



PRO-1100 PRO-510 Online Manual

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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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LuneScript

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Written by: Philip Hazel

Email local part: ph10

Email domain: cam.ac.uk

University of Cambridge Computing Service, Cambridge, England.

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Written by: Zoltan Herczeg
Email local part: hzmester
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Basic Operations

➤ Printer Parts

- Front
- Back / Side
- Operation Panel

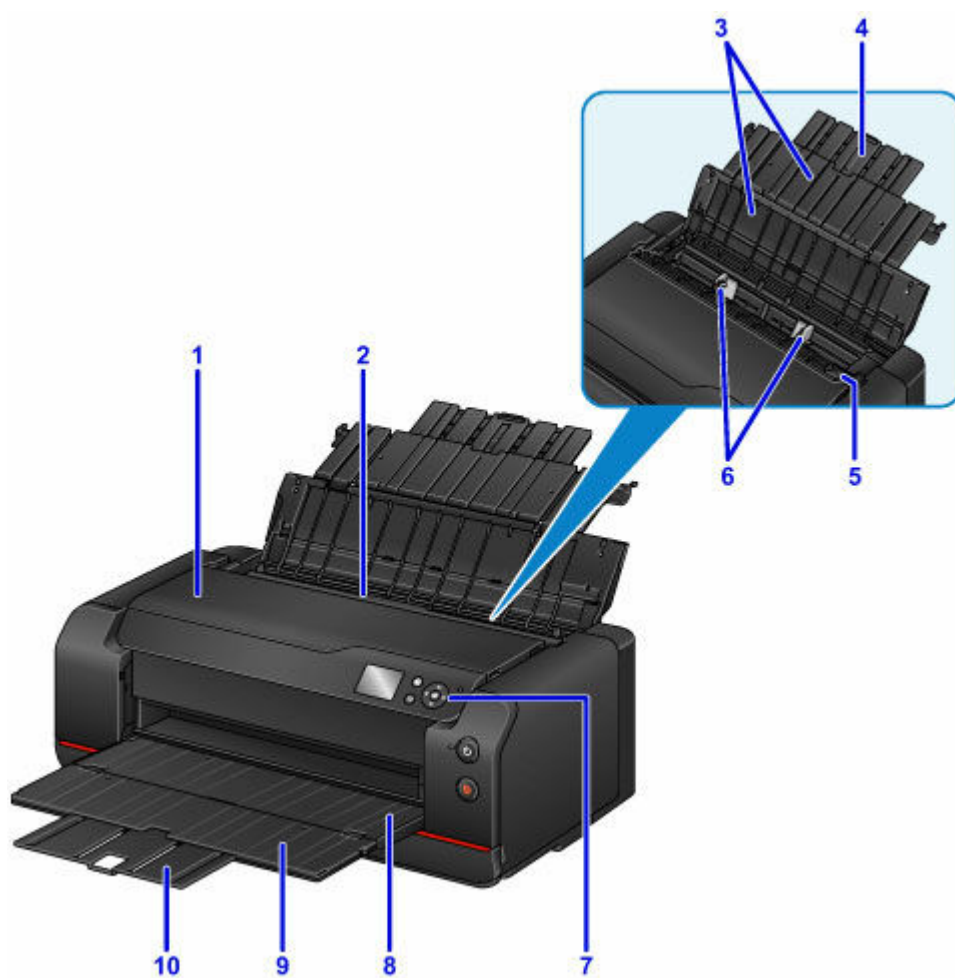
➤ Using the Printer

- Turning the Printer On and Off
- LCD and Operation Panel
- Loading Paper in the Top Feed
- Loading Paper in the Manual Feed Tray

Printer Parts

- **Front**
- **Back / Side**
- **Operation Panel**

Front



(1) top cover

Open to remove paper that is jammed inside or to replace the print head.

(2) top feed

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

➡ [Loading Paper in the Top Feed](#)

(3) paper support

Open to load paper in the top feed.

(4) paper support extension

Extend to load paper in the top feed.

(5) feed slot cover

Prevents anything from falling into the feed slot.

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

(6) paper guides

Align with both sides of the paper stack.

(7) operation panel

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

➡ [Operation Panel](#)

(8) paper output tray

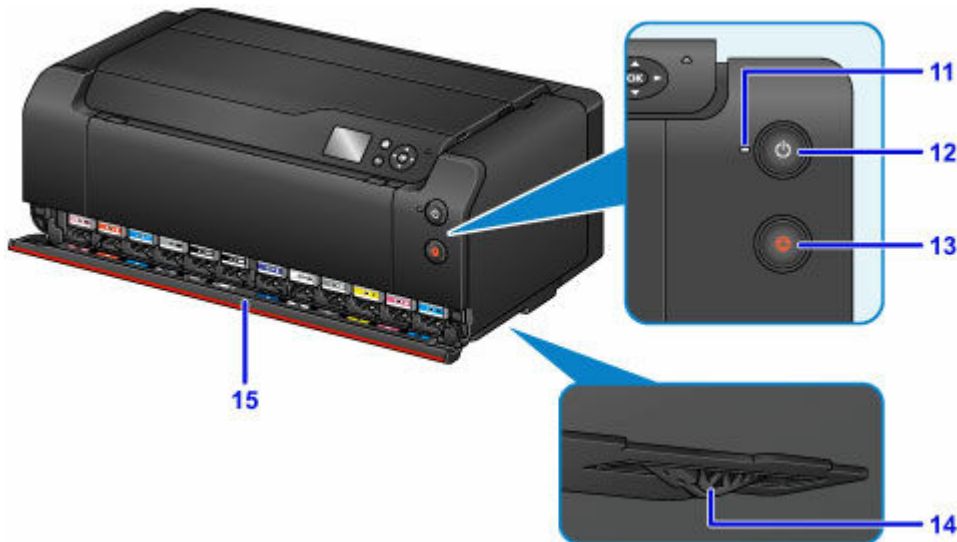
Printed paper is ejected. Open it before printing.

(9) output tray extension

Open to support ejected paper.

(10) paper output support

Pull out to support ejected paper.



(11) ON lamp

Lights after flashing when the power is turned on.

(12) ON button

Turns the power on or off.

➡ [Turning the Printer On and Off](#)

(13) Stop button

Cancels a print job in progress.

(14) ink supply stopper

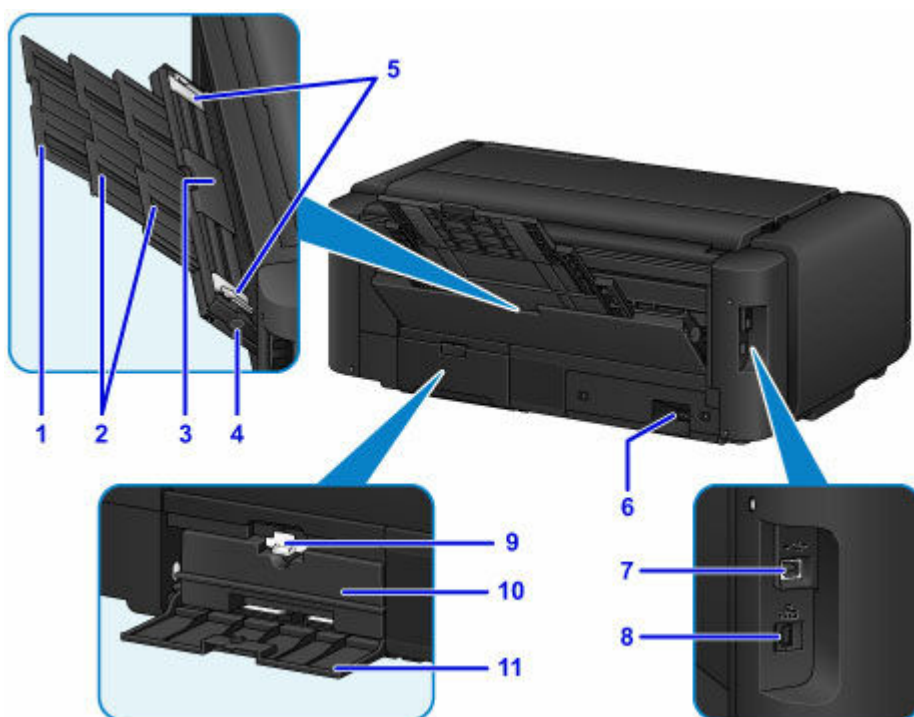
If the ink supply stopper at the bottom of the printer sticks out, an error message appears and the printer stops operation. Paying attention to the ink supply stopper, install the printer on a flat surface.

(15) tank cover

Open when replacing ink tanks.

➡ [Replacing Ink Tanks](#)

Back / Side



(1) paper support extension

Extend to load paper in the manual feed tray.

(2) paper support

Pull out to load paper in the manual feed tray.

(3) manual feed tray

Load one sheet of 8" x 10" (20 x 25 cm), A4, Letter size paper or larger, or thick paper at a time.

➡ [Loading Paper in the Manual Feed Tray](#)

(4) Paper Jam Clearing button

Press this button when removing paper jammed in the manual feed tray.

(5) paper guides

Align with both sides of the paper stack.

(6) power cord connector

Plug in the supplied power cord.

(7) USB port

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

(8) wired LAN connector

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

(9) lock lever

Locks the maintenance cartridge into place so that it does not come off. Keep the maintenance cartridge locked for normal use.

(10) maintenance cartridge

Absorbs ink used for cleaning and other operations.

➡ [Replacing the Maintenance Cartridge](#)

➡➡➡ **Important**

- When purchasing a new maintenance cartridge, order the following cartridge number.
Maintenance Cartridge MC-20

(11) maintenance cover

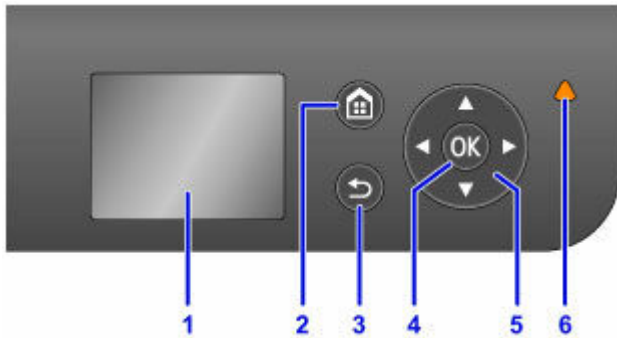
Open when replacing the maintenance cartridge.

➡➡➡ **Important**

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

Operation Panel

* All lamps on the operation panel are shown lit in the figure below for explanatory purposes.



(1) LCD (Liquid Crystal Display)

Displays messages, menu items, and the operational status.

(2) HOME button

Used to display the HOME screen.

➡ [LCD and Operation Panel](#)

(3) Back button

Returns the LCD to the previous screen.

(4) OK button

Finalizes the selection of a menu or setting item. This button is also used to resolve an error.

(5) ▲, ▼, ◀, and ▶ buttons

Used to select a menu or setting item.

➡ [LCD and Operation Panel](#)

(6) Alarm lamp

Lights or flashes when an error occurs.

Using the Printer

- **Turning the Printer On and Off**
- **LCD and Operation Panel**
- **Loading Paper in the Top Feed**
- **Loading Paper in the Manual Feed Tray**

Turning the Printer On and Off

- ➔ [Checking that Power Is On](#)
- ➔ [Turning on the printer](#)
- ➔ [Turning off the printer](#)

Checking that Power Is On

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

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



➤➤➤ Note

- The LCD will turn off if the printer is not operated for about 3 minutes. To restore the display, press any button or perform the print operation.

Turning on the printer

Press the ON button to turn on the printer.



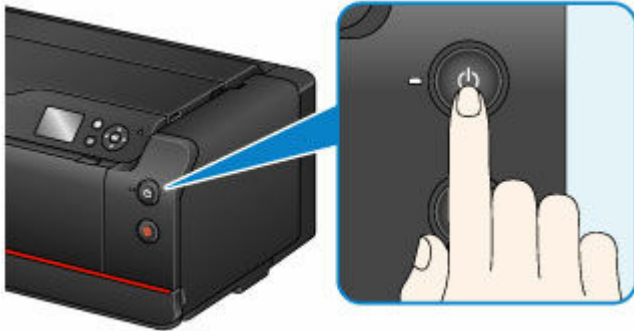
➤➤➤ Note

- 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 via network. This feature is set to off by default.

➔ [Power control](#)

Turning off the printer

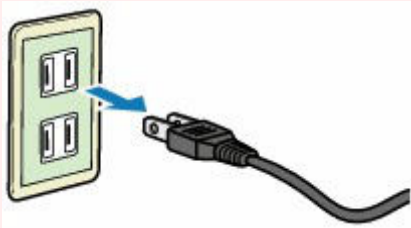
1. Press the **ON** button to turn the printer off.



2. Check that both the **ON** lamp and LCD display are 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.



Printing

➤ Printing from Your Computer (Windows)

- Basic Printing Setup 📄Basics
- Main Controls (Basic Settings Tab)
- Set Media Type, Quality, etc. (Media/Quality Tab)
- Set the Layout of Printed Documents (Page Setup Tab)
- See more...

➤ Printing from Your Computer (macOS)

- Basic Printing Setup 📄Basics
- Various Printing Methods
- Changing the Print Quality and Correcting Image Data
- See more...

➤ Printing from Chromebook

➤ Printing from Printer

- Printing Templates Such as Lined or Graph Paper

➤ 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 Your Computer (macOS)

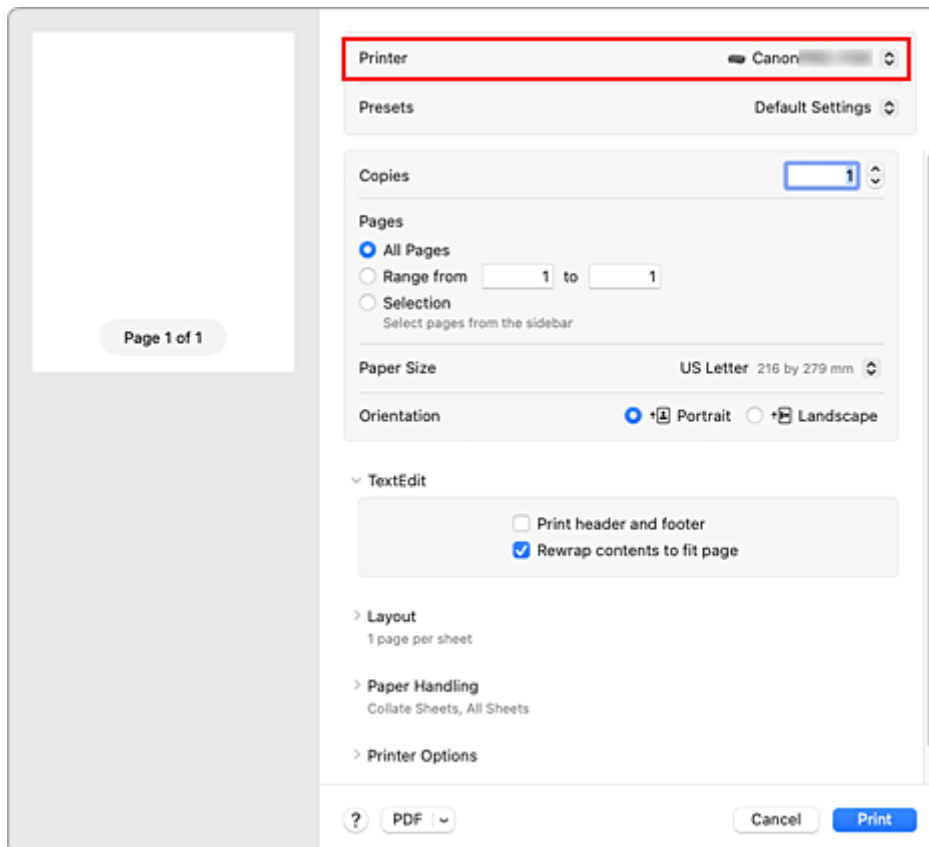
- **Basic Printing Setup** 📌 **Basic**
- **Various Printing Methods**
- **Changing the Print Quality and Correcting Image Data**
- **Printing Using AirPrint**

Basic Printing 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](#) in printer
3. Select the printer

Select your model from the **Printer** list in the [Print Dialog](#).

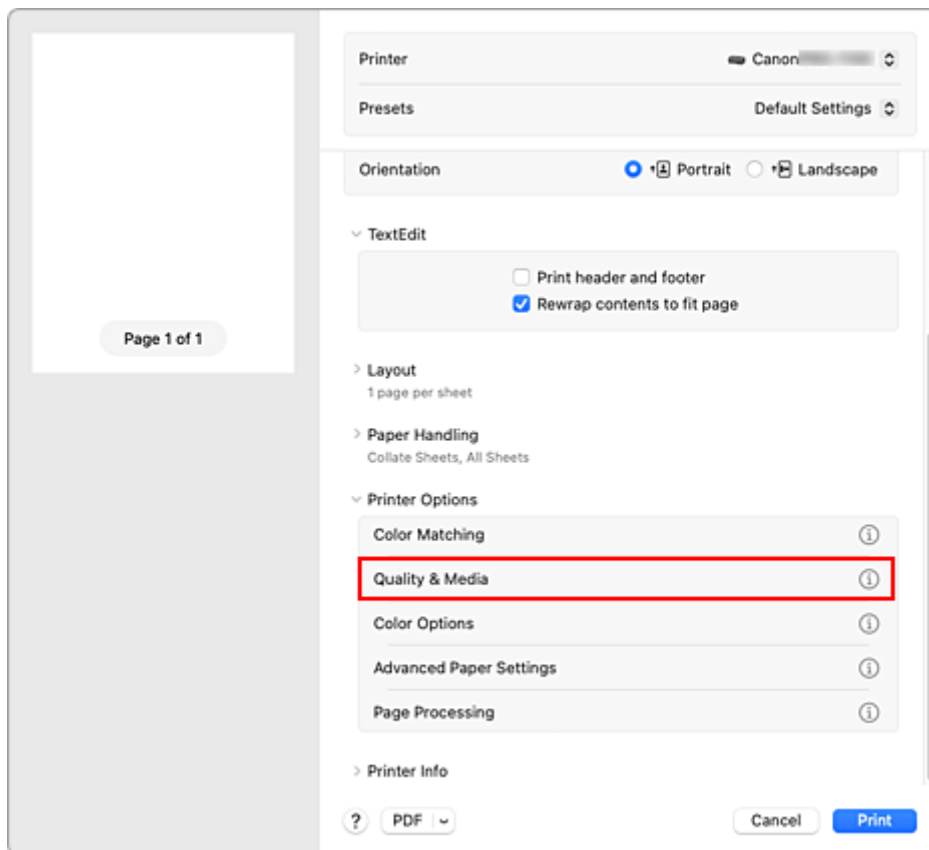


4. Select the paper size

For **Paper Size**, select the paper size to be used.

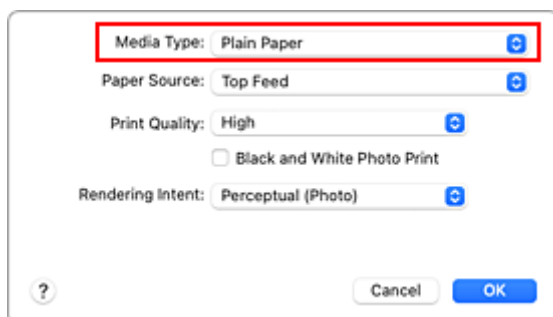
If necessary, set the number of copies, the pages to be printed, and the orientation.

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



6. Select the media type

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



Important

- In the **Presets** section, click **Save Current Settings as Preset...** to [register the specified settings](#).

7. Select the paper source

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

8. Select the print quality

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

Important

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

9. Complete the setup

Click **Print**.

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

Important

- If you are performing large-format printing, make sure that the ink tank has plenty of remaining ink.
- To print by using the manual feed tray, perform the operation according to the instructions displayed on the screen.

Note

- For details about the paper information to be registered to the printer driver and on the printer, see the following:
 - [Paper Settings on the Printer Driver and the Printer \(Media Type\)](#)
 - [Paper Settings on the Printer Driver and the Printer \(Paper Size\)](#)

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

When you use this printer, selecting a media type and [paper size](#) that matches the print purpose will help you achieve the best print results.

Depending on the media type you are using, specify the media type settings on the printer driver or the printer's operation panel as described below.

Canon genuine papers (Document Printing)

Media name <Model No.>	Media Type in the printer driver	Paper information registered on the printer
Canon Red Label Superior <WOP111>	Plain Paper	Plain paper
Canon Océ Office Colour Paper <SAT213>	Plain Paper	Plain paper

Canon genuine papers (Photo Printing)

Media name <Model No.>	Media Type in the printer driver	Paper information registered on the printer
Photo Paper Plus Glossy II <PP-201/PP-208/PP-301>	Photo Paper Plus Glossy II A	Plus Glossy II A
Photo Paper Pro Platinum <PT-101>	Photo Paper Pro Platinum	Pro Platinum
Photo Paper Pro Luster <LU-101>	Photo Paper Pro Luster	Pro Luster
Photo Paper Plus Semi-gloss <SG-201>	Photo Paper Plus Semi-gloss	Plus Semi-gloss
Matte Photo Paper <MP-101>	Matte Photo Paper	Matte
Premium Fine Art Smooth <FA-SM1>	Premium Fine Art Smooth	Fine Art Smooth
Premium Fine Art Rough <FA-RG1>	Premium Fine Art Rough	Fine Art Rough
Photo Paper Pro Premium Matte <PM-101>	Photo Paper Pro Premium Matte A	ProPremiumMatteA

Commercially available papers

When you use non-genuine Canon paper, you can print easily by using the existing settings that have been prepared in the printer driver and on the printer's operation panel.

Media name	Media Type in the printer driver	Paper information registered on the printer
Plain Paper (including recycled paper)	Plain Paper	Plain paper
Baryta Photo Paper *3	Baryta Photo Paper	Baryta PhotoPaper

Japanese Paper Washi	Japanese Paper Washi *2	Japanese Paper
Lightweight Photo Paper (Approximately 0.1mm to less than 0.3mm)	Lightweight Photo Paper *2	Light Photo Paper
Heavyweight Photo Paper (Approximately 0.3mm to less than 0.6mm)	Heavyweight Photo Paper *2	Heavy Photo Paper
Photo Paper (Long-form)	Photo Paper (Long-form Printing) *2	Photo Paper (Long-form)
Heavyweight Fine Art Paper (Approximately 0.1mm to less than 0.3mm)	Heavyweight Fine Art Paper *2	Heavy Art Paper
Extra Heavyweight Fine Art Paper (Approximately 0.3mm to less than 0.6mm)	Extra Heavyweight Fine Art Paper *2	EX Hvy Art Paper
Highest Density Fine Art Paper *1	Highest Density Fine Art Paper *2	High Density Art
Fine Art Paper (Long-form)	Fine Art Paper (Long-form Print) *2	FineArtPaper (Long-form)
Canvas	Canvas *2	Canvas

*1 Use the **Highest Density Fine Art Paper** setting when using a type of Fine Art Paper that is particularly thick and will absorb more ink than others. More ink is used than in regular printing and therefore depending on the type of paper, it can increase the depth of color.

However, depending on the type of paper used, the ink can bleed into the paper, causing the paper to rub and get dirty, or damage the print heads.

*2 To improve the print quality and paper feeding when using paper other than Canon genuine paper, create a custom paper by using Media Configuration Tool and add it to the printer.

These media types can be used as custom paper standards.

*3 If you are using baryta photo paper for inkjet printers, configure settings for **Baryta Photo Paper**.

It improves the consistency of the coloring and gloss, achieving high-quality print results with a sense of depth.

Note

- If you have added a new media type using the Media Configuration Tool, open the Canon IJ Printer Utility2, and from **Media Information**, select **Update Media Information (Correct Media Information)** and carry out a driver media information update.

When printing on a newly added media type, change both the media settings on the printer driver and the registered media information on the printer to those of the new media.

- When you set **Media Type** to **Matte Photo Paper**, **Premium Fine Art Smooth**, **Premium Fine Art Rough**, or **Photo Paper Pro Premium Matte A** from the **Quality & Media** menu displayed from **Printer Options** of the print dialog, we recommend that you set **Paper Size** to **4 x 6, L**, or **"XXX Margin 25"** in the print dialog.

For information about printable ranges, refer to "[Printing Area](#)."

Paper Settings on the Printer Driver and the Printer (Paper Size)

When you use this printer, selecting a paper size that matches the print purpose will help you achieve the best print results.

You can use the following paper sizes on this printer.

Paper Size in the printer driver	Paper information registered on the printer
4 x 6	KG/4"x6"(10x15)
5 x 7	2L/5"x7"(13x18)
7 x 10	7"x10"(18x25cm)
8 x 10	8"x10"(20x25cm)
10"x12" 25x30cm	10"x12"(25x30cm)
14"x17" 36x43cm	14"x17"(36x43cm)
210x594mm	210x594mm
A2	A2
A2 (Margin 25)	A2
A3	A3
A3 (Margin 25)	A3
A3+ 13"x19" 33x48cm	A3+
A3+ (Margin 25)	A3+
A4	A4
A4 (Margin 25)	A4
A5	A5
ANSI C	17"x22"(43x56cm)
C (Margin 25)	17"x22"(43x56cm)
JIS B3	B3
JIS B4	B4
JIS B5	B5
L	L(89x127mm)
Postcard	Hagaki

Postcard Double	Hagaki 2
Square 12"x12" 30x30cm	12"x12"(30x30cm)
Super B	13"x19" (Super B)
Tabloid	11"x17"(28x43cm)
Tabloid (Margin 25)	11"x17"(28x43cm)
US Legal	Legal
US Letter	Letter
US Letter (Margin 25)	Letter
US Photo 16 x 20	16"x20"
Custom Size	Any size

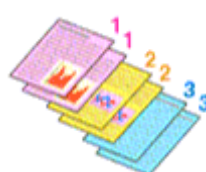
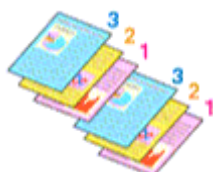
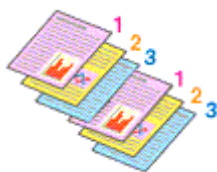
Various Printing Methods

- **Setting the Number of Copies and Printing Order**
- **Perform Borderless Printing**
- **Scaled Printing**
- **Page Layout Printing**
- **Printing on Postcards**
- **Changing the Clear Coating Settings**
- **Setting Paper Dimensions (Custom Size)**
- **Perform Long-form Printing**
- **Setting the Stapling Margin**
- **Scaling the Printing to Fit the Paper Size**
- **Switching the Paper Source to Match the Purpose**

Setting the Number of Copies and Printing Order

Collate Sheets + Reverse Collate Sheets + Normal

Reverse

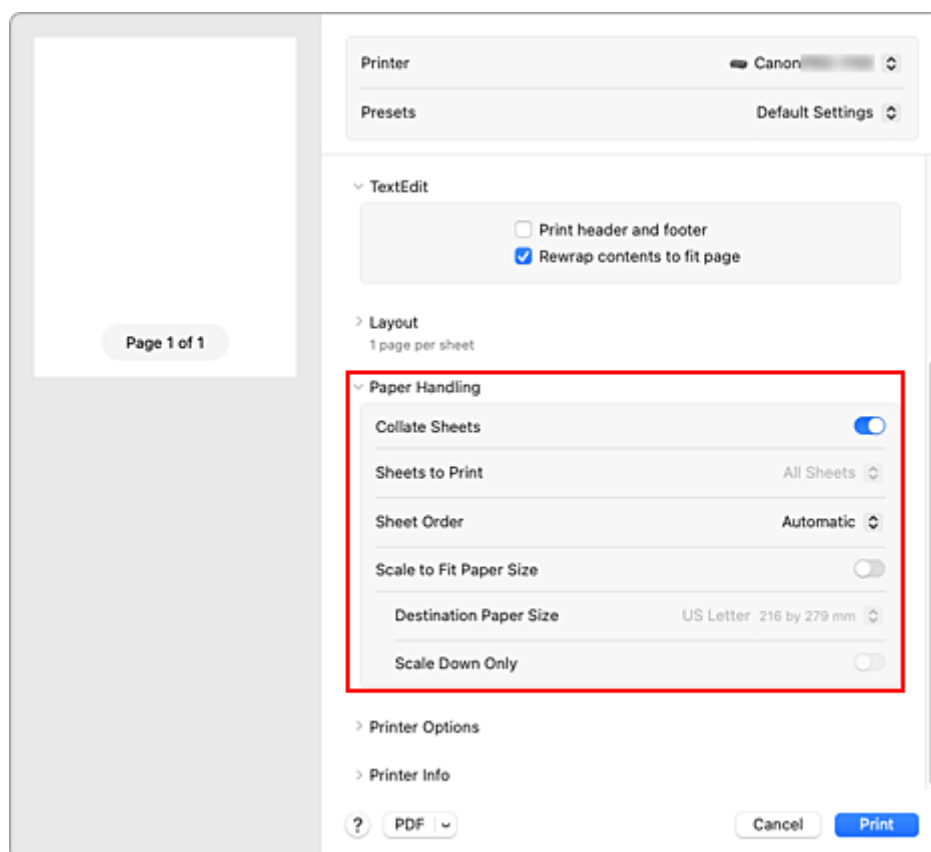


The procedure for specifying the number of copies and printing order is as follows:

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**



3. Check the **Collate Sheets** check box when you are specifying multiple copies in the **Copies** box

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 **Page 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**.

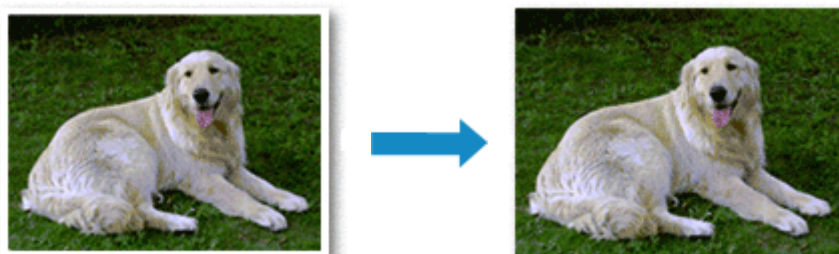
When you execute print, the specified number of copies will be printed with the specified printing order.

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.

Perform Borderless Printing

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



The procedure for performing borderless printing is as follows:

►► Note

- You can also set **Magnification level for borderless** on the operation panel of the printer, but the settings on the printer driver will be prioritized.

Setting Borderless Printing

1. Select sheet size for borderless printing

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

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

3. Adjust the amount of extension from the paper

If necessary, adjust the amount of extension using the **Borderless Extension** slider.

Moving the slider to the right increases the amount extending off the paper, and moving the slider to the left decreases the amount.

It is recommended to set the slider at the second position from the right for most cases.

►► Important

- When the **Borderless Extension** slider is set to the rightmost position, the back side of the paper may become smudged.

4. Click **Print**

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

►► Important

- Borderless printing only supports specific paper sizes. Make sure to select a paper size with the wording "Borderless" from the **Paper Size**.

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

»» Note

- When you set **Media Type** to **Plain Paper**, **Hagaki A**, or **Hagaki** from the **Quality & Media** menu displayed from **Printer Options** of the print dialog, borderless full-page printing cannot be selected.

Expanding the Range of the Document to Print

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

When you are not satisfied with the result of borderless printing, reduce the amount of extension. The extension amount decreases as the **Borderless Extension** slider is moved to the left.

»» Important

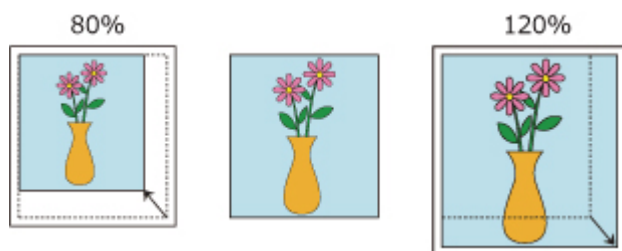
- When the amount of extension is decreased, an unexpected margin may be produced on the print, depending on the size of the paper.

»» Note

- When the **Borderless Extension** slider is set to the leftmost position, image data will be printed in the full size.

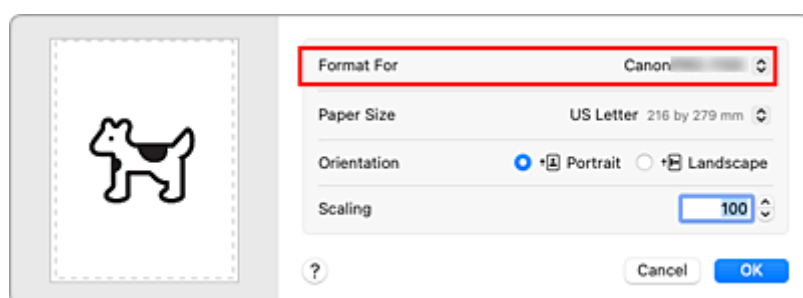
Scaled Printing

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



1. Select the printer

In the [Page Setup Dialog](#), select your model name from the **Format For** list.



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.

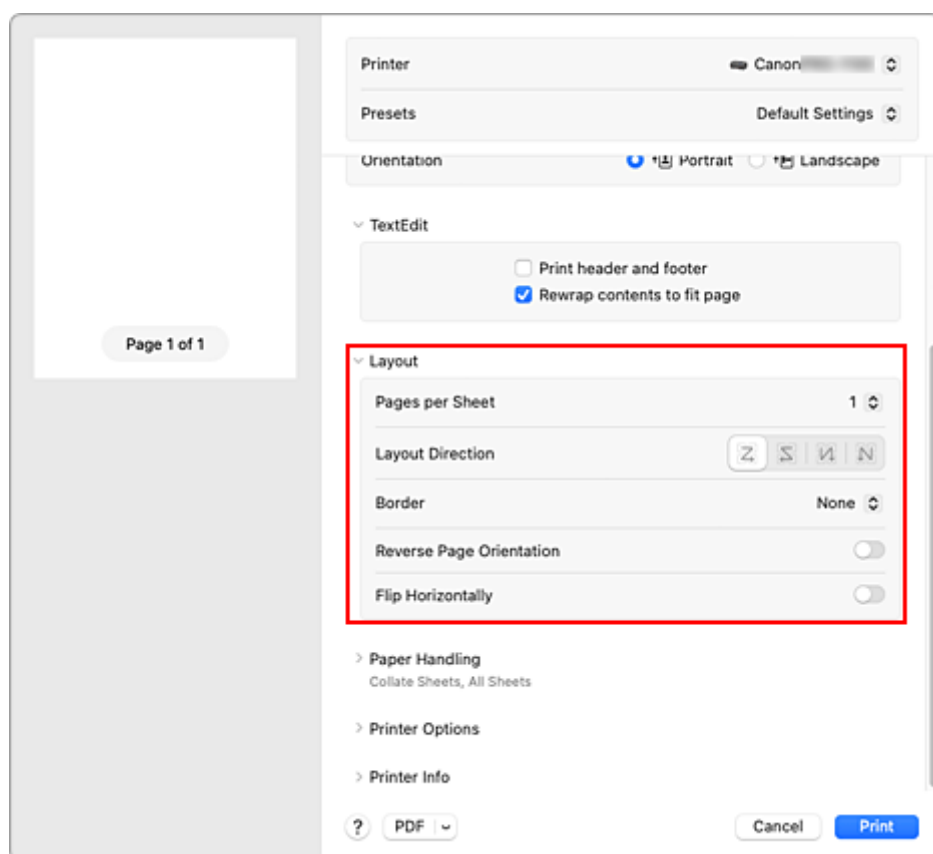
Page Layout Printing

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](#)



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 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.
- With return postcards, borderless printing cannot be used.

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 message side first and then print the address 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 Settings on the Printer Driver and the Printer \(Media Type\)](#)
 - [Paper Settings on the Printer Driver and the Printer \(Paper Size\)](#)

5. Click **Print**

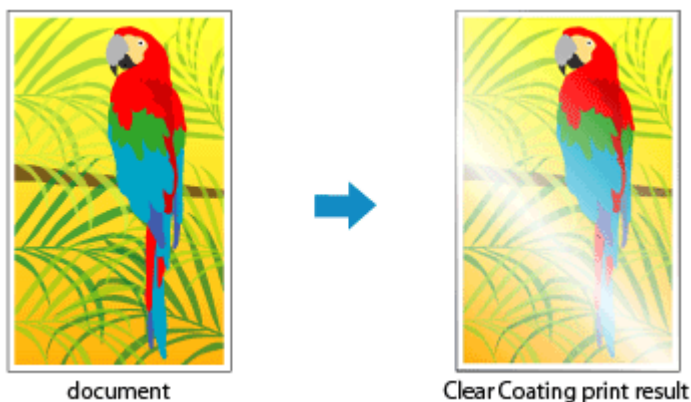
The printer prints according to the specified settings.

»» Important

- If you check the **Do not show again** check box when a guide message is displayed before printing starts, this will stop any more guide messages from being displayed.

Changing the Clear Coating Settings

When you execute clear coating, the printer applies Chroma Optimizer (CO) ink onto the printing surface and allows you to adjust the glossiness.



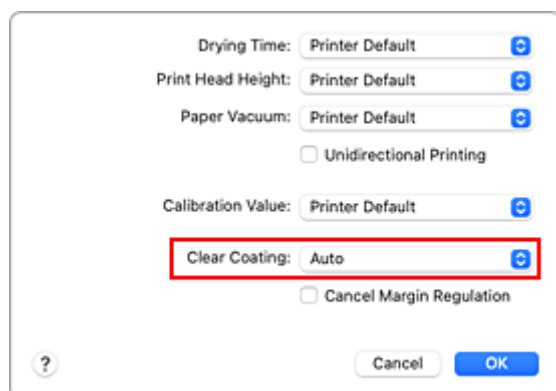
This section explains procedures for changing the clear coating settings.

1. Select **Advanced Paper Settings** from **Printer Options** in the Print Dialog
2. Set clear coating

Select the **Clear Coating** item that matches your purpose.

»»» Note

- The available menu items differ depending on the paper type and print quality.



Auto

The printer automatically sets the areas to be clear-coated and whether clear coating is to be executed.

Overall

The printer clear-coats the entire area, including the margins outside the image area. Clear-coating the entire area improves the overall glossiness, including the margins. This option uses the most Chroma Optimizer (CO) ink.

Printed Areas

Use this option when you want to improve the glossiness only in the image area. White areas (including margins) are not clear-coated.

None

Printing will proceed without clear coating.

Compared to if clear coating is applied, the image quality may deteriorate, or the printed surface may be damaged.

»» Note

- Select **None** if clear-coating is not required, such as when laminating after printing.

»» Important

- On the **Quality & Media**, look at **Media Type**. If a media type other than **Photo Paper Pro Premium Matte A**, **Photo Paper Pro Platinum**, **Photo Paper Pro Luster**, **Photo Paper Plus Semi-gloss**, **Lightweight Photo Paper**, **Heavyweight Photo Paper**, or **Baryta Photo Paper** is selected, you can select **Auto** only.

3. Complete the setup

Click **Print**

When printing is executed, the clear coating effect that was set is added when the document is printed.

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.

Perform Long-form Printing

This section describes the procedure for printing on long sheets of paper that exceed 1.2 m.

1. Registering the custom paper size

From **Paper Size**, use **Manage Custom Sizes...** to [register the paper size](#) that you want to use.

2. Select the media type

In the [Print dialog](#), select a registered custom paper size from the **Paper Size** list.

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

4. Select the media type

In **Media Type**, select **Photo Paper (Long-form Printing)** or **Fine Art Paper (Long-form Print)**.

5. [Load long sheets of paper](#) into the printer

»» Note

- When loading long sheets of paper, depending on the weight of the paper, the leading edge may lift up, causing printing to be misaligned. Hold the paper by hand by the part protruding from the tray to prevent the leading edge of the paper from lifting up.

6. Complete the setup

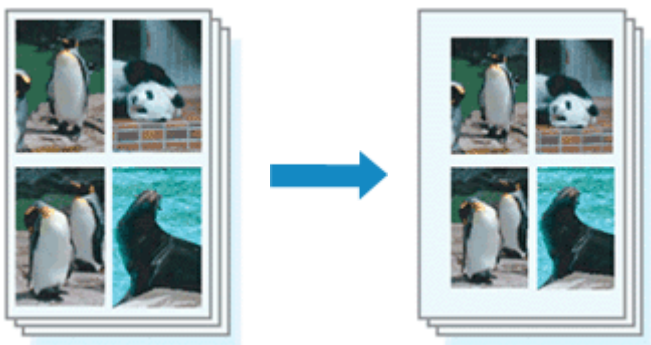
Click **Print**.

When you execute print, the data is printed with the specified paper size.

»» Note

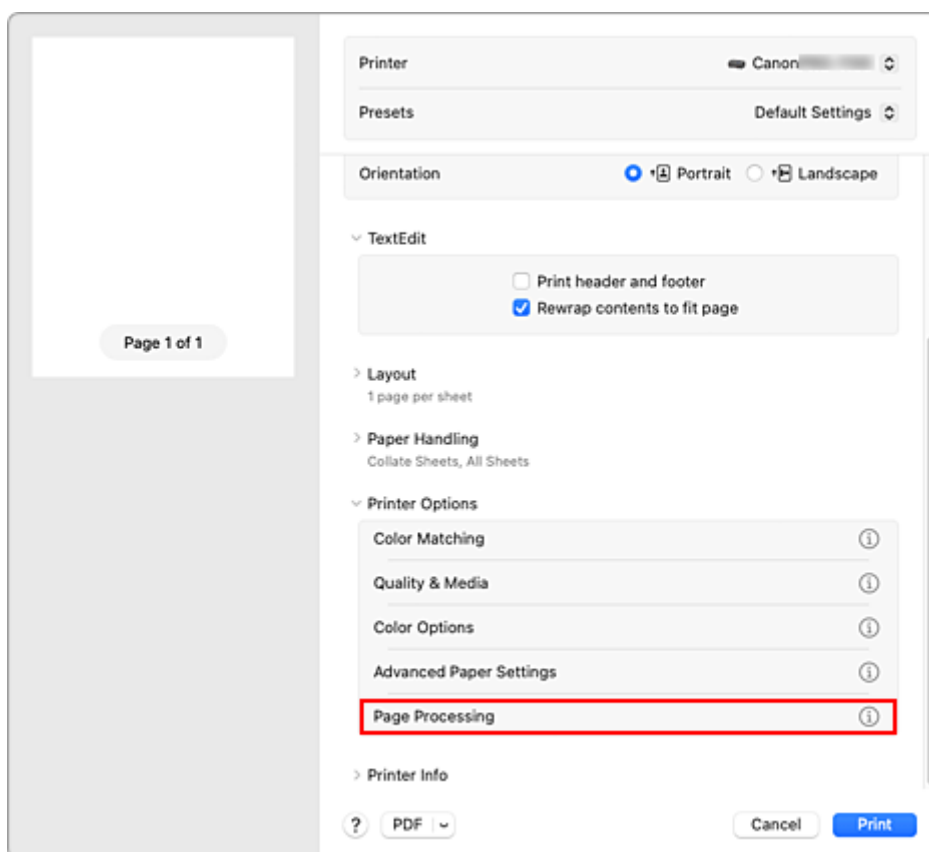
- When printing on long sheets of paper, hold the ejected paper by hand or use it in a place where the paper will not fall. If the paper falls, it may cause the print surface to get dirty or damaged. When holding the paper by hand, do not pull the paper forcefully during printing.
- When printing on long sheets of paper, if ink runs out during printing, printing will be interrupted, and the paper will be ejected. Before starting printing, make sure that there is enough ink remaining.

Setting the Stapling Margin



The procedure for setting the margin width and the staple side is as follows:

1. Select **Page Processing** from **Printer Options** in the [Print Dialog](#)



2. Set the margin width and the staple side

If necessary, set the **Margin** width, and select a stapling position from the **Stapling Side** list.

▶▶▶ Note

- The printer automatically reduces the print area depending on the staple position margin.

3. Click **Print**

When you perform print, the data is printed with the specified margin width and staple side.

 Important

- When borderless printing is enabled, **Margin** and **Stapling Side** appear grayed out and are unavailable.

Scaling the Printing to Fit the Paper Size

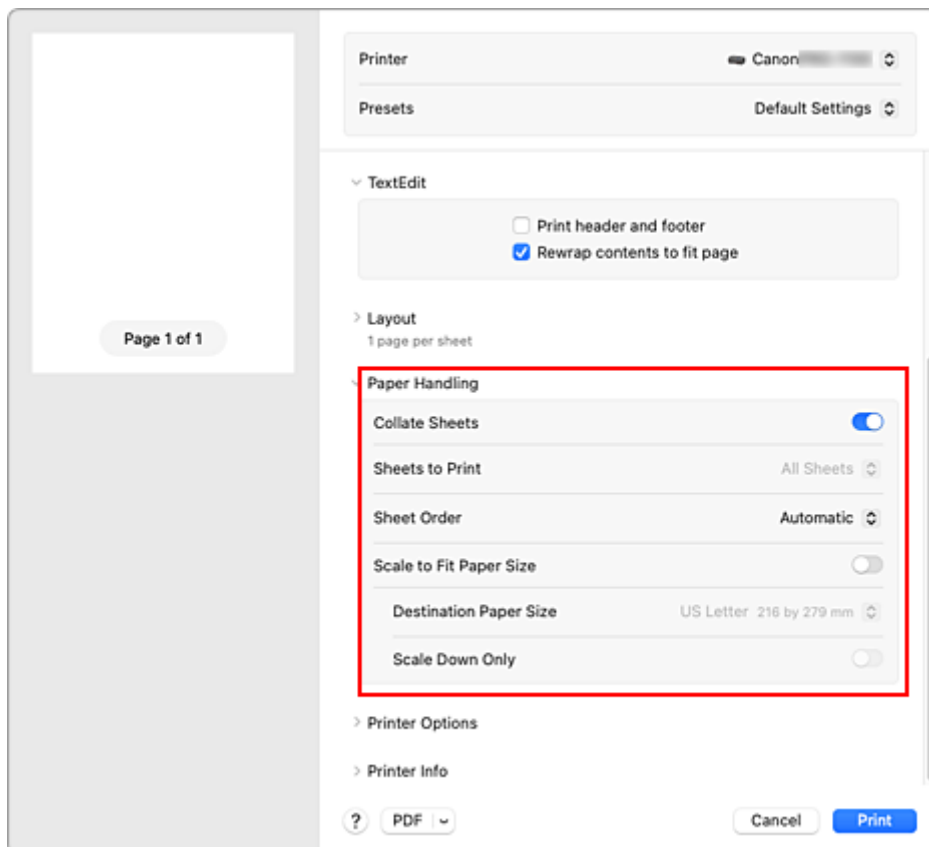


The procedure for printing a document that is automatically enlarged or reduced to fit the page size to be used is as follows:

1. Check the paper size

Check that the **Paper Size** in the [Print Dialog](#) is the same as the paper size that you set in the application software.

2. Select **Paper Handling** from the print dialog



3. Set the print paper size

Check the **Scale to Fit Paper Size** check box. Then in **Destination Paper Size**, select the paper size that is actually loaded in the printer.

4. If necessary, check the **Scale Down Only check box**

When you check this check box, the document will be reduced to fit the paper size when the document size is larger than the page size. The document will be printed in the original size when the document size is smaller than the page size.

5. Click **Print**

When you perform print, the document will be enlarged or reduced to fit the page size.

Switching the Paper Source to Match the Purpose

In this printer, there are two paper sources, a manual feed tray and a top feed.

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.

3. Select the paper source

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

Manual Feed

Paper is supplied from the manual feed tray in the back.

»» Important

- When **Plain Paper**, **Hagaki A**, **Ink Jet Hagaki**, or **Hagaki** is selected from the **Media Type** menu of the **Quality & Media**, paper cannot be supplied from the manual feed tray in the back.
- When **4 x 6**, **5 x 7**, **7 x 10**, **A5**, **JIS B5**, **L**, **Postcard**, or **Postcard Double** is selected for **Paper Size** on the Print Dialog, paper cannot be supplied from the manual feed tray in the back.

Top Feed

Paper is fed from the top feed.

»» Important

- When **Heavyweight Photo Paper**, **Baryta Photo Paper**, **Premium Fine Art Smooth**, **Premium Fine Art Rough**, **Photo Paper Pro Premium Matte A**, **Extra Heavyweight Fine Art Paper**, or **Highest Density Fine Art Paper** is selected from the **Media Type** menu of the **Quality & Media**, paper cannot be supplied from the top feed.

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 print dialog differ from the paper information registered on the printer, an error may occur. For instructions on what to do if an error occurs, see "[Register Paper Information](#)."

For details about the paper information to be registered on the printer, see the following:

- [Paper Settings on the Printer Driver and the Printer \(Media Type\)](#)
- [Paper Settings on the Printer Driver and the Printer \(Paper Size\)](#)

Changing the Print Quality and Correcting Image Data

- **Setting the Print Quality Level (Custom)**
- **Grayscale Printing**
- **Specifying Color Correction**
 - 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)
 - Interpreting the ICC Profile
- **Adjusting Tone**
- **Adjusting Color Balance**
- **Adjusting Brightness**
- **Adjusting Contrast**

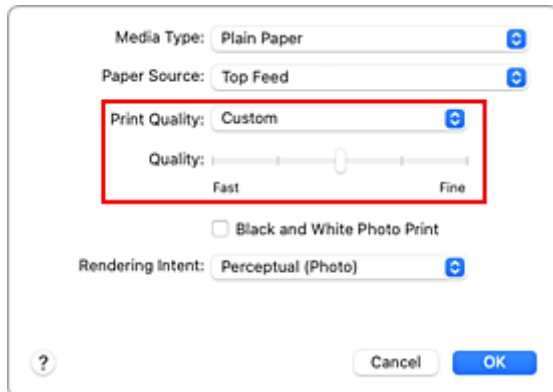
Setting the Print Quality Level (Custom)

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**.



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

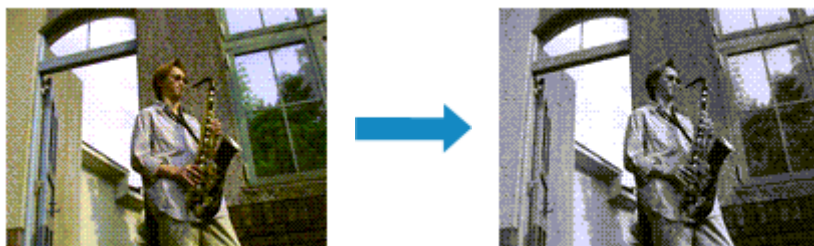
Click **Print**.

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](#)

Grayscale Printing



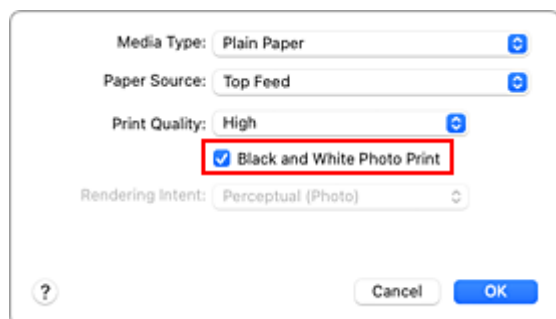
This section describes the procedure for printing a color document or monochrome photo in grayscale. To print in grayscale, you can either use color ink for subtle color adjustments, or use only black or gray ink to print monochrome photos the way you want them. When printing in grayscale using only black or gray ink, you cannot adjust grayscale color tones.

- [Grayscale Printing Using Color Ink](#)
- [Grayscale Printing Using Only Black and Gray Ink](#)

Grayscale Printing Using Color Ink

1. Select **Quality & Media** from **Printer Options** in the [Print Dialog](#)
2. Set black and white photo printing

Check the **Black and White Photo Print** check box.



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.

Grayscale Printing Using Only Black and Gray Ink

To print in grayscale using only black and gray ink, you need to add **Photo Paper (Grayscale Printing)** or **Fine Art Paper (Grayscale Print)** as a new paper type using the Media Configuration Tool in advance, and [update the printer driver's media information](#) by selecting Media Information from the [Canon IJ Printer Utility2](#).

1. Select **Quality & Media** from **Printer Options** in the [Print Dialog](#)

2. Select the media type

In **Media Type**, select **Photo Paper (Grayscale Printing)** or **Fine Art Paper (Grayscale Print)**.

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.

