



G5000 series Online Manual

English

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Using Online Manual

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

Symbols Used in This Document

Warning

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

Caution

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

Important

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

Note

Instructions including notes for operation and additional explanations.

Basics

Instructions explaining basic operations of your product.

Note

- Icons may vary depending on your product.

Touch-enabled Device Users (Windows)

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

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»» Note

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o freetype-devel@nongnu.org

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Our home page can be found at

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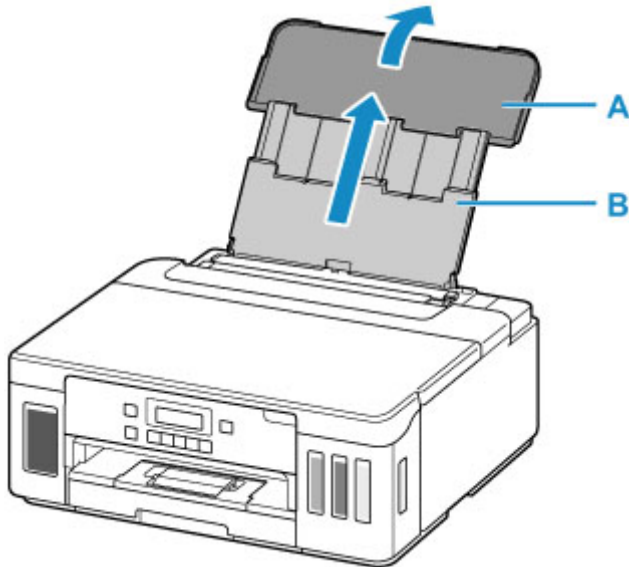
Basic Operation

- ▶ **Printing Photos from a Computer**
- ▶ **Printing Photos from a Smartphone/Tablet**

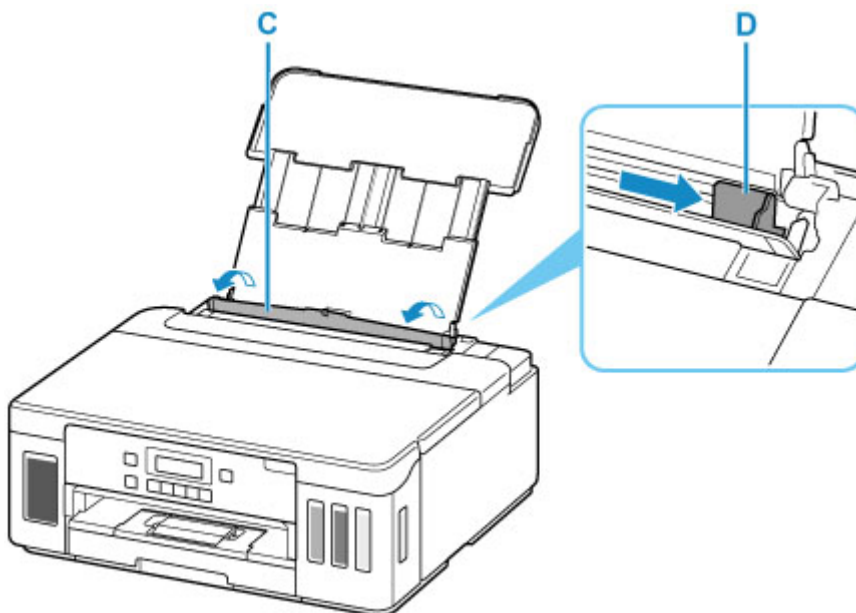
Printing Photos from a Computer

This section describes how to print photos with Easy-PhotoPrint Editor.

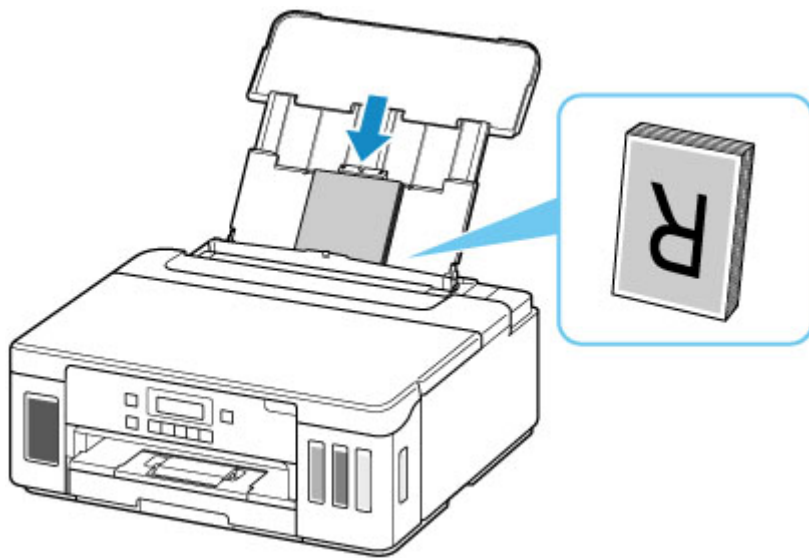
1. Open rear tray cover (A). Pull straight up and fold back paper support (B).



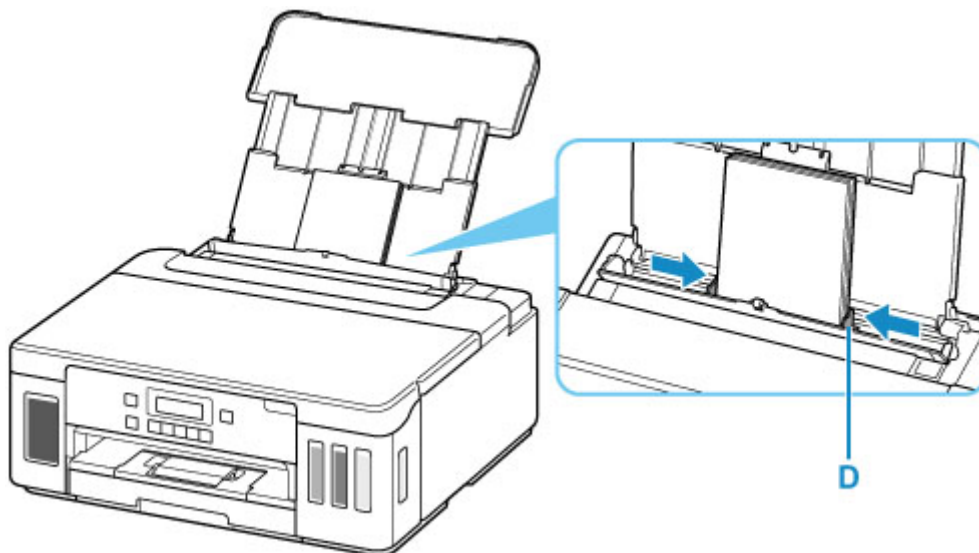
2. Open the feed slot cover (C).
3. Slide right paper guide (D) to open both paper guides.



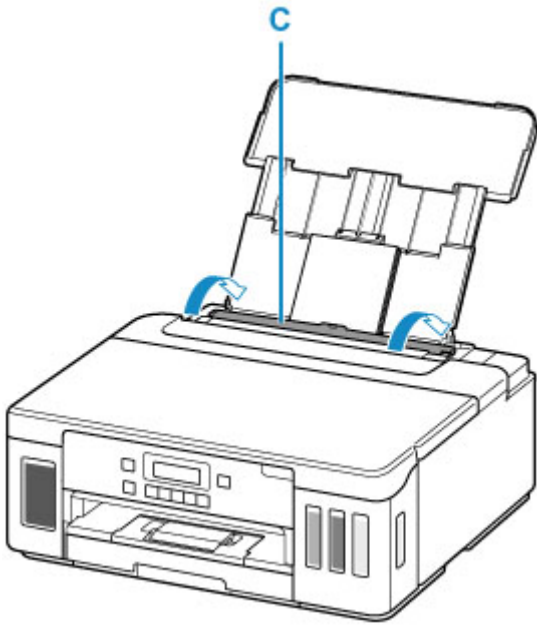
4. Load photo paper in portrait orientation WITH PRINT SIDE FACING UP.



5. Slide right paper guide (D) to align with both sides of paper stack.



6. Close feed slot cover (C) gently.



After closing the feed slot cover, the paper information registration screen for the rear tray appears on the LCD.

7. Press the **OK** button.

```
Save the rear tray paper
[OK]Next
```

8. Use the ◀ ▶ button to select the size of the loaded paper on the rear tray, then press the **OK** button.

```
Size: ◀ KG/4"x6" ▶
Type: *Plain paper
```

▶▶▶ **Note**

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

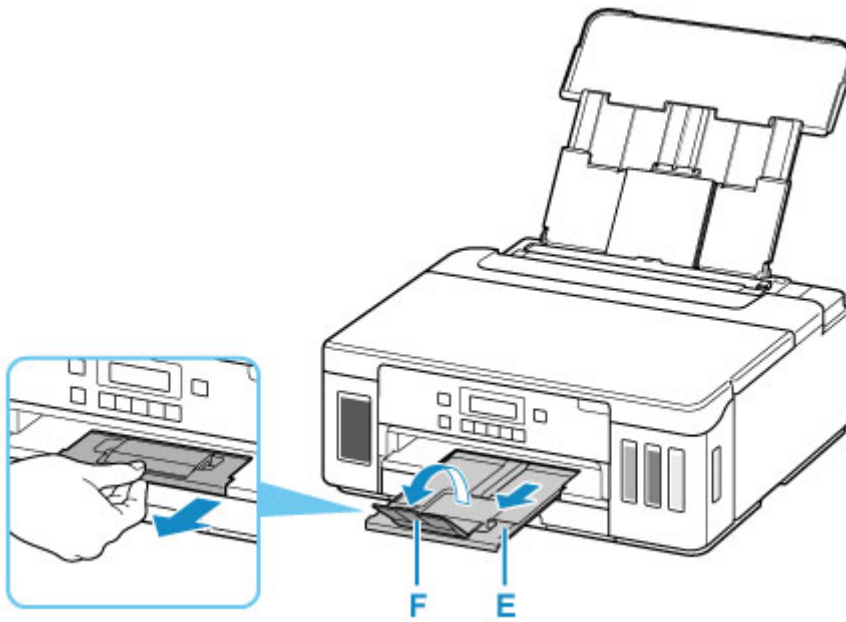
9. Use the ◀ ▶ button to select the type of the loaded paper on the rear tray, then press the **OK** button.

```
Size: KG/4"x6"
Type: ◀ PlusGlossyII ▶
```

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

10. Pull out paper output tray (E), and then open output tray extension (F).





11. Start Easy-PhotoPrint Editor.

For Windows:

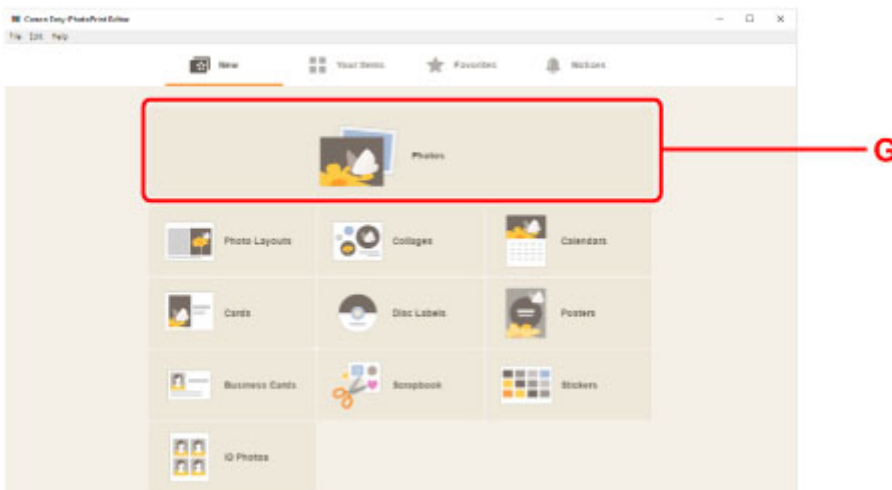
The procedure below is for a computer running the Windows 10 operating system.

From the **Start** menu, select (**All apps >**) **Canon Utilities > Easy-PhotoPrint Editor.**

For macOS:

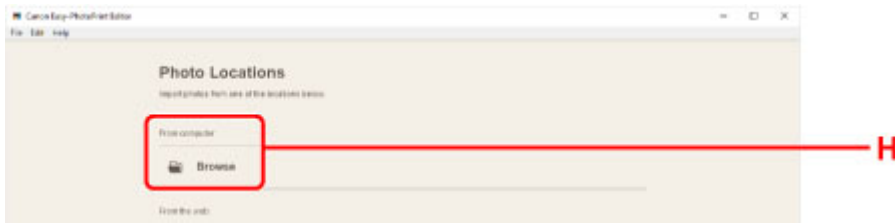
From the **Go** menu in **Finder**, select **Application** and double-click the **Canon Utilities** folder, the **Easy-PhotoPrint Editor** folder, and then the **Easy-PhotoPrint Editor** icon.

12. Click Photos icon (G).



13. Click Browse (H) in From computer: and select folder with photos you want to print.





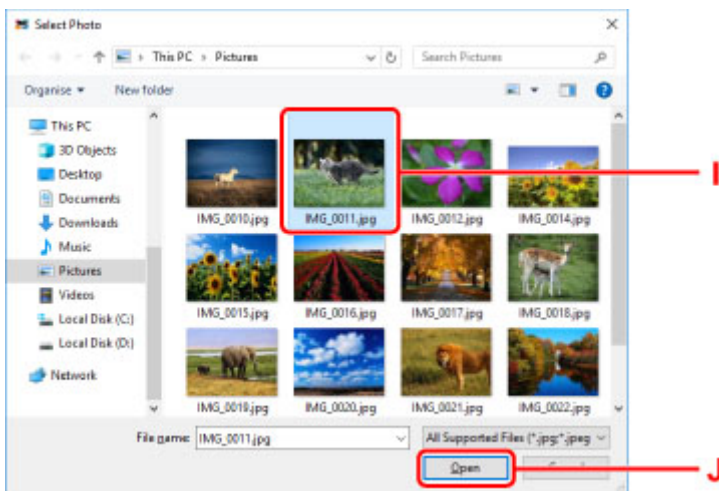
14. Click photos (I) you want to print and select **Open (J)**.

