ink level display on the operation panel shows that the ink level is full.
- Handling of malfunctions caused by using ink other than genuine Canon ink is not covered by the warranty.
- The use of ink other than genuine Canon ink may cause degradation in printing quality or damage to the print head.

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.

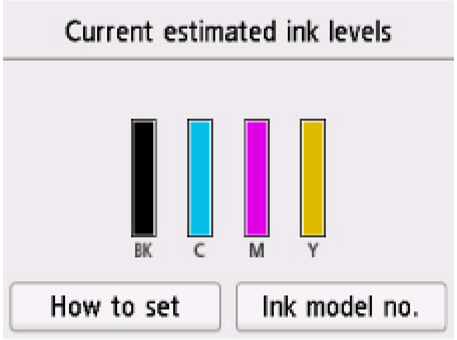
  ➡ Ink Tips

Checking Ink Level

You can check the remaining amount of ink on the touch screen.

1. Select ⓘ (**Information**) on the HOME screen.
2. Select 💧 **Estimated ink levels**.

   The **Current estimated ink levels** screen is displayed.



When the ink level is low, ⚠ is displayed above the ink level on the touch screen, and ✖ is displayed when ink runs out.

Important

- Before performing large-format printing that consumes a large amount of ink, it is recommended to refill the ink until the ink level display shows that the ink level is full.

  ➡ Refilling Ink Tanks

Note

- When a message appears instructing you to check the remaining ink level, or when performing head cleaning that consumes a large amount of ink, check the remaining ink level and refill ink as necessary.

  ➡ Refilling Ink Tanks

- 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.
- Select **Ink model no.** > **Order ink now** for information on where to purchase ink.

Replacing the Print Head

If the touch screen indicates to replace the print head or if instructed to do so by your Canon dealer, replace the print head.

Compatible Print Head

For details on compatible print head, see Print Head.

Precautions When Handling Print Head

Take the following precautions when handling the print head.

Caution

- For safety, keep print head out of the reach of children.
- If ink is accidentally ingested, contact a physician immediately.
- Do not touch the print head immediately after printing. The print head becomes extremely hot, and there is a risk of burns.

Important

- There may be ink around the nozzles of the print head you remove. Handle the print head carefully during replacement. The ink may stain clothing.
- Do not open the print head pouch until immediately before installation. After removing the print head from the pouch, install it right away. If the print head is left as is after the pouch is opened, the nozzles may dry out, which may affect printing quality.

How to Replace Print Head

Caution

- When replacing the print head immediately after printing, wait a few minutes before replacing it. The metal parts of the print head become hot during printing, and there is a risk of burns from touching these parts.

Important

- Your hands may become dirty during print head replacement. Use the gloves provided in the box with the new print head for replacement.

Note

- Refill the ink tanks when ink levels are low.

  ➡ Refilling Ink Tanks

- Prepare a new maintenance cartridge when the remaining capacity of the maintenance cartridge is low.

  ➡ Replacing the Maintenance Cartridge

1. Select ⚙ (**Setup**) on the HOME screen.

2. Select 🛠 **Maintenance**.

3. Select **Head Replacement**.

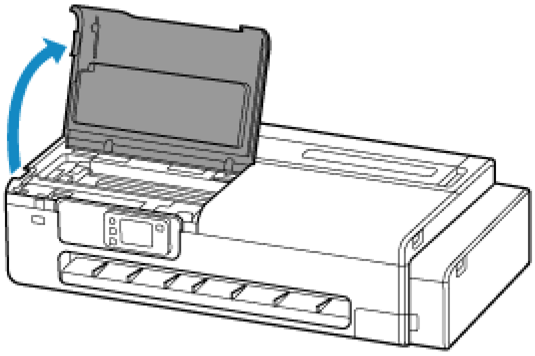
4. Check message and select **Start**.

   Draining ink from the print head starts.

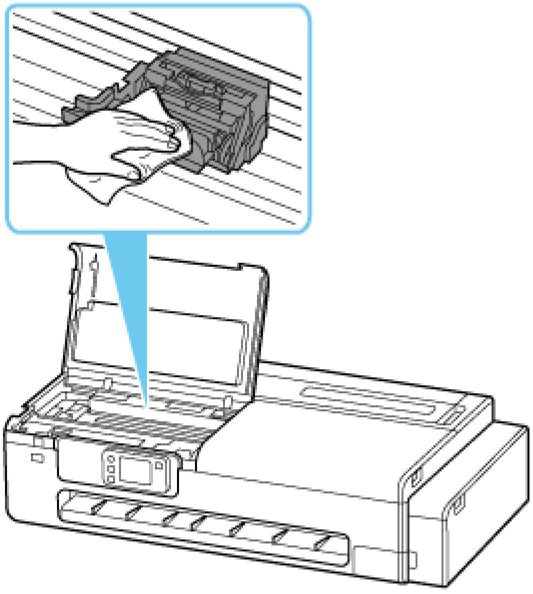
   Important

   - When the cover is ready to be opened, instructions will be displayed on the touch screen. Do not open the cover before these instructions are displayed.

5. Open the access cover on the left side of the printer.

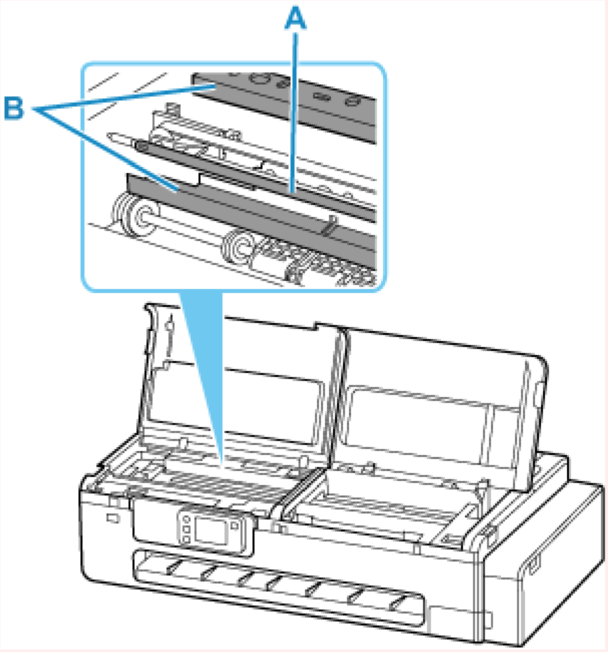


6. If the print head locking cover and print head lock lever are dirty, use a damp cloth that you have wrung out completely to wipe them clean.



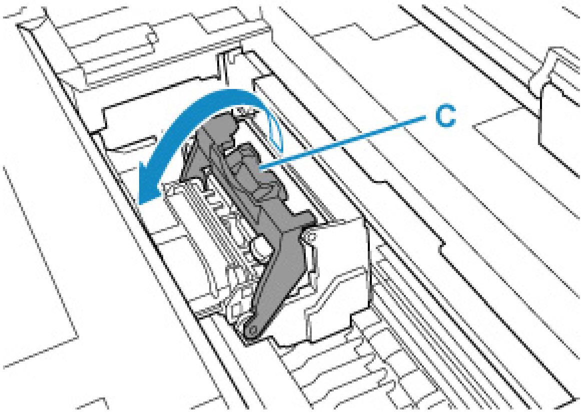
Important

- Do not touch the linear scale (A) and carriage rail (B). Touching these may cause malfunction.

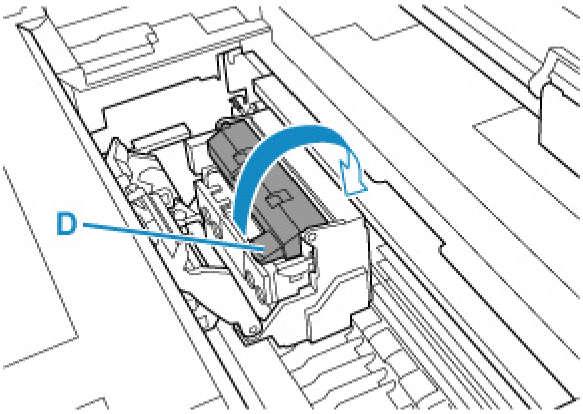


- Do not use tissue paper, paper towels, rough-textured cloth, or similar materials for cleaning so as not to scratch the surface.

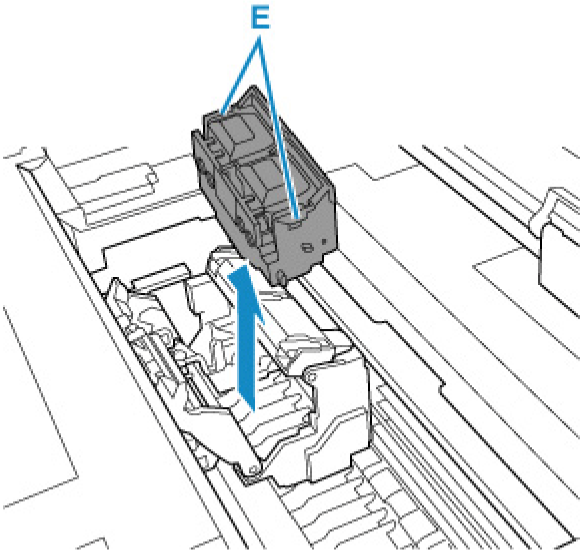
7. Open print head lock lever firmly toward the front while holding its center (C) with your fingertip.



8. Grab grip (D) and open print head locking cover.



9. Grab grips (E) and remove print head.



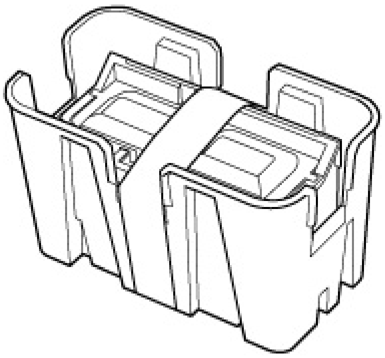
Important

- Never touch the metal contacts of the carriage. Furthermore, do not allow any dirt or debris to become adhered to the metal contacts of the carriage. These may damage the printer.

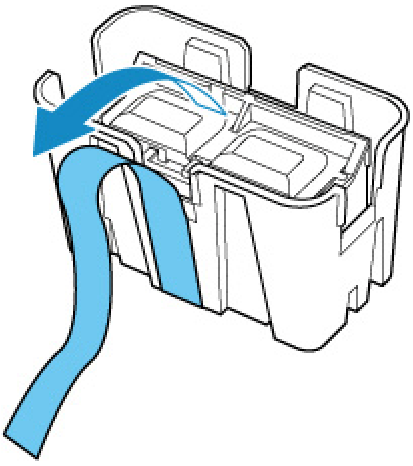
Note

- Dispose of the used print head in accordance with local regulations.

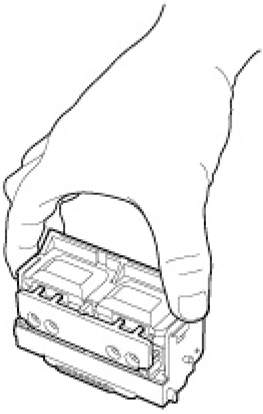
10. Remove print head that was in case from pouch.



11. Remove tape used to secure print head.

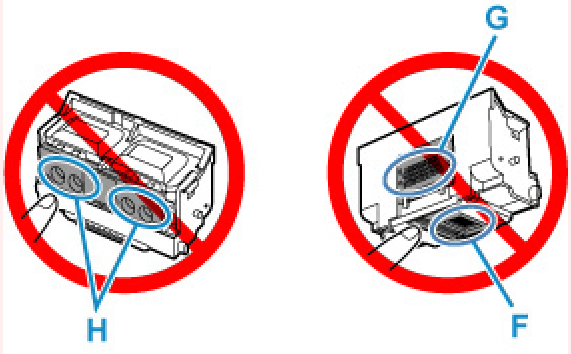


12. Hold the left and right grips, and remove the print head from the case.



Important

- Always carry the print head by holding its right and left grips. Never touch nozzle (F) or metal contacts (G). This may damage the print head and affect printing quality.
- Never touch the ink holes (H). This may affect printing quality.

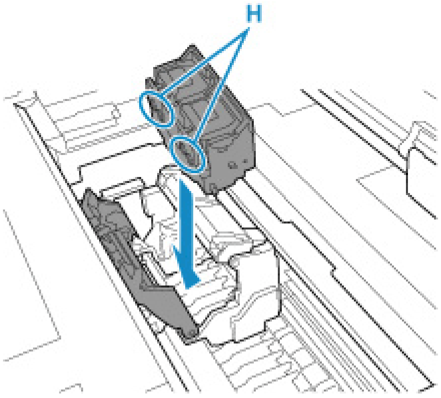


- The print head contains ink to protect the nozzle. If ink accidentally spills, wipe off the ink with a dry cloth.
- If you need to put a print head somewhere temporarily before installation, do not set it down with the nozzles and metal contacts facing down. If the nozzles or metal contacts are damaged, it may affect the printing quality.

13. Turn ink holes (H) toward the front and insert print head into carriage.

Insert the print head all the way into the carriage, while taking care to keep the ink supply unit from touching the carriage.

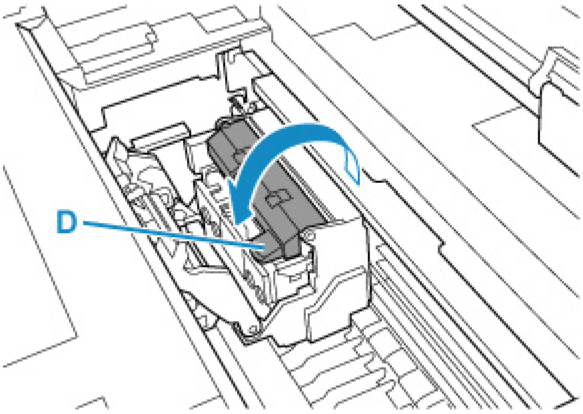
When inserting the print head into the carriage, make sure that the print head lock lever is firmly opened toward the front of the printer.



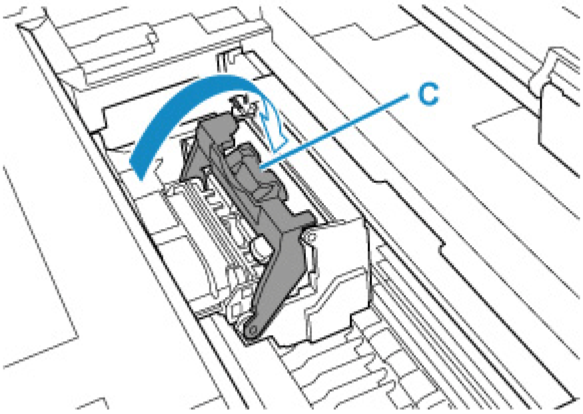
Important

- Do not force the print head. The carriage may be damaged.

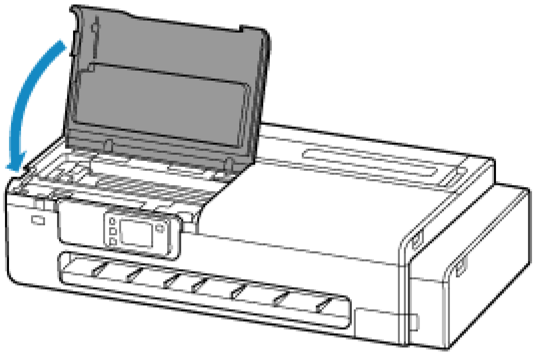
14. Grasp tab (D) of print head locking cover and lower it to front to lock print head.



15. While holding center part (C) of print head lock lever, lower it toward back.



16. Close the access cover on the left side of the printer.



Ink now fills the print head.

Important

- While ink is being filled, definitely do not remove the maintenance cartridge. Ink may leak out.

Replacing the Maintenance Cartridge

Compatible Maintenance Cartridges

For details on compatible maintenance cartridge, see Maintenance Cartridge.

Precautions When Handling Maintenance Cartridge

Take the following precautions when handling the maintenance cartridge.

⚠ Caution

- For safety, keep maintenance cartridge out of the reach of children.
- If ink is accidentally ingested, contact a physician immediately.

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 cannot be printed until it is replaced with a new one.
- Do not remove the maintenance cartridge except to replace it. Ink may leak out.
- Do not remove a maintenance cartridge during initialization immediately after turning on the printer, during print head cleaning, while ink is being drawn out, or during initialization immediately after replacing the maintenance cartridge.

  The maintenance cartridge may become damaged or ink may leak out.
- To prevent ink from leaking from a used maintenance cartridge, avoid dropping the cartridge or storing it at an angle. Otherwise, ink may leak and cause stains.
- Handle the maintenance cartridge carefully during replacement. The ink may stain clothing.

How to Replace a Maintenance Cartridge

If a message indicates you should replace a maintenance cartridge, check the message details and go to step 6.

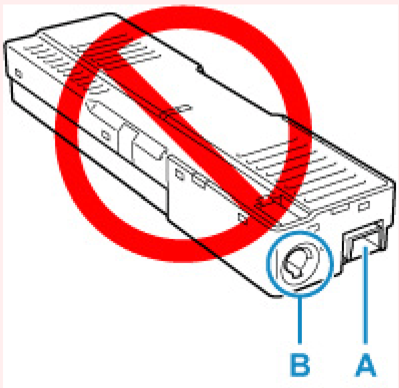
1. Select ⓘ (**Information**) on the HOME screen.
2. Select **Maintenance cart. info.**.
3. Select **Replace**.
4. Select **Yes**.
5. Check message and select **OK**.

   Instructions for the maintenance cartridge replacement procedure appear on the touch screen.

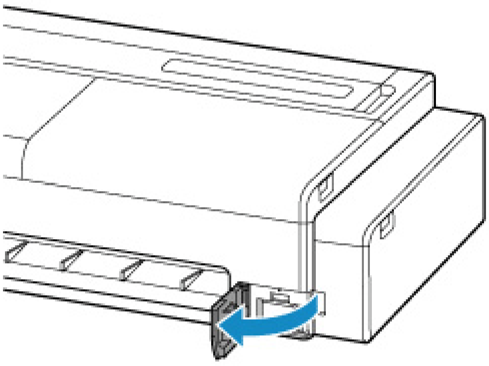
6. Open box, and remove plastic bag and maintenance cartridge.

Important

- Do not touch the terminal (A) or opening (B) of the maintenance cartridge.

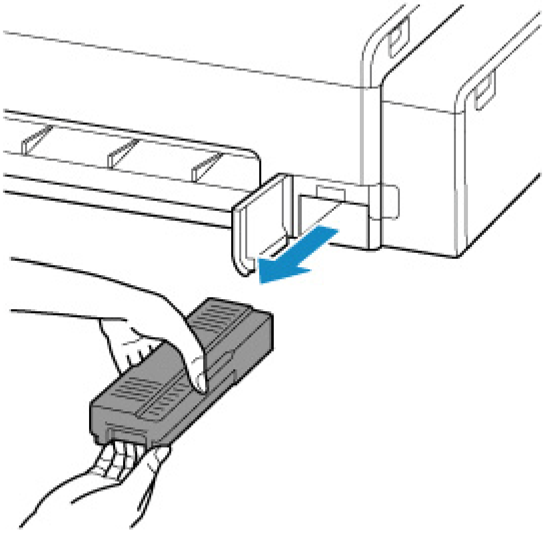


7. Open the maintenance cover.



8. Pull out the maintenance cartridge.

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



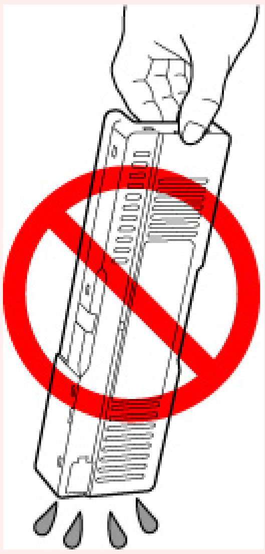
Important

- A used maintenance cartridge is heavy. Always grasp the cartridge firmly and keep the cartridge level during removal. If you drop a used maintenance cartridge or store it at an angle, ink may leak and cause stains.

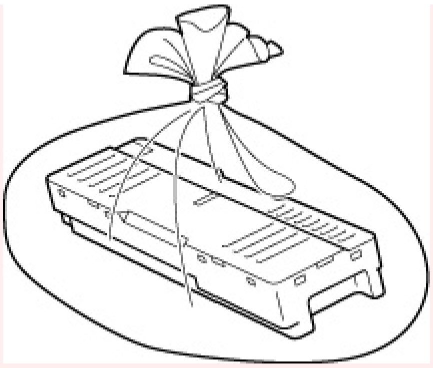
9. Put used maintenance cartridge in supplied plastic bag and store on flat surface.

Important

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

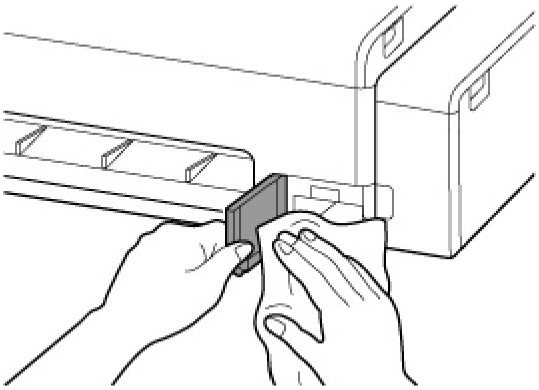


- Put the used one immediately into the plastic bag attached to the new maintenance cartridge and seal the bag by tying the opening tightly to prevent the ink from leaking.



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

10. Wipe away any soiling on the maintenance cover.

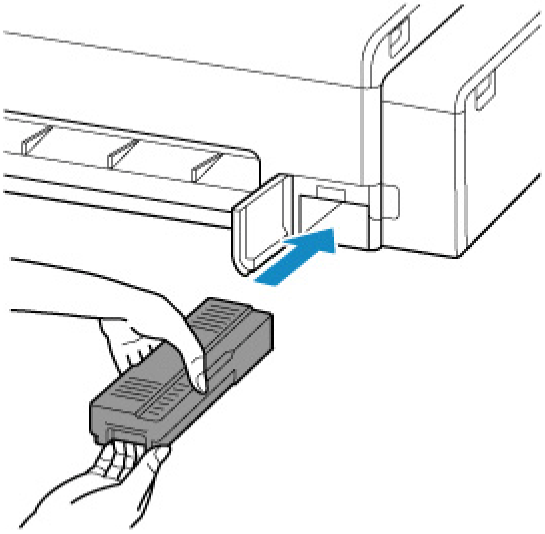


Important

- When wiping the maintenance cover, support the left side of the cover.

11. Keeping the new maintenance cartridge level, insert it all the way in.

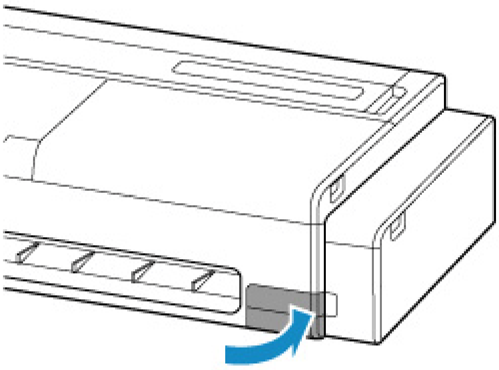
The maintenance cartridge is initialized.



Important

- Do not remove the maintenance cartridge during initialization immediately after replacing the maintenance cartridge. The maintenance cartridge may become damaged.

12. Close the maintenance cover.

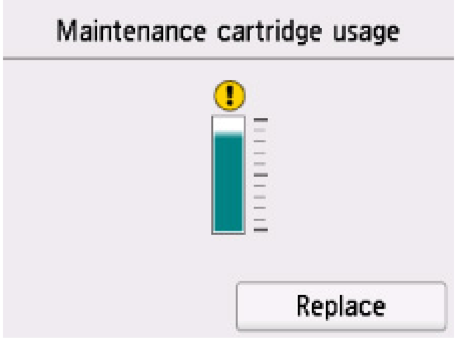


Checking the Remaining Maintenance Cartridge Capacity

1. Select ℹ (**Information**) on the HOME screen.

2. Select **Maintenance cart. info.**.

   The **Maintenance cartridge usage** screen appears.



When ⚠ appears on the touch screen, the maintenance cartridge is nearly full. Prepare a new one.

Note

- To replace the maintenance cartridge, select **Replace**.

  ➡ Replacing the Maintenance Cartridge

Cleaning the Printer

- **Cleaning the Printer Exterior**
- **Cleaning Inside the Printer**
- **Cleaning Paper Feed Rollers**
- **Performing Bottom Plate Cleaning**

Cleaning the Printer Exterior

Clean the printer regularly to maintain better printing quality and help prevent problems.

To ensure a comfortable working environment, clean the printer exterior about once a month.

1. Turn printer off.

   ➡ Turning off the printer

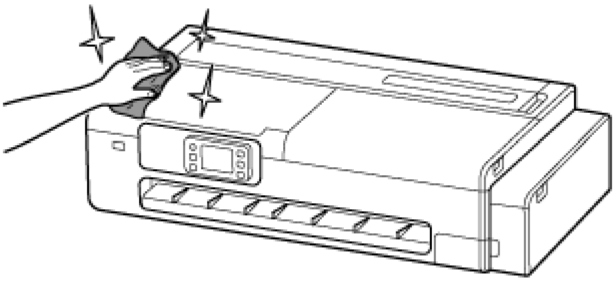
2. Unplug power cord from outlet.

   ⚠ **Caution**

   - Always turn off the printer and unplug the power cord before cleaning or maintenance. Accidentally leaving the printer on poses a risk of injury if you touch moving parts inside the printer.

3. Wring out soft cloth with water or watered-down neutral detergent, and use it to wipe off dirt.

   Clean the printer exterior and the power cord plug.



   ⚠ **Warning**

   - Never use flammable solvents such as alcohol, benzine, or thinner. If these substances come into contact with electrical components inside the printer, there is a risk of fire or electrical shock.

   Important

   - If the output guide is dirty, it may soil the edge of the paper when the paper is cut. We recommend cleaning the output guide even if it does not appear dirty, because it may actually be covered with paper dust.

     ➡ Cleaning Inside the Printer

   - Do not use tissue paper, paper towels, rough-textured cloth, or similar materials for cleaning so as not to scratch the surface.
   - When neutral detergent is used, be sure to wipe off the detergent with soft cloth with water.

4. After cleaning, dry with a soft dry cloth.

5. Plug power cord into outlet.

Cleaning Inside the Printer

Clean inside the printer about once a month to maintain better printing quality and help prevent problems.

Also clean inside the printer in the following situations to ensure optimal operation.

- If the printed surface or the underside of paper is dirty after printing
- When a roll paper runs out
- After printing on small paper
- After printing on paper that generates a lot of cutting debris
- After changing the roll paper
- After printing on paper that generates a lot of paper dust

Important

- If the platen inside the printer becomes dirty, it may soil the underside of paper. We recommend cleaning the platen after printing on small paper.
- If the output guide is dirty, it may soil the edge of the paper when the paper is cut. We recommend cleaning the output guide even if it does not appear dirty, because it may actually be covered with paper dust.
- Cleaning may not be performed if there is paper in the cleaning area. Remove the paper.

1. Select ⚙ (Setup) on the Home Screen.

2. Select 🛠 **Maintenance**.

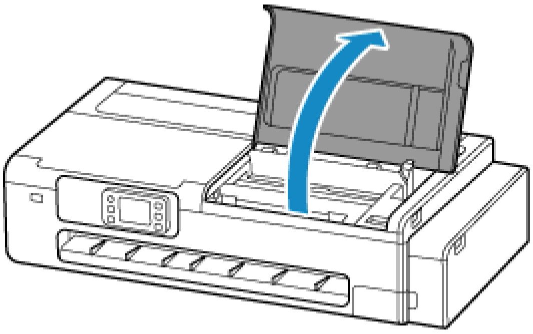
3. Select **Platen cleaning**.

4. Select **Yes**.

   Important

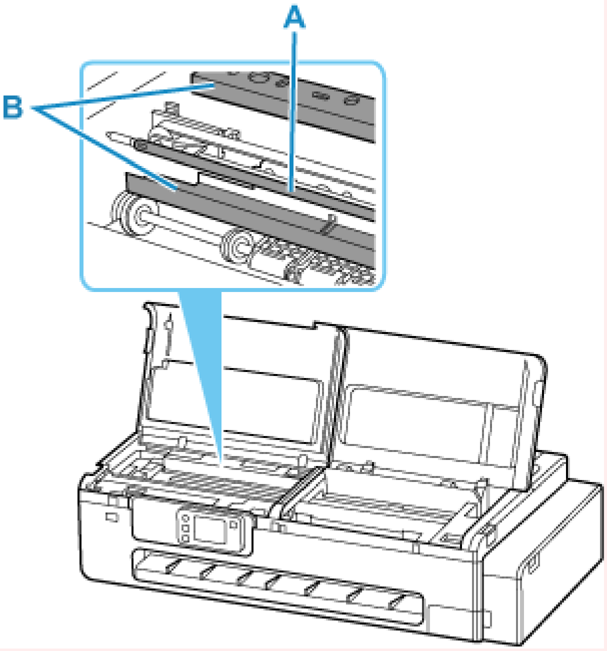
   - When the cover is ready to be opened, instructions will be displayed on the touch screen. Do not open the cover before these instructions are displayed.

5. Open the access cover on the right side of the printer.



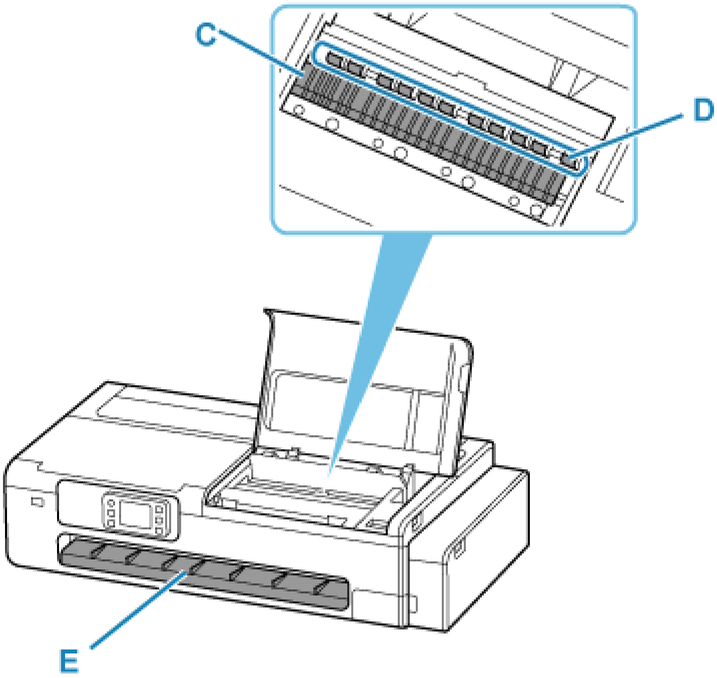
Important

- Do not touch the linear scale (A) or carriage rail (B). Touching these may cause malfunction.



6. Clean the inside of the right side of the printer with a well wrung-out damp cloth.

   Wipe off ink stains and paper dust (such as cutting scraps) on the platen (C), paper retainer (D), and output guide (E).

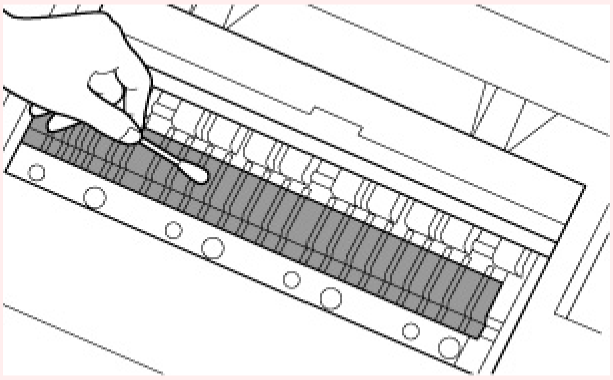


Warning

- Never use flammable solvents such as alcohol, benzine, or thinner. If these substances come into contact with electrical components inside the printer, there is a risk of fire or electrical shock.

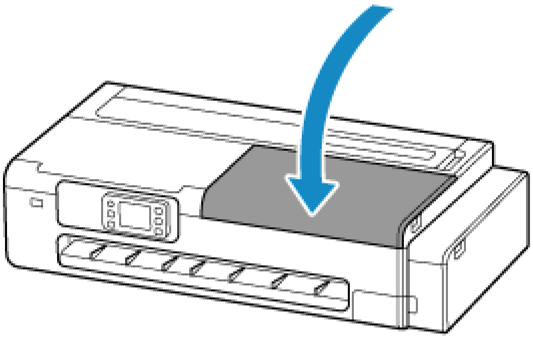
Important

- Do not use a dry cloth to wipe the inside of the printer. This may create a static charge, which may attract dust and affect the printing quality.
- Do not use tissue paper, paper towels, rough-textured cloth, or similar materials for cleaning so as not to scratch the surface.
- If the protruding part of the platen is badly dirty, gently wipe off the ink stain on the protruding part with a cotton swab.



7. After wiping off the inside of the right side of the printer, select **OK**.

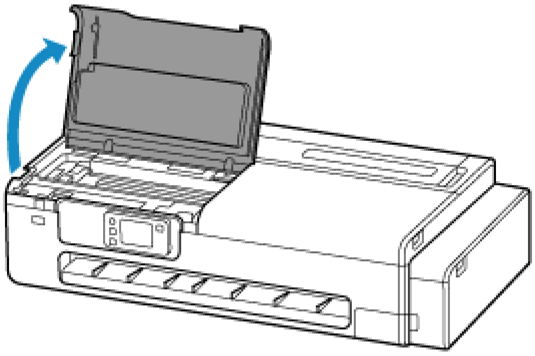
8. Close the access cover on the right side of the printer.