Related Topic

➡ [Adjusting Tone](#)

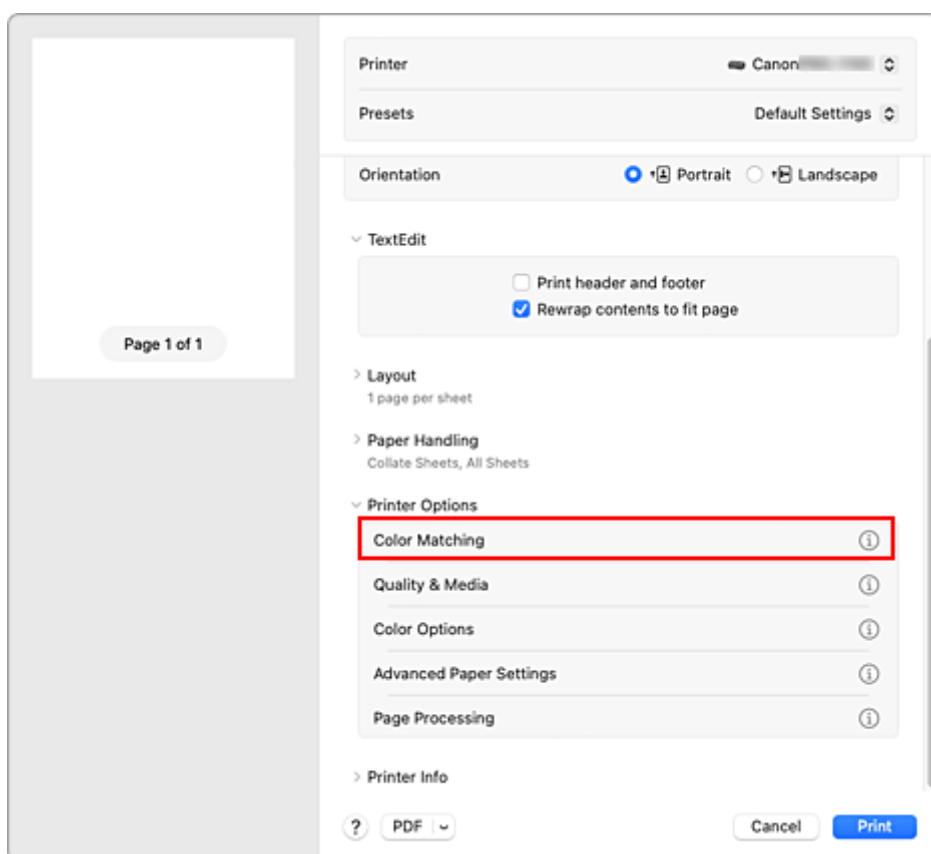
Specifying Color Correction

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](#)



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](#)."

»»» Important

- If you think that the colors displayed on the monitor are different from the printed results, go to **Quality & Media**, and then select **No Color Correction** in **Rendering Intent**.

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 \(Specifying an ICC Profile from the Printer Driver\)](#)
- ➡ [Interpreting the ICC Profile](#)

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.

Related Topic

➡ [Interpreting the ICC Profile](#)

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 **Perceptual (Photo)** in **Rendering Intent** in the **Quality & Media** pop-up menu.
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)

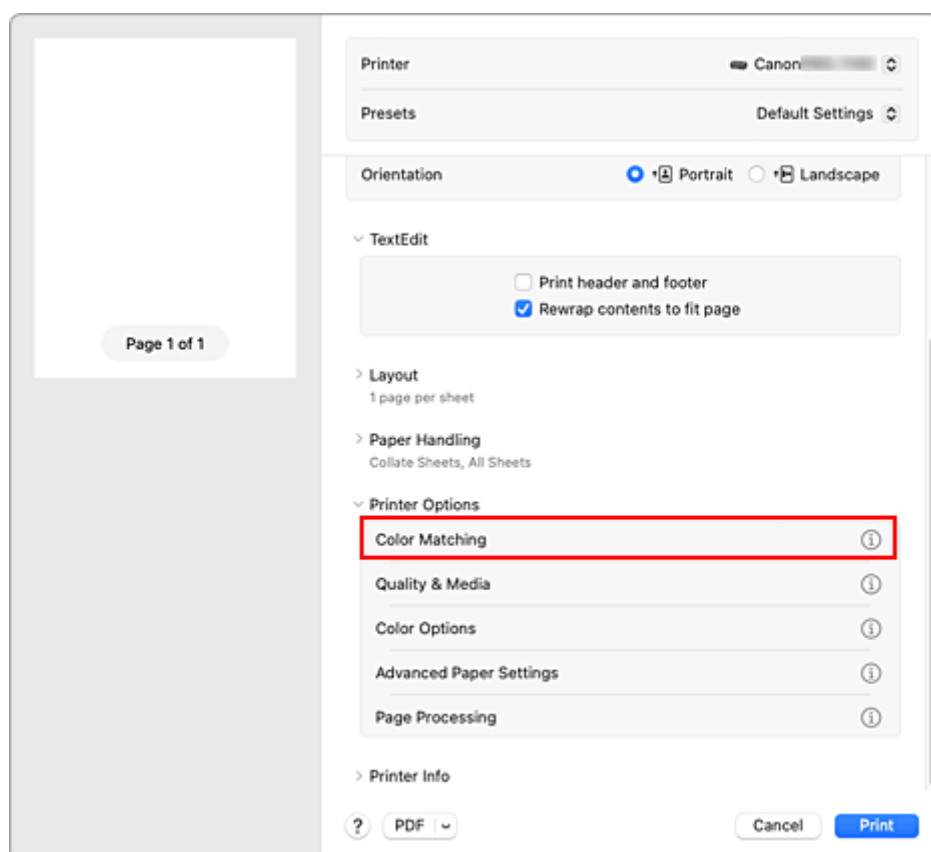
When you print from Adobe Photoshop, Canon Digital Photo Professional, or any application software that can identify input ICC profiles and allows you to specify such profiles, printer uses the color management system (ColorSync) built-into macOS when printing. The printer prints the editing and touch-up 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 or one for special Canon paper, 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.

- If you think that the colors displayed on the monitor are different from the printed results, go to **Quality & Media**, and then select **No Color Correction** in **Rendering Intent**.

3. Complete the setup

Click **Print**.

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

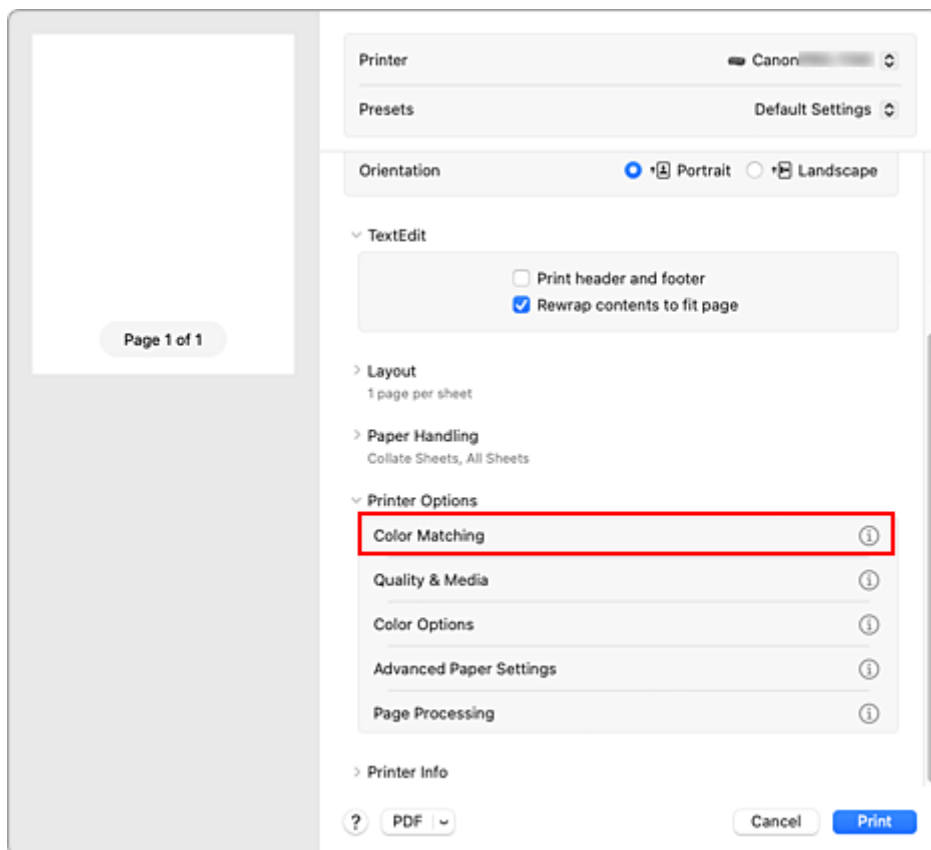
Related Topics

- ➡ [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](#)



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](#)

Interpreting the ICC Profile

When specifying an ICC profile for this printer, specify an ICC profile according to the print output media.

The ICC profiles installed for this printer appear as follows.

Canon XXXXX Photo Paper Plus Glossy II
(1) (2)

- (1) : Printer model
- (2) : Media type

This media name corresponds to the following media type:

Baryta Photo Paper: Baryta Photo Paper

Canvas: Canvas

Extra Heavyweight Fine Art Paper: Extra Heavyweight Fine Art Paper

Heavyweight Fine Art Paper: Heavyweight Fine Art Paper

Heavyweight Photo Paper: Heavyweight Photo Paper

Highest Density Fine Art Paper: Highest Density Fine Art Paper

Japanese Paper Washi -P: Japanese Paper Washi

Lightweight Photo Paper : Lightweight Photo Paper

Matte Photo Paper -P: Matte Photo Paper

Photo Paper Pro Luster: Photo Paper Pro Luster

Photo Paper Pro Platinum: Photo Paper Pro Platinum

PhotoPaper Plus Semi-gloss: Photo Paper Plus Semi-gloss

PhotoPaperPro CrystalGrade: Photo Paper Pro Crystal Grade

PhotoPprProPremiumMatte A: Photo Paper Pro Premium Matte

Plus Glossy II A: Photo Paper Plus Glossy II

Premium Fine Art Rough: Premium Fine Art Rough

Premium Fine Art Smooth: Premium Fine Art Smooth

▶▶▶ Note

- For ICC profiles that display "-P" at the end of the media type, the print results are the same as when you set **Rendering Intent** to **Perceptual (Photo)**.

Adjusting Tone

When printing black and white photos, you can produce the cooling effects of cool colors and the warming effects of warm colors.



Cool Tone is selected **Black and White** is selected **Warm Tone** is selected

Note

- If you select **Photo Paper (Grayscale Printing)** or **Fine Art Paper (Grayscale Print)** in **Media Type** under **Quality & Media**, you cannot adjust grayscale color tones.

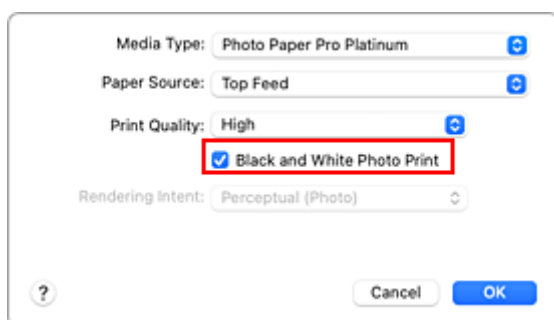
The procedure for adjusting tone is as follows:

1. Select **Quality & Media** from **Printer Options** in the [Print Dialog](#)
2. Select the media type

For **Media Type**, select either **Photo Paper Plus Glossy II A**, **Photo Paper Pro Platinum**, **Photo Paper Pro Luster**, **Photo Paper Plus Semi-gloss**, **Photo Paper Pro Crystal Grade**, **Lightweight Photo Paper**, **Heavyweight Photo Paper**, **Photo Paper (Long-form Printing)**, **Baryta Photo Paper**, **Premium Fine Art Smooth**, **Premium Fine Art Rough**, **Photo Paper Pro Premium Matte A**, **Heavyweight Fine Art Paper**, **Extra Heavyweight Fine Art Paper**, **Highest Density Fine Art Paper**, **Fine Art Paper (Long-form Print)**, **Canvas**, or **Japanese Paper Washi**.

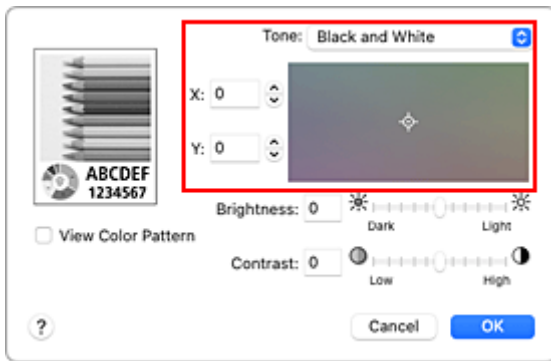
3. Set black and white photo printing

Check the **Black and White Photo Print** check box.



4. Select **Color Options** from **Printer Options**
5. Adjusting monochrome tones

Specify one of the following items from **Tone**. The selected value will be shown in the preview on the left side.



Cool Tone

This item adjusts color tones to cool shades (cool black). When you select **Cool Tone**, a value of -30 is entered for **X**, and a value of 0 for **Y**.

Black and White

This item adjusts color tones to neutral shades. When you select **Black and White**, a value of 0 is entered for **X**, and a value of 0 for **Y**.

Warm Tone

This item adjusts color tones to warm shades (warm black). When you select **Warm Tone**, a value of 30 is entered for **X**, and a value of 0 for **Y**.

Custom

You can adjust the color tones while checking the colors in the adjustment area.

To adjust the color tones, either enter values directly or click the up/down arrows. When you enter values, set values in the range of -100 to 100 for **X**, and -50 to 50 for **Y**.

You can also adjust the color tones by clicking or dragging the adjustment area with the mouse.

If you select another color tone and then select **Custom** again, the values that were preset in **Custom** are restored.

»» Important

- **Tone** and **X, Y** (Monochromatic adjustment value) are displayed when **Black and White Photo Print** check box is selected for **Quality & Media**.

6. If necessary, adjust monochromatic colors manually

To adjust the color tones, either enter values directly to **X** or **Y** (Monochromatic adjustment value) or click the up/down arrows.

You can also adjust the color tones by clicking or dragging the adjustment area with the mouse.

7. Complete the setup

Click **Print**.

When you execute print, the color document is converted to grayscale data with adjusted tones.

It allows you to print the color document in monochrome.

»» Important

- If you select **ColorSync** for **Color Matching**, then **Tone**, **X**, and **Y** appear grayed out and are unavailable.

Related Topics

- ➡ [Grayscale Printing](#)
- ➡ [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.



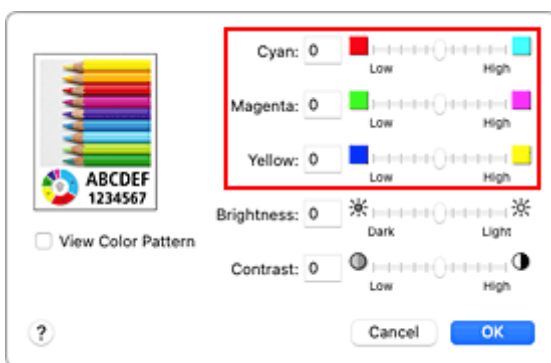
No adjustment Adjust color balance

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.



3. Complete the setup

Click **Print**.

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

Related Topics

- ➡ [Setting the Print Quality Level \(Custom\)](#)
- ➡ [Specifying Color Correction](#)
- ➡ [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

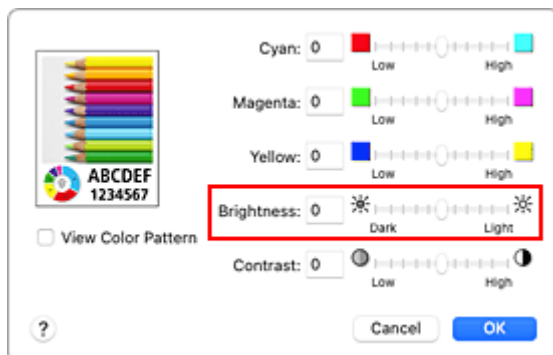
The procedure for adjusting brightness is as follows:

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.



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



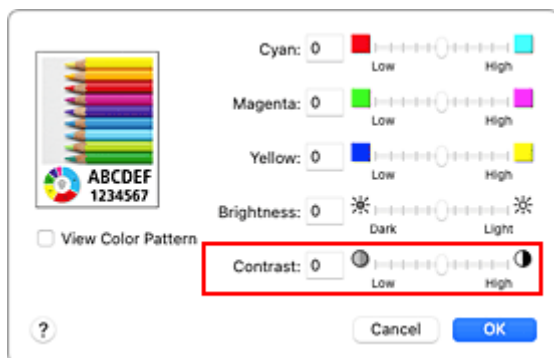
Adjust the contrast

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.



3. Complete the setup

Click **Print**.

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

Related Topics

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

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](#)

»»» Note

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

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

Register the set paper size and paper type on the printer operation panel.

For instructions, see "[Register Paper Information](#)."

4. Start printing from your application software

The Print dialog opens.

5. Select printer

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

6. Check print settings

Set paper size and other items as needed.

Set paper type from the printer.

Important

- To feed paper from the manual feed tray, select **Multi-purpose Tray** from **Feed From**.
- An error may occur if the paper size set in the print dialog is different from the paper size set on the printer. Select the correct items on the print dialog and the printer that correspond to the paper being printed.

Note

- Use the Print dialog to set general print settings such as the layout and the print sequence. For information about print settings, refer to macOS help.
- You can set **Print quality settings (Color mode and Clear coating)**, **Paper settings (Unidirectional printing)**, and **Magnification level for borderless** on the operation panel of the printer. For details, see "[Print settings](#)."

7. Click **Print**

The printer prints according to the specified settings.

Note

- It can take the Wi-Fi a few minutes to get connected after the printer turns on. Print after checking that the printer is connected to the network.
- You cannot 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

- 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."

»» Note

- If you are using macOS 15 or later, you must configure each application to allow device discovery on the local network. Failing to enable device discovery may restrict software functionality or prevent it from starting properly.

For detailed instructions, refer to "Setting Up Local Network Device Discovery."

The list of applications displayed under **Local Network** may include all or some of the following, depending on usage.

- Canon IJ Printer Setup2
 - Canon IJ Printer Utility2
- If the printer driver's functions do not work correctly even after enabling device discovery, [delete the printer driver](#) while keeping device discovery enabled, then [add the printer driver](#) again.

➤ Overview of the Printer Driver

➤ Description of Print Dialog

➤ Updating the Printer Driver

Overview of the Printer Driver

- **Canon IJ Printer Driver**
- **How to Open the Printer Driver Setup Dialog**
- **Page Setup Dialog**
- **Print Dialog**
- **Canon IJ Printer Utility2**
 - Opening the Canon IJ Printer Utility2
- **Displaying the Printing Status Screen**
- **Instructions for Use (Printer Driver)**
- **Deleting the Undesired Print Job**

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**

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.

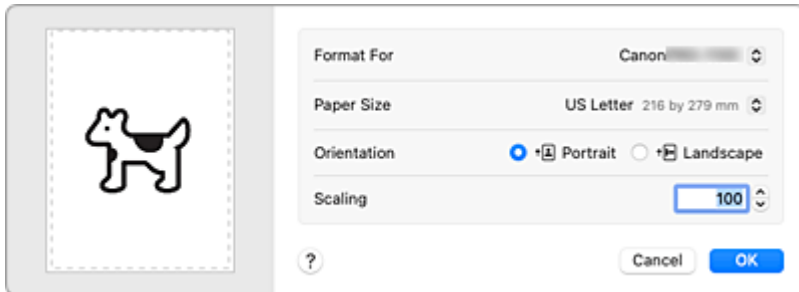
»» Important

- 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

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

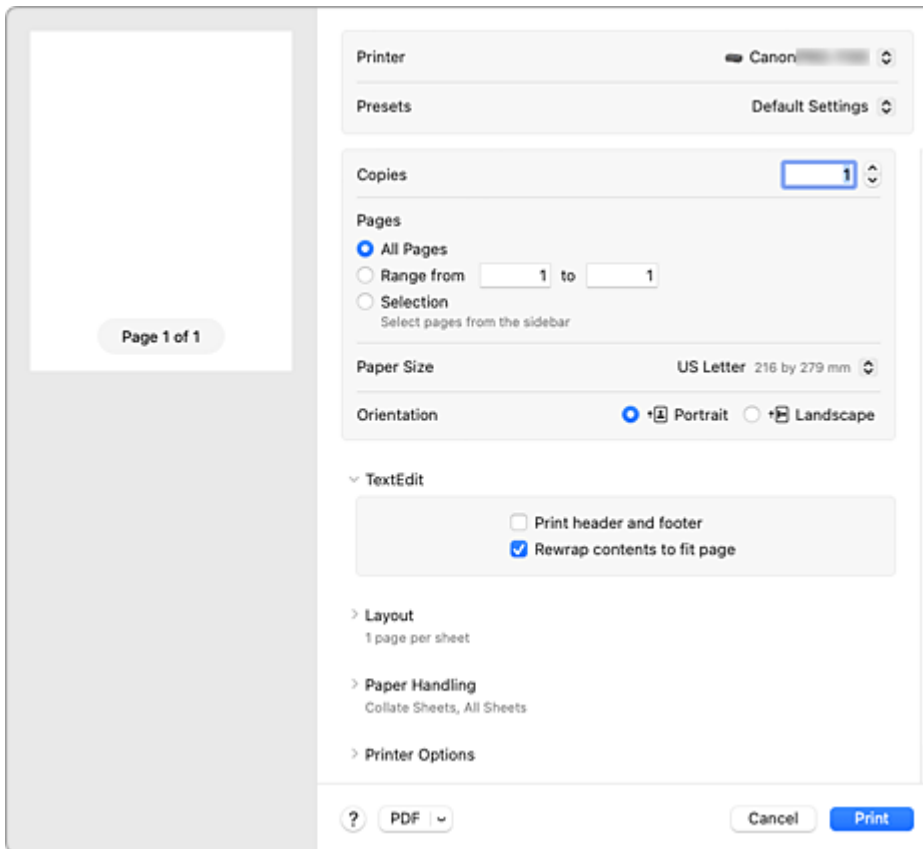
Set the scaling percentage.

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

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

Adjusts how much of the document extends outside the paper when full-page borderless printing is used, and specifies the stapling side and stapling margin when multiple sheets of paper are being stapled together.

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.

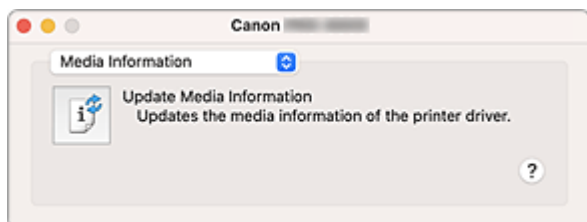
Canon IJ Printer Utility2

The Canon IJ Printer Utility2 allows you to perform printer maintenance or change the settings of the printer.

»»» Note

- If you are using macOS 15 or later, you must configure each application to allow device discovery on the local network. Failing to enable device discovery may restrict software functionality or prevent it from starting properly.
For detailed instructions, refer to "Setting Up Local Network Device Discovery."
The list of applications displayed under **Local Network** may include all or some of the following, depending on usage.
 - Canon IJ Printer Setup2
 - Canon IJ Printer Utility2
- If the printer driver's functions do not work correctly even after enabling device discovery, [delete the printer driver](#) while keeping device discovery enabled, then [add the printer driver](#) again.

What You Can Do with the Canon IJ Printer Utility2



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.

[Accounting](#)

Allows you to set IDs for each job and each user, and manage the print history and print jobs.

»»» Note

- If the printer is being shared, **Accounting** information cannot be set on client machines.

[Custom Settings](#)

Change the settings of this printer.

»»» Note

- To operate the Canon IJ Printer Utility2, you must first turn on the printer.
- Depending on the items selected, the computer communicates with the printer to obtain information. If the computer is unable to communicate with the printer, an error message may be displayed. If this happens, click **Cancel** to display the most recent settings specified on your computer.

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.

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 your printer model from the printer list, and then click **Printer Queue....**

2. Check the printing status

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

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

Important

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

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.
 - Duplex Printing
 - Booklet Printing
 - Poster Printing
 - Stamp Printing
- 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....**

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  (Delete)

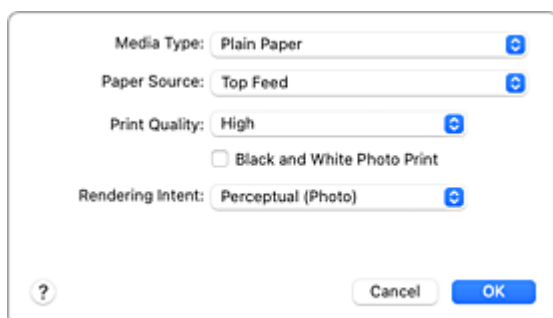
The selected print jobs will be deleted.

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

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.

Manual Feed

Paper is supplied from the manual feed tray in the back.

Top Feed

Paper is fed from the top feed.

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.

Highest

Quality will be prioritized during printing.

High

Gives priority to print quality over printing speed.

Standard

Prints with average speed and quality.

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.

Black and White Photo Print

Set black and white photo printing. Black and white photo printing refers to the function of converting your document to grayscale data in the printer to print it in monochrome.

When you check the check box, both monochrome and color documents will be printed in monochrome.
When printing a color document, be sure to uncheck the check box.

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.

No Color Correction

Performs printing without color matching.

»» Note

- When printing on a double postcard, select Postcard Double for Paper Size, and then print again.
- If you print on paper other than hagaki, load the paper according to usage instructions, and then click **OK**.

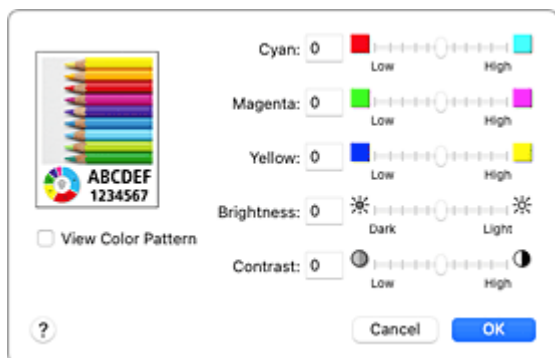
Related Topics

- ➡ [Switching the Paper Source to Match the Purpose](#)
- ➡ [Setting the Print Quality Level \(Custom\)](#)
- ➡ [Grayscale Printing](#)
- ➡ [Adjusting Colors with the Printer Driver](#)

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.



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 the **Black and White Photo Print** check box is checked in the **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.

Tone

Sets the color adjustment for monochrome printing.

You can select **Cool Tone**, **Black and White**, **Warm Tone** or **Custom**.

You can also enter **X** and **Y** values while checking the color tone, click the adjustment area with the mouse, or adjust the tone by dragging the slider.

Cool Tone

This item adjusts color tones to cool shades of gray (cool black). When you select **Cool Tone**, a value of -30 is entered for **X**, and a value of 0 for **Y**.

Black and White

This item adjusts color tones to neutral shades of gray. When you select **Black and White**, a value of 0 is entered for **X**, and a value of 0 for **Y**.

Warm Tone

This item adjusts color tones to warm shades of gray (warm black). When you select **Warm Tone**, a value of 30 is entered for **X**, and a value of 0 for **Y**.

Custom

You can adjust the color tones while checking the colors in the adjustment area. To adjust the color tones, either enter values directly or click the up/down arrows. You can also adjust the color tones by clicking or dragging the adjustment area with the mouse. If you select another color tone and then select **Custom** again, the values that were preset in **Custom** are restored.

X, Y (Monochromatic adjustment value)

If necessary, you can adjust monochromatic colors manually. To adjust the color tones, either enter values directly or click the up/down arrows. You can also adjust the color tones by clicking or dragging the adjustment area with the mouse. When you enter values, set values in the range of -100 to 100 for **X**, and -50 to 50 for **Y**. The selected value will be shown in the preview on the left side.

»»» Important

- **Tone** and **X, Y** (Monochromatic adjustment value) are displayed when **Black and White Photo Print** check box is selected for **Quality & Media**.
- When selecting **Plain Paper**, **Matte Photo Paper**, **Hagaki A**, **Ink Jet Hagaki**, or **Hagaki** as the **Media Type** under **Quality & Media**, the **Tone**, **X**, and **Y** options will be grayed out and you will be unable to use these settings.

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.

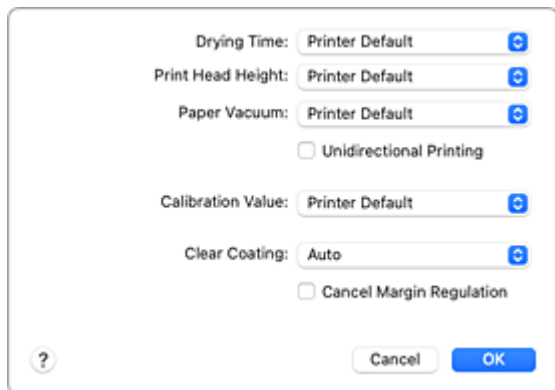
Related Topics

- ➡ [Specifying Color Correction](#)
- ➡ [Adjusting Tone](#)
- ➡ [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.

A screenshot of the 'Advanced Paper Settings' dialog box. It contains several settings: 'Drying Time' set to 'Printer Default', 'Print Head Height' set to 'Printer Default', 'Paper Vacuum' set to 'Printer Default', an unchecked checkbox for 'Unidirectional Printing', 'Calibration Value' set to 'Printer Default', 'Clear Coating' set to 'Auto', and an unchecked checkbox for 'Cancel Margin Regulation'. At the bottom left is a question mark icon, and at the bottom right are 'Cancel' and 'OK' buttons.

Drying Time

Allows you to set how long the printer rests before printing of the next page starts.

If the next page is ejected before the print surface dries completely and the paper becomes stained, set a longer ink drying wait time.

Print Head Height

Allows you to widen the gap between the print head and the paper to reduce paper abrasion when printing high density pages. To reduce paper abrasion, select **Avoid Paper Abrasion**.

Paper Vacuum

Allows you to change the paper vacuum pressure to be applied during printing.

If stains form on the back surface of the paper when you print on thick paper or paper prone to curling or crinkling, use this function to change the paper vacuum pressure.

Unidirectional Printing

Suppresses uneven coloring and line shifts during printing.

To perform unidirectional printing, check this check box.

Calibration Value

Allows you to apply the results of calibration performed on the printer. To apply the calibration values, select **Use Value**.

Clear Coating

Specify Clear Coating settings.

»»» Note

- The available menu items differ depending on the paper type and print quality.

Auto

The printer automatically sets the areas to be clear-coated and whether clear coating is to be performed.

Overall

The printer clear-coats the entire area, including the margins outside the image area.
Clear-coating the entire area improves the overall glossiness, including the margins.
This option uses the most Chroma Optimizer (CO) ink.

Printed Areas

Use this option when you want to improve the glossiness only in the image area. White areas (including margins) are not clear-coated.

None

Printing will proceed without clear coating.
Compared to if clear coating is applied, the image quality may deteriorate, or the printed surface may be damaged.

▶▶▶ Note

- Chroma Optimizer (CO) ink is used during automatic maintenance to maintain printer performance.

Cancel Margin Regulation

Cancels the safety margin regulation when you set **Media Type** to **Matte Photo Paper**, **Premium Fine Art Smooth**, **Premium Fine Art Rough**, or **Photo Paper Pro Premium Matte A** from the **Quality & Media** menu displayed from **Printer Options** of the print dialog.

When you check this item, the safety margin regulation is canceled, printing in a wider print area and borderless full-page printing become possible, and printing can be performed for all paper sizes.

When the safety margin regulation is canceled, the paper may become smudged or the print quality may drop depending on the paper size used and the environment.

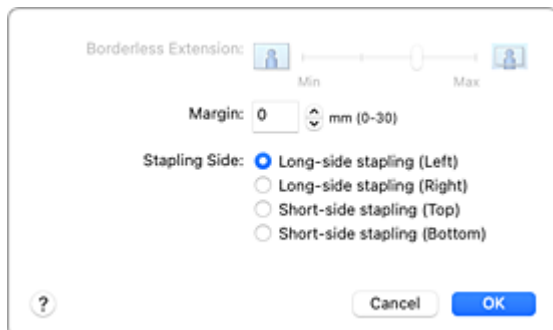
If that happens, we recommend that you print on a paper size that has large margins.

Related Topic

➡ [Changing the Clear Coating Settings](#)

Page Processing

Use this dialog to adjust how much of the document extends outside the paper when full-page borderless printing is used and to specify the stapling side and stapling margin when multiple sheets of paper are being stapled together.



Borderless Extension

Adjusts how much of the document extends outside the paper by using the **Borderless Extension** slider bar.

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

Margin

Sets the margin width for stapling multiple sheets of paper together. Values from 0 mm to 30 mm (0 in. to 1.2 in.) can be entered.

Stapling Side

Sets the side of the paper to be stapled.

Long-side stapling (Left) / Long-side stapling (Right)

Select this when stapling the long side of the paper.
Select either left or right.

Short-side stapling (Top) / Short-side stapling (Bottom)

Select this when stapling the short side of the paper.
Select either top or bottom.

Related Topics

- ➡ [Perform Borderless Printing](#)
- ➡ [Setting the Stapling Margin](#)

Updating the Printer Driver

- **Installing 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

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](#)

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](#)

Printing from Printer

- **Printing Templates Such as Lined or Graph Paper**

Printing Templates Such as Lined or Graph Paper

This section describes how to print a standard form.

➡ [Printable Template Form](#)

➡ [Printing Templates](#)

Printable Template Form

You can print a standard form such as graph paper, staff paper, a checklist, or a schedule form.

Printing Templates

Print template form following the procedure below.



1. Select **Template print** on the HOME screen, then press the **OK** button.
2. Use the ▲▼ buttons to select template you want to print and press the **OK** button.
When a message appears, check it and press the **OK**.
3. Use the ◀▶ buttons to select the form you want to print and press the **OK** button.
4. If necessary, change the settings using the ▲▼ buttons and press the **OK** button.

Template print	
Copies	1
Page size	A4
Type	Plain paper
Start print	

- **Copies**

Use the ▲▼ buttons to specify the number of copies and press the **OK** button.

- **Page size**

Use the ▲▼ buttons to select the page size and press the **OK** button.

▶▶▶ Note

- Depending on the form, some setting of page size cannot be specified. If it is selected,  and **Error details** are displayed on the printer's LCD. In this case, select  on the upper left on the printer's LCD to check the message and change the setting.

- **Type**

When printing using **Template print**, plain paper is the only paper type available.

5. Load paper.

➡ [Loading Paper in the Top Feed](#)

6. Select **Start print.**

The printer starts printing.

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.

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](#)

»» Note

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

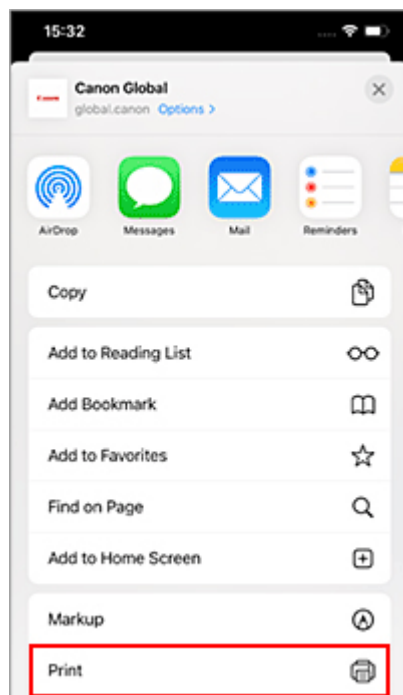
2. [Load paper](#) in printer
3. Tap operation icon using your iOS device's application

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.

»» Note

- You can set **Print quality settings (Color mode and Clear coating)**, **Paper settings (Unidirectional printing)**, and **Magnification level for borderless** on the operation panel of the printer. For details, see "[Print settings](#)."

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, the paper size is selected automatically according to the application being used on the iOS device and the region in which AirPrint is used.

When you use the photo application, the default paper size is L size in Japan, and 4"x6" or KG in other countries and regions.

When you use the document application, the default paper size is letter size in the U.S. region, and A4 in Japan and Europe.

If the paper settings when printing differ from the paper information registered on the printer, the document will be printed using the paper settings configured on the printer.

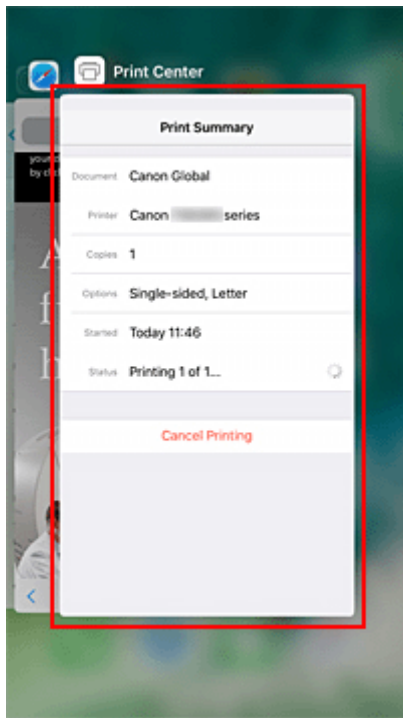
»» Important

- Depending on the device or OS, the initial settings of paper size may differ from the above mentioned.
Test printing is recommended.
- Depending on the application you are using, the available paper size may differ.

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.



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**.

Handling Paper

➤ Loading Paper

- Paper Sources to Load Paper
- Loading Paper in the Top Feed
- Loading Paper in the Manual Feed Tray
- Register Paper Information

➤ Information about Paper

- Media Types You Can Use
- Paper Load Limit
- Handling Paper
- Before Printing on Art Paper
- Managing Paper Information on Printer Using Media Configuration Tool

Loading Paper

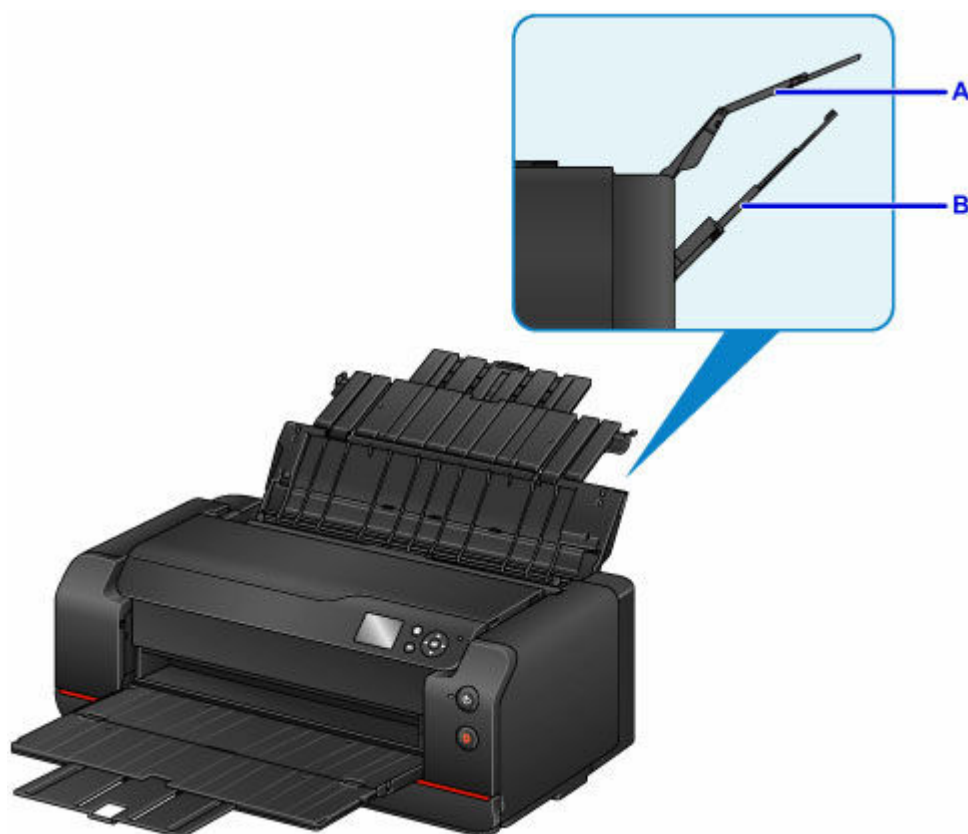
- **Paper Sources to Load Paper**
- **Loading Paper in the Top Feed**
- **Loading Paper in the Manual Feed Tray**
- **Register Paper Information**

Paper Sources to Load Paper

The printer has two paper sources for feeding paper, the top feed (A) and manual feed tray (B).

Important

- The paper source used depends on the page size and media type.
 - ➡ [Media Types You Can Use](#)
 - ➡ [Paper Load Limit](#)
- When printing, select the correct page size, media type, and paper source. If you select the wrong page size or media type, the printer may not print with the proper print quality.



Top Feed

Load paper from 4" x 6" (10 x 15 cm) size to A2 size.

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

Load plain paper or postcard in the top feed.

➡ [Loading Paper in the Top Feed](#)

Manual Feed Tray

Load paper from 8" x 10" (20 x 25 cm) size to A2 size.

Load a sheet of paper at a time.

Load thick paper such as art paper in the manual feed tray.

➡ [Loading Paper in the Manual Feed Tray](#)

Loading Paper in the Top Feed

You can load multiple sheets of paper of the same type and size in the top feed.

When printing on postcards, check the contents of "[Precautions when printing on postcards](#)" before loading postcards.

Important

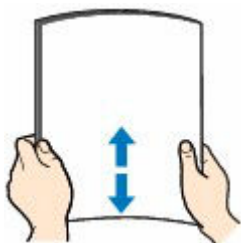
- For the paper types (Canon genuine paper), size, and weight/thickness that can be used with the printer, see [Media Types You Can Use](#).
- If you cut plain paper into small size such as 4" x 6" (10 x 15 cm) or 5" x 7" (13 x 18 cm) to perform trial print, it can cause paper jams.

Note

- We recommend Canon genuine photo paper for printing photos.
- You can use general copy paper or **Canon Red Label Superior** / **Canon Océ Office Colour Paper**.
- Print in an environment (temperature and humidity) suitable to the paper in use. For the temperature and humidity conditions of Canon genuine papers, refer to the paper's packaging or the supplied instructions.

1. Prepare paper.

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



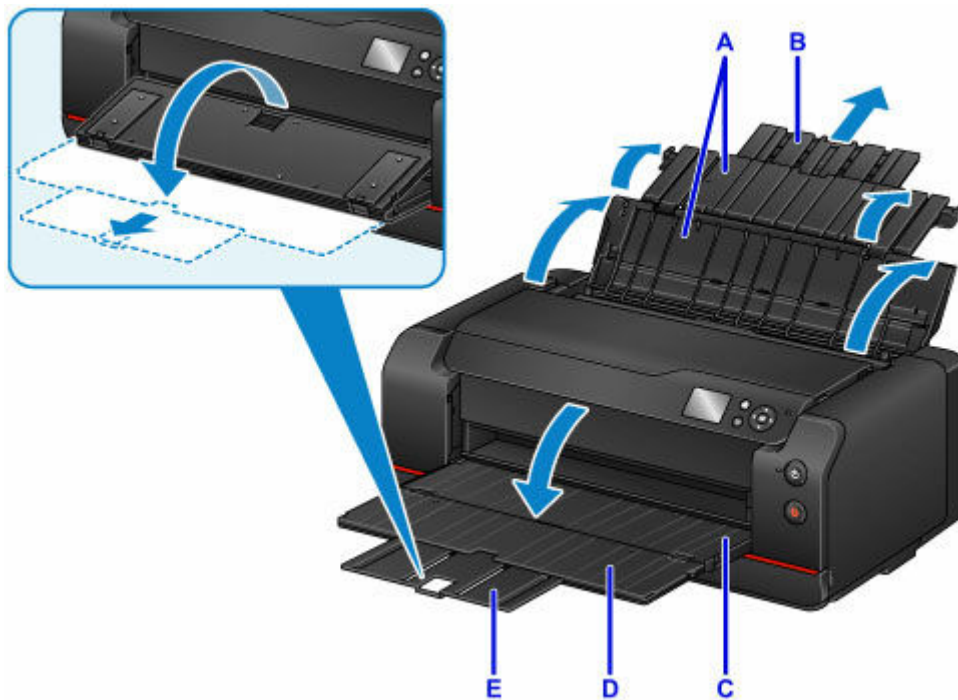
Note

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

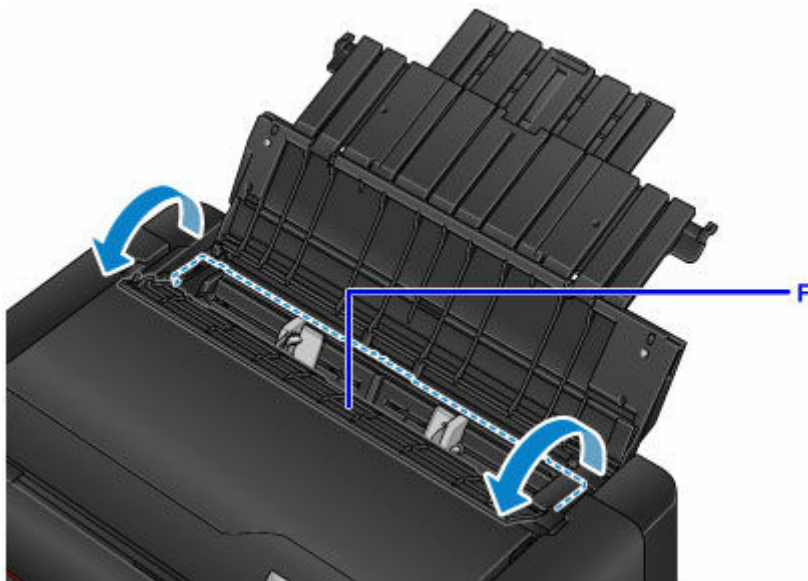
2. Open the paper support (A) of the top feed, then extend the paper support extension (B).

3. Open the paper output tray (C) gently.

4. Open the output tray extension (D), then pull out the paper output support (E).



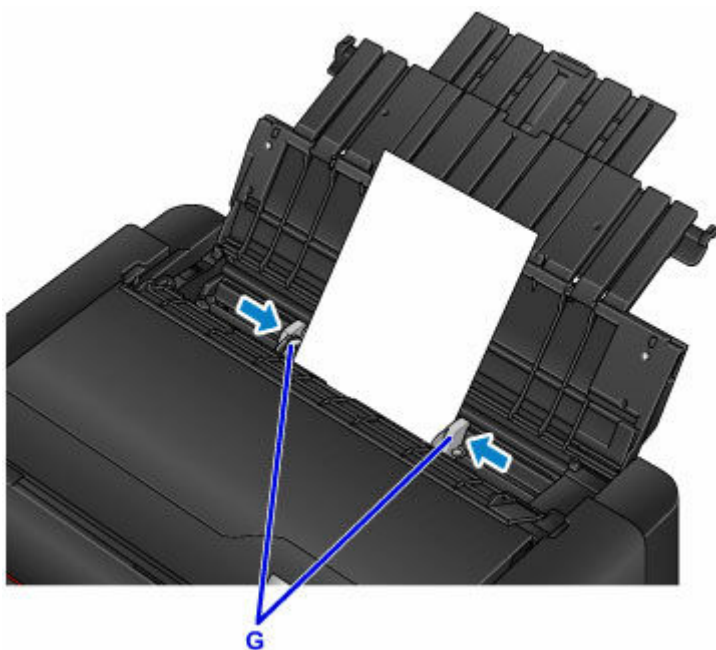
5. Open the feed slot cover (F).



6. Slide the paper guides (G) to open them, and load the paper in the center of the top feed WITH THE PRINT SIDE FACING YOU.

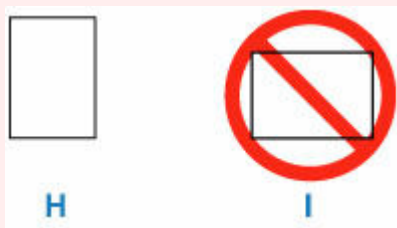
7. Slide the paper guides (G) to align them with both sides of the paper stack.

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



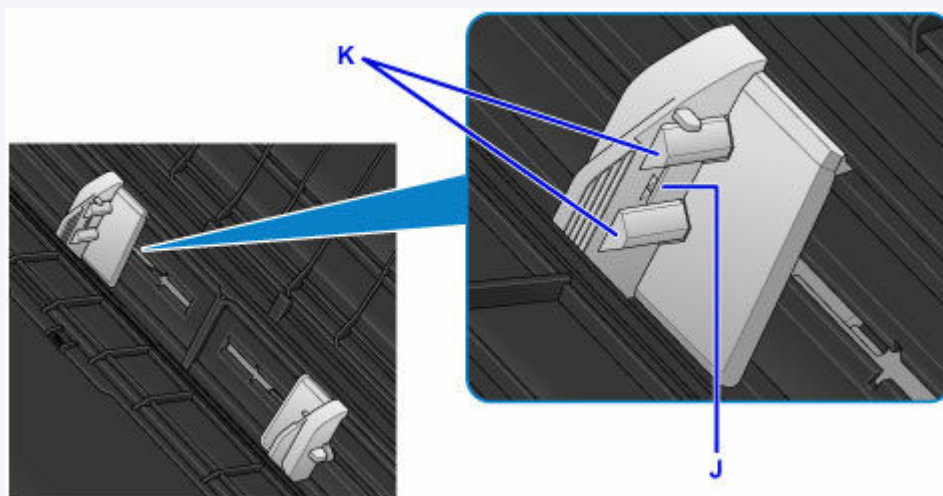
►►► Important

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



►►► Note

- Do not load sheets of paper higher than the load limit mark (J).
- The raised parts (K) on the paper guides retract depending on the size of the loaded paper. Do not push these parts down with your finger.



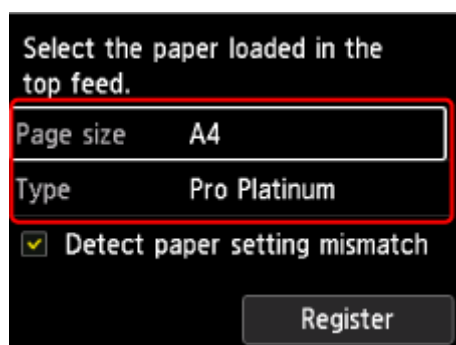
- For loading long-length paper, the leading edges of paper are lifted depending on the paper weight and printouts may be misaligned. Prevent the leading edges of paper from lifting by holding the parts protruding from the tray with your hand or other ways.

8. Close the feed slot cover gently.

The paper information registration screen for the top feed is displayed on the LCD.



9. Select the size and type of paper loaded in the top feed at **Page size and **Type**, select **Register**.**



»» Note

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

- For printing on long-length paper, hold ejected paper with your hand or use the printer at the location that paper does not fall. If paper falls, the printed surface may get dirty or be damaged. If you hold paper with your hand, do not pull it forcibly while printing.

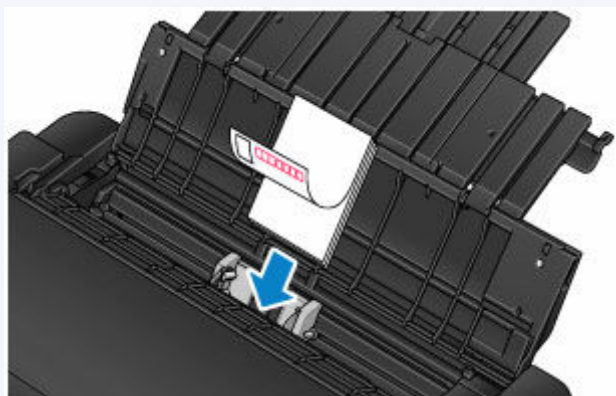
Precautions when printing on postcards

Important

- This printer cannot print on postcards affixed with photos or stickers.
- Borderless printing is not supported for return postcards.
- 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.
- Depending on the type of postcard, the paper size may not be detected. In that case, set the printer not to detect the paper width.

Note

- When printing on postcards or return postcards, load them with the side you want to print facing up and the post code facing down.



➡ [Printing on Postcards \(Windows\)](#)

➡ [Printing on Postcards \(macOS\)](#)

- When printing on each side of a postcard separately, you will get cleaner printing if you print the message side first and then print the address side.
- When holding the postcard, hold it by the edges as much as possible, and avoid touching the printed surface until the ink dries.
- We recommend Canon genuine photo paper for printing photos.

Loading Paper in the Manual Feed Tray

You can load one sheet of 8" x 10" (20 x 25 cm) size paper or larger in the manual feed tray at a time.

Important

- For the paper types (Canon genuine paper), size, and weight/thickness that can be used with the printer, see [Media Types You Can Use](#).

Note

- We recommend Canon genuine photo paper for printing photos.
- Print in an environment (temperature and humidity) suitable to the paper in use. For the temperature and humidity conditions of Canon genuine papers, refer to the paper's packaging or the supplied instructions.
- Plain paper and postcard cannot be fed from the manual feed tray. When printing on plain paper or postcard, load it in the top feed.

1. Prepare paper.

If paper is curled, flatten it.