For Windows:

To select two or more photos at a time, click photos while pressing the Ctrl key.

For macOS:

To select two or more photos at a time, click photos while pressing the command key.



15. Specify number of copies and other options under **Print Settings (K)**.


For Windows:

Specify the number of copies, your model name, the paper size, and other options.

For macOS:

Specify the number of copies, the paper size, and other options.

▶▶▶ Note

- Selecting **Same No. of each photo** enables you to specify the number of copies for all photos with a single setting.
- Selecting **Same No. of each photo** disables the number-of-copies setting specified for each photo. When unchecked, the previous settings for each copy are re-enabled.  for specifying the number of copies is also re-enabled.

16. Start printing.

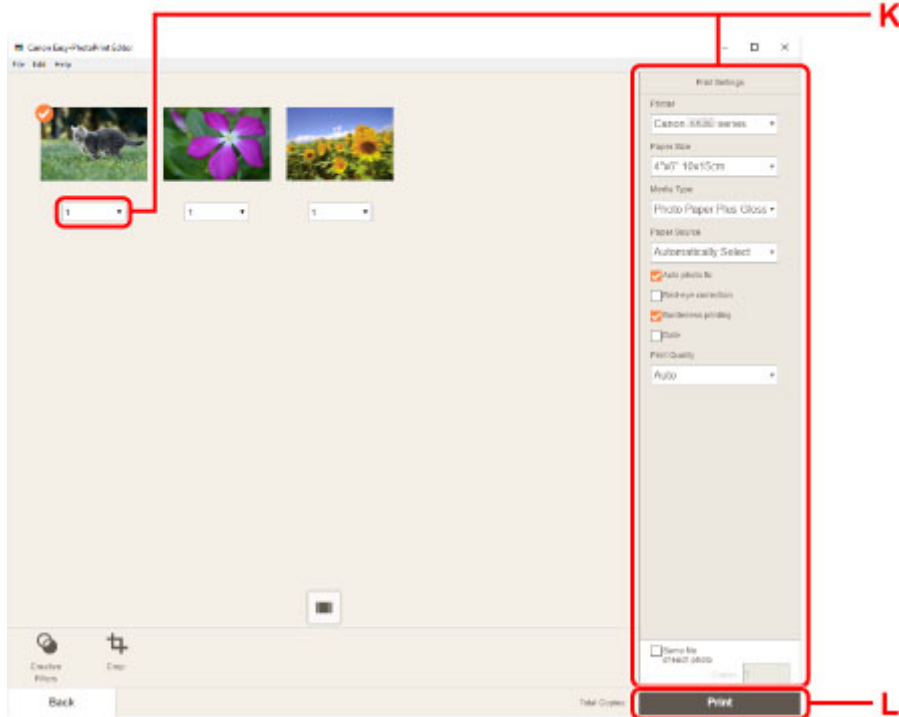


For Windows:

Click **Print** (L).

For macOS:

Click **Next**. When the Print dialog appears, specify your model name, paper, and other options, and then click **Print**.



»»» Note

- Easy-PhotoPrint Editor lets you easily create and print original collages, cards, or calendars using your favorite photos.

■ Easy-PhotoPrint Editor Guide



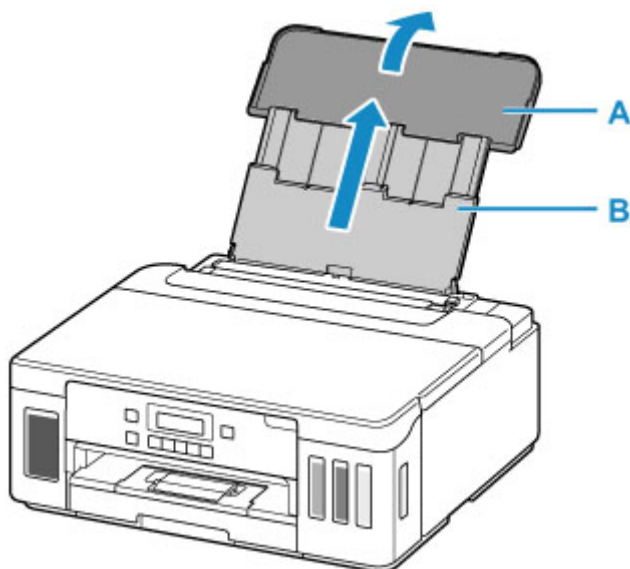
Printing Photos from a Smartphone/Tablet

This section describes how to print photos with Canon PRINT Inkjet/SELPHY.

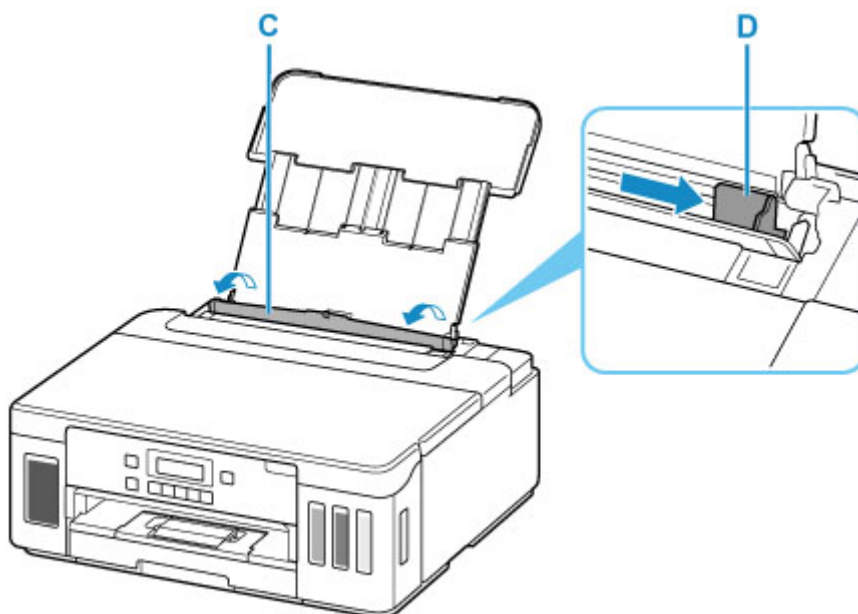
For details on how to download Canon PRINT Inkjet/SELPHY, see below.

■ Print Photos from Your Smartphone

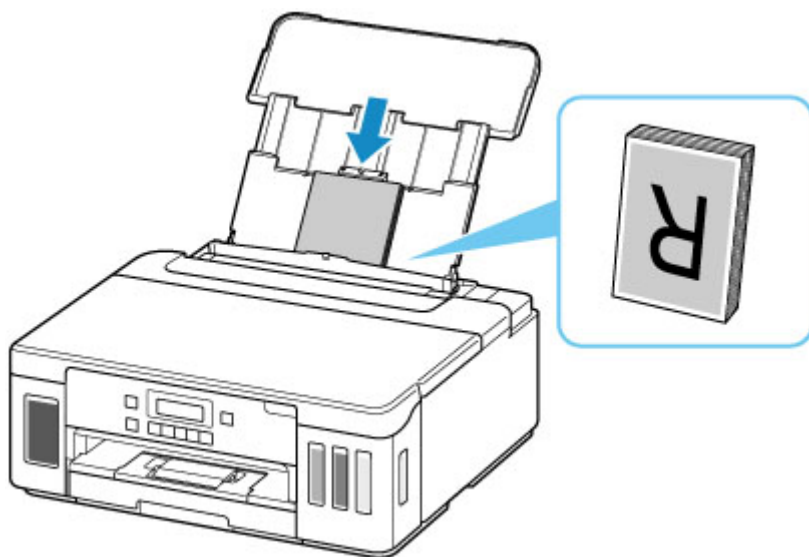
1. Open rear tray cover (A). Pull straight up and fold back paper support (B).



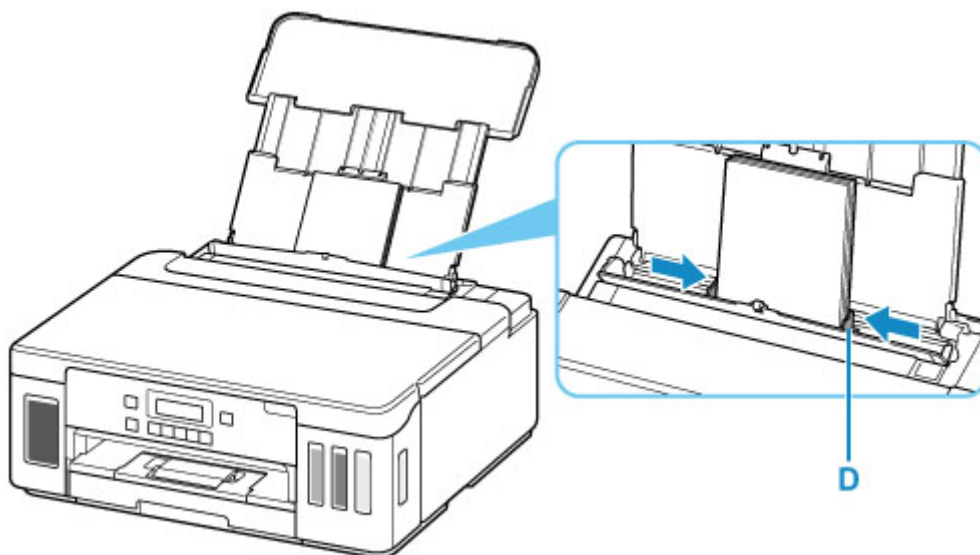
2. Open the feed slot cover (C).
3. Slide right paper guide (D) to open both paper guides.



4. Load photo paper in portrait orientation WITH PRINT SIDE FACING UP.

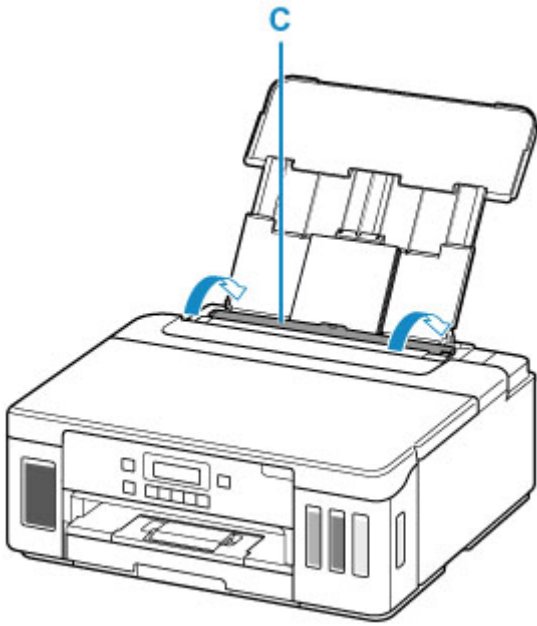


5. Slide right paper guide (D) to align with both sides of paper stack.



6. Close feed slot cover (C) gently.





After closing the feed slot cover, the paper information registration screen for the rear tray appears on the LCD.

7. Press the **OK** button.

Save the rear tray paper
[OK]Next

8. Use the ◀ ▶ button to select the size of the loaded paper on the rear tray, then press the **OK** button.

Size: ◀ KG/4"x6" ▶
Type: *Plain paper

▶▶▶ **Note**

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

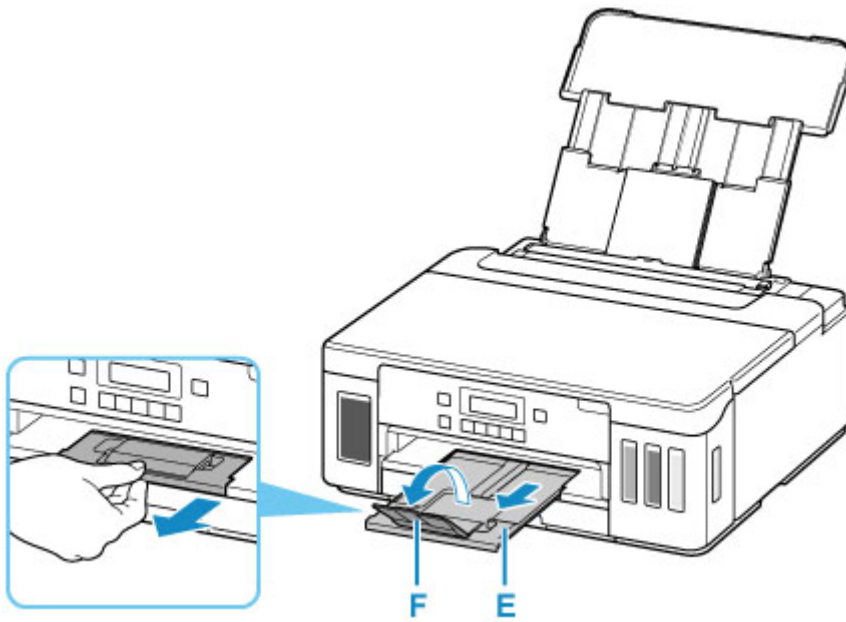
9. Use the ◀ ▶ button to select the type of the loaded paper on the rear tray, then press the **OK** button.