Important

- When the cover is ready to be opened, instructions will be displayed on the touch screen. Do not open the cover before these instructions are displayed.

9. Open the access cover on the left side of the printer.

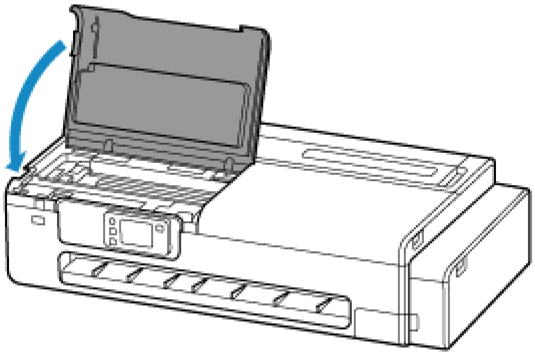


10. Clean the inside of the left side of the printer with a well wrung-out damp cloth.

    Follow the same procedure for cleaning the inside of the left side of the printer as for cleaning the right side.

11. After wiping off the inside of the left side of the printer, select **OK**.

12. Close the access cover on the left side of the printer.



If the printed document is still dirty after performing these operations, the part that cannot be wiped off may be dirty. The dirt may be removed by passing a blank sheet of paper, so perform the following operations.

- If the roll paper is dirty, perform **Set cut length** several times.

  ➡ Cutting Roll Paper

- If the sheet is dirty, perform **Bottom Plate Cleaning**.

  ➡ Performing 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. Cleaning will wear out the paper feed roller, so perform this only when necessary.

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

1. Select ⚙ (Setup) on the Home Screen.
2. Select 🛠 **Maintenance**.
3. Select **Roller Cleaning**.
4. Select **Yes**.
5. Follow the instructions to remove any paper from the top feed.
6. Select **OK**.

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

7. Make sure that the paper feed roller has stopped rotating, then follow the instructions to load the prepared plain paper in the top feed.

   ➡ Loading Sheets or Postcards into the Printer

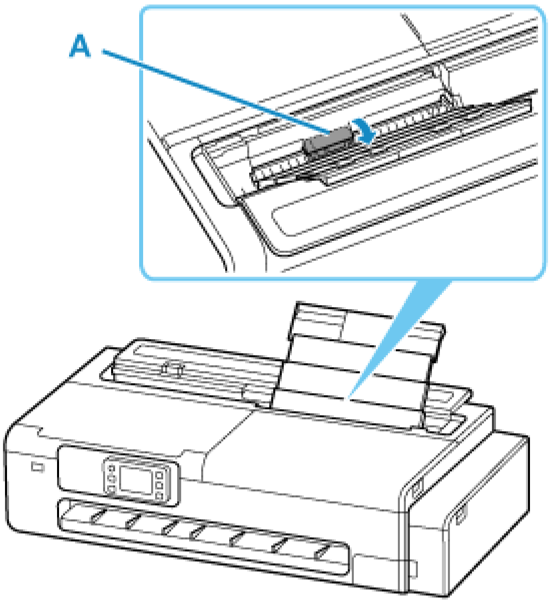
8. Select **OK**.

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

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

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 top feed more than two laps, wipe them with a cloth tightly squeezed after moistening.



Important

- 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.

Performing Bottom Plate Cleaning

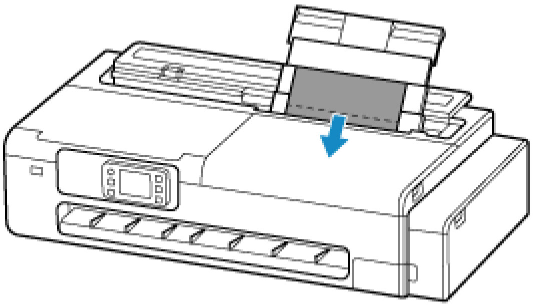
Remove stains from the inside of the printer. If the inside of the printer becomes dirty, printed paper may get dirty, so we recommend performing cleaning regularly.

You need to prepare: a sheet of A4 or letter size plain paper *

* Be sure to use a new piece of paper.

1. Select ⚙ (Setup) on the Home Screen.
2. Select 🛠 **Maintenance**.
3. Select **Bottom Plate Cleaning**.
4. Select **Yes**.
5. Follow the message to remove any paper from the top feed, then select **OK**.
6. Fold the prepared plain paper in half lengthwise, unfold the paper, then select **OK**.
7. Load the plain paper horizontally in the top feed with the open side up.

   ➡ Loading Sheets or Postcards into the Printer



8. Select **OK**.

   Bottom Plate Cleaning is performed, and paper is fed.

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

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

   Note

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

If printed pages are still dirty even after cleaning again, the inside of the printer may be dirty. Clean the inside of the printer.

➡ Cleaning Inside the Printer

Performing Maintenance Functions from Your Computer (macOS)

- Opening Remote UI for Maintenance
- Cleaning the Print Heads
- Printing a Nozzle Check Pattern

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 Settings**, and select **Printers & Scanners**

2. Select your model from the printer list, and click **Options & Supplies...**

3. Click **Show Printer Webpage...** in **General** tab

   Remote UI starts.

   Note

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

Related Topics

- Cleaning the Print Heads
- Printing a Nozzle Check Pattern
- Checking the Ink Status from Your Computer
- Updating Media Information in Printer Driver
- Correcting Media Information in Printer Driver (When Printer Used in Shared Environment)
- Confirm the Printer Paper Information

Cleaning the Print Heads

The print head cleaning and Cleaning functions allow you to clear up clogged print head nozzle. Perform print head cleaning if printing is faint or a specific color fails to print, even though there is enough ink.

The procedure for cleaning is as follows:

Cleaning

1. Select **Utilities** from Remote UI

2. Click **Cleaning**

   Before running the cleaning, check the following items:

   Check that the printer power is on. Then open the Ink Tank Cover.
   Check the following items for each ink. Then, if necessary, perform **Cleaning**.

   - Is there ink remaining in the tank?
   - Is the ink tank attached properly?
     If the Ink Lamp is not lit, remove it and attach it again.
   - Did you install the ink tanks in their correct positions?

3. Execute cleaning

   Click **Yes**.

   Print head cleaning starts.

4. Check the results

   Check the print results.
   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. Consequently, 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 running the deep cleaning, check the following items:

Check that the printer power is on. Then open the Ink Tank Cover.
Check the following items for each ink. Then, if necessary, perform **Deep Cleaning**.

- Is there ink remaining in the tank?
- Is the ink tank attached properly?
  If the Ink Lamp is not lit, remove it and attach it again.
- Did you install the ink tanks in their correct positions?

3. Execute deep cleaning

   Click **Yes**.

   Print head deep cleaning starts.

4. Check the results

   Check the print results.

Important

- **Deep Cleaning** consumes a larger amount of ink than **Cleaning**.
  Cleaning the print head frequently will rapidly deplete your printer's ink supply. Consequently, perform cleaning only when necessary.

Related Topic

➡ Printing a Nozzle Check Pattern

Printing a Nozzle Check Pattern

The nozzle check function allows you to check whether the print head is working properly by printing a nozzle check pattern. Print the pattern if printing becomes faint, or if a specific color fails to print.

The procedure for printing a nozzle check pattern is as follows:

Nozzle Check

1. Select **Utilities** from Remote UI

2. Click **Nozzle Check**

   Before printing the nozzle check pattern, check the following items:

   Check that the printer power is on. Then open the Ink Tank Cover.
   Check the following items for each ink. Then, if necessary, perform **Nozzle Check**.

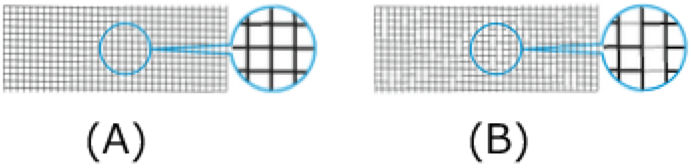
   - Is there ink remaining in the tank?
   - Is the ink tank attached properly?
     If the Ink Lamp is not lit, remove it and attach it again.
   - Did you install the ink tanks in their correct positions?

3. Print a nozzle check pattern

   Print nozzle check patterns according to the messages on the screen.

4. Check the print result

   Check the print result.



   (A) As long as the horizontal lines are in line, and not missing, the nozzle is working normally.
   (B) Where the horizontal lines are not in line or are missing, the color nozzle is blocked.

   From the nozzle check pattern printing results, if it becomes patchy or there are areas that cannot be printed, clean the print heads from **Cleaning**.

Related Topic

➡ Cleaning the Print Heads

Other Maintenance

- **Preparing to Transfer the Printer**
- **Reinstalling the Printer**
- **Firmware update**

Preparing to Transfer the Printer

To protect the internal parts in transit, always follow these steps before transferring the printer to a new location.

For details on installing printer after transfer, see Reinstalling the Printer.

Important

- You cannot take ink out of ink tanks.
- 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.

  ➡ Cleaning Inside the Printer
- Transport the printer in a plastic bag to prevent ink leakage. Prepare the plastic bag before transporting the printer.

Note

- If you can move the printer in a level state using casters or something similar, you do not need to execute **Transport mode**.

Switch to Transport mode using the Operation Panel

To switch to **Transport mode** using the operation panel, follow the steps below. If you cannot switch to **Transport mode** using the operation panel due to a malfunction, see "Repairing Your Printer".

1. Remove all paper.

   ➡ Removing the Roll from the Printer

2. Select ⚙ (Setup) on the Home Screen.

3. Select 🛠 **Maintenance**.

4. Select **Transport mode**.

5. Confirm the message, then select **Yes**.

   The mode is shifted to the **Transport mode**.

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

Packing Printer

1. Check that **ON** lamp is off and unplug power cord.

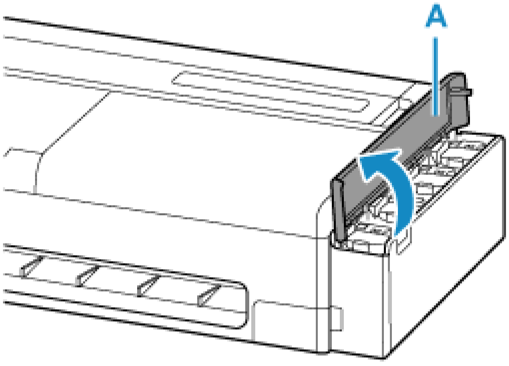
   ➡ Checking that Power Is On

   Important

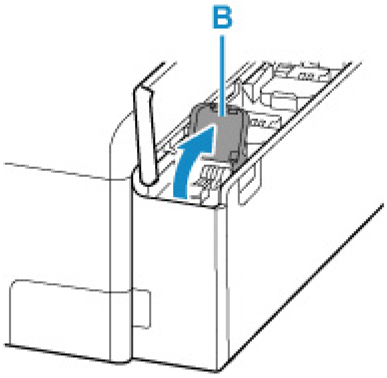
   - Do not unplug the printer while the **ON** lamp is lit or flashing. This may cause malfunction or damage to the printer, making the printer unable to print, or it may not be ready for transport, leading to ink leakage during transportation.

2. Unplug the printer cable from the computer and from the printer, then unplug the power cord from the printer.

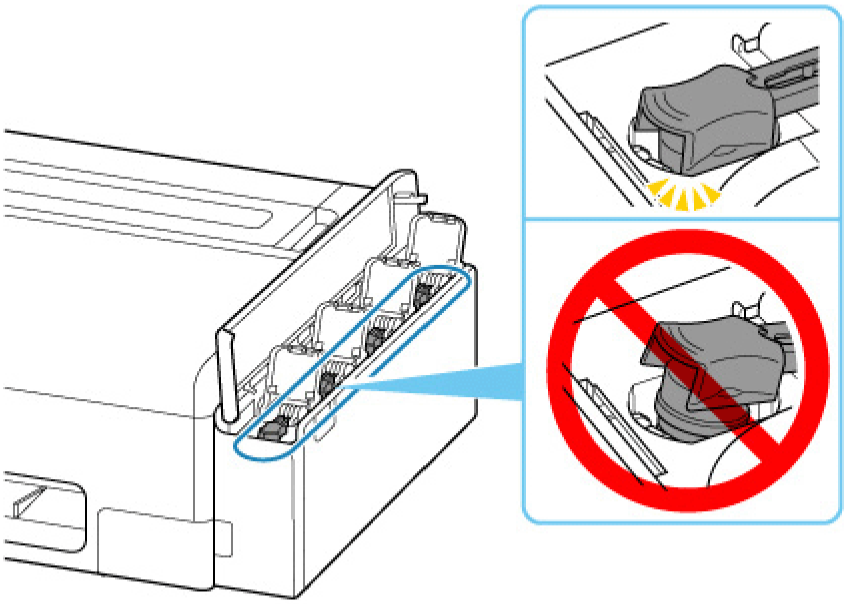
3. Open the ink tank cover (A).



4. Open all the ink tank inner covers (B).



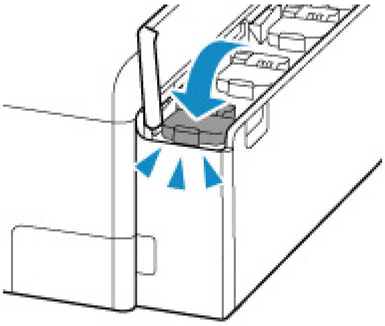
5. Make sure tank caps are closed securely.



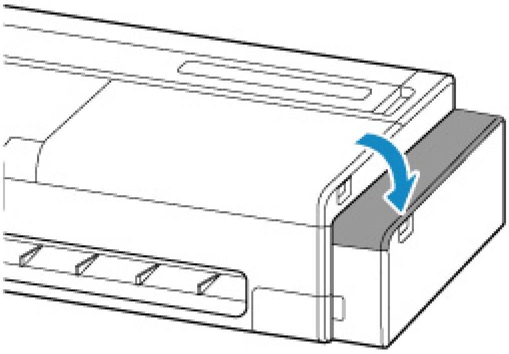
Important

- Check if the tank cap is completely inserted. If the ink tank inner cover is not completely closed, insert the tank cap properly.

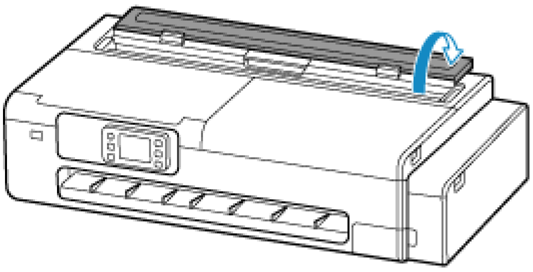
6. Close all the ink tank inner covers.



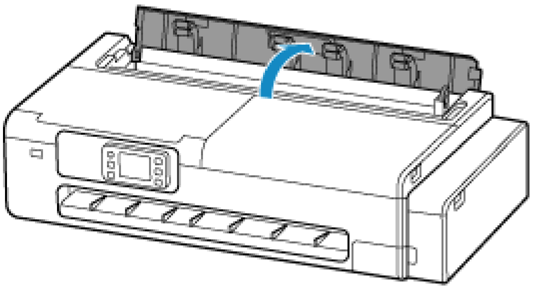
7. Close the ink tank cover.



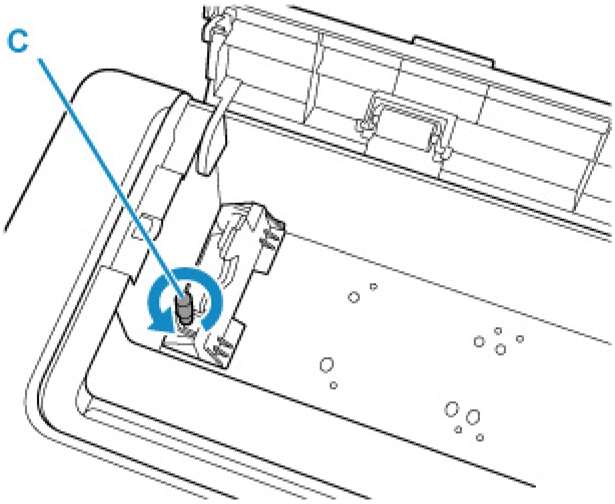
8. Open the cut sheet feed cover.



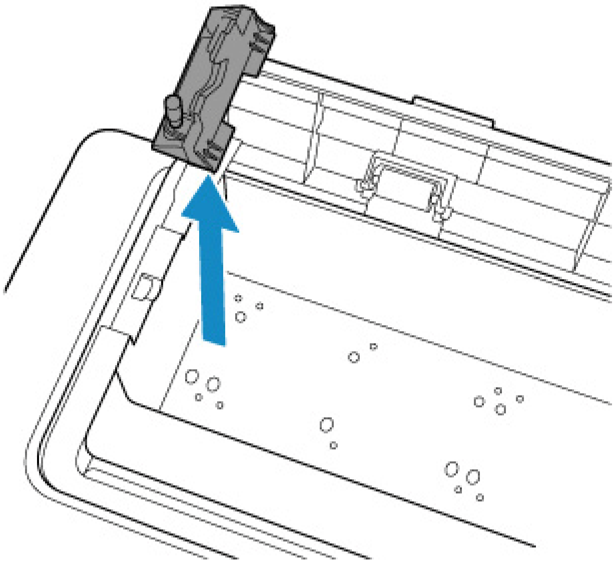
9. Unlock with the lever and open the roll paper feed cover.



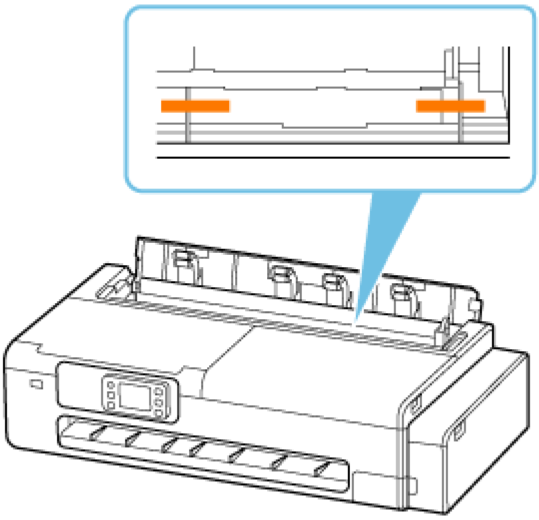
10. Loosen the knurled screw (C) securing the roll holder support by turning it counterclockwise.



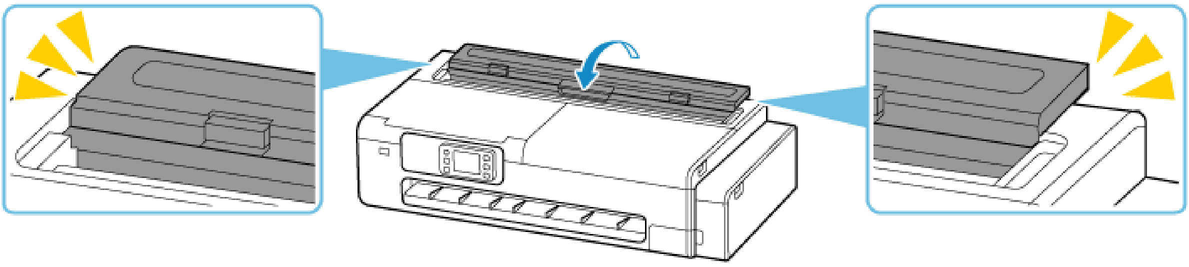
11. Remove the roll holder support.



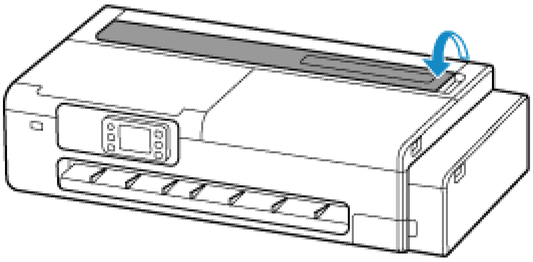
12. Use adhesive tape to secure the top feed to keep it from opening.



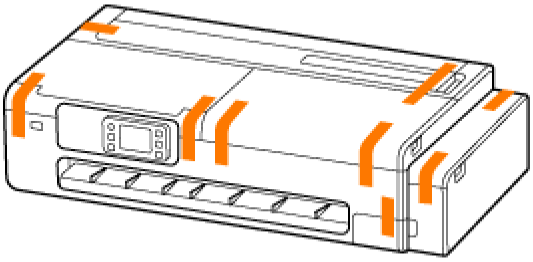
13. Close the roll paper feed cover completely.



14. Close the cut sheet feed cover.



15. Use adhesive tape to secure all covers on the printer to keep them from opening.



16. Remove the desktop basket or printer stand by following the installation instructions in reverse.

Important

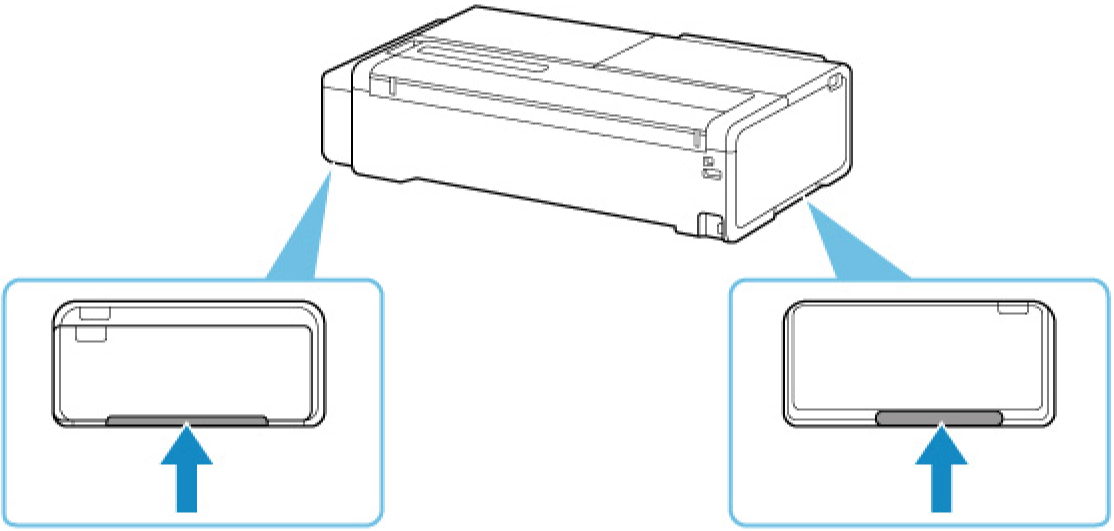
- When removing the desktop basket, hold down the buttons on the basket adapters and pull it out from the printer.

Note

- Refer to the Desktop Basket Setup Guide for the desktop basket installation procedure and the Printer Stand Setup Guide for the printer stand installation procedure.

Caution

- Moving the printer requires two people. Be careful to avoid back strain and other injuries.
- When moving the printer, firmly grasp the carrying grips. The printer may be unsteady if you hold it at other positions, which poses a risk of injury from dropping the printer.



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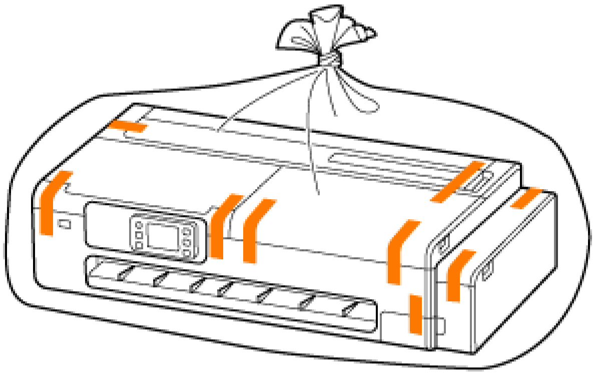
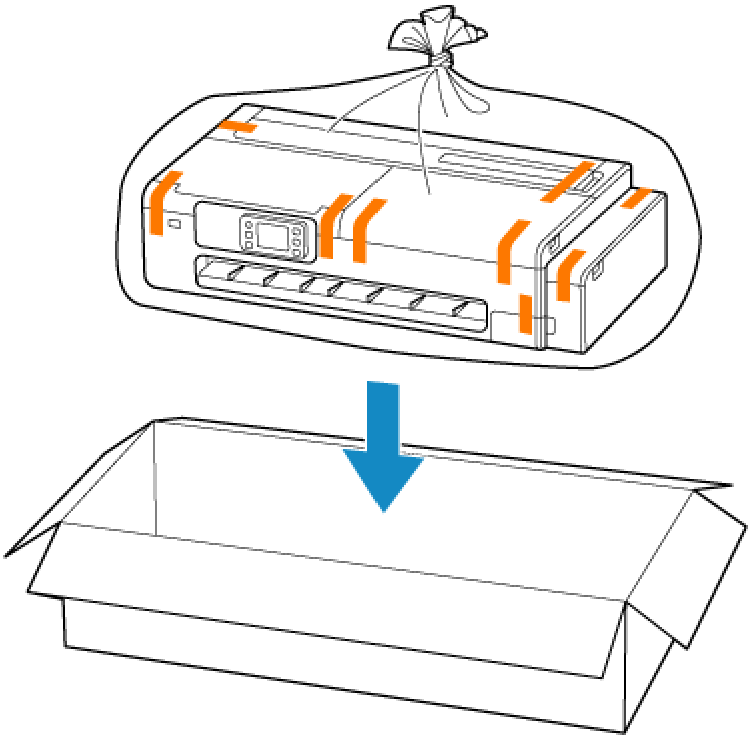
17. Pack printer in plastic bag.

Seal the mouth of the plastic bag with the tape or tie it tightly so that ink does not leak.



18. Pack printer in box.

Attach the protective material to the printer to pack it securely in the box.



Important

- Pack the printer in a sturdy box so that it is placed with its bottom facing down, using sufficient protective material to ensure safe transport.
- 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.
- Pack the removed roll holder and roll holder support separately from the printer.

19. Disassemble and pack the removed desktop basket or printer stand by following the installation instructions in reverse.

Important

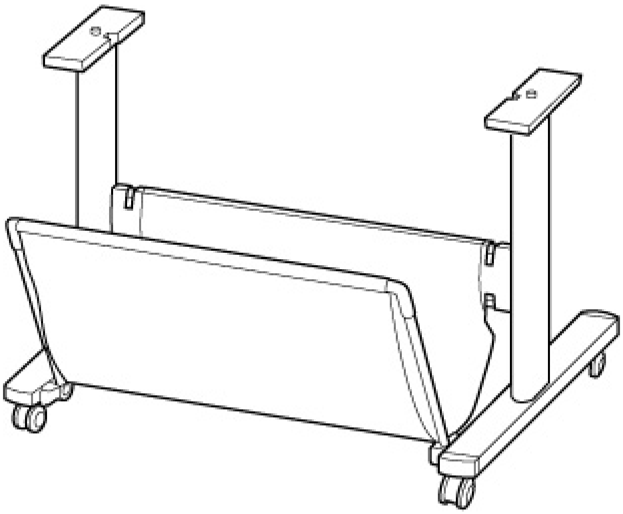
- Pack the removed desktop basket or printer stand separately from the printer.

Reinstalling the Printer

The basic workflow for reinstalling the printer is as follows.

Assemble the stand (Option)

1. If you want to use the printer stand, assemble the printer stand.



Note

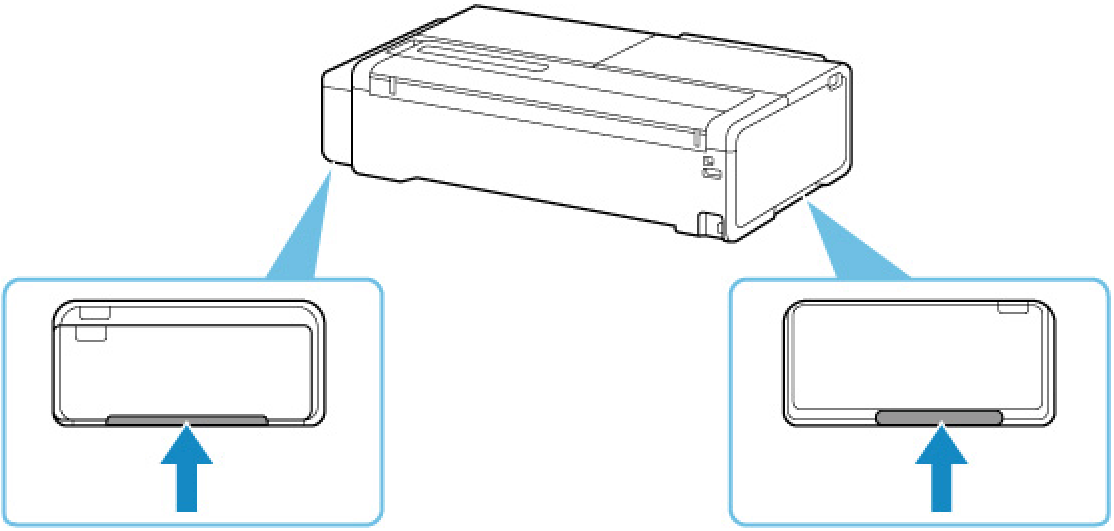
- For instructions on assembling and installing the printer stand, see the Printer Stand Setup Guide.

Install the printer

1. Remove the packed printer from the box and bag.

Caution

- Moving the printer requires two people. Be careful to avoid back strain and other injuries.
- When moving the printer, firmly grasp the carrying grips. The printer may be unsteady if you hold it at other positions, which poses a risk of injury from dropping the printer.



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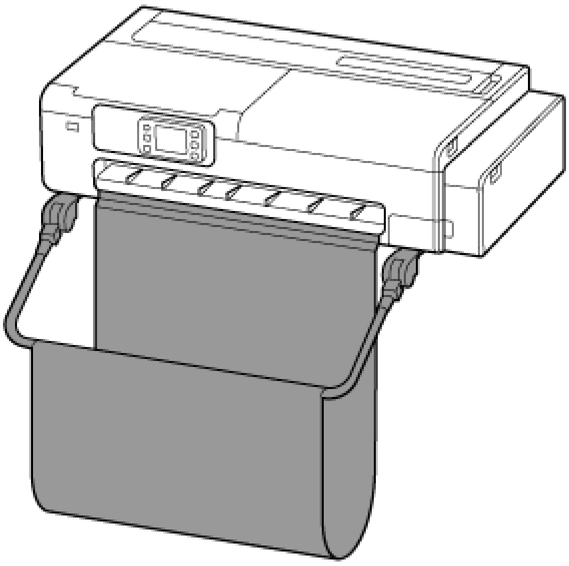
2. When using the printer stand, attach the printer to the assembled stand.

3. When using a desktop basket, attach the desktop basket to the printer.



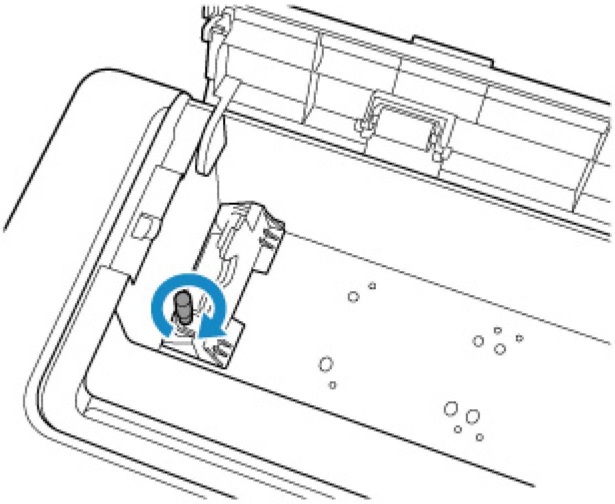
Important

- The printer stand and desktop basket cannot be installed at the same time.

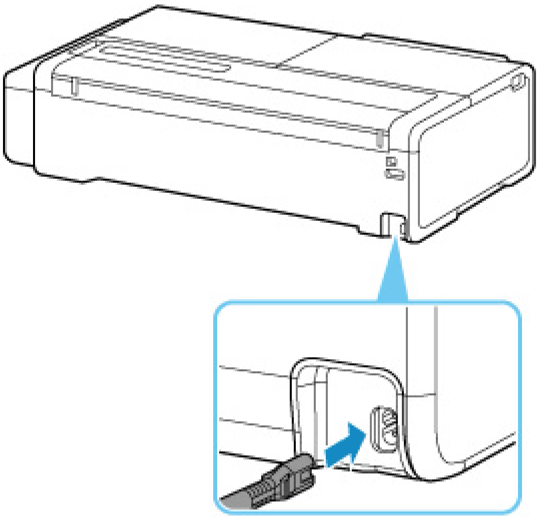
Note

- For instructions on installing the desktop basket, see the Desktop Basket Setup Guide.

4. Install the roll holder support.



5. Plug the power cord into the power cord connector on the back of the printer.



6. Plug the power plug into an outlet.

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

   ➡ Turning on the printer

8. Install the software.

   Note that the driver installation procedure varies depending on the type of connection.

   ➡ Installing the Printer Driver (Windows)
   ➡ Installing the Printer Driver (macOS)

   Important

   - When the printer is connected to a network (via TCP/IP), the printer's IP address may be changed if you reinstall the printer.

In this case, be sure to reconfigure the printer's IP address.

Firmware update

Important

- When you use this function, make sure the printer is connected to the Internet.
- The administrator password is required to change settings if it is enabled for changing settings using the operation panel.

Using Operation Panel

1. Select ⚙ (**Setup**) on the HOME screen.
2. Select **Printer settings**.
3. Select **Firmware update**.

   If an administrator password is set, enter the password.
4. Select **Install update**.
5. Select **Yes**.
6. Check message and select **Start update**.

Using Remote UI

1. Start up Remote UI.

   ➡ Start up Remote UI
2. Select **Firmware update**.
3. Select **Install update**.
4. Check message and select **Update**.