Note

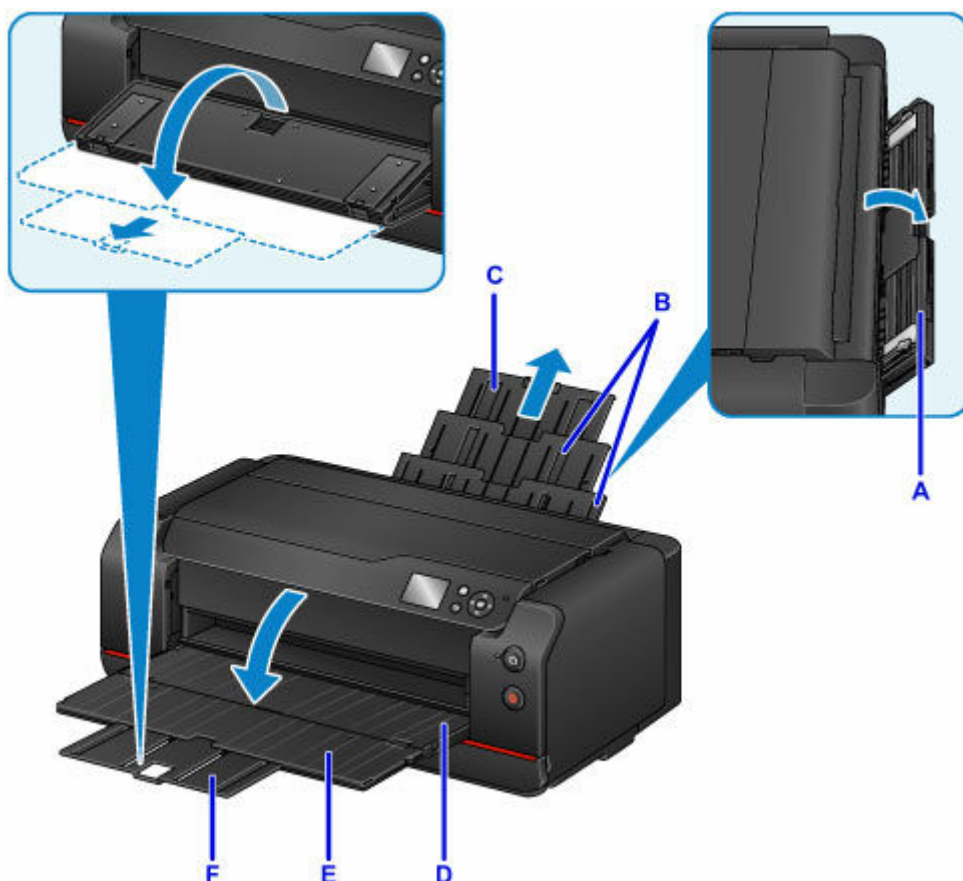
- If paper is curled, hold the curled corners and gently bend them in the opposite direction until the paper becomes completely flat.

For details on how to flatten curled paper, see "Correct curl before loading paper." in [Paper Is Smudged/Printed Surface Is Scratched/Ink Blots/Paper Curl](#).
- When using **Photo Paper Plus Semi-gloss**, even if the sheet is curled, load one sheet at a time as it is. If you roll up this paper to flatten, this may cause cracks on the surface of the paper and reduce the print quality.

2. Open the manual feed tray (A), then extend the paper support (B) and the paper support extension (C).

3. Open the paper output tray (D) gently.

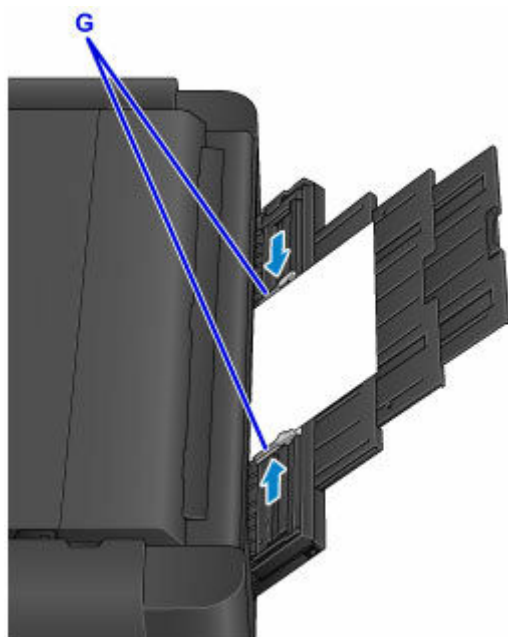
4. Open the output tray extension (E), then pull out the paper output support (F).



5. Slide the paper guides (G) to open them, and load **ONLY ONE SHEET OF PAPER** in the center of the manual feed tray **WITH THE PRINT SIDE FACING YOU**.

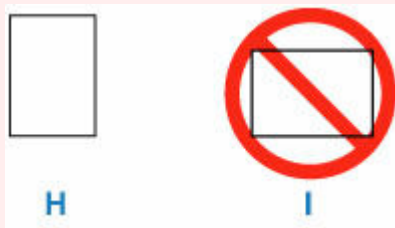
6. Slide the paper guides (G) to align them with both sides of the paper stack.

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



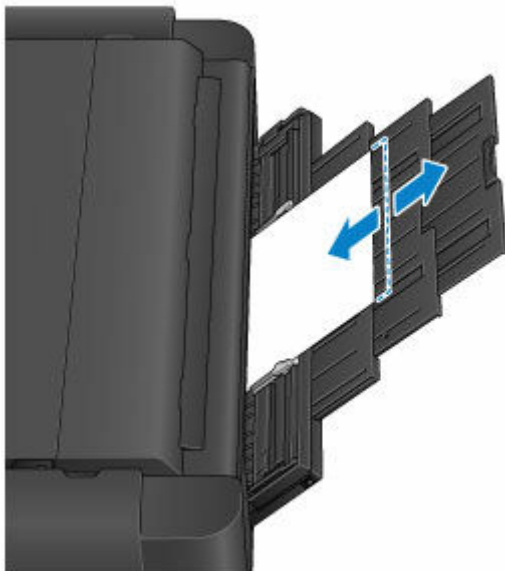
»» Important

- Always load paper in the portrait orientation (H). Loading paper in the landscape orientation (I) can cause paper jams.

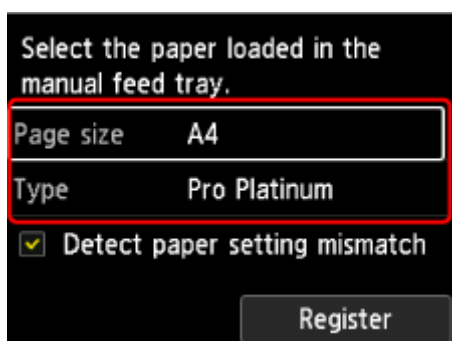


7. Check if the paper is set properly in the manual feed tray.

Make sure that the paper is set firmly against the bottom of the manual feed tray and against the paper guides by slightly jiggling the paper up and down.



8. Select the size and type of paper loaded in the manual feed tray at **Page size** and **Type**, select **Register**.



»» Note

- To continue printing from the manual feed tray, wait until printing is complete, then load the next sheet.

- There are various types of paper, such as paper with a special surface coating for printing photos at optimal quality and paper suitable for documents. Each media type has specific preset settings (how ink is used and sprayed, distance from nozzles, etc.), that allow you to print to that type with optimal image quality. The wrong paper settings may cause poor printout color quality or scratches on the printed surface. If you notice blurring or uneven colors, increase the print quality setting and try printing again.
- To prevent incorrect printing, this printer has a function that detects whether the settings for the paper loaded on the manual feed tray matches the paper settings. Before printing, make print settings in accordance with the paper settings. When this function is enabled, an error message is displayed if these settings do not match to prevent incorrect printing. When this error message is displayed, check and correct the paper settings.
- For loading long-length paper, the leading edges of paper are lifted depending on the paper weight and printouts may be misaligned. Prevent the leading edges of paper from lifting by holding the parts protruding from the tray with your hand or other ways.

When printing on long-length paper, hold ejected paper with your hand or use the printer at the location that paper does not fall. If paper falls, the printed surface may get dirty or be damaged. If you hold paper with your hand, do not pull it forcibly while printing.

Register Paper Information

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

»» Note

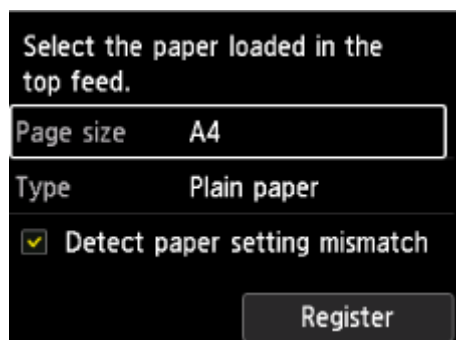
- The default setting for displaying the message which prevents misprinting varies depending on the printing method.

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

When you load paper in the top feed and close the feed slot cover, or load paper in the manual feed tray:



The screen to register the paper information is displayed.



If the loaded paper matches the paper information displayed on the printer's LCD, select **Register**.

If it is different, select **Page size** or **Type**. Then register the correct paper information.

»» Important

- For the appropriate combination of the paper settings specified in the printer driver and the paper information registered in the printer, refer to the following.

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

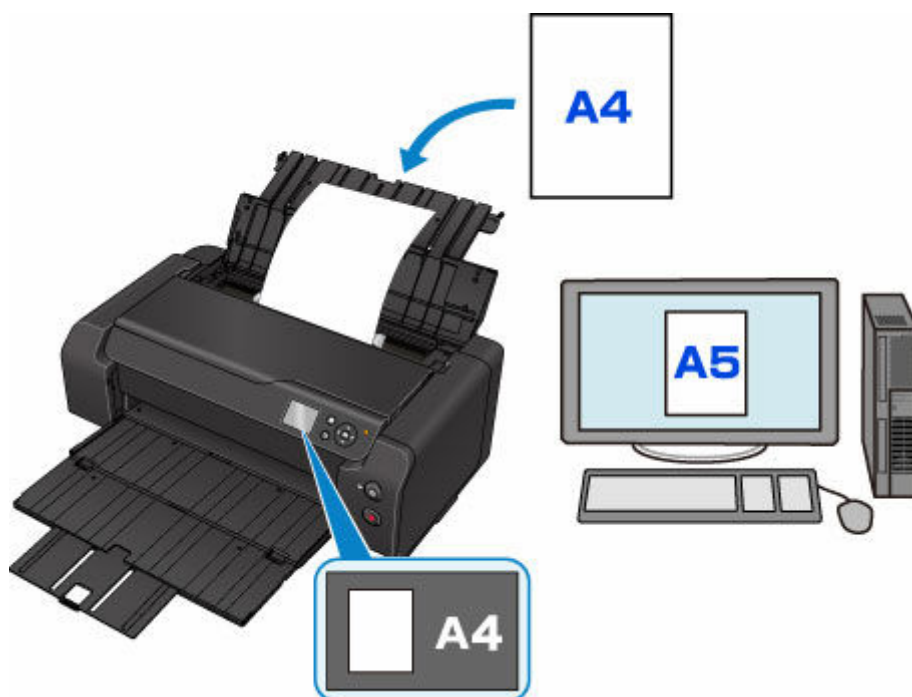
➡ [Paper Settings on the Printer Driver and the Printer \(Media Type\)](#) (macOS)

- ➔ Paper Settings on the Printer Driver and the Printer (Paper Size) (Windows)
- ➔ [Paper Settings on the Printer Driver and the Printer \(Paper Size\)](#) (macOS)

When the paper settings specified when printing differ from the paper information registered in the printer:

Ex:

- Paper settings specified on the printer driver when printing: A5
- Paper information for the top feed registered in the printer: A4



When you start printing, a message is displayed. Resolve the error according to the instruction on the screen.

➔ [2114](#)

Default Setting for Displaying the Message which Prevents Misprinting

- **When you print without using the printer driver (when printing from the printer's operation panel or smartphone/tablet):**

The message which prevents misprinting is enabled by default.

To change whether to display a misprint prevention message when printing without using the printer driver:

➔ [Paper-related settings](#)

- **When you print using the printer driver:**

The message which prevents misprinting is disabled by default.

To change whether to display a misprint prevention message when printing using the printer driver:

- ➡ Changing the Printer Operation Mode (Windows)
- ➡ [Changing the Printer Operation Mode](#) (macOS)

Important

- When the message which prevents misprinting is disabled:

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

Information about Paper

- **Media Types You Can Use**
- **Paper Load Limit**
- **Handling Paper**
- **Before Printing on Art Paper**
- **Managing Paper Information on Printer Using Media Configuration Tool**

Media Types You Can Use

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

- ➡ [Media Types](#)
- ➡ [Page Sizes](#)
- ➡ [Paper Weight / Thickness](#)
- ➡ [Media Types You Cannot Use](#)

Media Types

Genuine Canon paper

»» Note

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

Paper for printing documents:

- Canon Red Label Superior
- Canon Océ Office Colour Paper

Paper for printing photos:

- Photo Paper Pro Platinum
- Photo Paper Plus Glossy II
- Photo Paper Pro Luster
- Photo Paper Plus Semi-gloss
- Matte Photo Paper
- Photo Paper Pro Premium Matte
- Premium Fine Art Smooth
- Premium Fine Art Rough

Paper other than genuine Canon paper

- Plain Paper (including recycled paper)

- ➡ [Paper Load Limit](#)
- ➡ Paper Settings on the Printer Driver and the Printer (Media Type) (Windows)
- ➡ [Paper Settings on the Printer Driver and the Printer \(Media Type\)](#) (macOS)

►► Note

- When using art paper, see [Before Printing on Art Paper](#).

Page Sizes

You can use the following page sizes.

►► Note

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

Standard sizes:

- top feed
 - Letter
 - Legal
 - 11"x17"(28x43cm)
 - 17"x22"(43x56cm)
 - A5
 - A4
 - A3
 - A3+
 - A2
 - B5
 - B4
 - B3
 - KG/4"x6"(10x15)
 - 5"x7"(13x18cm)
 - 7"x10"(18x25cm)
 - 9"x13"(23x33cm)
 - 11"x14"
 - 13"x19" (Super B)
 - 16"x20"
 - 17"x25"(43x64cm)
 - 8"x10"(20x25cm)
 - 10"x12"(25x30cm)
 - 14"x17"(36x43cm)
 - 210x594mm
 - L(89x127mm)

- 2L(127x178mm)
- 12"x12"(30x30cm)
- Hagaki
- Hagaki 2
- manual feed tray
 - Letter
 - Legal
 - 11"x17"(28x43cm)
 - 17"x22"(43x56cm)
 - A4
 - A3
 - A3+
 - A2
 - B4
 - B3
 - 9"x13"(23x33cm)
 - 11"x14"
 - 13"x19" (Super B)
 - 16"x20"
 - 17"x25"(43x64cm)
 - 8"x10"(20x25cm)
 - 10"x12"(25x30cm)
 - 14"x17"(36x43cm)
 - 210x594mm
 - 12"x12"(30x30cm)

Special sizes

Special page sizes must be within the following limits:

- top feed
 - Minimum size: 3.50 x 5.00 in. (89.0 x 127.0 mm)
 - Maximum size: 17.00 x 129.00 in. (432.0 x 3276.7 mm) *1
- manual feed tray
 - Minimum size: 8.00 x 10.00 in. (203.2 x 254.0 mm)
 - Maximum size: 17.00 x 129.00 in. (432.0 x 3276.7 mm) *1

*1 When printing on paper longer than 47.24 in. (1200 mm), select **Photo Paper (Long-form Printing)** or **Fine Art Paper (Long-form Print)** in the paper type.

- ➔ Perform Long-form Printing (Windows)
- ➔ [Perform Long-form Printing](#) (macOS)

Paper Weight / Thickness

You can use paper in the following weight/thickness ranges.

* Do not use paper heavier or thicker than this, as it could jam in the printer.

- top feed

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

Specialty paper: Up to 80 lb (300 g /m²) / from 4 to 11.8 mil (0.1 to 0.3 mm)

- manual feed tray

Specialty paper: Up to 107 lb (400 g /m²) / from 4 to 27.6 mil (0.1 to 0.7 mm)

Media Types You Cannot Use

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 that is too thin
- Paper that is too thick
- Paper with unstraightened edges like manually cut paper
- Picture postcards
- Return postcard that has been folded once
- Postcards affixed with photos or stickers
- Envelopes
- Any type of paper with holes
- Paper that is not rectangular
- Paper bound with staples or glue
- Paper with adhesives
- Paper decorated with glitter, etc.

Paper Load Limit

This section shows the paper load limits of the top feed, the manual feed tray, and the paper output tray.

➡ [Paper Load Limits of Top Feed and Manual Feed Tray](#)

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

Important

- When performing color calibration, load all types of paper in the top feed regardless of the paper sources shown in the tables below.

Note

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

Paper Load Limits of Top Feed and Manual Feed Tray

Genuine Canon Paper

Paper for printing documents:

Media Name	Top Feed
Canon Red Label Superior	Approx. 130 sheets
Canon Océ Office Colour Paper	Approx. 100 sheets

Paper for printing photos:

Media Name	Top Feed	Manual Feed Tray
Photo Paper Pro Platinum*1 Photo Paper Plus Glossy II*1 Photo Paper Pro Luster*1 Photo Paper Plus Semi-gloss*1 Matte Photo Paper	Hagaki, L(89x127mm), KG/ 4"x6"(10x15): 20 sheets A4, A3, Letter, A3+, 2L(127x178mm), 5"x7"(13x18cm), 8"x10"(20x25cm), 10"x12"(25x30cm), 14"x17"(36x43cm): 10 sheets A2, 17"x22"(43x56cm), 7"x10"(18x25cm), 9"x13"(23x33cm), 11"x14", 13"x19" (Super B), 16"x20", 17"x25"(43x64cm), 12"x12"(30x30cm): 1 sheet	1 sheet
Photo Paper Pro Premium Matte Premium Fine Art Smooth Premium Fine Art Rough	N/A	1 sheet

Paper other than Genuine Canon Paper

Common Name	Top Feed	Manual Feed Tray
Plain Paper (including recycled paper)*2	Approx. 150 sheets (A2, B3: 20 sheets)	N/A

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

*2 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.

▶▶▶ Note

- When using non-Canon genuine specialty paper, load one sheet at a time in the top feed or manual feed tray.

Paper Load Limit of Paper Output Tray

Genuine Canon Paper

Paper for printing documents:

Media Name	Paper Output Tray
Canon Red Label Superior Canon Océ Office Colour Paper	Approx. 50 sheets

Paper other than Genuine Canon Paper

Common Name	Paper Output Tray
Plain Paper (including recycled paper)	Approx. 50 sheets (A2, B3: 20 sheets)

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

Handling Paper

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

Printing on Photo Paper

When printing under low temperature or humidity conditions, ink mist may stain the margins of paper due to static electricity.

To prevent this, it is recommended to use photo paper at a temperature of 68 °F (20 °C) or higher with a humidity of 20 % or more. If the temperature is lower than 68 °F (20 °C), it is recommended to use photo paper at a humidity of 40 % or more.

Before Printing on Art Paper

When using art paper, dust is liable to be generated.

It is therefore recommended that paper dust be removed on art paper just before printing.

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

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



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

»» Important

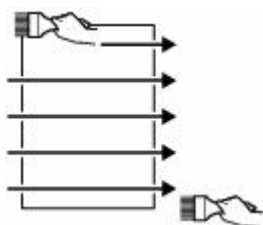
- Be sure not to use brushes as shown below. The printing surface may be damaged.



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

Paper dust removal procedure:

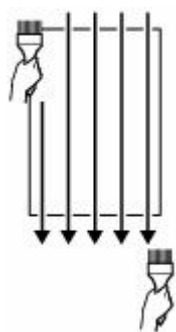
1. Check that the brush is not wet and free from dust or dirt.
2. Brush the overall printing surface carefully in one direction.



»» Important

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

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



Settings

➤ Changing Settings from Operation Panel

- LCD and Operation Panel
- Setting Items on Operation Panel
- Setting Administrator Password on Operation Panel

➤ 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

➤ Network Setting

- Printer Connection Methods
- Another Printer Found with Same Name
- Printing Network Settings
- Network Status and Troubleshooting
- Checking Printer Connection Status Using Wi-Fi Connection Assistant
- Sharing the Printer on a Network (Windows)
- Sharing the Printer on a Network (macOS)

➤ Set Up/Manage Security

Changing Settings from Operation Panel

- **LCD and Operation Panel**
- **Setting Items on Operation Panel**
- **Setting Administrator Password on Operation Panel**

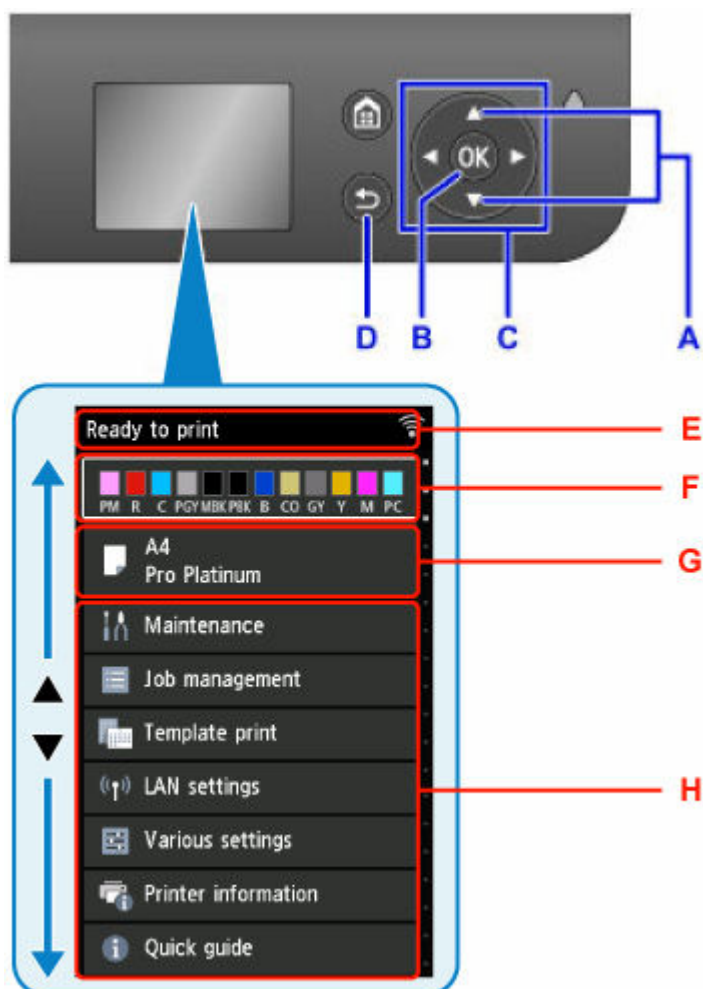
LCD and Operation Panel

You can select such functions as maintenance jobs and printer settings in the HOME screen on the LCD.

The functions on the HOME screen can be selected by using the ▲ or ▼ button (A) and pressing the **OK** button (B).

In the menu screen or settings screen, use the ▲, ▼, ◀, or ▶ button (C) to select a menu item or option, then press the **OK** button (B) to proceed with the procedure.

To return to the previous screen, press the **Back** button (D).



E: Printer status display area

Displays printer status, messages, and other information.

When a message appears, pressing the ▶ button displays the **Notice list** screen. Check the message or proceed to the details screen or the operation screen.

F: Ink status display area

Displays the ink status. Selecting this item enables you to check ink levels, view the ink tank replacement procedure, or check ink tank numbers.

G: Paper settings display area

Displays information about the paper in the top feed. Selecting this item enables you to specify the size and type of paper loaded in the top feed.

H: Other menu items

Shows maintenance job items or the various printer settings.

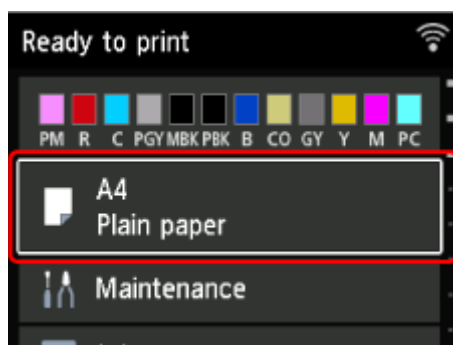
Selecting Menu

Menu item selection procedures depend on the item selected in the HOME screen.

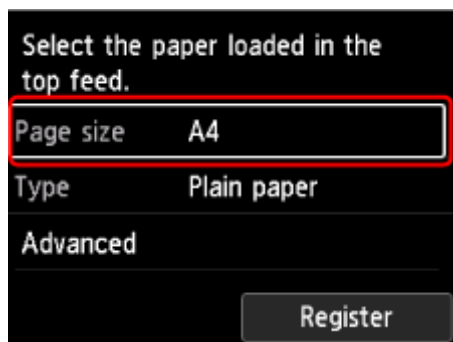
Follow screen contents or directions to proceed with operation.

Example: Paper settings operation

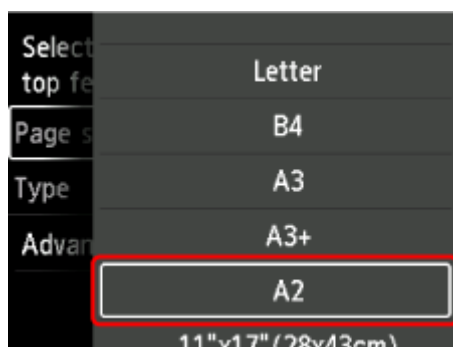
Select the paper settings display area in the HOME screen by pressing the ▲ or ▼ button, then press the **OK** button.



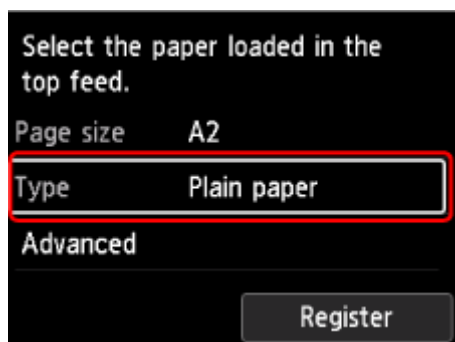
Select **Page size**, then press the **OK** button.



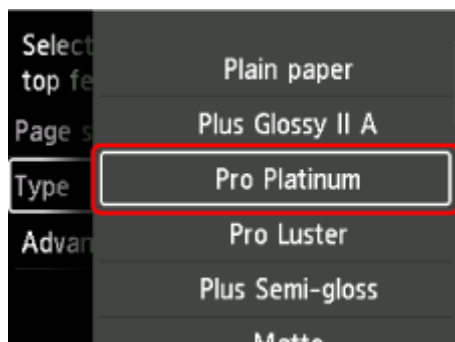
Select **A2** by pressing the ▲ or ▼ button, then press the **OK** button.



Select **Type** by pressing the ▼ button, then press the **OK** button.

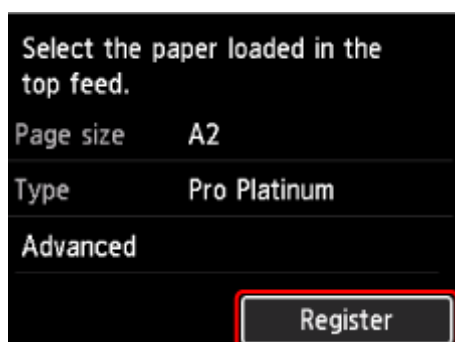


Select **Pro Platinum** by pressing the ▲ or ▼ button, then press the **OK** button.



Select **Register** by pressing the ▼ button, then press the **OK** button.

This registers the paper settings.



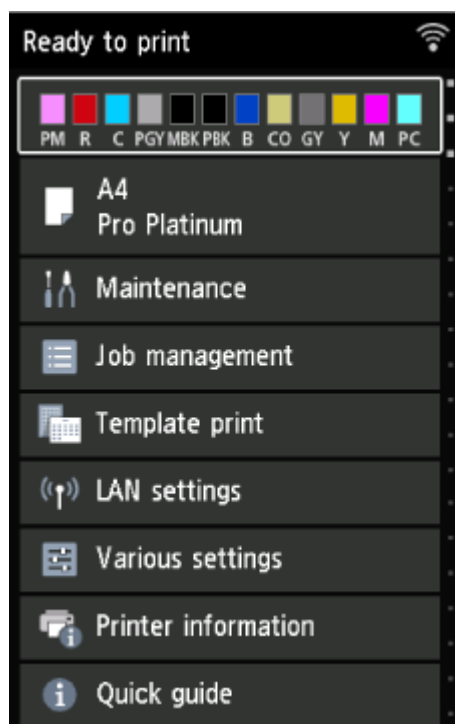
Setting Items on Operation Panel

▶▶▶ Note

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

For more on setting items which the administrator password is required:

➡ [Setting Administrator Password on Operation Panel](#)



[Maintenance](#)



[Job management](#)



[Template print](#)

➡ [Printing Templates Such as Lined or Graph Paper](#)



LAN settings



Various settings

- **Printer settings**
 - [Security settings](#)
 - [Print settings](#)
 - [LAN settings](#)
 - [Other printer settings](#)
 - [Language selection](#)
 - [Firmware update](#)
 - [Paper-related settings](#)
 - [Power control](#)
 - [Quiet setting](#)
 - [Auto maintenance settings](#)
 - [Maintenance page size](#)
 - **Administrator password settings**
 - ➔ [Setting Administrator Password on Operation Panel](#)
 - [Reset settings](#)
- [Web service setup](#)



Printer information

Maintenance

This item is displayed 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**

Adjusts the alignment of print head.

➡ [Automatic Adjustment to Straighten Lines and Align Colors](#)

➡ [Manual Adjustment to Straighten Lines and Align Colors](#)

- **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](#)

- **System Cleaning**

Select this mode when **Deep Cleaning** does not improve the print quality.

➡ [Performing the System Cleaning](#)

- **Color calibration**

Select this to perform the color calibration or reset the adjustment value.

➡ [Performing Color Calibration](#)

- **Maintenance cartridge info**

Displays the estimated usage of maintenance cartridge. Select **Replace** to replace the maintenance cartridge.

➡ [Replacing the Maintenance Cartridge](#)

- **Prepare to move**

Select this to prepare for transporting the printer.

➡ [Transporting Your Printer](#)

- **Head Replacement**

Select this to replace the print head.

➡ [Replacing the Print Head](#)

Job management

This item is displayed 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**

The print job history is displayed.

- **Print job history**

The print job history can be printed.

- **Restrict job history access**

This is the menu for the developer.

LAN settings

This item is displayed 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.

- ⇒ [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)	XXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXX
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	XXXXXXXXXXXXXXXXXX
Bonjour service name	XXXXXXXXXXXXXX XXXXXXXXXXXXXX XXXXXXXXXXXXXX XXXXXXXXXXXXXX

("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-XXXXXXXXXX XXXXXXXXXXXXXXXXXX
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	XXXXXXXXXXXXXXXXXX
Bonjour service name	XXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXX

("XX" represents alphanumeric characters.)

- **Connect to smartphone**

Enables to connect the smartphone to the printer by reading the QR code displayed on the LCD 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	XXXXXXXXXXXXXXXXXX
Bonjour service name	XXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXX

("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.

- **Gigabit Ethernet settings**

Specifies the communication speed and communication method when using Gigabit Ethernet.

- **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 LCD 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**.

Security settings



This item is displayed when you select **Printer settings** from **Various settings** 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.

- **Recommended security settings**

Enables to set the security appropriate for your environment. Check the Security Settings Navigator for details on each setting.

➡ Set Up/Manage Security

- **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 specify the IPsec security.

- **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 **Various settings** 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.

- **Magnification level for borderless**

Sets magnification level when performing borderless printing in the following print method.

Normally, the image is enlarged slightly and printed so that there is no border. If the border remains, change this setting.

- IPP printing such as AirPrint

- **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.

- **Print quality settings**

- **Color mode**

Select the color correction method suited to the type of document to be printed.

»» **Important**

- Even if you select ICC profile, printing is performed without ICC profile if ICC profile is not included in the paper information added with Media Configuration Tool. Even if ICC profile is included in the paper information, printing will fail and the paper will be ejected as the blank paper if the Profile is not supported with the printer.

- **Clear coating**

Set Clear Coating. Perform Clear Coating to adjust glossiness by applying the Chroma Optimizer (CO) ink to the printed surface.

- **Auto**

Automatically sets the Clear Coating area and whether to perform Clear Coating.

- **Overall**

Applies Clear Coating to the entire print area including the margins outside the image area (print area).

Improves the glossiness of the entire print area including the margins by applying Clear Coating to the entire surface.

This setting consumes the most Chroma Optimizer (CO) ink.

- **Printed areas**

Applies Clear Coating to the margins and the non-white areas in the image.

Set this when you want to improve the glossiness of only the image area.

- **OFF**

Prints without performing Clear Coating.

Compared to when Clear Coating is performed, the image quality may seem lower or the print surface may be more susceptible to scratches.

▶▶▶ **Note**

- If Clear Coating is unnecessary (for example, when laminating the printed image), select **OFF**.

▶▶▶ **Important**

- Depending on the paper type and print quality, it may not work even if you select **Overall/Printed areas/OFF**.
- If you select **OFF** for **Clear coating**, the Chroma Optimizer (CO) ink will not be used during printing, but it will be used during automatic maintenance to maintain the printer performance.

- **Paper settings**

- **Unidirectional printing**

Selecting **ON** suppresses uneven coloring and line shifts during printing.

Other printer settings



This item is displayed when you select **Printer settings** from **Various settings** 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**

Selects the display format of the date displayed on the LCD.

- **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**.

- **Key repeat**

Enables/Disables continuous input by pressing and holding down the ▲ ▼ ◀ ▶ button when selecting a menu or setting item.

- **Keyboard layout**

Enables to change the keyboard layout.

- **Ink level monitor**

- **Timing for ink level notification**

Sets the timing of the remaining ink level notification.

Selecting **Check settings** allows you to check the notification timing set for each color.

Language selection



This item is displayed when you select **Printer settings** from **Various settings** on the HOME screen.

Changes the language for the messages and menus on the LCD.

»» 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 **Various settings** 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**

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

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

- **Auto update 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 LCD to perform settings.

- **Proxy server setup**

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

Paper-related settings



This item is displayed when you select **Printer settings** from **Various settings** on the HOME screen.

- **Top feed paper settings**

Set the paper size and the media type of paper loaded in the top feed.

- **Manual feed tray paper settings**

Set the paper size and the media type of paper loaded in the manual feed tray.

- **Check paper replacement**

If you select **ON**, the printer detects that the paper is loaded or removed.

When the paper registration screen is displayed after loading paper, register the paper size and the media type.

- **Detect paper setting mismatch**

If you select **Enable**, the printer detects whether the paper size and the media type are the same as those registered. If printing starts with the settings that do not match, an error message appears on the LCD.

➡ [Register Paper Information](#)

- **Advanced paper settings**

Perform the following settings for each media type.

- **Paper thickness (head height)**
- **Transport unit vacuum settings**
- **Extension for borderless printing**
- **Pause between scans**
- **Pause between pages**
- **Detect paper width**
- **Reset paper settings by paper**

Selecting **Reset paper settings for all paper**, **Yes** and pressing the **OK** button initializes the settings. Entering the administrator password is required if it is enabled.

- **Print advanced paper settings**

Prints out each setting specified in **Advanced paper settings**.

- **Reset paper settings for all paper**

Initializes each setting specified in **Advanced paper settings**.

Entering the administrator password is required if it is enabled.

Power control



This item is displayed when you select **Printer settings** from **Various settings** on the HOME screen.

Allows you to turn on/off the printer automatically to save electricity. In addition, you can specify the time and day to turn it on/off.

Important

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

Note

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

- **Use auto power control**

- **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.

- **Use scheduling**

Specifies the time to turn on/off the printer automatically for each day of the week.

- **Do not use power control**

Disables the function to turn on/off the printer automatically.

Quiet setting



This item is displayed when you select **Printer settings** from **Various settings** on the HOME screen.

Enable this function on the printer if you want to reduce the operating noise, such as when printing at night.

»» 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.

• ON

Select to reduce the operating noise when printing.

»» Important

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

• OFF

Select when you do not use the quiet mode.

»» Note

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

Auto maintenance settings



This item is displayed when you select **Printer settings** from **Various settings** on the HOME screen.

»» Important

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

- **Auto nozzle check**

Enables/Disables automatic nozzle checking.

- **System Cleaning frequency**

Specifies the frequency of automatic system cleaning.

»» Note

- To maintain print quality, we recommend you select **Short** if you use the printer at a higher elevation.

- **Ink maintenance (tank installed)**

Selecting **ON** allows the printer to shake ink tanks on a regular basis to maintain ink density.

»» Important

- We recommend you select **ON**. Failure to perform the ink quality maintenance about once a week may affect print quality.

Maintenance page size



This item is displayed when you select **Printer settings** from **Various settings** on the HOME screen.

Specifies the paper size when you perform maintenance operation (e.g. print head alignment). Select A2, 17 x 22, A4, or Letter-size.

Reset settings



This item is displayed when you select **Printer settings** from **Various settings** 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 all**

Sets all settings you made to the printer back to the default. The administrator password specified for the printer is initialized.

➡ Default Administrator Password

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 LCD
 - The current position of the print head
 - CSR (Certificate Signing Request) for encryption method (SSL/TLS) setting
 - Media information registered to the printer by using Media Configuration Tool

- **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.)

Web service setup



This item is displayed when you select **Various settings** on the Home screen.

»» Important

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

- **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 LCD to perform settings.

- **Proxy server setup**

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

Printer information

This item is displayed on the HOME screen.

- **System information**

Displays printer's system information.

- **Error history**

Displays the error history.

For more on the error code, refer to [List of Support Code for Error](#).

- **Head information**

Displays the Print head serial number, elapsed days since the current Print head was installed.

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.

- **Web service setup**
- **Security settings**
- **LAN settings**
- **Other printer settings**
- **Language selection**
- **Firmware update**
- **Power control**
- **Quiet setting**
- **Ink maintenance (tank installed)**
- **Auto maintenance settings**
- **Job management**
- **Administrator password settings**
- **Reset settings**

Follow the procedure below to specify the administrator password.

►► Important

- The administrator password of the printer is set from the time of purchase.



To check the initial password, select **Printer information > System information** on the printer's operation panel, and select **Show password** on the displayed screen. The **Default password** value is displayed on the **System information** screen.

If the administrator password has been changed, the **Default password** value is not displayed.

➡ Default Administrator Password



1. Select **Various settings** 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, 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.

Changing Printer Settings from Your Computer (macOS)

- **Registering a Changed Printing Profile**
- **Changing the Printer Operation Mode**
- **Updating Media Information in Printer Driver**
 - Correcting Media Information in Printer Driver (When Printer Used in Shared Environment)
- **Setting Accounting Information**
- **Reducing the Printer Noise**

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**.

Changing the Printer Operation Mode

If necessary, switch between various modes of printer operation.

The procedure for configuring **Custom Settings** is as follows:

1. Select **Custom Settings** from the pop-up menu on the [Canon IJ Printer Utility2](#)

▶▶▶ Note

- If the computer is unable to communicate with the printer, a message may be displayed because the computer cannot access the function information that was set on the printer.
If this happens, click **Cancel** to display the most recent settings specified on your computer.

2. If necessary, complete the following settings:

Don't detect mismatch of paper settings when printing from computer

When you print documents from your computer, the paper settings in the printer driver and the paper information registered on the printer do not match, this setting disables the message display and allows you to continue printing.

To disable detection of paper setting mismatches, select this check box.

Disable paper width detection when printing from computer

Even if the paper width identified by the printer during printing from the computer differs from the paper width that was set for **Paper Size** in the print dialog box, this function disables the message display and allows you to continue printing.

To disable detection of the paper width during printing, check this check box.

3. Apply the settings

Click **Apply** and when the confirmation message appears, click **OK**.

The printer operates with the modified settings hereafter.

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.

»» Note

- If you are using macOS 15 or later, you must configure each application to allow device discovery on the local network. Failing to enable device discovery may restrict software functionality or prevent it from starting properly.

For detailed instructions, refer to "Setting Up Local Network Device Discovery."

The list of applications displayed under **Local Network** may include all or some of the following, depending on usage.

- Canon IJ Printer Setup2
- Canon IJ Printer Utility2

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

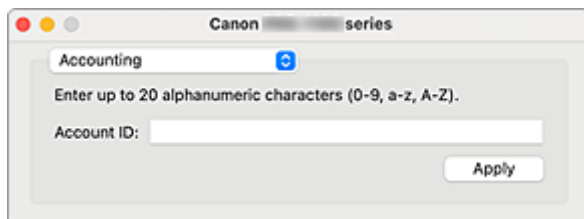
- **Media Information** will only be displayed on the client machine in use when the printer is being shared.

Setting Accounting Information

By Setting Accounting Information, you add IDs to print jobs, and use the printer and cost management tool to tabulate print history information for any ID.

The procedure for Setting Accounting Information is described below.

1. From the [Canon IJ Printer Utility2](#) pop-up menu, select **Accounting**



2. Set Account ID

Set an Account ID, as necessary.

Account ID

Enter the Account ID to be set. Enter the ID by using up to 20 alphanumeric characters (0 to 9, a to z, A to Z).

3. Apply settings

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

When the confirmation message appears, click **OK**.

The setting is now valid.

»» Note

- If the printer is being shared, **Accounting** information cannot be set on client machines.

Reducing the Printer Noise

The quiet mode allows you to reduce the operating noise of this printer. Select when you wish to reduce the operating noise of the printer at night, etc.

Using this function may lower the print speed.

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

2. Click **Quiet setting**

3. Set the quiet mode

If necessary, specify one of the following items:

Do not use quiet mode

Select this option when you wish to use the printer with volume of normal operating noise.

Use quiet mode

Select this option when you wish to reduce the operating noise of the printer.

4. Apply the settings

Click **OK**.

The settings are enabled hereafter.

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**

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 **LAN settings** on the HOME screen.

2. Select the enabled LAN.

Diagonal lines are displayed for disabled LAN icons.

3. 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.

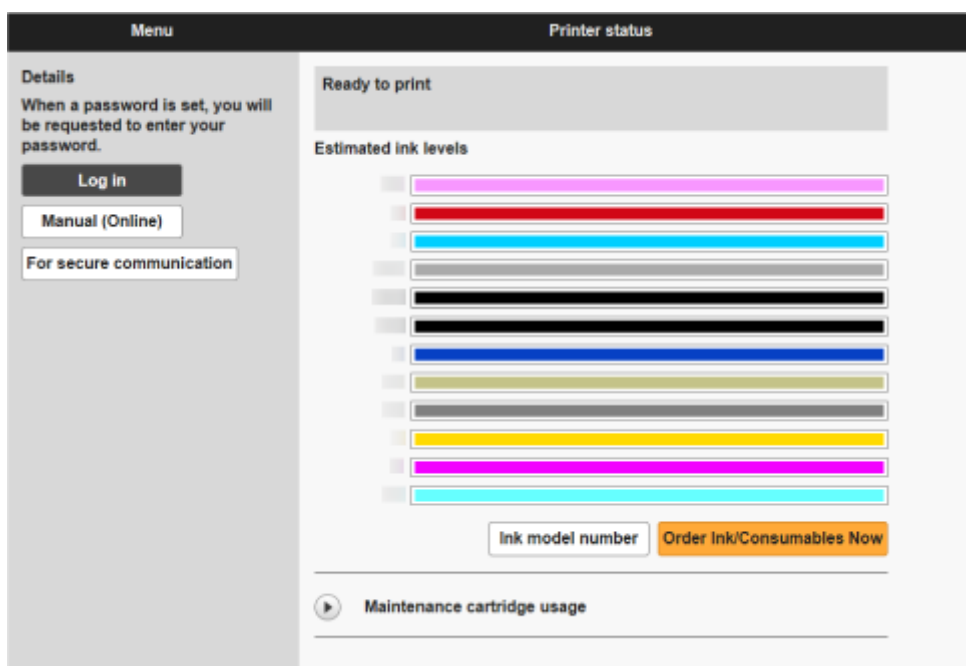
http://XXX.XX.X.XXX

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.



►►► 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 administrator password of the printer is set from the time of purchase.



To check the initial password, select **Printer information > System information** on the printer's operation panel, and select **Show password** on the displayed screen. The **Default password** value is displayed on the **System information** screen.

If the administrator password has been changed, the **Default password** value is not displayed.

➡ Default Administrator Password

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.

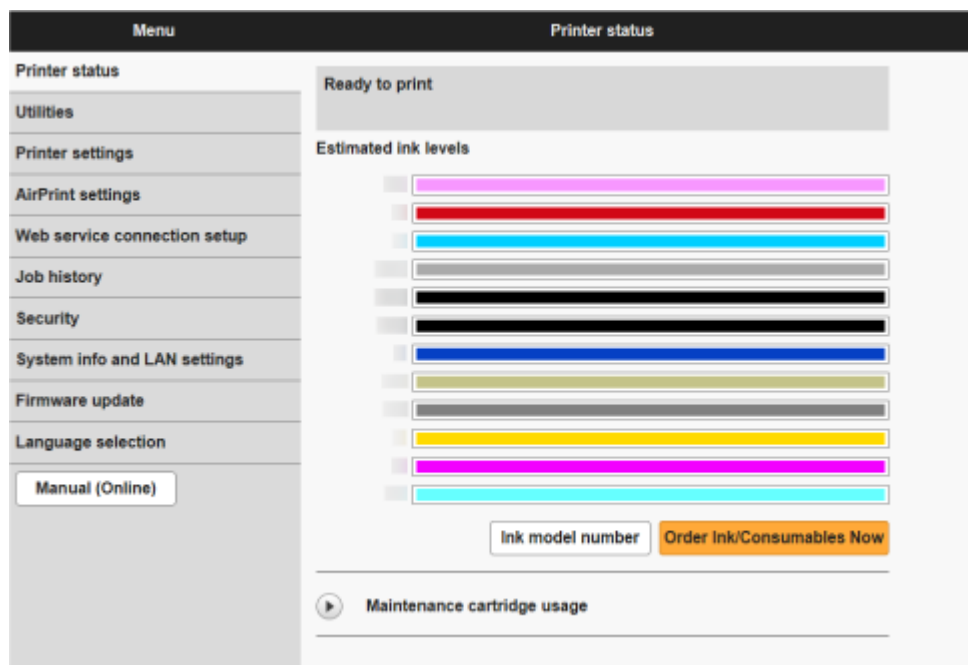
➡ [Changeable Setting Items Using Remote UI](#)

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.



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 print it.

»»» Note

- When you are logging on in administrator mode, you can restrict this function in standard user mode.

Security

Set passwords, make settings related to certificates for encrypted communication, and other security settings.

System info and LAN settings

- **Confirm system information**
- [LAN settings](#)
- **Error history**

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

- **Recommended security settings**

Enables to set the recommended security appropriate for your environment. Check the Security Settings Navigator for details on each setting.

➡ Set Up/Manage 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  **Various settings** 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 administrator password of the printer is set from the time of purchase.



To check the initial password, select **Printer information > System information** on the printer's operation panel, and select **Show password** on the displayed screen. The **Default password** value is displayed on the **System information** screen.

If the administrator password has been changed, the **Default password** value is not displayed.

➡ [Default Administrator Password](#)

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](#)

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](#)

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  **Printer 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  **Printer 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  **Printer 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**.

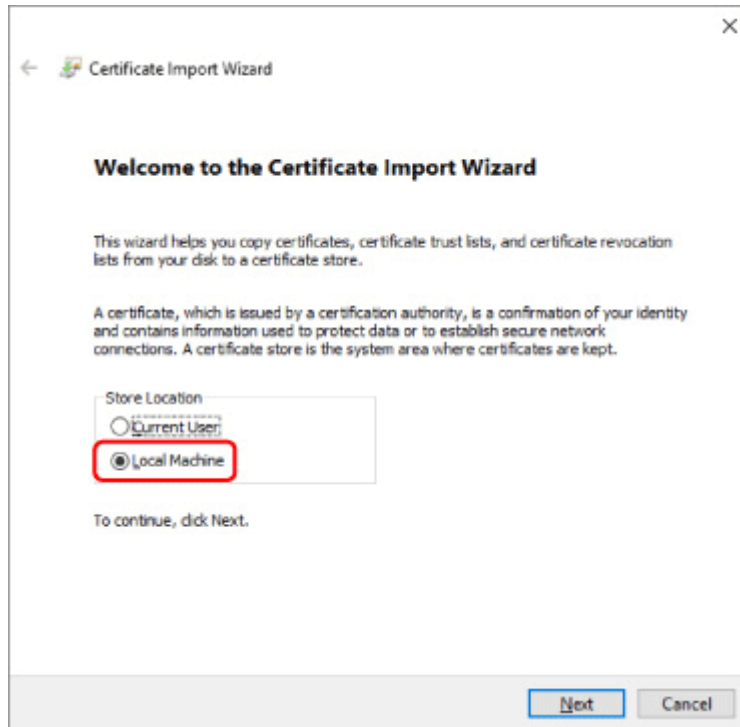
The **Certificate** screen appears.

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**.



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.

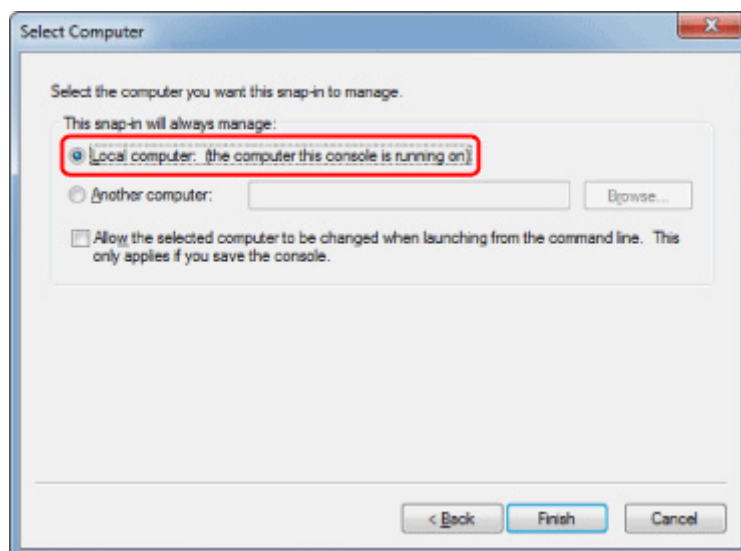
The **Add or Remove Snap-ins** screen appears.

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**.



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



Printer 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 **LAN settings** on the HOME screen.

2. Select the enabled LAN.

Diagonal lines are displayed for disabled LAN icons.

3. 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**.

Network Setting

- **Printer Connection Methods**
 - Wi-Fi Connection
 - Wireless Direct Connection
 - Wired Connection
 - USB Connection
- **Default Network Settings**
- **Another Printer Found with Same Name**
- **Printing Network Settings**
- **Countermeasures against Unauthorized Access**
- **Network Status and Troubleshooting**
- **Checking Printer Connection Status Using Wi-Fi Connection Assistant**
- **Sharing the Printer on a Network (Windows)**
 - Setting Up a Shared Printer
 - Restrictions on Printer Sharing
- **Sharing the Printer on a Network (macOS)**
 - Settings on Print Server
 - Settings on Client PC
 - Restrictions on Printer Sharing

Printer Connection Methods

4 connection methods are available on the printer.

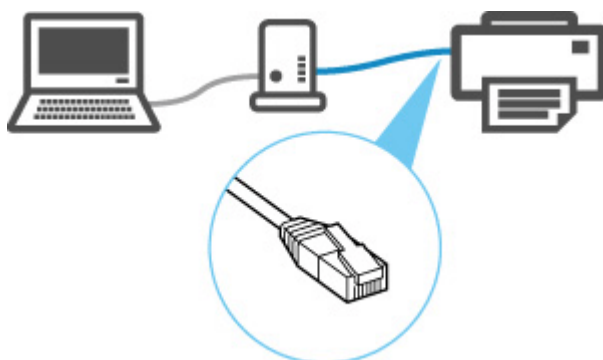
- [Wi-Fi Connection](#)



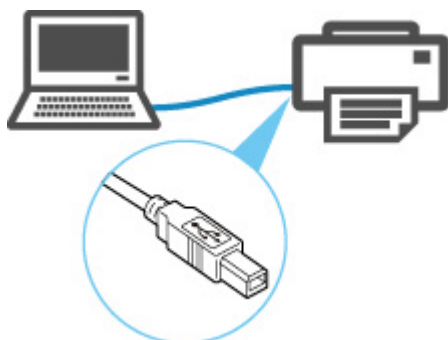
- [Wireless Direct Connection](#)



- [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

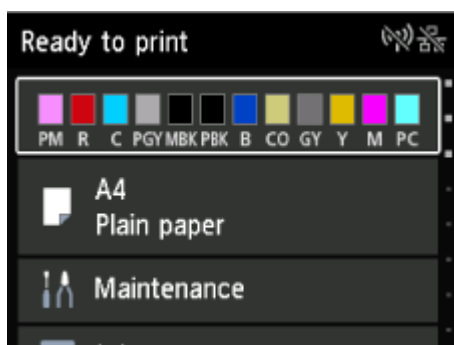
Important

- If printer is performing cleaning, print head alignment, or other processes, wait for the process to finish, before starting setup.