Size: KG/4"x6"
Type: ◀ PlusGlossyII ▶

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

10. Pull out paper output tray (E), and then open output tray extension (F).





11. Start **Canon PRINT Inkjet/SELPHY** from your smartphone/tablet.

12. Select **Photo Print** on Canon PRINT Inkjet/SELPHY.

The list of photos saved on your smartphone/tablet is displayed.

13. Select a photo.

You can also select multiple photos at once.

14. Specify the number of copies, paper size, etc.

15. Start printing.

Network

Available Connection Methods


The following connection methods are available on the printer.

• Wireless Connection

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

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



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

• Wireless Direct

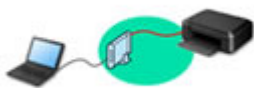
Connect the printer and devices (e.g. computer/smartphone/tablet) without using a wireless router.



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

• Wired Connection

Connect the printer and hub/router using a LAN cable. Prepare a LAN cable.



►► Note

- You can connect the printer and computer using a USB cable (USB connection). Prepare a USB cable. For details, see [Connects to Another Computer via LAN/Changes from USB to LAN Connection](#).

Network Connection Settings/Setup

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

For more on setup procedure, click here.

Changing Network Settings

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

- To change network connection method:
 - [Reconfiguration Method of LAN Connection/Reconfiguration Method of Wi-Fi Connection](#)
 - Changing the Connection Mode
- To add computer/smartphone/tablet to the printer:
 - [Connects to Another Computer via LAN/Changes from USB to LAN Connection](#)
- To use Wireless Direct temporarily:
 - [Printing with Wireless Direct](#)

IJ Network Device Setup Utility

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

■ Checking Printer Connection Status Using IJ Network Device Setup Utility

- Performing/Changing Network Settings (Windows)

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

■ [IJ Network Device Setup Utility \(Windows\)](#)

- Diagnosing and Repairing Network Settings (Windows/macOS)

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

- **For Windows:**

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

- **For macOS:**

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

Network Connection Tips

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

- [Network Connection Tips](#)
- Handling Printer Configuration using the Web Browser
- Countermeasures against Unauthorized Access

Troubleshooting

See [Network Settings and Common Problems](#) for troubleshooting on network connection.

Notice/Restriction

See below for details.

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

Restrictions

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

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

Connection Using a Wired Network cannot be performed on printers that do not support a wired connection.

Connect via wireless router

- You cannot establish a printer with wireless and wired connections at the same time.
- Make sure your device and the wireless router are connected. For details on checking these settings, see the manual supplied with the wireless router or contact its manufacturer.

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

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

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

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

Wireless Direct

►► Important

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

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

Connection Using a Wired Network

- You cannot establish a printer with wireless and wired connections at the same time.
- When using a router, connect the printer and a device to the LAN side (same network segment).

Network Connection Tips

- **Default Network Settings**
- **Detect Same Printer Name**
- **Connects to Another Computer via LAN/Changes from USB to LAN Connection**
- **Printing Network Settings**
- **Reconfiguration Method of LAN Connection/Reconfiguration Method of Wi-Fi Connection**

Default Network Settings

LAN Connection Defaults

Item	Default
Change wireless/wired LAN	Disable LAN
Network name (SSID)	BJNPSETUP
Wi-Fi security	Disable
IP address (IPv4)	Auto setup
IP address (IPv6)	Auto setup
Set printer name*	XXXXXXXXXXXX
Enable/disable IPv6	Enable
Enable/disable WSD	Enable
Timeout setting	15 minutes
Enab./disab. Bonjour	Enable
Service name	Canon G5000 series
LPR setting	Enable
RAW protocol	Enable
LLMNR	Enable
PictBridge commun. (Enable/disable)	Enable
DRX setting (Wired LAN)	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) for wireless direct	DIRECT-abXX-G5000series *1
WL Direct dev. name	DIRECT-abXX-G5000series *1
Password	YYYYYYYYYYY *2
Security method	WPA2-PSK (AES)

Confirm request	Displayed
------------------------	-----------

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

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

Detect Same Printer Name

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

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

- **For Windows:**

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

- **For macOS:**

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

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

▶▶▶ Note

- Serial number may not appear on result screen.

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

■ [Printing Network Settings](#)

▶▶▶ Note

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

■ [System information](#)

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, perform setup from the web page.

For Windows, you can perform setup using the Setup CD-ROM.

Printing Network Settings

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

»» Important

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

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

The printer starts printing the network setting information.

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

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

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

3-2-26	Default Gateway1	Default gateway 1	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
3-2-27	Default Gateway2	Default gateway 2	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
3-2-28	Default Gateway3	Default gateway 3	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
3-2-29	Default Gateway4	Default gateway 4	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
3-2-33	IPsec	IPsec setting	Active
3-2-34	Security Protocol	Security method	ESP/ESP & AH/AH
3-3	Wireless Direct/Access Point Mode	Operation mode for Wireless Direct	Enable/Disable
3-3-1	MAC Address	MAC address	XX:XX:XX:XX:XX:XX
3-3-2	Connection	Connection status	Active/Inactive
3-3-3	SSID	SSID	Wireless Direct network name (SSID)
3-3-4	Password	Password	Wireless Direct password (10 alphanumeric characters)
3-3-5	Channel	Channel	3
3-3-6	Encryption	Encryption method	AES
3-3-7	Authentication	Authentication method	WPA2-PSK
3-3-8	TCP/IPv4	TCP/IPv4	Enable
3-3-9	IP Address	IP address	XXX.XXX.XXX.XXX
3-3-10	Subnet Mask	Subnet mask	XXX.XXX.XXX.XXX
3-3-11	Default Gateway	Default gateway	XXX.XXX.XXX.XXX
3-3-12	TCP/IPv6	TCP/IPv6	Enable/Disable
3-3-13	Link Local Address	Link local address	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
3-3-14	Link Local Prefix Length	Link local prefix length	XXX
3-3-15	IPsec	IPsec setting	Active
3-3-16	Security Protocol	Security method	–
4	Wired LAN	Wired LAN	Enable/Disable

4-1	MAC Address	MAC address	XX:XX:XX:XX:XX:XX
4-2	Connection	Wired LAN status	Active/Inactive
4-3	TCP/IPv4	TCP/IPv4	Enable
4-4	IP Address	IP address	XXX.XXX.XXX.XXX
4-5	Subnet Mask	Subnet mask	XXX.XXX.XXX.XXX
4-6	Default Gateway	Default gateway	XXX.XXX.XXX.XXX
4-7	TCP/IPv6	TCP/IPv6	Enable/Disable
4-8	Link Local Address	Link local address	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
4-9	Link Local Prefix Length	Link local prefix length	XXX
4-10	Stateless Address1	Stateless address 1	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
4-11	Stateless Prefix Length1	Stateless prefix length 1	XXX
4-12	Stateless Address2	Stateless address 2	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
4-13	Stateless Prefix Length2	Stateless prefix length 2	XXX
4-14	Stateless Address3	Stateless address 3	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
4-15	Stateless Prefix Length3	Stateless prefix length 3	XXX
4-16	Stateless Address4	Stateless address 4	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
4-17	Stateless Prefix Length4	Stateless prefix length 4	XXX
4-18	Default Gateway1	Default gateway 1	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
4-19	Default Gateway2	Default gateway 2	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
4-20	Default Gateway3	Default gateway 3	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX

4-21	Default Gateway4	Default gateway 4	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
4-25	IPsec	IPsec setting	Active
4-26	Security Protocol	Security method	ESP/ESP & AH/AH
4-27	Wired LAN DRX	Discontinuous reception (wired LAN)	Enable/Disable
5	Other Settings	Other settings	–
5-1	Printer Name	Printer name	Printer name (Up to 15 alphanumeric characters)
5-2	Wireless Direct Dev-Name	Device name for wireless direct	Device name for wireless direct (Up to 32 alphanumeric characters)
5-4	WSD Printing	WSD printing setting	Enable/Disable
5-5	WSD Timeout	Timeout	1/5/10/15/20 [min]
5-6	LPD Printing	LPD printing setting	Enable/Disable
5-7	RAW Printing	RAW printing setting	Enable/Disable
5-9	Bonjour	Bonjour setting	Enable/Disable
5-10	Bonjour Service Name	Bonjour service name	Bonjour service name (Up to 52 alphanumeric characters)
5-11	LLMNR	LLMNR setting	Enable/Disable
5-12	SNMP	SNMP setting	Enable/Disable
5-13	PictBridge Commun.	PictBridge Communication	Enable/Disable
5-14	DNS Server	Obtain DNS server address automatically	Auto/Manual
5-15	Primary Server	Primary server address	XXX.XXX.XXX.XXX
5-16	Secondary Server	Secondary server address	XXX.XXX.XXX.XXX
5-17	Proxy Server	Proxy server setting	Enable/Disable
5-18	Proxy Address	Proxy address	XXXXXXXXXXXXXXXXXXXX
5-19	Proxy Port	Proxy port specification	1 to 65535
5-20	Cert. Fingerprt(SHA-1)	Certificate fingerprint(SHA-1)	xxxxxxxx xxxxxxxx xxxxxxxx xxxxxxxx xxxxxxxx
5-21	Cert. Fingerprt(SHA-256)	Certificate fingerprint(SHA-256)	xxxxxxxx xxxxxxxx xxxxxxxx xxxxxxxx xxxxxxxx xxxxxxxx xxxxxxxx xxxxxxxx

("XX" represents alphanumeric characters.)



Reconfiguration Method of LAN Connection/Reconfiguration Method of Wi-Fi Connection

- [Reconfiguration Method of LAN Connection](#)
- [Reconfiguration Method of Wi-Fi Connection](#)

Reconfiguration Method of LAN Connection

Follow either procedure below to change LAN connection method (wired or Wi-Fi).

- **For Windows:**

- Redo setup using the Setup CD-ROM or from the web page.
- Enable Wi-Fi or wired LAN on the operation panel of the printer. After that, perform settings on the **Network Settings** screen on IJ Network Device Setup Utility.

For details, refer to Performing/Changing Wi-Fi Settings or Performing/Changing Wired LAN Connection (Ethernet Cable) Settings.

- **For macOS:**

- Redo setup from the web page.

Reconfiguration Method of Wi-Fi Connection

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

- **For Windows:**

- Redo setup using the Setup CD-ROM or from the web page.
- Perform settings on the **Network Settings** screen on IJ Network Device Setup Utility.

▶▶▶ Important

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

1. [Check that printer is turned on.](#)
2. Press and hold **Wireless connect** button for 3 seconds.
 - [LCD and Operation Panel](#)
3. Perform operations following instructions on your smartphone or tablet.
4. If message saying setup is completed appears, press **OK** button.

- **For macOS:**

Redo setup from the web page.

IJ Network Device Setup Utility (macOS)

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

IJ Network Device Setup Utility

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

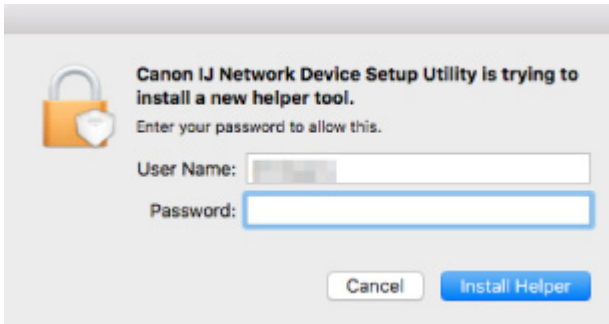
»» Important

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

Starting Up IJ Network Device Setup Utility

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

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



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

■ [Diagnosing and Repairing Network Settings](#)

Diagnosing and Repairing Network Settings

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

▶▶ Important

- Some models do not support diagnosis and repair function.

For details:

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

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

▶▶ Note

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

List of Models Which Does Not Support Diagnosis and Repair Function

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

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

Handling Paper, Ink Tanks, etc.

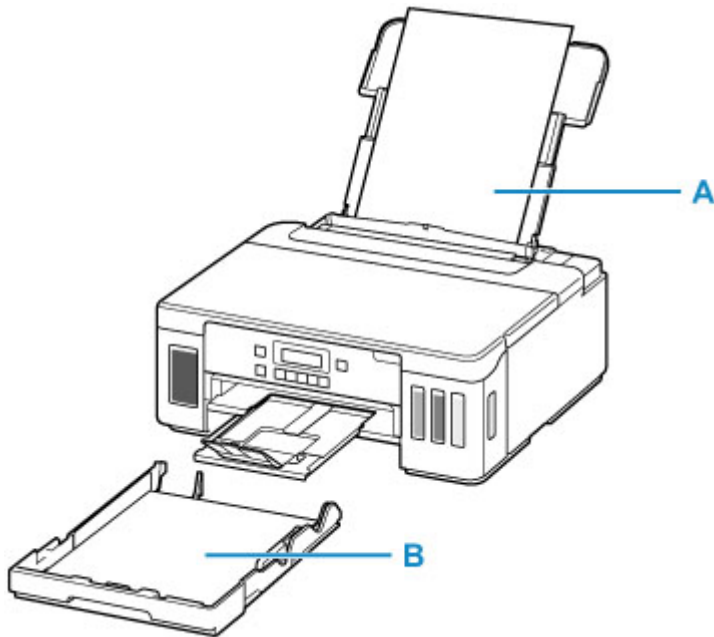
- ▶ Loading Paper
- ▶ Refilling Ink Tanks

Loading Paper

- **Paper Sources**
- **Loading Paper in the Rear Tray**
- **Loading Paper in the Cassette**
- **Loading Envelopes in Rear Tray**

Paper Sources

The printer has two paper sources for feeding paper, the rear tray (A) and cassette (B).



You can load all supported paper on the rear tray.

■ [Supported Media Types](#)

You can load A4, B5, A5, or Letter-sized plain paper in the cassette.

▶▶▶ **Note**

- When printing, select the correct page size and media type. If you select the wrong page size or media type, the printer may feed paper from the wrong paper source or may not print with the proper print quality.