Note

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

Frequently Asked Questions

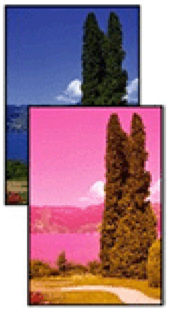
Problems with the Printing Quality

Unevenness, Banding, Faint

- ➡ Printing is faint
- ➡ Banding in different colors occurs
- ➡ Colors in printed images are uneven
- ➡ Image edges are blurred or white banding occurs

dirt

- ➡ Paper rubs against the Print Head
- ➡ The edges of the paper are dirty
- ➡ The surface of the paper is dirty
- ➡ The back side of the paper is dirty
- ➡ Trail Edge Margin Becomes Dirty When Making Prints with Margins Immediately after the Minimal Margin Printing/Borderless Printing



colors are inaccurate

- ➡ Printed colors are inaccurate
- ➡ Documents are printed in monochrome

Line

- ➡ Line thickness is not uniform
- ➡ Lines or colors are misaligned

Others

- ➡ The length of the printed image in the paper ejection direction is not accurate
- ➡ Images are printed crooked
- ➡ Margins are wide
- ➡ Borders Appear in the Minimal Margin Printing/Borderless Printing
- ➡ Left and Right Margins Do Not Match in the Bordered Printing
- ➡ When printing on roll paper, the printed surface becomes scratched

General FAQ

- ➡ Printer Does Not Print
- ➡ Printing stops and an error message is displayed
- ➡ Failed to Printer Driver Installation (Windows)
- ➡ Repairing Your Printer

Search by Category

Cannot Configure Network Settings

- ➡ Message Appears on Computer During Setup
- ➡ Cannot Proceed Beyond Printer Connection Screen (Cannot Find Printer Connected via USB)
- ➡ "Failed to connect to the wireless router." Appears
- ➡ Printer Cannot Be Used After Replacing Wireless Router or Changed Router Settings

- Privacy Separator/SSID Separator/Network Separation Function

Cannot Find Printer on Network

- Cannot Find Printer on Network
- Searching Printer by IP Address or Host Name During Setup

Cannot Print over Network

- Cannot Print over TCP/IP Network
- Cannot Print over Bonjour networks
- Cannot Print Using AirPrint

Network Connection Problems

- Network Settings and Common Problems
- Cannot Connect to the Printer
- Network Key (Password) Unknown
- Checking Network Information
- Restoring Printer's LAN Settings to Defaults

Printer Problems

- Printer Does Not Turn On
- USB Connection Problems
- LCD Is Off
- Messages advising to check the maintenance cartridge are not cleared
- If the Printer Makes a Strange Sound

Printing Problems

- Printer Does Not Print
- Printing Stops
- Printing stops and an error message is displayed

Paper is not Fed or Ejected Properly

- Remove Jammed Roll Paper
- Remove a Jammed Sheet
- Remove Jammed Paper (Paper Feed Slot)
- What to Do When Small Paper Sizes Are Jammed
- Roll paper cannot be inserted into the Paper Feed Slot
- Printer Does Not Pick up or Feed the Paper/"No Paper" Error
- Roll Paper Remains/Lacks under Quantity Management
- The printer ejects blank, unprinted paper

Paper Cutting Problems

- Paper is not cut straight
- Cutter Blade Does Not Work While Cutting Is in Progress
- I want to know how to configure roll cutting
- I want to configure so that the roll is cut automatically after waiting for the ink to dry

Paper Setting Problems

- Paper widths with high transparency cannot be detected
- Paper types that can be used with this printer / What paper type to select

- ➡ The paper type that I want to print is not displayed on the Touch Screen

Ink-related Problems

- ➡ Ink Does Not Come Out
- ➡ Printer consumes a lot of ink
- ➡ Ink Level Detection

About Print Settings

- ➡ How do I print without borders
- ➡ I want to easily create vertical or horizontal banners
- ➡ Can I perform duplex printing
- ➡ I want to perform enlargement printing

Q

Failed to Printer Driver Installation (Windows)

A

If the printer driver were not installed correctly, make sure that all **Windows Update** have been applied. If all **Windows Update** have not been applied, apply all **Windows Update**.

After confirming **Windows Update**, perform the following operations to install the printer driver.

1. Open screen to uninstall printer Driver.

   For Windows 11:

   Select **Settings** > **Apps**.

   Select **Apps & features**.

   For Windows 10:

   Select **Settings** > **Apps**.

2. Check if there is "**Canon XXX Driver**" or "**Canon XXX Printer Driver**" you want to install in list.

   "XXX" is the model name.

3. If you find 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 printer driver.

   Important

   - For Windows:

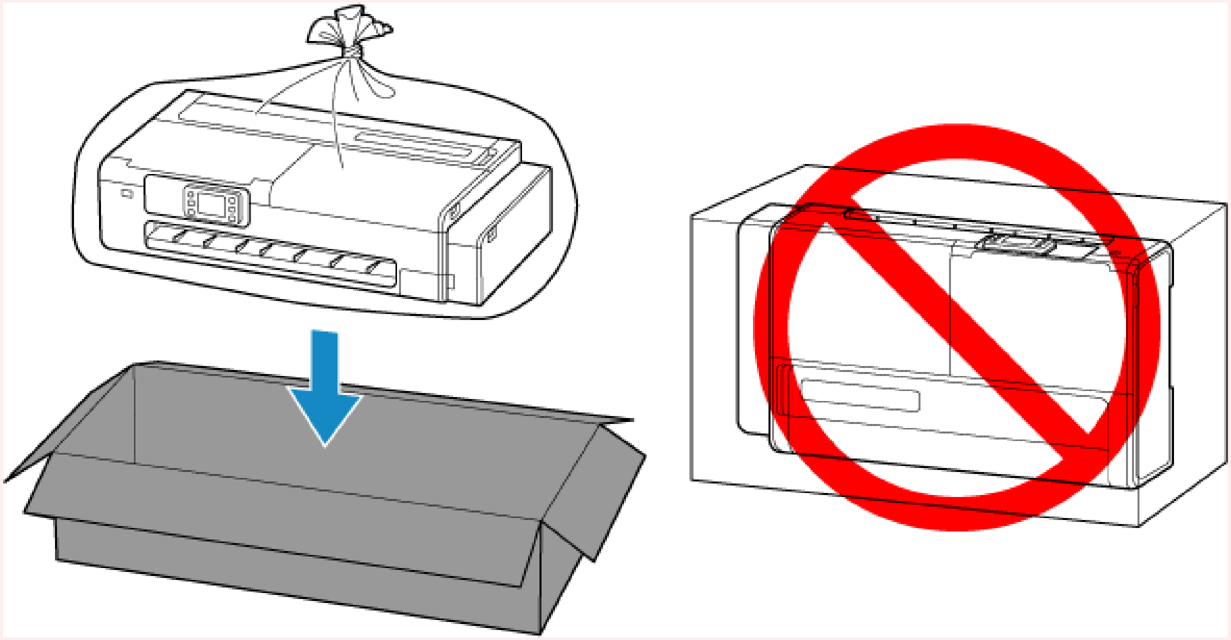
     To restart your computer, choose **Restart** instead of **Shut down**.

Repairing Your Printer

If the power does not turn on or you cannot run the transport mode from the operation panel, perform the following steps.

Important

- You cannot take ink out of ink tanks.
- Make sure the tank caps of ink tanks are closed securely. If the tank caps are open, close the tank caps properly.
- Press the **ON** button to turn off the printer with the print heads installed. The printer protects the print heads by covering them automatically to prevent them from being dried.
- Do not remove the print heads. Ink may leak.
- If the inside of the printer becomes dirty, clean with a soft cloth that gets wet with water and squeezed firmly.
- When transporting the printer, pack the printer in a plastic bag so that ink does not leak.
- Pack the printer in a sturdy box so that it is placed with its bottom facing down, using sufficient protective material to ensure safe transport.
- Do not tilt the printer; otherwise, ink may leak.
- When a shipping agent is handling transport of the printer, have its box marked "THIS SIDE UP" to keep the printer with its bottom facing down. Mark also with "FRAGILE" or "HANDLE WITH CARE".



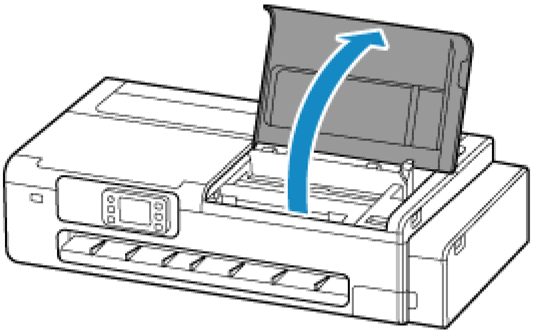
- Please handle with care and ensure the box remains flat and NOT turned upside down or on its side, as the printer may be damaged and ink in the printer may leak.

1. If the power is on, press the **ON** button to turn off the printer.

   ➡ Turning off the printer

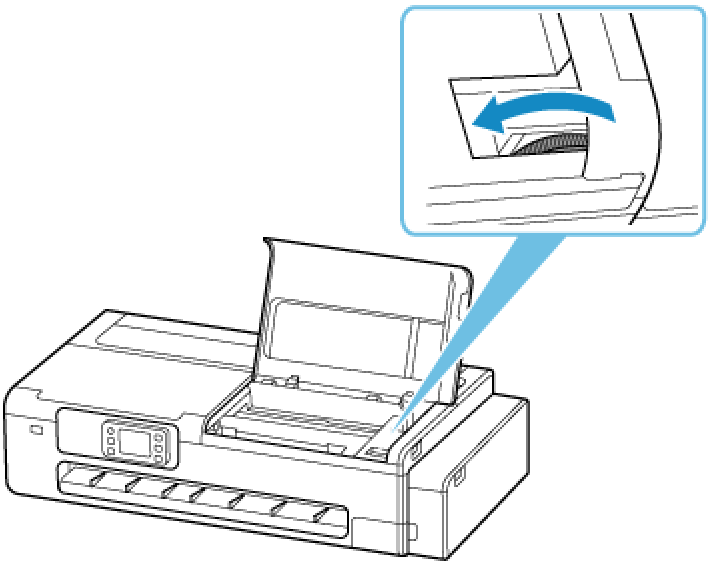
2. Remove all paper.

3. Open the access cover on the right side of the printer.



4. Close ink valve.

   Close the ink valve by tilting the ink valve lever tightly to the left.



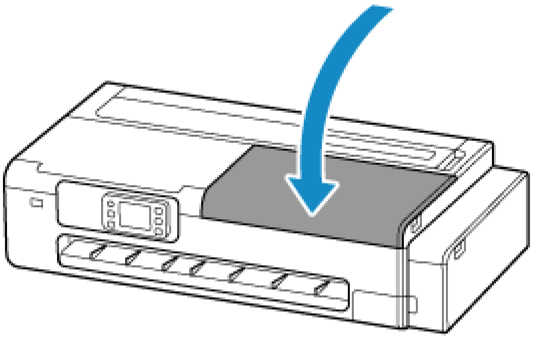
Important

- If you pack the printer without closing the ink valve, ink may leak out. Be sure to close the ink valve before packing the printer.
- If the ink valve lever is dirty, wipe the lever clean before closing the valve.

Note

- If the ink valve lever is already tilted to the left and the ink valve is closed, leave it in place.

5. Close the access cover on the right side of the printer.



6. Pack the printer.

   ➡ Packing Printer

Important

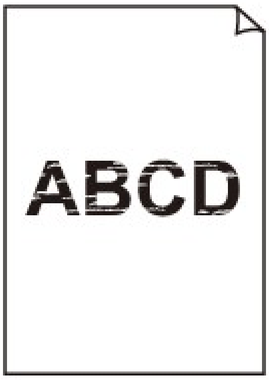
- Remove the roll holder, roll holder support, desktop basket, and printer stand from the printer. Contact the customer service center in your country or region for information on how to handle these parts when sending the printer unit for repair.

Problems with the Printing Quality

- **Printing is faint**
- **Banding in different colors occurs**
- **Colors in printed images are uneven**
- **Image edges are blurred or white banding occurs**
- **Paper rubs against the Print Head**
- **The edges of the paper are dirty**
- **The surface of the paper is dirty**
- **The back side of the paper is dirty**
- **Trail Edge Margin Becomes Dirty When Making Prints with Margins Immediately after the Minimal Margin Printing/Borderless Printing**
- **Printed colors are inaccurate**
- **Documents are printed in monochrome**
- **Line thickness is not uniform**
- **Lines or colors are misaligned**
- **The length of the printed image in the paper ejection direction is not accurate**
- **Images are printed crooked**
- **Margins are wide**
- **Borders Appear in the Minimal Margin Printing/Borderless Printing**
- **Left and Right Margins Do Not Match in the Bordered Printing**
- **When printing on roll paper, the printed surface becomes scratched**

Q

Printing is faint



A

Check 1 Is the reverse side of the paper being used for printing?

Print on the printing surface.

Check 2 Is the Print head nozzle blocked?

Print a test pattern to check the nozzles and see if they are clogged.

- ➡ Checking for Nozzle Clogging
- ➡ Maintenance Procedure

Check 3 Are paper scraps stuck in the printer?

Remove paper scraps left inside the printer.

- ➡ Remove Jammed Roll Paper
- ➡ Remove a Jammed Sheet

Check 4 Was the paper cut before the ink dried?

In the touch screen menu, select **Paper-related settings** > **Advanced paper settings**, and increase time in **Pause between scans** or **Pause between pages**.

- ➡ Specifying the Ink Drying Time

Check 5 When printing photos and posters, are the **Print target** settings set correctly?

Do one of the following.

- In the printer driver, change the setting to **Photo (Color)** or **Poster** in **Print Target**.
  - ➡ Printing By Setting Print Purpose

- In the touch screen menu, select ⚙ (**Setup**) > **Printer settings** > **Print settings** > **Default print settings** > **Print quality settings** > **Print target**, and change the setting to **Photo**. (This is only available when the printer driver's **Media Type** is set to **Auto (Use Printer Settings)**).

  ➡ Print settings

Check 6 Is the printer driver **Print Quality** set to a low quality setting?

Follow the steps below to set **Print Quality** to higher quality settings, and then print.

- Windows

  Change the **Print Quality** settings in the printer driver **Advanced Settings**.

  ➡ Changing the Print Quality and Correcting Image Data (Windows)

- macOS

  Change the **Print Quality** in the printer driver **Quality & Media** settings.

  ➡ Changing the Print Quality and Correcting Image Data (macOS)

Note

- When the minimal margin printing or borderless printing, the optimal settings are automatically changed, so changing the settings may not change the print results.

Check 7 Does the paper used for printing create a lot of cutting dust?

In the touch screen menu, set **Cut-dust reduction** in **Advanced paper settings** to **ON**.

➡ Reducing Dust from Cutting Rolls

Check 8 When using paper with one printable surface, check the correct printable side of the paper.

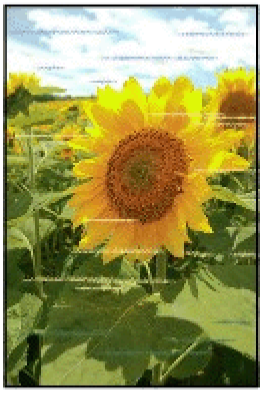
Printing on the wrong side of such paper may cause unclear prints or prints with reduced quality.

➡ Loading Sheets or Postcards into the Printer

Refer to the instruction manual supplied with the paper for detailed information on the printable side.

Q

Banding in different colors occurs



A

Check 1 Make sure that the Print head nozzle is not blocked

Print a test pattern to check the nozzles and see if they are clogged.

- ➡ Checking for Nozzle Clogging
- ➡ Maintenance Procedure

Check 2 Does the paper loaded on the printer match the media type selected in the printer driver?

When printing with the media type specified in the printer driver, load the specified media type in the printer.

- ➡ Loading Rolls in the Printer
- ➡ Loading Sheets or Postcards into the Printer

When printing with the media type loaded in the printer, specify the media type in the printer driver.

- ➡ Printing with Easy Setup (Windows)
- ➡ Printing with Easy Setup (macOS)

Note

- When **Auto (Use Printer Settings)** is selected for the media type, printing is performed with the media type loaded in the printer.
- Click **Get Information** to reflect the paper information set in the printer to the printer driver.

Check 3 Does the paper loaded on the printer match the media type selected on the touch screen?

Set the correct media type on the touch screen.

- ➡ Changing the Type of Paper

Check 4 Has the paper feed rate been calibrated properly?

Adjust the feed amount.

- ➡ Automatically Adjusting Different Colored Horizontal Streaks
- ➡ Adjusting Line Length

Check 5 When printing photos and posters, are the **Print target** settings set correctly?

Do one of the following.

- In the printer driver, change the setting to **Photo (Color)** or **Poster** in **Print Target**.

  ➡ Printing By Setting Print Purpose

- In the touch screen menu, select ⚙ (**Setup**) > **Printer settings** > **Print settings** > **Default print settings** > **Print quality settings** > **Print target**, and change the setting to **Photo**. (This is only available when the printer driver's **Media Type** is set to **Auto (Use Printer Settings)**).

  ➡ Print settings

Check 6 Low **Print Quality** setting causing lines in the printing

Follow the steps below to set **Print Quality** to the highest quality setting, and then print.

- Windows

  Change the **Print Quality** settings in the printer driver **Advanced Settings**.

  ➡ Changing the Print Quality and Correcting Image Data (Windows)

- macOS

  Change the **Print Quality** in the printer driver **Quality & Media** settings.

  ➡ Changing the Print Quality and Correcting Image Data (macOS)

Note

- When the minimal margin printing or borderless printing, the optimal settings are automatically changed, so changing the settings may not change the print results.

Check 7 Is **Set priority** in the touch screen menu set to **Prioritize length accuracy**?

Setting **Set priority** to **Prioritize print quality** in **Paper feed adjustment** may improve the print quality.

➡ Maintenance

Check 8 Check if the Print head is in the right position

Adjust the Print head position.

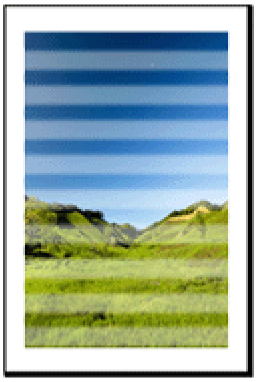
➡ Automatic Adjustment to Straighten Lines and Align Colors

Check 9 Print job may have been interrupted while receiving, and therefore not printed at a fast frame rate

Exit other applications and cancel other print jobs.

Q

Colors in printed images are uneven



A

Check 1 Does the paper loaded on the printer match the media type selected in the printer driver?

When printing with the media type specified in the printer driver, load the specified media type in the printer.

- ➡ Loading Rolls in the Printer
- ➡ Loading Sheets or Postcards into the Printer

When printing with the media type loaded in the printer, specify the media type in the printer driver.

- ➡ Printing with Easy Setup (Windows)
- ➡ Printing with Easy Setup (macOS)

Note

- When **Auto (Use Printer Settings)** is selected for the media type, printing is performed with the media type loaded in the printer.
- Click **Get Information** to reflect the paper information set in the printer to the printer driver.

Check 2 When loading paper in the printer, is the media loaded the same as the media type selected on the touch screen?

Set the correct media type on the touch screen.

- ➡ Changing the Type of Paper

Check 3 Is the Print head position adjusted correctly?

Adjust the Print head position.

- ➡ Automatic Adjustment to Straighten Lines and Align Colors

Check 4 Is the feed amount adjusted correctly?

Adjust feed amount.

- ➡ Automatically Adjusting Different Colored Horizontal Streaks
- ➡ Adjusting Line Length

Check 5 When printing photos and posters, are the **Print target** settings set correctly?

Do one of the following.

- In the printer driver, change the setting to **Photo (Color)** or **Poster** in **Print Target**.

  ➡ Printing By Setting Print Purpose

- In the touch screen menu, select ⚙ (**Setup**) > **Printer settings** > **Print settings** > **Default print settings** > **Print quality settings** > **Print target**, and change the setting to **Photo**. (This is only available when the printer driver's **Media Type** is set to **Auto (Use Printer Settings)**).

  ➡ Print settings

Check 6 Colors in printed images may be uneven if the **Print Quality** setting is too low

If using Windows, select **Advanced Settings** from the **Main** tab of the printer driver, and then select a higher **Print Quality** setting.

If using macOS, select **Quality & Media** in the printer driver, and then select a higher **Print Quality** setting.

- ➡ Changing the Print Quality and Correcting Image Data (Windows)
- ➡ Changing the Print Quality and Correcting Image Data (macOS)

Note

- When the minimal margin printing or borderless printing, the optimal settings are automatically changed, so changing the settings may not change the print results.

Check 7 Are the Print Head nozzles clogged?

Check for nozzle clogging.

- ➡ Checking for Nozzle Clogging
- ➡ Maintenance Procedure

Check 8 Colors in printed images may be uneven on the boundary between shades if there are dark and light areas in an image

Prints on the same page while switching between Bidirectional printing and Unidirectional printing. Therefore, color unevenness may occur when switching. Using the unidirectional printing function may reduce color unevenness in this situation.

Follow the steps below for unidirectional printing.

- Windows

  Open **Paper Detailed Settings** from the **Main** tab of the printer driver, and then select **Unidirectional Printing**.

  ➡ Main Tab Description

- macOS

Open **Advanced Paper Settings** in the printer driver, and then select **Unidirectional Printing**.

➡ Advanced Paper Settings

Important

- If any of the following conditions are met in the printer driver settings, the unidirectional printing function setting will be disabled.
  - The **Banner Printing** check box is checked.
  - The paper length exceeds 78.7 inches (2000.0 mm).

Check 9 If printing with minimal margins or borderless, colors in printed images may be a little uneven at the leading edge of the paper because printing is interrupted to cut the paper

Note

- Selecting a higher **Print Quality** in the printer driver **Advanced Settings** may resolve the problem.

  ➡ Changing the Print Quality and Correcting Image Data (Windows)

  ➡ Changing the Print Quality and Correcting Image Data (macOS)

Check 10 Does this paper curl easily?

Colors in printed images may be uneven at the leading edge of paper that curls easily. Set a margin of at least 0.8 inches (20 mm) at the front edge of the paper.

➡ Setting the Upper and Lower Margins on Roll Paper

Check 11 Color may be uneven if printing materials were stacked while drying

To avoid uneven colors, we recommend drying each sheet separately.

Check 12 Is **Ink drying target area** for **Pause between scans** in the touch screen menu set to **Leading edge**?

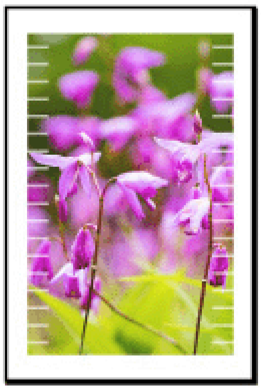
If the **Ink drying target area** for **Pause between scans** is set to **Leading edge**, color may be uneven approximately 4.3 to 6.3 inches (70 to 100 mm) from the front edge of the paper. (The position depends on the **Print Quality** settings)

On the HOME screen of the touch screen, select ⚙ (**Setup**) > **Printer settings** > **Paper-related settings** > **Advanced paper settings** > **Pause between scans** > **Ink drying target area** and set to **Overall**.

However, note that printing will now take longer.

➡ Specifying the Ink Drying Time

Image edges are blurred or white banding occurs



Check 1 Check if the Print head is in the right position.

For detailed printing of small text or fine lines on glossy or semi-gloss photo paper etc., adjust the position of the Print head.

- ➡ Automatic Adjustment to Straighten Lines and Align Colors

Check 2 Does the paper loaded on the printer match the media type selected in the printer driver?

When printing with the media type specified in the printer driver, load the specified media type in the printer.

- ➡ Loading Rolls in the Printer
- ➡ Loading Sheets or Postcards into the Printer

When printing with the media type loaded in the printer, specify the media type in the printer driver.

- ➡ Printing with Easy Setup (Windows)
- ➡ Printing with Easy Setup (macOS)

Note

- When **Auto (Use Printer Settings)** is selected for the media type, printing is performed with the media type loaded in the printer.
- Click **Get Information** to reflect the paper information set in the printer to the printer driver.

Check 3 When loading paper in the printer, is the media loaded the same as the media type selected on the touch screen?

Set the correct media type on the touch screen.

- ➡ Changing the Type of Paper

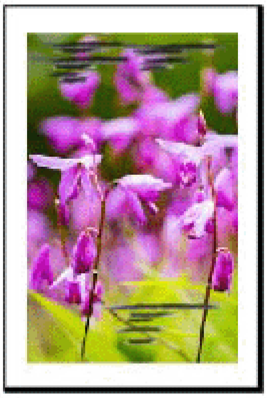
Check 4 Are the Print Head nozzles clogged?

Perform print head cleaning.

- ➡ Cleaning the Print Head
- ➡ Maintenance Procedure

Q

Paper rubs against the Print Head



A

Check 1 Does the paper loaded on the printer match the media type selected in the printer driver?

When printing with the media type specified in the printer driver, load the specified media type in the printer.

- ➡ Loading Rolls in the Printer
- ➡ Loading Sheets or Postcards into the Printer

When printing with the media type loaded in the printer, specify the media type in the printer driver.

- ➡ Printing with Easy Setup (Windows)
- ➡ Printing with Easy Setup (macOS)

Note

- When **Auto (Use Printer Settings)** is selected for the media type, printing is performed with the media type loaded in the printer.
- Click **Get Information** to reflect the paper information set in the printer to the printer driver.

Check 2 When loading paper in the printer, is the media loaded the same as the media type selected on the touch screen?

Set the correct media type on the touch screen.

- ➡ Changing the Type of Paper

Check 3 Correct curl before loading paper.

We recommend putting unused paper back into the package and storing it flat.

- **Plain Paper:**

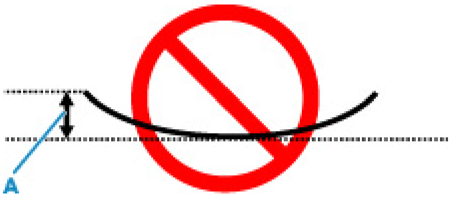
  Turn the paper over and reload it to print on the other side.

- **Such as Envelopes and Medicine Envelopes:**

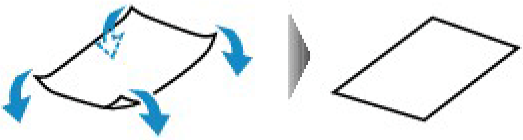
  For details, see Loading Envelopes or Medicine Envelopes into the Printer.

- **Other Paper such as Postcards:**

  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.

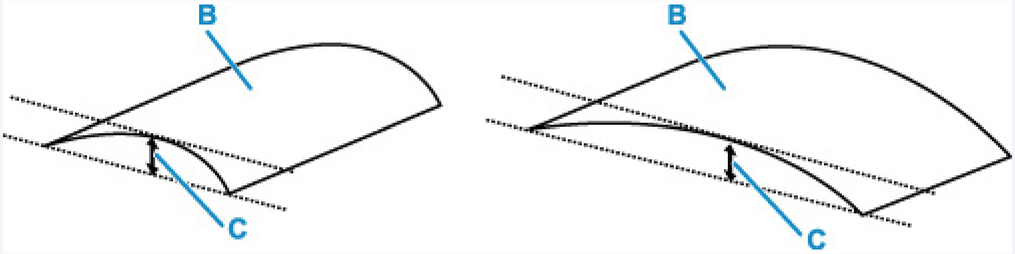
     

  2. Check that paper is now flat.

     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.

Check 4 Is the paper loaded properly?

If not loaded properly, paper can buckle and rub against the Print head.

Reload the paper.

➡ Loading Rolls in the Printer

➡ Loading Sheets or Postcards into the Printer

Check 5 Are the margins of the rolls narrow?

Narrow margins can cause the leading edge of the paper to curl easily, and the raised paper may rub against the head after the ink has landed on it. Make the margins wide.

➡ Setting the Upper and Lower Margins on Roll Paper

Check 6 If you are using plain paper, changing the settings from the printer driver may improve the print results.

- For the **Easy Settings**

  Set **Print Target** to **Photo (Color)** or **Poster**.

  ➡ Printing By Setting Print Purpose

- For the **Advanced Settings**

  Select **Image** in **Print Priority**.

  ➡ Printing Using Detailed Setting Mode

Check 7 If you are using rolls, are you using the recommended paper and recommended environment?

Using rolls or environments other than those recommended, may result in increased curl and rubbing of the print head. Use the recommended paper and recommended environment.

➡ Paper Settings List (Roll Paper)

Check 8 Set the setting to prevent paper rubbing.

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

  Select ⚙ (Setup) on HOME screen > **Printer settings** > **Print settings** in this order, and then set **Prevent paper abrasion** to **ON**.

  ➡ Changing Settings from Operation Panel

Check 9 Is the leading edge or the trailing edge of the paper rubbing?

If the leading edge of the paper is rubbing, set a margin at the leading edge and print. If the trailing edge of the paper is rubbing, set a margin at the trailing edge and print.

Q

The edges of the paper are dirty

A

Check 1 Are you printing with minimal margins, borderless, or on small size paper?

When printing with minimal margins, borderless, or on small size paper, the platen may become dirty.

Clean the platen.

- ➡ Cleaning Inside the Printer

Check 2 Does the paper loaded on the printer match the media type selected in the printer driver?

The platen may become dirty if the loaded paper does not match the settings. We recommend that you clean the platen before printing again.

- ➡ Cleaning Inside the Printer

When printing with the media type specified in the printer driver, load the specified media type in the printer.

- ➡ Loading Rolls in the Printer
- ➡ Loading Sheets or Postcards into the Printer

When printing with the media type loaded in the printer, specify the media type in the printer driver.

- ➡ Printing with Easy Setup (Windows)
- ➡ Printing with Easy Setup (macOS)

Note

- When **Auto (Use Printer Settings)** is selected for the media type, printing is performed with the media type loaded in the printer.
- Click **Get Information** to reflect the paper information set in the printer to the printer driver.

Check 3 When loading paper in the printer, is the media loaded the same as the media type selected on the touch screen?

The platen may become dirty if the loaded paper does not match the settings. We recommend that you clean the platen before printing again.

➡ Cleaning Inside the Printer

Set the correct media type on the touch screen.

➡ Changing the Type of Paper

Check 4 Correct curl before loading paper.

We recommend putting unused paper back into the package and storing it flat.

- **Plain Paper:**

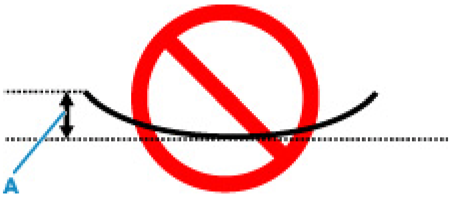
  Turn the paper over and reload it to print on the other side.

- **Such as Envelopes and Medicine Envelopes:**

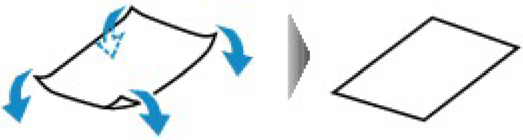
  For details, see Loading Envelopes or Medicine Envelopes into the Printer.

- **Other Paper such as Postcards:**

  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.

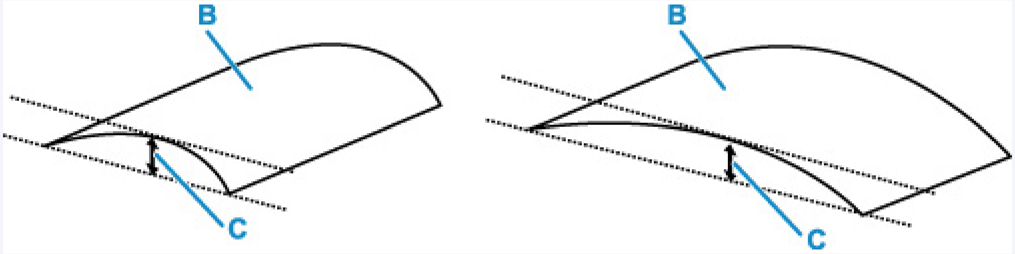


2. Check that paper is now flat.

   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.

Check 5 Is the paper creased or curled?

Straighten out the wrinkles or curls and reload the paper.

- ➡ Loading Rolls in the Printer
- ➡ Loading Sheets or Postcards into the Printer

Check 6 In the touch screen menu, is **Cut-dust reduction** in **Advanced paper settings** set to **ON**?

A cut dust reduction line is printed at the paper cut position when **Cut-dust reduction** is set to **ON**.

If cutting dust reduction is not required, set **Cut-dust reduction** to **OFF**.

- ➡ Reducing Dust from Cutting Rolls

Check 7 Is the ejection guide dirty?

Clean the ejection guide.

- ➡ Cleaning Inside the Printer

Check 8 Are the margins of the rolls narrow?

Narrow margins can cause the leading edge of the paper to curl easily, and the raised paper may rub against the head after the ink has landed on it. Make the margins wide.

- ➡ Setting the Upper and Lower Margins on Roll Paper

Check 9 If you are using plain paper, changing the settings from the printer driver may improve the print results.

- For the **Easy Settings**

  Set **Print Target** to **Photo (Color)** or **Poster**.

  - ➡ Printing By Setting Print Purpose

- For the **Advanced Settings**

  Select **Image** in **Print Priority**.

  - ➡ Printing Using Detailed Setting Mode

Check 10 If you are using rolls, are you using the recommended paper and recommended environment?

Using rolls or environments other than those recommended, may result in increased curl and rubbing of the print head. Use the recommended paper and recommended environment.

- ➡ Paper Settings List (Roll Paper)

Check 11 Set the setting to prevent paper rubbing.

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**

  Select ⚙ (Setup) on HOME screen > **Printer settings** > **Print settings** in this order, and then set **Prevent paper abrasion** to **ON**.

  ➡ Changing Settings from Operation Panel

Check 12 Is the inside of the printer dirty?

During printing, ink may stain the inside of the printer, smudging the printout.