Note

- Refer to the following notes when connecting to Wi-Fi.
 - ➔ Notes on Wi-Fi Connection

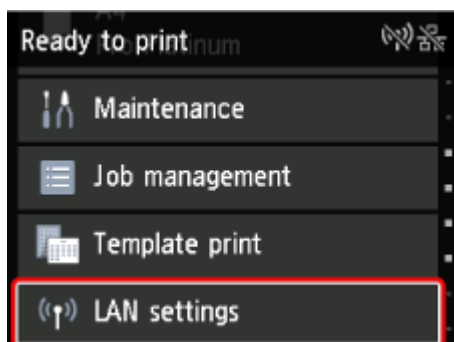
1. Press the **HOME** button to display the HOME screen.



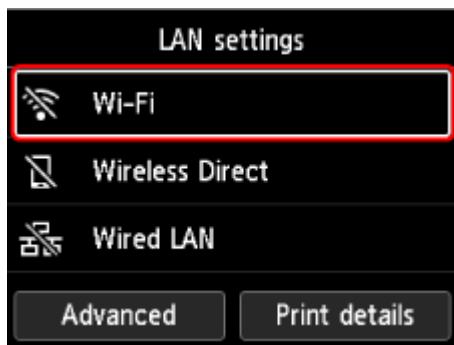
Note

- If an error screen is displayed, press the **OK** button, and then press the **HOME** button.

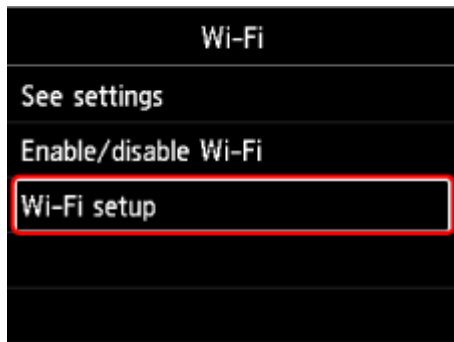
2. Select  **LAN settings** on the HOME screen.



3. Select **Wi-Fi**.



4. Select **Wi-Fi setup**.



5. 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 Windows 10 in S mode or Windows 11 in S mode. Select other connection type.

Manual connect

Connect to wireless router using a password

WPS

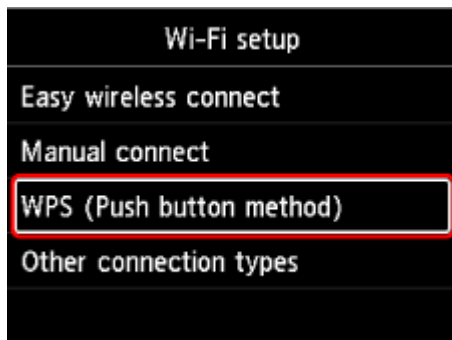
Connect to a WPS-compatible wireless router

WPS (PIN Code) Connection

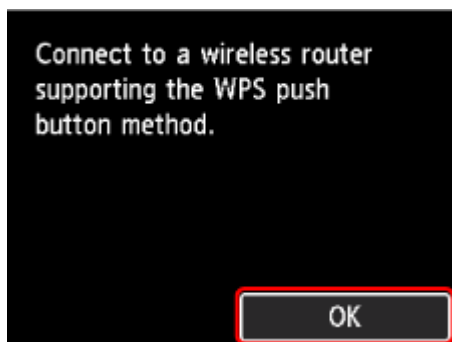
A wireless connection can also be set up by using the WPS PIN code method

WPS Connection

1. Select **WPS (Push button method)**.



2. Press the **OK** button.

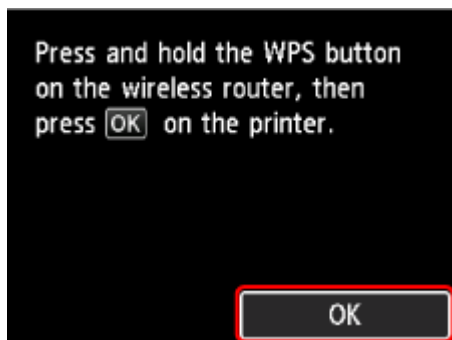


3. Press and hold the WPS button on the wireless router.

»» Note

- For more on pressing the WPS button, see the wireless router manual.

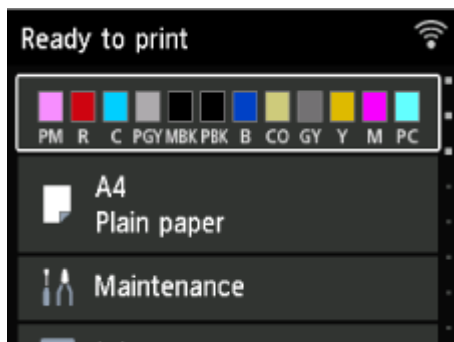
4. Press the **OK** button on the printer within 2 minutes.



5. When the screen on the below appears, press the **OK** button.



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

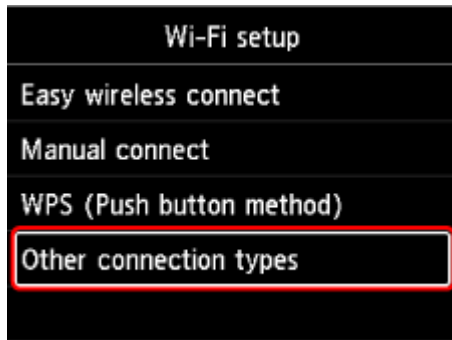
Click  (or ) on the  taskbar at the bottom of the screen, follow the on-screen instructions to proceed with setup.

macOS

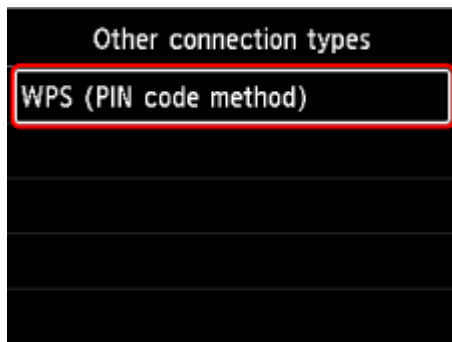
Click  on the  Dock at the bottom of the screen, and follow the on-screen instructions to proceed with setup.

WPS (PIN Code) Connection

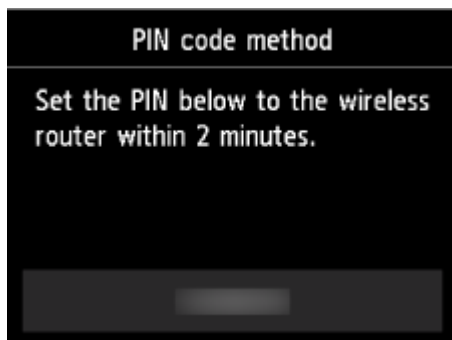
1. Select **Other connection types**.



2. Select **WPS (PIN code method)**.



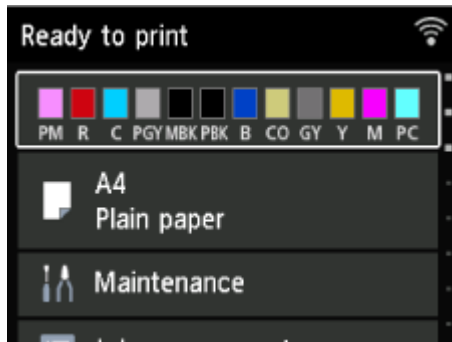
3. Follow the on-screen instructions on a computer to set a PIN code on the wireless router.



4. When the screen on the below appears, press the **OK** button.



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

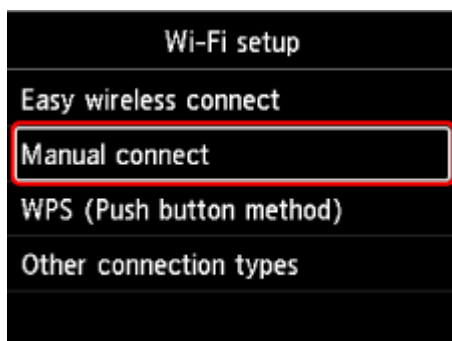
Click  (or ) on the  taskbar at the bottom of the screen, follow the on-screen instructions to proceed with setup.

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**.

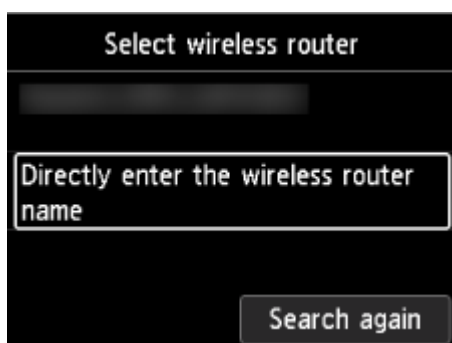


2. Select your wireless router.

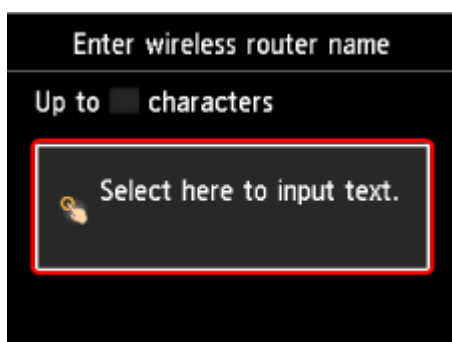
If you select a Wi-Fi router name, proceed to step 8 and continue with the settings.

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. Press the **OK** button.



4. Enter the wireless router name (SSID). Text entry is case-sensitive.



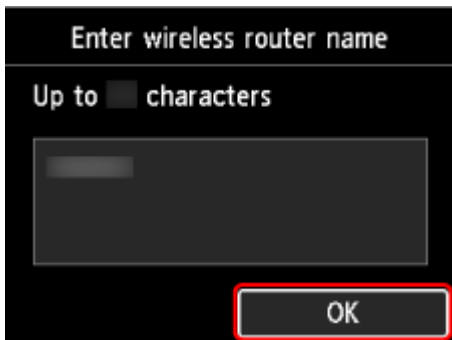
If you don't know your wireless router name, see the wireless router manual or contact its manufacturer.

5. After entry, select **OK** on the keyboard.



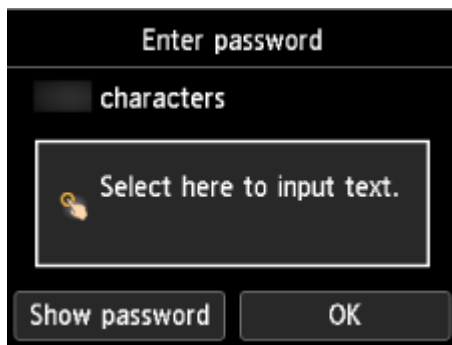
6. Make sure the wireless router name (SSID) is correct.

7. Press the **OK** button.



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. Press the **OK** button.

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. After entry, select **OK** on the keyboard.



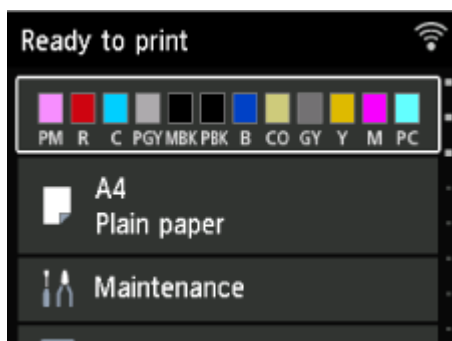
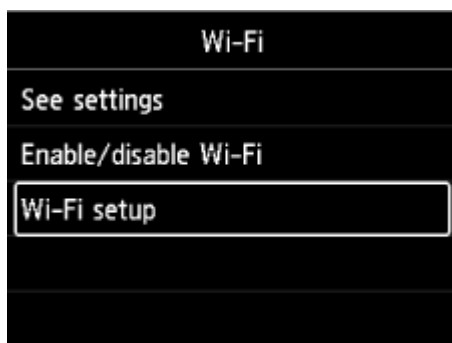
12. Press the **OK** button.



13. When the screen on the below appears, press the **OK** button.



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

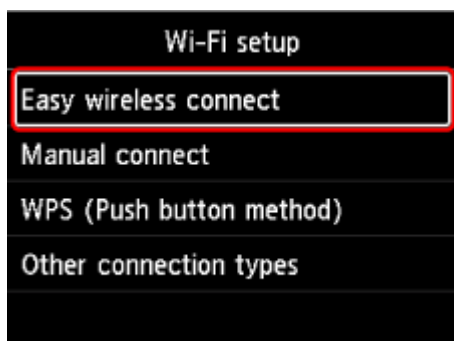


Click on the  on the Dock at the bottom of the screen, and follow the on-screen instructions to proceed with setup.

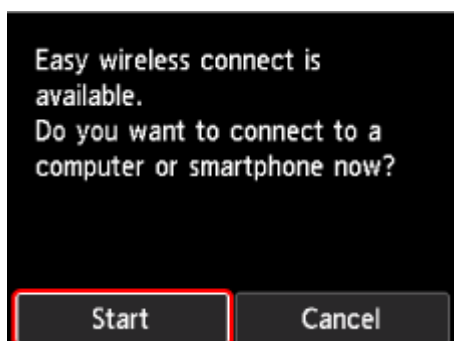


Easy wireless connect

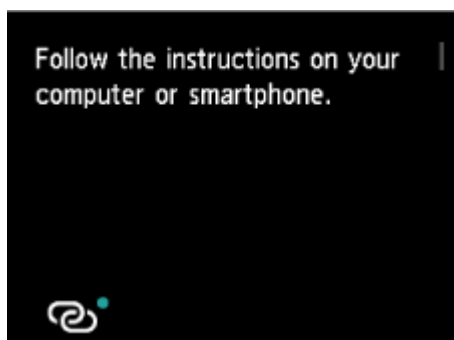
1. Select **Easy wireless connect**.



2. Select **Start**.



3. When the printer preparation is complete, the screen below appears.



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  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. Select  **LAN settings** on the HOME screen.

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/



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

- 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. Select  **LAN settings** on the HOME screen.
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

Important

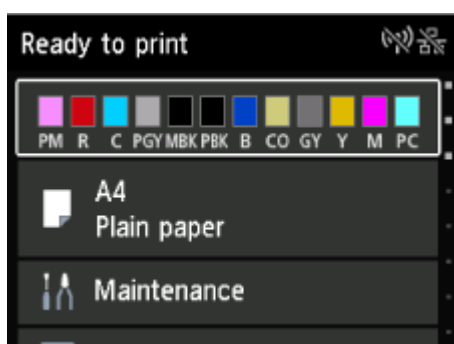
- If printer is performing cleaning, print head alignment, or other processes, wait for the process to finish, before starting setup.

Note

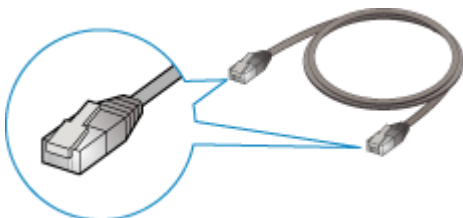
- Refer to the following for notes when connecting to a wired LAN.

➡ Notes on Wired Connection

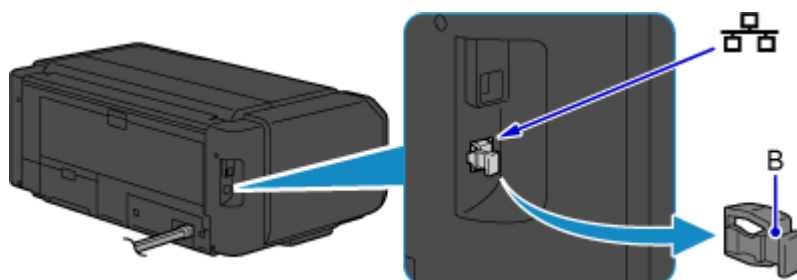
1. Press the **HOME** button to display the HOME screen.



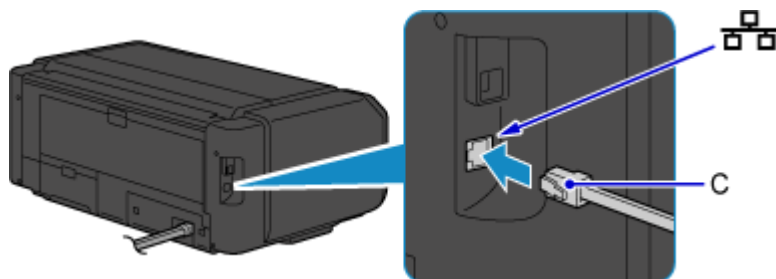
2. You will need an Ethernet cable (sold separately).



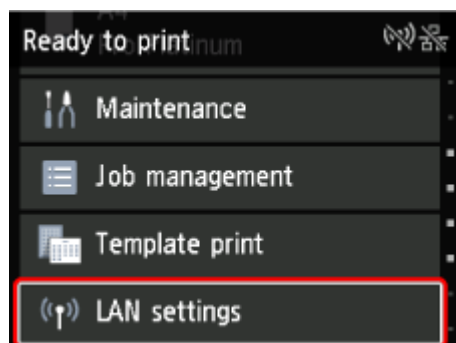
3. Remove the Cap (B) from the port located on the left side at the back of the printer.



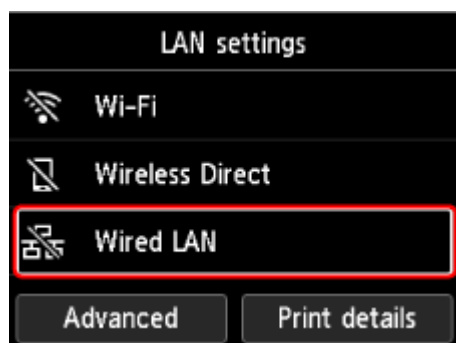
4. Connect the printer and a network device (router, etc.) with an Ethernet cable (C).
Do not connect to any other port.



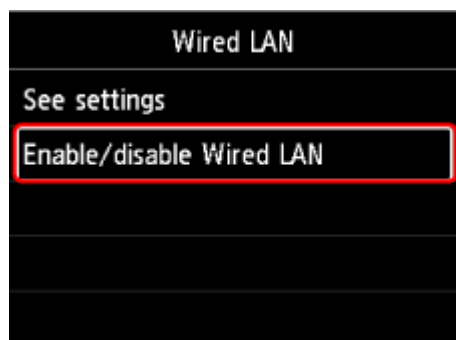
5. Select  **LAN settings** on the HOME screen.



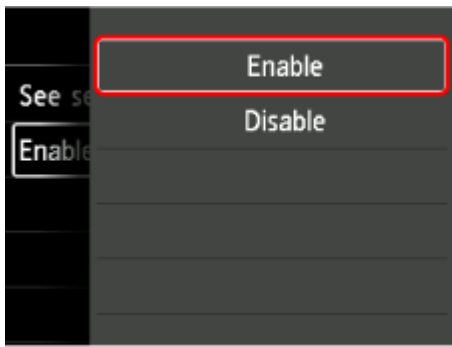
6. Select **Wired LAN**.



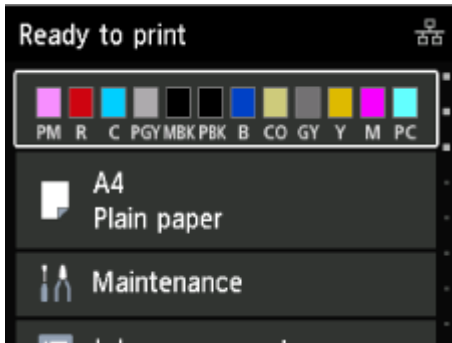
7. Select **Enable/disable Wired LAN**.



8. Select **Enable**.



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

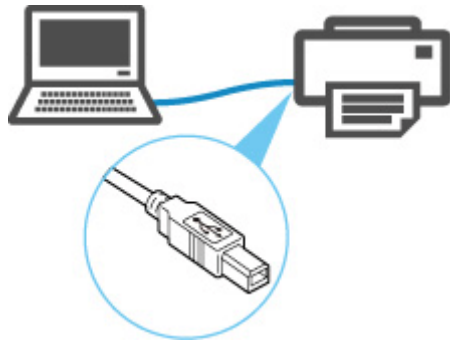
Click  (or ) on the  taskbar at the bottom of the screen, follow the on-screen instructions to proceed with setup.

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.



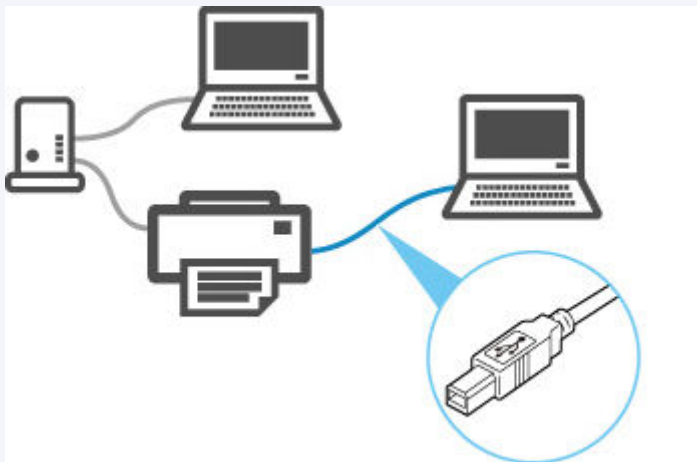
➡ What Is USB Cable?

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.



Default Network Settings

LAN Connection Defaults

Item	Default
Enable/Disable LAN	Wired LAN enabled
Network name (SSID)	BJNPSETUP
Wi-Fi security	Disable
IP address (IPv4)	Auto setup
IP address (IPv6)	Auto setup
Set printer name *	XXXXXXXXXXXX
Enable/disable IPv6	Enable
Enable/disable WSD	Enable
Timeout settings	15 minutes
Enable/disable Bonjour	Enable
Service name	Canon ModelName
LPD settings	Enable
RAW settings	Enable
LLMNR settings	Enable
Wi-Fi DRX settings	Enable
Wired LAN DRX settings	Enable

("XX" represents alphanumeric characters.)

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

➡ [LAN settings](#)

Wireless Direct Defaults

Item	Default
Network name (SSID)	DIRECT-abXX-YY-NNNN *1
Password	ZZZZZZZZZZ *2
Wi-Fi security	WPA2-PSK (AES)
Connection request confirmation	Displayed

2.4GHz/5GHz Switch	2.4GHz

*1 "ab" is specified at random and "XX" represents last two digits of printer's wireless MAC address. "YY" is alphanumeric, and "NNNN" means your printer model.

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

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 **Printer information > System information**.

➡ [Printer 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

5 sheets of A4 or Letter-sized plain paper

1. Load paper.

➡ [Loading Paper in the Top Feed](#)

2. Select  **LAN settings** on the HOME screen.

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 LCD.

➡ [Printing Network Settings](#)

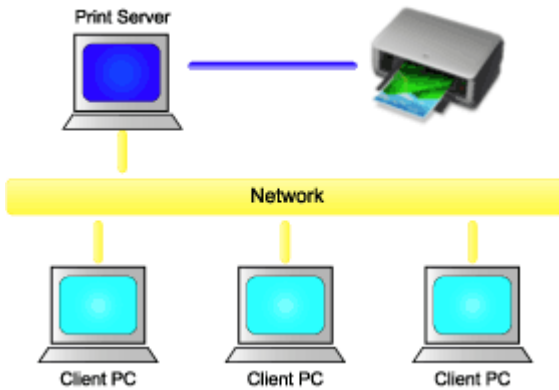
Network Status	What to Do
Connected normally. If you are unable to print, see 1 on What to Do.	1. If you are unable to print, check the items below: • whether the computer is connected to Wi-Fi • whether the firewall of your security software is enabled • whether a privacy separator, SSID separator, 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 your printer does not support 5 GHz connection, the wireless router must have 2.4 GHz enabled. • 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 through 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.

Maintenance

➤ Adjustments for Better Print Quality

- Maintenance Procedure
- Checking for Nozzle Clogging
- Cleaning the Print Head
- Deep Print Head Cleaning
- Performing the System Cleaning
- Adjustment to Straighten Lines and Align Colors
- Color Management

➤ Replacing Consumables

- Replacing Ink Tanks
- Checking Ink Level
- Replacing the Print Head
- Replacing the Maintenance Cartridge
- Checking the Remaining Maintenance Cartridge Capacity

➤ Cleaning the Printer

- Cleaning the Printer Exterior
- Cleaning Paper Feed Rollers
- Performing Bottom Plate Cleaning

➤ Performing Maintenance Functions from Your Computer (Windows)

- Cleaning the Print Heads
- Printing a Nozzle Check Pattern

➤ Performing Maintenance Functions from Your Computer (macOS)

- Opening Remote UI for Maintenance
- Cleaning the Print Heads
- Checking Ink Status from Your Computer
- Printing a Nozzle Check Pattern

➤ **Other Maintenance**

- Relocating Your Printer
- Transporting Your Printer
- Reinstalling the Printer
- Firmware update

Adjustments for Better Print Quality

- **Maintenance Procedure**
- **Checking for Nozzle Clogging**
- **Cleaning the Print Head**
- **Deep Print Head Cleaning**
- **Performing the System Cleaning**
- **Adjustment to Straighten Lines and Align Colors**
 - Automatic Adjustment to Straighten Lines and Align Colors
 - Manual Adjustment to Straighten Lines and Align Colors
- **Color Management**
 - Managing Colors
 - Performing Color Calibration
 - Adjustment Types of Color Calibration

Maintenance Procedure

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

Important

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

Note

- Check the ink status on the HOME screen or other screens.
If the ink is running low, take appropriate action.
 - ➡ [Checking Ink Level](#)
- Increasing the print quality in the printer driver settings may improve the print result.
 - ➡ Set Media Type, Quality, etc. (Media/Quality Tab) (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:



Step 4 Clean the print head deeply.

From the printer

➡ [Deep Print Head Cleaning](#)

From the computer

➡ [Cleaning the Print Heads \(Windows\)](#)

➡ [Cleaning the Print Heads \(macOS\)](#)

If the problem is not resolved after performing step 4:



Step 5 Perform the system cleaning.

From the printer

➡ [Performing the System Cleaning](#)

From the computer

➡ [Cleaning the Print Heads \(Windows\)](#)

➡ [Cleaning the Print Heads \(macOS\)](#)

Note

- When you have performed the procedure until step 5 and the problem has not been resolved, turn off the power and clean the print head deeply again after 24 hours. If the problem is still not resolved, print head replacement may be required.

➡ [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

- You can also check for nozzle clogging from your computer.
 - ➡ Printing a Nozzle Check Pattern (Windows)
 - ➡ [Printing a Nozzle Check Pattern](#) (macOS)
- By default, nozzles are checked at fixed intervals.
 - ➡ [Auto maintenance settings](#)

Items to Prepare

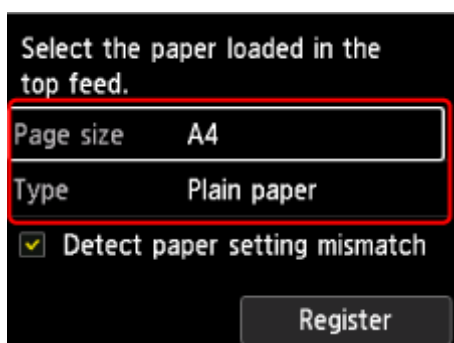
A sheet of A4 or Letter-sized plain paper

1. Load a single sheet of A4 or Letter size plain paper in the top feed.

➡ [Loading Paper in the Top Feed](#)

After loading paper, the paper information registration screen for the top feed is displayed.

Select **A4** or **Letter** for **Page size** and **Plain paper** for **Type**, select **Register**, then press the **OK** button.



If a message is displayed on the screen, follow the directions in the message to complete registration.

▶▶▶ Important

- The manual feed tray is not available for the nozzle check pattern print procedure. Be sure to load paper in the top feed.

2. Open the paper output tray gently.

Open the output tray extension gently, then pull out the paper output support.



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

4. Select **Nozzle Check**.

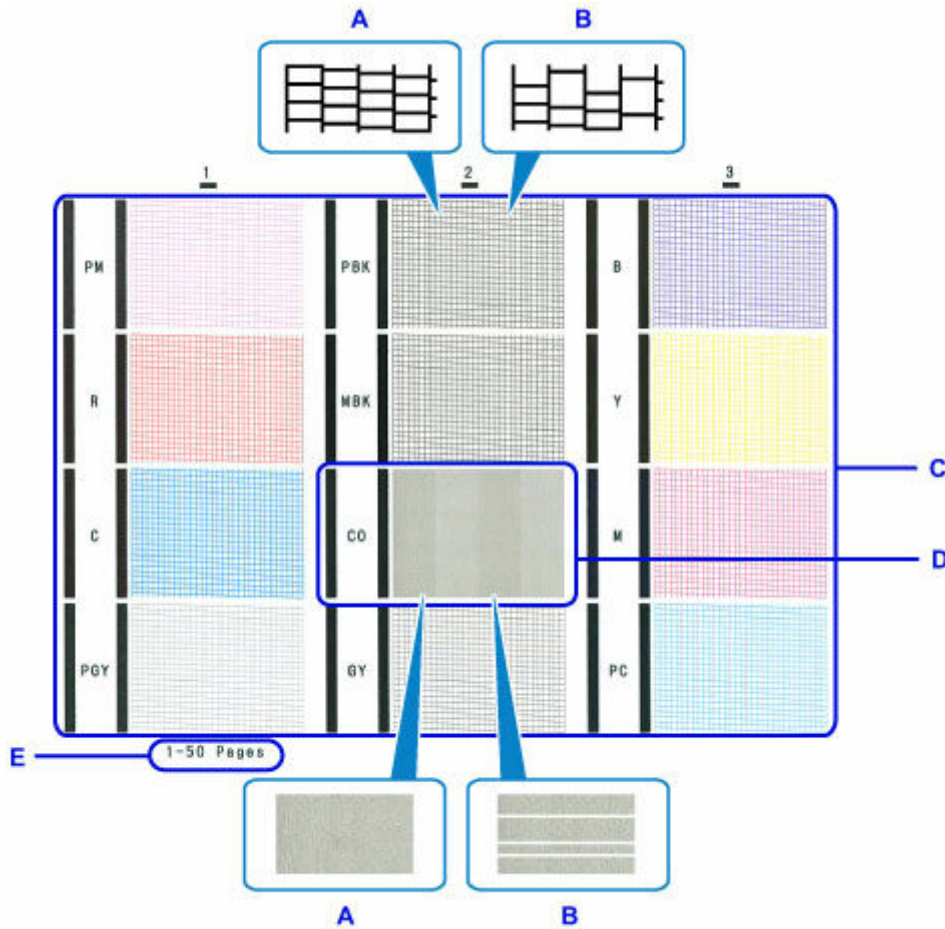
The confirmation screen will appear.

5. Select Yes.

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

6. Check the print result.

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



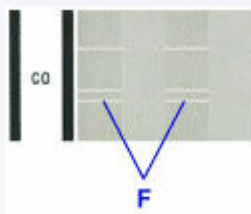
A: No missing lines/No horizontal streaks

B: Lines are missing/Horizontal streaks are present

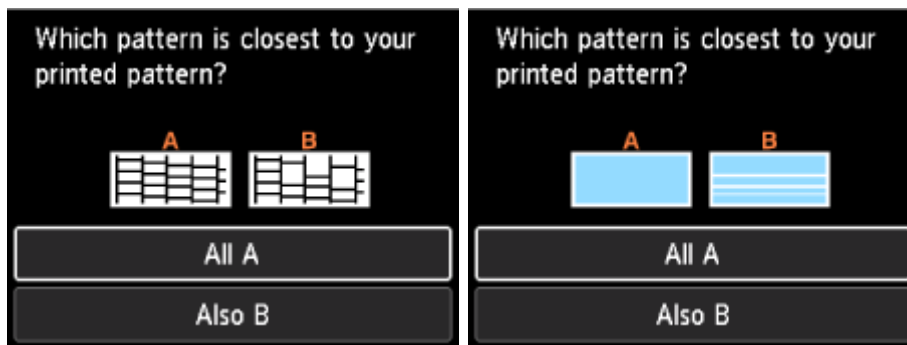
E: Number of sheets printed so far

Note

- Because CO ink is colorless, its pattern is printed over the MBK ink pattern. Check for horizontal streaks (F) in the dark gray bands of the pattern.



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



If pattern C has no missing lines in all three groups and pattern D has no horizontal streaks (A):

Cleaning is not required. Select **All A**, then press the **OK** button.

Confirm the message, then press the **OK** button.

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

If pattern C has missing lines in any of the three groups or pattern D has horizontal streaks (B):

The cleaning is required. Select **Also B**, then go to next step.

8. 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.

9. Check message and select **Yes**.

A nozzle check pattern is printed and two pattern confirmation screens appear on the LCD.

10. Repeat steps 6 through 9.

»» 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](#)

Note

- You can also clean the print head using the computer. When using the computer, select the ink group to clean, then start cleaning.

➡ [Cleaning the Print Heads \(Windows\)](#)

➡ [Cleaning the Print Heads \(macOS\)](#)

When cleaning the print head using the operation panel, the nozzles of all ink colors are cleaned.

Items to Prepare

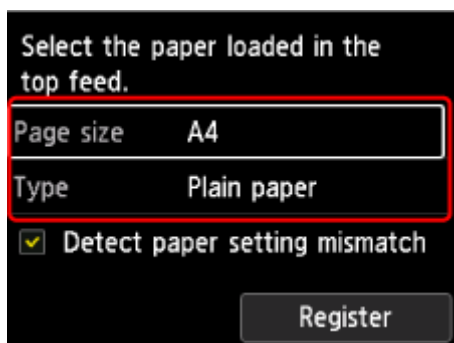
A sheet of A4 or Letter-sized plain paper

- Load a single sheet of A4 or Letter size plain paper in the top feed.

➡ [Loading Paper in the Top Feed](#)

After loading the paper, the paper information registration screen for the top feed is displayed.

Select **A4** or **Letter** for **Page size** and **Plain paper** for **Type**, select **Register**, then press the **OK** button.



If a message is displayed on the screen, follow the directions in the message to complete registration.

Important

- The manual feed tray is not available for the nozzle check pattern print procedure. Be sure to load paper in the top feed.

- Open the paper output tray gently.

Open the output tray extension gently, then pull out the paper output support.



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

4. Select **Cleaning**.

The confirmation screen will appear.

5. Select **Yes**.

The printer starts cleaning the print head.

Do not perform any other operations until the printer completes the cleaning of the print head.

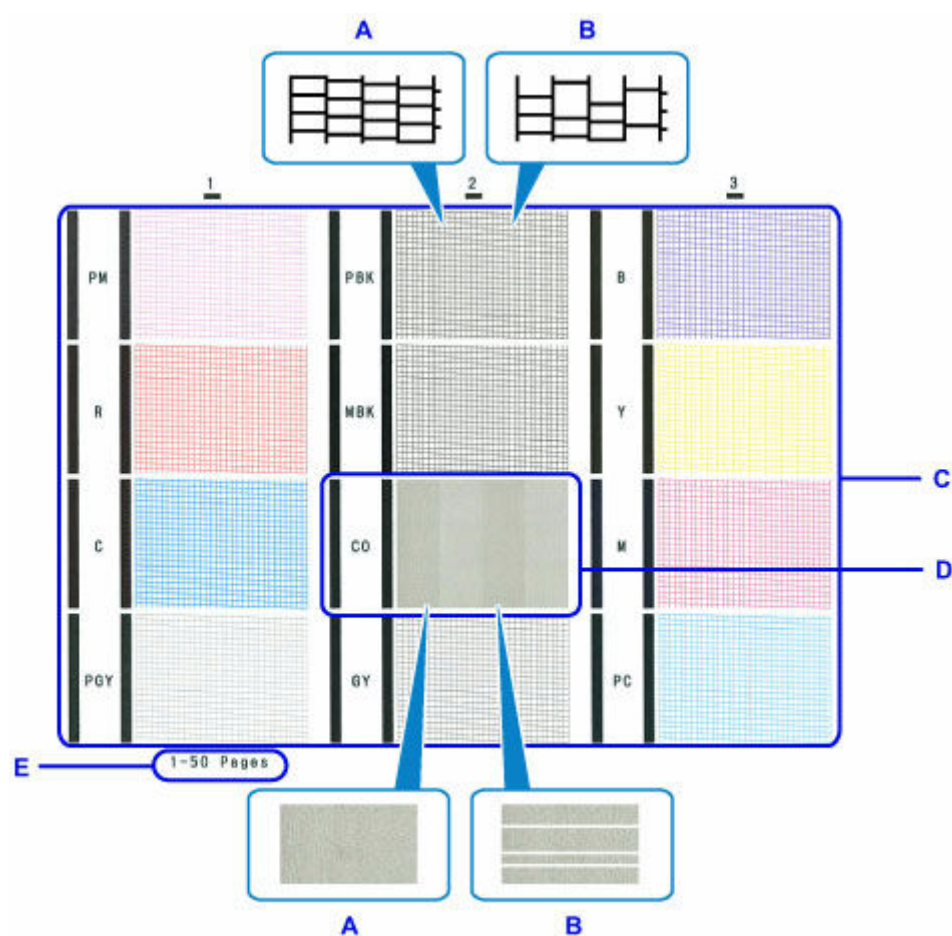
The pattern print confirmation screen will appear.

6. Check message and select **Yes**.

The nozzle check pattern will be printed.

7. Check the print result.

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



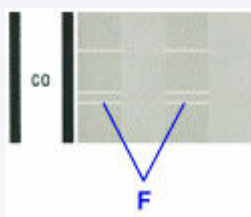
A: No missing lines/No horizontal streaks

B: Lines are missing/Horizontal streaks are present

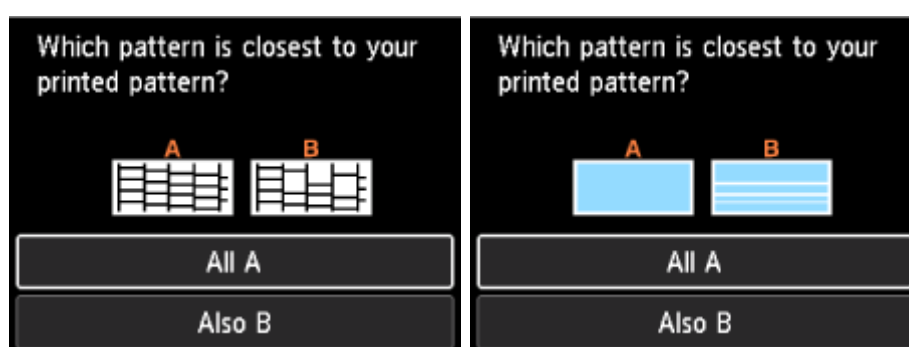
E: Number of sheets printed so far

►►► Note

- Because CO ink is colorless, its pattern is printed over the MBK ink pattern. Check for horizontal streaks (F) in the dark gray bands of the pattern.



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



If pattern C has no missing lines in all three groups and pattern D has no horizontal streaks (A):

Cleaning is not required. Select **All A**, then press the **OK** button.

Confirm the message, then press the **OK** button.

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

If pattern C has missing lines in any of the three groups or pattern D has horizontal streaks (B):

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**.

A nozzle check pattern is printed and two pattern confirmation screens appear on the LCD.

11. Repeat steps 7 through 10.

►►► 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](#)

Note

- You can also clean the print head deeply using the computer. When using the computer, select the ink group to clean, then start cleaning.

➡ [Cleaning the Print Heads \(Windows\)](#)

➡ [Cleaning the Print Heads \(macOS\)](#)

When cleaning the print head using the operation panel, the nozzles of all ink colors are cleaned.

Items to Prepare

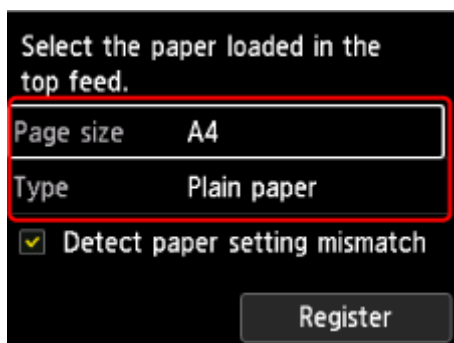
A sheet of A4 or Letter-sized plain paper

- Load a single sheet of A4 or Letter size plain paper in the top feed.

➡ [Loading Paper in the Top Feed](#)

After loading the paper, the paper information registration screen for the top feed is displayed.

Select **A4** or **Letter** for **Page size** and **Plain paper** for **Type**, select **Register**, then press the **OK** button.



If a message is displayed on the screen, follow the directions in the message to complete registration.

Important

- The manual feed tray is not available for the nozzle check pattern print procedure. Be sure to load paper in the top feed.

- Open the paper output tray gently.

Open the output tray extension gently, then pull out the paper output support.



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

4. Select **Deep Cleaning**.

The confirmation screen will appear.

5. Select **Yes**.

The printer starts cleaning the print head deeply.

Do not perform any other operations until the printer completes the deep cleaning of the print head.

The pattern print confirmation screen will appear.

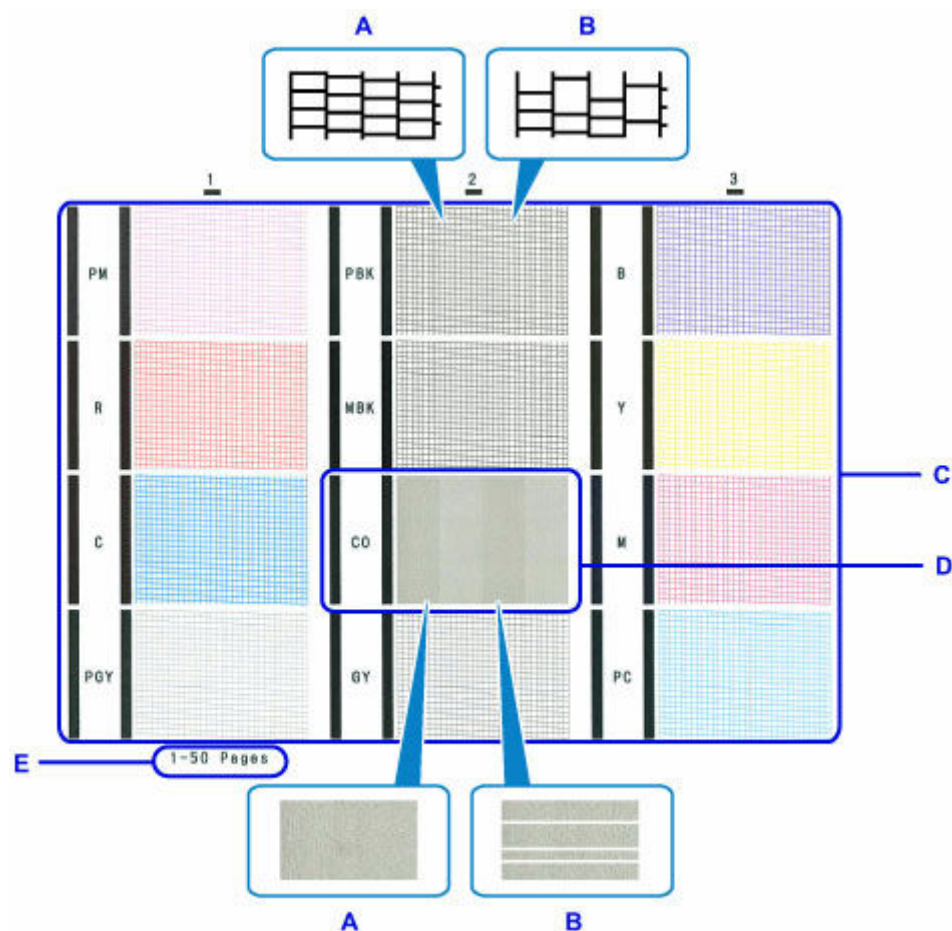
6. Check message and select **Yes**.

The nozzle check pattern will be printed.

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

8. Check the print result.

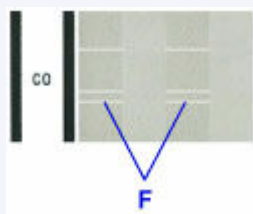
Check if there are missing lines in the pattern C or horizontal streaks in the pattern D.



- A: No missing lines/No horizontal streaks
- B: Lines are missing/Horizontal streaks are present
- E: Number of sheets printed so far

►►► Note

- Because CO ink is colorless, its pattern is printed over the MBK ink pattern. Check for horizontal streaks (F) in the dark gray bands of the pattern.



►►► 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 performing **Deep Cleaning**, perform **System Cleaning**.
➡ [Performing the System Cleaning](#)

Performing the System Cleaning

If print quality is not improved by deep cleaning of the print head, perform system cleaning. System cleaning consumes a great amount of ink. Frequent system cleaning can rapidly consume ink, so perform system cleaning only when necessary.

Important

- When performing the system 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

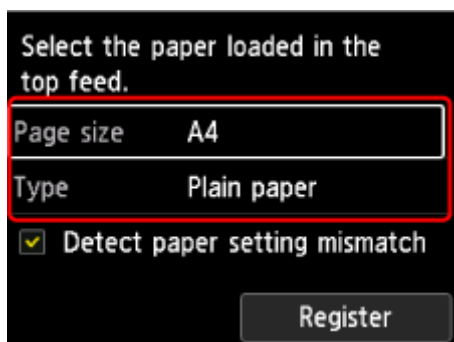
A sheet of A4 or Letter-sized plain paper

- Load a single sheet of A4 or Letter size plain paper in the top feed.

➡ [Loading Paper in the Top Feed](#)

After loading the paper, the paper information registration screen for the top feed is displayed.

Select **A4** or **Letter** for **Page size** and **Plain paper** for **Type**, select **Register**, then press the **OK** button.



If a message is displayed on the screen, follow the directions in the message to complete registration.

Important

- The manual feed tray is not available for the nozzle check pattern print procedure. Be sure to load paper in the top feed.

- Open the paper output tray gently.

Open the output tray extension gently, then pull out the paper output support.



- Select **Maintenance** on the HOME screen.

- Select **System Cleaning**.

The confirmation screen will appear.

5. Select Yes.

The printer starts system cleaning of the print head.

Do not perform any other operations until the printer completes system cleaning of the print head.

The pattern print confirmation screen will appear.

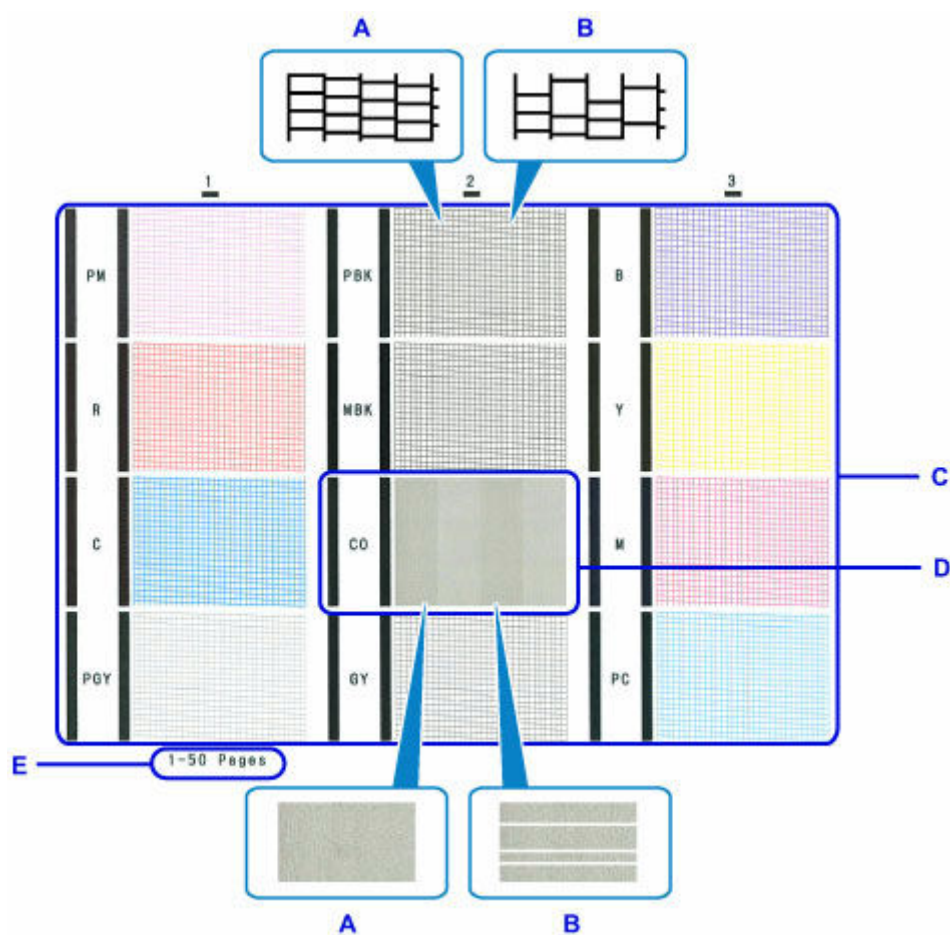
6. Check message and select Yes.

The nozzle check pattern will be printed.

7. When the completion message appears, select OK.

8. Check the print result.

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



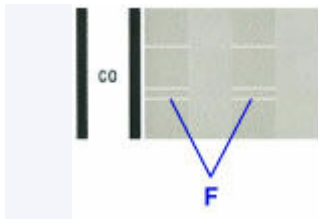
A: No missing lines/No horizontal streaks

B: Lines are missing/Horizontal streaks are present

E: Number of sheets printed so far

Note

- Because CO ink is colorless, its pattern is printed over the MBK ink pattern. Check for horizontal streaks (F) in the dark gray bands of the pattern.



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

If the problem is still not resolved, print head replacement may be required.

➡ [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 printed vertical lines are warped or colors are out of alignment, execute **Print Head Alignment** and adjust the print head position.

Choose from **Auto** or **Manual** for adjusting the print head.

Minor warping and misaligned colors can usually be improved by executing **Auto**. If there is no improvement, perform **Manual**.

➡ [Manual Adjustment to Straighten Lines and Align Colors](#)

When you execute **Auto**, the adjustment pattern is printed, and the print head position is adjusted based on the printing result automatically.



Important

- Because the results of adjustment vary depending on the type of paper used for adjustment, use the same type of paper as you will use for printing.
- This function is not available for paper with high transparency.

Items to Prepare

For A4 or Letter size paper: three sheets

For A2 or 17" x 22" (43 x 56 cm) size paper: a single sheet



1. Select **Maintenance** on the HOME screen.

2. Select **Print Head Alignment**.

3. Select **Auto**.

The confirmation screen will appear.

4. Select **Yes**.

The paper settings screen will appear.

5. Sets the paper to use.

6. Load the prepared paper in the paper source specified in the message.

➡ [Loading Paper in the Top Feed](#)

➡ [Loading Paper in the Manual Feed Tray](#)

If the paper source is the manual feed tray, load one sheet of paper at a time.

7. Open the paper output tray gently.

Open the output tray extension, then pull out the paper output support.

8. Press the **OK button.**

The print head alignment sheet will be printed and the print head position will be adjusted automatically.

9. When the completion message appears, press the **OK button.**

▶▶▶ Note

- If the print results are still not satisfactory after adjusting the print head position as described above, align the print head manually.

➡ [Manual Adjustment to Straighten Lines and Align Colors](#)

Manual Adjustment to Straighten Lines and Align Colors

If printed vertical lines are warped or colors are out of alignment, execute **Print Head Alignment** and adjust the print head position.

Normally, execute **Auto**.

➡ [Automatic Adjustment to Straighten Lines and Align Colors](#)

However, when printing on special paper or if printing is not improved after **Auto**, try **Manual**.

Manual adjustment requires you to examine the printed test pattern and enter an adjustment value.



Important

- Because the results of adjustment vary depending on the type of paper used for adjustment, use the same type of paper as you will use for printing.

Items to Prepare

For A4 or Letter size paper: two sheets

For A2 or 17" x 22" (43 x 56 cm) size paper: a single sheet



1. Select **Maintenance** on the HOME screen.

2. Select **Print Head Alignment**.

3. Select **Manual**.

The confirmation screen will appear.

4. Select **Yes**.

The paper settings screen will appear.

5. Sets the paper to use.

6. Load the prepared paper in the paper source specified in the message.

➡ [Loading Paper in the Top Feed](#)

➡ [Loading Paper in the Manual Feed Tray](#)

If the paper source is the manual feed tray, load one sheet of paper at a time.

7. Open the paper output tray gently.

Open the output tray extension, then pull out the paper output support.

- Press the **OK** button.

The print head alignment pattern is printed.

- When the message "**Did the patterns print correctly?**" appears, confirm that the pattern is printed correctly, select **Yes**.

- Confirm the message, then press the **OK** button.