For details on how to load paper in each paper source, see below.

- [Loading Paper in the Rear Tray](#)
- [Loading Paper in the Cassette](#)
- [Loading Envelopes in Rear Tray](#)

Loading Paper in the Rear Tray

You can load plain paper or photo paper.

You can also load envelopes on the rear tray.

■ [Loading Envelopes in Rear Tray](#)

▶▶▶ Important

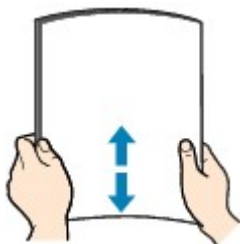
- If you cut plain paper to a size of 5" x 7" (13 x 18 cm) or smaller to perform a trial print, it may cause a paper jam.

▶▶▶ Note

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

1. Prepare paper.

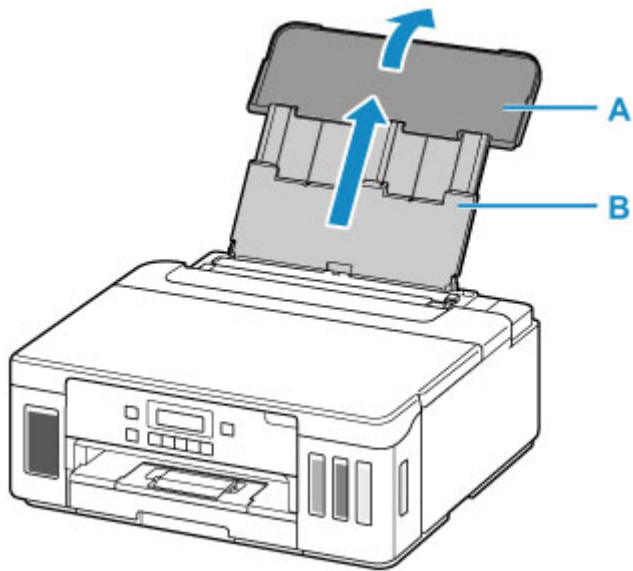
Align the edges of paper. If paper is curled, flatten it.



▶▶▶ Note

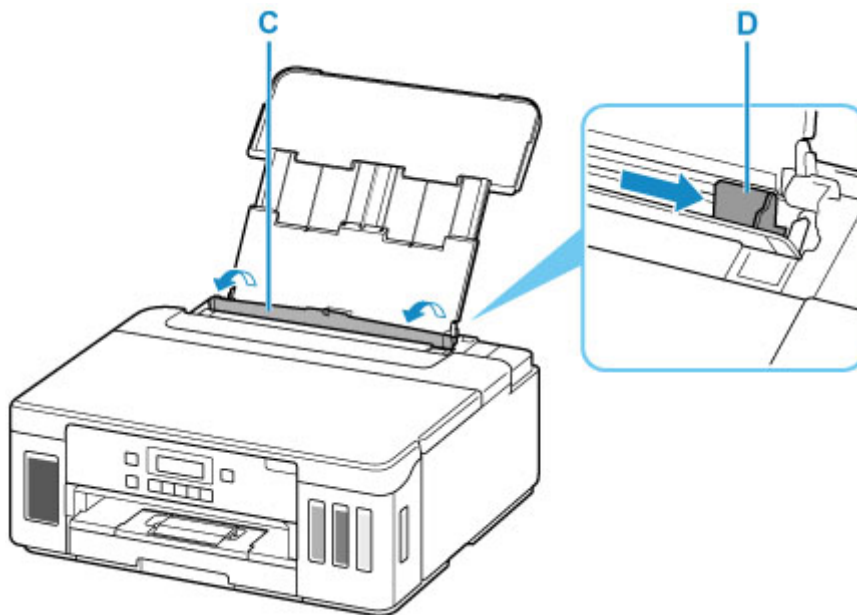
- Align the edges of paper neatly before loading. Loading paper without aligning the edges may cause paper jams.
- If paper is curled, hold the curled corners and gently bend them in the opposite direction until the paper becomes completely flat.
For details on how to flatten curled paper, see [Check3](#)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

2. Open rear tray cover (A). Pull straight up and fold back paper support (B).

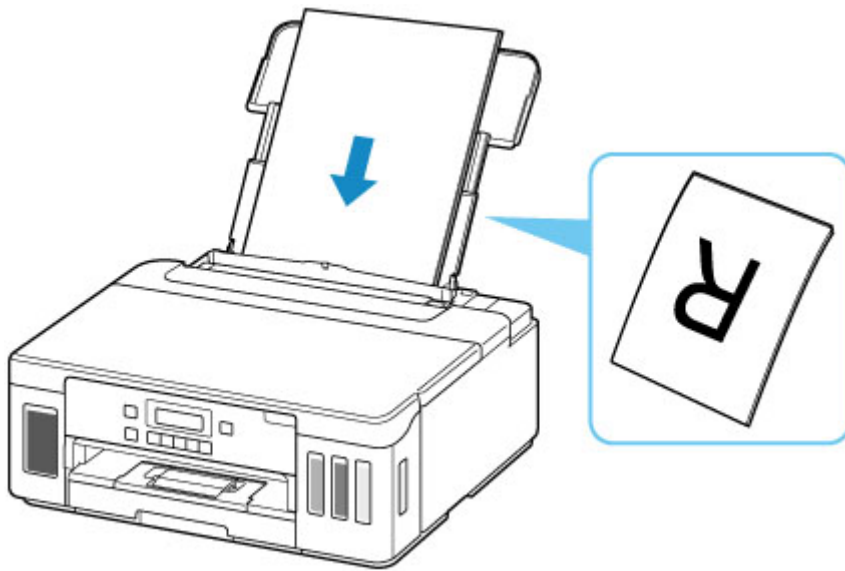


3. Open the feed slot cover (C).

4. Slide right paper guide (D) to open both paper guides.

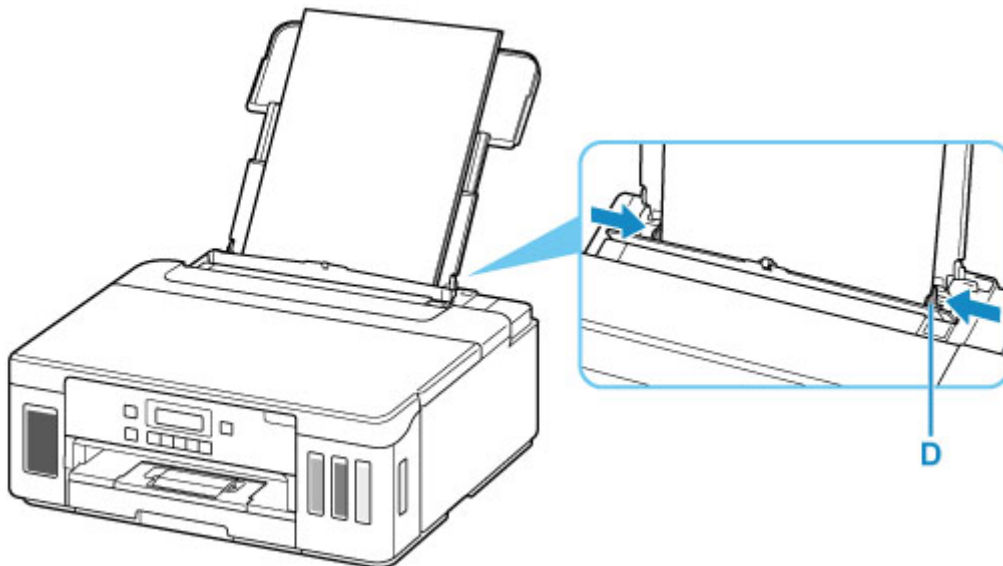


5. Load paper stack in portrait orientation WITH PRINT SIDE FACING UP.



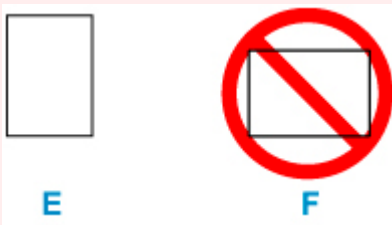
6. Slide right paper guide (D) to align with both sides of paper stack.

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



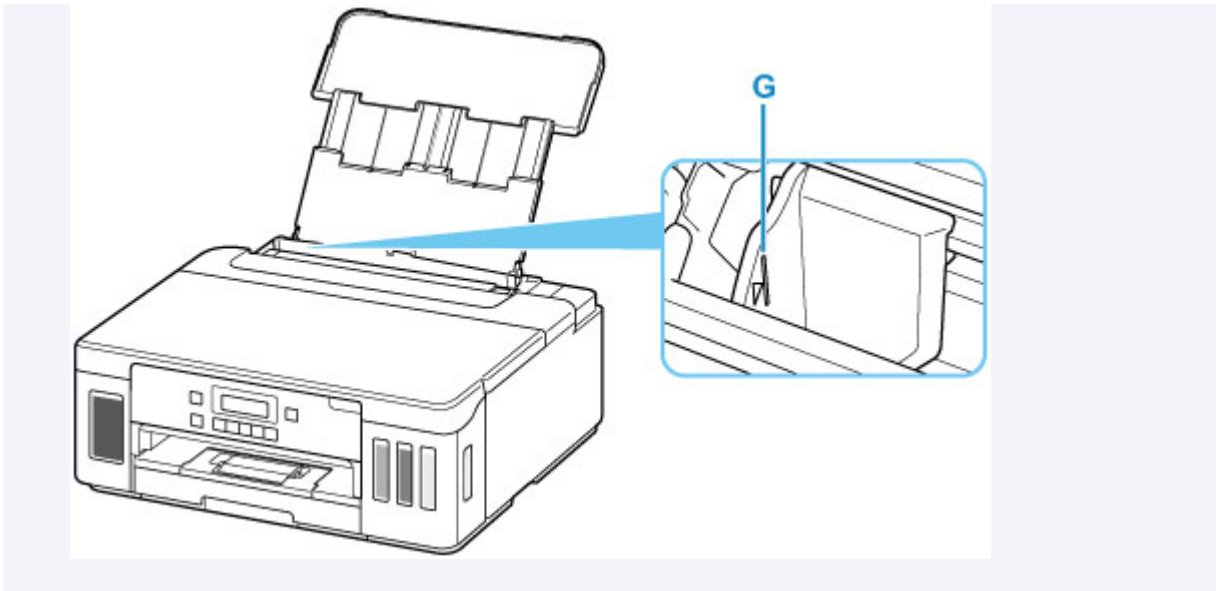
▶▶▶ Important

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



▶▶▶ Note

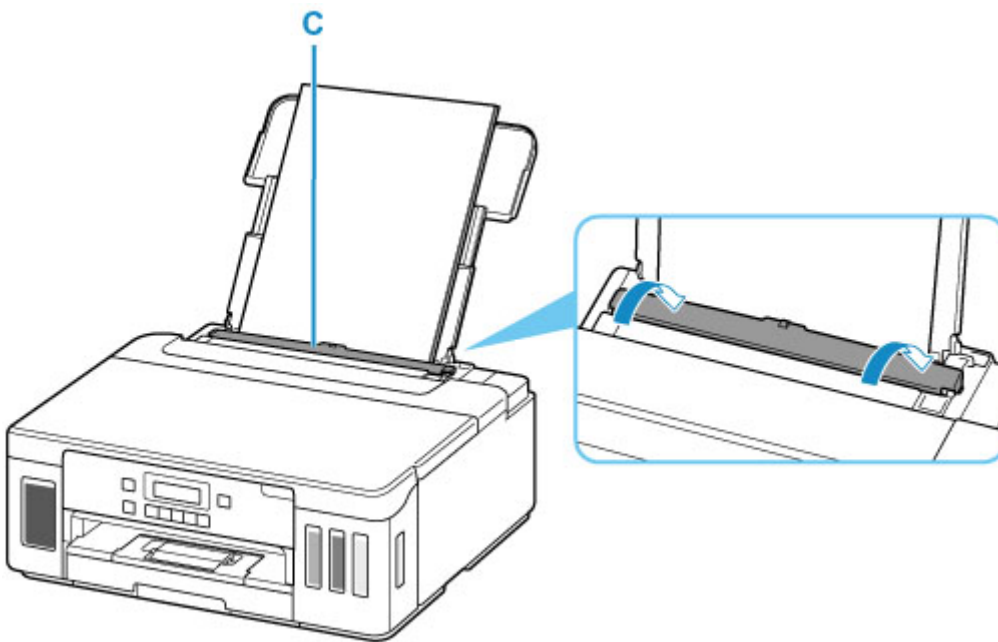
- Do not load sheets of paper higher than the load limit mark (G).



7. Close feed slot cover (C) gently.

▶▶▶ Important

- If the feed slot cover is open, paper cannot be fed. Be sure to close the feed slot cover.



After closing the feed slot cover, the paper information registration screen for the rear tray appears on the LCD.

8. Press the **OK** button.

Save the rear tray paper
[OK]Next

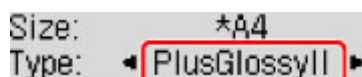
9. Use the ◀ ▶ button to select the size of the loaded paper on the rear tray, then press the **OK** button.