Perform bottom plate cleaning to clean inside of printer.

➡ Performing Bottom Plate Cleaning

Note

- To prevent staining inside the printer, be sure to set the correct paper size.

Q

The surface of the paper is dirty

A

Check 1 Is the paper retainer clean?

Clean the paper retainer.

➡ Cleaning Inside the Printer

Check 2 If using plain paper, is the media type set to **Plain Paper**?

Set the media type to **PlainP(Instant-dry)** for improved quick-drying.

➡ Changing the Type of Paper

Check 3 Does this paper take longer to dry?

Increase the length of the **Pause between pages** and **Pause between scans** settings from the touch screen menu.

➡ Specifying the Ink Drying Time

Note

- When printing on paper that takes longer to dry, the paper may curl during printing and come in contact with the output tray.

  In such situations, set an **Ink drying wait time** and an **Ink drying target area** for **Pause between scans** in the touch screen menu.

  However, note that printing will now take longer.

Check 4 Does the paper loaded on the printer match the media type selected in the printer driver?

The platen may become dirty if the loaded paper does not match the settings. We recommend that you clean the platen before printing again.

➡ Cleaning Inside the Printer

When printing with the media type loaded in the printer, specify the same media type in the printer driver.

- ➡ Loading Rolls in the Printer
- ➡ Loading Sheets or Postcards into the Printer

When printing with the media type loaded in the printer, specify the media type in the printer driver.

- ➡ Printing with Easy Setup (Windows)
- ➡ Printing with Easy Setup (macOS)

Note

- When **Auto (Use Printer Settings)** is selected for the media type, printing is performed with the media type loaded in the printer.
- Click **Get Information** to reflect the paper information set in the printer to the printer driver.

Check 5 Does the paper type selected in the printer driver or on the touch screen match the actual paper type loaded?

The platen may become dirty if the loaded paper does not match the settings. We recommend that you clean the platen before printing again.

- ➡ Cleaning Inside the Printer

Set the correct paper type on the touch screen.

- ➡ Changing the Type of Paper

Check 6 Correct curl before loading paper.

We recommend putting unused paper back into the package and storing it flat.

- **Plain Paper:**

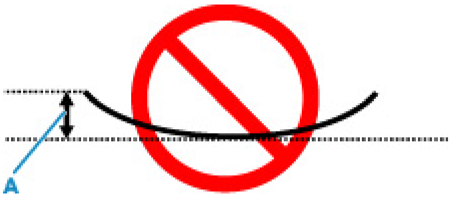
  Turn the paper over and reload it to print on the other side.

- **Such as Envelopes and Medicine Envelopes:**

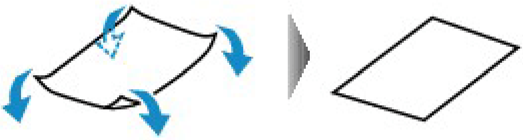
  For details, see Loading Envelopes or Medicine Envelopes into the Printer.

- **Other Paper such as Postcards:**

  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.

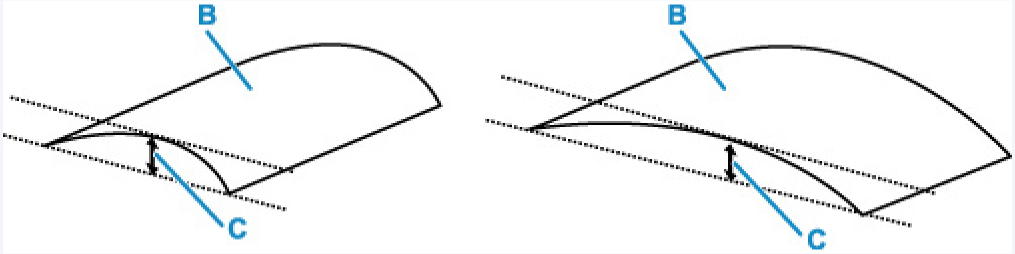


2. Check that paper is now flat.

   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.

Check 7 Dirt may be removed by letting a blank sheet of paper pass through.

If the roll paper is dirty, perform **Set cut length** several times.

➡ Cutting Roll Paper

If the sheet is dirty, perform **Bottom Plate Cleaning**.

➡ Performing Bottom Plate Cleaning

Check 8 If you are using plain paper, changing the settings from the printer driver may improve the print results.

- For the **Easy Settings**

  Set **Print Target** to **Photo (Color)** or **Poster**.

  ➡ Printing By Setting Print Purpose

- For the **Advanced Settings**

  Select **Image** in **Print Priority**.

  ➡ Printing Using Detailed Setting Mode

Check 9 If you are using rolls, are you using the recommended paper and recommended environment?

Using rolls or environments other than those recommended, may result in increased curl and rubbing of the print head. Use the recommended paper and recommended environment.

➡ Paper Settings List (Roll Paper)

Check 10 Set the setting to prevent paper rubbing.

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**

  Select (Setup) on HOME screen > **Printer settings** > **Print settings** in this order, and then set **Prevent paper abrasion** to **ON**.

  ➡ Changing Settings from Operation Panel

Check 11 Are you using medicine envelopes or label paper?

Set the paper type to **Label (Instant-dry)**, **Glossy Label (Instant-dry)** or **MedicineEnv.(Instant-dry)** whose quick-drying performance is increased.

➡ Changing the Type of Paper

Check 12 Is the inside of the 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.

➡ Performing Bottom Plate Cleaning

Note

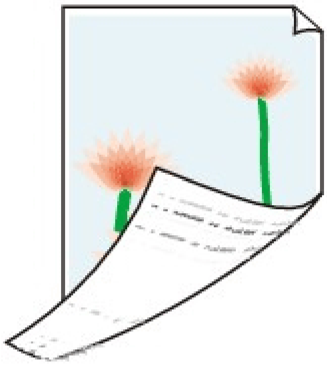
- To prevent staining inside the printer, be sure to set the correct paper size.

Check 13 Did you print the communication side first?

When printing the postcards, it is recommended to print the address side first, then print the communication side to ensure clear printing.

Q

The back side of the paper is dirty



A

Check 1 Was the previous print job borderless, or printed on small paper?

The platen may become dirtied by borderless printing or on small paper sizes.

Clean the platen.

➡ Cleaning Inside the Printer

Check 2 Is **Detect paper width** in the touch screen menu set to **Disable**?

Printing with **Detect paper width** set to **Disable** may cause the platen to be dirtied.

Set **Detect paper width** in the touch screen menu to **Enable**, and then clean the platen.

➡ Cleaning Inside the Printer

Check 3 Does this paper take longer to dry?

Increase the length of the **Pause between pages** and **Pause between scans** settings from the touch screen menu.

➡ Specifying the Ink Drying Time

If the platen is dirty, open the top cover and clean the platen.

➡ Cleaning Inside the Printer

Note

- When printing on paper that takes longer to dry, the paper may curl during printing and come in contact with the output tray.

  In such situations, set an **Ink drying wait time** and an **Ink drying target area** for **Pause between scans** in the touch screen menu.

  However, note that printing will now take longer.

Check 4 Does the paper loaded on the printer match the media type selected in the printer driver?

The platen may become dirty if the loaded paper does not match the settings. We recommend that you clean the platen before printing again.

- ➡ Cleaning Inside the Printer

When printing with the media type specified in the printer driver, load the specified media type in the printer.

- ➡ Loading Rolls in the Printer
- ➡ Loading Sheets or Postcards into the Printer

When printing with the media type loaded in the printer, specify the media type in the printer driver.

- ➡ Printing with Easy Setup (Windows)
- ➡ Printing with Easy Setup (macOS)

Note

- When **Auto (Use Printer Settings)** is selected for the media type, printing is performed with the media type loaded in the printer.
- Click **Get Information** to reflect the paper information set in the printer to the printer driver.

Check 5 Does the paper type selected in the printer driver or on the touch screen match the actual paper type loaded?

The platen may become dirty if the loaded paper does not match the settings. We recommend that you clean the platen before printing again.

- ➡ Cleaning Inside the Printer

Set the correct paper type on the touch screen.

- ➡ Changing the Type of Paper

Check 6 Dirt may be removed by letting a blank sheet of paper pass through.

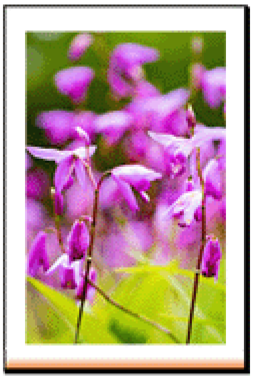
If the roll paper is dirty, perform **Set cut length** several times.

- ➡ Cutting Roll Paper

If the sheet is dirty, perform **Bottom Plate Cleaning**.

- ➡ Performing Bottom Plate Cleaning

Trail Edge Margin Becomes Dirty When Making Prints with Margins Immediately after the Minimal Margin Printing/Borderless Printing



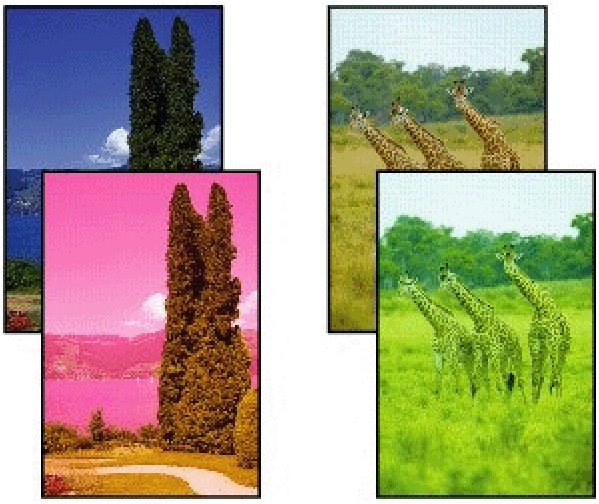
Depending on the usage environment, if printing with minimal margins or borderless is performed with the setting of automatic cutting of the leading and trailing edges on roll paper, the ink on the cutter blade may be transferred on the next printed document.

Use **Pause between pages** on the touch screen to change the ink drying time to between 30 seconds and 3 minutes before performing borderless printing.

➡ Specifying the Ink Drying Time

Q

Printed colors are inaccurate



A

Check 1 Is the Print head nozzle blocked?

Print a test pattern to check the nozzles and see if they are clogged.

➡ Checking for Nozzle Clogging

➡ Maintenance Procedure

Check 2 When printing photos and posters, are the **Print target** settings set correctly?

Do one of the following.

- In the printer driver, change the setting to **Photo (Color)** or **Poster** in **Print Target**.

  ➡ Printing By Setting Print Purpose

- In the touch screen menu, select ⚙ (**Setup**) > **Printer settings** > **Print settings** > **Default print settings** > **Print quality settings** > **Print target**, and change the setting to **Photo**. (This is only available when the printer driver's **Media Type** is set to **Auto (Use Printer Settings)**).

  ➡ Print settings

Check 3 Has color been adjusted in the printer driver?

Follow the steps below to adjust color settings.

- Windows

  Adjust the color settings with **Color Mode** > **Color Settings** in **Advanced Settings** in the printer driver.

  ➡ Main Tab Description (Windows)

- macOS

Adjust the color settings in the printer driver **Color Options**.

➡ Color Options (macOS)

Check 4 Is **Application Color Matching Priority** set to **Off** in a Windows printer driver?

In the printer driver **Layout** sheet, click **Special Settings**, and then set **Application Color Matching Priority** to **On** in the dialog box that appears.

➡ Layout Tab Description (Windows)

Check 5 Has the computer or monitor color been adjusted?

Take the actions below.

- Refer to the computer and monitor documentation to adjust the colors.
- Adjust the settings of the color management software, referring to the software documentation as needed.

Check 6 Color varies even between printers of the same model due to differences in firmware and printer driver versions, settings, or environment.

Follow these steps to prepare the printing environment.

1. Use the same version of firmware or printer driver.
2. Specify the same value for all settings items.

Q

Documents are printed in monochrome

A

Check 1 Is **Color Mode** set to **Monochrome**, or **Print Target** set to **CAD (Monochrome Line Drawing)** in a Windows printer driver?

In the **Advanced Settings** of the printer driver, specify **Color** in **Color Mode** and try printing again.

- ➡ Main Tab Description (Windows)

Check 2 Is **Color Mode** set to **Monochrome** selected in the macOS printer driver?

Set **Color Mode** to **Color** in the printer driver **Quality & Media** settings, and then print again.

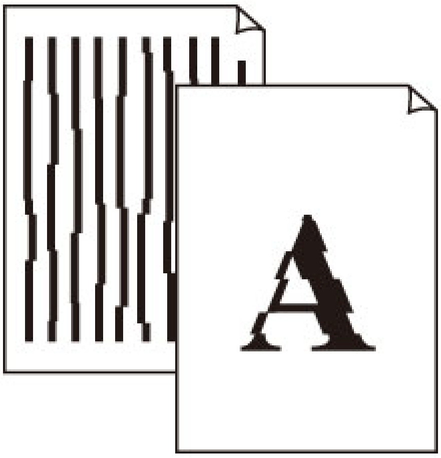
- ➡ Quality & Media (macOS)

Check 3 The print head nozzle may be blocked

Print a test pattern to check the color ink nozzles and see if they are clogged.

- ➡ Checking for Nozzle Clogging
- ➡ Maintenance Procedure

Line thickness is not uniform



Check 1 Does the paper loaded on the printer match the media type selected in the printer driver?

When printing with the media type specified in the printer driver, load the specified media type in the printer.

- ➡ Loading Rolls in the Printer
- ➡ Loading Sheets or Postcards into the Printer

When printing with the media type loaded in the printer, specify the media type in the printer driver.

- ➡ Printing with Easy Setup (Windows)
- ➡ Printing with Easy Setup (macOS)

Note

- When **Auto (Use Printer Settings)** is selected for the media type, printing is performed with the media type loaded in the printer.
- Click **Get Information** to reflect the paper information set in the printer to the printer driver.

Check 2 When loading paper in the printer, is the media loaded the same as the media type selected on the touch screen?

Set the correct media type on the touch screen.

- ➡ Changing the Type of Paper

Check 3 Adjust the position of the Print head

If the printed result does not look uniform, such as when the lines are misaligned, adjust the position of Print Head.

- ➡ Automatic Adjustment to Straighten Lines and Align Colors

Check 4 Disabling the line and text cleanup process may improve the situation.

If the printed result does not look uniform, such as when the lines are misaligned, adjust the position of Print Head.

- For Windows

  Turn off **Cleaner Lines/Text** in the printer driver settings.

  ➡ Layout Tab Description

- For macOS

  In the touchscreen menu, select ⚙ (Setup) > **Printer settings** > **Print settings** > **Cleaner Lines/Text**, and set to **Disable**.

Check 5 Is **Fast Graphic Process** set to **On** in the 32-bit Windows printer driver **Special Settings** dialog box?

Access the printer driver **Properties** dialog box from **Print** in the **File** menu of the source application, and follow these steps to print.

1. Deselect **Preview before printing** in the **Main** sheet.

2. Deselect **Page Layout** in the **Layout** sheet.

3. Click the **Special Settings** button in the **Layout** sheet, and then set **Fast Graphic Process** to **Off** in the **Special Settings** dialog box that opens.

Lines or colors are misaligned

Check 1 Adjust the position of the Print head

If borders are misaligned or the print results are not uniform, adjust the position of the Print head.

- ➡ Automatic Adjustment to Straighten Lines and Align Colors

Check 2 Does the paper loaded on the printer match the media type selected in the printer driver?

When printing with the media type specified in the printer driver, load the specified media type in the printer.

- ➡ Loading Rolls in the Printer
- ➡ Loading Sheets or Postcards into the Printer

When printing with the media type loaded in the printer, specify the media type in the printer driver.

- ➡ Printing with Easy Setup (Windows)
- ➡ Printing with Easy Setup (macOS)

Note

- When **Auto (Use Printer Settings)** is selected for the media type, printing is performed with the media type loaded in the printer.
- Click **Get Information** to reflect the paper information set in the printer to the printer driver.

Check 3 When loading paper in the printer, is the media loaded the same as the media type selected on the touch screen?

Set the correct media type on the touch screen.

- ➡ Changing the Type of Paper

Check 4 Is the Roll Paper loaded at an angle?

If there is a gap between the roll paper and the roll holder, reload the roll paper.

- ➡ Loading Rolls in the Printer

Check 5 Is **Detect paper width** set to **Disable**?

Set **Detect paper width** in the touch screen menu to **Enable** to load the paper.

➡ Advanced (Paper settings)

Check 6 Is **Skew detection accuracy** in the touch screen menu set to **Loose** or **OFF**?

Set **Skew detection accuracy** to **Standard**, and then reload the paper.

➡ Advanced (Paper settings)

Check 7 If you are using rolls, are you using the recommended paper and recommended environment?

Using rolls or environments other than those recommended, may result in increased curl and rubbing of the print head. Use the recommended paper and recommended environment.

➡ Paper Settings List (Roll Paper)

Check 8 Colors in printed images may be uneven if the **Print Quality** setting is too low

If using Windows, select **Advanced Settings** from the **Main** tab of the printer driver, and then select a higher **Print Quality** setting.

If using macOS, select **Quality & Media** in the printer driver, and then select a higher **Print Quality** setting.

➡ Changing the Print Quality and Correcting Image Data (Windows)
➡ Changing the Print Quality and Correcting Image Data (macOS)

Note

- When the minimal margin printing or borderless printing, the optimal settings are automatically changed, so changing the settings may not change the print results.

Check 9 Is **Unidirectional printing** set to **Disable**?

Using the Unidirectional printing function may reduce the shift of ruled lines. Follow the steps below for unidirectional printing.

- Windows

  Open **Paper Detailed Settings** from the **Main** tab of the printer driver, and then select **Unidirectional Printing**.

  ➡ Main Tab Description

- macOS

  Open **Advanced Paper Settings** in the printer driver, and then select **Unidirectional Printing**.

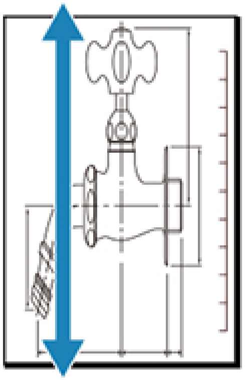
  ➡ Advanced Paper Settings

Important

- If any of the following conditions are met in the printer driver settings, the unidirectional printing function setting will be disabled.
  - The **Banner Printing** check box is checked.
  - The paper length exceeds 78.7 inches (2000.0 mm).

Q

The length of the printed image in the paper ejection direction is not accurate



A

Check 1 Does the paper loaded on the printer match the media type selected in the printer driver?

When printing with the media type specified in the printer driver, load the specified media type in the printer.

- ➡ Loading Rolls in the Printer
- ➡ Loading Sheets or Postcards into the Printer

When printing with the media type loaded in the printer, specify the media type in the printer driver.

- ➡ Printing with Easy Setup (Windows)
- ➡ Printing with Easy Setup (macOS)

Note

- When **Auto (Use Printer Settings)** is selected for the media type, printing is performed with the media type loaded in the printer.
- Click **Get Information** to reflect the paper information set in the printer to the printer driver.

Check 2 When loading paper in the printer, is the media loaded the same as the media type selected on the touch screen?

Set the correct media type on the touch screen.

- ➡ Changing the Type of Paper

Check 3 Perform print quality adjustment to automatically adjust the feed amount.

The paper feed amount is automatically adjusted by performing **Adjust print quality** from **Paper feed adjustment**, and printing the adjustment pattern.

- ➡ Automatically Adjusting Different Colored Horizontal Streaks

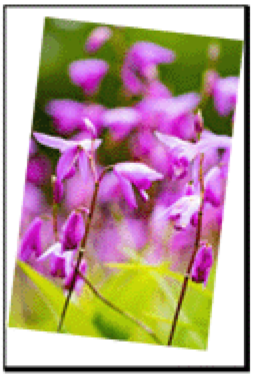
Check 4 Is **Set priority** for **Paper feed adjustment** in the touch screen menu set to **Prioritize print quality**?

Set priority for **Paper feed adjustment** to **Prioritize length accuracy**, and then carry out **Adjust feed length**.

➡ Maintenance
➡ Adjusting Line Length

Q

Images are printed crooked



A

Check 1 Has the roll paper been loaded at an angle?

If there is a gap between the roll paper and roll holder, reload the roll on the roll holder.

➡ Loading Rolls in the Printer

Check 2 Is **Detect paper width** set to **Disable**?

Set **Detect paper width** in the touch screen menu to **Enable** to load the paper.

➡ Advanced (Paper settings)

Check 3 Is **Skew detection accuracy** in the touch screen menu set to **Loose** or **OFF**?

Set **Skew detection accuracy** to **Standard**, and then reload the paper.

➡ Advanced (Paper settings)

Check 4 Check if the roll holder support is correctly installed.

Check that the roll holder support is installed at the proper width.

➡ Moving the Roll Holder Support

Also, check that the knurled screws on the roll holder supports are tightened securely.

Important

- Make sure the knurled screws are tightened until they no longer turn.

Margins are wide

Check 1 Does the printed document have a wide margin on the trailing edge only?

Rolls are advanced a specific amount before cutting to prevent problems with cutting and paper ejection.

This operation is normal.

The specified length varies depending on the media type and the usage environment (humidity). Please refer to the minimum printing length of the paper from paper information list.

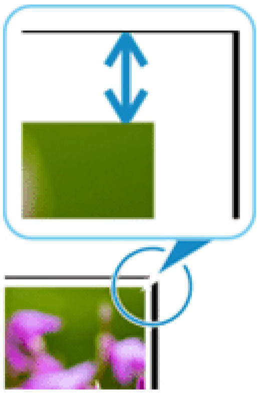
If the length of the printed document is shorter than the minimum cut length, an extra edge margin will be added to increase the length of the printed document to the minimum cut length.

➡ Paper Settings List (Roll Paper)

Check 2 Adjust the margins.

➡ Setting the Upper and Lower Margins on Roll Paper

Borders Appear in the Minimal Margin Printing/Borderless Printing



This product is capable of the minimal margin printing. Some software displays this as borderless printing.

In the minimal margin printing, small margins will appear on the left and right sides of the paper. If you are not getting the expected results with minimal margin printing, check the following.

Check 1 Is the position of the Print head adjusted?

Adjusting the position of the Print head will improve the printing accuracy.

➡ Automatic Adjustment to Straighten Lines and Align Colors

To print with the specified amount of minimal margin, the print head height must be lowered.

- **Paper thickness (head height)**: **Auto** or **Standard**
  ➡ Paper-related settings
- **Prevent paper abrasion**: **OFF**
  ➡ Print settings

Check 2 Did you perform **Roll paper minimal margin amount**?

Adjust the left and right margins in **Roll paper minimal margin amount** in the touch screen menu.

➡ Setting the Minimal Margin Amount When Performing the Minimal Margin Printing

Check 3 When printing at full-scale with minimal margins or borderless, is the selected paper wider than the original size?

For the printing at full-scale with minimal margins or borderless, use roll paper that has the same width as the original size.

➡ Printing Full-Size with Minimal Margins (Windows)
➡ Printing Full-Size with Minimal Margins (macOS)

Check 4 Does the source file have margins?

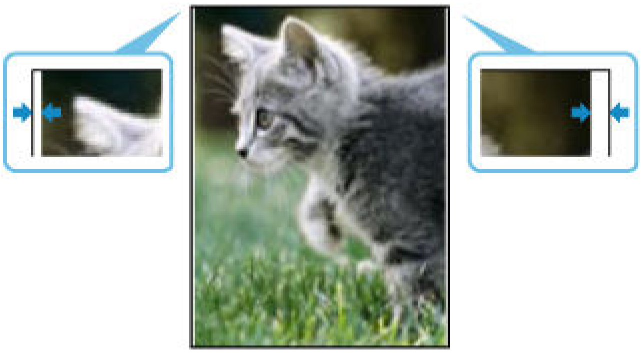
Check that the printing image data does not have any objects like crop marks and transparent objects.

Check 5 Is a margin set in application software?

Check that no margins are configured in the application software you are using.

Q

Left and Right Margins Do Not Match in the Bordered Printing



A

Check 1 Is the position of the Print head adjusted?

Adjusting the position of the Print head will improve the printing accuracy.

➡ Automatic Adjustment to Straighten Lines and Align Colors

Check 2 Is the **Adjust horizontal print position** performed?

Adjusts the print position if the left and right margins are not uniform.

➡ Print settings

Check 3 Does the source file have margins?

Check that the printing image data does not have any objects like crop marks and transparent objects.

Check 4 Is a margin set in application software?

Check that no margins are configured in the application software you are using.

Q

When printing on roll paper, the printed surface becomes scratched

---

A

Make sure the roll paper has not lost tension during printing.

If the roll paper loses tension, the paper surface could be damaged and the paper could wrinkle or fold.

Set **Roll paper tension (printing)** to **High** in the touch screen menu.

➡ Advanced (Paper settings)

Note

- Carrying out **Adjust print quality** is recommended when changing **Roll paper tension (printing)** settings.

➡ Automatically Adjusting Different Colored Horizontal Streaks

Cannot Configure Network Settings

- Message Appears on Computer During Setup
- Cannot Proceed Beyond Printer Connection Screen (Cannot Find Printer Connected via USB)
- "Failed to connect to the wireless router." Appears
- Printer Cannot Be Used After Replacing Wireless Router or Changed Router Settings
- Privacy Separator/SSID Separator/Network Separation Function

Message Appears on Computer During Setup

- ➡ Screen to Enter Password Appears During Setup (Windows)
- ➡ Encryption Settings Screen Appears When Wireless Router Selected (Windows)
- ➡ "You have connected the printer to the non encrypted wireless network" Appears

Q Screen to Enter Password Appears During Setup (Windows)

A

If the printer is set up for use with a network and an administrator password has been set, a screen asking you to enter the password appears.

Enter the same password as that specified for the printer.

Note

- An administrator password is already set for the printer at the start of use.

  For details:

  ➡ Default Administrator Password

  For improved security, we recommend that you change the administrator password.

  ➡ Setting Administrator Password on Operation Panel

Q Encryption Settings Screen Appears When Wireless Router Selected (Windows)

A

This screen appears automatically if the selected wireless router is encrypted. Set the same encryption settings as those set for the wireless router.

For more on encryption settings, see Performing/Changing Wi-Fi Settings.

Q "You have connected the printer to the non encrypted wireless network" Appears

A

Security is not configured on the wireless router. The printer can still be used, so continue the setup procedure and complete it.

Important

- If you connect to a network that is not protected with security measures, there is a risk of disclosing data such as your personal information to a third party.

Q

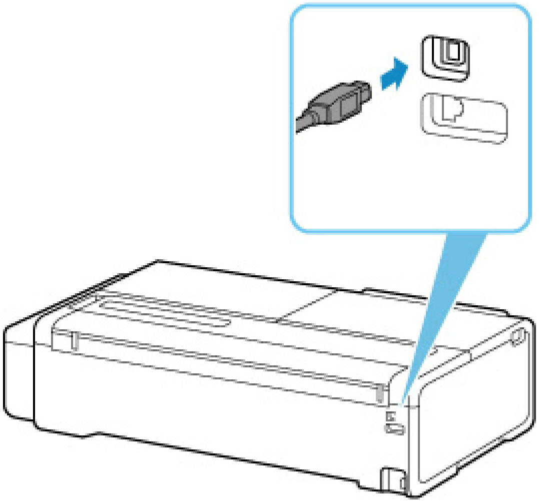
Cannot Proceed Beyond Printer Connection Screen (Cannot Find Printer Connected via USB)

A

If you cannot proceed beyond the **Printer Connection** screen, check the following.

Check 1 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.

Check 2 Follow procedure below to connect printer and computer again.

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.

Check 3 Follow the steps below to install printer driver again.

1. Download the latest printer driver.

2. Turn off printer.

3. Restart computer.

   After restarting, install the latest printer driver downloaded in step 1.

Important

- When installing the printer driver, make sure you select the correct printer name.
- For Windows:

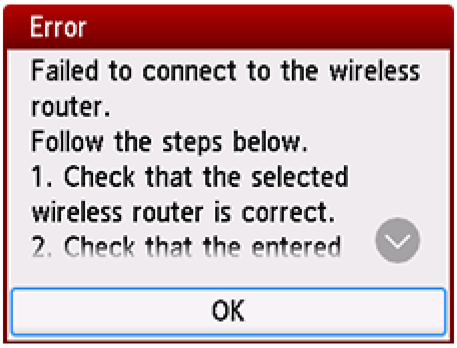
  To restart your computer, choose **Restart** instead of **Shut down**.

Q

"Failed to connect to the wireless router." Appears

A

Each time you perform each check, select **OK** on the error screen to clear the error and set up the printer again.



Error

Failed to connect to the wireless router.
Follow the steps below.
1. Check that the selected wireless router is correct.
2. Check that the entered

➡ When Security Type is WPA/WPA2/WPA3
➡ When Security Type is set to Disable

When Security Type is WPA/WPA2/WPA3

Check 1 Check the password entered for the wireless router is correct.

If the password you entered is incorrect, enter the correct password.

Check 2 Check the wireless router's settings.

If the wireless router's DHCP function is off, turn it on and redo the wireless connection settings.

Check 3 Check the MAC address filtering's settings.

If MAC address filtering is enabled on the wireless router, change the settings to accept the printer's MAC address.

The MAC address of the printer can be viewed from ℹ (**Information**) > **System information**.

➡ System information

Check 4 Check the wireless router's security protocol (encryption method) settings.

For details on changing the wireless router settings, see the wireless router manual or contact its manufacturer.

When Security Type is set to Disable

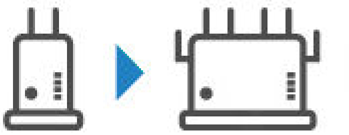
Check Is the wireless router turned on?

If it is already turned on, turn it off, and then turn it back on.

Do not proceed to the next screen of this guide until the power is turned on. The connection to the wireless router will be temporarily disabled.

Printer Cannot Be Used After Replacing Wireless Router or Changed Router Settings

When wireless router is replaced or router settings are changed, the network settings of your computer, smartphone/tablet or printer must be reconfigured according to the new wireless router.



Check 1 Check if your computer or smartphone/tablet can be connected to Internet through the new wireless router.

If your computer or smartphone/tablet cannot be connected to Internet, check if the wireless router setup is completed and configure the settings on the computer or smartphone/tablet to connect to the wireless router.

Check 2 Resetup printer network.

Refer to Setup Guide to setup.

Note

- Wi-Fi Connection Assistant allows you to diagnose and repair the network status.

  Select the link below to download Wi-Fi Connection Assistant and install it.

  ➡ Checking Printer Connection Status Using Wi-Fi Connection Assistant

  Refer to below in regard to starting up Wi-Fi Connection Assistant.

  - For Windows:

    ➡ Starting Up Wi-Fi Connection Assistant

  - For macOS:

    ➡ Starting Up Wi-Fi Connection Assistant

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

➡ Privacy Separator/SSID Separator/Network Separation Function

Q Cannot Communicate with Printer After Enabling MAC/IP Address Filtering or Encryption Key on Wireless Router

A

Check 1 Check wireless router setting.

For more on setting up a wireless router, 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.

Check 2 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.

Check 3 If using WPA/WPA2/WPA3 key or a password, make sure encryption key for computer, network device, and printer matches key set for wireless router.

The length or format of the Wi-Fi password and authentication method must be identical among the wireless router, the printer, and your computer.

For details, see Setting an Encryption Key.

Note

- To configure IEEE802.1X/EAP (WPA/WPA2/WPA3 Enterprise), you also need to configure the authentication (Radius) server.

  Contact the network administrator for more information.

Q With Encryption On, Cannot Communicate with Printer After Changing Encryption Type at Wireless Router

A

If the printer cannot communicate with the computer after you change the encryption type for the wireless router, make sure the encryption type and passkey or password for the computer matches that of the wireless router.

➡ Cannot Communicate with Printer After Enabling MAC/IP Address Filtering or Encryption Key on Wireless Router

Q

Privacy Separator/SSID Separator/Network Separation Function

A

If a privacy separator, SSID separator, or Network separation function is enabled on the wireless (mobile) router, you cannot perform setup. Before performing setup, disable these functions. For the procedure, refer to your wireless (mobile) router's instruction manual or visit the manufacturer's website.

Cannot Find Printer on Network

- Cannot Find Printer on Network
- Searching Printer by IP Address or Host Name During Setup

Cannot Find Printer on Network

In the following cases, set up the printer again.

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

For more on the setup procedure:

➡ Set Up

In Other Cases Than Above:

If the printer suddenly stops working, even though you have not changed the settings of the device or network to which it is connected, or if you cannot find the printer during the setup process, check and solve the problem, using Wi-Fi Connection Assistant. After the condition improves, redo the setup of the printer.

Wi-Fi Connection Assistant is a powerful solution tool for network problems.

Step 1 Check Basic Items for Network.

Step 2 Solve Problems, Using Wi-Fi Connection Assistant.

Step 3 If the Solution Tool Does Not Solve the Problem.

Step 1 : Check Basic Items for Network.

Check 1 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.

Check 2 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.

Check 3 Check printer's network settings.

➡ For Wi-Fi

➡ For Wired LAN

For Wi-Fi

Make the sure the 📶 is displayed on the touch screen.

If is displayed.

indicates that the wireless router and the printer are not connected. Check the setting of printer. Reconsider the location of the wireless router and the printer in the next check.

If , or is displayed

The printer is not set to use Wi-Fi.

Select the network icon on the HOME screen, and select **Wi-Fi** > **Enable/disable Wi-Fi** > **Enable**.

For Wired LAN

1. Check the power and LAN cable.

   When the printer cannot be found on the setup screen, using LAN connection setup, make sure that all the network devices are connected to the router and the hub via LAN cables and that all the devices are turned on.

   - **If LAN cable is not connected:**

     Connect the router, hub, computer and printer via LAN cables.