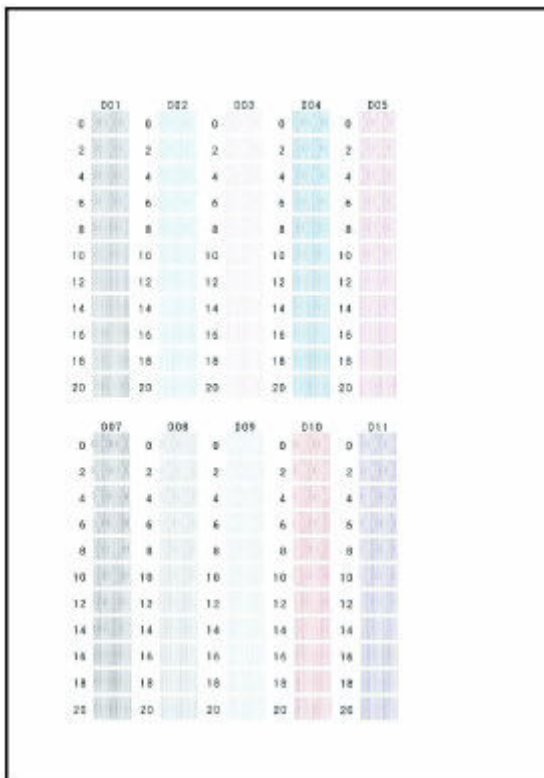
The input screen for the head position adjustment values will appear.

Print Head Alignment - Manual	
D-1	10
D-2	10
D-3	10
D-4	10
OK	

- Look at the pattern and select the number of the pattern in each column that has straight lines.

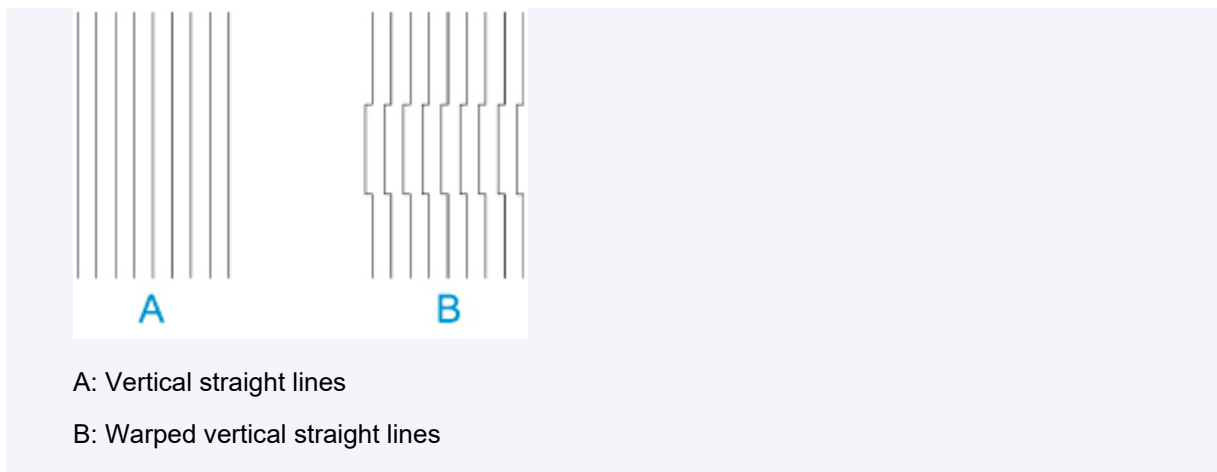
Press the **OK** button to select a column, select the pattern number, then press the **OK** button.

* The sample of the first pattern (A4 size) is shown as below.



►► Note

- Look at the pattern and pick the setting that produces the least warped vertical straight lines.



- 12.** Repeat this procedure until you finish inputting a pattern number in all columns, select **OK**, then press the **OK** button.

If a message is displayed on the screen, follow the directions in the message.

- 13.** When the completion message appears, press the **OK** button.

Color Management

- **Managing Colors**
- **Performing Color Calibration**
- **Adjustment Types of Color Calibration**

Managing Colors

Color management (color calibration) corrects for variations in color tones due to differences between printers and aging, and obtains continuously stable corrected color tones.

The color tones of this printer can be corrected by executing color calibration.

If you have multiple printers, you can make the color tones of the printers the same by executing color calibration on each of the printers.

Execute Color Calibration

Executing color calibration improves color consistency by compensating for slight differences in how color appears due to individual variations or aging among the printers.

You can use the operation panel to enable or disable the color calibration adjustment values, and to reset them.

You can also execute color calibration from Device Management Console.

See the following for details.

➡ [Device Management Console Guide](#)

Checking When to Execute Color Calibration

You can use the progress bar on the computer screen to determine when to execute color calibration.

Use Device Management Console to view when to execute color calibration.

See the following for details.

➡ [Device Management Console Guide](#)

Checking Color Calibration Execution Logs

You can check the paper name and the date and time which color calibration was executed for each media type.

Use Device Management Console to view color calibration execution logs.

See the following for details.

➡ [Device Management Console Guide](#)

Centrally Managing Multiple Printers

You can view the status of multiple network- and USB-connected printers.

You can also set up email notification if printer warnings or errors occur.

Use Device Management Console to manage the printers.

See the following for details.

➡ [Device Management Console Guide](#)

Using Paper Other Than Canon Genuine Paper

To execute color calibration for paper other than Canon genuine paper, you must create and register dedicated media information.

To register this media information, use Media Configuration Tool.

See the following for details.

➡ [Media Configuration Tool Guide](#)

Performing Color Calibration

Color calibration improves color consistency by compensating for slight differences in how color appears when printing due to individual variations or aging among the printers.

Executing color calibration will print a test pattern (built into the printer) that is then read automatically by the printer.

By this operation, calibration adjustment values reflecting the print result of the test pattern are set automatically.

»» Important

- To increase the color stability precision when executing color calibration, maintain a constant temperature and humidity environment each time within the range of temperatures of 59 to 86°F (15 to 30°C) and within the range of humidities of 40 to 60%.

Executing color calibration under various temperature and humidity conditions may prevent the printer from making the correct adjustments.

- Before color calibration, ensure the printer is not exposed to direct sunlight or other strong sources of light.

If the printer is exposed to strong sources of light, correct adjustment may not be possible.

Recommend Timing for Color Calibration

We recommend color calibration in the following situations.

- After initial printer installation
- After print head replacement
- If colors seem different from before, despite using the same printing environment, under the same conditions
- To print with colors aligned from multiple printers
- When the execution guide is displayed

Executing Color Calibration

Paper size that can be used for color calibration

A4 or letter size paper, or A2 or 17 x 22 size paper

Execute color calibration using the following procedure.



1. Select **Maintenance** on the HOME screen.

2. Select **Color calibration**.

3. Select **Auto adjust**.

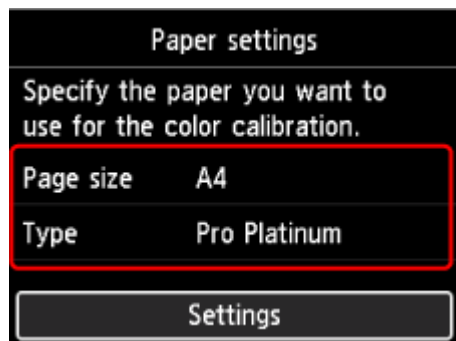
The confirmation screen will appear.

4. Select **Yes**.

The paper settings screen will appear.

Specify **Page size** and **Type** for the paper to be used, select **Settings**, then press the **OK** button.

For details, see [Media Type and Adjustment Type](#).



5. Load a single sheet of paper specified in step 4 in the top feed.

➤➤➤ Important

- You cannot use the manual feed tray when performing color calibration.

6. Gently open the paper output tray.

Open the output tray extension, then pull out the paper output support.

7. Press the **OK** button.

After environmental measurements and paper are checked, color calibration is executed, automatically setting adjustment values.

8. When the completion message appears, press the **OK** button.

Other Menu Items

• **Enable/disable adjustment values**

You can select whether to apply the calibration adjustment value when printing.

However, for settings that differ from **Calibration Value** of the printer driver, the values specified in the printer driver take priority.

• **Reset adjustment values**

Clear the color calibration adjustment value.

Adjustment Types of Color Calibration

Adjustment Types of Color Calibration

Color calibration allows you to adjust colors for each media type.

There are two adjustment types: common calibration and unique calibration. The appropriate type depends on the media type being used.

For details on whether or not color calibration can be executed and the adjustment types for various types of paper, see [Media Type and Adjustment Type](#).

Features

Common Calibration

When you perform color calibration on paper using common calibration, the results are also applied to any other media types which have not yet been calibrated.

This allows you to use multiple media types quickly because it is not necessary to execute color calibration for each media type.

- If color calibration is executed on a media type categorized as common calibration, new common calibration adjustment values are set.
 - New common calibration adjustment values are set for paper for which color calibration has not been performed.
 - New common calibration values are not overwritten for media types for which color calibration has already been performed. The current calibration adjustment values take priority.

The common calibration adjustment values apply to all print qualities.

»»» Note

- When common calibration is performed on multiple paper types, different calibration adjustment values are applied to each paper type. We recommend using only one paper type for the common calibration.

Unique Calibration

When you calibrate a media type using unique calibration, only the selected paper is adjusted. Other media types are not affected.

- If color calibration is executed on a media type categorized as unique calibration, new unique calibration adjustment values are set specifically for the paper.

»»» Note

- If color calibration has not been executed, any newly set common calibration values will be applied.

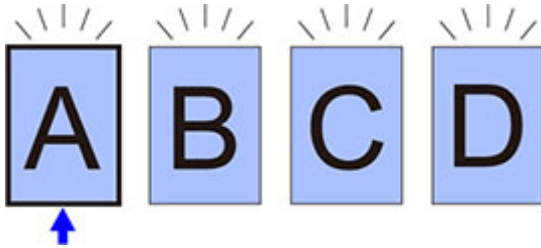
»»» Note

- If the paper being used does not support color calibration, execute color calibration for a media type categorized as common calibration in advance. The common calibration adjustment values even apply to the paper being used.

Example: Execute color calibration with the default settings

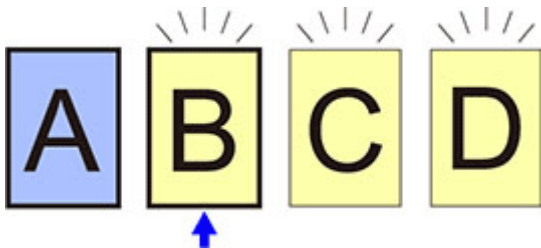
The following describes adjusting media types A to D. A, B and D use common calibration, and C uses unique calibration.

- First: Execute color calibration with media type A (categorized as common calibration)



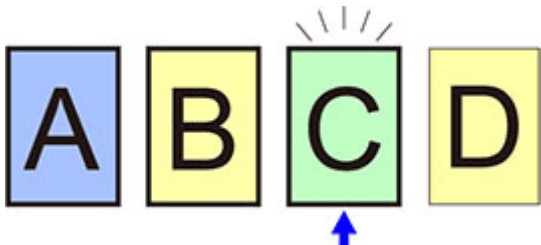
- The calibration adjustment value of media type A is also applied to B to D for which color calibration has not been performed.

- Second: Execute color calibration with media type B (categorized as common calibration)



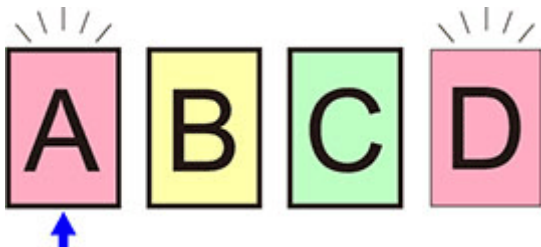
- The calibration adjustment value of media type B is also applied to C and D for which color calibration has not been performed.
- Media type A is not changed from the first directly set adjustment value.

- Third: Execute color calibration with media type C (categorized as unique calibration)



- The calibration adjustment value of media type C is set.
- Media types A, B and D are all unchanged from their current calibration values.

- Fourth: Execute color calibration again with media type A (categorized as common calibration)



- The calibration adjustment value of media type A is also applied to media type D for which color calibration has not been performed.
- Media types B and C are unchanged from their current calibration values.

Media Type and Adjustment Type

Media Name <Model No.>	Color Calibration Adjustment Type
Photo Paper Pro Platinum <PT-101>	Common calibration
Photo Paper Plus Glossy II <PP-201/PP-208/PP-301>	
Photo Paper Plus Semi-gloss <SG-201>	
Photo Paper Pro Luster <LU-101>	
Photo Paper Pro Premium Matte <PM-101>	
Premium Fine Art Smooth <FA-SM1>	
Premium Fine Art Rough <FA-RG1>	Unique calibration

* If the paper you are using is not in the above table, execute color calibration using the paper where the adjustment type is Common calibration, then you can set the calibration adjustment values for the paper you are using.

Page Sizes that Can Be Used

Page sizes that can be used in color calibration are as follows.

- Unused paper of A4, A2, Letter, or 17" x 22" (43 x 56 cm) size

To Confirm the Paper Information Registered on the Printer



To print paper information on the printer, select **Various settings** on the HOME screen and select **Printer settings > Paper-related settings > Print advanced paper settings**.

The following appears.

Items	Meaning
Calibration Exec.	Whether or not paper is one that color calibration can be executed on and adjustment types appear as follows. OK(Common): Common calibration can be executed OK(Unique): Unique calibration can be executed N/A: Color calibration cannot be executed
Calibration Adj. Value	Calibration application information (executed date and paper name) appears
Calibration advisability	Color calibration execution advisability appears at 10% intervals (0-100%)

Replacing Consumables

- **Replacing Ink Tanks**
- **Checking Ink Level**
- **Replacing the Print Head**
- **Replacing the Maintenance Cartridge**
- **Checking the Remaining Maintenance Cartridge Capacity**

Replacing Ink Tanks

In case of cautions or errors concerning remaining ink level, an error message will appear on the LCD to inform you of the error. Check the message and replace the ink tank if necessary.

▶▶▶ Note

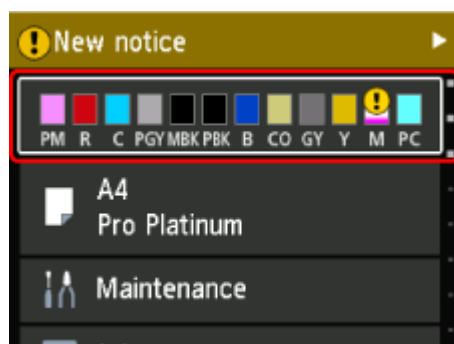
- If print results become faint or white streaks appear despite sufficient ink levels, see [Maintenance Procedure](#).
- For precautionary notes on handling ink tanks, see [Notes on ink tanks](#).

Replacing Procedure

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

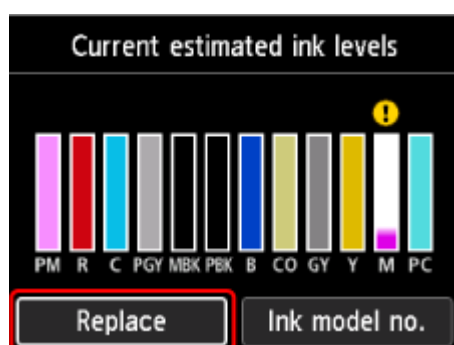
1. Select the ink status display area on the HOME screen.

➡ [LCD and Operation Panel](#)



The **Current estimated ink levels** screen will appear.

2. Select **Replace**.



3. Check the message, then open the tank cover.

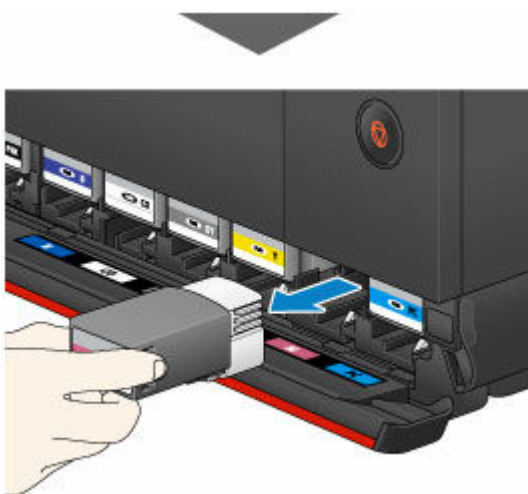
▶▶▶ Important

- Do not open the tank cover while printing. Printing may be canceled and paper ejected.



4. Remove the ink tank to be replaced.

To remove the ink tank, push the mark (PUSH) in front of the ink tank.



Important

- Do not place the removed ink tanks with the ink supply portion down. Ink on the ink supply portion may stain your desk or other things.

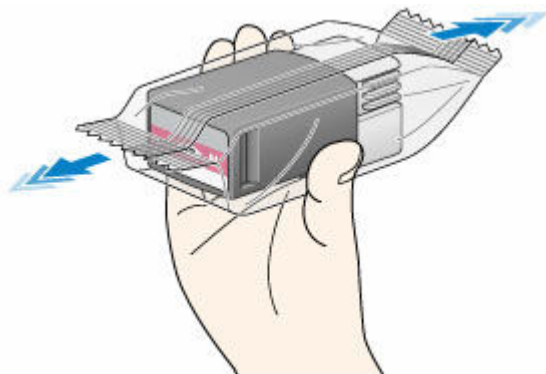


- Do not touch the metallic parts or other parts inside the printer.
- Do not touch other parts besides the ink tanks.
- Handle the ink tank carefully to avoid staining of clothing or the surrounding area.
- Discard the empty ink tank according to the local laws and regulations regarding disposal of consumables.

►► Note

- Do not remove two or more ink tanks at the same time. Be sure to replace ink tanks one by one when replacing two or more ink tanks.

5. Before taking a new ink tank out of its package, shake it five to six times horizontally.



►► Important

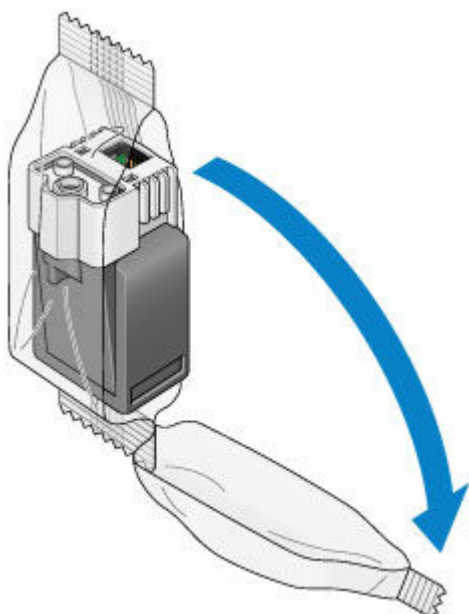
- Handle an ink tank carefully. Do not drop or apply excessive pressure to it.

►► Note

- Instead of shaking ink tanks, you can set the printer to automatically mix the ink after ink tank replacement.

➡ [Auto maintenance settings](#)

6. Take the ink tank out of its package.



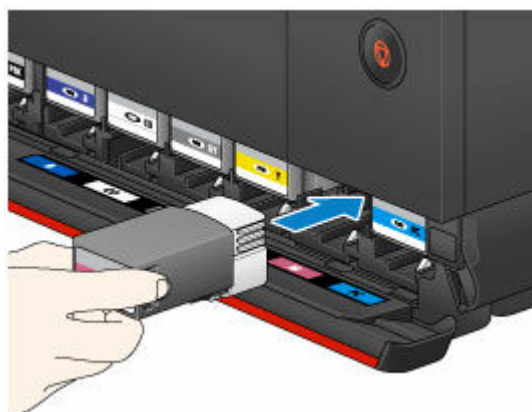
►► Important

- Do not touch the contact (A) or joint (B) of the ink tank.



7. Insert the new ink tank straight into the slot.

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



8. Firmly push the mark (PUSH) in front of the ink tank to secure it.

After installing the new ink tank, the corresponding ink lamp indication on the LCD comes on.



»» Important

- Ink tanks are designed so that they cannot be inserted in incorrect locations. Be sure to install the ink tank in its correct location.
- You cannot print unless all the ink tanks are installed. Be sure to install all the ink tanks.
- Once an ink tank is installed, do not remove it until the next replacement. If you remove an ink tank with enough ink remaining in it, ink may spill out of it.

9. Close the tank cover.

When a message is displayed on the LCD, press the **OK** button.

»» Note

- After closing the tank cover, the printer starts loading ink. This takes up to about 1 to 2 minutes. If you have set the printer to automatically mix ink, the printer then starts automatically mixing the ink. This takes about 2 minutes. Wait until the completion message appears on the LCD.
- The printer may make noise while mixing ink.

Notes on ink tanks

⚠ Caution

- For safety, keep ink tanks out of the reach of children.
- If ink is accidentally ingested, contact a physician immediately.

»» Important

- There may be ink around the ink holes of an ink tank you removed. Handle the ink tanks carefully during replacement. The ink may stain clothing.
- If you remove an ink tank, replace it immediately. Do not leave the printer with the ink tank removed.
- Use a new ink tank for replacement. Installing a used ink tank may cause the nozzles to clog. Furthermore, with such an ink tank, the printer will not be able to inform you when to replace the ink tank properly.

- Once an ink tank has been installed, do not remove it from the printer and leave it out in the open. This will cause the ink tank to dry out, and the printer may not operate properly when it is reinstalled. To maintain optimal printing quality, use an ink tank within six months of first use.

»» Note

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

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

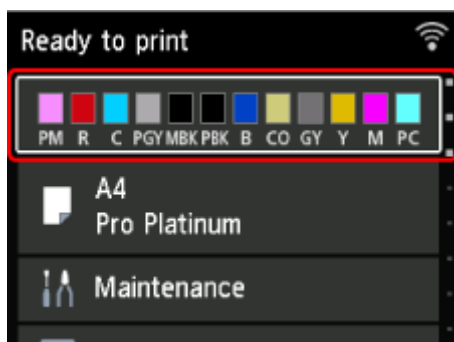
➡ [Ink Tips](#)

Checking Ink Level

You can check the remaining amount of ink on the LCD.

1. Select the ink status display area on the HOME screen.

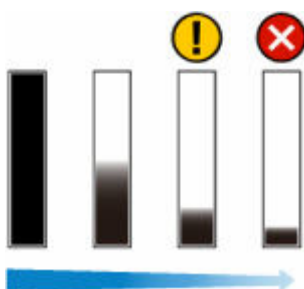
➔ [LCD and Operation Panel](#)



2. Check the ink status.



When the ink level is low,  is displayed above the ink level on the LCD, and  is displayed when ink runs out.



➤➤➤ Note

- If a message is displayed indicating to check the remaining ink levels, or after tasks that consume a lot of ink such as large-format printing or head cleaning, check the remaining levels and replace ink tank as needed.

➔ [Replacing Ink Tanks](#)

- Select **Ink model no.** > **Order ink now** for information on where to purchase ink.

Replacing the Print Head

If the LCD 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

- Prepare a new ink tank when ink levels are low.
- Prepare a new maintenance cartridge when the remaining capacity of the maintenance cartridge is low.



1. Select **Maintenance** on the HOME screen.

2. Select **Head Replacement**.

The confirmation screen will appear.

3. Confirm the message, select **Start**.

Important

- If the maintenance cartridge does not have enough space, a message prompting you to replace the maintenance cartridge is displayed. Follow the directions in the message to replace the maintenance cartridge. If this message is displayed, you cannot use the printer until you replace it with a new one.

➡ [Replacing the Maintenance Cartridge](#)

- If there is not enough ink in the ink tanks, a message prompting you to replace ink tanks is displayed. Follow the directions in the message to replace the ink tank. If this message is displayed, you cannot use the printer until you replace them with new ones.

➡ [Replacing Ink Tanks](#)

4. When a message appears, open the top cover.



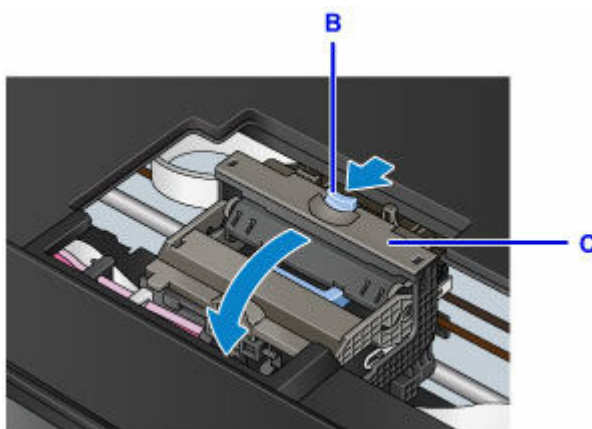
Ink is drawn in. This takes about 6 to 7 minutes.

After ink is drawn in, the print head holder (A) moves to the replacement position and directions for replacement are displayed on the LCD.

»» Important

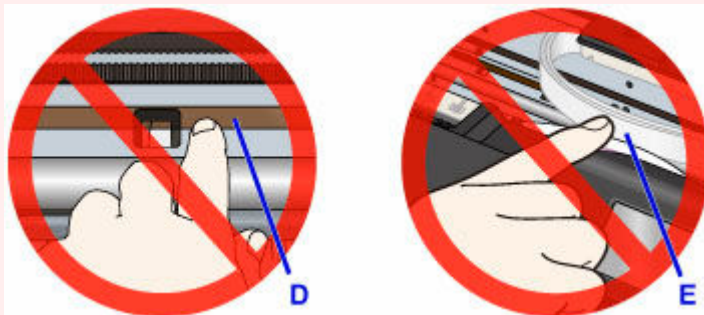
- While ink is being drawn in, always follow the precautions below. Otherwise, drawing in may be interrupted and started over again, causing the printer to consume more ink.
 - Do not unplug the printer to turn off the power.
 - Do not open the tank cover.
 - Do not open the maintenance cover.
 - Do not move or lift up the printer.
- Do not close the top cover until print head replacement finishes.

5. Pull forward the joint lever (C) while pressing the **Lock** button (B) as indicated by the arrow in the figure below.

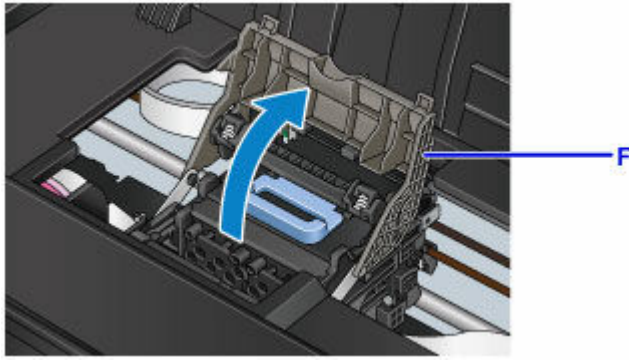


»» Important

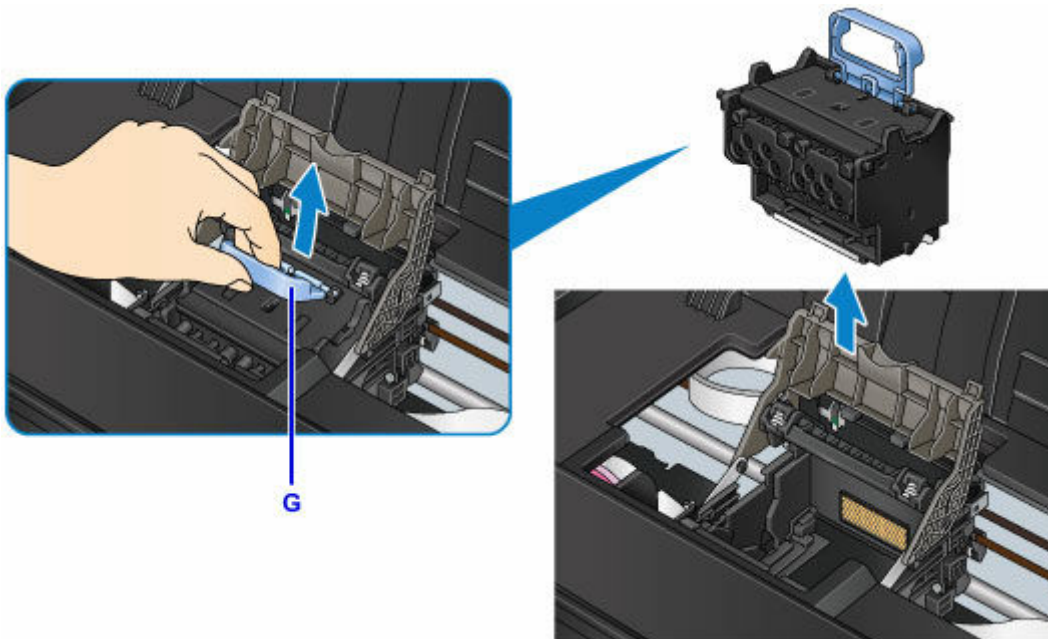
- Do not touch clear film (D) or white belt (E). If you soil or scratch these parts by touching them with paper or your hand, it could damage the printer.



6. Open the print head lock lever (F) completely until it stops.

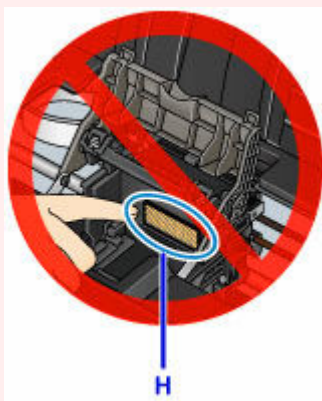


7. Remove the print head by the handle (G).



Important

- Never touch metal contacts (H) of the print head holder. Also, do not allow any dirt to adhere to the metal contacts of the print head holder. This may damage the printer.

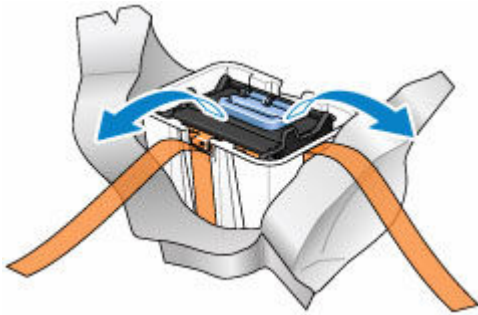


Note

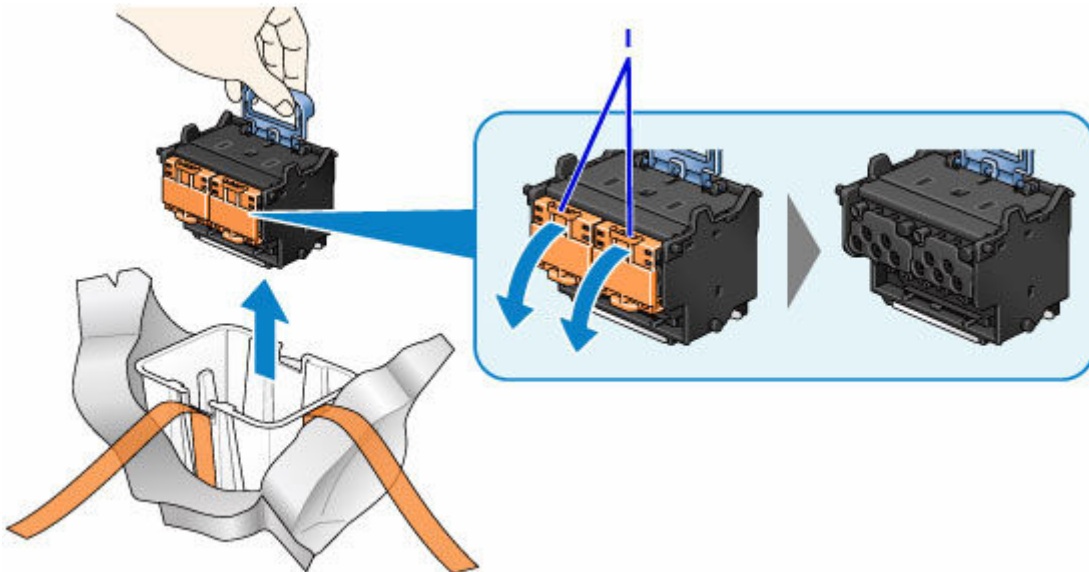
- Dispose of the used print head in accordance with local regulations.

8. Open the package containing a new print head.

Take the head case out of the package and remove the tape.

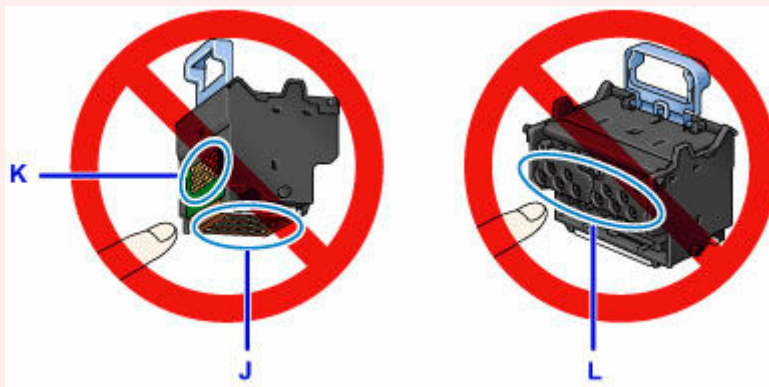


9. Lift the print head by the handle and remove right and left protective caps (I).



Important

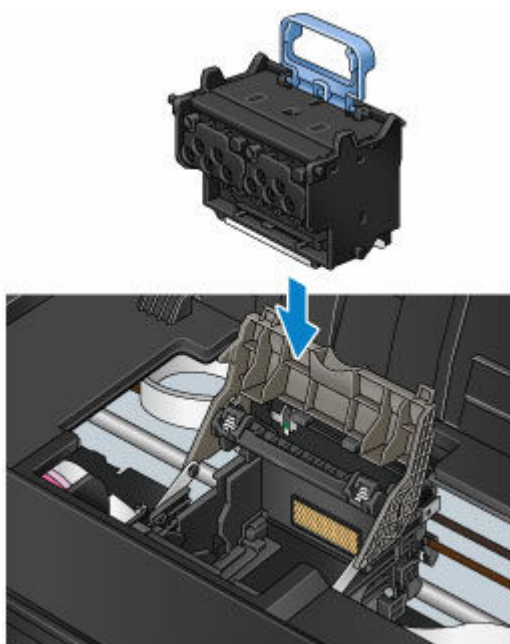
- Always hold the print head by the handle. Never touch the nozzles (J) or metal contacts (K). This may damage the print head and affect printing quality.
- Never touch the ink supply section (L). This may cause printing problems.



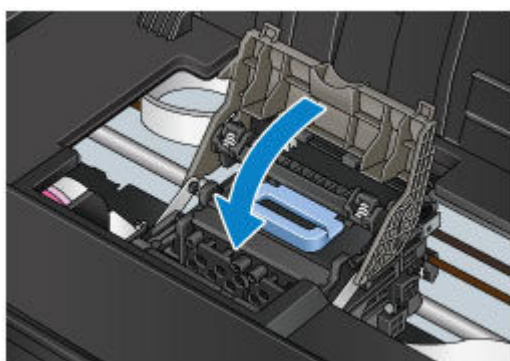
- The inside surface of the protective cap is coated with ink to protect the nozzles. Be careful not to touch these surfaces when removing the caps.

- The print head contains ink to protect the nozzles. We recommend removing protective cap as you hold it over the head case that contained the print head or otherwise keeping it safely out of the way to avoid spilling ink and staining your clothes or the surrounding area. If ink accidentally spills, wipe off the ink with a dry cloth.
- If you need to put a print head somewhere temporarily before installation, return it to the head case in the same orientation. Placing it face down may damage the nozzles or the metal contacts, affecting printing quality.
- Do not reattach the protective caps. Dispose of them in accordance with local regulations.

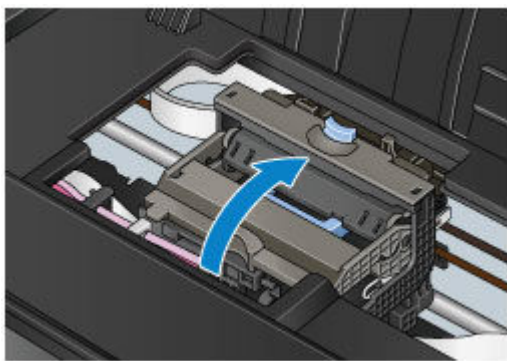
- 10.** Carefully push the print head firmly in, making sure that the nozzles, metal contacts, and ink supply section do not touch the print head holder.



- 11.** Close the print head lock lever.



- 12.** Close the joint lever until it clicks into place.



13. Close the top cover.

The printer now fills with ink. This takes about 16 to 17 minutes.

After the printer is filled, the confirmation screen appears.

Follow the directions in the message on the LCD to adjust print head position.

►► Important

- While ink is being filled, definitely do not remove the ink tank or maintenance cartridge. Ink may leak out.
- While ink is being filled, always follow the precautions below. Otherwise, ink filling may be interrupted and started over again, causing the printer to consume more ink.
 - Do not unplug the printer to turn off the power.
 - Do not open the tank cover.
 - Do not open the maintenance cover.
 - Do not move or lift up the printer.

►► Note

- After print head replacement, perform color calibration.

➡ [Performing Color Calibration](#)

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

- 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.
- Ink adheres to the top of the maintenance cartridge after it has been used. 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 4.



1. Select **Maintenance** on the HOME screen.

2. Select **Maintenance cartridge info**.

3. Select **Replace**.

The confirmation screen will appear.

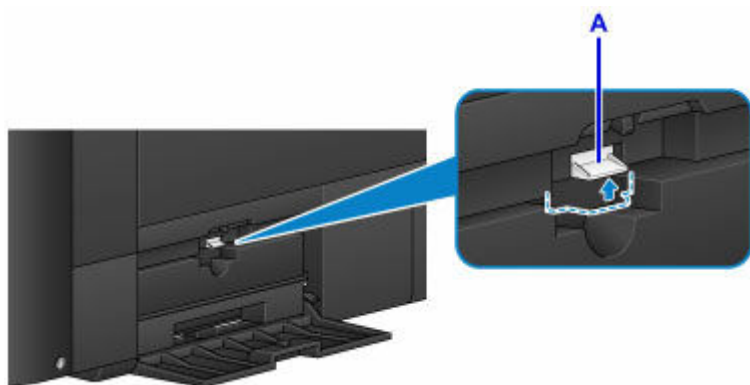
4. Confirm the message, select **Yes**.

5. Prepare a new maintenance cartridge, and then select **OK**.

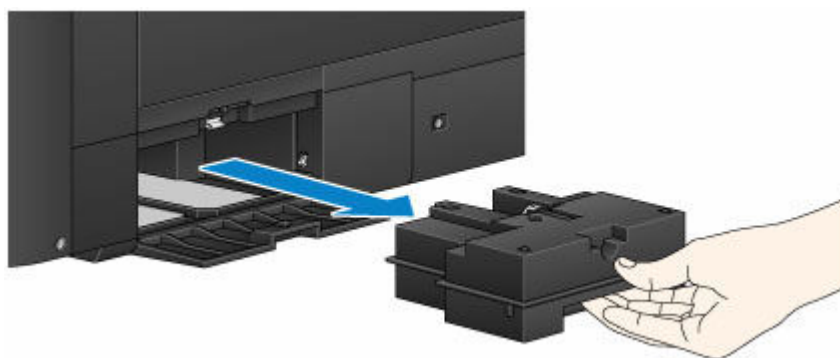
6. Open the maintenance cover.



7. Push up the lock lever (A) with your finger.



8. Remove the maintenance cartridge.

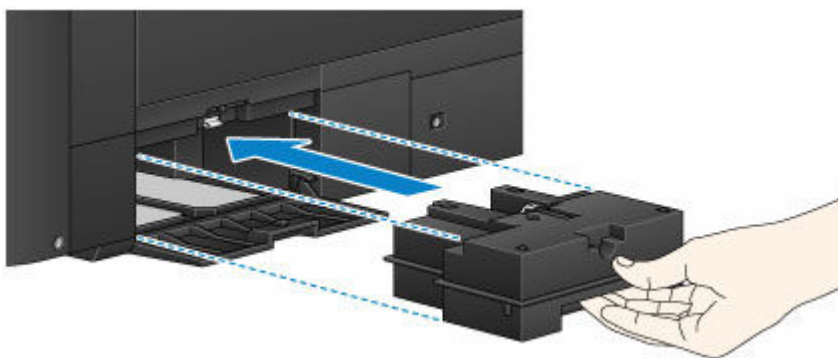


»» Note

- Dispose of the used maintenance cartridge in accordance with local regulations.

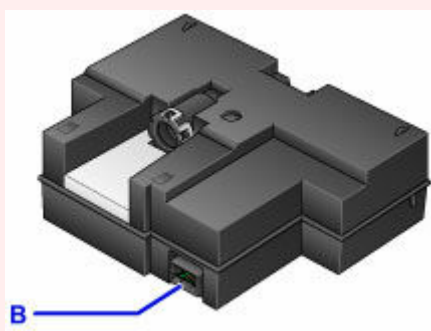
9. Insert the new maintenance cartridge straight into the slot.

Align the four corners of the maintenance cartridge with the slot as shown in the figure below.

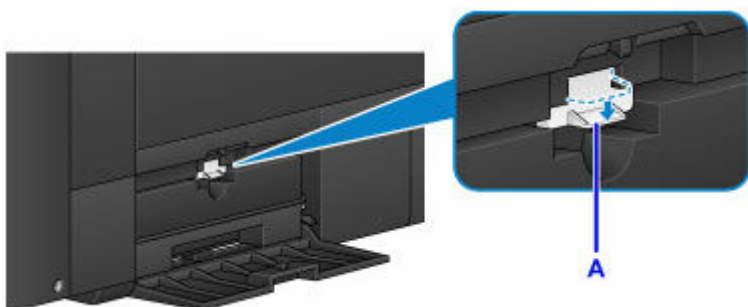


»» Important

- Do not touch the terminal (B) of the maintenance cartridge.



- 10.** Push down the lock lever (A) to lock the maintenance cartridge.

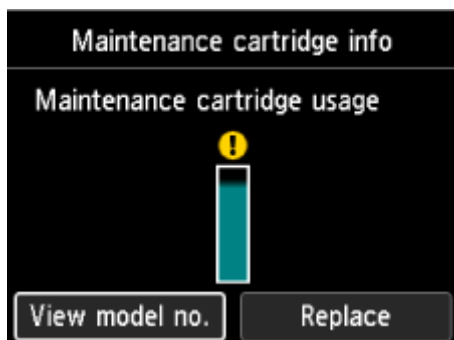


- 11.** Close the maintenance cover.

Checking the Remaining Maintenance Cartridge Capacity

The maintenance cartridge absorbs excess ink from borderless printing and print head cleaning. You can confirm the remaining capacity of the maintenance cartridge by checking the LCD.

1. Select  **Maintenance** on HOME screen.
2. Select **Maintenance cartridge info**.



If the LCD indicates to replace the maintenance cartridge, replace the maintenance cartridge.

If a message appears indicating to check the remaining capacity of the maintenance cartridge, or before tasks that deplete much of the capacity such as head cleaning or preparations to move the printer, check the remaining maintenance cartridge capacity and prepare a new maintenance cartridge as needed.

➡ [Replacing the Maintenance Cartridge](#)

Cleaning the Printer

- **Cleaning the Printer Exterior**
- **Cleaning Paper Feed Rollers**
- **Performing Bottom Plate Cleaning**

Cleaning the Printer Exterior

Be sure to use a soft and dry cloth such as eyeglasses cleaning cloth and wipe off dirt on the surface gently. Smooth out wrinkles on the cloth if necessary before cleaning.

»»» Important

- Be sure to turn off the power and unplug the power cord before cleaning the printer.
 - ➡ [Turning the Printer On and Off](#)
- Do not use tissue paper, paper towels, rough-textured cloth, or similar materials for cleaning so as not to scratch the surface. Paper tissue powder or fine threads may remain inside the printer and cause problems such as print head blockage and poor printing results.
- Never use volatile liquids such as thinners, benzine, acetone, or any other chemical cleaner to clean the printer, as this may cause a malfunction or damage the surface of the printer.

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.

Items to Prepare

For the top feed:

three sheets of A4 or Letter size plain paper

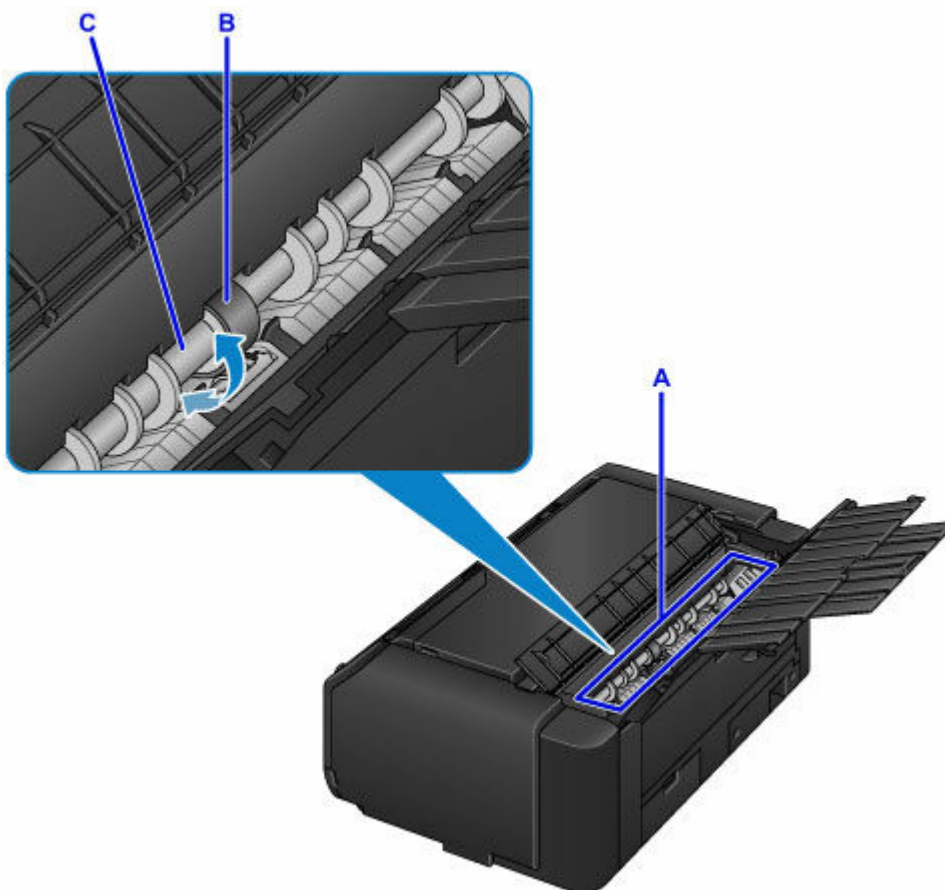
For the manual feed tray:

a single sheet of A4 or Letter size plain paper



1. Select **Maintenance** on the HOME screen.
2. Select **Roller Cleaning**.
3. Select **Yes**.
4. Select the paper source to clean (**Top feed** or **Manual tray**).
5. If **Top feed** is selected, remove any paper in the top feed, then press the **OK** button.
The paper feed roller will rotate as it is cleaned without paper.
When the paper feed roller stops rotating, the cleaning is complete.
6. Follow the message to load A4 or Letter size plain paper in the paper source you selected.
 - ➡ [Loading Paper in the Top Feed](#)
 - ➡ [Loading Paper in the Manual Feed Tray](#)Load three sheets of paper in the top feed or a single sheet of paper in the manual feed tray.
7. Press the **OK** button.
The printer starts cleaning. The cleaning will be complete when the paper is ejected.
8. When the completion message appears, press the **OK** button.

If the problem is not resolved after cleaning the paper feed roller, turn off the power, unplug the power cord, then wipe the paper feed roller parts (the large paper feed roller in the center and four rollers on each side of it) (A) located in the top feed with a moistened cotton swab or the like. Do not touch the paper feed roller (B) with your fingers. Wipe the paper feed roller parts with a cotton swab while turning the shaft (C) with your fingers.



After cleaning the paper feed roller parts with a cotton swab, turn on the power, then clean the paper feed roller from the operation panel again.

If the problem is not resolved after cleaning the paper feed roller, contact the service center.

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 single sheet of A3 size plain paper*

* Be sure to use a new piece of paper.



1. Select **Maintenance** on the HOME screen.
2. Select **Bottom Plate Cleaning**.
3. Select **Yes**.
4. Follow the message to remove any paper from the top feed, then press the **OK** button.
5. Fold a single sheet of A3 size plain paper in half lengthwise, unfold the paper, then press the **OK** button.
6. Load this sheet of paper sideways in the top feed with the open side facing you.

➔ [Loading Paper in the Top Feed](#)



7. Press the **OK** button.

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

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

8. When the completion message appears, press the **OK** button.

»»» Note

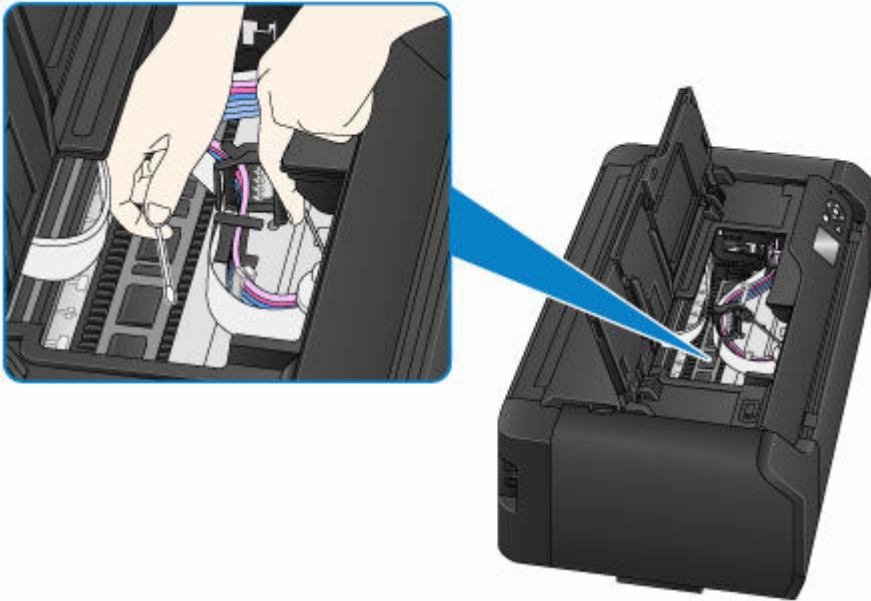
- When performing Bottom Plate Cleaning again, be sure to use a new piece of paper.

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

»»» Important

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

➡ [Turning the Printer On and Off](#)



Performing Maintenance Functions from Your Computer (macOS)

- **Opening Remote UI for Maintenance**
- **Cleaning the Print Heads**
- **Checking Ink Status from Your Computer**
- **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](#)
- ➡ [Checking Ink Status from Your Computer](#)
- ➡ [Printing a Nozzle Check Pattern](#)
- ➡ [Changing the Printer Operation Mode](#)
- ➡ [Reducing the Printer Noise](#)

Cleaning the Print Heads

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

Cleaning

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

2. Click **Cleaning**

Before performing Cleaning, check the following items:

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

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

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

3. Perform Cleaning

Click **Yes**.

Print head Cleaning starts.

4. Complete Cleaning

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

5. Check the results

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

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

»» Important

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

Deep Cleaning

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

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

2. Click **Deep Cleaning**

Before performing Deep Cleaning, check the following items:

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

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

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

3. Perform Deep Cleaning

Click **Yes**.

Print head Deep Cleaning starts.

4. Complete Deep Cleaning

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

5. Check the results

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

»» Important

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

»» Note

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

Related Topic

➡ [Printing a Nozzle Check Pattern](#)

Checking Ink Status from Your Computer

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

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

Estimated ink levels

You can check the types and levels of ink.

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

Ink model number

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

»» Note

- Ink status can also be checked in **Supply Levels** under **Printer Info** of the print dialog.

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 results are not satisfactory, or if a specific color fails to print.

Nozzle Check

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

2. Click **Nozzle Check**

The confirmation message appears.

Before printing the Nozzle Check pattern, check the following items:

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

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

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

3. Load paper in the printer

Load one sheet of A4 size or Letter size plain paper into the top feed.

4. Print a Nozzle Check pattern

Click **Yes**.

Printing of the Nozzle Check pattern begins.

5. Check the print result

When the dialog opens, check the print result. If the print result is normal, click **All A**.

If the print result is smudged or if there are any unprinted sections, click **Also B** to clean the print head.

Related Topic

➡ [Cleaning the Print Heads](#)

Other Maintenance

- **Relocating Your Printer**
- **Transporting Your Printer**
- **Reinstalling the Printer**
- **Firmware update**

Relocating Your Printer



Observe the following precautions when moving the printer in its horizontal orientation from its place of installation.