▶▶▶ **Note**

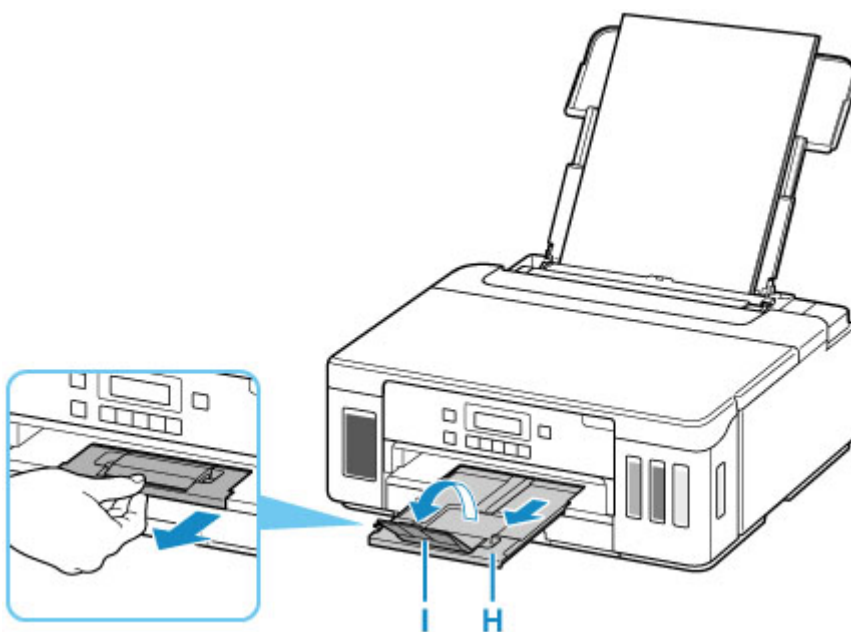
- The * (asterisk) on the LCD indicates the current setting.

10. Use the ◀ ▶ button to select the type of the loaded paper on the rear tray, then press the **OK** button.



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

11. Pull out paper output tray (H) and open output tray extension (I).



▶▶▶ **Note**

- There are various types of paper, such as paper with a special surface coating for printing photos at optimal quality and paper suitable for documents. Each media type has specific preset settings (how ink is used and sprayed, distance from nozzles, etc.), that allow you to print to that type with optimal image quality. The wrong paper settings may cause poor printout color quality or scratches on the printed surface. If you notice blurring or uneven colors, increase the print quality setting and try printing again.
- To prevent incorrect printing, this printer has a function that detects whether the settings for the paper loaded on the rear tray matches the paper settings. Before printing, make print settings in accordance with the paper settings. When this function is enabled, an error message is displayed if these settings

do not match to prevent incorrect printing. When this error message is displayed, check and correct the paper settings.

Loading Paper in the Cassette

You can load A4, B5, A5, or Letter-sized plain paper in the cassette.

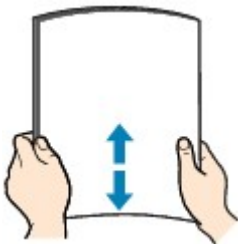
►► Note

- In the cassette, be sure to load only plain paper.
- You can use general copy paper or Canon Red Label Superior WOP111/Canon Océ Office Colour Paper SAT213.

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

1. Prepare paper.

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

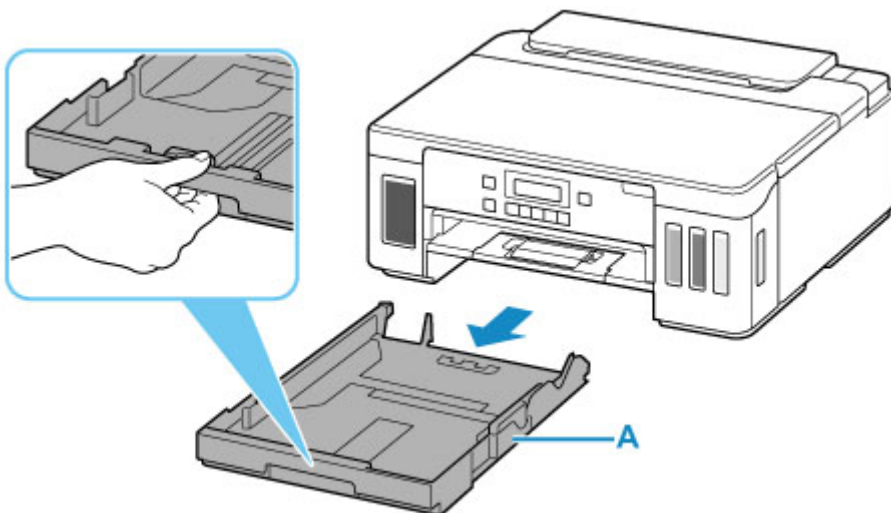


►► Note

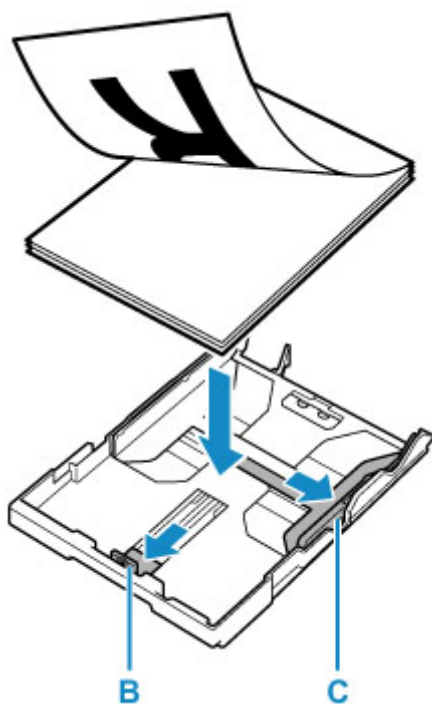
- Align the edges of paper neatly before loading. Loading paper without aligning the edges may cause paper jams.
- If paper is curled, hold the curled corners and gently bend them in the opposite direction until the paper becomes completely flat.

For details on how to flatten curled paper, see **Check3** in [Paper Is Smudged / Printed Surface Is Scratched](#).

2. Pull out the cassette (A) from the printer.

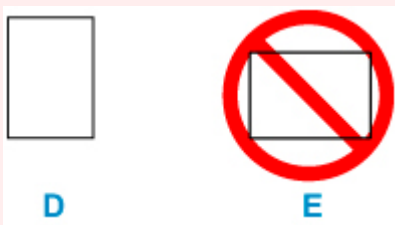


- Slide paper guides (B) in front and (C) on right to open guides.
- Load paper stack in portrait orientation WITH PRINT SIDE FACING DOWN, and place it in center of cassette.



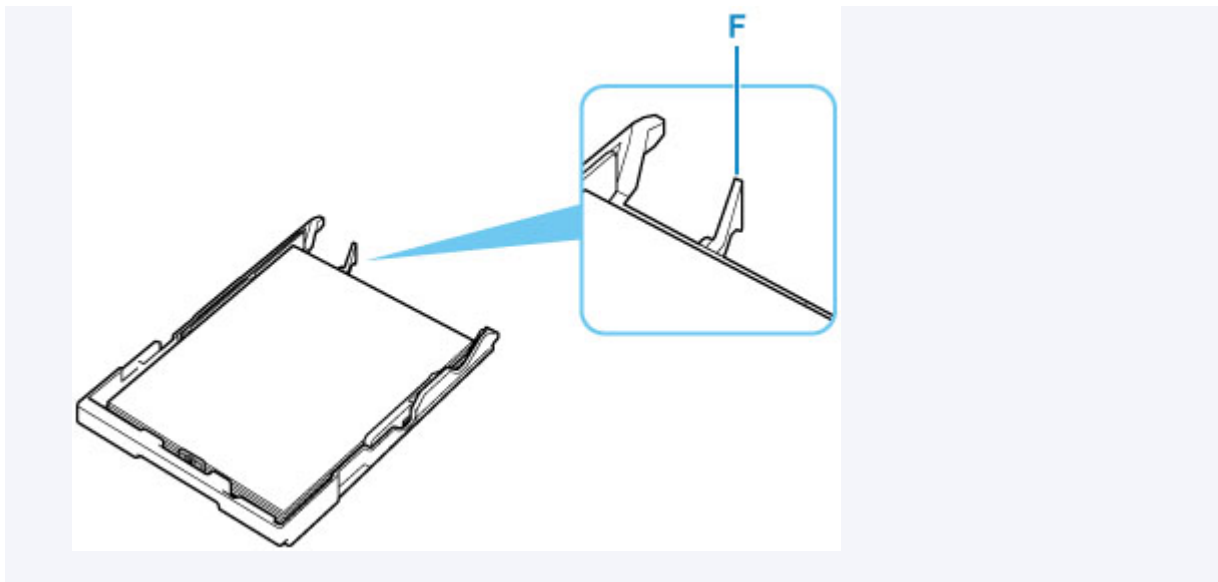
»»» Important

- Always load paper in portrait orientation (D). Loading paper in landscape orientation (E) can cause paper jams.



»»» Note

- Align the paper stack with the edge of the cassette as shown in the figure below.
If the paper stack is in contact with the protrusion (F), the paper may not be fed properly.

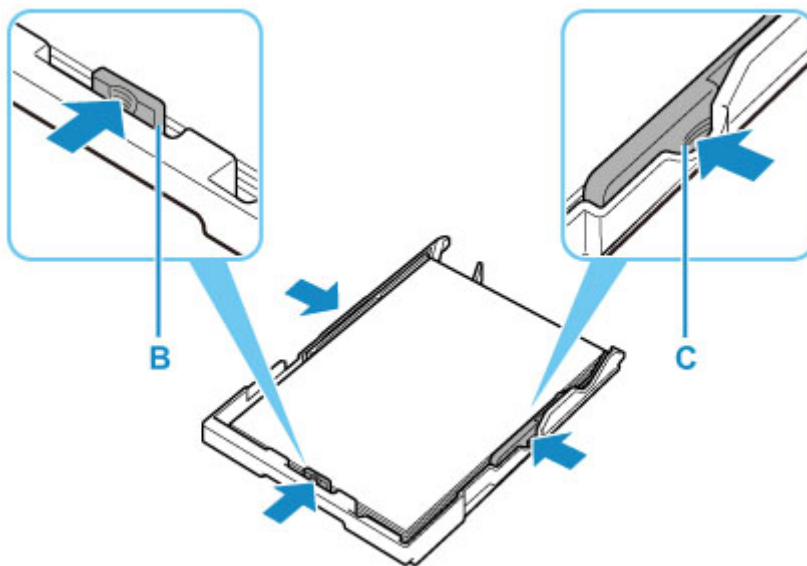


5. Slide front paper guide (B) to align it with paper stack.

Align paper guide with where it clicks into place.

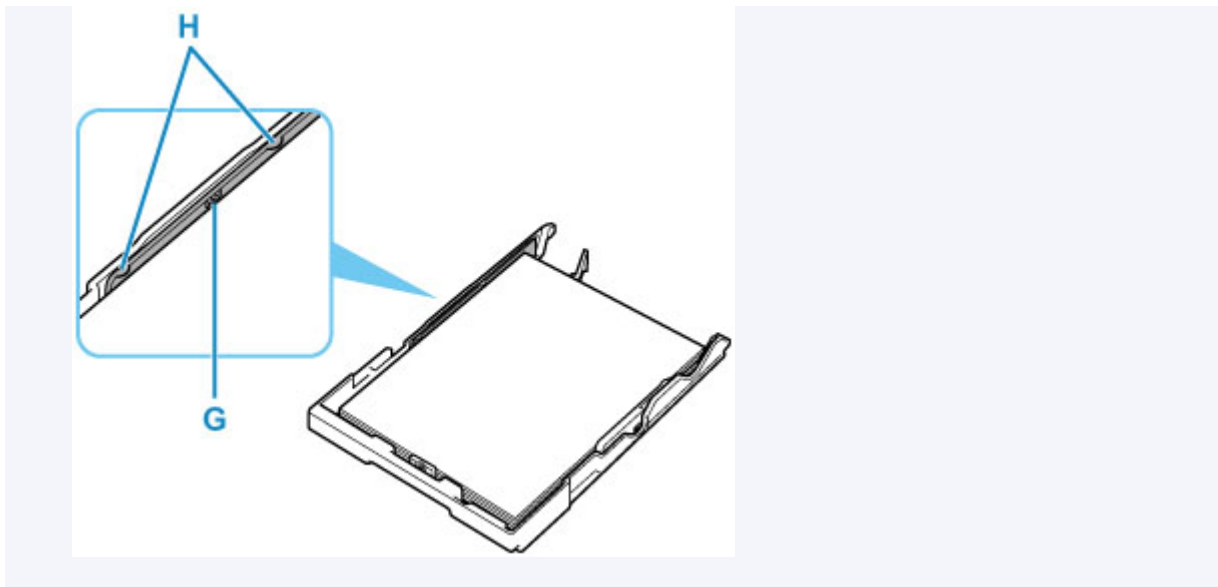
6. Slide right paper guide (C) to align it with paper stack.

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



▶▶▶ Note

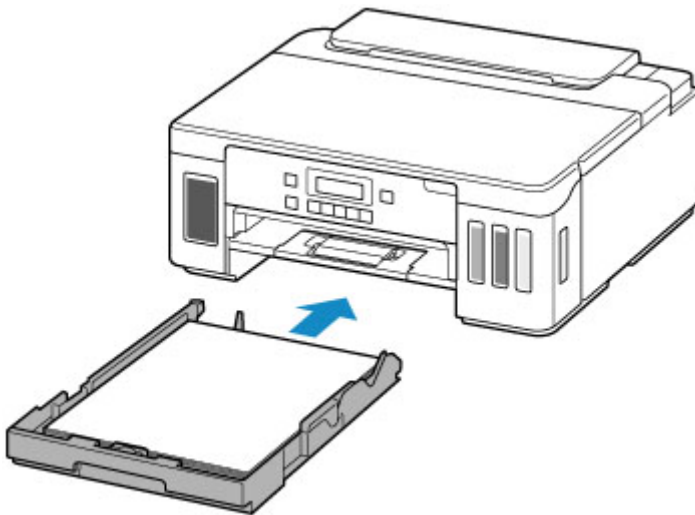
- Do not load sheets of paper higher than the load limit mark (G).
- Keep the paper stack height below the tabs (H) of the paper guides.