     Make sure the printer is turned on.

     ➡ Turning the Printer On and Off

     Make sure the printer, the router and the hub are turned on.

   - **If LAN cable is connected, and printer and network device are off:**

     Turn on printer and network device.

   - **If LAN cable is connected, and printer and network device are on:**

     Turn them off and on again.

     Note

     - Some devices require a couple of minutes after being turned on to become ready for use. Wait until all devices are ready before proceeding.

2. Check printer's Wired LAN settings.

   Make sure that the is displayed on the printer's touch screen.

   - **If icon is not displayed:**

     The printer is not set to use wired communication. Enable Wired LAN from the printer settings.

     Select the network icon on the HOME screen, and select **Wired LAN** > **Enable/disable Wired LAN** > **Enable**.

Check 4 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.

Step 2 : Solve Problems, Using Wi-Fi Connection Assistant.

Diagnose and repair the network connections using Wi-Fi Connection Assistant.

Download Wi-Fi Connection Assistant from the below page, and install it on your computer.

➡ Checking Printer Connection Status Using Wi-Fi Connection Assistant

Refer to below in regard to starting up Wi-Fi Connection Assistant.

- **For Windows:**

  ➡ Starting Up Wi-Fi Connection Assistant

- **For macOS:**

  ➡ Starting Up Wi-Fi Connection Assistant

Step 3 : If the Solution Tool Does Not Solve the Problem.

Check 1 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.

Check 2 If printer is connected to AirPort Base Station via Wi-Fi, make sure you use alphanumeric characters for network name (SSID). (macOS)

If your network name (SSID) contains characters other than single-byte alphanumeric characters, the connection is not established properly. Change the network (SSID) to use only single-byte alphanumeric characters.

Check 3 Solve network troubles with the printer's diagnostic functions.

See below.

➡ Cannot Connect to the Printer

Searching Printer by IP Address or Host Name During Setup

If the printer cannot be found on the **Select Printer** screen, search for the printer by an IP address or host name. Click **Search By IP Address** on the screen which appears by clicking **Printer Not Found**. The screen to select searching criteria appears.

1. Check printer's IP address or host name.

   You can check the IP address or host name set for the printer by displaying it on the touch screen.

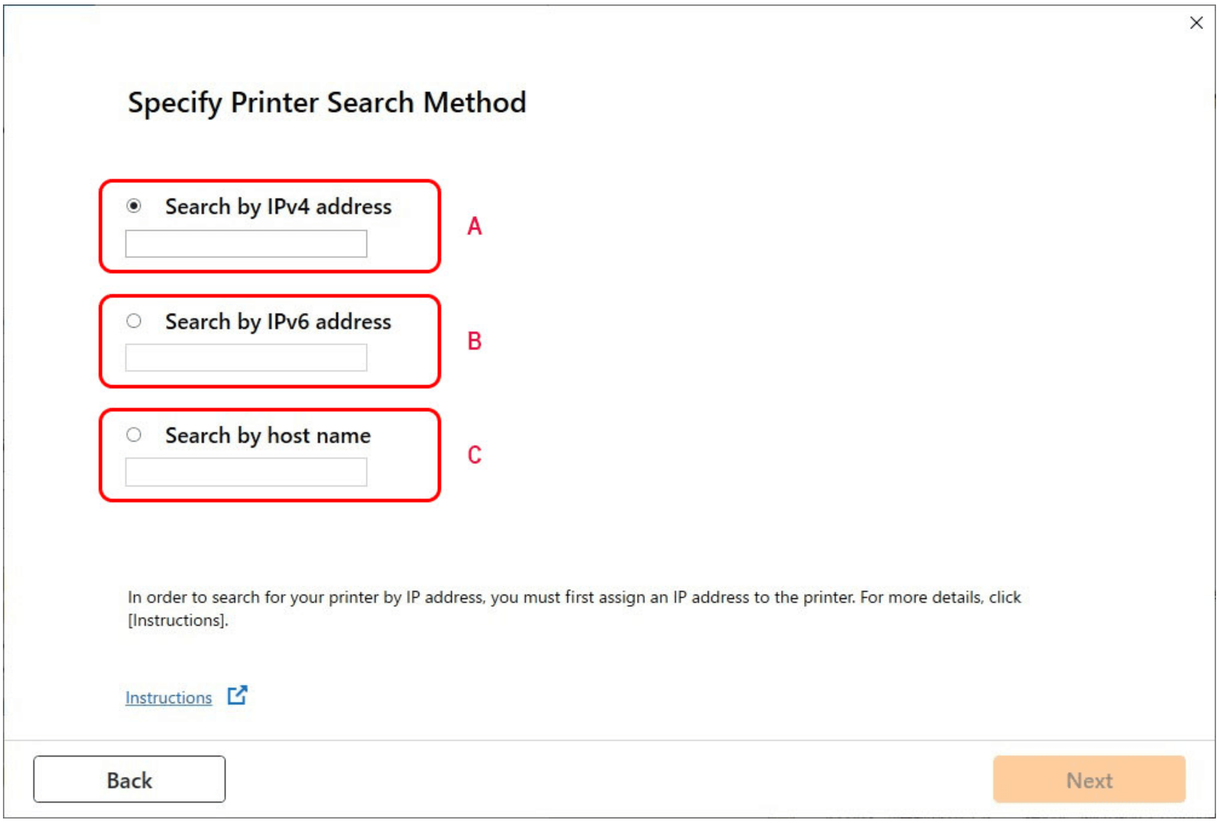
   ➡ LAN settings

   Note

   - If you use the printer in an office, ask the network administrator.

2. Specify searching method.

   Select one of the methods below.



Specify Printer Search Method

● Search by IPv4 address

○ Search by IPv6 address

○ Search by host name

In order to search for your printer by IP address, you must first assign an IP address to the printer. For more details, click [Instructions].

A: Search by IPv4 address

Select to search for printers by IPv4 address.

B: Search by IPv6 address

Select to search for printers by IPv6 address.

C: Search by host name

Select to search for printers by host name. A host name is referred to as LLMNR host name or Bonjour name.

3. Enter IP address or host name and click **Next**.

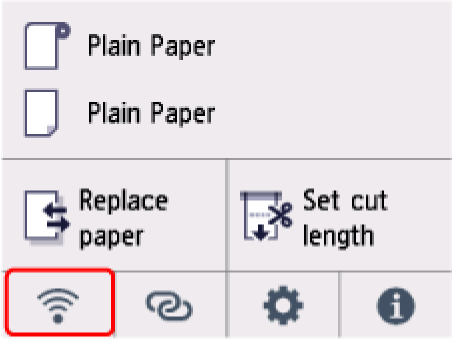
   Printer search starts.

If an error screen appears:

Resolve the error according to the instruction on the screen.

If the IP address you entered is already used for another device, follow the procedure below to specify printer's IP address.

1. On the HOME screen, select the **Network** icon.

   The icon displayed on the button varies depending on the current LAN status.

   ➡ Home Screen Menu Composition

   If you specify the administrator password, enter the password.

2. Select **Advanced**.

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

4. Select **TCP/IP settings**.

   - **If you specify IPv4 address:**

     1. Select **IPv4**.

     2. Select **IP address**.

     3. Select **Manual setup**.

        Selecting **Auto setup** specifies the IP address automatically.

     4. Select **Yes** on displayed screen.

     5. Enter IP address.

     6. Select **OK**.

7. Enter subnet mask.

8. Select **OK**.

9. Enter default gateway.

10. Select **OK**.

    The IPv4 address has been specified.

- **If you specify IPv6 address:**

  1. Select **IPv6**.

  2. Select **Enable/disable IPv6**.

  3. Select **Enable**.

     The IPv6 address has been specified.

Important

- If firewall is enabled on the computer, printers on a different subnet may not be detected. Disable firewall.

If firewall interferes with printer search:

The operating system installed on your computer and the firewall function of the security software may unintentionally prevent communication for setup. Check if a firewall message appears.

- **If a firewall message appears:**

  If a firewall message appears warning that Canon software is attempting to access the network, set the security software to allow access.

  After allowing the software to access, return to setup and follow the instructions on the screen.

- **If no firewall message appears:**

  Temporarily disable the firewall and return to setup and follow the instructions on the screen.

  After the setup is complete, re-enable the firewall.

Note

- For more on firewall settings of your operating system or security software, see instruction manual or contact its manufacturer.

Cannot Print over Network

- Cannot Print over TCP/IP Network
- Cannot Print over Bonjour networks
- Cannot Print Using AirPrint

Q

Cannot Print over TCP/IP Network

A

Check 1 Is the printer's IP address configured correctly?

Make sure the printer's IP address is configured correctly.

Note

- For Windows, you can configure the printer's IP address using Wi-Fi Connection Assistant.

  For details, refer to "Performing/Changing Network Settings" > "Performing Network Settings" in Wi-Fi Connection Assistant Guide.

  ➡ Wi-Fi Connection Assistant Guide

Check 2 Are the printer's TCP/IP network settings configured correctly?

Make sure the printer's TCP/IP network settings are configured correctly.

Check 3 Is the computer you are trying to print from configured correctly?

Make sure the computer's TCP/IP network settings are configured correctly.

Q

Cannot Print over Bonjour networks

A

Check 1 Is the computer you are trying to print from configured correctly?

Make sure the computer is configured correctly.

Check 2 Are the computer and printer on the same network?

Due to the nature of Bonjour, printing may not be possible if the printer is on another network behind a router. Make sure the computer and printer are on the same network. For information about network settings, ask your network administrator.

Check 3 Are the printer's Bonjour settings configured correctly?

Make sure the Bonjour settings are configured correctly.

Cannot Print Using AirPrint

Check 1 Make sure printer is turned on.

If the printer is turned on, turn it off and back on, and then check whether the issue is resolved.

Check 2 Make sure printer is registered to your computer.

Check 3 Make sure printer is connected by LAN to same network subnet as AirPrint compliant device when printing over LAN.

Check 4 Make sure printer has enough paper and ink.

Check 5 Make sure no error message is displayed on printer's touch screen.

Network Connection Problems

- Network Settings and Common Problems
- Cannot Connect to the Printer
- Network Key (Password) Unknown
- Checking Network Information
- Restoring Printer's LAN Settings to Defaults

Network Settings and Common Problems

Here are frequently asked questions on network.

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

Cannot Print or Connect

- ➡ Cannot Print Using AirPrint
- ➡ Cannot Connect to the Printer

LAN Setting Tips/Changing LAN Settings

- ➡ Printer Connection Methods
- ➡ LAN settings
- ➡ Another Printer Found with Same Name
- ➡ Printing Network Settings
- ➡ Network Status and Troubleshooting

Cannot Connect to the Printer

- ➡ Cannot Connect to a Printer after Network Configuration Changes
- ➡ Cannot Connect to a Printer via Wi-Fi
- ➡ Cannot Connect to a Printer through Wireless Direct
- ➡ Cannot Connect to a Printer via Wired LAN
- ➡ Cannot Print through Network

Cannot Connect to a Printer after Network Configuration Changes

It may take a while for the computer to obtain an IP address, or you may need to restart your computer.

Make sure the computer has obtained a valid IP address, and try again to find the printer.

Cannot Connect to a Printer via Wi-Fi

Check 1 Check the power status of printer and devices (e.g. wireless router or computer) connected to the network.

Turn on the printer or devices.

If the power is already turned on, turn it off and on again.

It may be necessary to resolve wireless router problems (e.g. update interval of a key, problems of DHCP update interval, energy saving mode, etc.) or to update the wireless router firmware.

For details, contact the manufacturer of your wireless router.

Check 2 Can you view any web pages on your computer?

Make sure your computer is connected to the wireless router properly.

For more on checking computer settings or connection status, see the instruction manual supplied with the computer or contact the manufacturer.

Check 3 Is the printer connected to the wireless router?

Use the icon on the touch screen to check the connection status between the printer and wireless router. If the 📶 icon is not displayed, Wi-Fi is disabled. Turn on wireless communication on the printer.

Check 4 Make sure the printer and wireless router network settings match.

Make sure the network settings of the printer (e.g. wireless router name, SSID, network key, 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.

You can check the current network settings for the printer by displaying them on the touch screen.

➡ LAN settings

Note

- Wi-Fi Connection Assistant allows you to diagnose and repair the network status.

  Select the link below to download Wi-Fi Connection Assistant and install it.

  ➡ Checking Printer Connection Status Using Wi-Fi Connection Assistant

Check 5 Make sure the printer is not placed too far away from the wireless router.

If the distance between the printer and wireless router is too far, wireless communication becomes poor. Place the printer and wireless router close to each other.

Note

- Though an antenna is attached to most wireless routers, note that some of them have it inside.

Check 6 Make sure wireless signal is strong. Monitor signal status and move printer and wireless router as necessary.

Place the printer and wireless router where there are no obstacles between them. Wireless communication between different rooms or floors is generally poor. Wireless communication can be impeded by building materials containing metal or concrete. If the printer cannot communicate with the computer over a Wi-Fi due to a wall, place the printer and the computer in the same room.

In addition, if a device like a microwave oven that emits radio waves of the same frequency bandwidth as a wireless router is nearby, it may cause interference. Place the wireless router as far away from interference sources as possible.

Note

- Wi-Fi Connection Assistant allows you to diagnose and repair the network status.

  Select the link below to download Wi-Fi Connection Assistant and install it.

  ➡ Checking Printer Connection Status Using Wi-Fi Connection Assistant

Check 7 Make sure of the Wi-Fi channel numbers used for your computer.

You need to have the same Wi-Fi channel number that you are using for the wireless router as your computer. It is normally set in the way that you can use all the Wi-Fi channels. However, when the channels that you are using are restricted, the Wi-Fi channels do not match.

See the instruction manual provided with your computer and check the Wi-Fi channel number available for your computer.

Check 8 Make sure channel set on wireless router is a usable channel as confirmed in Check 7.

If it is not, change the channel set on the wireless router.

Check 9 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.

Check 10 If printer is connected to an AirPort Base Station via LAN, make sure you use alphanumeric characters for network identifier (SSID). (macOS)

If the problem is not resolved, redo setup.

- For Windows:

  Perform setup using the Setup CD-ROM or from Setup Guide.

- For macOS:

  Perform setup from Setup Guide.

Q Cannot Connect to a Printer through Wireless Direct

A

Check 1 Check the power status of printer and other devices (smartphone or tablet).

Turn on the printer or devices.

If the power is already turned on, turn it off and on again.

Check 2 Is the 📱 icon displayed on the touch screen?

If not, Wireless Direct is disabled. Turn on Wireless Direct.

Check 3 Check the settings of your device (smartphone/tablet).

Make sure Wi-Fi is enabled on your device.

For details, refer to your device's instruction manual.

Check 4 Make sure printer is selected as connection for device (e.g. smartphone or tablet).

Select the identifier for Wireless Direct (SSID) 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.

When using wireless direct, you can check the network name (SSID) set for the printer by displaying it on the touch screen.

➡ LAN settings

Check 5 Have you entered the proper password specified for the Wireless Direct?

You can check the password set for the printer by displaying it on the touch screen.

➡ LAN settings

Check 6 Make sure the printer is not placed too far away from the device.

If the distance between the printer and device is too far, wireless communication becomes poor. Place the printer and device close to each other.

Check 7 Make sure 5 devices are already connected.

Wireless Direct does not allow more than 5 devices to be connected.

Cannot Connect to a Printer via Wired LAN

Check 1 Make sure the printer is turned on.

Check 2 Make sure the LAN cable is connected properly.

Make sure the printer is connected to the router with the LAN cable. If the LAN cable is loose, connect the cable properly.

If the LAN cable is connected to the WAN side of the router, connect the cable to the LAN side of the router.

If the problem is not resolved, redo setup.

- For Windows:

  Perform setup using the Setup CD-ROM or from Setup Guide.

- For macOS:

  Perform setup from Setup Guide.

Cannot Print through Network

Check 1 Make sure the computer is connected to the wireless router.

For more on how to check the computer settings or connection status, see your computer instruction manual or contact its manufacturer.

Check 2 If the printer driver is not installed, install it. (Windows)

Install the printer driver using the Setup CD-ROM or install it from Setup Guide.

Check 3 When using Wi-Fi, make sure wireless router does not restrict which computers can access it.

For more on connecting to and setting up your wireless router, see the wireless router instruction manual or contact its manufacturer.

Network Key (Password) Unknown

Diagnose and repair the network connections using Wi-Fi Connection Assistant.

Download Wi-Fi Connection Assistant from the below page, and install it on your computer.

➡ Checking Printer Connection Status Using Wi-Fi Connection Assistant

Refer to below in regard to starting up Wi-Fi Connection Assistant.

- **For Windows:**

  ➡ Starting Up Wi-Fi Connection Assistant

- **For macOS:**

  ➡ Starting Up Wi-Fi Connection Assistant

If the problem persists after diagnosis and repair with Wi-Fi Connection Assistant, check the following items.

➡ WPA/WPA2/WPA3 Key Set for Wireless Router Unknown, Cannot Connect
➡ Setting an Encryption Key

Q WPA/WPA2/WPA3 Key Set for Wireless router Unknown, Cannot Connect

A

Check the wireless router settings. 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.

Q Setting an Encryption Key

A

Select the encryption containing WPA2.

Note

- The factory default of wireless router supporting WPA3 may be set to WPA3.

Make sure your computer can communicate with the wireless router using the settings you have selected. For more on setting up a wireless router, see the instruction manual provided with the wireless router or contact its manufacturer.

- **Using WPA2/WPA3 (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.

AES (secure encryption) is selected automatically as the dynamic encryption method.

For details, see If WPA/WPA2/WPA3 Details Screen Appears.

Note

- For the secure encryption supported by this printer, see "Network Specifications".

  ➡ Network Specifications

- To configure IEEE802.1X/EAP (WPA/WPA2/WPA3 Enterprise), you also need to configure the authentication (Radius) server.

  Contact the network administrator for more information.

Checking Network Information

- ➡ Checking Printer IP Address or MAC Address
- ➡ Checking Computer IP Address or MAC Address
- ➡ Checking Communication Between the Computer, the Printer, and the Wireless Router
- ➡ Checking Network Setting Information

Checking Printer IP Address or MAC Address

To check the printer's IP Address or MAC Address, print out the network settings information or use the operation panel to display it.

- Display on the operation panel.

  ➡ LAN settings

- Print the network settings.

  ➡ Printing Network Settings

For Windows, you can check the network setting information on the computer screen.

➡ Canon Wi-Fi Connection Assistant Screen

Checking Computer IP Address or MAC Address

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 Settings** from Apple menu, and then click **Network**.

  2. Make sure network interface used by computer is selected.

     Make sure **Wi-Fi** is **Connected** when connecting via Wi-Fi or **Ethernet** is **Connected** for Wired LAN connection and click.

3. Click **Details** to check the IP Address.

   The IP Address of your computer appears. To check the MAC Address, click **Hardware**.

Checking Communication Between the Computer, the Printer, and the Wireless Router

Perform a ping test to check if communication is taking place.

- **For Windows:**

  1. Select **Command Prompt** from **Start**.

  2. Type "ping XXX.XXX.XXX.XXX" and press **Enter**.

     "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 **Terminal** as shown below.

     Select **Computer** from **Go** menu of Finder, double-click **Macintosh HD** > **Applications** > **Utilities** > **Terminal**.

  2. Type "ping -c3 XXX.XXX.XXX.XXX" and press **Enter**.

     "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.

     ```
     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 the following message is displayed, communication is not working properly.

     ```
     PING XXX.XXX.XXX.XXX (XXX.XXX.XXX.XXX) : 56 data bytes

     ---XXX.XXX.XXX.XXX ping statistics ---

     3 packets transmitted, 0 packets received, 100% packet loss
     ```

Q Checking Network Setting Information

A

To check the printer's network settings information, display it using the operation panel of the printer or print it out.

- Display on the operation panel.
  - ➡ LAN settings
- Print the network settings.
  - ➡ Printing Network Settings

Q

Restoring Printer's LAN Settings to Defaults

A

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, refer to "Setup Guide" and redo setup.

Initialize the network setting using the printer's operation panel.

➡ Reset settings

Printer Problems

- Printer Does Not Turn On
- USB Connection Problems
- LCD Is Off
- Messages advising to check the maintenance cartridge are not cleared
- If the Printer Makes a Strange Sound

Q

Printer Does Not Turn On

A

Check 1 Press **ON** button.

Check 2 Make sure power plug is securely connected to printer, and then turn on again.

Check 3 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.

➡ Repairing Your Printer

Q

USB Connection Problems

A

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 speed 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

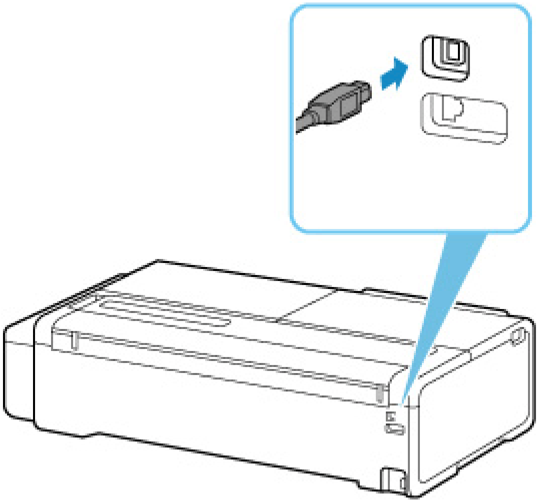
- If your system environment does not support Hi-Speed USB, the computer is connected to the printer at Full-Speed or Low-Speed. In this case, the printer works properly but printing speed may slow down due to the difference in the communication speed.

USB Connection Not Recognized

Check 1 Make sure printer is turned on.

Check 2 Unplug the USB cable from the printer and the computer, and then connect it again.

The USB cable port is located on the rear of the printer as shown in the illustration below.



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.

Check 3 Check that **Enable bidirectional support** is selected in **Ports** sheet of **Printer properties** dialog box (Windows).

If not, select it to enable bidirectional support.

➡ How to Open the Printer Driver Setup Window

Check 4 Initialize the printer settings.

Select ⚙ (Setup) on HOME screen > **Printer settings** > **Reset settings** > **Reset all**.

➡ Reset settings

After initializing the printer settings, redo setup.

Refer to Setup Guide and redo setup.

USB Connection Does Not Work Properly

Check Check following to make sure your system environment supports Hi-Speed USB connection.

- The types of USB cables that can be used differ depending on your printer. Check the shape of the USB cable connection of the printer.

  ➡ What Is USB cable?

- 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.

LCD Is Off

- If **ON** lamp is off:

  The printer is not powered on. Check that the power cord is connected and press the **OK** button.

  ➡ Turning the Printer On and Off

- If **ON** lamp is lit:

  The touch screen may be in screen-saver mode. Press any button on the operation panel.

Q

Messages advising to check the maintenance cartridge are not cleared

A

The newly replaced maintenance cartridge is not recognized.

Remove the newly replaced maintenance cartridge, and then reinsert it again firmly.

➡ Replacing the Maintenance Cartridge

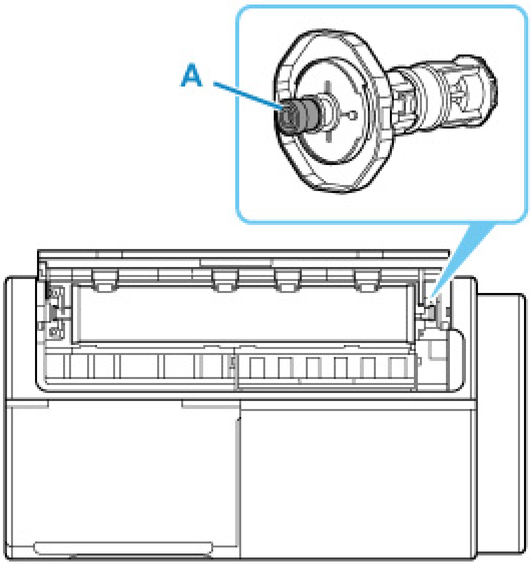
Q

If the Printer Makes a Strange Sound

A

Check 1 Has an unusual noise been produced from the vicinity of the roll holder?

If dust accumulates on the gear (A) at the end of the roll holder, a noise may be produced from that area.



When the noise starts, clean the gear with the following procedure.

1. Remove the roll holder from the printer.
2. Wipe the dust off the gear with a damp, tightly wrung cloth, and then dry with a dry cloth.
3. Insert the roll holder in the printer.

Check 2 Operating noise may be heard from the printer even when not printing.

The following sounds do not indicate a problem with the printer.

- Roll paper makes a fluttering sound during printing.

  There may be a fluttering sound when large paper is advanced.
- You suddenly hear the sound of cleaning operations.

  Cleaning is automatically performed at specified intervals in order to keep the printer maintained.
- You suddenly hear the sound of ink agitation.

In other cases, contact your Canon dealer.

Printing Problems

- Printer Does Not Print
- Printing Stops
- Printing stops and an error message is displayed

Q

Printer Does Not Print

A

Check 1 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.

Check 2 Make sure printer is properly connected to computer.

If you are using a USB cable, make sure it is securely connected to both the printer and the computer. When the USB cable is securely plugged in, check the following:

- If you are using a relay device such as a USB hub, disconnect it, connect the printer directly to the computer, and retry the printing. If printing starts normally, there is a problem with the relay device. Contact the vendor of the relay device.
- There could also be a problem with the USB cable. Replace the USB cable and retry the printing.

If you use the printer with a network connection, make sure the printer is correctly set up for network use.

➡ Cannot Find Printer on Network (Windows/macOS)

Note

- Wi-Fi Connection Assistant allows you to diagnose and repair the network status.

  Select the link below to download Wi-Fi Connection Assistant and install it.

  ➡ Checking Printer Connection Status Using Wi-Fi Connection Assistant

  Refer to below in regard to starting up Wi-Fi Connection Assistant.

  - **For Windows:**

    ➡ Starting Up Wi-Fi Connection Assistant

  - **For macOS:**

    ➡ Starting Up Wi-Fi Connection Assistant

Check 3 Make sure paper settings match information set for the printer.

If the paper settings do not match the information set for the printer, an error message appears on the touch screen. Follow the instructions on the operation panel to solve the problem.

Check 4 If printing from a computer, delete unnecessary print jobs.

- **For Windows:**

  ➡ Deleting the Undesired Print Job

- **For macOS:**

  ➡ Deleting the Undesired Print Job

Check 5 Are 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" (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 Settings** > **Printers & Scanners** for a printer to make the one selected by default.

Check 6 If printing from your computer, restart the computer.

Restart the computer and try printing again.

Q

Printing Stops

A

Check 1 Is paper loaded?

Make sure paper is loaded.

If necessary, load paper.

Check 2 Do documents to be printed have many photographs or illustrations?

It takes time for the printer and the computer to process large data such as photos or other graphics, so it may seem that the printer is not working.

Also, if you are printing data that requires a lot of ink on successive sheets of plain paper, the printer may pause temporarily. In either case, wait until the process is complete.

Note

- If you are printing a document with a large printing area or printing several copies, printing may pause to allow the ink to dry.

Check 3 Has printer been printing continuously for a long period?

If the printer has been printing continuously for a long time, the print head or other parts around it may overheat. The printer may stop printing at a line break for a period of time and then resume printing.

In this case, wait a while without doing anything. If the printing does not resume, turn the printer off. After waiting for a while, turn on the printer, and check whether printing is possible.

⚠ Caution

- Print head and surrounding area in the printer can become extremely hot. Never touch print head or nearby components.

Q

Printing stops and an error message is displayed

A

If the action indicated in the error message does not solve the problem, the roll paper may be stuck and not able to be advanced.

Check 1 Is the loaded roll paper touching printer parts, etc.?

If the loaded roll paper is touching printer parts, load the roll paper again.

➡ Removing the Roll from the Printer

Check 2 Is the roll paper proper to use?

Check the outer diameter and paper thickness of the roll paper that can be used with your printer.

➡ Paper Sizes

Paper is not Fed or Ejected Properly

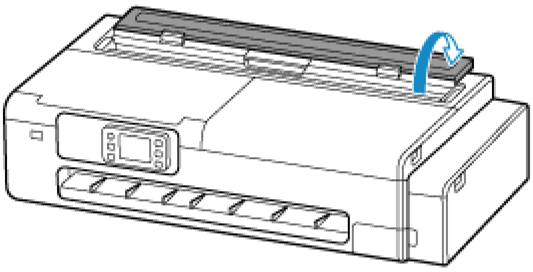
Q

Remove Jammed Roll Paper

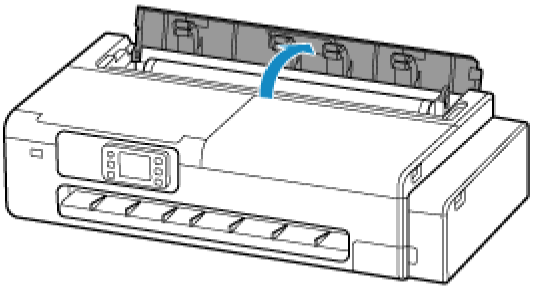
A

If roll paper jams, follow the steps below to remove jams.

1. Positioning your hands as shown, open the cut sheet feed cover.

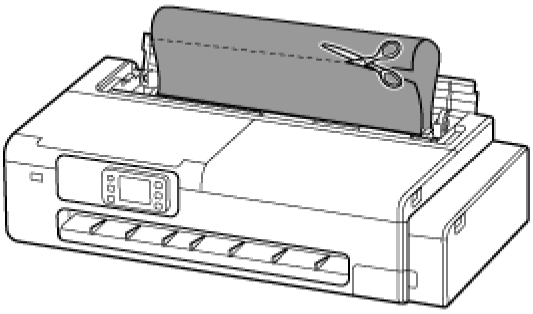


2. Open the roll paper feed cover by unlocking it with the lever in the position shown in the figure.



3. Cut loaded roll paper with regular scissors or the like.

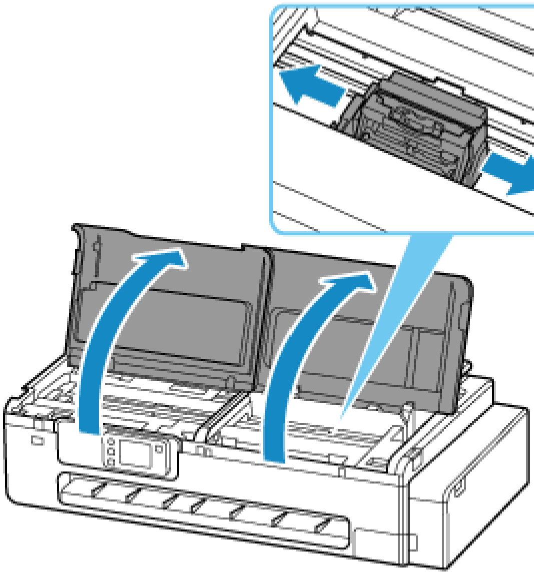
   Before cutting, loose the roll paper and lift it up.



⚠ Caution

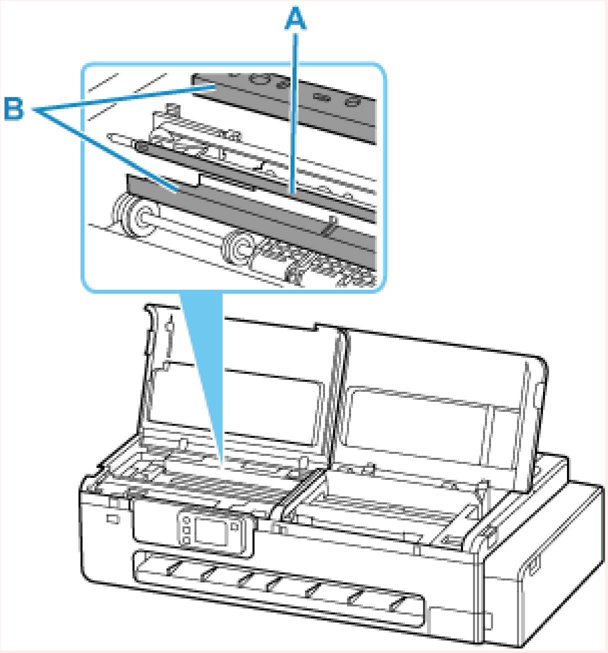
- When cutting paper, be careful to avoid injury or damage to the printer.

4. Open the left and right access covers, and the access cover and move the carriage to the left or right side manually, away from the jam.

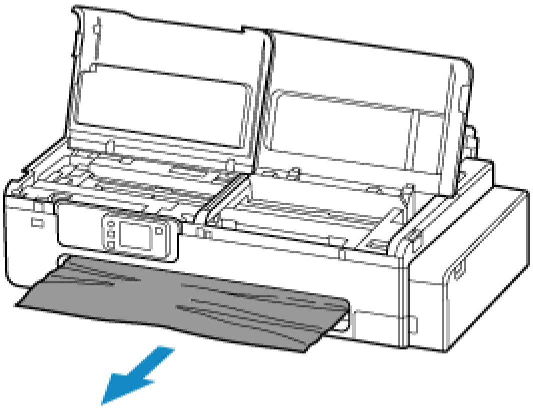


Important

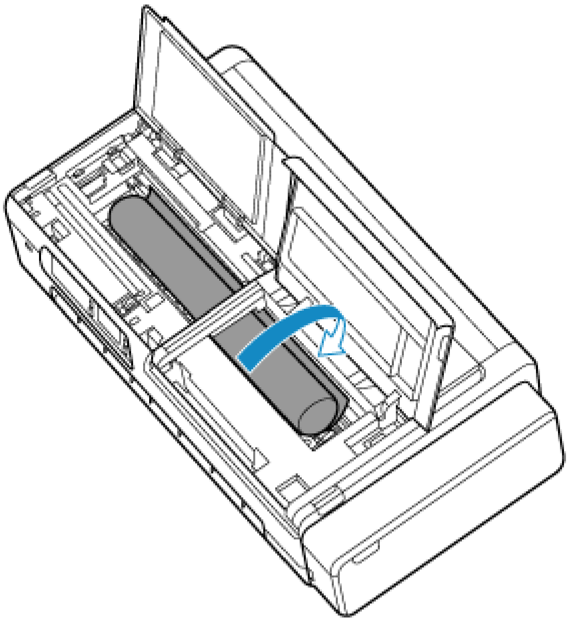
- Do not move the carriage over jammed paper. This may damage the print head.
- Do not touch the linear scale (A) or carriage rail (B). This may stain your hands and damage the printer.