»» Important

- Do not tilt the printer or turn it on its side or upside down. Doing so may cause ink to leak during relocation.
- When moving the printer, always carry it with two people.
- Do not remove the ink tank and the maintenance cartridge from the printer. To turn off the power, press the **ON** button. This allows the printer to automatically cap the print head, thus preventing it from drying.
- Reinstall the printer on a flat place while paying attention to the [ink supply stopper](#).

If transporting your printer, see [Transporting Your Printer](#).

Transporting Your Printer

Do not tilt the printer or turn it on its side or upside down. Doing so may cause ink to leak during relocation.

If you can transport the printer in its horizontal orientation:

➔ [Packing Your printer](#)

If the printer may tilt during transport:

»» Important

- If you tilt the printer or turn it on its side or upside down, ink may leak.

For this reason, when transporting the printer, to prevent the ink leakage, the ink in the printer and a certain amount of ink in the ink tanks need to be ejected into the maintenance cartridge.

If the maintenance cartridge does not have the remaining capacity enough for ejected ink, you need to replace it with a new one. Up to three maintenance cartridges are required.

If replacement of the maintenance cartridge is not possible, printer transport preparation cannot be executed. We recommend you to prepare maintenance cartridges before executing printer transport preparation.

However, the maintenance cartridge removed for printer transport preparation may still have the remaining capacity for printing.

In such cases, the removed maintenance cartridge can be reinstalled for use.

When you first use the printer after executing printer transport preparation, a certain amount of ink is consumed to set up the printer for printing. The maintenance cartridge is also consumed for this set up.

Prepare to transport the printer and remove ink tanks.

1. [Preparing to Transport Your printer](#)
2. [Packing Your printer](#)
3. [Reinstalling Your printer](#)

Preparing to Transport Your printer



1. Select **Maintenance** on the HOME screen.
2. Select **Prepare to move**.
3. Check the message, select **Yes**.

The ink in the printer is ejected into the maintenance cartridge. This takes about 5 minutes to complete (excluding the maintenance cartridge replacement).

Do not perform any other operations during this operation.

»»» Important

- If the space in the maintenance cartridge is almost used up, a message prompting you to replace the maintenance cartridge is displayed. Follow the directions in the message to [replace the maintenance cartridge](#).
- While ink is being ejected, always follow the precautions below. Otherwise, ink ejection may be interrupted and started over again, causing the printer to consume more ink.
 - Do not unplug the printer to turn off the power.
 - Do not open the tank cover.
 - Do not open the maintenance cover.
 - Do not move or lift up the printer.

4. If a message prompting you to remove ink tanks appears, remove all ink tanks.

➡ [Replacing Ink Tanks](#)

5. Close the tank cover.

6. If a message prompting you to replace the maintenance cartridge appears, replace the maintenance cartridge following the message.

➡ [Replacing the Maintenance Cartridge](#)

The ink in the printer is ejected into the maintenance cartridge. This takes about 6 minutes to complete (excluding the maintenance cartridge replacement).

Do not perform any other operations during this operation.

When the completion message appears, turn off the printer.

»»» Important

- Keep removed ink tanks in a bag to avoid staining of clothing or the surrounding area. Also, do not drop ink tanks or apply excessive pressure to them. Handle carefully.

Packing Your printer

1. Turn off the printer.

➡ [Turning the Printer On and Off](#)

2. Confirm that the **ON** lamp is off and unplug the power cord.

»»» Important

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

3. Retract the paper output support, then close the output tray extension and the paper output tray.

4. Close the top feed or the manual feed tray.

To close the top feed, retract the paper support extension, then close the paper support.

To close the manual feed tray, retract the paper support extension and the paper support.

5. Unplug the printer cable from the computer and from the printer, then unplug the power cord from the printer.

6. Use adhesive tape to secure all the covers on the printer to keep them from opening during relocation.

»» Important

- When lifting the printer, lift it with two people from both sides.

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

»» Important

- For details on installing the printer after transfer, see [Reinstalling the Printer](#).

Reinstalling the Printer

Reinstalling Your printer

When the preparations to transport have been done and the printer was transferred, follow the procedure below.

»» Important

- During reinstallation, a great amount of ink is consumed since ink is loaded into the printer or inside of print head. Additional new ink tanks or maintenance cartridges may be also necessary since a great amount of ink is ejected. Obtain ink tanks or maintenance cartridges before performing preparations. If a message prompting you to replace ink tanks or the maintenance cartridge is displayed, you cannot use the printer until you replace them with new ones.

1. Take the printer out of the box.

»» Important

- When lifting the printer, lift it with two people from both sides.
- Reinstall the printer on a flat place while paying attention to the [ink supply stopper](#).

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

➡ [Turning the Printer On and Off](#)

3. Check the message, select **Yes**.

4. When the message appears, open the tank cover, then install all removed ink tanks.

➡ [Replacing Ink Tanks](#)

After the tank cover is closed, the printer starts preparations to reinstall it. Wait for a while.

Do not perform any other operations during this operation.

The main menu will appear after preparations to reinstall the printer are complete.

»» Important

- If there is not enough ink in the ink tanks, a message prompting you to replace ink tanks is displayed. Follow the directions in the message to [replace the ink tank](#) and then press the **Back** button.

We recommend storing the removed ink tanks since they may still be usable for normal printing.

- If the maintenance cartridge does not have enough space, a message prompting you to replace the maintenance cartridge is displayed. Follow the directions in the message to [replace the maintenance cartridge](#) and then press the **Back** button.

We recommend storing the removed maintenance cartridge since it may still be usable for normal printing.

- Keep removed ink tanks in a bag to avoid staining of clothing or the surrounding area. Also, do not drop ink tanks or apply excessive pressure to them. Handle carefully.

- During reinstallation preparation, always follow the precautions below. Otherwise, reinstallation preparation may be interrupted and started over again, causing the printer to consume more ink.
 - Do not unplug the printer to turn off the power.
 - Do not open the tank cover.
 - Do not open the maintenance cover.
 - Do not move or lift up the printer.

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 **Various settings** 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 LCD, select **OK** and try again after a while.

Frequently Asked Questions

Problems with the Printing Quality



Unevenness, Banding, Faint

- ➔ [Printing is faint/Streaks](#)
 - ➔ [Banding in different colors occurs/Colors in printed images are uneven](#)
-



dirt

- ➔ [Paper Is Smudged/Printed Surface Is Scratched/Ink Blots/Paper Curl](#)
 - ➔ [Back of Paper Is Smudged](#)
-



colors are inaccurate

- ➔ [Printed colors are inaccurate](#)
 - ➔ [Documents are printed in monochrome](#)
-



Line

- ➔ [Lines Are Misaligned/Distorted](#)

Others

- ➔ [Lines Incomplete or Missing \(Windows\)](#)
 - ➔ [Images Incomplete/Cannot Complete Printing](#)
 - ➔ [Vertical Line Next to Image](#)
-

General FAQ

- ➔ [When Error Occurred](#)
- ➔ [Printer Connection Methods](#)
- ➔ [Solve Network Troubles with The Printer's Diagnostic Functions](#)
- ➔ [Cannot Proceed Beyond Printer Connection Screen \(Cannot Find Printer Connected via USB\)](#)
- ➔ [Printer Does Not Print](#)
- ➔ [Failed to Printer Driver Installation \(Windows\)](#)

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](#)
- ➔ [Setting Up Using Smartphone/Tablet](#)

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 from Smartphone/Tablet](#)
- ➔ [Cannot Print Using AirPrint](#)

Network Connection Problems

- ➔ [Network Settings and Common Problems](#)
- ➔ [Solve Network Troubles with The Printer's Diagnostic Functions](#)
- ➔ [Network Key \(Password\) Unknown](#)
- ➔ [Checking Wireless Router SSID/Key](#)
- ➔ [Checking Network Information](#)
- ➔ [Restoring Printer's LAN Settings to Defaults](#)
- ➔ [Cannot Connect Smartphone/Tablet to Wireless Router](#)

- ➔ [Checking Wireless Router Network Name \(SSID\) for Smartphone/Tablet](#)

Printer Problems

- ➔ [When Error Occurred](#)
- ➔ [Printer Does Not Turn On](#)
- ➔ [Printer Turns Off Unexpectedly or Repeatedly](#)
- ➔ [USB Connection Problems](#)
- ➔ [Switching Printer's Connection to Network or Devices](#)
- ➔ [LCD Is Off](#)
- ➔ [Printer Status Monitor Not Displayed \(Windows\)](#)
- ➔ [Messages advising to check the maintenance cartridge are not cleared](#)
- ➔ [Warning Message is Displayed When Performing Color Calibration](#)
- ➔ [Updating Printer Firmware](#)

Installation and Download Problems

- ➔ [Failed to Printer Driver Installation \(Windows\)](#)
- ➔ [Updating Printer Drivers in Network Environment \(Windows\)](#)
- ➔ [Disable Function to Send Usage Information of Printer](#)
- ➔ [Setup Application Asks for the Administrator's Username and Password \(Windows\)](#)
- ➔ [Enable Printing from PC/Smartphone/Tablet](#)
- ➔ [Installing Printer Drivers on PC without Network Connection \(Windows\)](#)
- ➔ [Downloading Canon PRINT](#)

Printing Problems

- ➔ [Printer Does Not Print](#)
- ➔ [Printing Stops](#)
- ➔ [Default Printer Keeps Changing \(Windows\)](#)
- ➔ [Change to Offline \(Windows\)/Cannot Communicate \(Windows\)](#)
- ➔ [No Ink Level Appears in Canon IJ Status Monitor \(Windows\)](#)

Paper is not Fed or Ejected Properly

- ➔ [What to Do When Paper Is Jammed](#)
- ➔ [Printer Does Not Pick up or Feed the Paper/"No Paper" Error](#)
- ➔ [Paper Does Not Feed from Paper Source Specified in Printer Driver \(Windows\)](#)
- ➔ [What to Do If Paper Is Not Fed/Output Normally](#)

Paper Setting Problems

- ➔ [I want to know the paper types that can be used in this printer](#)

Ink-related Problems

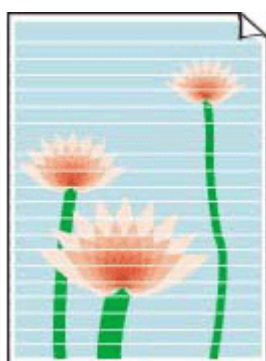
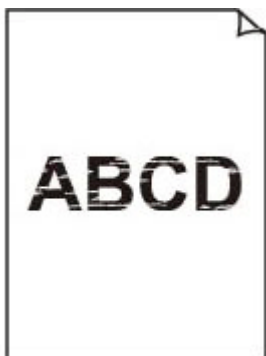
- ➔ [Ink Does Not Come Out](#)
- ➔ [Printer consumes a lot of ink](#)

Problems with the Printing Quality

- **Printing is faint/Streaks**
- **Banding in different colors occurs/Colors in printed images are uneven**
- **Paper Is Smudged/Printed Surface Is Scratched/Ink Blots/Paper Curl**
- **Back of Paper Is Smudged**
- **Printed colors are inaccurate**
- **Documents are printed in monochrome**
- **Lines Are Misaligned/Distorted**
- **Lines Incomplete or Missing (Windows)**
- **Images Incomplete/Cannot Complete Printing**
- **Vertical Line Next to Image**



Printing is faint/Streaks



Check 1 Do page size and media type settings match size and type of loaded paper?

If these settings do not match, it is not possible to obtain the proper result.

If you are printing a photograph or an illustration, an incorrect paper type setting may reduce the quality of the printout color.

Also, if you print with an incorrect paper type setting, the printed surface may be scratched.

- **Printing from your computer**

Check the settings using the Printer Driver.

- ➡ Basic Printing Setup (Windows)
- ➡ [Basic Printing Setup](#) (macOS)

- **Printing from your smartphone/tablet using**



Check the settings on the App.

- ➡ Print Photos from Your Smartphone

Check 2 Make sure appropriate print quality is selected (see list above).

Select a print quality suited to the paper and to what you are printing. If you notice blurs or uneven colors, increase the print quality setting and retry the printing.

Check 3 Is the reverse side of the paper being used for printing?

Print on the printing surface.

Check 4 Is the Print head nozzle blocked?

Print a test pattern to check the nozzles and see if they are clogged.

➡ [Checking for Nozzle Clogging](#)

»» Note

- To automatically check for nozzle blockages after printing, set **Auto nozzle check** in the LCD menu to a setting other than **Disable**.

➡ [Auto maintenance settings](#)

Check 5 Are paper scraps stuck in the printer?

Remove paper scraps left inside the printer.

➡ [If the paper is jammed inside the printer](#)



Banding in different colors occurs/Colors in printed images are uneven



Check 1 Do page size and media type settings match size and type of loaded paper?

If these settings do not match, it is not possible to obtain the proper result.

If you are printing a photograph or an illustration, an incorrect paper type setting may reduce the quality of the printout color.

Also, if you print with an incorrect paper type setting, the printed surface may be scratched.

- **Printing from your computer**

Check the settings using the Printer Driver.

- ➡ Basic Printing Setup (Windows)
- ➡ [Basic Printing Setup](#) (macOS)

- **Printing from your smartphone/tablet using**



Check the settings on the App.

- ➡ Print Photos from Your Smartphone

Check 2 Make sure appropriate print quality is selected (see list above).

Select a print quality suited to the paper and to what you are printing. If you notice blurs or uneven colors, increase the print quality setting and retry the printing.

Check 3 Is the Print head nozzle blocked?

Print a test pattern to check the nozzles and see if they are clogged.

➡ [Checking for Nozzle Clogging](#)

▶▶▶ Note

- To automatically check for nozzle blockages after printing, set **Auto nozzle check** in the LCD menu to a setting other than **Disable**.

➡ [Auto maintenance settings](#)

Check 4 Perform print head alignment.

➡ [Automatic Adjustment to Straighten Lines and Align Colors](#)

▶▶▶ Note

- If the problem is not resolved after performing the print head alignment, perform print head alignment manually.

➡ [Manual Adjustment to Straighten Lines and Align Colors](#)

Check 5 Make sure clear coating area setting.

- For Windows:

On **Media/Quality** sheet, select **Manual** for **Color/Intensity**, and then click **Set...**

If **Clear Coating Area** in **Clear Coating** sheet of the printer driver is set to **Auto**, Clear Coating may have an unexpected effect on the printing result depending on the image.

In this case, set **Clear Coating Area** to **Overall**.

➡ [Changing the Clear Coating Settings](#)

- For macOS:

If **Clear Coating Area** in **Advanced Paper Settings** in the Print dialog is set to **Auto**, Clear Coating may have an unexpected effect on the printing result depending on the image.

In this case, set **Clear Coating Area** to **Overall**.

➡ [Changing the Clear Coating Settings](#)



Paper Is Smudged/Printed Surface Is Scratched/Ink Blots/Paper Curl



Check 1 Do page size and media type settings match size and type of loaded paper?

If these settings do not match, it is not possible to obtain the proper result.

If you are printing a photograph or an illustration, an incorrect paper type setting may reduce the quality of the printout color.

Also, if you print with an incorrect paper type setting, the printed surface may be scratched.

- **Printing from your computer**

Check the settings using the Printer Driver.

- ➡ Basic Printing Setup (Windows)
- ➡ [Basic Printing Setup](#) (macOS)

- **Printing from your smartphone/tablet using**



Check the settings on the App.

- ➡ Print Photos from Your Smartphone

Check 2 Make sure appropriate print quality is selected (see list above).

Select a print quality suited to the paper and to what you are printing. If you notice blurs or uneven colors, increase the print quality setting and retry the printing.

Check 3 Check paper type.

Make sure you are using the right paper for what you are printing. To print data with high color saturation such as photographs or images with dark colors, we recommend that you use **Photo Paper Plus Glossy II** or other Canon specialty paper.

- ➡ [Media Types You Can Use](#)

Check 4 Correct curl before loading paper.

When using **Photo Paper Plus Semi-gloss**, even if the sheet is curled, load one sheet at a time as it is. Rolling this paper in the opposite direction to flatten it may crack the paper surface and reduce the print quality.

We recommend putting unused paper back into the package and storing it flat.

- **Plain Paper:**

Turn the paper over and reload it to print on the other side.

- **Other Paper such as 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.

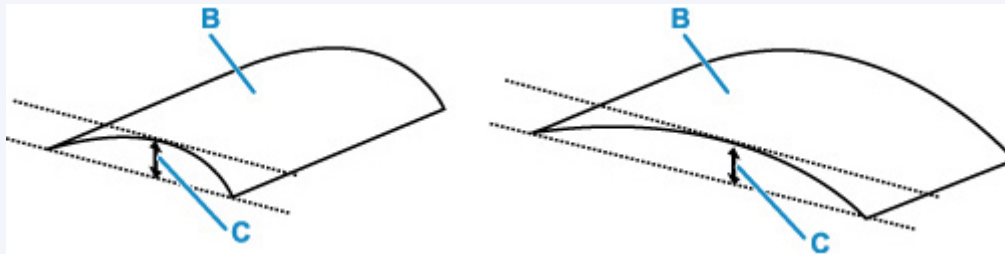


2. Check that paper is now flat.

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 Set printer to prevent paper abrasion.

Adjusting the setting to prevent paper abrasion will widen the clearance between the print head and the paper. If you notice abrasion even with the media type set correctly to match the paper, set the printer to prevent paper abrasion using the operation panel or the computer.

This may reduce the print speed.

* Once you have finished printing, undo this setting. Otherwise, it will apply to subsequent print jobs.



Select  on HOME screen, select **Various settings** > **Printer settings** > **Print settings** in this order, and then set **Prevent paper abrasion** to **ON**.

➔ [Print settings](#)

Check 6 If brightness is set low, increase brightness setting and try printing again.

If you are printing with a low brightness setting on plain paper, the paper may absorb too much ink and become wavy, causing paper abrasion.

- Printing from your computer

Check the brightness setting in the Printer Driver.

➔ [Adjusting Brightness \(Windows\)](#)

➔ [Adjusting Brightness](#) (macOS)

Check 7 Specify a paper size that has 25 mm margins.

If the top or bottom edge of the printing surface has been scratched or smudged, print with a paper size that has wide margins (25 mm margins).

When you print on **Photo Paper Pro Premium Matte** or **Matte Photo Paper**, we recommend that you print with a 25 mm margins paper size or 4" x 6" (10 x 15 cm) size.

➔ [Sizes for 0.98 inch \(25 mm\) Margin Paper](#)

Check 8 Do not print outside recommended printing area.

If you print outside the recommended printing area of your paper, ink may stain the lower edge of the paper.
Resize the document using application software.

➡ [Print Area](#)

Check 9 Is paper feed roller dirty?

Clean paper feed roller.

➡ [Cleaning Paper Feed Rollers](#)

➤➤➤ Note

- Cleaning the paper feed roller abrades it, so do this only when necessary.

Check 10 Is inside of printer dirty?

During 2-sided 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 11 Increase the print interval.

Increasing the print interval allows the printed surface to dry, preventing smudges and scratches.

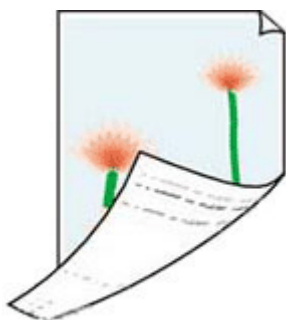
Press the **HOME** button, select **Various settings > Printer settings > Paper-related settings > Advanced paper settings**. Select a media type, select **Pause between pages**, and then select a interval setting.

➤➤➤ Note

- Alternatively, press the **HOME** button, select  (Paper settings display area), and select **Advanced** on **Top feed paper information** screen to display **Pause between pages** screen.



Back of Paper Is Smudged



Check 1 Do page size and media type settings match size and type of loaded paper?

If these settings do not match, it is not possible to obtain the proper result.

If you are printing a photograph or an illustration, an incorrect paper type setting may reduce the quality of the printout color.

Also, if you print with an incorrect paper type setting, the printed surface may be scratched.

• Printing from your computer

Check the settings using the Printer Driver.

- ➡ Basic Printing Setup (Windows)
- ➡ [Basic Printing Setup](#) (macOS)

• Printing from your smartphone/tablet using



Check the settings on the App.

- ➡ Print Photos from Your Smartphone

Check 2 Make sure appropriate print quality is selected (see list above).

Select a print quality suited to the paper and to what you are printing. If you notice blurs or uneven colors, increase the print quality setting and retry the printing.

Check 3 Perform bottom plate cleaning to clean inside of printer.

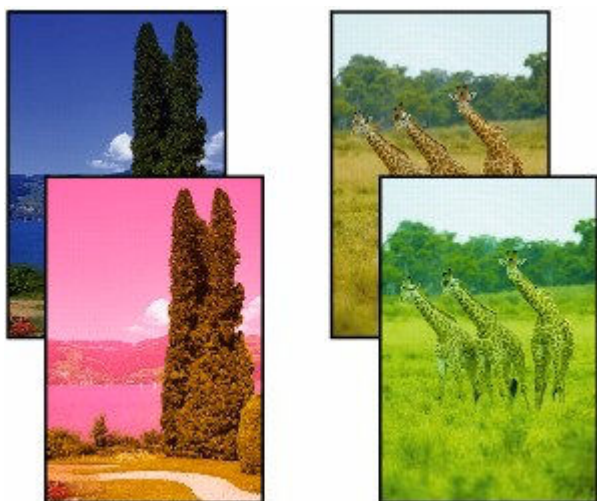
- ➡ [Performing Bottom Plate Cleaning](#)

»» Note

- During borderless printing, duplex printing, or too much printing, ink may stain the inside of the printer.



Printed colors are inaccurate



Check 1 Do page size and media type settings match size and type of loaded paper?

If these settings do not match, it is not possible to obtain the proper result.

If you are printing a photograph or an illustration, an incorrect paper type setting may reduce the quality of the printout color.

Also, if you print with an incorrect paper type setting, the printed surface may be scratched.

• Printing from your computer

Check the settings using the Printer Driver.

- ➡ Basic Printing Setup (Windows)
- ➡ [Basic Printing Setup](#) (macOS)

• Printing from your smartphone/tablet using



Check the settings on the App.

- ➡ Print Photos from Your Smartphone

Check 2 Make sure appropriate print quality is selected (see list above).

Select a print quality suited to the paper and to what you are printing. If you notice blurs or uneven colors, increase the print quality setting and retry the printing.

Check 3 Is the Print head nozzle blocked?

Print a test pattern to check the nozzles and see if they are clogged.

➔ [Checking for Nozzle Clogging](#)

➤➤➤ Note

- To automatically check for nozzle blockages after printing, set **Auto nozzle check** in the LCD menu to a setting other than **Disable**.

➔ [Auto maintenance settings](#)

Check 4 Has color been adjusted in the printer driver?

Follow the steps below to adjust color settings.

- Windows

On **Media/Quality** sheet of the printer driver, select **Manual** for **Color/Intensity** and click **Set....** On **Color Adjustment** sheet, adjust the color.

➔ [Media/Quality Tab Description \(Windows\)](#)

- macOS

Adjust the color settings in the printer driver **Color Options**.

➔ [Color Options](#) (macOS)

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 Has the Print head been replaced?

Differences between one Print head and another may result in a change in color after replacing the Print head.

Execute color calibration.

➔ [Performing Color Calibration](#)

Check 7 The Print head characteristics may have changed.

The characteristics of a Print head may change with repeated use, including color.

Execute color calibration.

➔ [Performing Color Calibration](#)

Check 8 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.
3. Execute color calibration.

➡ [Performing Color Calibration](#)

Check 9 Did you make a different selection in Select Your Place of Residence in the Media Configuration Tool when reinstalling the printer driver?

Changing the region selection of the Media Configuration Tool deletes the region-specific paper information originally registered on the printer before installation. Using paper with deleted information when executing color calibration will prevent the resulting calibration adjustment value from being applied to all other types of the paper.

Prepare paper compatible with calibration in the newly selected region and perform calibration again.

➡ [Performing Color Calibration](#)



Documents are printed in monochrome



Check 1 Is the **Black and White Photo Print** check box set on in the printer driver?

- Windows

Clear the **Black and White Photo Print** check box in the **Basic Settings** sheet of the printer driver, and then redo the printing.

➡ [Basic Settings Tab Description \(Windows\)](#)

- macOS

Clear the **Black and White Photo Print** check box in **Quality & Media** of the printer driver, and then redo the printing.

➡ [Quality & Media \(macOS\)](#)

▶▶▶ Note

- If the paper for the monochrome print is selected in **Media Type** of the printer driver, the **Black and White Photo Print** check box cannot be cleared. In that case, select the paper other than that for the monochrome print in **Media Type**.

Check 2 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](#)

▶▶▶ Note

- To automatically check for nozzle blockages after printing, set **Auto nozzle check** in the LCD menu to a setting other than **Disable**.

➡ [Auto maintenance settings](#)



Lines Are Misaligned/Distorted



Check 1 Do page size and media type settings match size and type of loaded paper?

If these settings do not match, it is not possible to obtain the proper result.

If you are printing a photograph or an illustration, an incorrect paper type setting may reduce the quality of the printout color.

Also, if you print with an incorrect paper type setting, the printed surface may be scratched.

• Printing from your computer

Check the settings using the Printer Driver.

- ➡ Basic Printing Setup (Windows)
- ➡ [Basic Printing Setup](#) (macOS)



• Printing from your smartphone/tablet using

Check the settings on the App.

- ➡ Print Photos from Your Smartphone

Check 2 Make sure appropriate print quality is selected (see list above).

Select a print quality suited to the paper and to what you are printing. If you notice blurs or uneven colors, increase the print quality setting and retry the printing.

Check 3 Perform print head alignment.

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

- ➡ [Automatic Adjustment to Straighten Lines and Align Colors](#)

Note

- If the problem is not resolved after performing the print head alignment, perform print head alignment manually.

➡ [Manual Adjustment to Straighten Lines and Align Colors](#)

Check 4 Increase print quality and try printing again.

Increasing the print quality using the printer driver may improve the print result.



Lines Incomplete or Missing (Windows)

	Tokyo	London
Jan.	12,000	10,500
Feb.	11,500	10,800
Mar.	13,800	12,800
Apr.	12,000	10,500
May.	11,500	10,800
June	13,800	12,800



Check 1 Are you using Page Layout Printing or Binding Margin function?

When the Page Layout Printing or Binding margin function is in use, thin lines may not be printed. Try thickening the lines in the document.

Check 2 Are you trying to print a large data file? (Windows)

If you are trying to print a large data file, printing may not be performed properly due to missing print data.

Click **Print Options** on **Page Setup** sheet of the printer driver. Then make sure **Prevention of Print Data Loss** is set to **On (Weak)** in the dialog that appears.

If printing does not start even though **Prevention of Print Data Loss** is set to **On (Weak)**, set it to **On (Strong)** and start printing again.

For details, refer to Page Setup Tab Description.

Important

- Selecting **On (Strong)** for **Prevention of Print Data Loss** may reduce print quality.
- After printing is completed, select **Off** for **Prevention of Print Data Loss**.



Images Incomplete/Cannot Complete Printing



If the printing of photos, images, stops in the middle of printing and cannot be printed to the end, check the following items.

Check 1 Select setting not to compress printing data (Windows).

If you select the setting not to compress the printing data with an application software you are using, the printing result may be improved.

Click **Print Options** on **Page Setup** sheet of the Printer Driver. Select the **Do not allow application software to compress print data** check box and click **OK**.

Important

- Clear the check box once printing is complete.

Check 2 Are you trying to print a large data file? (Windows)

If you are trying to print a large data file, printing may not be performed properly due to missing print data.

Click **Print Options** on **Page Setup** sheet of the printer driver. Then make sure **Prevention of Print Data Loss** is set to **On (Weak)** in the dialog that appears.

If printing does not start even though **Prevention of Print Data Loss** is set to **On (Weak)**, set it to **On (Strong)** and start printing again.

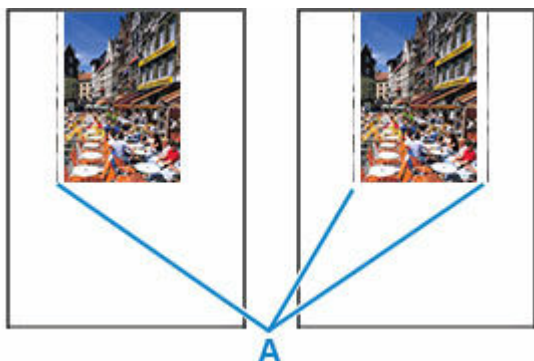
For details, refer to Page Setup Tab Description.

Important

- Selecting **On (Strong)** for **Prevention of Print Data Loss** may reduce print quality.
- After printing is completed, select **Off** for **Prevention of Print Data Loss**.



Vertical Line Next to Image



Check Do page size and media type settings match size and type of loaded paper?

If these settings do not match, it is not possible to obtain the proper result.

If you are printing a photograph or an illustration, an incorrect paper type setting may reduce the quality of the printout color.

Also, if you print with an incorrect paper type setting, the printed surface may be scratched.

- **Printing from your computer**

Check the settings using the Printer Driver.

- ➡ Basic Printing Setup (Windows)
- ➡ [Basic Printing Setup](#) (macOS)

- **Printing from your smartphone/tablet using**



Check the settings on the App.

- ➡ Print Photos from Your Smartphone

▶▶▶ Note

- The direction or pattern of the vertical lines (A) may vary depending on the image data or the print setting.
- This printer performs automatic cleaning when necessary to keep printouts clean. A small amount of ink is ejected for cleaning.

Although the ink is normally ejected onto the ink absorber at the outer edge of the paper, it may get onto the paper if the loaded paper is larger than the set size.

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**
- **Setting Up Using Smartphone/Tablet**

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](#)

Screen to Enter Password Appears During Setup (Windows)



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](#)

Encryption Settings Screen Appears When Wireless Router Selected (Windows)



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](#).

"You have connected the printer to the non encrypted wireless network" Appears



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.



Cannot Proceed Beyond Printer Connection Screen (Cannot Find Printer Connected via USB)



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**.



"Failed to connect to the wireless router." Appears



Each time you perform each check, select **OK** on the error screen to clear the error and set up the printer again.



➔ [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 **Printer information > System information**.

➔ [Printer 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](#)



Cannot Communicate with Printer After Enabling MAC/IP Address Filtering or Encryption Key on Wireless Router



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](#)



Privacy Separator/SSID Separator/Network Separation Function



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.



Setting Up Using Smartphone/Tablet



Refer to Set Up and set up.

➡ Set Up

»» Note

- If you have a computer, you can set up the printer on the computer more easily.

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 sure the  is displayed on the LCD.

If  or  is displayed.

 or  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  only is displayed

The printer is not set to use Wi-Fi.

Select  on **HOME** screen > **LAN settings** > **Wi-Fi** in this order, and select **Enable** for **Enable/disable Wi-Fi**.

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 LCD.

- **If icon is not displayed:**

The printer is not set to use wired communication. Enable Wired LAN from the printer settings.



Select **LAN settings > Wired LAN** on **HOME** screen, and sets **Enable/disable Wired LAN** to **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.

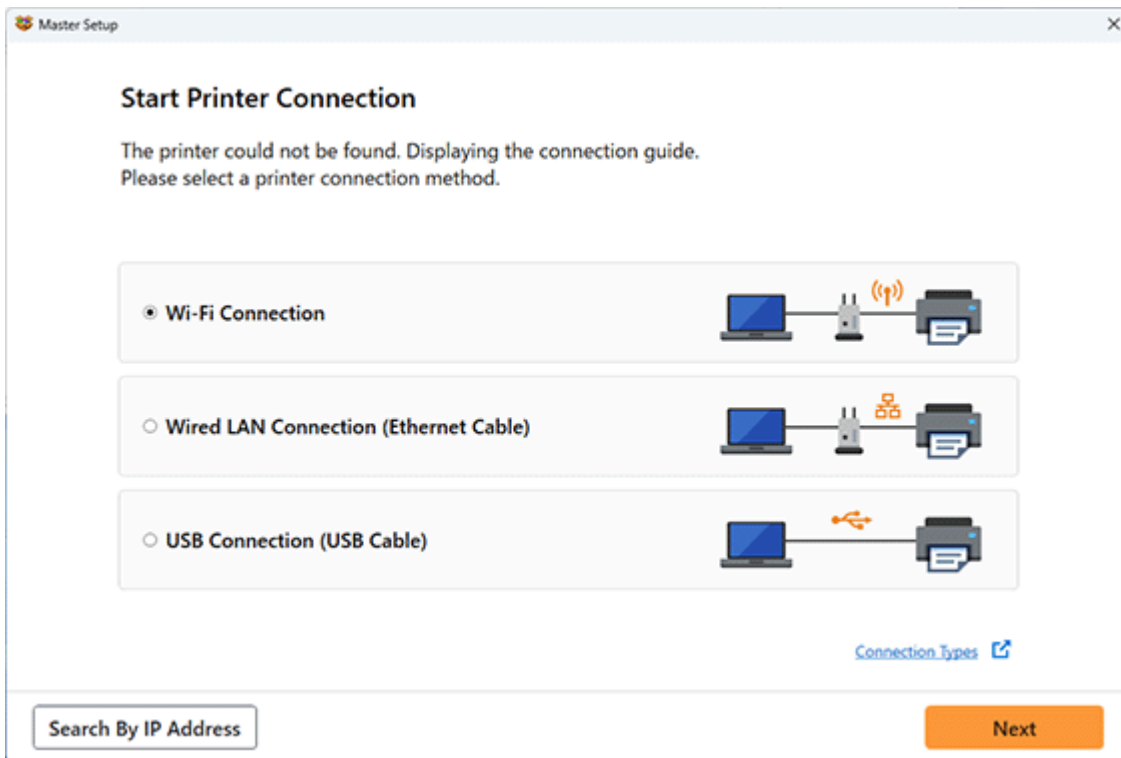
➡ [Solve Network Troubles with The Printer's Diagnostic Functions](#)



Searching Printer by IP Address or Host Name During Setup



If the printer cannot be found on the **Detect Printer** screen, the **Start Printer Connection** screen appears.



The Windows screen is used as an example above.

Clicking **Search By IP Address** allows you to search for a printer by specifying the IP address or host name of the printer.

1. Check printer's IP address or host name.

To check the printer's IP Address or host name, 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](#)

»»» Note

- If you use the printer in an office, ask the network administrator.

2. Specify searching method.

Select one of the methods below.

Master Setup

Specify Printer Search Method

☒ Search by IPv4 address A

☐ Search by IPv6 address B

☐ Search by host name C

In order to search for your printer by IP address, you must first assign an IP address to the printer. For more details, click [\[Instructions\]](#).

[Instructions](#)

Back Next

The Windows screen is used as an example above.

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 service 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. Select  **LAN settings** on the HOME screen.

➡ [LCD and Operation Panel](#)

2. Select **Advanced**.

3. Select **Yes**.

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 the 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 from Smartphone/Tablet**
- **Cannot Print Using AirPrint**



Cannot Print Using AirPrint



Check 1 Make sure printer is turned on.

➔ [Turning the Printer On and Off](#)

If the printer is turned on, cycle the power switch, 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 group of networks (same 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 LCD.

Cannot Print from Smartphone/Tablet

If you cannot Print from your smartphone/tablet, it is possible that your smartphone/tablet cannot communicate with the printer.

Check the cause of your problem according to the connection method.

➡ [Cannot Communicate with Printer via Wi-Fi](#)

➡ [Cannot Connect to Printer through Wireless Direct](#)

▶▶▶ Note

- For problems on printing with other connection methods or more on performing settings of each connection method:
 - ➡ Using Cloud Service
 - ➡ [Printing from iOS Device \(AirPrint\)](#)



Cannot Communicate with Printer via Wi-Fi



If your smartphone/tablet cannot communicate with the printer, check the following.

Check 1 Check power status of printer, network devices (e.g. wireless router), and your smartphone/tablet.

- Turn on the printer or devices.
- If the power is already turned on, cycle the power switch.
- It may be necessary to resolve wireless router problems (e.g. update interval of a key, problems of DHCP update interval, energy saving mode) or to update the wireless router firmware.

For details, contact the manufacturer of your wireless router.

Check 2 Check settings of your smartphone/tablet.

Make sure Wi-Fi is enabled on your device.

For details, refer to your device's instruction manual.

Check 3 Is printer connected to wireless router?

- Use the icon on the LCD to check the connection status between the printer and wireless router.



If the  is not displayed, Wi-Fi is disabled. Turn on wireless communication on the printer.

- Make sure the network settings of the printer (e.g. network name (SSID) or network key (password), etc.) are identical with those of the wireless router.

To check the settings of the wireless router, refer to the instruction manual provided with it or contact its manufacturer.

To check the current network settings of the printer, print out the network settings information or use the operation panel to display it.

- Display on the operation panel of the printer.

➡ [LAN settings](#)

- Print the network settings.

➡ [Printing Network Settings](#)

➡➡➡ Note

- If you have a computer, 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 4 Are network settings of your smartphone/tablet identical with those of wireless router?

Make sure the network settings of the printer (e.g. network name (SSID) or network key (password), etc.) are identical with those of the wireless router.

To check the settings of your smartphone/tablet, refer to the instruction manual provided with it.

If the network settings of your smartphone/tablet are not identical with those of the wireless router, change the network settings of it to match with those of the wireless router.

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.

Check 6 There may be a problem with the signal. Monitor signal status and move printer and wireless router as necessary.

Place the printer and wireless router where there are no obstacles between them. Wireless communication between different rooms or floors is generally poor. Wireless communication can be impeded by building materials containing metal or concrete. If the printer cannot communicate with the computer over a Wi-Fi due to a wall, place the printer and the computer in the same room.

In addition, if a device like a microwave oven that emits radio waves of the same frequency bandwidth as a wireless router is nearby, it may cause interference. Place the wireless router as far away from interference sources as possible.

Check the signal strength on the LCD.

➡ [LCD and Operation Panel](#)

»» Note

- If the web page cannot be printed using an Android device, it may be possible to print it by changing Wireless Direct connection.

➡ [Wireless Direct Connection](#)



Cannot Connect to Printer through Wireless Direct



If your smartphone/tablet cannot communicate with the printer in the Wireless Direct, check the following.

Check 1 Check power status of printer and device (e.g. smartphone/tablet).

Turn on the printer or devices.

If the power is already turned on, cycle the power switch.



Check 2 Check if the  is displayed on the LCD of the printer.

If it is not displayed, Wireless Direct is disabled. Please turn on the Wireless Direct.

Check 3 Check settings of your smartphone/tablet.

Make sure Wi-Fi is enabled on your device.

For details, refer to your device's instruction manual.

Check 4 Check that printer is selected as connection for devices (e.g. smartphone/tablet).

Select the network name (SSID) for Wireless Direct specified for the printer as the connection destination for devices.

Check the destination on your device.

For details, refer to your device's instruction manual or visit the manufacturer's website.

To check the network name (SSID) for Wireless Direct specified for the printer, print out the network settings information or use the operation panel to display it.

- Display on the operation panel of the printer.

➡ [LAN settings](#)

- Print the network settings.

➡ [Printing Network Settings](#)

Check 5 Check that Wireless Direct password set for printer is entered correctly.

To check the password specified for the printer, print out the network settings information or use the operation panel to display it.

- Display on the operation panel of the printer.

➡ [LAN settings](#)

- Print the network settings.

➡ [Printing Network Settings](#)

Check 6 Check that printer is not placed too far away from device.

If the distance between the printer and the device is too far, wireless communication becomes poor. Place the printer and the device close to each other.

Check 7 Check that 5 devices are already connected.

Wireless Direct does not allow more than 5 devices to be connected.

Network Connection Problems

- **Network Settings and Common Problems**
- **Solve Network Troubles with The Printer's Diagnostic Functions**
- **Switching Printer's Connection to Network or Devices**
- **Network Key (Password) Unknown**
- **Checking Wireless Router SSID/Key**
- **Checking Network Information**
- **Restoring Printer's LAN Settings to Defaults**
- **Cannot Connect Smartphone/Tablet to Wireless Router**
- **Checking Wireless Router Network Name (SSID) for Smartphone/Tablet**

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 from Smartphone/Tablet](#)
- ➡ [Cannot Print Using AirPrint](#)
- ➡ [Solve Network Troubles with The Printer's Diagnostic Functions](#)

LAN Setting Tips/Changing LAN Settings

- ➡ [Printer Connection Methods](#)
- ➡ [LAN settings](#)
- ➡ [Another Printer Found with Same Name](#)
- ➡ [Printing Network Settings](#)
- ➡ [Network Status and Troubleshooting](#)

Solve Network Troubles with The Printer's Diagnostic Functions

- If the printer and wireless router are connected or the printer and computer are connected by USB cable but you cannot print:
 - ➡ [Change to Offline \(Windows\)/Cannot Communicate \(Windows\)](#)
- In other cases than above:
 - ➡ [Cannot Find Printer on Network/Cannot Print](#)
 - ➡ [Cannot Connect to Printer through Wireless Direct](#)



Cannot Find Printer on Network/Cannot Print



Printing Out Network Settings Information:

Follow the procedure below to print out the network settings information.

Step 1 Check that printer and wireless router are turned on.

Turn the wireless router back on.

Wait about five minutes and then turn the printer back on.

Step 2 Check your devices (e.g. computer/smartphone/tablet) are connected to Internet.

Make sure that devices and the wireless router are connected to via Wi-Fi, and that the Internet can be used without problems.

Step 3 Make sure the printer's Wi-Fi setting is enabled and the  is displayed.

Step 4 Move the printer and device (computer/smartphone/tablet) closer to the wireless router.

Wireless communication quality deteriorates if the printer or devices are too far from the wireless router. Move the printer and device closer to the wireless router.

Step 5 Print the network settings

Print out the network settings information on your printer.

➡ [Printing Network Settings](#)

Checking Printed Network Settings Information:

From the printed network settings information, check the entries in item "2-2"

C-0

It is connected correctly. If, nevertheless, the printer is not found on the network or printing is not possible, check the following items.

»» Note

- If codes other than "C-0" are displayed at the same time in the item "2-2" see also the correspondence of the other codes.

Check 1 Check that security software's firewall is off.

A message may appear warning you that Canon software is attempting to access the network. If this warning message appears, set the security software to always allow access.

Quit the security software and make sure that the printer is recognized and ready to use. If so, the cause is the firewall setting. Change the firewall settings so that the printer is recognized and ready to use. For details, contact the manufacturer of the security software.

If you are using any programs that switch between network environments, check their settings.

Check 2 Does network name (SSID) of printer match network name (SSID) setting of wireless router that communicates?

Check the "3-2-6" item in the printed network settings information and the network name (SSID) of the wireless router you want to connect to. If they are not matched, check the SSID and password of the wireless router you want to connect to, and then setup manually.

Check 3 Is privacy separator, SSID separator, or Network separation function enabled on wireless router?

If it is enabled, disable these functions before performing the setup. To check the settings of the wireless router, refer to the instruction manual provided with it or contact its manufacturer.

Check 4 Are printer driver installed? (Windows)

If you are using Windows and printer driver are not installed, install it.

➡ Set Up

C-1



The printer's Wi-Fi setting is disabled. (You can also check if the Wi-Fi  does not appear on the printer's screen.)

Enable the Wi-Fi setting in the printer's settings screen.

C-3

No IP address is assigned. (You can also check that the item "3-2-12" in the printed network settings information is blank.)

Check the following items.

Check 1 Is printer set to obtain an IP address automatically, or is wireless router requesting manual addressing?

Refer to the wireless router's manual to enable DHCP (auto-acquisition) settings on the wireless router or to set a valid IP address on the printer.

Check 2 When you set printer's IP address manually, correct IP address may not be set.

Check the network name (SSID) and the password of the wireless router you want to connect to, the IP address applicable range, and then enter the appropriate IP address on the printer side. If you are unsure, set the printer's IP address to automatic (DHCP).

C-5

Unable to connect to the specified network. Check the following items.

Check 1 Check status of printer and network device (e.g. wireless router), and your computer/smartphone/tablet.

Communication with a wireless router must be tuned to either the 2.4 GHz or 5 GHz frequency band. The network name (SSID) of the 2.4 GHz frequency band and the network name (SSID) of the 5 GHz frequency band cannot be used in combination. 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).

Check the network name (SSID) set for the printer, and match it with the network name (SSID) of the correct frequency band of the wireless router.

Check 2 Password on your wireless router may not match password you entered.

Passwords are case sensitive.

Enter the password correctly.

Check 3 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.
- After changing the installation location, print out the network settings information again and check the status of the signal. Compare with the value in section "3-2-1" in the printed network settings information to determine the installation location.

Check 4 Check wireless channel number of Wi-Fi you are using on computer.

Make sure that the wireless channel number on the wireless router is included in the wireless channel number you checked. If the wireless channel number set for the wireless router is not included, change the wireless channel number of the wireless router.

Check 5 In case of Wi-Fi connection, check if computer that can be accessed by wireless router is restricted.

The wireless router settings may be limiting the number of devices that can be connected at the same time. Remove or relax the restrictions.

To check the settings of the wireless router, refer to the instruction manual provided with it or contact its manufacturer.

»» Note

- To check the MAC address or IP address of your computer, see [Checking Computer IP Address or MAC Address](#).

Check 6 If problem occurs only when wireless router is in energy-saving mode, turn off energy-saving mode of wireless router.

If the problem seems to occur suddenly, it may be resolved by updating the wireless router firmware (e.g. update interval of a key, problems of DHCP update interval, etc.). For details, refer to the wireless router's instruction manual.

Check 7 If printer is connected to AirPort Base Station via LAN, 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) of the printer to use only single-byte alphanumeric characters.

C-4

No default gateway is set.

When you set the IP address of the printer manually, enter a valid default gateway IP address. If you don't know the default gateway, set the IP address to automatic.

C-7

There may be a problem with the signal.

Check the following items.

Check 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.
- After changing the installation location, print out the network settings information again and check the status of the signal. Compare with the value in section "3-2-1" in the printed network settings information and place the printer in the location with a higher value.

»»» Note

- In some cases, "C-7" and "C-9" are displayed at the same time. In that case, refer to both items.

C-8

Too many clients are connected.

Wireless Direct does not allow more than 5 devices to be connected.

If you want to connect additional devices to the printer, unplug any devices that are not in use before adding them.

C-9

The noise level is high and does not differ from the signal level due to various devices other than the printer.

- If devices (microwave oven, external hard disk drive, and other USB 3.0 devices) that emit radio waves of the same frequency bandwidth as a wireless router is nearby, it may cause interference. Place the printer and the wireless router as far away from interference sources as possible.
- After you change the location of the printer, check the signal quality. Compare the value of "3-2-2" in the network settings information and place the printer in the location with a higher value.

»»» Note

- In some cases, "C-7" and "C-9" are displayed at the same time. In that case, refer to both items.

C-10

No IP address is assigned by the wireless router.

Check the following items.

Check 1 Password on your wireless router may not match password you entered.

Passwords are case sensitive.

Enter the password correctly.

Check 2 Set up printer again and reconnect to Wi-Fi.

Check 3 Check DHCP on wireless router. If DHCP is off, set it on.

For details, refer to the wireless router's instruction manual.

C-11

The network name (SSID) remains the default value (The network name (SSID) has not been set). Check the network name (SSID) of the wireless router.

Verify the network name (SSID) and password of the wireless router you want to connect to, and then set it up manually.

»»» 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



Cannot Connect to Printer through Wireless Direct



Check the following items

Check 1 Check power status of printer and other devices (e.g. computer/smartphone/tablet).

Turn on the printer or devices.

If the power is already turned on, cycle the power switch.

Check 2 Check settings of your device (e.g. computer/smartphone/tablet).

Make sure Wi-Fi is enabled on your device.

For details, refer to the device's instruction manual.

Check 3 Print out network settings information.

See "Step 1" to "Step 5" in [Cannot Find Printer on Network/Cannot Print](#).

In the printed network settings information, check if the item "2-2" is not "C-8". If this is the case, the number of connected printers is too many.

Wireless Direct does not allow more than 5 devices to be connected.

When you want to connect additional devices, disconnect any devices that are not in use before adding them.

Check 4 Check that printer is selected as connection for various devices (e.g. computer/smartphone/tablet).

Select the network name (SSID) for Wireless Direct specified for the printer as the connection destination for devices.

Check the destination on your device.

For details, refer to your device's instruction manual or visit the manufacturer's website.

To check the network name (SSID) for Wireless Direct specified for the printer, display it using the operation panel of the printer or print out the network settings information of the printer.

- Display on the operation panel of the printer.

➡ [LAN settings](#)

- Print the network settings.

➡ [Printing Network Settings](#)

Check 5 Check that Wireless Direct password set for printer is entered correctly.

To check the password specified for the printer, display it using the operation panel of the printer or print out the network settings information of the printer.

- Display on the operation panel of the printer.

➡ [LAN settings](#)

- Print the network settings.

➡ [Printing Network Settings](#)

Check 6 Check that printer is not placed too far away from device.

If the distance between the printer and the device is too far, wireless communication becomes poor. Place the printer and the device close to each other.

Switching Printer's Connection to Network or Devices

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

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

1. Connects to Another Computer via LAN/Changes from USB to LAN Connection



To connect an additional computer to the printer via LAN, or to change from USB to LAN connection, refer to Setup Guide to setup.

2. Switching LAN Connection Method



If you want to switch to USB connection when the printer is used with a LAN connection, refer to Setup Guide to setup.

3. Reconfiguration Method of Wi-Fi Connection



- **If you want to switch to Wireless Direct when using the printer with Wi-Fi connection:**

Wireless Direct connection is available. Wireless Direct and Wi-Fi connection can be used together. But if you use IEEE802.1X/EAP (WPA/WPA2/WPA3 Enterprise), they can be not used together.

- ➡ [Wireless Direct Connection](#)

- **Switching to a Wi-Fi connection when using the printer Wireless Direct:**

If you connect the printer to your computer or smartphone via a wireless router for the first time to print, or if you want to change the connection frequency between the printer and the wireless router, perform the setup.

- **For Windows:**

Refer to Changing the Connection Mode.

- **For macOS:**

Refer to Setup Guide and redo setup.

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](#)



WPA/WPA2/WPA3 Key Set for wireless router Unknown, Cannot Connect



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.



Setting an Encryption Key



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 Wireless Router SSID/Key



The position where the SSID/Key of a wireless router is written differs depending on the manufacturer. For details, refer to your wireless router's instruction manual or visit the manufacturer's website.

Note

- Some wireless routers distinguish network names (SSIDs) by the last alphanumeric character according to their bandwidth (2.4 GHz or 5 GHz), purpose (for computer or game machine) or encryption type.
- 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

A

To check the printer's IP Address or MAC Address, print out the network settings information or use the operation panel to display it.

- Display on the 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

A

To check the IP Address or MAC Address of your computer, follow the instructions below.

- **For Windows:**

1. Select **Command Prompt** from **Start**.

2. Enter "ipconfig/all" and press **Enter**.

The IP Address and MAC Address of your computer appear. If your computer is not connected to a network, the IP Address does not appear.

- **For macOS:**

1. Select **System 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

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](#)



Restoring Printer's LAN Settings to Defaults



Important

- Initialization erases all network settings on the printer, making printing/scanning 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](#)

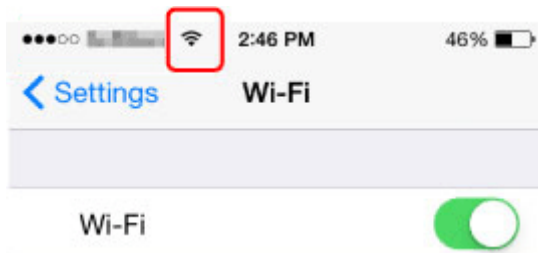


Cannot Connect Smartphone/Tablet to Wireless Router

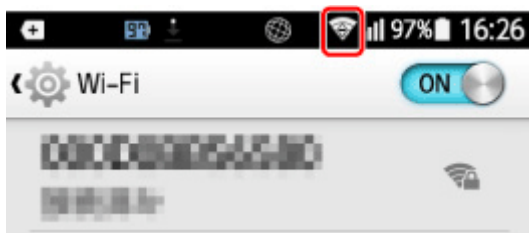


Check Is the Wi-Fi antenna displayed on your smartphone/tablet?

- **Example (iOS device):**



- **Example (Android device):**



If the antenna is not displayed, your device's wireless function is disabled. Enable Wi-Fi on your device and connect it to a wireless router. For more on the procedure, refer to your device's instruction manual or visit the manufacturer's website.

»» Note

- The setup on your smartphone/tablet will be easier when you complete setting up a wireless printer connection on your computer in advance.