7. Insert cassette into printer.

Push the cassette into the printer until it stops.

After inserting the cassette into the printer, the paper information registration screen for the cassette appears on the LCD.



8. Press the **OK button.**

Save the cassette paper
[OK]Next

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

Size: ◀ *A4 ▶
Type: *Plain paper

▶▶▶ Note

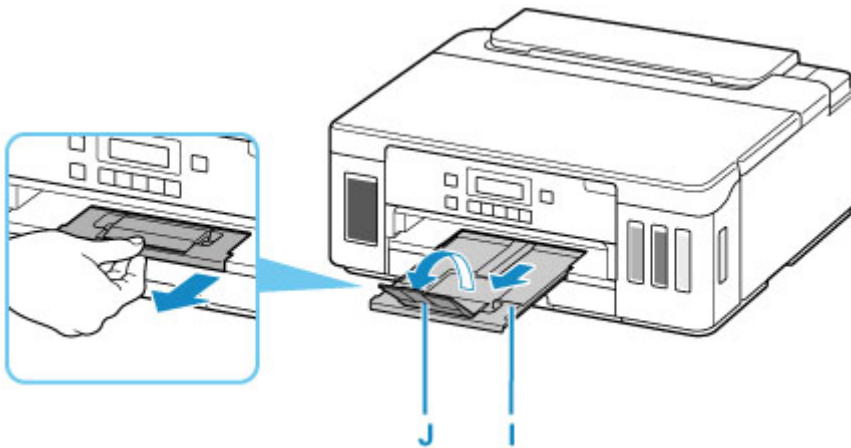
- The * (asterisk) on the LCD indicates the current setting.

10. Check media type and press **OK** button.

Size: *A4
Type: *Plain paper

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

11. Pull out paper output tray (I) and open output tray extension (J).



▶▶▶ Note

- To prevent incorrect printing, this printer has a function that detects whether the settings for the paper loaded in the cassette 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.

Loading Envelopes in Rear Tray

You can load Envelope DL and Envelope Com 10 on the rear tray.

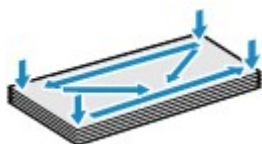
The address is automatically rotated and printed according to the envelope's direction by specifying with the printer driver properly.

Important

- Printing of envelopes from the operation panel or from a PictBridge (Wi-Fi) compliant device is not supported.
- Do not use the following envelopes. They could jam in the printer or cause the printer to malfunction.
 - Envelopes with an embossed or treated surface
 - Envelopes with a double flap
 - Envelopes whose gummed flaps are already moistened and adhesive

1. Prepare envelopes.

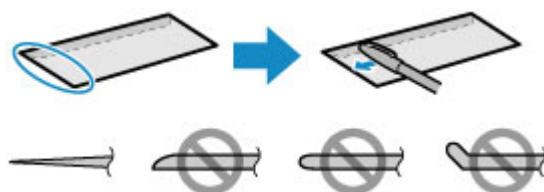
- Press down on all four corners and edges of the envelopes to flatten them.



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



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

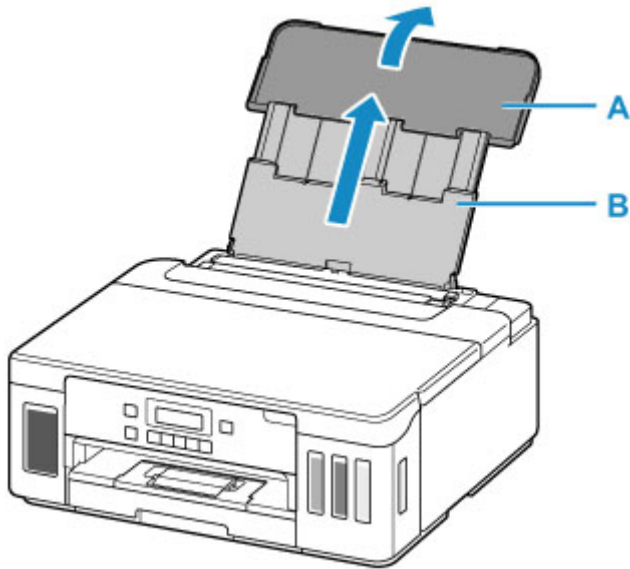


The figures above show a side view of the leading edge of the envelope.

Important

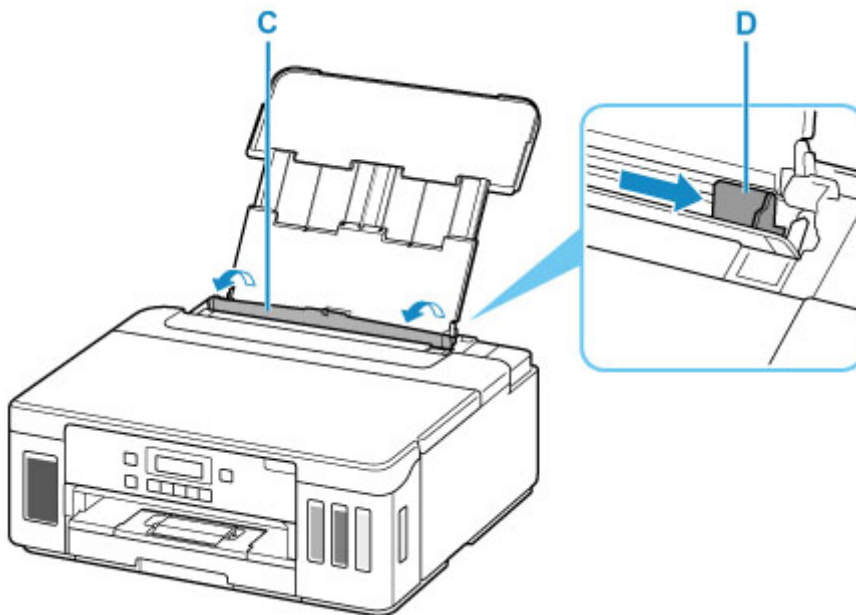
- The envelopes may jam in the printer if they are not flat or the edges are not aligned. Make sure that no curl or puff exceeds 0.12 in. (3 mm).

2. Open rear tray cover (A). Pull straight up and fold back paper support (B).



3. Open the feed slot cover (C).

4. Slide right paper guide (D) to open both paper guides.



5. Load envelopes in portrait orientation WITH PRINT SIDE FACING UP.

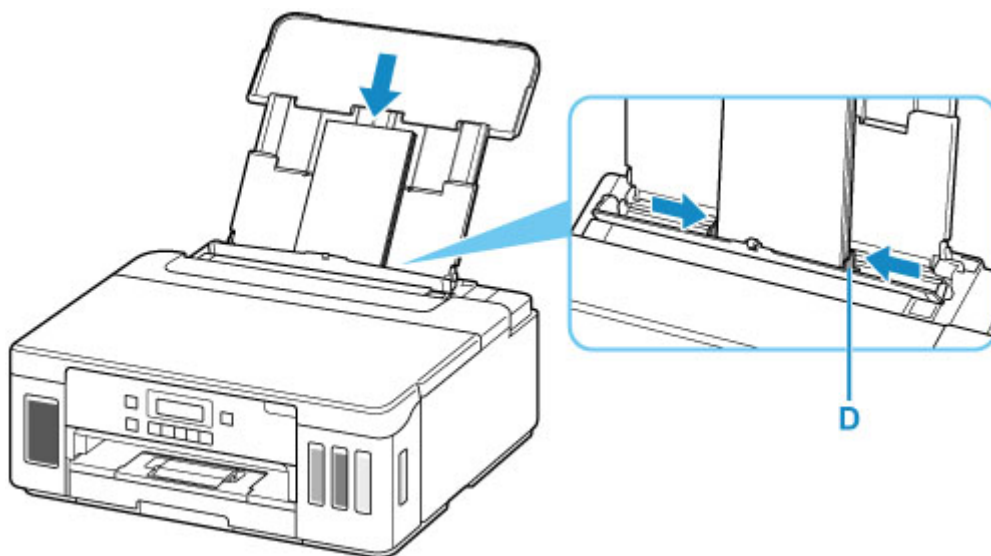
Up to 10 envelopes can be loaded at once.

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



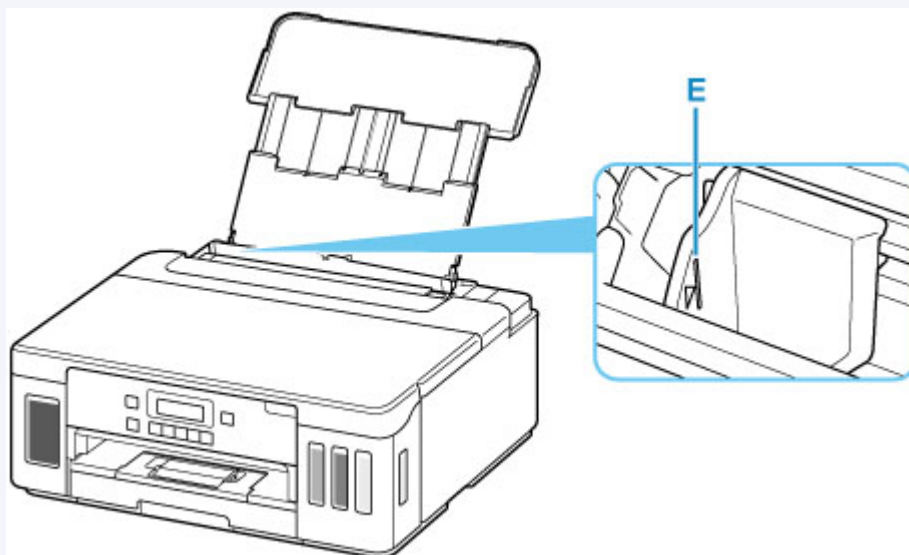
6. Slide right paper guide (D) to align with both sides of envelopes.

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



►►► **Note**

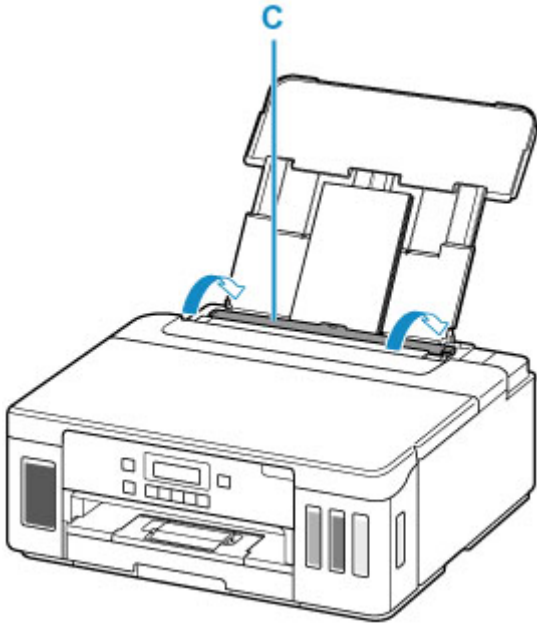
- Do not load envelopes higher than the load limit mark (E).



7. Close feed slot cover (C) gently.

▶▶▶ Important

- If the feed slot cover is open, paper cannot be fed. Be sure to close the feed slot cover.



After closing the feed slot cover, the paper information registration screen for the rear tray appears on the LCD.

8. Press the **OK** button.

```
Save the rear tray paper
[OK]Next
```

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

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

▶▶▶ Note

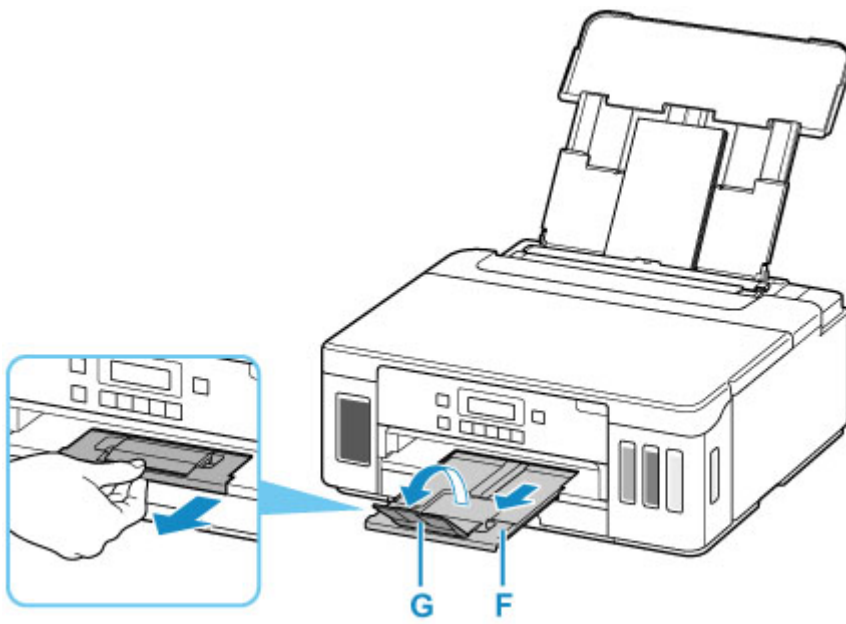
- The * (asterisk) on the LCD indicates the current setting.