5. Remove the jammed paper from the output tray.

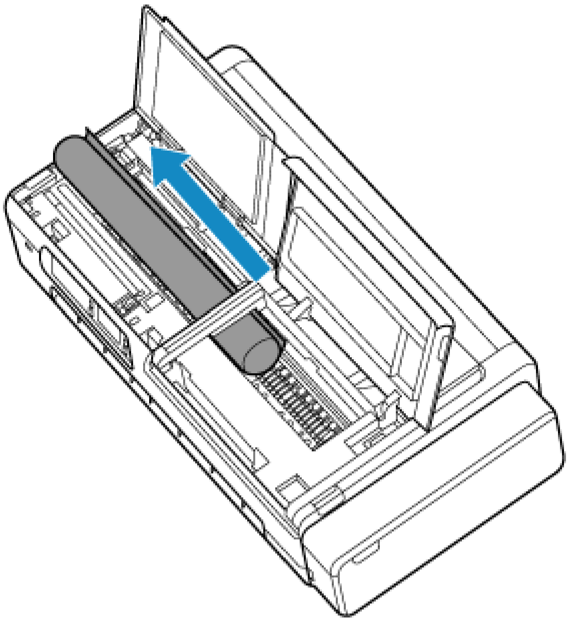


6. If there is paper left on the platen, slacken the paper on the platen and wind it up.

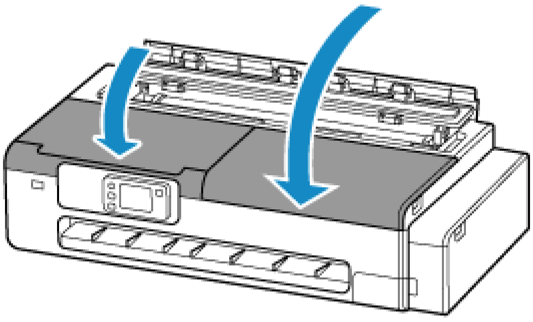


7. After rolling up all the paper, remove it from the platen.

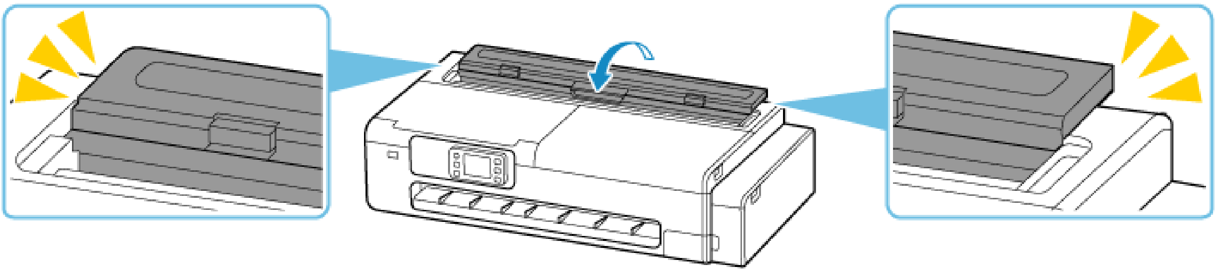
   After removing the paper from the platen, check for any remaining pieces of paper.



8. Close the left and right access covers.



9. Close the roll paper feed cover and cut sheet feed cover.



Q

Remove a Jammed Sheet

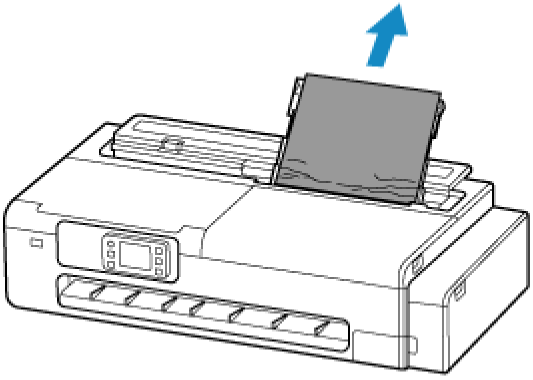
A

If a sheet jams, follow the steps below to remove it.

- If the paper is jammed by the paper feed slot

  Remove the jammed paper from the paper feed slot.

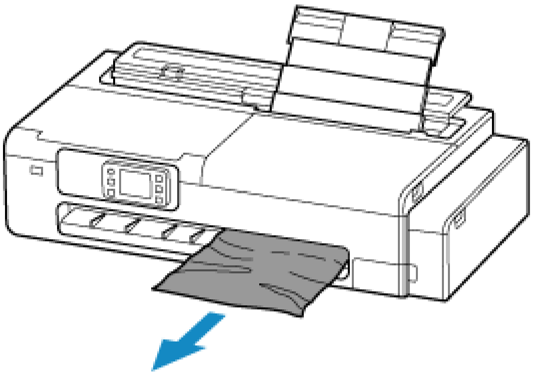
  After removing the paper, make sure there are no other scraps of paper in the printer.



- If the paper is jammed by the ejection guide

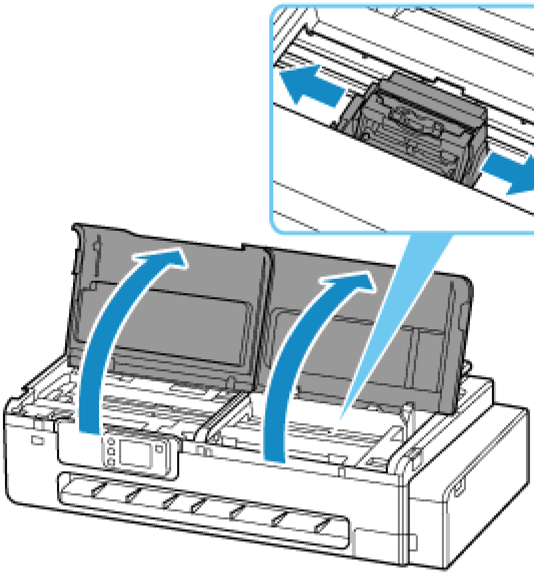
  Remove the jammed paper from the output tray.

  After removing the paper, make sure there are no other scraps of paper in the printer.



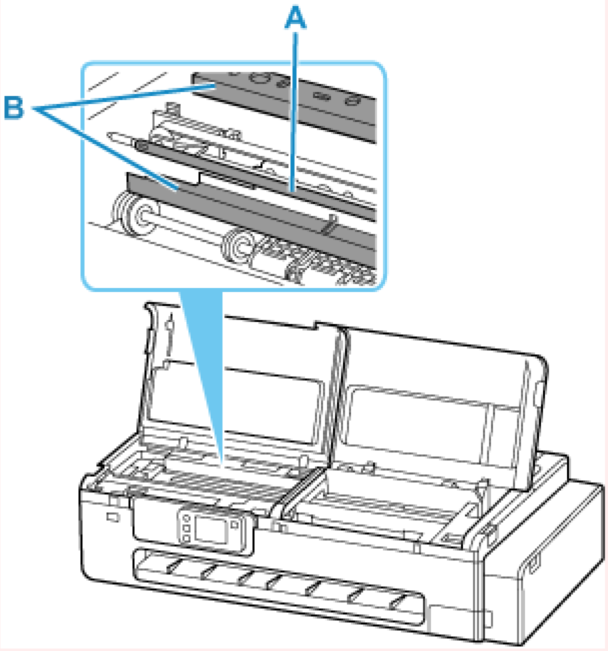
- If the paper cannot be pulled through by any of the solutions above, try the following.

  1. Open the left and right access covers, and the access cover and move the carriage to the left or right side manually, away from the jam.



Important

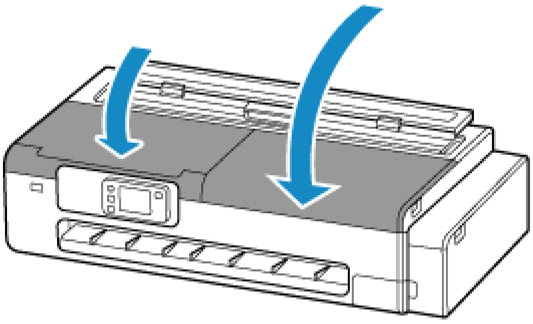
- Do not move the carriage over jammed paper. This may damage the print head.
- Do not touch the linear scale (A) or carriage rail (B). This may stain your hands and damage the printer.



2. Remove the jammed paper from the paper feed slot and output tray again.

   After removing the paper, make sure there are no other scraps of paper in the printer.

3. Close the left and right access covers.



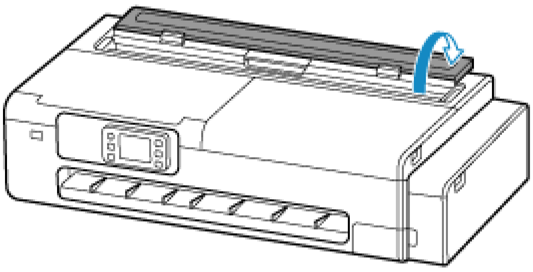
Q

Remove Jammed Paper (Paper Feed Slot)

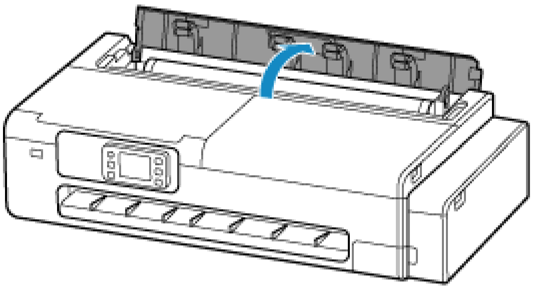
A

Follow these steps to remove any scraps left in the paper feed slot after you clear jammed sheets or roll paper.

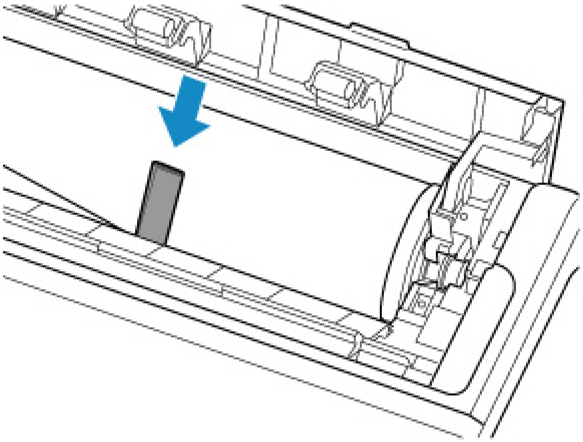
1. Positioning your hands as shown, open the cut sheet feed cover.



2. Open the roll paper feed cover by unlocking it with the lever in the position shown in the figure.



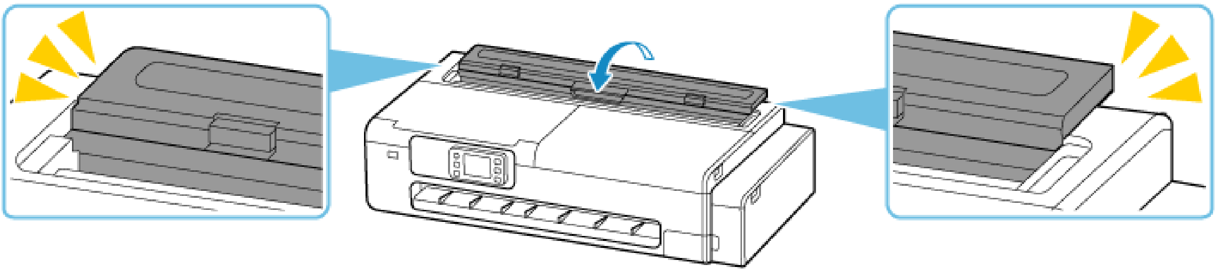
3. Fold an A4 sheet lengthwise four times, insert it through the gap of the paper feed slot, and scrape the jammed paper to the paper feed slot side.



4. Remove scrap when it is pushed out onto the paper feed slot.

5. If any scraps remain inside paper feed slot, repeat steps 3 and 4.

6. Holding it at the positions indicated, close the roll paper feed cover and cut sheet feed cover.



What to Do When Small Paper Sizes Are Jammed

If the paper jams when you try to print on a small paper size such as **4"x6" 10x15cm** size, follow the steps below.

1. Press printer's **Stop** button.

2. Load one sheet of A4 or Letter plain paper in portrait orientation into the printer.

   ➡ Loading Sheets or Postcards into the Printer

3. Turn off printer.

4. Turn on printer.

   When the loaded paper is fed, the jammed paper will be pushed out.

   Note

   - If the jammed paper is not ejected, try cleaning the paper feed rollers before step 5. The jammed paper may be ejected along with the paper used for cleaning the paper feed rollers.

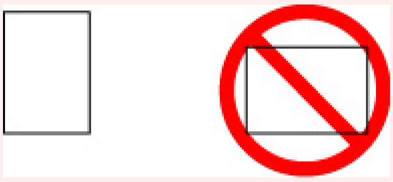
     ➡ Cleaning Paper Feed Rollers

5. Load paper into the printer.

   ➡ Loading Sheets or Postcards into the Printer
   ➡ Loading Envelopes or Medicine Envelopes into the Printer

   Important

   - Do not load paper in landscape orientation. It may cause a paper jam.

   - You cannot print on paper smaller than the minimum size.

     ➡ Paper Sizes

   Note

   - Make sure you are using suitable paper and loading it correctly.

6. Redo printing.

   All jobs in the print queue are canceled. Redo the printing.

If the measures above do not solve the problem, contact your Canon dealer.

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.

Q

Roll paper cannot be inserted into the Paper Feed Slot

A

Check 1 Is the roll paper curled?

Straighten out curls and reload the roll.

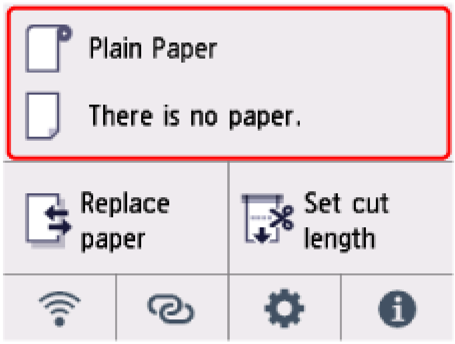
Check 2 Is paper jammed in the feed slot?

Remove the jammed paper.

- ➡ Remove Jammed Roll Paper
- ➡ Remove a Jammed Sheet

Check 3 Check the paper information on the HOME screen.

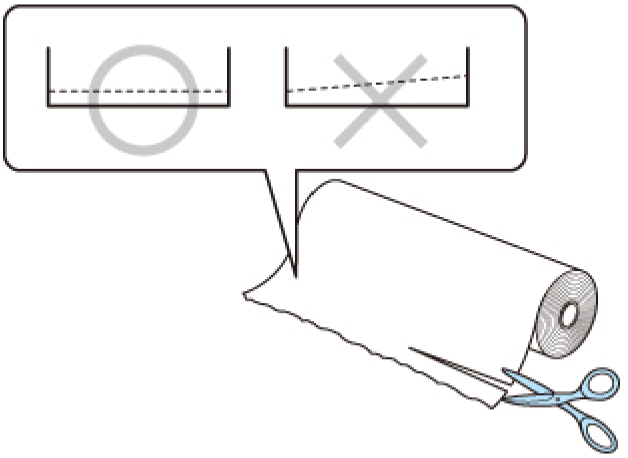
Select the paper setting display area on the HOME screen of the touch screen, and if "Roll" is not displayed, select **Replace paper** or **Load roll paper** from the **Roll paper settings** screen, and then load the roll paper. Select the paper setting display area on the HOME screen, and select the area of the roll paper from the **Paper information** screen. Select **Replace paper** or **Load roll paper** from the **Roll paper settings** screen, and then load the roll paper.


Plain Paper

There is no paper.

Check 4 The leading edge of the roll paper may not be cut properly.

If the leading edge of the roll paper is crooked or folded, the paper may not be fed correctly. Cut the leading edge with scissors to straighten it.



Q

Printer Does Not Pick up or Feed the Paper/"No Paper" Error

A

Check 1 Make sure paper is loaded in the printer.

➡ Loading Rolls in the Printer

➡ Loading Sheets or Postcards into the Printer

Check 2 When loading sheets, be sure to load the paper with the following precautions.

- 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.
- For envelopes or medicine envelopes smaller than A4 size, load them one by one.
- Always load the paper in portrait orientation, regardless of the printing orientation.
- When you load the paper on the top feed, place the print side facing UP and align the right and left paper guides with the paper stack.

  ➡ Loading Sheets or Postcards into the Printer

Check 3 Is paper too thick or curled?

Check 4 When loading envelopes, consider the following.

- When printing on envelopes, see Loading Envelopes or Medicine Envelopes into the Printer, 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.

  ➡ Loading Envelopes or Medicine Envelopes into the Printer

Check 5 Make sure media type and paper size settings match with loaded paper.

Check 6 Make sure that there are not any foreign objects in the top feed.

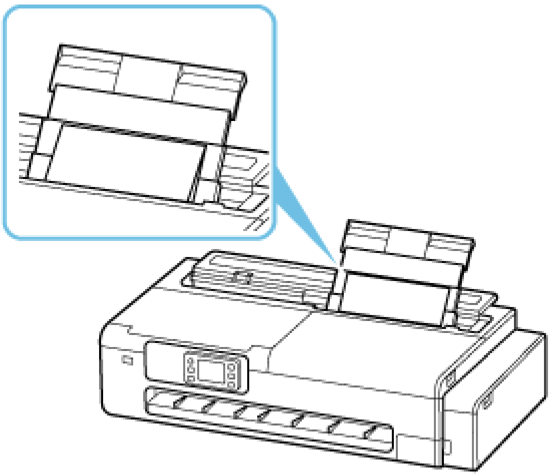
Remove any foreign objects from the top feed.

If a foreign object is inside the top feed, remove it according to the following procedure.

1. Turn off the power of the printer and disconnect the power plug from the outlet.

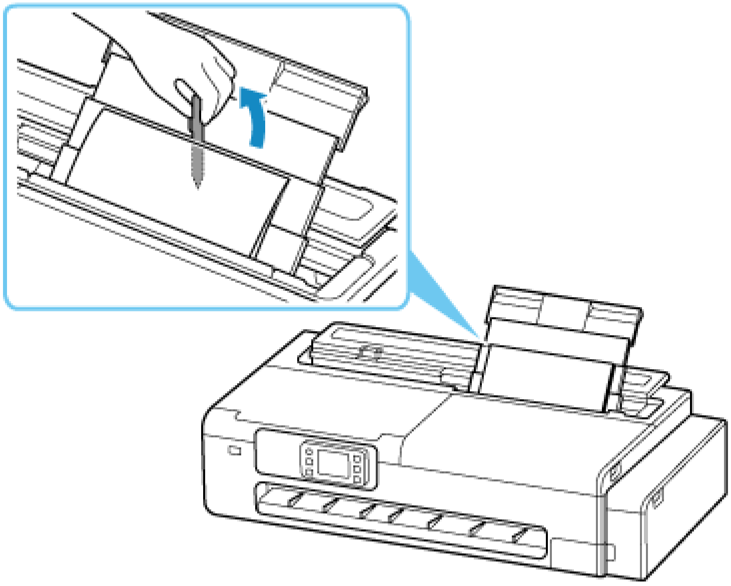
2. Fold one A4 sheet in half and insert it horizontally into the top feed.

   Insert the paper so that your hand does not directly touch the part in the center of the top feed when removing the foreign object.

3. Remove foreign object by hand with paper inserted.

   Put your hand between the paper you inserted and the top feed to remove the foreign object.

4. Remove the folded paper inserted in step 2.

Important

- Do not tilt the printer or do not it upside down. Doing so may cause the ink to leak.

Check 7 Clean Paper Feed Roller.

➡ Cleaning Paper Feed Rollers

Note

- Cleaning the paper feed roller abrades it, so do this only when necessary.

Q

Roll Paper Remains/Lacks under Quantity Management

A

Check Check the setting of **Manage remaining roll amount**.

- If **Auto estimate** is selected for **Manage remaining roll amount**:

  Make sure the media type is configured correctly.

  Make sure **Paper core outer diameter** and **Paper thickness** are configured correctly for **Advanced paper settings**.

  ➡ Paper-related settings

  Note

  - Paper core outer diameter and Paper thickness must be set correctly for auto estimation to be accurate.
  - Contact the media manufacturer for paper core outer diameter and paper thickness.
  - For pre-registered paper, the paper core outer diameter and paper thickness are set, but they may be changed at the convenience of the media manufacturer.
  - If you want to use paper that is not displayed in the paper information list, set the paper thickness and paper core outer diameter in the Media Configuration Tool.

    ➡ Media Configuration Tool Guide

Q

The printer ejects blank, unprinted paper

A

Check 1 The leading edge of the roll paper may have been trimmed.

The leading edge of the roll paper may be trimmed if **Trim edge first** is not set to **Off** in the touch screen menu.

When you perform the minimal margin printing or borderless printing, the leading edge of the roll paper is trimmed.

- ➡ Cutting the Leading Edge of Roll Paper Automatically

Check 2 Is the Print head nozzle blocked?

Print a nozzle check pattern to check the Print head status.

- ➡ Checking for Nozzle Clogging
- ➡ Maintenance Procedure

Check 3 Is the correct printer driver selected?

Print again using the correct printer driver for your printer.

If none of the above apply, there may be a printer malfunction.

Contact your Canon dealer for assistance.

Paper Cutting Problems

- Paper is not cut straight
- Cutter Blade Does Not Work While Cutting Is in Progress
- I want to know how to configure roll cutting
- I want to configure so that the roll is cut automatically after waiting for the ink to dry

Q

Paper is not cut straight

A

Check 1 Is the edge of the paper cutting position creased?

Straighten out any curling by the edges of the paper.

Check 2 Is the edge of the paper cutting position lifting up when cutting?

Reload the paper correctly.

Check 3 Check that the **Cut speed** setting is correct.

If the paper edge cannot be cut straight at the cut starting position, it may be improved by selecting slower cut speed than that selected currently.

If the paper edge cannot be cut straight at the cut ending position, it may be improved by selecting faster cut speed than that selected currently.

Select ⚙ (Setup) > **Printer settings** > **Paper-related settings** on **Advanced paper settings** in the touch screen menu, and change the **Cut speed** setting.

- ➡ Advanced (Paper settings)

Check 4 Did the printing material slip diagonally while being cut?

Set the **Cutting mode** in the touch screen menu to **Eject cut**, and then hold and cut the material after it has printed.

- ➡ Specifying the Cutting Method for Rolls
- ➡ Cutting Roll Paper after Printing

Q

Cutter Blade Does Not Work While Cutting Is in Progress

A

Check 1 Does a message appear on the touch screen?

If the cutter blade failed to cut the paper, it stops moving and a message appears on the touch screen.

Remove the paper and try printing again.

- ➡ Remove Jammed Roll Paper

Check 2 Check the setting value for **Cut speed**.

Selecting slower value may enable the cutter blade to cut paper.

Select ⚙ (Setup) > **Printer settings** > **Paper-related settings** > **Advanced paper settings** on the HOME screen of the touch screen, and change the **Cut speed** setting.

- ➡ Advanced (Paper settings)

Q

I want to know how to configure roll cutting

A

Cutting methods can be selected in the printer settings.

To automatically cut roll paper after printing, open the Cutting mode settings on the printer.

When using paper that is easily scratched, or paper where the ink requires extra time to fix, we recommend setting **Cutting mode** on the printer to **Eject cut**.

➡ Specifying the Cutting Method for Rolls

Q

I want to configure so that the roll is cut automatically after waiting for the ink to dry

---

A

You can set an ink drying time in the printer driver.

You can also configure the same settings on the printer itself.

➡ Specifying the Ink Drying Time

Paper Setting Problems

- Paper widths with high transparency cannot be detected
- Paper types that can be used with this printer / What paper type to select
- The paper type that I want to print is not displayed on the Touch Screen

Paper widths with high transparency cannot be detected

If the paper is semi-transparent paper, the size cannot be detected. Detect paper width setting is disabled.

Q

Paper types that can be used with this printer / What paper type to select

---

A

For information about paper that can be used with this printer, refer to the paper information list.

➡ Paper Information List

Select the media type according to the following.

If using Canon genuine paper/feed confirmed paper

See "Paper Settings List (Roll Paper)" or "Paper Settings List (Cut Sheet)".

Note

- For instructions on selecting the media type with the operation panel, see "Changing the Type of Paper". For instructions on selecting the media type with the printer driver, see "Main Tab Description" (Windows) or "Quality & Media" (macOS).

If using the paper other than Canon genuine paper/feed confirmed paper

See "Using Paper Other Than Genuine Paper and feed confirmed Paper".

Q

The paper type that I want to print is not displayed on the Touch Screen

---

A

If using a new paper type, start the Media Configuration Tool to get the latest media information.

➡ Updating paper information

Ink-related Problems

- Ink Does Not Come Out
- Printer consumes a lot of ink
- Ink Level Detection

Ink Does Not Come Out

Check 1 Check the remaining ink level.

- ➡ Checking Ink Level

Check 2 Are the print head nozzles clogged?

Print the nozzle check pattern and make sure that the ink is coming out normally.

- ➡ Checking for Nozzle Clogging
- ➡ Maintenance Procedure

Check 3 Is the correct printer driver selected?

Print again using the correct printer driver for your printer.

If none of the above apply, there may be a printer malfunction.

Contact your Canon dealer for assistance.

Q

Printer consumes a lot of ink

A

Check 1 Are lots of full-color materials being printed?

In print jobs such as photos, images are filled with color. This consumes a lot of ink. This does not indicate a problem with the printer.

Check 2 Is **Replace Ink in Print Head** being carried out frequently?

Replace Ink in Print Head uses a lot of ink. This is normal. We recommend that you only carry out **Replace Ink in Print Head** after the printer has been transported, if it has not been used for a long time, or if there is a problem with the Print head.

Check 3 You have just finished initial installation, when more ink is consumed to fill the system.

If using the printer for the first time, or using it after transport, the ink tank will supply an initial fill of ink to the Print head.

Although the amount of remaining ink may drop as a result, it does not indicate a problem.

Check 4 Is the Print head nozzle blocked?

Check for nozzle clogging.

- ➡ Checking for Nozzle Clogging
- ➡ Maintenance Procedure

Q

Ink Level Detection

A

This printer has a function that detects the remaining ink level to prevent running out of ink while printing and to avoid printer failure.

➡ Checking Ink Level

About Print Settings

- How do I print without borders
- I want to easily create vertical or horizontal banners
- Can I perform duplex printing
- I want to perform enlargement printing

Q

How do I print without borders

A

If printing on roll paper, you can perform the minimal margin printing by the printer driver settings. Some software displays this as borderless printing. (If printing on sheets, minimal margin printing is not possible.)

In the minimal margin printing, slight margins will appear on the left and right sides of the paper.

- ➡ Printing with Minimal Margins on the Scenarios (Windows)
- ➡ Printing with Minimal Margins on the Scenarios (macOS)

Note

- When perform the minimal margins printing, if the left and right margins do not match, adjust the left and right margin amounts in **Roll paper minimal margin amount** in the touch screen menu.
  - ➡ Setting the Minimal Margin Amount When Performing the Minimal Margin Printing
- For the roll paper types compatible with the minimal margin printing, see "Paper Settings List (Roll Paper)".
  - ➡ Paper Settings List (Roll Paper)
- When performing the minimal margin printing, the leading edge of the roll paper is cut and the scraps are ejected.

I want to easily create vertical or horizontal banners

You can print originals that are in landscape (or portrait) orientation automatically enlarged to fit the roll width. This is an easy way to create vertical or horizontal banners.

- ➡ Printing Hanging and Horizontal Banners on Roll Paper (Large-Format Printing) (Windows)
- ➡ Printing Hanging and Horizontal Banners on Roll Paper (Large-Format Printing) (macOS)

Can I perform duplex printing

This printer cannot print double-sided.

An alternative to double-sided printing is to use the **Folded Duplex** function of the Windows software Free Layout plus, which prints two pages on one side, folds the sheet back from the center, and hangs it.

➡ Laying Out Documents Freely Using Free Layout plus

Q

I want to perform enlargement printing

A

Use the printer driver to adjust the original to the paper size and width, or print enlarged or reduced by specifying a magnification factor.

- Scaled Printing (Windows)
- Scaled Printing (macOS)

List of Support Code for Error

Support code appears on the printer's touch screen and your computer screen when errors occur.

A "support code" is an error number, and appears along with an error message.

When an error occurs, check the support code and take the appropriate action in response.

Support Code Appears on Printer's Touch Screen and Computer Screen

- **1000 to 1ZZZ**

  1000 100A 1021 1024 1026 1058 1070 1200 1201 120A 120B 120C
  1215 1220 1221 1300 1313 1317 1338 1339 133A 1369 136A 136B
  1401 1403 1405 140B 1434 147D 1496 1563 15A1 15A2 15A3 15B0
  1641 1723 1724 1725 1726 1727

- **2000 to 2ZZZ**

  2114 2117 2123 2200 2500

- **3000 to 3ZZZ**

  3000 3252 3306 3310 3311 3312 3313 3314 3315 3316 3317 3318
  3319 3413 3440 3441 3442 3443 3444 3445 3446 3447 3454 3455

- **4000 to 4ZZZ**

  4103 4104 410F 4111 4129 412A 4920 4931 495A

- **5000 to 5ZZZ**

  5100 5200 5207 5400 5700 5C02 5C30

- **6000 to 6ZZZ**

  6000 6001 6004 6011 6012 6013 6014 6015 6016 6017 6018 6019
  6030 6500 6503 6700 6701 6800 6801 6830 6831 6832 6833 6900
  6901 6902 6910 6920 6921 6930 6931 6932 6933 6940 6941 6942
  6943 6944 6945 6946 6A80 6A81 6D01

- **7000 to 7ZZZ**

  7500 7600 7700 7800

- **A000 to ZZZZ**

B506 B508 B509 B50A C000 C100 C101 D103 D107 D108 D109

1000

Cause

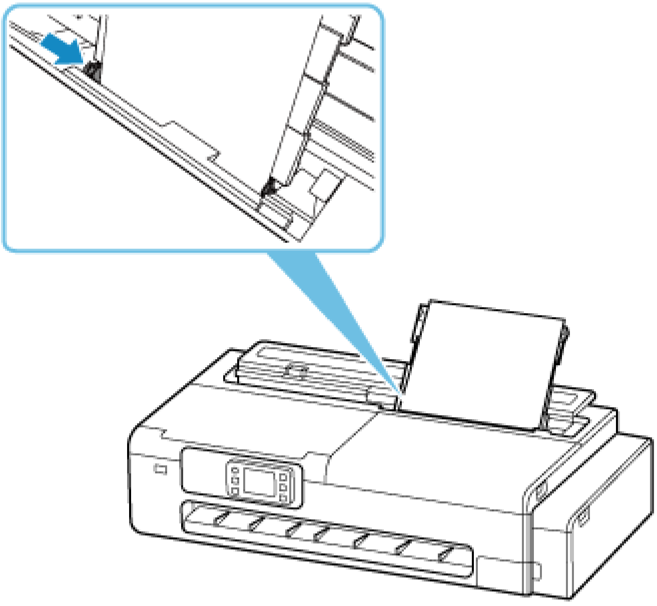
Possible causes include the following.

- There is no paper in the top feed.
- Paper is not loaded in the top feed properly.

What to Do

Take the corresponding actions below.

- Load paper in the top feed.
  - ➡ Loading Sheets or Postcards into the Printer
- Align the paper guides of the top feed with both edges of the paper.



After carrying out the above measures, select **OK** on the printer's touch screen to cancel the error.

Note

- To cancel printing, press the printer's **Stop** button.

100A

Cause

You have attempted to print on a roll, but no roll is loaded.

What to Do

Select **Load roll paper** on the touch screen, and then load the paper roll and print.

➡ Loading Rolls in the Printer

Note

- To cancel printing, press the printer's **Stop** button.

1021

Cause

The printer has received a print job longer than the amount of roll paper left.

What to Do

Select **Replace paper** on the printer's touch screen, replace the paper roll with a paper roll that is long enough to print the print job and continue printing.

➡ Removing the Roll from the Printer
➡ Loading Rolls in the Printer

Note

- To cancel printing, press the printer's **Stop** button.

1024

Cause

Possible causes include the following.

- Roll paper is empty.
- There is remaining roll paper, but because it could not be advanced, it could not be detected.

What to Do

- **The roll paper has run out**

  Follow the steps below to replace the used roll with a new roll of the same type and size.

  1. Remove the roll paper.

     ➡ Removing the Roll from the Printer

  2. Load the new roll.

     ➡ Loading Rolls in the Printer

- **Feed stopped because the end of the paper roll is attached to the core with tape**

  Remove the used roll paper and insert a new roll paper.

  ➡ Removing the Roll from the Printer
  ➡ Loading Rolls in the Printer

- **Feed stopped because the remaining paper roll is too heavy**

  It may be helpful to change the printing mode, which will change the paper feed timing.

  If using Windows, select a higher **Print Quality** setting under **Advanced Settings** in the printer driver.

  If using macOS, select **Quality & Media** in the printer driver, and then select a higher **Print Quality** setting.

  ➡ Setting the Print Quality Level (Custom) (Windows)
  ➡ Setting the Print Quality Level (Custom) (macOS)

Note

- To cancel printing, press the printer's **Stop** button.