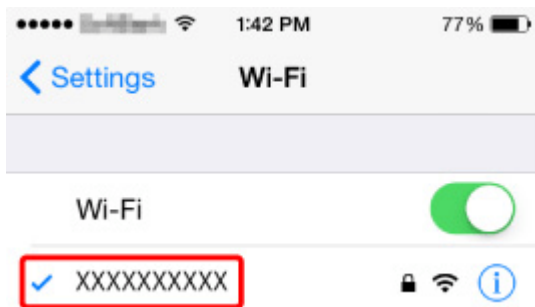


Checking Wireless Router Network Name (SSID) for Smartphone/ Tablet

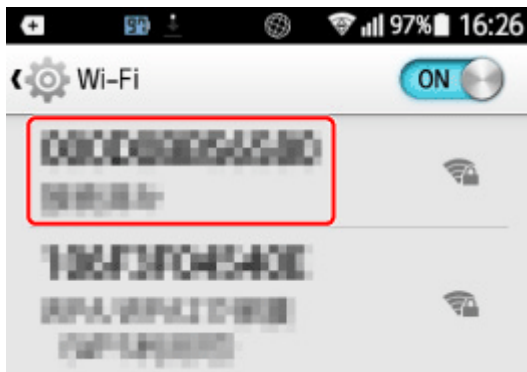


Check it from the setting screen of your smartphone/tablet.

- **Example (iOS device):**



- **Example (Android device):**



For details on how to display the setting screen, refer to your device's instruction manual or visit the manufacturer's website.

»» Important

- Perform setup for your printer and smartphone/tablet so that they can connect to the same wireless router.

Printer Problems

- **Printer Does Not Turn On**
- **Printer Turns Off Unexpectedly or Repeatedly**
- **USB Connection Problems**
- **LCD Is Off**
- **Printer Status Monitor Not Displayed (Windows)**
- **Messages advising to check the maintenance cartridge are not cleared**
- **Warning Message is Displayed When Performing Color Calibration**
- **Updating Printer Firmware**



Printer Does Not Turn On



Check 1 Press **ON** button.

➔ [Turning the Printer On and Off](#)

Check 2 Make sure power cord is securely connected to printer, and then turn on again.

Check 3 Unplug printer, leave it for at least 3 minutes, and then plug it back in and turn on again.

If this does not solve the problem, contact your nearest Canon service center to request a repair.



Printer Turns Off Unexpectedly or Repeatedly



Check

If printer is set to turn off automatically after a certain time, disable this setting.

If you have set the printer to turn off automatically after a specified time, the power will shut off by itself once that time has elapsed.



1. Select **Various settings** on the HOME screen.
2. Select **Printer settings**.
3. Select **Power control**.
4. Select **Use auto power control**.
5. Select **Auto power off**.
6. Select **Never**

The setting to shut off the power automatically is disabled.

»» Note

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



USB Connection Problems



If the printer connected to the computer via USB is not recognized, check the following items.

➡ [USB Connection Not Recognized](#)

The following problems may occur even though the USB connection is recognized.

- Printing is slow.
- Hi-Speed USB connection does not work.
- A message such as "**This device can perform faster**" appears (Windows).

If the above is the case, check the following.

➡ [USB Connection Does Not Work Properly](#)

➤➤➤ Note

- If your system environment does not support Hi-Speed USB, the printer operates at the slower speed of Full-Speed or Low-Speed. In this case, the printer works properly but printing speed may slow down due to the communication speed.

USB Connection Not Recognized

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.

As the illustration below, the USB port is at the left side 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 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.

➡ Opening Printer Driver's Setup Screen

Check 4 Initialize the printer settings.



Select on HOME screen > **Various settings** > **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 **ON** button.

➡ [Turning the Printer On and Off](#)

- If **ON** lamp is lit:

The LCD may be in screen-saver mode. Press any button on the operation panel.



Printer Status Monitor Not Displayed (Windows)



Check 1 Is printer status monitor enabled?

Make sure that **Enable Status Monitor** is selected on the **Option** menu of the printer status monitor.

1. Open the Printer Driver **Printing Preferences** window.
 - ➡ Opening Printer Driver's Setup Screen
2. On **Maintenance** sheet, click **View Printer Status**.
3. Select **Enable Status Monitor** on **Option** menu if it is not selected.

Check 2 Make sure that all **Windows Updates** have been applied.

If all **Windows Update** have not been applied, the printer status monitor screen will not be displayed. Apply all **Windows Update**.



Messages advising to check the maintenance cartridge are not cleared



The newly replaced maintenance cartridge is not recognized.

Remove the newly replaced maintenance cartridge, and then reinsert it again firmly.

➡ [Replacing the Maintenance Cartridge](#)



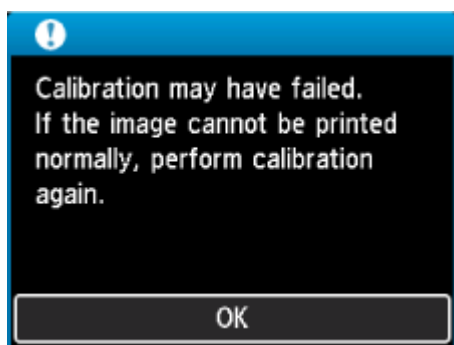
Warning Message is Displayed When Performing Color Calibration



In the following cases, perform color calibration again or create a color calibration target.

- A warning message is displayed when performing color calibration.
- A warning message is displayed when creating a color calibration target.
- An error was seen in the print result when printing on a calibrated sheet.

An example of a warning message



Please check the following:

- The print head nozzles are not blocked.
- The paper is not curled or bent.
- The paper is loaded correctly.
- Paper settings are specified correctly.
- The paper size is compatible with color calibration.

➡ [Performing Color Calibration](#)



Updating Printer Firmware



Refer to below on how to update the firmware.

➡ [Firmware update](#)

Installation and Download Problems

- **Failed to Printer Driver Installation (Windows)**
- **Updating Printer Drivers in Network Environment (Windows)**
- **Disable Function to Send Usage Information of Printer**
- **Setup Application Asks for the Administrator's Username and Password (Windows)**
- **Enable Printing from PC/Smartphone/Tablet**
- **Installing Printer Drivers on PC without Network Connection (Windows)**
- **Downloading Canon PRINT**



Failed to Printer Driver Installation (Windows)



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 series Driver**" or "**Canon XXX series 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**.



Updating Printer Drivers in Network Environment (Windows)



Download the latest printer driver in advance.

Download the latest printer driver for your model on the download page of the Canon website.

After the download is completed, overwrite and install the new version of the printer driver according to the specified installation procedure.

Note

- The network settings on the printer are not affected, so the printer can be used on the network without redoing settings.



Disable Function to Send Usage Information of Printer



The function to send usage information of the printer is configured or controlled by the printer, computer, and smartphone/tablet separately. Disable the function from each device as well as the printer.

Important

- Make sure each device is connected to Internet before disabling the function to send usage information.
- In some case, it may take time for your choice to be reflected in your printer.

➡ [For Windows:](#)

➡ [For macOS:](#)

➡ [For Smartphone/Tablet App](#)



For Windows:

Perform setup procedure to change the setting for sending information of the printer.

1. Make sure computer to change setting is connected to Internet.
2. Start setup procedure.
 - ➡ Set Up
3. Click **Setting Up Your New Printer** on **Start Setup** screen.

Proceed the setup procedure according to the instructions on the screen until the **For using services related to Canon product** license agreement screen appears.
4. Click **Do not agree** on **For using services related to Canon product** license agreement screen.

The warning screen appears.
5. Click **OK** on displayed screen.
6. Proceed setup procedure to the end according to instructions on screen.
7. If **For using services related to Canon product** license agreement screen appears again after a certain period of time, click **Do not agree**.

▶▶▶ Note

- Depending on your operating environment, it may take time for the license agreement screen to appear.
- Do not turn off the printer until the license agreement screen appears again.

For macOS:

Perform setup procedure to change the setting for sending information of the printer and macOS.

1. Start setup procedure.

➡ Set Up

2. Click **Setting Up Your New Printer** on **Start Setup** screen.

Proceed the setup procedure according to the instructions on the screen until the **For using services related to Canon product** license agreement screen appears.

3. Click **Do not agree** on **For using services related to Canon product** license agreement screen.

The warning screen appears.

4. Click **OK** on displayed screen.

5. Proceed setup procedure to the end according to instructions on screen.

6. If **For using services related to Canon product** license agreement screen appears again after a certain period of time, click **Do not agree**.

▶▶▶ Note

- Depending on your operating environment, it may take time for the license agreement screen to appear.
- Do not turn off the printer until the license agreement screen appears again.

For Smartphone/Tablet App

Use the App to change the setting for sending information of the printer and smartphone/tablet.

1. Check that printer is turned on.
2. Start up the App.
3. Tap Menu on lower right.
4. Tap **About**.

5. Tap Settings for Data Sending.

The **Settings for Data Sending** screen appears.

6. Check displayed message, unselect **Agree of the items you want to stop sending and tap **OK**.**

If you have not selected the first item from the top, warning screen appears and tap **OK**.

The function to send usage information from the App is disabled.

Select **Agree** to enable the function to send usage information of each item and tap **OK**.

Next, disable the function to send usage information from the printer.

7. Tap Home on lower left.

Make sure the printer to change the setting is selected.

8. Tap printer icon.

9. Tap Settings for Data Sending.

The **Settings for Data Sending** screen appears.

10. Check displayed message, unselect **Agree of the items you want to stop sending and tap **OK**.**

If you have not selected the first item from the top, warning screen appears and tap **OK**.

The function to send usage information from the printer is disabled

Select **Agree** to enable the function to send usage information of each item and tap **OK**.

»» Note

- Do not turn off the printer until you finish changing the setting on your smartphone/tablet.
- If multiple devices are connected to the printer, you need to disable the function to send usage information on all devices. If the function is enabled on one of the devices, sending usage information will continue.



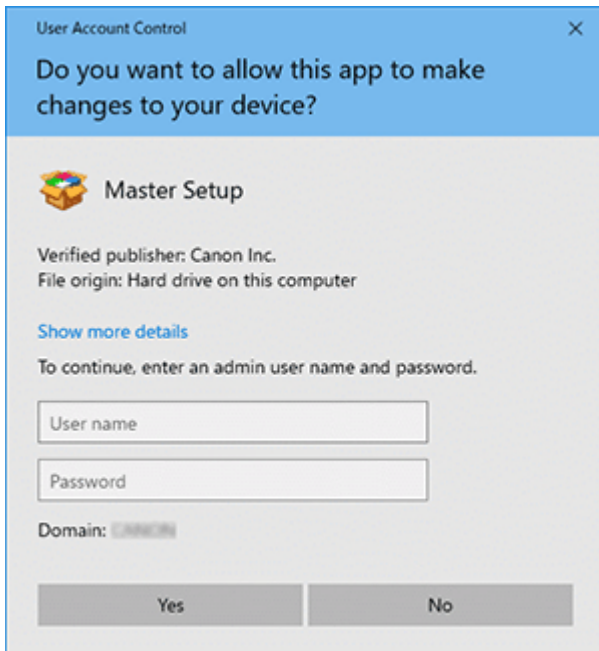
Setup Application Asks for the Administrator's Username and Password (Windows)



Check Enter the username and password of the local administrator account.

When you install or launch the printer setup application on your PC, you may be asked to enter the administrator's username and password. In such cases, enter the username and password of the local administrator account, and not your current username and password.

If you do not have this information, contact the administrator of your PC.





Enable Printing from PC/Smartphone/Tablet



Check Run the setup software on the device on which you want to enable printing.

If the printer and the router are already connected and you need to connect new PC/smartphone/tablet to the printer, run the setup software on the device on which you want to enable printing.



Access the following link on the device on which you want to enable printing.

- **For Windows:**

- ➡ Connecting to a Computer

- **For macOS:**

- ➡ Connecting to a Computer

- **For smartphone/tablet:**

- ➡ Connecting to a Smartphone



Installing Printer Drivers on PC without Network Connection (Windows)



Check Install printer driver with a USB flash drive or SD card (removable media).

Using another PC with a network connection, download printer driver for your model to a USB flash drive, SD card, or other removable media.

After downloading it, move the data to the PC without a network connection and install it following the instructions.



Downloading Canon PRINT



Download Smartphone/Tablet App from App Store and Google Play.

- ➡ For iOS device
- ➡ For Android device

You can use AirPrint if you use an iOS device.

- ➡ [Printing from iOS Device \(AirPrint\)](#)

You can also use Canon Print Service (printing plug-in) if you use an Android device.

- ➡ Canon Print Service

Printing Problems

- **Printer Does Not Print**
- **Printing Stops**
- **Default Printer Keeps Changing (Windows)**
- **Change to Offline (Windows)/Cannot Communicate (Windows)**
- **No Ink Level Appears in Canon IJ Status Monitor (Windows)**



Printer Does Not Print



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.

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 top feed or manual feed tray.

If the paper settings do not match the information set for the top feed or manual feed tray, an error message appears on the operation panel. Follow the instructions on the operation panel to solve the problem.

▶▶▶ Note

- You can select whether the message which prevents misprinting is displayed.
 - To change the message view setting when printing using the printer's operation panel:
 - ➡ [Paper-related settings](#)
 - To change the message view setting when printing using the Printer Driver:

- ➡ Changing the Printer Operation Mode (Windows)
- ➡ [Changing the Printer Operation Mode](#) (macOS)

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 Is feed slot cover closed?

If the feed slot cover is opened, close it slowly and press the **OK** button.

Check 6 Is manual feed tray in paper feed position?

If the manual feed tray is in the paper jam clearing position, return the tray to the paper feed position and press the **OK** button on the printer.

Check 7 Is tank cover closed?

If the tank cover is opened when printing, close it.

Check 8 Are media type and paper size specified properly in the printer driver?

When the media type is specified to **Photo Paper Pro Premium Matte**, **Premium Fine Art Smooth**, **Premium Fine Art Rough**, or **Matte Photo Paper** in the printer driver, specify a paper size from the following size that has wide margins.

- **A4 (Margin 25)**
- **Letter (Margin 25)/US Letter (Margin 25)**
- **A3 (Margin 25)**
- **A3+ (Margin 25)**
- **A2 (Margin 25)**
- **17"x22" (Margin 25)/C (Margin 25)**

➡➡➡ Important

- By canceling the safety margin regulation with the following method, you can print with normal paper size.
 - For Windows:

Click **Print Options** on **Page Setup** sheet of the printer driver. Then select **Cancel the safety margin regulation for paper size** check box in the dialog that appears.
 - For macOS:

Select **Cancel Margin Regulation** check box in **Advanced Paper Settings** in the Print dialog.
- If you print with normal paper size, conditions such as paper abrasion may cause paper stains or deterioration of print quality depending on the environment. We recommend that you print with a paper size that has wide margins.

Check 9 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 series" (where "XXX" is your printer's name) is selected in the Print dialog box.

»»» Note

- If multiple printers are registered to your computer, set your printer as **Let Windows manage my default printer** so that it is selected by default.

➔ [Default Printer Keeps Changing \(Windows\)](#)

- **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 10 Are you trying to print a large data file? (Windows)

If you are trying to print a large data file, it takes a long time to start printing.

If the printer does not start printing after a certain period of time, select **On** for **Prevention of Print Data Loss** on the **Print Options** dialog box.

For details, refer to Page Setup Tab Description.

»»» Important

- Selecting **On** for **Prevention of Print Data Loss** may reduce print quality.
- After printing is completed, select **Off** for **Prevention of Print Data Loss**.

Check 11 If printing from your computer, restart the computer.

Restart the computer and try printing again.

»»» Important

- For Windows:
To restart your computer, choose **Restart** instead of **Shut down**.



Printing Stops



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.
-



Default Printer Keeps Changing (Windows)



From Windows 10, the management method of the printer that is normally used has changed. Check the following items for your Windows.

➡ [For Windows 11:](#)

➡ [For Windows 10:](#)

For Windows 11:

From **Settings** in the **Start** menu, change the setting of the printer you normally use.

1. Open Set Printers & scanners.
2. Turn off **Let Windows manage my default printer**.
3. Click the name of printer you normally want to use.
4. Click **Set as default** displayed at top of window.

When the printer is set as default, the **Default** is appeared.

For Windows 10:

From **Settings** in the **Start** menu, change the setting of the printer you normally use.

1. Open Set Printers & scanners.
2. Remove the check mark from **Let Windows manage my default printer**.
3. Click the name of printer you normally want to use.
4. Click **Manage**.
5. Select **Set as default**.

When the printer is set as default, the **Default** is appeared.



Change to Offline (Windows)/Cannot Communicate (Windows)



If the printer cannot communicate with the computer, an error message "Offline" may be displayed when printing. To bring the printer back online, try the following.

1. Check the connection (USB/Wi-Fi).

For USB connection:

Make sure that the USB-connected printer is recognized by the computer.

For Wi-Fi connections:



Make sure that  appears on the printer's LCD.

2. Turn off printer and then turn it on again.

Confirm that the offline mode has been disabled. If the printer is still offline, proceed to the next step.

3. Check the name of the printer driver.

Check the names of the printer and printer driver match. Set the using printer as default.

➡ [Default Printer Keeps Changing \(Windows\)](#)

Confirm that the offline mode has been disabled. If the printer is still offline, proceed to the next step.

4. Make sure that printer is not set to **Use Printer Offline** mode.

For Windows 11:

1. Open Set Printers & scanners.
2. Click the name of printer you want to configure.

3. Click **Printing preferences**.

Printing preferences window opens.

4. Click **Maintenance** sheet.

5. Click **View Printer Status**.

The Canon IJ Status Monitor window is displayed.

6. Click **Display Print Queue** of the Canon IJ Status Monitor window.

The Print Queue window is displayed.

7. Click **Printer menu in the window displayed.**

Make sure **Use Printer Offline** is not selected.

If it is selected, click **Use Printer Offline** to deselect it.

Confirm that the offline mode has been disabled. If the printer is still offline, proceed to the next step.

For Windows 10:

1. Open Set Printers & scanners.

2. Click the name of printer you want to configure, and select **Open queue.**

The Print Queue window is displayed.

3. Click **Printer menu in the window displayed.**

Make sure **Use Printer Offline** is not selected.

If it is selected, click **Use Printer Offline** to deselect it.

Confirm that the offline mode has been disabled. If the printer is still offline, proceed to the next step.

5. For Wi-Fi connections, use Wi-Fi Connection Assistant to change settings.

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.

➡ Starting Up Wi-Fi Connection Assistant

Confirm that the offline mode has been disabled. If the printer is still offline, proceed to the next step.

6. Uninstall printer driver and reinstall printer driver.

If your printer driver version is old or not installed correctly, you may not be able to print.

Confirm that the offline mode has been disabled. If the printer is still offline, proceed to the next step.

7. Restart computer.

The computer may be unstable for some reason. Restart the computer and try to print.

Important

- To restart your computer, choose **Restart** instead of **Shut down**.



No Ink Level Appears in Canon IJ Status Monitor (Windows)



Use the Printer Driver with bidirectional communication.

Select **Enable bidirectional support** in the **Ports** sheet of the properties dialog box of the printer driver.

➡ Opening Printer Driver's Setup Screen

Paper is not Fed or Ejected Properly

- **What to Do When Paper Is Jammed**
- **Printer Does Not Pick up or Feed the Paper/"No Paper" Error**
- **Paper Does Not Feed from Paper Source Specified in Printer Driver (Windows)**
- **What to Do If Paper Is Not Fed/Output Normally**

What to Do When Paper Is Jammed

If paper jams, remove it following the appropriate procedure as shown below.

►►► Note

- If the paper is not jammed (no support code displayed) but the paper is not fed or output normally, see [What to Do If Paper Is Not Fed/Output Normally](#).

- ➡ [If the paper loaded in the top feed is jammed:](#)
- ➡ [If the paper loaded in the manual feed tray is jammed:](#)
- ➡ [If the paper is jammed inside the printer:](#)

If the paper loaded in the top feed is jammed:

1. Slowly pull out paper, either from paper output slot or from top feed, whichever is easier.

Hold the paper with your hands and pull the paper out slowly not to tear it.



►►► Note

- If you cannot pull out the paper, turn the printer back on. 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 **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.
 - ➡ [If the paper is jammed inside the printer](#)

2. Reload paper and press printer's **OK** button.

The printer resumes printing. Reprint the page you were printing if it was not printed properly due to the paper jam.

If you turned off the printer in step 1, the print data that was sent to the printer is erased. 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 paper loaded in the manual feed tray is jammed:

1. Press **Paper Jam Clearing** button and set manual feed tray to paper jam clearing position.



2. Slowly pull out paper, either from paper output slot or from manual feed tray, whichever is easier.

Hold the paper with your hands and pull the paper out slowly not to tear it.



»» Note

- If you cannot pull out the paper, turn the printer back on. 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 **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 manual feed tray, remove the paper from inside the printer.

➡ [If the paper is jammed inside the printer](#)

3. Return manual feed tray to original position.



4. Reload paper and press printer's **OK** button.

The printer resumes printing. Reprint the page you were printing if it was not printed properly due to the paper jam.

If you turned off the printer in step 2, the print data that was sent to the printer is erased. Redo the printing.

➤➤➤ Note

- When reloading the paper, make sure you are using suitable paper and loading it correctly.

If the paper is jammed inside the printer:

If the jammed paper tears and you cannot remove the paper either from the paper output slot, from the top feed, or from the manual feed tray, or if the jammed paper remains inside the printer, remove the paper following the instructions below.

➤➤➤ Note

- If paper becomes jammed during printing and you need to turn off the printer to remove it, press the **Stop** button to stop the printing before you turn off the printer.

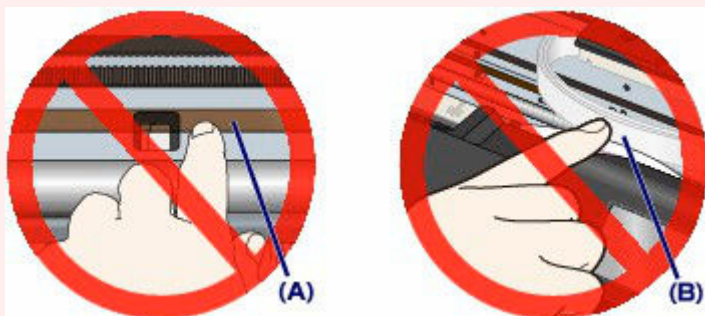
1. Turn off printer and unplug it.

2. Open top cover.



Important

- Do not touch clear film (A) or white belt (B).

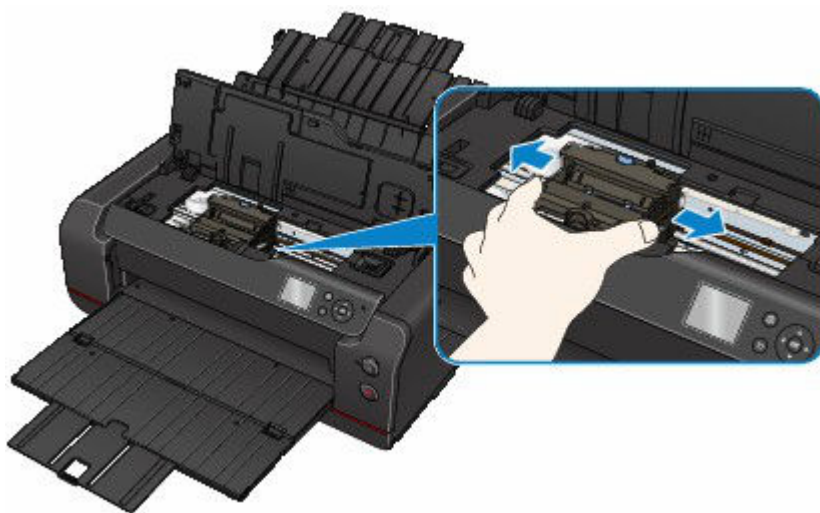


If you soil or scratch these parts by touching them with paper or your hand, it could damage the printer.

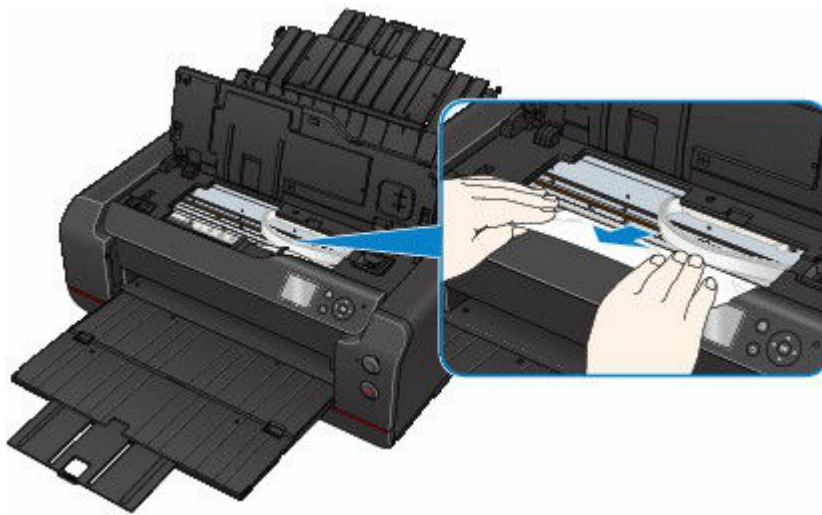
3. Check if jammed paper is under print head holder.

If the jammed paper is under the print head holder, move the print head holder to the far right or left, whichever makes it easier to remove the paper.

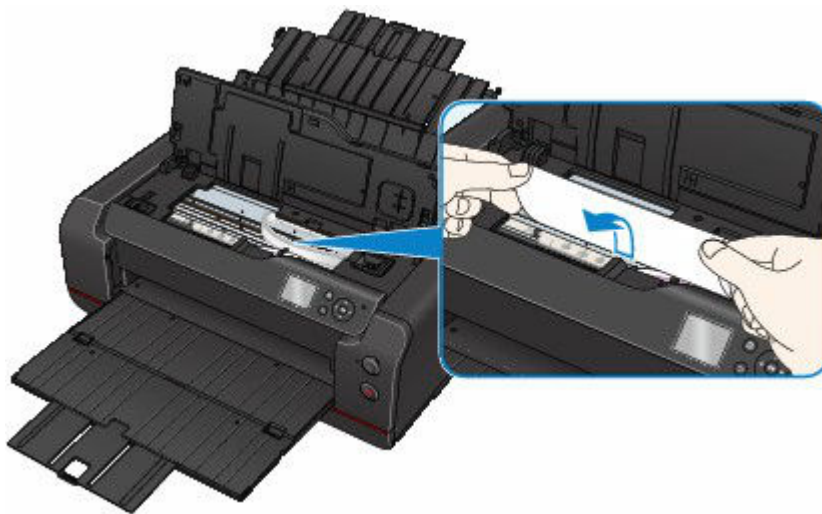
When moving the print head holder, hold the top of the print head holder and slide it slowly to the far right or left.



4. Hold jammed paper firmly in both hands.

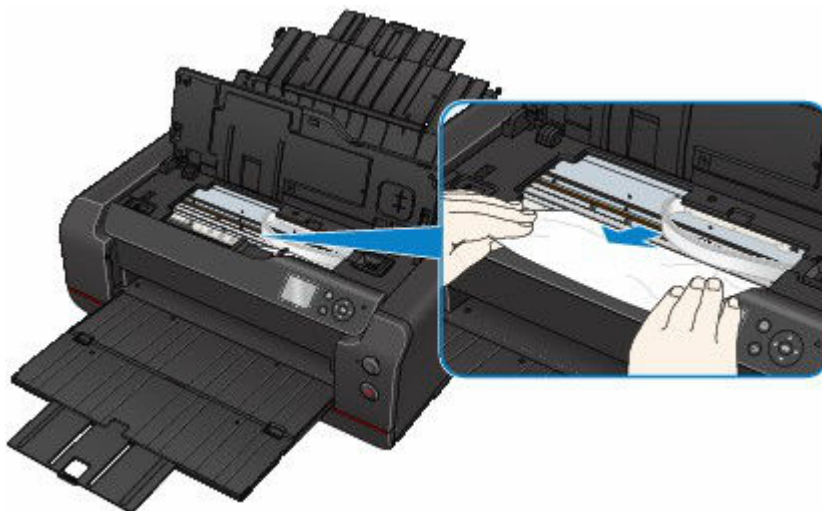


If the paper is rolled up, pull out it.



5. Slowly pull out paper, so as not to tear it.

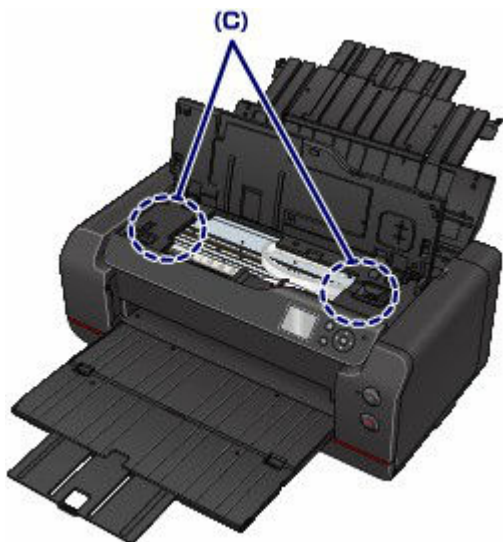
Pull out the paper at an angle of about 45 degrees.



6. Make sure all jammed paper is removed.

If the paper tears when you pull out it, a bit of paper may remain in the printer. Check the following and remove any remaining paper.

- Any paper left under the print head holder?
- Any small bits of paper left in the printer?
- Any paper left in the left and right empty spaces (C) in the printer?



7. Close top cover.

All jobs in the print queue are canceled. Redo the printing.

▶▶▶ Note

- When reloading the paper, make sure you are using suitable paper and loading it correctly. If a paper jam message appears on the LCD or on your computer screen when you resume printing after removing all the jammed paper, there may be some paper still inside the printer. Check the printer again for any remaining bits of paper.

If the measures above do not solve the problem, contact your Canon dealer for assistance.



Printer Does Not Pick up or Feed the Paper/"No Paper" Error



Check 1 Make sure paper is loaded.

- ➔ [Loading Paper in the Top Feed](#)
- ➔ [Loading Paper in the Manual Feed Tray](#)

Check 2 When loading paper, consider the following.

- When loading two or more sheets of paper, flip through the paper before loading.



- When loading two or more sheets of paper, align the edges of the sheets before loading the paper.
- When loading two or more sheets of paper, make sure the paper stack does not exceed the paper load limit.

However, paper may not feed correctly at the maximum capacity, depending on the type of paper or environmental conditions (very high or low temperature and humidity). In such cases, reduce the amount of paper you load at a time to less than half of the paper load limit.

- Always load the paper in portrait orientation, regardless of the printing orientation.

In the manual feed tray:

When you load the paper, load one sheet at a time. When you print continuously, set the next paper after the last one is finished printing.

Check 3 Is paper too thick or curled?

- ➔ [Media Types You Can Use](#)

Check 4 When loading postcards, consider the following:

- If a postcard is curled, it may not feed properly even though the paper stack does not exceed the paper load limit.

Load Japanese postcards with their postcode column downward.

Check 5 Check paper source setting.

- ➔ Switching the Paper Source to Match the Purpose (Windows)
- ➔ [Switching the Paper Source to Match the Purpose](#) (macOS)

Check 6 Make sure paper weight is suitable for use with printer.

➔ [Media Types You Can Use](#)

Check 7 Make sure there are not any foreign objects in top feed or manual feed tray.



If the paper tears in the top feed or the manual feed tray, see [What to Do When Paper Is Jammed](#) to remove it.

If there are any foreign objects in the top feed or manual feed tray, be sure to turn off the printer, unplug it and remove the foreign object.



➤➤➤ Note

- If the feed slot cover is opened, close it slowly.

Check 8 Clean paper feed roller.

➔ [Cleaning Paper Feed Rollers](#)

Note

- Cleaning the paper feed roller abrades it, so do this only when necessary.

If the measures above do not solve the problem, contact your Canon dealer for assistance.



Paper Does Not Feed from Paper Source Specified in Printer Driver (Windows)



Check Is paper source setting inconsistent between application program and Printer Driver?

Change the application software setting corresponding to the Printer Driver setting, or click **Print Options** on **Page Setup** sheet of the Printer Driver and select **Disable the paper source setting of the application software** on **Print Options** screen.

When the paper source setting is inconsistent between an application program and the Printer Driver, the application software setting takes precedence.

For details, refer to Page Setup Tab Description.



What to Do If Paper Is Not Fed/Output Normally



If the paper is not jammed and the paper is not fed normally, follow the procedure below.

Check 1 Is anything blocking paper output slot?

Check 2 Are there any foreign objects in top feed or manual feed tray?



If there are any foreign objects in the top feed or the manual feed tray, be sure to turn off the printer, unplug it, and then remove the foreign object.



»» Note

- If the feed slot cover is opened, close it slowly.

Check 3 Is paper curled?

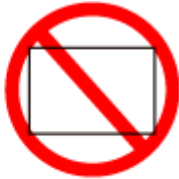
Correct curl before loading paper.

Check 4 Is paper loaded properly?

Always load paper in portrait orientation (A). If you load paper in landscape orientation (B), paper may not be fed or a paper jam may occur.



A



B

➡ [Loading Paper in the Top Feed](#)

➡ [Loading Paper in the Manual Feed Tray](#)

Paper Setting Problems

- I want to know the paper types that can be used in this printer



I want to know the paper types that can be used in this printer



For information about paper that can be used with this printer, refer to "Media Types You Can Use".

➡ [Media Types You Can Use](#)

Ink-related Problems

- **Ink Does Not Come Out**
- **Printer consumes a lot of ink**



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](#)

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.



Printer consumes a lot of ink



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 **System Cleaning** being carried out frequently?

System Cleaning uses a lot of ink. This is normal. We recommend that you only carry out **System Cleaning** 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](#)

List of Support Code for Error

Support code appears on the LCD and your computer screen when errors occur.

Support codes are error identification numbers that appear alongside error messages.

If an error occurs, check the support code and follow the recommended steps to resolve the issue.

Support code displayed

- **1000 to 1ZZZ**

[1000](#) [1006](#) [1062](#) [1200](#) [1201](#) [1204](#)

[1205](#) [1206](#) [1207](#) [1208](#) [1209](#) [1250](#)

[1261](#) [1293](#) [1300](#) [1340](#) [1401](#) [1403](#)

[1405](#) [1406](#) [1407](#) [1408](#) [1409](#) [140A](#)

[140B](#) [140C](#) [140D](#) [140E](#) [140F](#) [1410](#)

[1411](#) [1412](#) [1413](#) [1414](#) [1415](#) [1416](#)

[1417](#) [1418](#) [1419](#) [141A](#) [141B](#) [1466](#)

[1467](#) [1491](#) [1493](#) [1500](#) [1551](#) [1552](#)

[1570](#) [15A1](#) [15A2](#) [15A3](#) [1600](#) [1660](#)

[1681](#) [1684](#) [1720](#) [1721](#) [1722](#) [1730](#)

[1751](#) [1752](#) [1753](#) [1880](#) [1881](#)

- **2000 to 2ZZZ**

[2102](#) [2103](#) [2114](#) [2115](#) [2500](#) [2501](#)

[2502](#) [2503](#)

- **3000 to 3ZZZ**

[3000](#) [3250](#) [3306](#) [3310](#) [3311](#) [3312](#)

[3313](#) [3314](#) [3315](#) [3316](#) [3317](#) [3318](#)

[3319](#) [3413](#) [3440](#) [3441](#) [3446](#) [3447](#)

[3454](#) [3455](#)

- **4000 to 4ZZZ**

[4103](#) [4109](#) [410E](#) [4111](#) [495A](#)

- **5000 to 5ZZZ**

[5100](#) [5110](#) [5200](#) [520A](#) [520B](#) [520C](#)

[520D](#) [5250](#) [5400](#) [5403](#) [5700](#) [5701](#)

[5B16](#) [5C00](#) [5C01](#) [5C10](#) [5C11](#) [5C12](#)

[5C13](#) [5C14](#) [5C20](#)

- **6000 to 6ZZZ**

[6000](#) [6500](#) [6502](#) [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](#) [6F00](#)

- **7000 to 7ZZZ**

[7400](#) [7401](#) [7402](#) [7500](#) [7501](#) [7600](#)

[7601](#) [7700](#) [7701](#) [7800](#) [7801](#)

- **8000 to 8ZZZ**

[8100](#) [8200](#)

- **A000 to ZZZZ**

[B400](#) [B505](#) [B506](#) [B507](#) [B600](#) [B801](#)

[B802](#) [C100](#) [C101](#)

When Error Occurred

If an error occurs in printing, for example, if the paper runs out or jams, a troubleshooting message appears automatically. Take the appropriate action described in the message.

When an error occurs, a message is displayed on the computer or on the printer. For some errors, a support code (error number) is also displayed.

When a Support Code and a Message are displayed on the Computer Screen (Windows):

Canon series

Support Code : 1000

Paper has run out.
Media Type : Photo Paper Pro Platinum
Page Size : A4
Paper Source: Top Feed



1. Load paper into the top feed.



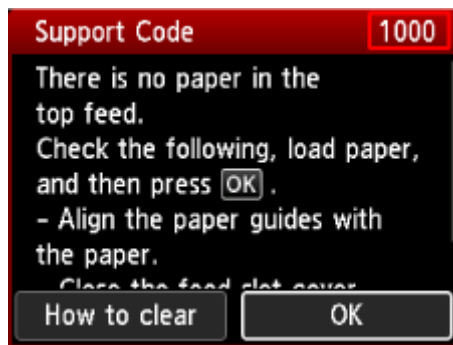
2. Press the printer's OK button.

To print with different settings click [Cancel Printing] to cancel printing.
Then, change the print settings in the printer driver or the print app, and try printing again.

If Error Persists

Cancel Printing

When a Support Code and a Message are displayed on the Printer's LCD:



For details on how to resolve errors with Support Codes, see [List of Support Code for Error](#).

Cause

Possible causes include the following.

- There is no paper in the top feed.
- Paper is not loaded properly.

What to Do

After loading the paper in the top feed correctly, follow the messages displayed on the printer's operation panel.

- ➡ [Loading Paper in the Top Feed](#)
- ➡ If a foreign object is in the top feed, refer to **Check 1** in [What to Do If Paper Is Not Fed/Output Normally](#) and take appropriate action.

Cause

Possible causes include the following.

- There is no paper in the manual feed tray.
- Paper is not loaded in the manual feed tray properly.

What to Do

Take the corresponding actions below.

- Load one sheet of paper in the manual feed tray.
 - ➔ [Loading Paper in the Manual Feed Tray](#)
 - ➔ [What to Do If Paper Is Not Fed/Output Normally](#)

▶▶▶ Note

- The loadable paper differs depending on the paper source. For details on the paper that can be loaded in the manual feed tray, refer to [Loading Paper in the Manual Feed Tray](#).

- Align the paper guides of the manual feed tray with the edges of the paper.

After carrying out the above measures, press the printer's **OK** button.

▶▶▶ Note

- To cancel printing, press the printer's **Stop** button.
- To continue printing from the manual feed tray, wait until printing is completed, and then load the next sheet.

Cause

Paper size setting does not match size of loaded paper.

What to Do

Press the printer's **Stop** button to cancel the error and take the corresponding actions below.

When printing from Windows using a printer driver:

Load paper of the size specified in **Paper Size** on the **Page Setup** sheet of the printer driver, and retry printing.

If this error occurs even you load paper of the size specified in the printer driver, set the printer not to detect the paper width.

To set the printer not to detect the width of the paper, open **Custom Settings** on the **Maintenance** sheet of the printer driver, and set **Disables paper width detection when printing from computer** to **ON**.

➡ Changing the Printer Operation Mode

▶▶▶ Note

- Set **Disables paper width detection when printing from computer** to **OFF** once printing is complete.

When printing from macOS using a printer driver:

Load paper of the size specified in **Paper Size** on the Page Setup dialog, and retry printing.

If this error occurs even you load paper of the size specified in the Page Setup dialog, set the printer not to detect the paper width.

To set the printer not to detect the width of the paper, open Canon IJ Printer Utility2, select **Custom Settings** in the pop-up menu, select the **Disable paper width detection when printing from computer** check box.

➡ [Opening the Canon IJ Printer Utility2](#)

▶▶▶ Note

- Clear the **Disable paper width detection when printing from computer** check box again once printing is complete.

When printing by other methods:

Register the paper size and paper type of the paper loaded in the printer correctly in the printer, and retry printing.

➡ [Register Paper Information](#)

If this error occurs even after registering the paper information correctly, set the printer not to detect the paper width.

To set the printer not to detect the width of the paper, select **Various settings** on the printer's HOME screen, select **Printer settings**, **Paper-related settings**, **Advanced paper settings** in this order, select the paper type, and then set **Detect paper width** to **OFF**.

»» Note

- If you change the setting so that the paper width is not detected, return the setting after printing.

1200

Cause

Top cover is open.

What to Do

Close the top cover and wait for a while.

Always close the top cover after opening it to replace print head or for any other reason.

1201

Cause

The tank cover is open.

What to Do

Close the tank cover.

1204

Cause

Maintenance cover is open.

What to Do

Close the maintenance cover and wait for a while.

1205

Cause

Tank cover is open.

What to Do

Close the tank cover and wait for a while.

1206

Cause

Maintenance cover is open.

What to Do

Close the maintenance cover and press the printer's **OK** button.

1207

Cause

Tank cover is open.

What to Do

Close the tank cover and wait for a while.

1208

Cause

Maintenance cover is open.

What to Do

Close the maintenance cover and wait for a while.

1209

Cause

Maintenance cover is open.

What to Do

Close the maintenance cover and press the printer's **OK** button.

1250

Cause

Paper output tray is closed.

What to Do

Open the paper output tray.

1261

Cause

Manual feed tray is in the paper jam clearing position.

What to Do

Return the manual feed tray to the paper feed position, and then press the printer's **OK** button to dismiss the error.

1293

Cause

Tank cover is open.

What to Do

Close the tank cover.

Cause

Paper jammed inside the printer while printing.

What to Do

Follow these steps below to remove jammed paper.

1. Remove the jammed paper depending on the paper source.

➡ [What to Do When Paper Is Jammed](#)

2. Reload paper and press printer's **OK** button.

The printer resumes printing. Reprint the page you were printing if it was not printed properly due to the paper jam.

If you turned off the printer in step 1, all jobs in the print queue are canceled. Redo the printing.

If the error appears again, the printer may be damaged. Contact a Canon customer service center.

Cause

Printer is not properly placed.

Body of the printer might be floating.

What to Do

The printer has the ink supply stopper on its bottom to prevent ink leakage by stopping the ink supply when the printer detects floating of its body.



Place the printer as the ink supply stopper is properly grounded in hard flat surface such as a table.



Press the **OK** button to dismiss the error after placing the printer properly.

Important

- If the printer is placed on a location such as the following, you may not dismiss the error.
 - Flexible desk, wagon, etc.
 - Soft mat, floor, etc.
 - Perforated shelf etc.
 - Location where there is a step

1401

Cause

Failed to recognize print head.

What to Do

Open the top cover and reattach the print head.

➡ [Replacing the Print Head](#)

If this does not solve the problem, contact your nearest Canon service center to request a repair.

1403

Cause

Failed to recognize print head.

What to Do

Open the top cover and reinstall the print head.

➡ [Replacing the Print Head](#)

If this does not solve the problem, contact your nearest Canon service center to request a repair.

1405

Cause

Print head may be damaged.

What to Do

Open the top cover and reinstall the print head.

➡ [Replacing the Print Head](#)

If this does not solve the problem, contact your nearest Canon service center to request a repair.

Cause

Print head error may occur.

What to Do

Turn off the printer and turn it back on.

If the error is still not resolved, the print head may be damaged.

Print head needs to be replaced.

➡ [Replacing the Print Head](#)

Cause

Print head error may occur.

What to Do

Turn off the printer and turn it back on.

If the error is still not resolved, the print head may be damaged.

Print head needs to be replaced.

➡ [Replacing the Print Head](#)

Cause

There is a problem with the print head.

What to Do

Open the top cover and reinstall the print head.

➡ [Replacing the Print Head](#)

If this does not solve the problem, contact your nearest Canon service center to request a repair.

Cause

There is a problem with the print head.

What to Do

Open the top cover and reinstall the print head.

➡ [Replacing the Print Head](#)

If this does not solve the problem, contact your nearest Canon service center to request a repair.

140A

Cause

There is a problem with the print head.

What to Do

Open the top cover and reinstall the print head.

➡ [Replacing the Print Head](#)

If this does not solve the problem, contact your nearest Canon service center to request a repair.

140B

Cause

Failed to recognize print head.

What to Do

Open the top cover and reinstall the print head.

➡ [Replacing the Print Head](#)

If this does not solve the problem, contact your nearest Canon service center to request a repair.

140C

Cause

There is a problem with the print head.

What to Do

Turn off the power, wait a moment, and then turn it back on.

If this does not solve the problem, contact your nearest Canon service center to request a repair.

140D

Cause

Cannot install a print head that was installed on a different printer.

What to Do

Install an appropriate print head, and then close the top cover.

140E

Cause

Printer error has occurred.

What to Do

Turn the printer off and turn it back on.

If this does not solve the problem, contact your nearest Canon service center to request a repair.

140F

Cause

There is a problem with the print head.

What to Do

Press the printer's **OK** button, and then replace the current print head with a new one.

➡ [Replacing the Print Head](#)

If this does not solve the problem, contact your nearest Canon service center to request a repair.

Cause

The ink tank cannot be recognized.

What to Do

Check the color of the ink tank that cannot be recognized.

Open the ink cover, remove the ink tank, and then reinstall it.

If the error is not resolved, replace the ink tank.

➡ [Replacing Ink Tanks](#)

Cause

The ink tank cannot be recognized.

What to Do

Check the color of the ink tank that cannot be recognized.

Open the ink cover, remove the ink tank, and then reinstall it.

If the error is not resolved, replace the ink tank.

➡ [Replacing Ink Tanks](#)

Cause

The ink tank cannot be recognized.

What to Do

Check the color of the ink tank that cannot be recognized.

Open the ink cover, remove the ink tank, and then reinstall it.

If the error is not resolved, replace the ink tank.

➡ [Replacing Ink Tanks](#)

Cause

The ink tank cannot be recognized.

What to Do

Check the color of the ink tank that cannot be recognized.

Open the ink cover, remove the ink tank, and then reinstall it.

If the error is not resolved, replace the ink tank.

➡ [Replacing Ink Tanks](#)

Cause

The ink tank cannot be recognized.

What to Do

Check the color of the ink tank that cannot be recognized.

Open the ink cover, remove the ink tank, and then reinstall it.

If the error is not resolved, replace the ink tank.

➡ [Replacing Ink Tanks](#)

Cause

The ink tank cannot be recognized.

What to Do

Check the color of the ink tank that cannot be recognized.

Open the ink cover, remove the ink tank, and then reinstall it.

If the error is not resolved, replace the ink tank.

➡ [Replacing Ink Tanks](#)

Cause

The ink tank cannot be recognized.

What to Do

Check the color of the ink tank that cannot be recognized.

Open the ink cover, remove the ink tank, and then reinstall it.

If the error is not resolved, replace the ink tank.

➡ [Replacing Ink Tanks](#)

Cause

The ink tank cannot be recognized.

What to Do

Check the color of the ink tank that cannot be recognized.

Open the ink cover, remove the ink tank, and then reinstall it.

If the error is not resolved, replace the ink tank.

➡ [Replacing Ink Tanks](#)

Cause

The ink tank cannot be recognized.

What to Do

Check the color of the ink tank that cannot be recognized.

Open the ink cover, remove the ink tank, and then reinstall it.

If the error is not resolved, replace the ink tank.

➡ [Replacing Ink Tanks](#)

Cause

The ink tank cannot be recognized.

What to Do

Check the color of the ink tank that cannot be recognized.

Open the ink cover, remove the ink tank, and then reinstall it.

If the error is not resolved, replace the ink tank.

➡ [Replacing Ink Tanks](#)

141A

Cause

The ink tank cannot be recognized.

What to Do

Check the color of the ink tank that cannot be recognized.

Open the ink cover, remove the ink tank, and then reinstall it.

If the error is not resolved, replace the ink tank.

➡ [Replacing Ink Tanks](#)

141B

Cause

The ink tank cannot be recognized.

What to Do

Check the color of the ink tank that cannot be recognized.

Open the ink cover, remove the ink tank, and then reinstall it.

If the error is not resolved, replace the ink tank.

➡ [Replacing Ink Tanks](#)

1466

Cause

Print head is not compatible with this printer.

What to Do

Install an appropriate print head.

Cause

Print head error may occur.

What to Do

Turn off the printer and turn it back on.

If the error is still not resolved, the print head may be damaged.

Print head needs to be replaced.

➡ [Replacing the Print Head](#)

1491

Cause

Print head nozzles are clogged.

What to Do

Press the printer's **OK** button, and then clean the print head.

➡ [Cleaning the Print Head](#)

1493

Cause

Maintenance cartridge cannot be recognized properly.

What to Do

Remove the maintenance cartridge, and then reinstall it.

If the error is not resolved, install the proper maintenance cartridge and press the printer's **OK** button.

1500

Cause

The ink is running low.

What to Do

Prepare a new ink tank.

1551

Cause

A genuine Canon ink tank with a history of past use has been detected.

What to Do

To dismiss the message, press the printer's **OK** button.

1552

Cause

A genuine Canon ink tank has been inserted.

What to Do

To dismiss the message, press the printer's **OK** button.

1570

Cause

The ink in the ink tank has run out.

What to Do

Replace the ink tank.

➡ [Replacing Ink Tanks](#)

15A1

Cause

Printer setup is not completed.

What to Do

Proceed with printer setup according to the message displayed on the printer's LCD.

If this error occurs while operating the printer from a smartphone / tablet, complete the printer setup and then operate again.

15A2

Cause

Ink tank not inserted.

What to Do

Insert the ink tank correctly, and proceed with printer setup.

15A3

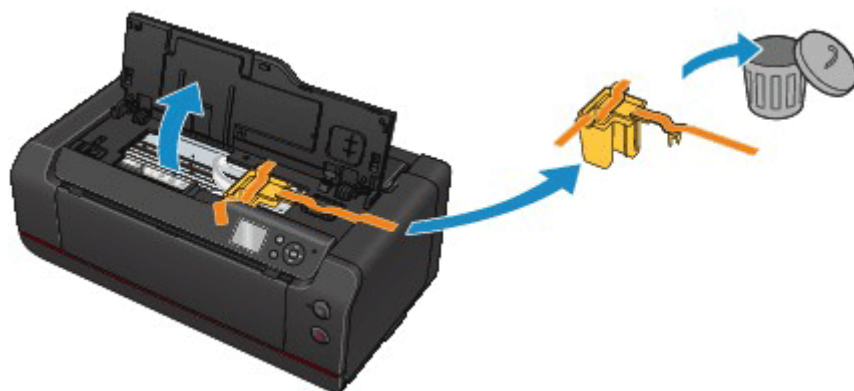
Cause

Protective material or tape may still be attached to print head holder.

What to Do

Open the top cover and make sure the protective material and tape have been removed from the print head holder.

If the protective material or tape is still there, remove it and close the top cover.



In the case of the first printer setup, select your printer name on the below page, and follow the instructions.

➡ Set Up

Cause

If printing is continued, the ink may run out.

What to Do

You are recommended to replace the ink tank.

If printing is in progress and you want to continue printing, press the printer's **OK** button. Then printing can continue. In this case, if the ink runs out during printing, printing will be interrupted even if the paper is half-printed, and the paper will be ejected.

1660

Cause

Ink tank not inserted.

What to Do

Insert the ink tank correctly.

➡ [Replacing Ink Tanks](#)

1681

Cause

More than one ink tank of the same color is installed.

What to Do

Make sure the ink tanks are installed in the appropriate positions.

Cause

The ink tank cannot be recognized.

What to Do

Printing cannot be executed because the ink tank may not be installed properly or may not be compatible with this printer.

Install the appropriate ink tank.

If you want to cancel printing, press the printer's **Stop** button.

1720

Cause

The maintenance cartridge is full.

It needs to be replaced.

What to Do

Replace the maintenance cartridge.

➡ [Replacing the Maintenance Cartridge](#)

1721

Cause

The maintenance cartridge is not installed.

What to Do

Install the maintenance cartridge and press the printer's **OK** button.

➡ [Replacing the Maintenance Cartridge](#)

1722

Cause

Incorrect type of maintenance cartridge.

What to Do

Insert the correct maintenance cartridge.

➡ [Replacing the Maintenance Cartridge](#)

If this error continues to appear, contact your nearest Canon service center to request a repair.

Cause

The ink tank may be an ink tank that ran out of genuine Canon ink or a counterfeit Canon ink tank.

What to Do

To print, you must replace the ink tank or disable the function for detecting the remaining ink level.

➔ [Replacing Ink Tanks](#)

To disable the function for detecting the remaining ink level, press and hold the printer's **Stop** button for at least 5 seconds, and then release it.

By this operation, the fact that you have disabled the function for detecting the remaining ink level will be memorized. Please be advised that Canon shall not be liable for any malfunction or trouble caused by using a non-genuine Canon ink tank or by using non-genuine Canon ink.