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

```
Size: Envelope DL
Type: ◀ Envelope ▶
```

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

11. Pull out paper output tray (F) and open output tray extension (G).



▶▶▶ Note

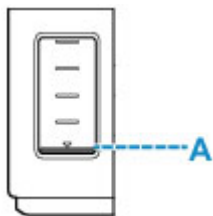
- To prevent incorrect printing, this printer has a function that detects whether the settings for the paper loaded on the rear tray matches the paper settings. Before printing, make print settings in accordance with the paper settings. When this function is enabled, an error message is displayed if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

Refilling Ink Tanks

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

Refilling Ink Tanks

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



►► Note

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

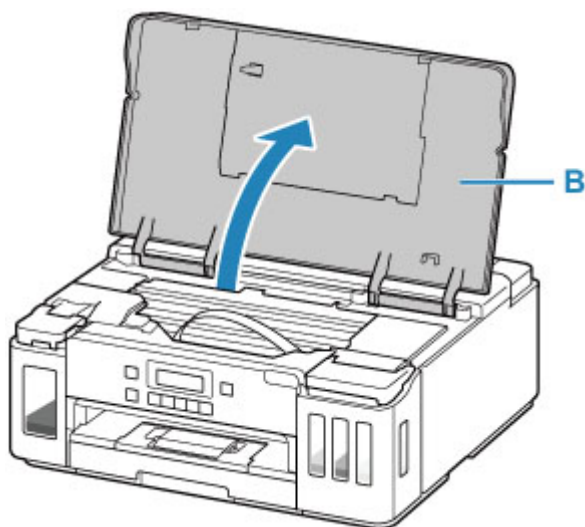
Refilling Procedure

When you refill ink tanks, follow the steps below.

►► Important

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

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



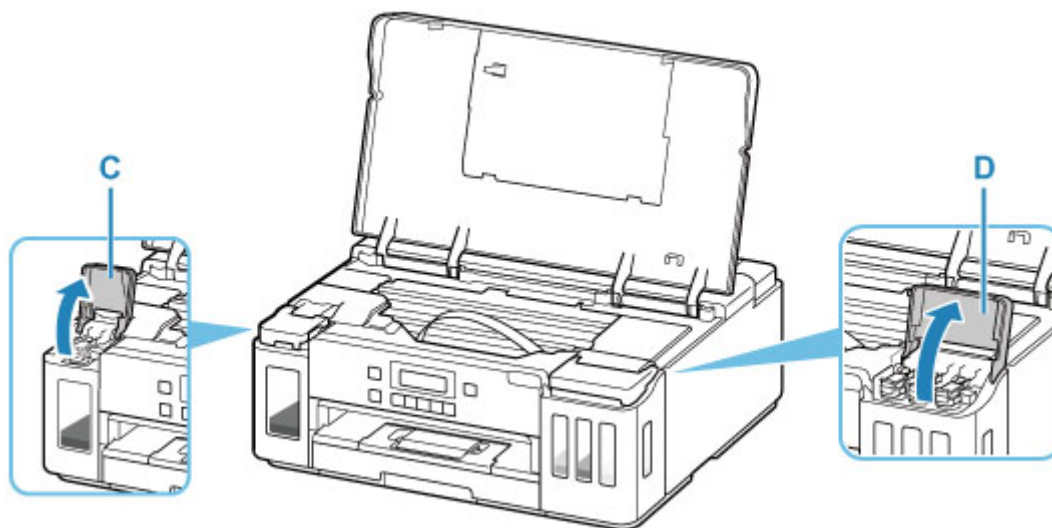
►► Important

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

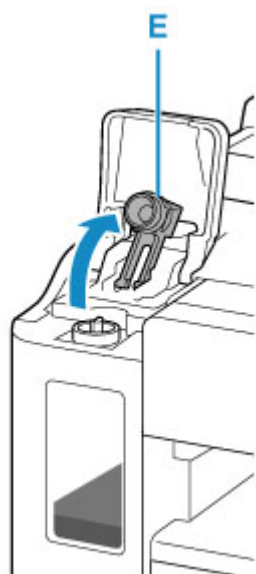
3. Open the ink tank cover.

To refill the black ink tank, open the left ink tank cover (C).

To refill color ink tanks, open the right ink tank cover (D).



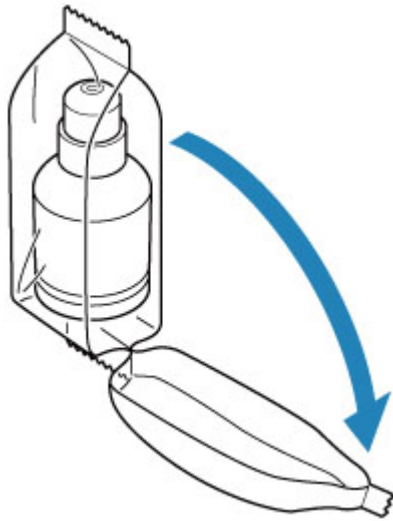
4. Open the tank cap (E) of the ink tank to be refilled.



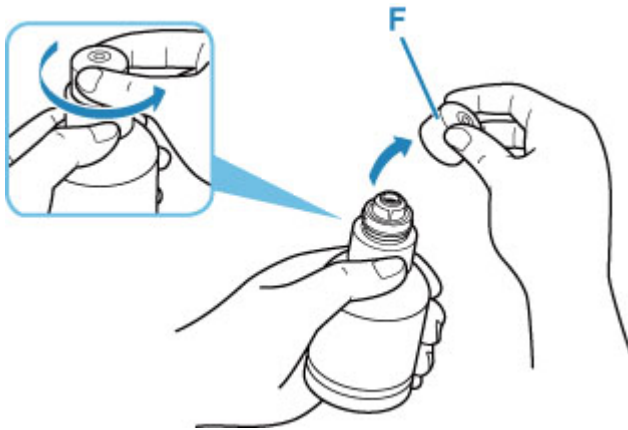
Important

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

5. Take a new ink bottle out of its package.



6. Hold the ink bottle upright and gently twist the bottle cap (F) to remove.



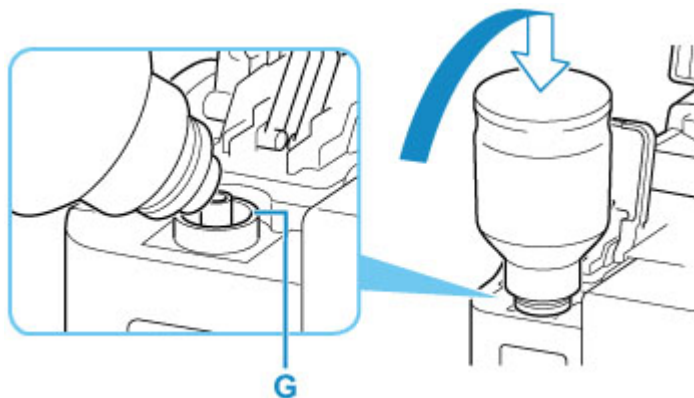
»» Important

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

7. Refill the ink tank.

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

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



▶▶ Important

- Make sure that each color of ink tanks is filled with corresponding color of ink bottles.
- If ink is not injected into the ink tank, slowly remove and insert the ink bottle.
- Make sure to refill the ink tank with ink up to the upper limit line (H) on the ink tank.



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

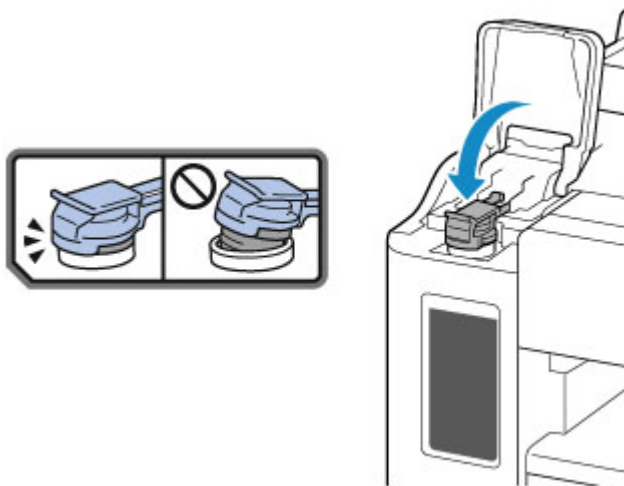
Hold up the ink bottle slightly and remove the bottle from the inlet while slowly tilting it.

▶▶ Important

- Do not leave ink bottles in ink tanks.
- Close the bottle cap of the ink bottle securely and store the ink bottle upright.
- Discard empty ink bottles in compliance with local laws and regulations regarding disposal of consumables.

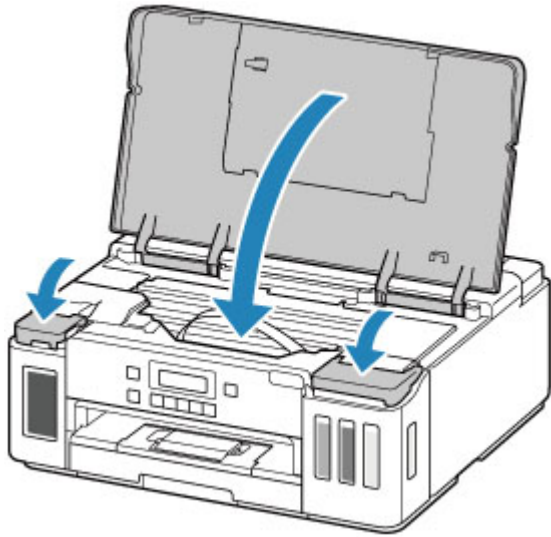
9. Close the tank cap of the ink tank.

Make sure the tank cap is completely inserted.



10. Close the ink tank cover.

11. Close the top cover gently.



▶▶▶ Note

- If the error message appears on the LCD after the top cover is closed, take appropriate action.
 - [An Error Occurs](#)
- The printer may make noise during operation.

Notes on ink bottles

▶▶▶ Important

- Keep out of reach of children.
- Do not drink ink.
- Be careful not to get any ink in your eyes or in your mouth. (In case of eye contact or swallowing, rinse with water and contact a doctor immediately).
- When you store ink bottles, close bottle caps completely and place bottles in standing position. If the ink bottles are laid down, ink may leak.
- When refilling ink tanks, take sufficient care to prevent ink from splattering onto surroundings.
- Ink may stain clothes or other belongings permanently. Washing may not remove ink stains.
- Do not use ink bottles and ink contained therein except to refill tanks of printers specified by Canon.
- Do not leave ink bottles in areas exposed to high temperature, such as near fire or a heater or in a car. Bottles may warp and cause ink leakage or ink may become poor quality.
- Do not subject ink bottles to impacts. Ink bottles may be damaged or bottle caps may come off by such impact, and ink may leak.
- Do not transfer ink to other containers. This may result in accidental ingestion, inappropriate use, or poor ink quality.
- Do not mix ink with water or other ink. This may damage the printer.
- Once an ink bottle has been opened, do not leave it with bottle cap off. Ink will dry out, possibly preventing proper operation of the printer when an ink tank is refilled using this bottle.
- To obtain optimum print quality, we recommend to refill the ink tank with ink up to the upper limit line at least once a year.

▶▶ Note

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

When ink runs low, promptly refill it.

■ [Ink Tips](#)

Checking Ink Level

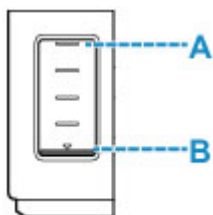
Check ink level with the ink tank indicator on the front of the printer.

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

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

▶▶▶ Note

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



▶▶▶ Important

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

▶▶▶ Note

- When you refill the ink tank, refill the ink tank until ink reaches the upper limit line (A). If ink does not reach the upper limit line, the remaining ink level is not detected correctly.
- If a remaining ink error occurs, the error message appears on the LCD.
 - [An Error Occurs](#)
- To ensure you receive premium print quality and to help protect your print head, a certain amount of ink remains in the ink tank when the printer indicates to refill the ink tank. The estimated page yields of the ink bottle do not include this amount.
- Ink flows from the ink tanks to the inside of the printer. Ink may seem to run out fast due to this procedure when you start using the printer or after transporting it.

Ink Tips

How is ink used for various purposes other than printing?

Ink may be used for purposes other than printing.

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

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

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

[Cleaning function]

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

Does black-and-white printing use color ink?

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

Similarly, color inks are also consumed along with black ink during print head cleaning when Black is specified for cleaning.

If Printing Is Faint or Uneven

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

Maintenance Procedure

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

▶▶▶ Important

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

▶▶▶ Note

- Check if ink remains in the ink tanks.
 - [Checking Ink Level](#)
- If the **Alarm** lamp lights or flashes, see [An Error Occurs](#).
- For Windows, increasing the print quality in the printer driver settings may improve the print result.
 - [Changing the Print Quality and Correcting Image Data](#)

When the Print Results Are Blurred or Uneven:

Step1 Print the nozzle check pattern.

From the printer

- [Printing the Nozzle Check Pattern](#)

From the computer

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

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

If there are missing lines or horizontal white streaks in the pattern:



Step3 Clean the print head.

From the printer

- [Cleaning the Print Head](#)

From the computer

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

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

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



Step4 Clean the print head deeply.

From the printer

- [Deep Print Head Cleaning](#)

From the computer

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

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

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

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

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

►► Important

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

From the printer

- [How to Do Ink Flush](#)

From the computer

- [Ink Flush](#)

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

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

Step Align the print head.

From the printer

- [Aligning the Print Head](#)

From the computer

- For Windows:

■ Adjusting Print Head Position Automatically

- For macOS:

■ [Adjusting Print Head Position](#)



Printing the Nozzle Check Pattern

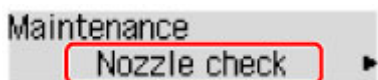
Print the nozzle check pattern to determine whether the ink ejects properly from the print head nozzle.

»» Note

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

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

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



The nozzle check pattern will be printed.

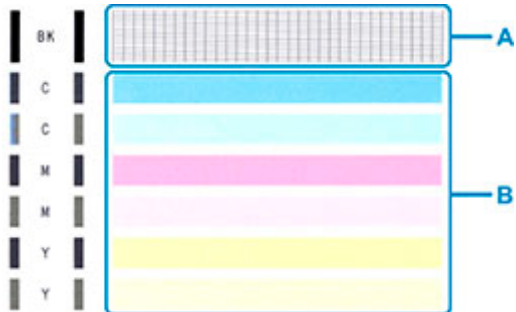
Do not perform any other operations until the printer completes the printing of the nozzle check pattern.