1026

Cause

Roll paper is empty.

What to Do

- **The roll paper has run out**

  Follow the steps below to replace the used roll with a new roll of the same type and size.

  1. Remove the roll paper.

     ➡ Removing the Roll from the Printer

  2. Load the new roll.

     ➡ Loading Rolls in the Printer

- **Feed stopped because the end of the paper roll is attached to the core with tape**

  Remove the used roll paper and insert a new roll paper.

  ➡ Removing the Roll from the Printer
  ➡ Loading Rolls in the Printer

Note

- To cancel printing, press the printer's **Stop** button.

1058

Cause

Roll paper has almost run out.

What to Do

Printing will continue. Replace the roll paper in the printer with one that has enough paper for printing as soon as possible.

- ➡ Removing the Roll from the Printer
- ➡ Loading Rolls in the Printer

Note

- To cancel printing, press the printer's **Stop** button.

1070

Cause

Paper cannot be fed because the paper feed rollers are dirty.

What to Do

Press the printer's **Stop** button to cancel printing.

Then perform the paper feed roller cleaning of top feed.

- From the printer's operation panel:

  ➡ Cleaning Paper Feed Rollers

1200

Cause

Access cover is open.

What to Do

Close the access cover and wait for a while.

1201

Cause

The ink tank cover is open.

What to Do

Close the ink tank cover.

120A

Cause

The access cover on the left side of the printer is opened.

What to Do

Close the access cover on the left side, and wait for a while.

120B

Cause

The roll paper feed cover is open.

What to Do

Close the roll paper feed cover.

120C

Cause

The print job was interrupted because the cover was opened while it was being prepared.

What to Do

After closing the access cover, select **OK**.

If the maintenance work requires you to open the access cover, the instructions are displayed on the screen of the printer.

Do not open it at any other timing.

1215

Cause

Printer maintenance in progress.

What to Do

Complete printer maintenance.

1220

Cause

Roll paper feed cover is open.

What to Do

Close the roll paper feed cover, select **OK** on the printer's touch screen to cancel the error.

➡ Front

1221

Cause

Roll paper feed cover is open.

What to Do

Close the roll paper feed cover, select **OK** on the printer's touch screen to cancel the error.

➡ Front

1300

Cause

The paper is jammed inside the printer.

What to Do

1. Remove jammed paper.

   ➡ Remove Jammed Roll Paper
   ➡ Remove a Jammed Sheet

   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 top feed, remove the paper from inside the printer.

     ➡ Remove Jammed Paper (Paper Feed Slot)

2. Lock the lock lever of the roll holder.

   When roll paper is loaded, remove the roll paper from the printer, and check if the lock lever of the roll holder is locked.

   ➡ Removing the Roll from the Printer

3. Reload paper and select **OK** on printer's touch screen.

   The printer resumes printing. Reprint the page you were printing if it was not printed properly due to the paper jam.

   If you turned off the printer in step 1, all jobs in the print queue are canceled. Redo the printing.

   Note

   - When reloading the paper, make sure you are using suitable paper and loading it correctly.
   - We recommend using paper sizes other than A5 to print documents with photos or graphics. A5 paper may curl and jam as it leaves the printer.

If the measures above do not solve the problem, contact your nearest Canon service center to request a repair.

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.

1313

Cause

Paper is jammed as printer pulled in printed paper.

What to Do

Depending on where the paper is jammed, decide on the countermeasure.

- If the paper is jammed at the paper output slot:
  - ➡ Remove Jammed Roll Paper
  - ➡ Remove a Jammed Sheet
- If the paper is jammed inside the printer:
  - ➡ Remove Jammed Paper (Paper Feed Slot)

1317

Cause

Paper loaded crooked was detected when the paper was advanced.

What to Do

Reload the paper.

- ➡ Loading Rolls in the Printer
- ➡ Loading Sheets or Postcards into the Printer

If this error appears again even after reloading the paper roll, reinsert the roll holder so that there is no gap between it and the paper roll.

- ➡ Loading Rolls in the Printer

Important

- If this message continues to appear even after taking the steps above, or if you do not want this message to appear, set **Skew detection accuracy** in the printer menu to **OFF** or **Loose**. However, note that the paper will be printed skewed, which could cause paper jams and abnormal print results, or dirty the platen and the reverse of the next printed sheet.

1338

Cause

The lock levers of the roll holders are not locked.

What to Do

Remove the roll paper from the printer and check if the lock levers of the roll holders are locked.

➡ Removing the Roll from the Printer

If there is a gap between the roll paper and the roll holders, push them firmly so that there is no gap, lock the lock levers, and then reload the roll paper into the printer.

➡ Loading Rolls in the Printer

1339

Cause

The roll paper is not set correctly in the roll holders.

What to Do

Remove the roll paper from the printer and set the roll holders again. At that time, make sure that roll holders are pushed firmly into the roll until they make contact with the sides of the roll without any gaps.

➡ Removing the Roll from the Printer

Check that the lock levers are locked and reload the roll paper in the printer.

➡ Loading Rolls in the Printer

133A

Cause

Minimal Margin Printing cannot be performed because the roll paper is not set correctly in the roll holders.

What to Do

Press the printer's **Stop** button to cancel printing. Then, remove the roll paper from the printer and set the roll holders again.

➡ Removing the Roll from the Printer

Check that the lock levers are locked and that the roll holders are set correctly, then reload the roll paper into the printer.

➡ Loading Rolls in the Printer

Note

- Depending on the paper you are using, you may not be able to perform Minimal Margin Printing.

1369

Cause

There is insufficient ink to perform cleaning.

What to Do

Select **OK** on the printer's touch screen to cancel the error.

Before performing cleaning, check the remaining ink level of all colors, and refill the ink as necessary.

➡ Checking Ink Level
➡ Refilling Ink Tanks

Note

- Since replace ink in print head consumes a lot of ink, perform it only when necessary.

136A

Cause

Cleaning cannot be performed because the maintenance cartridge is almost full.

What to Do

To perform Cleaning, replace the maintenance cartridge.

➡ Replacing the Maintenance Cartridge

Tap the printer's **OK** button.

136B

Cause

Print head cleaning was executed continuously.

What to Do

Select **OK** on the printer's touch screen.

If cleaning is to be performed continuously, allow a certain amount of time after the previous cleaning.

1401

Cause

Print head may be damaged or not installed.

What to Do

If print head is not installed, install the print head.

Refer to Replacing the Print Head for instructions on installing the print head.

If print head is installed, you should turn off the printer, and turn it back on again.

If this doesn't solve the problem, the printer needs 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.

Note

- Refer to Replacing the Print Head for details on installing the print head.

1403

Cause

Print head may be damaged.

What to Do

Turn off the printer and turn it back on.

If this does not solve the problem, contact your nearest Canon service center to request a repair.

Important

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see Repairing Your Printer.

1405

Cause

Print head may be damaged.

What to Do

Turn off the printer and turn it back on.

If this does not solve the problem, contact your nearest Canon service center to request a repair.

Important

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see Repairing Your Printer.

140B

Cause

Print head may be damaged.

What to Do

Turn off the printer and turn it back on.

If this does not solve the problem, contact your nearest Canon service center to request a repair.

Important

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see Repairing Your Printer.

1434

Cause

Print head may be damaged.

What to Do

Turn off the printer and turn it back on.

If this does not solve the problem, contact your nearest Canon service center to request a repair.

Important

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see Repairing Your Printer.

147D

Cause

Print head may be damaged.

What to Do

Turn off the printer and turn it back on.

If this does not solve the problem, contact your nearest Canon service center to request a repair.

Important

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see Repairing Your Printer.

1496

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

Remove the maintenance cartridge, and then reinstall it correctly.

Refer to Replacing the Maintenance Cartridge for details on removing and installing the maintenance cartridge.

1563

Cause

There may not be enough ink left.

What to Do

Check the remaining ink level and refill with the ink of the color that is running low.

➡ Checking Ink Level

15A1

Cause

Printer operation is not completed.

What to Do

Proceed with printer setup according to the message displayed on the printer's touch screen.

If this error occurs while operating the printer from a smartphone / tablet, complete the printer setup and then operate again.

15A2

Cause

There is no ink in the ink tanks.

What to Do

Fill the ink tanks with all the ink contained in the bottles included with the printer.

➡ Refilling Ink Tanks

After filling the ink, close the tank caps and ink tank inner covers firmly and close the ink tank cover.

15A3

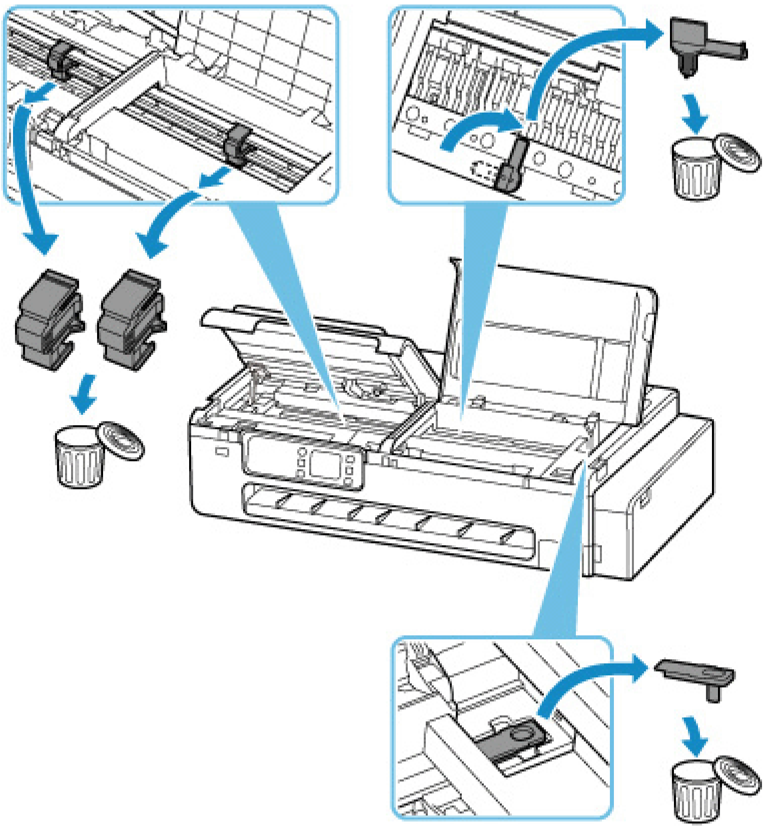
Cause

Shipping tape or protective material may still be attached to carriage.

What to Do

Open the access cover and make sure that shipping tape and protective material have been removed from the carriage.

If the shipping tape or protective material is still there, remove it and close the access cover.



In the case of the first printer setup, select your printer name on the below page, and follow the instructions.

➡ Set Up

15B0

Cause

There may not be enough ink left.

What to Do

Check the remaining ink level and refill the ink of the color that is running low, and then reset the remaining ink count.

- ➡ Checking Ink Level
- ➡ Other printer settings

1641

Cause

Ink may have run out.

What to Do

If you intend to PRINT, you should take one of the following steps:

- Tap **OK** on the printer's screen.

  - If there is some residual amount of ink in the tank(s), you will be able to PRINT until the remaining ink is depleted, although image quality may diminish as the remaining ink in the tank(s) becomes depleted. Please note that if you continue to PRINT in this state, the printer may consume excess ink as it attempts to return to normal image quality after it is refilled with ink.

- Refill the ink tank with ink until the ⊗ (icon) on the operation panel disappears, then close the ink tank cover.

Note

- Refer to Refilling Ink Tanks for details on refilling ink tanks.

1723

Cause

The maintenance cartridge is not installed.

What to Do

You should install the maintenance cartridge.

Refer to Replacing the Maintenance Cartridge for instructions on installing the maintenance cartridge.

Note

- Refer to Replacing the Maintenance Cartridge for details on replacing the maintenance cartridge.

1724

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

Replace with a new maintenance cartridge.

➡ Replacing the Maintenance Cartridge

1725

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

Remove the maintenance cartridge, and then reinstall it correctly.

Refer to Replacing the Maintenance Cartridge for details on removing and installing the maintenance cartridge.

1726

Cause

The maintenance cartridge is full.

What to Do

You should replace the maintenance cartridge.

Refer to Replacing the Maintenance Cartridge for instructions on replacing the 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.
- Refer to Replacing the Maintenance Cartridge for details on replacing the maintenance cartridge.

1727

Cause

The maintenance cartridge is almost full.

What to Do

The printer will not be able to print with a full maintenance cartridge.

Tap the printer's **OK** button to cancel the error and then prepare a new maintenance cartridge.

For details on the maintenance cartridge, see Replacing the Maintenance Cartridge.

2114

Cause

Paper settings specified when printing do not match the paper information for the top feed 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 paper information list.

  ➡ Paper Information List

- For how to register paper information on the printer, refer to the following.

  ➡ Loading Sheets or Postcards into the Printer

  ➡ Changing the Type of Paper

If the paper settings specified when printing differ from the paper information for the top feed registered on the printer, the following message appears on the printer's touch screen.

- Paper settings specified on the printer driver when printing:

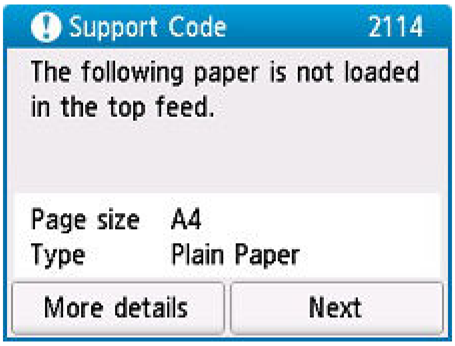
  Paper size: **A4**

  Media type: **Plain paper**

- Paper information for the top feed registered on the printer:

  Paper size: **A3**

  Media type: **Plain paper**



Support Code 2114

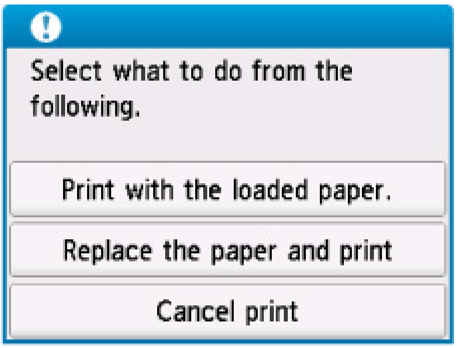
The following paper is not loaded in the top feed.

Page size A4

Type Plain Paper

What to Do

Select **Next** on the printer's touch screen to display the screen below.



Select what to do from the following.

Select the appropriate action.

Note

- Depending on the settings, some of the options below may not be displayed.

Print with the loaded paper.

Select this option to print on the loaded paper with the paper settings specified when printing.

For example, when the paper size specified when printing is A4 and the paper information for the top feed is registered as A3, select this option to print on an A3 paper loaded in the top feed with the A4 setting.

Replace the paper and print

Select this option to print after changing the paper in the top feed.

For example, when the paper size specified when printing is A4 and the paper information for the top feed is registered as A3, select this option to print after changing the paper in the top feed with an A4 paper.

After changing the paper, the paper information registration screen for the top feed appears. Register the paper information on the printer according to the loaded paper.

Note

- If you do not know the paper size and media type to be loaded in the top feed, press the printer's **Back** button. The paper size and media type are displayed.
- For the appropriate combination of the paper settings specified on the printer driver and the paper information registered on the printer, refer to the paper information list.

  ➡ Paper Information List

Cancel print

Cancels printing.

Select this option when you want to change the paper settings specified when printing. Change the paper settings and try printing again.

2117

Cause

Paper settings specified when printing do not match the paper information for the paper roll 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 paper information list.

  ➡ Paper Information List

- For how to register paper information on the printer, refer to the following.

  ➡ Loading Sheets or Postcards into the Printer

  ➡ Changing the Type of Paper

If the paper settings specified when printing differs from the paper information for the paper roll registered on the printer, the following message appears on the printer's touch screen.

- Paper settings specified on the printer driver when printing:

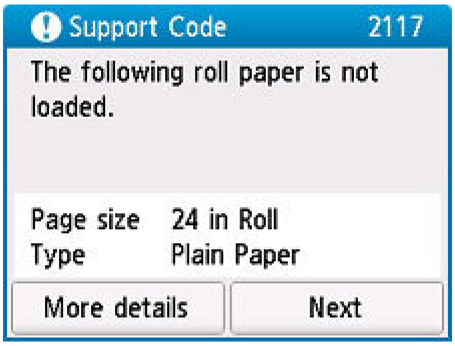
  Paper size: **24 in**

  Media type: **Plain paper**

- Paper information for the paper roll registered on the printer:

  Paper size: **A2 Roll**

  Media type: **Plain paper**



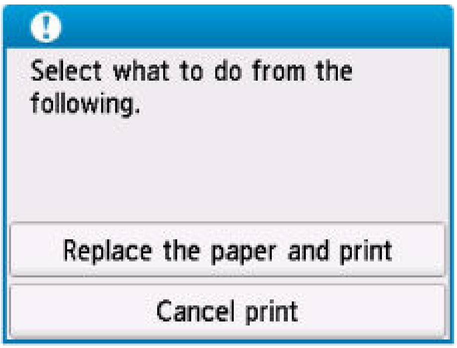
Support Code 2117

The following roll paper is not loaded.

Page size 24 in Roll
Type Plain Paper

What to Do

Select **Next** on the printer's touch screen to display the screen below.



Select what to do from the following.

Select the appropriate action.

Note

- Depending on the settings, some of the options below may not be displayed.

Replace the paper and print

Select this option to print after replacing the paper roll.

For example, when the paper size specified when printing is 24 in Roll and the paper information for the paper roll is registered as A2 Roll, select this option to print after replacing the paper roll with an 24 in Roll.

After replacing the paper roll, the paper information registration screen for the paper roll appears. Register the paper information on the printer according to the loaded paper.

Note

- If you do not know the paper size and media type of the paper roll to be loaded, press the printer's **Back** button. The paper size and media type are displayed.
- For the appropriate combination of the paper settings specified on the printer driver and the paper information registered on the printer, refer to the paper information list.

➡ Paper Information List

Cancel print

Cancels printing.

Select this option when you want to change the paper settings specified when printing. Change the paper settings and try printing again.

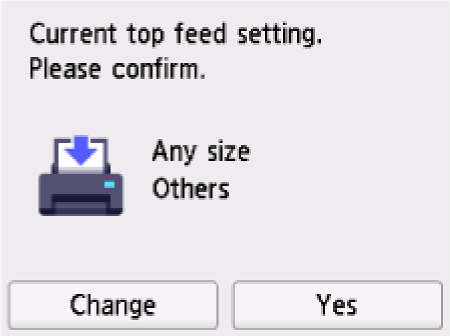
2123

Cause

Top feed paper information registration is incomplete. Or, the paper may have been exchanged while the printer is turned off.

What to Do

If the screen similar to the following is displayed on the printer's touch screen, the top feed paper information registration is incomplete.



Current top feed setting.
Please confirm.

Any size
Others

If the paper loaded in the top feed matches the paper information displayed on the printer's touch screen, select **Yes**.

If they do not match, select **Change** and then register the correct paper information.

2200

Cause

An internal part will need replacing soon.

What to Do

Select **OK** on the printer's touch screen 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.

2500

Cause

Cause of following may have occurred failure of automatic adjustment to straighten lines and colors.

- Print head nozzles are clogged.
- Paper roll other than paper roll of 10.00 in. (254.0 mm) width or wider is loaded.
- Paper output slot is exposed to strong light.

What to Do

Select **OK** on the printer's touch screen to cancel the error and take the corresponding actions below.

- Check the print head condition by printing the nozzle check pattern.
- Load a paper roll at least 10.00 in. (254.0 mm) wide.
- Adjust your operating environment and/or the position of the printer so that the paper output slot is not exposed directly to strong light.

After carrying out the above actions, perform automatic adjustment to straighten lines and colors again.

If the error is still not resolved, select **OK** on the printer's touch screen to cancel the error and perform manual adjustment to straighten lines and colors.

➡ Manual Adjustment to Straighten Lines and Align Colors

3000

Cause

The print head has not been calibrated.

What to Do

Print Head Alignment - Auto is recommended.

➡ Automatic Adjustment to Straighten Lines and Align Colors

Note

- This message will appear until **Print Head Alignment - Auto** is carried out.
- If you perform Minimal Margin Printing without adjusting the print head position, the margin of the print results will be larger than the setting value of the margin amount set in Minimal Margin Printing.

3252

Cause

The maintenance cartridge is almost full.

What to Do

The printer will not be able to print with a full maintenance cartridge.

Tap the printer's **OK** button to clear the error message.

3306

Cause

Media information cannot be recognized because the printer media information is corrupt.

What to Do

Start the Media Configuration Tool, and then recover the media information.

➡ Media Configuration Tool Guide

To set the Media Configuration Tool to recovery mode, open the Media Configuration Tool, select this device and then click **OK**.

Select and load the media information backup file.

If you do not have a media information backup file, contact a Canon customer service center.

3310

Cause

Incorrect print data.

Illegal number of parameters.

What to Do

Defective print data, please check the print results.

If using printing software such as RIP (Raster Image Processor), contact the software manufacturer.

3311

Cause

Incorrect print data.

Illegal number of parameters.

What to Do

Defective print data, please check the print results.

If using printing software such as RIP (Raster Image Processor), contact the software manufacturer.

3312

Cause

Incorrect print data.

Illegal number of parameters.

What to Do

Defective print data, please check the print results.

If using printing software such as RIP (Raster Image Processor), contact the software manufacturer.

3313

Cause

Incorrect print data.

Illegal number of parameters.

What to Do

Defective print data, please check the print results.

If using printing software such as RIP (Raster Image Processor), contact the software manufacturer.

3314

Cause

Incorrect print data.

Illegal number of parameters.

What to Do

Defective print data, please check the print results.

If using printing software such as RIP (Raster Image Processor), contact the software manufacturer.

3315

Cause

Incorrect print data.

Illegal number of parameters.

What to Do

Defective print data, please check the print results.

If using printing software such as RIP (Raster Image Processor), contact the software manufacturer.

3316

Cause

Incorrect print data.

Illegal number of parameters.

What to Do

Defective print data, please check the print results.

If using printing software such as RIP (Raster Image Processor), contact the software manufacturer.

3317

Cause

Incorrect print data.

Illegal number of parameters.

What to Do

Defective print data, please check the print results.

If using printing software such as RIP (Raster Image Processor), contact the software manufacturer.

3318

Cause

Incorrect print data.

Illegal number of parameters.

What to Do

Defective print data, please check the print results.

If using printing software such as RIP (Raster Image Processor), contact the software manufacturer.

3319

Cause

Incorrect print data.

Illegal number of parameters.

What to Do

Defective print data, please check the print results.

If using printing software such as RIP (Raster Image Processor), contact the software manufacturer.

3413

Cause

Prevent paper abrasion has been set.

What to Do

If you continue printing in the current setting, select **Yes** on the printer's touch screen.

Prevent paper abrasion may reduce print speed.

If you disable this setting, select **No**. Select ⚙ (**Setup**) on the HOME screen, select **Printer settings**, **Print settings**, and then set **Prevent paper abrasion** to **OFF**.

3440

Cause

Easy wireless connect has failed.

What to Do

Select **OK** on the printer's touch screen to cancel the error and retry Easy wireless connect.

If the error is not resolved, use another method to set up Wi-Fi.

3441

Cause

Easy wireless connect has failed.

What to Do

Select **OK** on the printer's touch screen to cancel the error and retry Easy wireless connect.

If the error is not resolved, use another method to set up Wi-Fi.

3442

Cause

Printing of the first side is complete when doing manual duplex printing.

What to Do

Prepare to print the other side.

Load the paper with the printed side facing down in the top feed without changing its orientation.

Select **How to set** on the printer's touch screen to see how to load the paper.

After loading the paper, select **Start print** on the printer's touch screen.

Note

- To cancel printing, press the printer's **Stop** button.

3443

Cause

Printing of the first side is complete when doing manual duplex printing.

What to Do

Prepare to print the other side.

Rotate the printed paper 180 degrees and load it with the printed side facing down in the top feed.

Select **How to set** on the printer's touch screen to see how to load the paper.

After loading the paper, select **Start print** on the printer's touch screen.

Note

- To cancel printing, press the printer's **Stop** button.

3444

Cause

Printing of the first side is complete when doing manual duplex printing.

What to Do

Prepare to print the other side.

Rotate the printed paper 180 degrees and load it with the printed side facing down in the top feed.

Select **How to set** on the printer's touch screen to see how to load the paper.

After loading the paper, select **Start print** on the printer's touch screen.

Note

- To cancel printing, press the printer's **Stop** button.

3445

Cause

Printing of the first side is complete when doing manual duplex printing.

What to Do

Prepare to print the other side.

Load the paper with the printed side facing down in the top feed without changing its orientation.

Select **How to set** on the printer's touch screen to see how to load the paper.

After loading the paper, select **Start print** on the printer's touch screen.

Note

- To cancel printing, press the printer's **Stop** button.

3446

Cause

IP address and subnet mask are conflicting.

What to Do

Select **OK** on the printer's touch screen to cancel the error.

Disable the wireless direct or change the Wi-Fi network configuration. When changing the network configuration, specify a unique subnet range for each of the wireless direct and the Wi-Fi to prevent a conflict.

For details on changing the network configuration, refer to the documentation for your wireless router.

3447

Cause

An error occurred while communicating via wireless direct or while in standby.

What to Do

Select **OK** on the printer's touch screen to cancel the error.

Turn off the printer and turn it back on.

Wireless direct becomes enabled.

3454

Cause

Printer error has occurred.

What to Do

Printer needs repair. Please contact customer support.

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.

3455

Cause

Printer error has occurred.

What to Do

A matter has been identified that requires immediate attention. Please contact customer support.

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.

4103

Cause

Cannot perform printing with current print settings.

What to Do

Press the printer's **Stop** button to cancel printing.

Change the print settings specified when printing and retry printing.

4104

Cause

The paper settings (paper size/paper type) or paper feed method specified when printing are incorrect.

What to Do

Press the **Stop** button on the printer to stop printing, and then check the paper roll or the paper that can be loaded in the top feed.

➡ Loading Rolls in the Printer
➡ Loading Sheets or Postcards into the Printer

Do one of the following, and then try printing again.

- Change the paper settings (paper size/ paper type) specified when printing.
- Change the paper feeding method.

410F

Cause

Minimal Margin Printing cannot be performed because **Detect paper width** is set to **Disable**.

What to Do

Press the printer's **Stop** button to stop printing.

Set **Detect paper width** in the printer menu to **Enable**, and then try again.

4111

Cause

The media type specified is incompatible with this device.

What to Do

Press the printer's **Stop** button to stop printing.

Check the media type settings, and then try again.

4129

Cause

The media type is not supported by Minimal Margin Printing.

What to Do

Press the printer's **Stop** button to cancel printing.

Change the type of paper to be used for printing and try printing again.

- Changing the type of paper
    - Windows

      Open **Media Type** from **Main** in the printer driver and select the type of paper to be used for printing.

      ➡ Main Tab Description
    - macOS

      Open **Quality & Media** in the printer driver and select the type of paper to be used for printing from **Media Type**.

      ➡ Quality & Media

For information about the types of paper that can be used in Minimal Margin Printing, see "Paper Settings List (Roll Paper)".

412A

Cause

This print setting does not allow Minimal Margin Printing.

What to Do

Press the printer's **Stop** button to cancel printing.

Take the following steps, then try printing again.

- Set **Unidirectional Printing** to disable.
    - Windows

      Open **Paper Detailed Settings** from **Main** in the printer driver and uncheck the **Unidirectional Printing** checkbox.

      ➡ Main Tab Description
    - macOS

      Uncheck the **Unidirectional Printing** checkbox in **Advanced Paper Settings** in the printer driver.

      ➡ Advanced Paper Settings
- Change the setting of **Print Quality**.
    - Windows

      Change the setting of **Print Quality** in **Advanced Settings** in the printer driver.

      ➡ Changing the Print Quality and Correcting Image Data (Windows)
    - macOS

      Change the setting of **Quality & Media** in **Print Quality** in the printer driver.

      ➡ Changing the Print Quality and Correcting Image Data (macOS)

4920

Cause

Cannot cut paper for one of the following reasons.

- Paper that has been cut remains on the output guide.
- There is a foreign object near the output slot that is obstructing the cutter blade.
- The paper is not being used under the recommended usage conditions.
- The paper in use cannot be used with **Automatic cut**.

What to Do

Remove jammed paper.

➡ Remove Jammed Roll Paper
➡ Remove a Jammed Sheet

After removing the jammed paper, select **OK** on the printer's touch screen to cancel the error.

4931

Cause

Paper feed adjustment may have failed for the following reasons.

- The paper for printing a test pattern is soiled. Otherwise, you have loaded colored paper.
- The printer may be exposed to strong light, such as direct sunlight, which can cause the sensors to malfunction.
- The test pattern was printed too faintly.

What to Do

Select **OK** on the touch screen to dismiss the error, and then take the following actions.

- Load unused paper.
- Make adjustments to ensure that the printer is not exposed to strong light.
- Print a nozzle check pattern to check the print head status.

  If the pattern has gaps or horizontal white lines, the print head nozzle is blocked. Clean the print head.

  ➡ Checking for Nozzle Clogging

495A

Cause

An error occurred while communicating via Wi-Fi or while in standby.

What to Do

Turn off the printer and turn it back on.

5100

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.

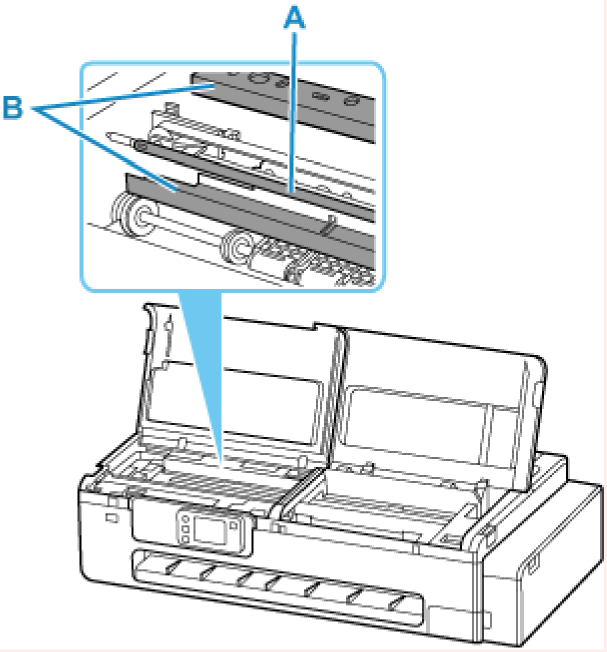
Check the following:

- Make sure carriage motion is not impeded by protective material and tape for securing the carriage, jammed paper, etc.

  Remove any impediment.

  Important

  - Do not touch the linear scale (A) or carriage rail (B). This may stain your hands and 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.

5200

Cause

Printer error has occurred.

What to Do

Turn off the printer and unplug it.

Wait about 10 minutes and then plug in the printer again and turn it back on.

Make sure there is enough ink remaining, and perform replace ink in print head.

➡ Checking Ink Level

- From Windows:

  ➡ Cleaning the Print Heads

- From macOS:

  ➡ Cleaning the Print Heads

- From the operation panel of the printer:

  ➡ Replacing the Ink in the Print Head

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.

5207

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.

5400

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.

5700

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.

5C02

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.

5C30

Cause

An error requiring a repair has occurred.

What to Do

Turn off the printer and unplug it.

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

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.

6001

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.

6004

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.

6011

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.

6012

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.

6013

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.

6014

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.

6015

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.

6016

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.

6017

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.

6018

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.

6019

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.

6030

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.

6500

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.

6503

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.

6700

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.

6701

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.

6800

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.

6801

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.

6830

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.

6831

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.

6832

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.

6833

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.

6900

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.

6901

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.

6902

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.

6910

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.

6920

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.

6921

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.

6930

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.

6931

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.

6932

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.

6933

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.

6940

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.

6941

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.

6942

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.

6943

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.

6944

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.

6945

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.

6946

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.

6A80

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.

6A81

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.

6D01

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.

7500

Cause

An error requiring a repair has occurred.

What to Do

Turn off the printer and unplug it.

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.

7600

Cause

An error requiring a repair has occurred.

What to Do

Turn off the printer and unplug it.

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.

7700

Cause

An error requiring a repair has occurred.

What to Do

Turn off the printer and unplug it.

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.

7800

Cause

An error requiring a repair has occurred.

What to Do

Turn off the printer and unplug it.

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.

B506

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.

B508

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.

B509

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.

B50A

Cause

Printer error has occurred.

What to Do

Turn off the printer and unplug it.

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.

C000

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.

C100

Cause

Printer error has occurred.

What to Do

Please stop using this printer immediately, then contact customer support.

C101

Cause

Printer error has occurred.

What to Do

Please stop using this printer and unplug power cord immediately, then contact customer support.

D103

Cause

The printer is in the reset process and cannot be operated.

What to Do

Wait for a while until the process is completed.

D107

Cause

The printer is in operation process and cannot be operated.

What to Do

Wait for a while until the process is completed.

D108

Cause

The printer is in the process of moving the carriage and cannot be operated.

What to Do

Wait for a while until the process is completed.

D109

Cause

Firmware updates are available.

What to Do

When update notifications are configured, a notification will appear when there is an available update.

Printer Information

- Safety
- Handling Precautions
- Specifications

Safety

- Safety Precautions
- Regulatory Information
- WEEE

Safety Precautions

Follow the items below to use the printer safely. This may cause unexpected accidents such as fire or electrical shock.

⚠ Warning

- **For people who are using a cardiac pacemaker**

  This product generates a low-level magnetic field. If you experience discomfort while working around this product, leave the area and consult a doctor.