▶▶▶ Note

- If the function for detecting the remaining ink level is disabled, the ink tank in gray is displayed on the LCD when checking the current ink level.

To report the counterfeit ink tank, access Canon website from the following link.

➔ [Report Counterfeit](#)

Cause

The ink has run out.

Printing was interrupted and the paper was ejected because printing under the current condition may damage the printer.

What to Do

Open the tank cover, and then replace the ink tank. Printing will restart from the next page.

➡ [Replacing Ink Tanks](#)

Cause

The ink has run out.

Printing was interrupted and the paper was ejected because printing under the current condition may damage the printer.

What to Do

Open the tank cover, and then replace the ink tank. Printing will restart from the next page.

➡ [Replacing Ink Tanks](#)

Cause

The remaining level of the ink cannot be correctly detected.

What to Do

Replace the ink tank. Printing will restart.

➡ [Replacing Ink Tanks](#)

An ink tank that was once empty is installed.

If you want to continue printing, you need to disable the function for detecting the remaining ink level.

To disable this function, press and hold the printer's **Stop** button for at least 5 seconds, and then release it.

With this operation, disabling the function for detecting the remaining ink level is memorized.

Please be advised that Canon shall not be liable for any malfunction or trouble caused by continuation of printing under the ink out condition or by using refilled ink tanks.

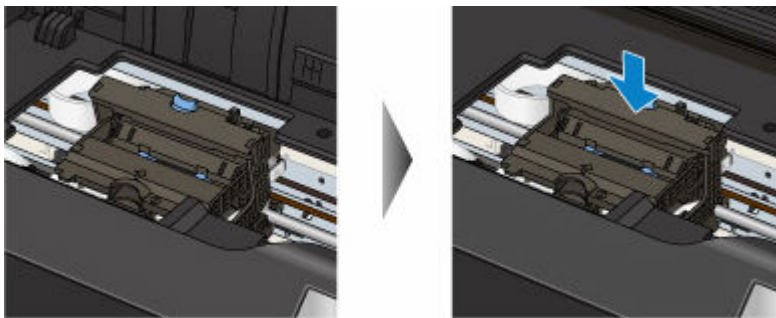
Cause

Joint lever is not closed properly.

What to Do

Close the joint lever following the procedure below.

1. Open top cover.
2. Push joint lever securely.



»» Note

- Push the joint lever until it clicks into place.

3. Close top cover.

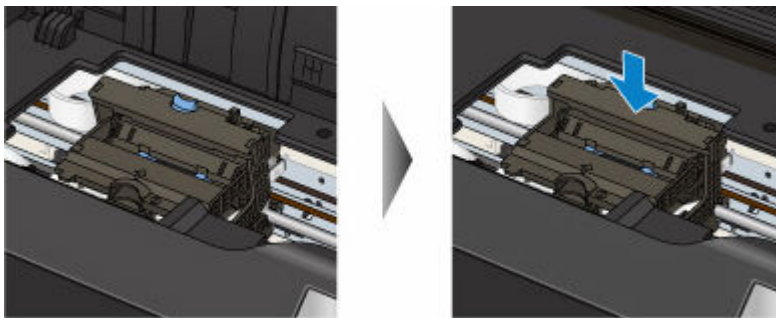
Cause

Joint lever is not closed properly.

What to Do

Close the joint lever following the procedure below.

1. Open top cover.
2. Push joint lever securely.



Note

- Push the joint lever until it clicks into place.

3. Close top cover.

Cause

Printer has detected that paper has been fed aligned to one side.

What to Do

Load the paper into the center of the top feed or the manual feed tray, and then slide the paper guides to align with the both edges of the paper stack.

Press the printer's **OK** button.

If this error still occurs even after printing again, set the printer not to detect the paper width using the operation panel, the printer driver, or Remote UI.

»» Note

- For more on setting printer not to detect the paper width using the operation panel, see below.

➡ [Paper-related settings](#)

- Depending on the type of paper, the printer may not detect the paper width.

If the top cover is opened while printing is in progress, the printer may not detect the paper width.

Cause

Printer cannot detect paper size.

What to Do

Press the printer's **Stop** button and retry printing.

If this error still occurs even after printing again, set the printer not to detect the paper width using the operation panel, the printer driver, or Remote UI.

▶▶ Note

- For more on setting printer not to detect the paper width using the operation panel, see below.

➡ [Paper-related settings](#)

- Depending on the type of paper, the printer may not detect the paper width.

If the top cover is opened while printing is in progress, the printer may not detect the paper width.

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 following.
 - ➔ Paper Settings on the Printer Driver and the Printer (Media Type) (Windows)
 - ➔ [Paper Settings on the Printer Driver and the Printer \(Media Type\)](#) (macOS)
 - ➔ Paper Settings on the Printer Driver and the Printer (Paper Size) (Windows)
 - ➔ [Paper Settings on the Printer Driver and the Printer \(Paper Size\)](#) (macOS)
- For how to register paper information on the printer, refer to the following.
 - ➔ [Register Paper Information](#)

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 LCD.

- Paper settings specified on the printer driver when printing:

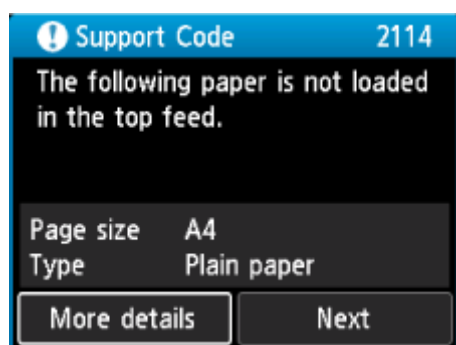
Paper size: **A4**

Media type: **Plain paper**

- Paper information for the top feed registered on the printer:

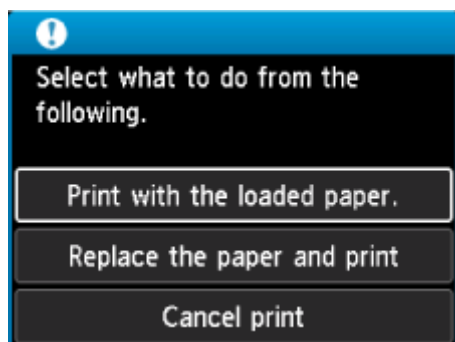
Paper size: **A3**

Media type: **Plain paper**



What to Do

Select **Next** on the printer's LCD to display the screen below.



Select the appropriate action.

»»» Note

- Depending on the settings, some of the options below may not be displayed.

Print with the loaded paper.

Select this option to print 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 following.
 - ➡ Paper Settings on the Printer Driver and the Printer (Media Type) (Windows)
 - ➡ [Paper Settings on the Printer Driver and the Printer \(Media Type\)](#) (macOS)
 - ➡ Paper Settings on the Printer Driver and the Printer (Paper Size) (Windows)
 - ➡ [Paper Settings on the Printer Driver and the Printer \(Paper Size\)](#) (macOS)

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.

Cause

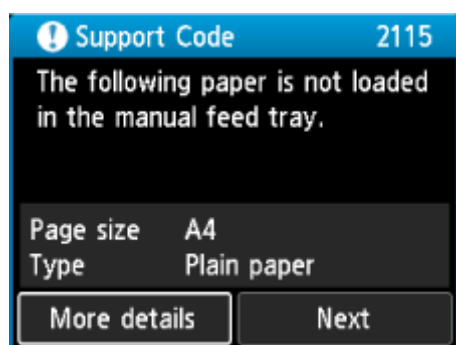
Paper settings specified when printing do not match the paper information for the manual feed tray registered on the printer.

Note

- For the appropriate combination of the paper settings specified on the printer driver and the paper information registered on the printer, refer to the following.
 - ➔ Paper Settings on the Printer Driver and the Printer (Media Type) (Windows)
 - ➔ [Paper Settings on the Printer Driver and the Printer \(Media Type\)](#) (macOS)
 - ➔ Paper Settings on the Printer Driver and the Printer (Paper Size) (Windows)
 - ➔ [Paper Settings on the Printer Driver and the Printer \(Paper Size\)](#) (macOS)
- For how to register paper information on the printer, refer to the following.
 - ➔ [Register Paper Information](#)

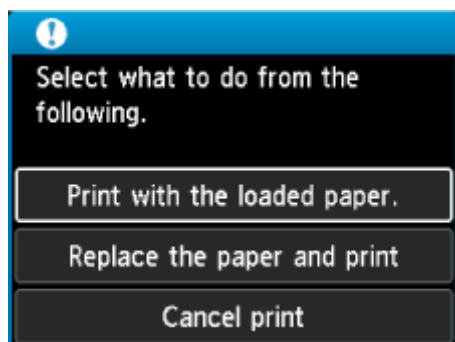
If the paper settings specified when printing differ from the paper information for the manual feed tray registered on the printer, the following message appears on the printer's LCD.

- Paper settings specified on the printer driver when printing:
 Paper size: **A4**
 Media type: **Plain paper**
- Paper information for the manual feed tray registered on the printer:
 Paper size: **A3**
 Media type: **Plain paper**



What to Do

Select **Next** on the printer's LCD to display the screen below.



Select the appropriate action.

»»» Note

- Depending on the settings, some of the options below may not be displayed.

Print with the loaded paper.

Select this option to print 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 manual feed tray is registered as A3, select this option to print on an A3 paper loaded in the manual feed tray with the A4 setting.

Replace the paper and print

Select this option to print after changing the paper in the manual feed tray.

For example, when the paper size specified when printing is A4 and the paper information for the manual feed tray is registered as A3, select this option to print after changing the paper in the manual feed tray with an A4 paper.

After changing the paper, the paper information registration screen for the manual feed tray appears. Register the paper information on the printer according to the loaded paper.

»»» Note

- If you do not know the paper size and media type to be loaded in the manual feed tray, press the printer's **Back** button. The paper size and media type are displayed.
- For the appropriate combination of the paper settings specified on the printer driver and the paper information registered on the printer, refer to the following.
 - ➡ Paper Settings on the Printer Driver and the Printer (Media Type) (Windows)
 - ➡ [Paper Settings on the Printer Driver and the Printer \(Media Type\)](#) (macOS)
 - ➡ Paper Settings on the Printer Driver and the Printer (Paper Size) (Windows)
 - ➡ [Paper Settings on the Printer Driver and the Printer \(Paper Size\)](#) (macOS)

Cancel

Cancels printing.

Select this option when you want to change the paper settings specified when printing. Change the paper settings and try printing again.

Cause

Cause of following may have occurred failure of automatic adjustment to straighten lines and colors.

- Print head nozzles are clogged.
- Size of paper loaded is incorrect.
- Paper output slot is exposed to strong light.

What to Do

Press the printer's **OK** button to cancel the error and take the corresponding actions below.

- Check the print head condition by printing the nozzle check pattern.
- Load the correct size paper and perform automatic print head alignment again.
- 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, press the printer's **OK** button to cancel the error and perform manual adjustment to straighten lines and colors.

➡ [Manual Adjustment to Straighten Lines and Align Colors](#)

Cause

Cause of following may have occurred failure of color calibration.

- Print head nozzles are clogged.
- Paper is dirty or size of paper loaded is incorrect.
- Paper output slot is exposed to strong light.

What to Do

Press the printer's **OK** button and take the corresponding actions below.

- Check the print head condition by printing the nozzle check pattern.
If there are missing lines or horizontal white streaks in the pattern, the print head nozzles are clogged.
Clean the print head.
- Load the clean and correct size paper, and then perform the color calibration again.
- Adjust your operating environment and/or the position of the printer so that the paper output slot is not exposed directly to strong light.

2502

Cause

Cannot perform calibration.

What to Do

Press the printer's **OK** button, and then perform the calibration again.

If this does not solve the problem, contact your nearest Canon service center to request a repair.

2503

Cause

Printing does not start correctly.

What to Do

Press the printer's **OK** button, and then restart printing.

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.

Cause

The maintenance cartridge is almost full.

What to Do

Prepare a new maintenance cartridge because an error may occur if you continue to use the printer while the maintenance cartridge is full.

➡ [Replacing the Maintenance Cartridge](#)

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 your nearest Canon service center to request a repair.

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.

Required items have been omitted.

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.

Data out of range.

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.

Resolution value out of range.

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.

Compression method value out of range.

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.

Cause

Incorrect print data.

Incorrect data formatting (color sequence, bit count).

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.

Cause

Incorrect print data.

Illegal combination of resolution and image data format.

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.

Cause

Prevent paper abrasion has been set.

What to Do

Prevent paper abrasion may reduce print speed.

If you continue printing in the current setting, select **Yes** using the ◀ ▶ buttons and press the printer's **OK** button.

If you disable this setting, select **No** and press the printer's **OK** button. Select **Various settings** 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

Press the printer's **OK** button 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

Press the printer's **OK** button to cancel the error and retry Easy wireless connect.

If the error is not resolved, use another method to set up Wi-Fi.

Cause

IP address and subnet mask are conflicting.

What to Do

Press the printer's **OK** button 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.

Cause

An error occurred while communicating via wireless direct or while in standby.

What to Do

Press the printer's **OK** button to cancel the error.

Turn off the printer and turn it back on.

3454

Cause

Printer error has occurred.

What to Do

Printer needs repair. Please contact customer support.

3455

Cause

Printer error has occurred.

What to Do

A matter has been identified that requires immediate attention. Please contact customer support.

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.

Cause

Paper size that cannot be printed from the manual feed tray is specified.

What to Do

Press the printer's **Stop** button to cancel printing. Check the paper that can be loaded in the manual feed tray.

➡ [Loading Paper in the Manual Feed Tray](#)

Change the paper size specified when printing and retry printing.

▶▶ Note

- To print on paper that can be printed only from the top feed, reload the paper in the top feed, and then [register the paper information](#) in the printer.

410E

Cause

Printing cannot be performed with the current combination of paper size and paper type.

What to Do

Press the printer's **Stop** button to stop printing.

Change to the paper type for long-format, and perform printing again.

- ➡ Perform Long-form Printing (Windows)
- ➡ [Perform Long-form Printing](#) (macOS)

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.

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.

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.

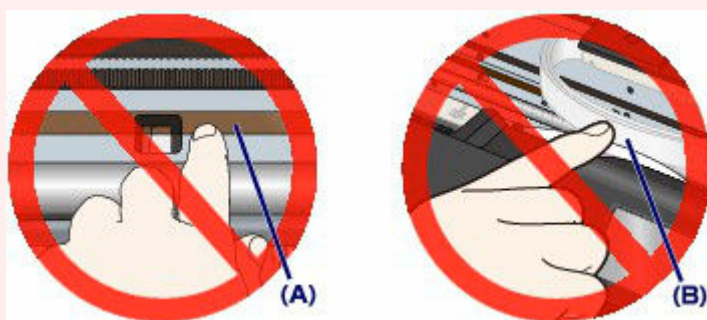
Check the following:

- Make sure carriage motion is not impeded by protective material and tape for securing the carriage, jammed paper, etc.

Remove any impediment.

»» Important

- When clearing an impediment to print head holder motion, be careful not to touch clear film (A) or white belt (B).



If you soil or scratch these parts by touching them with paper or your hand, it could damage the printer.

Turn the printer back on.

If this does not solve the problem, contact your nearest Canon service center to request a repair.

5110

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.

5200

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.

520A

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.

520B

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.

520C

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.

520D

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.

5250

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.

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.

5403

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.

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.

5701

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.

5B16

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.

5C00

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.

5C01

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.

5C10

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.

5C11

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.

5C12

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.

5C13

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.

5C14

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.

5C20

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.

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.

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.

6502

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

6F00

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.

7400

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.

7401

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.

7402

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.

7500

Cause

An error requiring a repair 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.

7501

Cause

An error requiring a repair 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.

7600

Cause

An error requiring a repair 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.

7601

Cause

An error requiring a repair 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.

7700

Cause

An error requiring a repair 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.

7701

Cause

An error requiring a repair 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.

7800

Cause

An error requiring a repair 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.

7801

Cause

An error requiring a repair 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.

8100

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.

8200

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.

B400

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.

B505

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.

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.

B507

Cause

Printer error has occurred.

What to Do

Check the status of ink tanks. Replace the ink tank if the ink has run out.

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.

B600

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.

B801

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.

B802

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.

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.

Printer Information

- **Safety**
- **Handling Precautions**
- **Specifications**

Safety

- **Safety Precautions**
- **Regulatory Information**
- **WEEE**

Safety Precautions

Follow the items below to use the printer safely. Furthermore, do not perform any actions that are not described in the instruction manual of the product. This may cause unexpected accidents such as fire or electrical shock. Safety standard marks and declarations are only valid for the supported voltages and frequencies in the applicable countries or regions.

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 plug or power cord becomes hot, corroded, bent, frayed, or damaged

- **Follow the items below (risk of fire, electrical shock, or injury).**

- 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 the power cord or other cables by twisting, bundling, tying, pulling or excessively bending them.
- Never place a heavy object on the power cord.
- 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

- Be careful not to let anything get inside the printer. This would cause malfunction.



- 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.

- **About the ink**

- Always store ink tanks out of the reach of infants and toddlers.
- 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.

- **Moving the printer**

- Have two persons carry the printer, each person holding each end of the printer. The weight may cause pain such as back pain.



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.
Foreign objects such as hair and dust may get inside the product.

- 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.
- Operation noises may be uncomfortable depending on the installation environment.
In that case, we recommend installing the printer in a separate location (such as a separate room).

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.
- 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.

Print Heads/Ink Tanks/Maintenance Cartridges

- Keep ink tanks 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 tanks and maintenance cartridges into fire.
- Do not attempt to disassemble or modify the print head, ink tanks, and maintenance cartridges.
- Avoid dropping or shaking the print head, ink tanks, and maintenance cartridges.

Regulatory Information

Users in the U.S.A.

FCC Notice (U.S.A. Only)

For 120V, 60Hz model

Model Number: K10613 (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.

The equipment complies with FCC radiation exposure limits for uncontrolled equipment. This equipment should be installed and operated with minimum distance at least 20cm between the radiator and persons body (excluding extremities: hands, wrists, feet and ankles) and must not be colocated or operated with any other antenna or transmitter.

Canon U.S.A., Inc.

One Canon Park

Melville, New York 11747

1-800-652-2666

Users in Europe

Product Information for the requirement of COMMISSION REGULATION (EU)

The power consumption in Off Mode or network standby and the transition time to Off or network standby are as follows:

<https://www.canon-europe.com/consumer/lot26/>

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 Regulation ((EU) 2023/1542) and/or national legislations implementing those Directive and Regulation.

If a chemical symbol is printed beneath the symbol shown above, in accordance with the Battery Regulation, this indicates that a heavy metal (Pb = Lead) is present in this battery at a concentration above an applicable threshold specified in the Battery Regulation.

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. 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/.

Nur für die 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), Batterienverordnung (EU) 2023/1542 und nationalen Gesetzen zur Umsetzung dieser Richtlinie und Verordnung nicht über den Hausmüll entsorgt werden darf.

Falls sich unter dem oben abgebildeten Symbol ein chemisches Symbol befindet, bedeutet dies gemäß der Batterieverordnung, dass in dieser Batterie ein Schwermetall (Pb = Blei) in einer Konzentration vorhanden ist, die über einem in der Verordnung 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 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/sustainability/approach/.

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,
- personenbezogene Daten auf den Altgeräten vor der Entsorgung zu löschen.

Die Bedeutung des Symbols 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 législation européenne relative à l'élimination des piles usagés ((EU) 2023/1542) et les lois en vigueur dans votre pays appliquant ces directives et législations.

Si un symbole de toxicité chimique est imprimé sous le symbole illustré ci-dessus conformément à la législation relative aux piles, il indique la présence d'un métal lourd (Pb = plomb) dans la pile à une concentration supérieure au seuil applicable spécifié par la législation.

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) et piles. 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/sustainability/approach/.

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 wetgeving ((EU) 2023/1542) betreffende batterijen en/of de plaatselijk geldende wetgevingen waarin deze richtlijnen en wetgevingen 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 wetgeving betreffende batterijen aan dat deze batterij een zwaar metaal bevat (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. 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

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 el Reglamento (UE) 2023/1542 relativo a las pilas y baterías y sus residuos y/o la legislación nacional que transponen e implementan dicha.

Si aparece un símbolo químico bajo este icono, de acuerdo con el Reglamento sobre Pilas y baterías, significa que la pila contiene metales pesados (Pb = Plomo) en una concentración superior al límite especificado en dicho Reglamento.

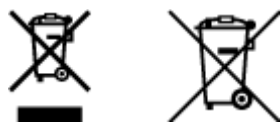
Este producto deberá entregarse en un punto de recogida designado, por ejemplo, entregándolo en el lugar de venta al adquirir un producto nuevo similar o en un centro autorizado para la recogida de residuos de aparatos eléctricos y electrónicos (RAEE) y baterías. La gestión incorrecta de este tipo de 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 o baterías usadas sin coste alguno. El precio de venta de pilas y baterías incluye el coste de la gestión medioambiental de su desecho, no reflejándose la cuantía de dicho coste en 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/sustainability/approach/.

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), del Regolamento sulle Batterie ((UE) 2023/1542) e/o delle leggi nazionali che attuano tale Direttiva e Regolamento.

Se sotto il simbolo indicato sopra è riportato un simbolo chimico, in osservanza del Regolamento sulle Batterie, tale simbolo indica la presenza di un metallo pesante (Pb = Piombo) nella batteria con un livello di concentrazione superiore a una soglia applicabile specificata nel Regolamento 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. 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.

Per ulteriori informazioni sul riciclaggio di questo prodotto, vogliate contattare il vostro ufficio comunale, le autorità competenti, un sistema di raccolta rifiuti autorizzato, o il vostro servizio di raccolta dei rifiuti domestici, oppure visitare il sito www.canon-europe.com/sustainability/approach/.

Apenas para a União Europeia e Espaço Económico Europeu (Noruega, Islândia e Liechtenstein)



Estes símbolos indicam que este produto não deve ser descartado juntamente com os resíduos urbanos, segundo a Diretiva REEE - Diretiva 2012/19/UE, segundo o Regulamento Baterias - Regulamento (UE) 2023/1542 e/ou a legislação nacional que transpõe esta Diretiva e Regulamento.

Caso esteja marcado um símbolo químico abaixo do símbolo mostrado acima, de acordo com o Regulamento Baterias, isso significa que está presente nesta bateria um metal pesado (Pb = Chumbo) numa concentração acima do respetivo limite especificado no Regulamento.

Este produto deve ser entregue num ponto de recolha designado, por exemplo num local de receção autorizado quando compra um equipamento novo idêntico, ou num local de recolha autorizado para reciclar resíduos de equipamento elétrico e eletrónico (EEE) e de 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 geralmente associadas aos EEE.

A sua cooperação no descarte adequado deste produto irá contribuir para a utilização mais eficaz dos recursos naturais.

Para saber mais sobre como reciclar este produto, por favor contacte a divisão de resíduos dos serviços municipais ou entidades gestoras autorizadas para a gestão destes fluxos de resíduos ou visite www.canon-europe.com/sustainability/approach/.

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



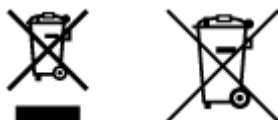
Disse symboler betyder, at produktet ikke må bortskaffes sammen med dagrenovation i henhold til WEEE-direktivet (2012/19/EU), batteriforordningen ((EU) 2023/1542) og/eller de lokale lovgivninger, som disse direktiver og forordninger er gennemført i.

Hvis der i overensstemmelse med batteriforordningen er trykt et kemisk symbol under det symbol, der er vist ovenfor, betyder det, at batteriet indeholder tungmetal (Pb = bly) i en koncentration, som ligger over de grænseværdier, der er beskrevet i batteriforordningen.

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 og batterier. 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/sustainability/approach/ for at få flere oplysninger om genbrug af dette produkt.

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



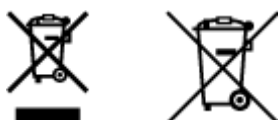
Αυτά τα σύμβολα υποδεικνύουν ότι αυτό το προϊόν δεν πρέπει να απορρίπτεται μαζί με τα οικιακά απορρίμματα, σύμφωνα με την Οδηγία για τα Απόβλητα Ηλεκτρικού και Ηλεκτρονικού Εξοπλισμού (ΑΗΗΕ) (2012/19/ΕΕ), την τον Κανονισμό για τις Μπαταρίες ((ΕΕ) 2023/1542) ή/και τις εθνικές νομοθεσίες που εφαρμόζει τις εν λόγω Οδηγίες και Κανονισμούς.

Εάν κάποιο χημικό σύμβολο είναι τυπωμένο κάτω από το σύμβολο που φαίνεται παραπάνω, σύμφωνα με τον Κανονισμό για τις Μπαταρίες, υποδηλώνει ότι κάποιο βαρύ μέταλλο (Pb = Μόλυβδος) υπάρχει στην μπαταρία σε συγκέντρωση μεγαλύτερη από το ισχύον επίπεδο που καθορίζεται στον Κανονισμό για τις Μπαταρίες.

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 μπαταριών. 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 <https://www.canon-europe.com/sustainability/approach/>.

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



Disse symbolene indikerer at dette produkt ikke skal kastes sammen med husholdningsaffald, i henhold til WEEE-direktivet (2012/19/EU), batteri-forordning EU 2023/1542 og/eller nasjonal lov som har implementert disse direktivene og forordningen.

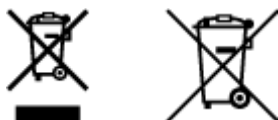
Hvis et kjemisk symbol vises under symbolet vist ovenfor, i samsvar med batteri-forordning EU 2023/1542, indikerer dette at et tungmetall (Pb = bly) finnes i batteriet i en konsentrasjon over en gjeldende øvre grense som er spesifisert i batteri-forordning EU 2023/1542.

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. 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/sustainability/approach/.

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

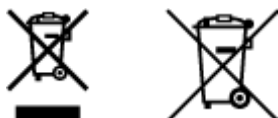


Nämä tunnukset osoittavat, että sähkö- ja elektroniikkalaiteromua koskeva direktiivi (SER-direktiivi, 2012/19/EU), paristoasetus ((EU) 2023/1542) sekä kansallinen lainsäädäntö kieltävät tuotteen hävittämisen talousjätteen mukana. Jos yllä olevan symbolin alapuolelle on paristoasetuksen mukaisesti painettu kemiallisen aineen tunnus, kyseinen paristo sisältää raskasmetalleja (Pb = lyijy) enemmän kuin paristoasetuksen salliman määrän.

Tuote on vietävä asianmukaiseen keräyspisteeseen, esimerkiksi kodinkoneliikkeeseen uutta vastaavaa tuotetta ostettaessa tai viralliseen sähkö- ja elektroniikkalaiteromun tai paristojen 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 käyttämäsi jätehuolto-yhtiöön tai käy osoitteessa www.canon-europe.com/sustainability/approach/.

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), batteriförordningen ((EU) 2023/1542) och/eller nationell lagstiftning som implementerar dessa direktiv och förordningar.

Om en kemisk symbol förekommer under ovanstående symbol innebär detta enligt batteriförordningen att en tungmetall (Pb = Bly) förekommer i batteriet med en koncentration som överstiger tillämplig gräns som anges i batteriförordningen.

Produkten ska lämnas in på en avsedd insamlingsplats, t.ex. på en återvinningsstation auktoriserad att hantera elektrisk och elektronisk utrustning (EE-utrustning) samt batterier 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/sustainability/approach/.

Pouze Evropská unie a EHP (Norsko, Island a Lichtenštejsko)



Tento symbol znamená, že podle směrnice OEEZ (2012/19/EU), nařízení o bateriích (2023/1542) a/nebo podle vnitrostátních právních prováděcích předpisů k této směrnici a nařízení nemá být tento výrobek likvidován s odpadem z domácností.

Je-li v souladu s požadavky nařízení o bateriích vytištěna pod výše uvedeným symbolem chemická značka, udává, že tato baterie obsahuje těžké kovy (Pb = olovo) v koncentraci vyšší, než je příslušná hodnota předepsaná nařízením.

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. 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/sustainability/approach/

Csak az Európai Unió és az EGT (Norvégia, Izland és Liechtenstein) országokban



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, valamint a hulladék elemekről szóló ((EU) 2023/1542) rendeletnek megfelelően és/vagy ezen irányelveknek megfelelő helyi előírások szerint történik.

Amennyiben a fent feltüntetett szimbólum alatt egy vegyjel is szerepel, az elemekről szóló rendeletben foglaltak értelmében ez azt jelzi, hogy az elem a rendeletben meghatározott határértéknél nagyobb mennyiségben tartalmaz nehézfémeket (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 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/sustainability/approach/ 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), Rozporządzeniem Parlamentu Europejskiego i Rady 2023/1542 w sprawie baterii i/lub przepisami krajowymi wdrażającymi tę dyrektywę i rozporządzenie.

Jeśli pod powyższym symbolem znajduje się symbol chemiczny, zgodnie z Rozporządzeniem w sprawie baterii oznacza to, że bateria zawiera metal ciężki (Pb = ołów) w stężeniu przekraczającym odpowiedni poziom określony w Rozporządzeniu.

Użytkownicy baterii mają obowiązek korzystać z dostępnego programu zwrotu, recyklingu, odzysku i bezpiecznego unieszkodliwienia baterii, np. na zasadzie oddania „jeden za jeden” przy zakupie nowego, podobnego produktu.

Niewłaściwe postępowanie z tego typu odpadami może mieć wpływ na środowisko i zdrowie ludzi ze względu na substancje potencjalnie niebezpieczne, które są zazwyczaj związane ze zużytym sprzętem elektrycznym i elektronicznym.

Państwa współpraca w zakresie właściwego zagospodarowania 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/sustainability/approach/.

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, Nariadenia Európskeho parlamentu a Rady (EÚ) 2023/1542 o batériách a odpadových batériách, a podľa platnej legislatívy Slovenskej republiky implementujúcej túto smernicu a nariadenie sa tento výrobok nesmie likvidovať spolu s komunálnym odpadom.

Ak je v súlade s požiadavkami nariadenia chemická značka vytlačená pod vyššie uvedeným symbolom, znamená to, že táto batéria obsahuje ťažké kovy (Pb = olovo) v koncentrácii vyššej, ako je príslušná povolená hodnota stanovená v nariadení.

Výrobok je potrebné odovzdať do určeného zberného miesta, napr. prostredníctvom výmeny za kúpu nového podobného výrobku, alebo na autorizované zberné miesto, ktoré recykluje odpad z elektrických a elektronických zariadení (EEZ) a batérií. 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 výrobku prispějete k účinnému využívaniu prírodných zdrojov.

Ďalšie informácie o recyklácii tohto výrobku získate od miestneho/obecného úradu, okresného úradu odboru životného prostredia, zo schváleného systému nakladania s odpadmi alebo od spoločnosti, ktorá

zabezpečuje zber a likvidáciu komunálneho odpadu. Viac informácií nájdete aj na webovej stránke: www.canon-europe.com/sustainability/approach/.

Ainult Euroopa Liidu ja EMP (Norra, Island ja Liechtenstein) puhul.



Need sümbolid näitavad, et vastavalt elektroonikaromude direktiivile (2012/19/EL), patareide määrusele ((EL) 2023/1542) ja/või siseriiklikele õigusaktidele, millega neid direktiive ja määrusi rakendatakse, ei tohi seda toodet kõrvaldada koos olmejäätmetega.

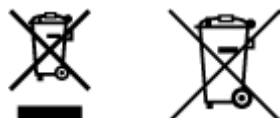
Kui ülaltoodud sümboli alla on trükitud see keemiline sümbol, tähendab see vastavalt patareieeskirjale, et selles patareis ületab raskemetalli (Pb = plii) kontsentratsioon patareieeskirjas sätestatud kohaldatavat piirmäära.

See toode tuleb anda selleks ettenähtud kogumispunkti, nt üks ühele põhimõttel uue sarnase toote ostmisel või elektri- ja elektroonikaseadmete ning patareide ringlussevõtuks volitatud kogumispunkti. Seda tüüpi jäätmete ebaõige käitlemine võib potentsiaalselt ohtlike ainete tõttu, mis on üldiselt seotud elektri- ja elektroonikaseadmetega, mõjutada keskkonda ja inimeste tervist. Teie koostöö selle toote õigel kõrvaldamisel aitab kaasa loodusvarade tõhusale kasutamisele.

Lisateavet selle toote ringlussevõtu kohta saate oma kohalikult omavalitsuselt, jäätmekäitlusasutuselt, heakskiidetud süsteemilt või oma kodumajapidamisele jäätmekäitlusteenuse osutajalt või külastades veebilehte

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Attiecas tikai uz Eiropas Savienību un EEZ (Norvēģija, Islande un Lihtenšteina)



Šie simboli norāda, ka saskaņā ar EEIA direktīvu (2012/19/ES), Bateriju regulu ((ES) 2023/1542) un/vai valsts tiesību aktiem, ar kuriem īsteno šo direktīvu un regulu, šo izstrādājumu nedrīkst izmest kopā ar sadzīves atkritumiem.

Ja zem iepriekš norādītā simbola ir uzdrukāts ķīmiskais simbols saskaņā ar Bateriju regulu, tas norāda, ka šajā baterijā ir smags metāls (Pb = svins), kura koncentrācija pārsniedz piemērojamo robežvērtību, kas noteikta Bateriju regulā.

Šis izstrādājums ir jānodod noteiktā savākšanas vietā, piemēram, saskaņā ar apstiprinātu principu "viens par vienu", kad iegādājaties jaunu līdzīgu izstrādājumu, vai autorizētā elektrisko un elektronisko iekārtu (EEI) un bateriju atkritumu savākšanas vietā. Nepareiza rīcība ar šāda veida atkritumiem var ietekmēt vidi un cilvēku veselību, jo EEI parasti ir saistītas ar potenciāli bīstamām vielām. Jūsu sadarbība, pareizi utilizējot šo produktu, veicinās efektīvu dabas resursu izmantošanu.

Lai iegūtu vairāk informācijas par šī izstrādājuma pārstrādi, sazinieties ar vietējo pilsētas pārvaldi, atkritumu apsaimniekošanas iestādi, apstiprinātu shēmu vai sadzīves atkritumu apglabāšanas dienestu, vai apmeklējiet tīmekļa vietni:

www.canon-europe.com/sustainability/approach/.

Tik Europos Sąjungoje ir EEE (Norvegijoje, Islandijoje ir Lichtenšteine)



Šie simboliai rodo, kad šio gaminio negalima išmesti kartu su buitinėmis atliekomis pagal EEJ atliekų direktyvą (2012/19/ES), baterijų reglamentą ((ES) 2023/1542) ir (arba) nacionalinius teisės aktus, kuriais įgyvendinama ši direktyva ir reglamentas.

Jei po pirmiau nurodytu simboliu išspausdintas cheminis simbolis pagal baterijų reglamentą, tai reiškia, kad šioje baterijoje yra sunkiųjų metalų (Pb = švino), kurių koncentracija viršija taikomą ribinę vertę, nurodytą baterijų reglamente.

Šį gaminį reikia atiduoti į paskirtą surinkimo punktą, pvz., vadovaujantis principu „vienas už vieną“, kai perkate naują panašų gaminį, arba į įgaliotą elektros ir elektroninės įrangos (EEJ) ir baterijų atliekų surinkimo vietą. Netinkamas šios rūšies atliekų tvarkymas gali turėti įtakos aplinkai ir žmonių sveikatai dėl potencialiai pavojingų medžiagų, kurios paprastai būna susijusios su EEJ. Bendradarbiaudami ir teisingai utilizuodami šį gaminį prisidėsite prie efektyvaus gamtos išteklių naudojimo.

Norėdami gauti daugiau informacijos apie šio gaminio perdirbimą, kreipkitės į vietinę miesto įstaigą, atliekų tvarkymo instituciją, patvirtintą programą ar buitinių atliekų šalinimo tarnybą arba apsilankykite adresu

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



Ti simboli pomenijo, da tega izdelka skladno z Direktivo OEEO (2012/19/EU), uredba (EU) 2023/1542 in/ali nacionalno zakonodajo, ki uvaža Direktivo in Uredbo, ne smete odlagati z nesortiranimi gospodinjskimi odpadki.

Če je pod zgoraj prikazanim simbolom natisnjen kemijski simbol, to v skladu z Uredbo pomeni, da je v tej bateriji prisotna težka kovina (Pb = svinec), in sicer v koncentraciji, ki je nad relevantno mejno vrednostjo, določeno v Uredbi.

Ta izdelek je potrebno odnesti na izbrano zbirno mesto, t. j. pooblaščeną trgovino, kjer ob nakupu novega (podobnega) izdelka vrnete starega, ali na pooblaščeną zbirno mesto za ponovno uporabo odpadne električne in elektronske opreme (EEO) ter baterij. 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 lokalni mestni urad, pristojno službo za odpadke, predstavnika pooblaščenega programa za obdelavo odpadkov ali na lokalno komunalno. Lahko pa tudi obiščete našo spletno stran

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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), Регламент за батериите ((ЕС) 2023/1542) и/или Вашето национално законодателство, прилагащо тези Директиви.

Ако под показания горе символ е отпечатан символ за химически елемент, съгласно разпоредбите на Регламент за батерии, този втори символ означава наличието на тежък метал (Pb = олово) в батерията в концентрация над указаната граница за съответния елемент в Регламент.

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. Неправилното третиране на този тип отпадъци може да доведе до евентуални отрицателни последици 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 този продукт, моля свържете се с местните власти, с органа, отговорен за отпадъците, с одобрената система за ИУЕЕО, с Вашата местна служба за битови отпадъци или посетете.

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



Ацесте символури индикă фактул că ацест продул ну требуе арункат îмпреунă ку деșеуриле менажере, îн конформитате ку Директива ДЕЕЕ (2012/19/УЕ), Регламентулу ((УЕ) 2023/1542) și/сау легиле двс. наționale це имплементеază ацестă Директивă și Регламент.

Дacă ун символ химич естепримат суб символулу де май сул, îн конформитате ку Регламентулу реферитор ла батерии, ацест символ индикă презенța îн батерие а унуи метал greu (Pb = Плумб) îнтр-о концентраție май mare decât прагул адмис специфичат îн Регламентулу реферитор ла батерии.

Ацест продул требуе îнмăнат пунктулу де колектаре адекват, ех: принтр-ун schimb ауторизат уну ла уну атунци când купăраți ун продул нуу симилар сау ла ун лок де колектаре ауторизат pentru рециклареа резидуурилу де екипамет електрик și електронич (ЕЕЕ) și батерии. Администрареа неадекватă а ацестуи тип де деșеури, ар puteа avea ун impact асуфра медиулулу și асуфра сăнăтății umane datorită substanțелор ку потенциал де risc care сунт îн general асоциате ку ЕЕЕ.

Кооперареа двс. îн дирекția рециклăрии corecte а ацестуи продул ва contribuи ла о utilizаре ефициентă а resursелор naturale.

Pentru май multe информății despre рециклареа ацестуи продул, vă rugăm să contactăți бирулу двс. local, ауторитățile responsabile ку деșеуриле, schema одобратă сау serviciулу двс. responsabil ку деșеуриле

menajere sau vizitați-ne la.

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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), Uredbom o baterijama ((EU) 2023/1542) i/ili nacionalnim zakonodavstvom koje provodi te Direktive i Uredbe.

Ako je ispod prethodno prikazane oznake otisnut kemijski simbol, u skladu s Uredbom o baterijama, to znači da se u ovoj bateriji nalazi teški metal (Pb = olovo) i da je njegova koncentracija iznad razine propisane u Uredbi o baterijama.

Ovaj bi proizvod trebalo predati ovlaštenom skupljaču EE otpada ili prodavatelju koji je dužan preuzeti otpadni proizvod po sistemu jedan za jedan, ako isti odgovara vrsti te je obavljao primarne funkcije kao i isporučena EE oprema. Otpadne baterije predaju se ovlaštenom skupljaču otpadnih baterija 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/sustainability/approach/

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

Ink is used for various purposes other than printing.

Ink may be used for purposes other than printing.

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

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

Ink is sometimes used to maintain the optimal printing quality.

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

[Cleaning function]

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

In addition to cleaning the print head, the printer automatically performs the system cleaning at regular intervals to prevent trouble such as unwanted lines or the complete stopping of ink ejection.

If the remaining ink level is low, the system cleaning may not be performed automatically. Follow the message displayed on the LCD to replace the deficient ink tank with a new one.

There will be some ink remaining in the ink tank removed for replacement to perform the system cleaning.

►► 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](#)
- A certain amount of ink is consumed in regular operations performed automatically to keep printer performance, such as print preparation, ink path bubble removal and print head cleaning. The maintenance cartridge is also consumed for this operation.
- When using the printer for the first time after installing the ink tanks which are bundled with the printer, a certain amount of ink is consumed to set up the printer for printing. For this reason, the printable volume of the ink tanks which are bundled with the printer will be less than that of subsequent replacements. Since the maintenance cartridge is filled with the ink which is ejected for the initial set up mentioned above and its remaining capacity is consumed approximately 50%, the timing of replacing the maintenance cartridge becomes sooner than that of subsequent replacements.

Black-and-white printing uses 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.

▶▶ Note

- CO (Chroma Optimizer) ink is applied to the printing side of glossy paper to adjust glossiness. This ink is also consumed during automated maintenance procedures to ensure the best possible printer performance. As this ink is also used for purposes other than printing, it may be consumed faster than other inks.
- The printer uses pigment ink. Due to the nature of the pigment ink, the ink on the printed surface may be removed when being rubbed or scratched.

Specifications

➤ Specifications

➤ Print Area

- Printing Area
- Standard Sizes
- Sizes for 0.98 inch (25 mm) Margin Paper

Specifications

Important

- The following values may vary depending on the operating environment.

General Specifications

Power supply	100-240 V AC (50/60 Hz) (The supplied power cord is only for the country or region you purchased.)
Power consumption	When printing (USB connection): Approx. 38 W Standby (USB connection): Approx. 1.2 W *1 Standby (all ports connected): Approx. 2.3 W *1 When power is off: Approx. 0.1 W *2 *1 The wait time for standby cannot be changed. *2 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: 41 to 95 °F (5 to 35 °C) Humidity: 10 to 90 % RH (no condensation) * The performance of the printer may be reduced under certain temperature and humidity conditions. Recommended conditions: Temperature: 59 to 86 °F (15 to 30 °C) Humidity: 10 to 80 % RH (no condensation) * For the temperature and humidity conditions of papers such as photo paper, refer to the paper's packaging or the supplied instructions.
Storage environment	Temperature: 32 to 104 °F (0 to 40 °C) Humidity: 5 to 95 % RH (no condensation)
Dimensions (W x D x H)	28.5 x 17.2 x 11.3 inches (723 x 435 x 285 mm) * With the trays retracted.
Weight	Approx. 71.2 lb (Approx. 32.4 kg) * With the Print Head and ink tanks installed.
Printing resolution (dpi)	2400 dpi horizontally * x 1200 dpi vertically * Prints with a minimum 1/2400 inch dot pitch between ink droplets.
Print Head/Ink	Total 18432 nozzles (MBK / PBK / C / M / Y / PC / PM / GY / PGY / R / B / CO each 1536 nozzles)
Memory	1 GB

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: IEEE802.3ab (1000BASE-T) / 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: IEEE802.3ab (1000BASE-T) / IEEE802.3u (100BASE-TX) / IEEE802.3 (10BASE-T) Transmission speed: 10 Mbps / 100 Mbps / 1000 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

Paper

For the paper types, size, and weight/thickness that are supported by the printer, see [Media Types You Can Use](#).

For the area that can be printed, see [Print Area](#).

Operating Conditions

If operating conditions of the operating system are high, follow those.

Windows

Compatible Operating System	Windows 11, Windows 10, Windows 8.1, Windows 7 SP1 Note: Operation can only be guaranteed on a PC with pre-installed operating system. .NET Framework is required. Printer driver and IJ Printer Assistant Tool support the following OS: Windows Server 2008 R2 SP1, Windows Server 2012 R2, Windows Server 2016, Windows Server 2019 and Windows Server 2022
Amount of hard disk space required for installing the driver	1.5 GB or more The necessary amount of hard disk space may be changed without notice.

macOS

Compatible Operating System	macOS Big Sur 11.7.10 - macOS Sonoma 14
Amount of hard disk space required for installing the driver	1.5 GB or more The necessary amount of hard disk space may be changed without notice.

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.

Print Area

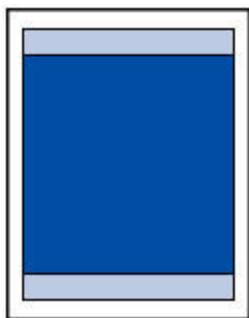
- **Printing Area**
- **Standard Sizes**
- **Sizes for 0.98 inch (25 mm) Margin Paper**

Printing Area

To ensure the best print quality, the printer allows a margin along each edge of media. The actual printable area will be the area inside these margins.

Recommended printing area  : Canon recommends that you print within this area.

Printable area  : The area where it is possible to print.



▶▶▶ Note

- To specify the amount of image that extends off the paper, select **Extension for borderless printing** in **Advanced paper settings**.

➡ [Paper-related settings](#)

- By selecting Borderless Printing option, you can make prints with no margins.
- When performing Borderless Printing, slight cropping may occur at the edges since the printed image is enlarged to fill the whole page.
- For Borderless Printing, use the following paper:
 - **Photo Paper Pro Platinum**
 - **Photo Paper Plus Glossy II**
 - **Photo Paper Pro Luster**
 - **Photo Paper Plus Semi-gloss**
 - **Matte Photo Paper *1**
 - **Photo Paper Pro Premium Matte *1**
 - **Premium Fine Art Smooth *1**
 - **Premium Fine Art Rough *1**

*1 Borderless Printing is disabled depending on print settings. To enable Borderless Printing, remove margin restrictions.

➡ Print Options dialog box (Windows)

➡ [Advanced Paper Settings](#) (macOS)

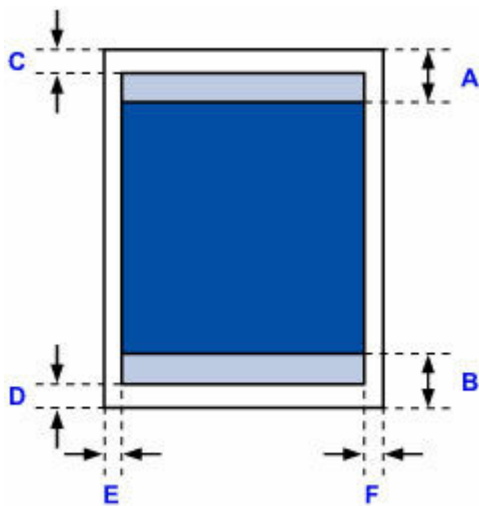
Performing Borderless Printing on any other type of paper may substantially reduce printing quality and/or result in printouts with altered color hues.

- Borderless Printing is not available for A5, B5, B3, 11"x17"(28x43cm), 7"x10"(18x25cm), 9"x13"(23x33cm), 11"x14", 16"x20" or 12"x12"(30x30cm) size paper or plain paper.

- Depending on the type of paper, Borderless Printing may reduce the print quality at the top and bottom edges of the paper. Borderless Printing on thick paper may also smudge the front or back surface of the paper.

Standard Sizes

Size	Printable Area (width x height)
Letter	8.00 x 10.69 in. (203.2 x 271.4 mm)
Legal	8.00 x 13.69 in. (203.2 x 347.6 mm)
11" x 17" (28 x 43 cm)	10.73 x 16.69 in. (272.6 x 423.8 mm)
17"x22"(43x56cm)	16.73 x 21.69 in. (425.0 x 550.8 mm)
A5	5.56 x 7.95 in. (141.2 x 202.0 mm)
A4	8.00 x 11.38 in. (203.2 x 289.0 mm)
A3	11.43 x 16.22 in. (290.2 x 412.0 mm)
A3+	12.69 x 18.70 in. (322.2 x 475.0 mm)
A2	16.27 x 23.07 in. (413.2 x 586.0 mm)
B5	6.90 x 9.80 in. (175.2 x 249.0 mm)
B4	9.85 x 14.02 in. (250.2 x 356.0 mm)
B3	14.06 x 19.96 in. (357.2 x 507.0 mm)
KG/4"x6"(10x15)	3.73 x 5.69 in. (94.8 x 144.4 mm)
5" x 7" (13 x 18 cm)	4.73 x 6.69 in. (120.2 x 169.8 mm)
7" x 10" (18 x 25 cm)	6.73 x 9.69 in. (171.0 x 246.0 mm)
9"x13"(23x33cm)	8.73 x 12.69 in. (221.8 x 322.2 mm)
11"x14"	10.73 x 13.69 in. (272.6 x 347.6 mm)
13"x19" (Super B)	12.73 x 18.69 in. (323.4 x 474.6 mm)
16"x20"	15.73 x 19.69 in. (399.6 x 500.0 mm)
17"x25"(43x64cm)	16.73 x 24.69 in. (425.0 x 627.0 mm)
8" x 10" (20 x 25 cm)	7.73 x 9.69 in. (196.4 x 246.0 mm)
10" x 12" (25 x 30 cm)	9.73 x 11.69 in. (247.2 x 296.8 mm)
14"x17"(36x43cm)	13.73 x 16.69 in. (348.8 x 423.8 mm)
8.27 x 23.39 in. (210 x 594 mm)	8.00 x 23.07 in. (203.2 x 586.0 mm)
12" x 12" (30 x 30 cm)	11.73 x 11.68 in. (298.0 x 296.8 mm)
Hagaki	3.67 x 5.51 in. (93.2 x 140.0 mm)
Hagaki 2	7.61 x 5.51 in. (193.2 x 140.0 mm)



 Recommended printing area

A: 2.2 in. (57 mm)

B: 2.2 in. (55 mm)

 Printable area

Letter, Legal

C: 0.12 in. (3.0 mm)

D: 0.20 in. (5.0 mm)

E: 0.25 in. (6.4 mm)

F: 0.25 in. (6.3 mm)

Other than Letter or Legal

C: 0.12 in. (3.0 mm)

D: 0.20 in. (5.0 mm)

E: 0.13 in. (3.4 mm)

F: 0.13 in. (3.4 mm)

Sizes for 0.98 inch (25 mm) Margin Paper

When art paper with 0.98 in. (25 mm) margins is selected, the printer is restricted from printing in the top and bottom 0.98 in. (25 mm) of the paper. We therefore recommend checking the printing area in the preview screen before printing.

If the print head is rubbing against the top and bottom edges of the paper, causing smudging, you can avoid this by using 0.98 in. (25 mm) margin paper.

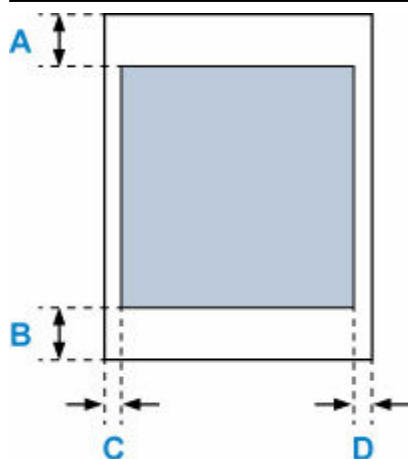
When you are using the following paper, the printer prints to paper sizes with 0.98 in. (25 mm) margins depending on print settings. To print to other page sizes, remove restrictions on margins.

- **Matte Photo Paper**
- **Photo Paper Pro Premium Matte**
- **Premium Fine Art Smooth**
- **Premium Fine Art Rough**

➡ Print Options dialog box (Windows)

➡ [Advanced Paper Settings](#) (macOS)

Size	Printable Area (width x height)
Letter (0.98 in. (25 mm) margin)	8.00 x 9.03 in. (203.2 x 229.4 mm)
11" x 17" (28 x 43 cm) (0.98 in. (25 mm) margin)	10.73 x 15.03 in. (272.6 x 381.8 mm)
17"x22"(43x56cm) (0.98 in. (25 mm) margin)	16.73 x 20.03 in. (425.0 x 508.8 mm)
A4 (0.98 in. (25 mm) margin)	8.00 x 9.72 in. (203.2 x 247.0 mm)
A3 (0.98 in. (25 mm) margin)	11.43 x 14.57 in. (290.2 x 370.0 mm)
A3+ (0.98 in. (25 mm) margin)	12.69 x 17.05 in. (322.2 x 433.0 mm)
A2 (0.98 in. (25 mm) margin)	16.27 x 21.42 in. (413.2 x 544.0 mm)



■ Printable area

Letter

A: 0.98 in. (25.0 mm)

B: 0.98 in. (25.0 mm)

C: 0.25 in. (6.4 mm)

D: 0.25 in. (6.3 mm)

Other than Letter

A: 0.98 in. (25.0 mm)

B: 0.98 in. (25.0 mm)

C: 0.13 in. (3.4 mm)

D: 0.13 in. (3.4 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.