- **Turn off the power immediately in the following circumstances.**

  If you continue to use the printer in the following cases, it may cause fires or electrical shock. Immediately press the power button to turn off the printer, disconnect the power plug from the outlet, and make a request for repairs.

  - If any foreign matter (metal fragments, liquids, etc.) gets inside the printer
  - If the printer emits smoke, abnormal odors, or abnormal noises
  - If the power cord or any of the cables become hot, corroded, bent, frayed, or damaged

- **Follow the items below as there is a risk of fire and electrical shock.**

  - Do not set up the product in any location exposed to alcohol, thinner, or other flammable liquids.
  - Do not disassemble or modify the product.
  - Use the cables that are included with the printer. Do not use the cables included with the printer with other devices.
  - Do not use outside of the designated power supply voltage and frequency.
  - Insert the power plug securely and completely into the power outlet.
  - Never handle the power plug with wet hands.
  - Do not damage, modify, pull, bundle, join, or forcefully bend the power cord or any cables.
  - Never place a heavy object on the power cord or any cables.
  - Do not insert multiple power plugs into the same outlet.
  - Do not connect multiple extension cords.
  - If there is lightning nearby, disconnect the power plug from the outlet and do not use the product.
  - When cleaning, always disconnect the cables and power plug, and do not use highly flammable sprays or liquids such as alcohol or thinner.
  - Once per month, disconnect the power plug and power cord from the outlet, and check that dust has not accumulated, and that there are no abnormalities such as heat generation, rust, bending, chafing, or cracking.

⚠ Caution

- Never insert your hand into the printer while it is printing.
- Never touch the electrical contacts of the print head by hand immediately after printing.
- The following symbol is displayed around the movable parts of the printer. Take care to avoid touching them with your hand or inserting your finger. Note that this symbol may not appear on your model.

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

- **About Ink Bottles**
  - Always store consumables out of the reach of small children.
  - **Do not drink ink.**
    If a child licks or ingests ink accidentally, wash out their mouth or make them drink 1 or 2 cups of water, and immediately seek medical attention. If ink accidentally gets in your eyes, immediately rinse with water, and immediately seek medical attention.
  - If ink gets on your skin, immediately clean it off with soap and water. If irritation persists, immediately seek medical attention.
  - When storing ink bottles, securely close the bottle cap of the ink bottle and store in an always upright state. If it falls over, there is a risk of the ink spilling.
  - Take great care to avoid ink spraying around when refilling the ink tanks with ink.
  - If ink becomes adhered to your clothes or anything you are carrying, you might not be able to wash it out.
  - Do not leave in a location that gets hot, such as near a fire, near a heater, or in a vehicle. The container may deform, causing the ink to spill, or the ink quality may become degraded.
  - Do not expose ink bottles to impacts. The ink bottle may break or the bottle cap may come off, causing ink to spill.
  - Do not pour into a different container. This may cause accidental ingestion or misuse of the ink, or the ink quality may become degraded.
  - Do not use for any purpose other than refilling the ink in the printer specified by our company.
  - Do not dilute with water, mix with other inks, etc. This may damage the printer.

- **Moving the Printer**
  - Have the following number of people carry the printer. The weight may cause pain such as back pain.

    TC-21 : 2 people

Choosing a location

- Never install the printer on an unstable or vibrating surface.

- Do not install the printer in locations that are very humid or dusty, in direct sunlight, outdoors, or close to a heating source.
  To avoid the risk of fire or electric shocks, use the printer under the operating environment specified in the Specifications.
- Do not place the printer on a thick rug or carpet.
- Do not place the printer with its back attached to the wall.
- We recommend ensuring ample space for installation.
- Do not install the printer near sources of strong electromagnetic fields, whether equipment that generates such fields or places where such fields occur.

Power Supply

- Ensure that the area around the power outlet is kept clear at all times so you can easily unplug the power cord if necessary.
- Never remove the plug by pulling on the cord.
  Pulling the cord may damage the power cord, leading to possible fire or electrical shock.
- Do not use an extension lead/cord.

Working Around the Printer

- Never put your hands or fingers in the printer while it is printing.
- Firmly grasp the carrying grips on each side in the base. Holding the printer at other positions is dangerous and cause injury and damage if the printer is dropped.
- When using and transferring the printer, do not tilt it, stand it on its side, or turn it upside down. There is a risk of the ink spilling.
- When transferring the printer tilted, always perform the steps in "Preparing to Transfer the Printer" in order to protect the internal structure.
- Do not place any object on the printer. Especially do not place metal objects (paper clips, staples, etc.) or containers of flammable solvents (alcohol, thinners, etc.) on top of the printer.

Print Heads/Ink Bottle/Maintenance Cartridges

- Keep ink bottle out of the reach of children. In case ink is accidentally licked or swallowed, rinse out mouth or give one or two glasses of water to drink. If irritation or discomfort occurs, obtain medical advice immediately.
- In case ink gets in contact with eyes, rinse with water immediately. In case ink gets in contact with skin, wash with soap and water immediately. If irritation to eyes or skin persists, obtain medical advice immediately.
- Never touch the electrical contacts on a print head after printing.
  The metal parts may be very hot and could cause burns.
- Do not throw ink bottle and maintenance cartridges into fire.
- Do not attempt to disassemble or modify the print head, ink bottle, and maintenance cartridges.
- Avoid dropping or shaking print head, ink bottle, and maintenance cartridges.

Regulatory Information

Users in the U.S.A.

FCC Notice (U.S.A. Only)
For 120V, 60Hz model
Model Number: K10629 (Contains FCC Approved WLAN Module K30387)

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.
However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

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

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

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

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

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines as this equipment has very low levels of RF energy.

But it is desirable that it should be installed and operated keeping the radiator at least 20cm or more away from person's body.

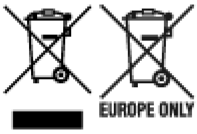
Canon U.S.A., Inc.
One Canon Park
Melville, New York 11747
1-800-652-2666

Interference

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

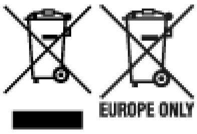
WEEE

Only for the United Kingdom



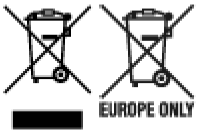
These symbols indicate that this product is not to be disposed of with your household waste, according to the UK Waste Electrical and Electronic Equipment Regulations and the UK Batteries and Accumulators Regulations. If a chemical symbol is printed beneath the symbol shown above, in accordance with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

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



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

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



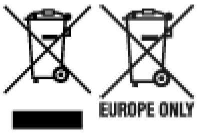
Diese Symbole weisen darauf hin, dass dieses Produkt gemäß WEEE-Richtlinie (2012/19/EU; Richtlinie über Elektro- und Elektronik-Altgeräte), Batterien-Richtlinie (2006/66/EG) und nationalen Gesetzen zur Umsetzung dieser Richtlinien nicht über den Hausmüll entsorgt werden darf. Falls sich unter dem oben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

Zusatzinformationen für Deutschland:

Dieses Produkt kann durch Rückgabe an den Händler unter den in der Verordnung des Elektro- und Elektronikgerätegesetzes beschriebenen Bedingungen abgegeben werden.
Als Endbenutzer und Besitzer von Elektro- oder Elektronikgeräten sind Sie verpflichtet:
- diese einer vom unsortierten Siedlungsabfall getrennten Erfassung zuzuführen,
- Altbatterien und Altakkumulatoren, die nicht von Altgerät umschlossen sind, sowie Lampen, die zerstörungsfrei aus dem Altgerät entnommen werden können, vor der Abgabe an einer Erfassungsstelle vom Altgerät zerstörungsfrei zu trennen,
- personenbezogener Daten auf den Altgeräten vor der Entsorgung zu löschen. Die Bedeutung von dem Symbol der durchgestrichenen Abfalltonne auf Rädern finden Sie oben in dieser Beschreibung.

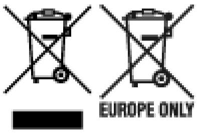
Die Vertreiber von Elektro- oder Elektronikgeräten haben die Pflicht zur unentgeltlichen Rücknahme von Altgeräten. Die Vertreiber haben die Endnutzer über die von ihnen geschaffenen Möglichkeiten der Rückgabe von Altgeräten zu informieren.

Union Européenne, Norvège, Islande et Liechtenstein uniquement.



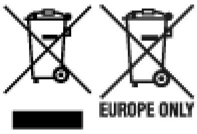
Ces symboles indiquent que ce produit ne doit pas être mis au rebut avec les ordures ménagères, comme le spécifient la Directive européenne DEEE (2012/19/UE), la Directive européenne relative à l'élimination des piles et des accumulateurs usagés (2006/66/CE) et les lois en vigueur dans votre pays appliquant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

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



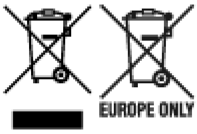
Met deze symbolen wordt aangegeven dat dit product in overeenstemming met de AEEA-richtlijn (2012/19/EU), de richtlijn 2006/66/EG betreffende batterijen en accu's en/of de plaatselijk geldende wetgeving waarin deze richtlijnen zijn geïmplementeerd, niet bij het normale huisvuil mag worden weggegooid.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

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



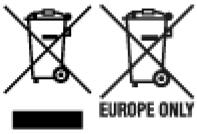
Estos iconos indican que este producto no debe desecharse con los residuos domésticos de acuerdo con la Directiva sobre RAEE (2012/19/UE) y la Directiva sobre Pilas y Acumuladores (2006/66/CE) y/o la legislación nacional. Si aparece un símbolo químico bajo este icono, de acuerdo con la Directiva sobre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

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



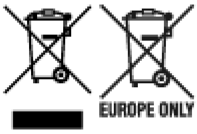
Aquests símbols indican que aquest producte no s’ha de llençar amb les escombraries de la llar, d’acord amb la RAEE (2012/19/UE), la Directiva relativa a piles i acumuladors (2006/66/CE) i la legislació nacional que implementi aquestes directives. Si al costat d’aquest símbol hi apareix imprès un símbol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

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



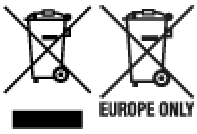
Questi simboli indicano che il prodotto non può essere smaltito con i rifiuti domestici, ai sensi della Direttiva RAEE (2012/19/UE), della Direttiva sulle Batterie (2006/66/CE) e/o delle leggi nazionali che attuano tali Direttive. Se sotto il simbolo indicato sopra è riportato un simbolo chimico, in osservanza della Direttiva sulle batterie, tale simbolo indica la presenza di un metallo pesante (Hg = Mercurio, Cd = Cadmio, Pb = Piombo) nella batteria o nell'accumulatore con un livello di concentrazione superiore a una soglia applicabile specificata nella Direttiva sulle batterie. Il prodotto deve essere conferito a un punto di raccolta designato, ad esempio il rivenditore in caso di acquisto di un nuovo prodotto simile oppure un centro di raccolta autorizzato per il riciclaggio di rifiuti di apparecchiature elettriche ed elettroniche (RAEE) nonché di batterie e accumulatori. Un trattamento improprio di questo tipo di rifiuti può avere conseguenze negative sull'ambiente e sulla salute umana a causa delle sostanze potenzialmente nocive solitamente contenute in tali rifiuti. La collaborazione dell'utente per il corretto smaltimento di questo prodotto contribuirà a un utilizzo efficace delle risorse naturali ed eviterà di incorrere in sanzioni amministrative ai sensi dell'art. 255 e successivi del Decreto Legislativo n. 152/06. Per ulteriori informazioni sul riciclaggio di questo prodotto, contattare le autorità locali, l'ente responsabile della raccolta dei rifiuti, un rivenditore autorizzato o il servizio di raccolta dei rifiuti domestici, oppure visitare il sito www.canon-europe.com/weee, o www.canon-europe.com/battery.

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



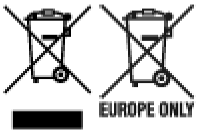
Estes símbolos indicam que este produto não deve ser eliminado juntamente com o seu lixo doméstico, segundo a Diretiva REEE de 2012/19/UE, a Diretiva de Baterias (2006/66/CE) e/ou a sua legislação nacional que transponha estas Diretivas. Se houver um símbolo químico impresso como mostrado abaixo, de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

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



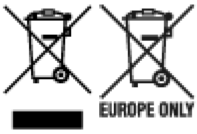
Disse symboler betyder, at produktet ikke må bortskaffes sammen med dagrenovation i henhold til WEEE-direktivet (2012/19/EU), batteridirektivet (2006/66/EF) og/eller den lokale lovgivning, som disse direktiver er gennemført i. Hvis der i overensstemmelse med batteridirektivet er trykt et kemisk symbol under det symbol, der er vist ovenfor, betyder det, at batteriet eller akkumulatoren indeholder tungmetaller (Hg = kviksølv, Cd = cadmium, Pb = bly) i en koncentration, som ligger over de grænseværdier, der er beskrevet i batteridirektivet. Produktet skal afleveres på et godkendt indsamlingssted, f.eks. i overensstemmelse med en godkendt én-til-én-procedure, når du indkøber et nyt tilsvarende produkt, eller på et godkendt indsamlingssted for elektronikaffald samt for batterier og akkumulatorer. Forkert håndtering af denne type affald kan medføre negative konsekvenser for miljøet og menneskers helbred på grund af de potentielt sundhedsskadelige stoffer, der generelt kan forefindes i elektrisk og elektronisk udstyr. Når du foretager korrekt bortskaffelse af produktet, bidrager du til effektiv brug af naturressourcerne. Kontakt din kommune, den lokale affaldsmyndighed, det lokale affaldsanlæg, eller besøg www.canon-europe.com/weee, eller www.canon-europe.com/battery for at få flere oplysninger om genbrug af dette produkt.

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



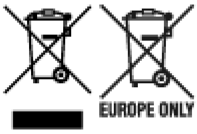
Αυτά τα σύμβολα υποδεικνύουν ότι αυτό το προϊόν δεν πρέπει να απορρίπτεται μαζί με τα οικιακά απορρίμματα, σύμφωνα με την Οδηγία για τα Απόβλητα Ηλεκτρικού και Ηλεκτρονικού Εξοπλισμού (ΑΗΗΕ) (2012/19/ΕΕ), την Οδηγία για τις Ηλεκτρικές Στήλες (2006/66/ΕΚ) ή/και την εθνική νομοθεσία που εφαρμόζει τις Οδηγίες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

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



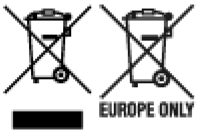
Disse symbolene indikerer at dette produktet ikke skal kastes sammen med husholdningsavfall, i henhold til WEEE-direktivet (2012/19/EU), batteridirektivet (2006/66/EF) og/eller nasjonal lov som har implementert disse direktivene. Hvis et kjemisk symbol vises under symbolet vist ovenfor, i samsvar med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

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



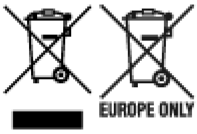
Nämä tunnukset osoittavat, että sähkö- ja elektroniikkalaiteromua koskeva direktiivi (SER-direktiivi, 2012/19/EU), paristoista ja akuista annettu direktiivi (2006/66/EY) sekä kansallinen lainsäädäntö kieltävät tuotteen hävittämisen talousjätteen mukana. Jos yllä olevan symbolin alapuolelle on paristodirektiivin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

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



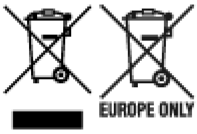
De här symbolerna visar att produkten inte får sorteras och slängas som hushållsavfall enligt WEEE-direktivet (2012/19/EU), batteridirektivet (2006/66/EG) och/eller nationell lagstiftning som implementerar dessa direktiv. Om en kemisk symbol förekommer under ovanstående symbol innebär detta enligt Batteridirektivet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

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



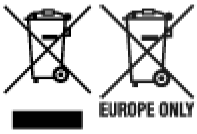
Tento symbol znamená, že podle směrnice OEEZ (2012/19/EU), směrnice o bateriích (2006/66/ES) a/nebo podle vnitrostátních právních prováděcích předpisů k těmto směrnicím nemá být tento výrobek likvidován s odpadem z domácností. Je-li v souladu s požadavky směrnice o bateriích vytištěna pod výše uvedeným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

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



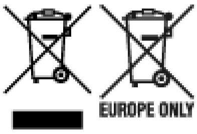
Ezek a szimbólumok azt jelzik, hogy a termék hulladékkezelése a háztartási hulladéktól különválasztva, az elektromos és elektronikus berendezések hulladékairól (WEEE) szóló (2012/19/EU) irányelvnek és az elemekről és akkumulátorokról, valamint a hulladék elemekről és akkumulátorokról szóló (2006/66/EK)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

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



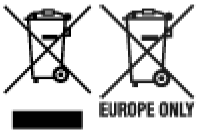
Te symbole oznaczają, że produktu nie należy wyrzucać razem z odpadami gospodarstwa domowego, zgodnie z dyrektywą WEEE w sprawie zużytego sprzętu elektrycznego i elektronicznego (2012/19/UE) lub dyrektywą w sprawie baterii (2006/66/WE) bądź przepisami krajowymi wdrażającymi te dyrektywy. Jeśli pod powyższym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

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



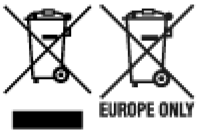
Tieto symboly označujú, že podľa Smernice o odpade z elektrických a elektronických zariadení (OEEZ) 2012/19/EÚ, Smernice o batériách (2006/66/ES) a podľa platnej legislatívy Slovenskej republiky sa tento produkt nesmie likvidovať spolu s komunálnym odpadom. Ak je chemická značka vytlačená pod vyššie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

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



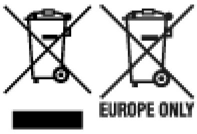
Antud sümbolid viitavad sellele, et vastavalt elektri- ja elektroonikaseadmete jäätmeid käsitlevale direktiivile (2012/19/EL), patareisid ja akusid ning patarei- ja akujäätmeid käsitlevale direktiivile (2006/66/EÜ) ja/või nimetatud direktiive rakendavatele riiklikele õigusaktidele ei või seda toodet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

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



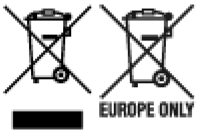
Šie simboli norāda, ka atbilstoši ES Direktīvai (2012/19/ES) par elektrisko un elektronisko iekārtu atkritumiem (EEIA), Direktīvai (2006/66/EK) par baterijām un akumulatoriem, un akumulatoru atkritumiem, ar ko atceļ Direktīvu 91/157/EEK, un vietējiem tiesību aktiem šo izstrādājumu nedrīkst izmest kopā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

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



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

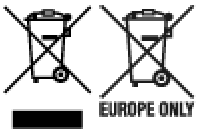
Samo za Evropsko unijo in EGP (Norveška, Islandija in Lihtenštajn)



Ti simboli pomenijo, da tega izdelka skladno z Direktivo OEEO (2012/19/EU), Direktivo 2006/66/ES in/ali nacionalno zakonodajo, ki uvaja ti direktivi, ne smete odlagati z nesortiranimi gospodinjskimi odpadki. Če je pod zgoraj prikazanim simbolom natisnjen kemijski simbol, to v skladu z Direktivo pomeni, da je v tej bateriji ali akumulatorju prisotna težka kovina (Hg = živo srebro, Cd = kadmij, Pb = svinec), in sicer v koncentraciji, ki je nad relevantno mejno vrednostjo, določeno v Direktivi. Ta izdelek je potrebno odnesti na izbrano zbirno mesto, t. j. pooblaščeno trgovino, kjer ob nakupu novega (podobnega) izdelka vrnete starega, ali na pooblaščeno zbirno mesto za ponovno uporabo odpadne električne in elektronske opreme (EEO) ter baterij in akumulatorjev. Neustrezno ravnanje s to vrsto odpadkov lahko negativno vpliva na okolje in človeško zdravje zaradi potencialno nevarnih snovi, ki so pogosto povezane z EEO.

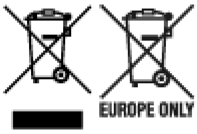
Vaše sodelovanje pri pravilnem odlaganju tega izdelka predstavlja pomemben prispevek k smotrni izrabi naravnih virov. Za več informacij o ponovni uporabi tega izdelka se obrnite na lokalen mestni urad, pristojno službo za odpadke, predstavnika pooblaščenega programa za obdelavo odpadkov ali na lokalno komunalo. Lahko pa tudi obiščete našo spletno stran www.canon-europe.com/weee, ali www.canon-europe.com/battery.

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



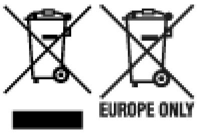
Тези символи показват, че този продукт не трябва да се изхвърля заедно с битовите отпадъци съгласно Директивата за ИУЕЕО (2012/19/ЕС), Директивата за батерии (2006/66/ЕО) и/или Вашето национално законодателство, прилагащо тези Директиви. Ако под показания горе символ е отпечатан символ за химически елемент,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

Doar pentru Uniunea Europeană şi EEA (Norvegia, Islanda şi Liechtenstein)



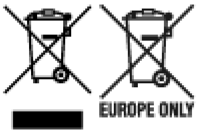
Aceste simboluri indică faptul că acest produs nu trebuie aruncat împreună cu deşeurile menajere, în conformitate cu Directiva DEEE (2012/19/UE), Directiva referitoare la baterii (2006/66/CE) şi/sau legile dvs. naţionale ce implementează aceste Directive. Dacă un simbol chimic este imprimat sub simbolul de mai sus, în conformitate cu Directiva referitoare la baterii, acest simbol indică prezenţa în baterie sau acumulator a unui metal greu (Hg = Mercur, Cd = Cadmiu, Pb = Plumb) într-o concentraţie mai mare decât pragul admis specificat în Directiva referitoare la baterii. Acest produs trebuie înmânat punctului de colectare adecvat, ex: printr-un schimb autorizat unu la unu atunci când cumpăraţi un produs nou similar sau la un loc de colectare autorizat pentru reciclarea reziduurilor de echipament electric şi electronic (EEE) şi baterii şi acumulatori. Administrarea neadecvată a acestui tip de deşeuri, ar putea avea un impact asupra mediului şi asupra sănătăţii umane datorită substanţelor cu potenţial de risc care sunt în general asociate cu EEE. Cooperarea dvs. în direcţia reciclării corecte a acestui produs va contribui la o utilizare eficientă a resurselor naturale. Pentru mai multe informaţii despre reciclarea acestui produs, vă rugăm să contactaţi biroul dvs. local, autorităţile responsabile cu deşeurile, schema aprobată sau serviciul dvs. responsabil cu deşeurile menajere sau vizitaţi-ne la www.canon-europe.com/weee, sau www.canon-europe.com/battery.

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



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

Korisnici u Srbiji



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

Handling Precautions

- When Repairing, Lending, or Disposing of the Printer
- Legal Restrictions on Printing
- Ink Tips

When Repairing, Lending, or Disposing of the Printer

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

To keep your personal information safe, please be sure to reset all printer settings when sending the printer for repair, lending or transferring the printer to another person, or disposing of the printer.

➡ Reset settings

Legal Restrictions on Printing

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

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 the Maintenance Cartridge

Does black-and-white printing use color ink?

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

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

Specifications

- **Specifications**
- **Print Area**

Specifications

- Printer specifications
- Printing performance
- Memory
- Interface
- Network Specifications
- Operating Conditions
- Paper

Important

- The following values may vary depending on the operating environment.

Printer specifications

Power supply	100-240 V AC (50/60 Hz)
Power consumption	**When printing (wired LAN connection):** Approx. 28 W **Standby (wired LAN connection):** Approx. 1.7 W **Standby (all ports connected):** Approx. 2.3 W **When power is off:** Approx. 0.07 W *1 *1 The printer uses a trace amount of power even when turned off. To stop all power consumption, turn off the printer and unplug the power cord.
Operating environment	**Temperature:** 59 to 86 °F (15 to 30 °C) **Humidity:** 10 to 80 % RH (with no condensation) * For the temperature and humidity conditions of papers such as photo paper or medicine envelopes, refer to the paper's packaging or the supplied instructions.
Dimensions (W x D x H)	**Printer only *:** Approx. 38.2 x 21.0 x 9.7 in. (968 x 533 x 245 mm) **Printer and Desktop Basket BU-06 (when the basket is opened) *:** Approx. 38.2 x 32.5 x 38.0 in. (968 x 825 x 965 mm) **Printer and Stand SD-24 (when the basket is opened) *:** Approx. 38.2 x 34.2 x 34.5 in. (968 x 868 x 874 mm) * With the covers and the trays closed.
Weight	**Printer only *:** Approx. 70 lb (32 kg) **Printer and Desktop Basket BU-06 *:** Approx. 72 lb (33 kg) **Printer and Stand SD-24 *:** Approx. 94 lb (43 kg)

	* With the Print Head installed.
Space for installation (W x D x H)	**Printer only:** Approx. 46.0 x 44.3 x 29.4 in. (1168 x 1125 x 745 mm) **Printer and Desktop Basket BU-06 (when the basket is opened):** Approx. 46.0 x 56.2 x 57.7 in. (1168 x 1425 x 1465 mm) **Printer and Stand SD-24 (when the basket is opened):** Approx. 46.0 x 55.2 x 54.1 in. (1168 x 1400 x 1374 mm)

Printing performance

Print method	Bubblejet
Maximum resolution	2400 dpi (horizontally) * x 1200 dpi (vertically) * Prints with a minimum 1/2400 inch dot pitch between ink droplets.
Print head	PF-08
Number of nozzles	4352 nozzles (BK: 1280 nozzles, C/M/Y: 1024 nozzles)

Memory

Memory	Physical memory 1GB

Interface

USB and the network can be used at the same time.

You cannot use Wi-Fi and wired LAN at the same time.

USB	Hi-Speed USB * * To use Hi-Speed USB, your computer must support Hi-Speed USB. Additionally, the Hi-Speed USB interface is completely backward compatible with USB 1.1, so the printer can be connected even if the computer interface is USB 1.1.
LAN	**Wired LAN:** IEEE802.3u (100BASE-TX) / IEEE802.3 (10BASE-T) **Wi-Fi:** IEEE802.11n / IEEE802.11g / IEEE802.11b / IEEE802.11a / IEEE802.11ac

Network Specifications

Communication protocol	SNMP, HTTP, TCP / IP (IPv4 / IPv6)
Wired LAN specifications	**Supported Standards:** IEEE802.3u (100BASE-TX) / IEEE802.3 (10BASE-T) **Transmission speed:** 10 Mbps / 100 Mbps (automatically selected) **Security:** IEEE802.1X (EAP-TLS / EAP-TTLS / PEAP)

Wi-Fi specifications	**Supported Standards:** IEEE802.11n / IEEE802.11g / IEEE802.11b / IEEE802.11a / IEEE802.11ac **Frequency bandwidth:** 2.4 GHz / 5 GHz *1 **Channels:** 2.4 GHz: 1-11 or 1-13 *1 5 GHz: W52, W53, W56, W58 *1 *1 Frequency bandwidth and available channels differ depending on country or region. **Effective range:** Indoors 164 feet/50 m *2 *2 Varies according to environmental conditions. **Security:** WPA-PSK (AES) WPA2-PSK (AES) WPA3-SAE (AES) WPA-EAP (AES) *3 WPA2-EAP (AES) *3 WPA3-EAP (AES) *3 *3 Supports IEEE802.1X (EAP-TLS / EAP-TTLS / PEAP) **Setup:** WPS (push button method/PIN code method) Easy wireless connect

Operating Conditions

If operating conditions of the operating system are high, follow those.

Windows

Compatible Operating System (Standard supplied printer driver)	Windows 11 Windows 10 Windows 8.1 Windows 7 Windows Server 2025 Windows Server 2022 Windows Server 2019 Windows Server 2016 Windows Server 2012 R2 Windows Server 2012 Windows Server 2008 R2 Use the latest Service Pack available.

Free hard disk space	20 GB or more

macOS

Compatible Operating System (Standard supplied printer driver)	macOS Big Sur 11.7.10 - macOS Sequoia 15
Free hard disk space	20 GB or more

Other Supported OS

iOS, iPadOS, Android, Chrome OS Some functions may not be available with the supported OS.

- An Internet connection is required to use the Online Manual.
- To install the software while using Windows, you must have a CD-ROM drive or a network connection.
- To install the software while using macOS, you must have a network connection.

Paper

For details on the compatible media types, see Paper Information List.

For details on the paper widths supported by the printer, see Paper Sizes.

For details about Print Area, see Print Area.

Print Area

A margin required by the printer is added with respect to the size of paper loaded in the printer. The actual printing area corresponds to the paper size minus the space for this margin.

Note

- This product supports the minimal margin printing. Depending on the application you use to print, this may be displayed as borderless printing.
- Printable Area: The area that can be printed.
- When performing the minimal margin printing on roll paper, the top and bottom margins will be 0 mm (0.00 in.), with a slight margin remaining on the left and right.

  ➡ Printing with Minimal Margins on the Scenarios (Windows)
  ➡ Printing with Minimal Margins on the Scenarios (macOS)

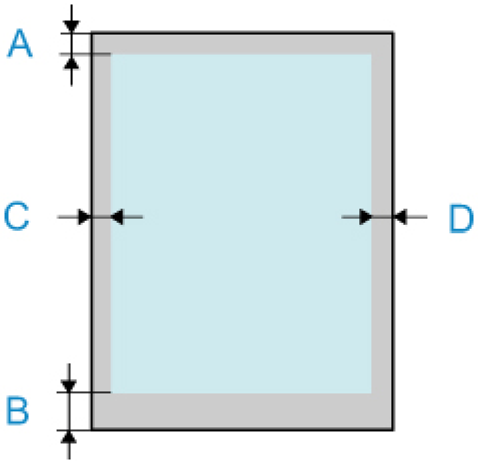
- Recommended Print Area: We recommend printing within this area.
- To match the document size with the actual printing area, print on oversize paper with the required margin added.

  ➡ Printing to Oversized Paper Sizes (Windows)
  ➡ Printing to Oversized Paper Sizes (macOS)

Sheets, Postcards

Printable Area

Size	Printable area
Hagaki / Hagaki 2	A: 0.12 in. (3.0 mm) B: 0.16 in. (4.0 mm) C: 0.13 in. (3.4 mm) D: 0.13 in. (3.4 mm)
Paper size other than the above	A: 0.20 in. (5.0 mm) B: 0.20 in. (5.0 mm) C: 0.20 in. (5.0 mm) D: 0.20 in. (5.0 mm)



A: Top Edge
B: Bottom Edge
C: Left Edge
D: Right Edge

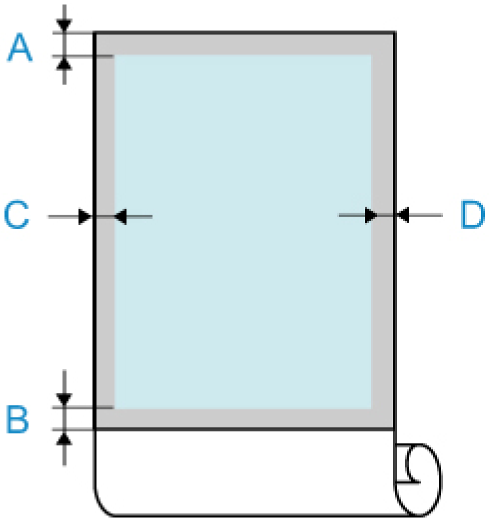
Rolls

Printable Area

The required margins are 0.20 in. (5 mm)*1 / 1.18 in. (30 mm)*1 on the top and bottom, and 0.20 in. (5 mm) on the left and right. When performing the minimal margin printing, the top and bottom margins are 0.00 in. (0 mm), and the left and right margins are 0.02 in. (0.5 mm)*2. For information on paper that can be printed with minimal margins, see "Paper Information List".

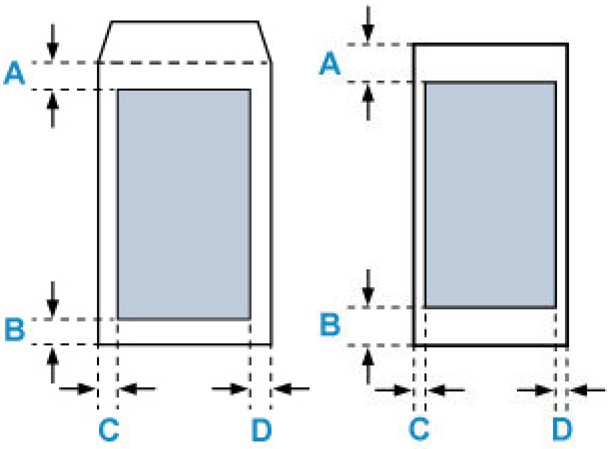
*1 The margins on the roll paper vary depending on the print settings.

*2 Margins may vary about between 0.1 mm and 0.8 mm depending on settings and your environment.



A: Top Edge
B: Bottom Edge
C: Left Edge
D: Right Edge

Envelopes



▭ Printable area

Size	Printable Area
Nagagata 3 / Nagagata 4	A: 0.20 in. (5.0 mm) B: 0.31 in. (8.0 mm) C: 0.22 in. (5.6 mm) D: 0.22 in. (5.6 mm)
Yougata 4 / Yougata 6	A: 0.50 in. (12.7 mm) B: 0.31 in. (8.0 mm) C: 0.22 in. (5.6 mm) D: 0.22 in. (5.6 mm)
Envelope Com 10 / Envelope DL / Envelope C5 / Envelope Monarch	A: 0.50 in. (12.7 mm) B: 0.50 in. (12.7 mm) C: 0.22 in. (5.6 mm) D: 0.22 in. (5.6 mm)

Appendix

- **Online Manual**
- **Symbols Used in This Document**
- **Trademarks**
- **Licenses**

Online Manual

Models used in illustrations and videos in this manual, may differ from your model.

Screenshots in This Manual

For Windows:

The screenshots used in this manual are taken with Windows 10.

For macOS:

The screenshots used in this manual are taken with macOS Ventura 13.