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

Examining the Nozzle Check Pattern

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

1. Check if there are missing lines in the pattern A or horizontal white streaks in the pattern B.



If there are missing lines in the pattern A:



C: Good

D: Bad (lines are missing)

If there are horizontal white streaks in the pattern B:



E: Good

F: Bad (horizontal white streaks are present)

If any color in the pattern A or the pattern B is not printed:



(Example: Magenta pattern is not printed)

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

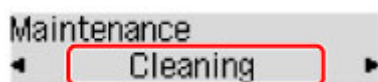
Cleaning the Print Head

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

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

■ [LCD and Operation Panel](#)

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



The printer starts cleaning the print head.

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

4. Check the print head condition.

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

▶▶▶ Note

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

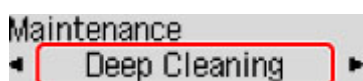
Deep Print Head Cleaning

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

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

■ [LCD and Operation Panel](#)

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



The printer starts cleaning the print head deeply.

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

4. Check the print head condition.

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

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

Aligning the Print Head

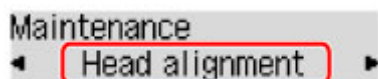
If printed ruled lines are misaligned or print results are otherwise unsatisfactory, adjust the print head position.

▶▶▶ Note

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

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

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



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

This takes about 4 to 5 minutes.

▶▶▶ Note

- If automatic print head alignment fails, an error message appears on the LCD.
■ [An Error Occurs](#)

▶▶▶ Note

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

Performing Maintenance Functions from Your Computer (macOS)

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

Opening Remote UI for Maintenance

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

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

Remote UI starts.

▶▶▶ Note

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

Related Topics

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

Cleaning the Print Heads

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

Cleaning

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

2. Click **Cleaning**

Before performing Cleaning, check that the printer power is on. Check the following. Then, if necessary, perform Cleaning.

- [Is there ink remaining?](#)

3. Perform Cleaning

Click **Yes**.

Print head Cleaning starts.

4. Complete Cleaning

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

5. Check the results

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

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

»» Important

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

Deep cleaning

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

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

2. Click **Deep cleaning**

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

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

- [Is there ink remaining?](#)

3. Perform Deep Cleaning

Click **Yes**.

Print head Deep Cleaning starts.

4. Complete Deep Cleaning

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

5. Check the results

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

►► Important

- **Deep cleaning** consumes a larger amount of ink than **Cleaning**.
Cleaning the print head frequently will rapidly deplete your printer's ink supply. Perform 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

Adjusting Print Head Position

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

Auto head alignment

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

2. Click **Auto head alignment**

A message appears.

3. Load paper in printer

In the cassette, load 2 sheets of plain A4-sized or Letter-sized paper.

4. Run head position adjustment

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

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

▶▶ Important

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

▶▶ Note

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

Cleaning

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

Cleaning Paper Feed Rollers

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

In this case, clean the paper feed roller. Cleaning will wear out the paper feed roller, so perform this only when necessary.

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

1. [Check that printer is turned on.](#)
2. Remove any paper from paper source to clean rollers.

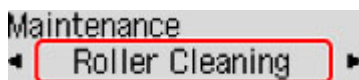
▶▶▶ Note

- If a message appears on the screen, check it and then press the **OK** button.

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

■ [LCD and Operation Panel](#)

4. Clean the paper feed rollers without paper.
 1. Use ◀ ▶ button to select **Roller Cleaning** and press **OK** button.



2. Use ◀ ▶ button to select paper source (**Cassette** or **Rear tray**) to clean rollers and press **OK** button.

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

5. Clean the paper feed rollers with paper.

1. Make sure paper feed rollers have stopped rotating, and then load three sheets of A4 or Letter-sized plain paper in paper source selected in step 4.

■ [Loading Paper in the Rear Tray](#)

■ [Loading Paper in the Cassette](#)

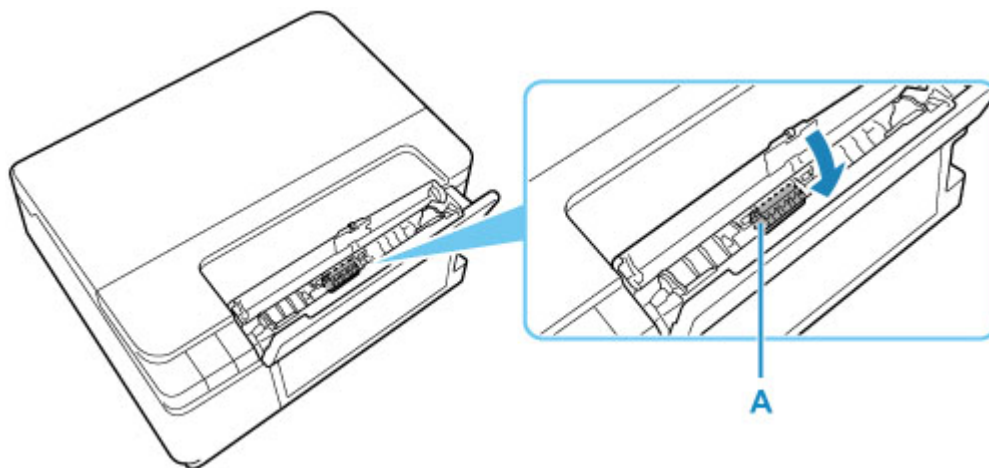
2. Press the **OK** button.

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

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

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

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



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

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

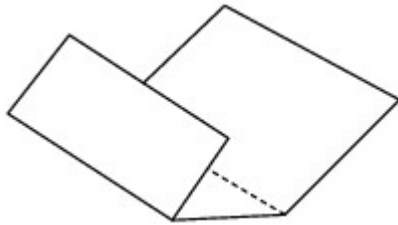
Cleaning Inside the Printer (Bottom Plate Cleaning)

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

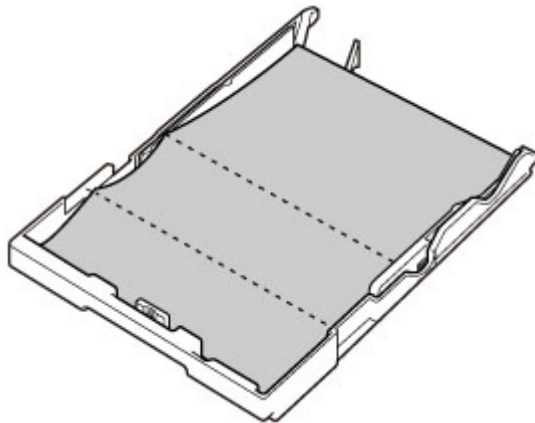
You need to prepare: a sheet of A4 or Letter-sized plain paper*

* Be sure to use a new piece of paper.

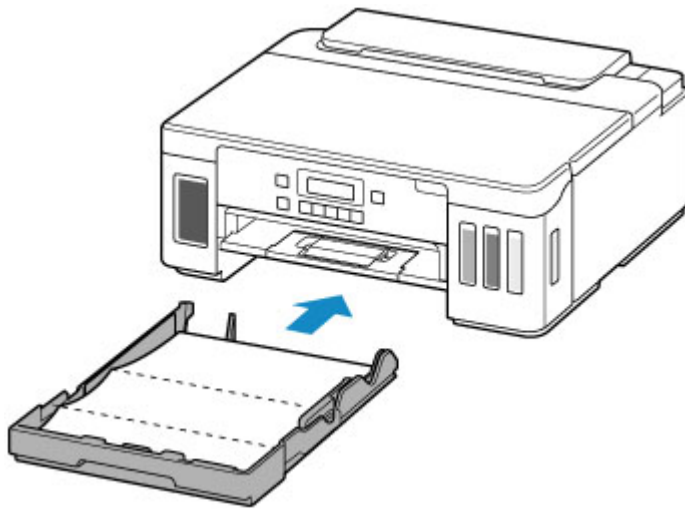
1. Make sure that the power is turned on, then remove any paper from the cassette.
2. Prepare paper.
 1. Fold a single sheet of A4 or Letter-sized plain paper in half widthwise, then unfold the paper.
 2. Fold one side of the opened paper in another half, aligning the edge with the center crease, and then unfold the paper.



3. Load only this sheet of paper in the cassette with the ridges of the creases facing up and the edge of the half with no crease facing to the far side.



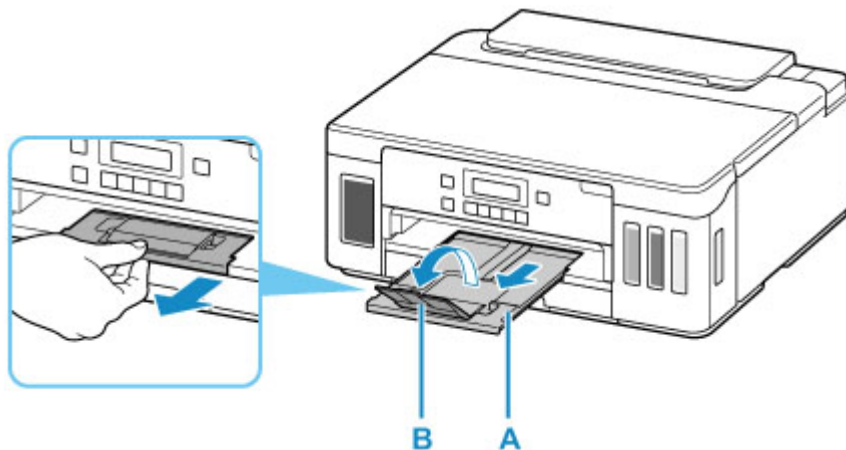
4. Insert cassette into printer.



After inserting the cassette into the printer, the paper information registration screen is displayed on the LCD. Select **A4** or **Letter** for **Size**:



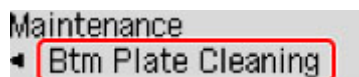
5. Pull out paper output tray (A) and open output tray extension (B).



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

■ [LCD and Operation Panel](#)

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



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

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

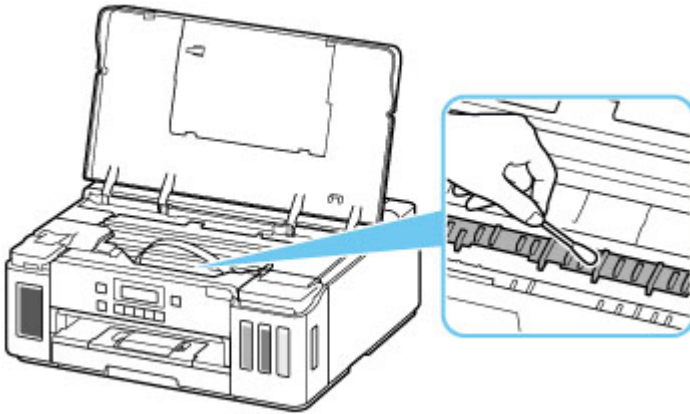
▶▶▶ Note

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

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

▶▶▶ Important

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



Overview

▶ Safety

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

▶ Handling Precautions

- Canceling Print Jobs
- Legal Restrictions on Printing
- Printer Handling Precautions
- Transporting Your Printer
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- Keeping Print Quality High

▶ Main Components and Their Use

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

▶ Changing Settings

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

▶ Specifications

Safety

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

Safety Precautions

Safety Precautions

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

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

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

Warning

- Users with cardiac pacemakers:

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

- Do not use the printer in the following cases:

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

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

Caution

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

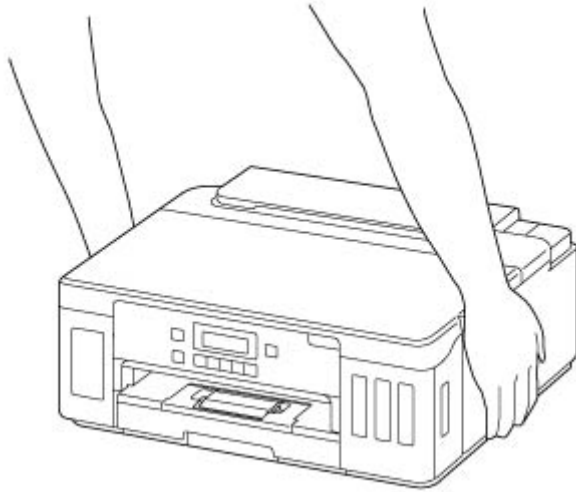
If ink is accidentally licked or swallowed, rinse out your mouth or drink one or two glasses of

water and obtain medical advice immediately.

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

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





General Notices

Choosing a Location

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

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

Power Supply

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

General Notices

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

Regulatory Information

Users in the U.S.A.

FCC Notice (U.S.A. Only)

For 120V, 60Hz model

Model Number: K10495 (Contains FCC Approved WLAN Module K30365)

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.

FCC ID:AZDK30365

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

Interference

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

WEEE (EU&EEA)

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



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

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



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

Union Européenne, Norvège, Islande et Liechtenstein uniquement.



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

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



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

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



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

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

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



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

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



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

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



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

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



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

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



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

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



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

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



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

kierrätysjärjestelmän ylläpitäjältä ja jätehuoltoyhtiöltä. Lisätietoja sähkö- ja elektroniikkalaiteromun keräyksestä ja kierrätyksestä on osoitteessa www.canon-europe.com/weee.

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



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

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



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

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



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

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



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

Plati len pre štáty Európskej únie a EHP (Nórsko, Island a Lichtenštajnsko)



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

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

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



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

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



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

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



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

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

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



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

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



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

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



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

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



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

Korisnici u Srbiji



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

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

Handling Precautions

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

Legal Restrictions on Printing

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

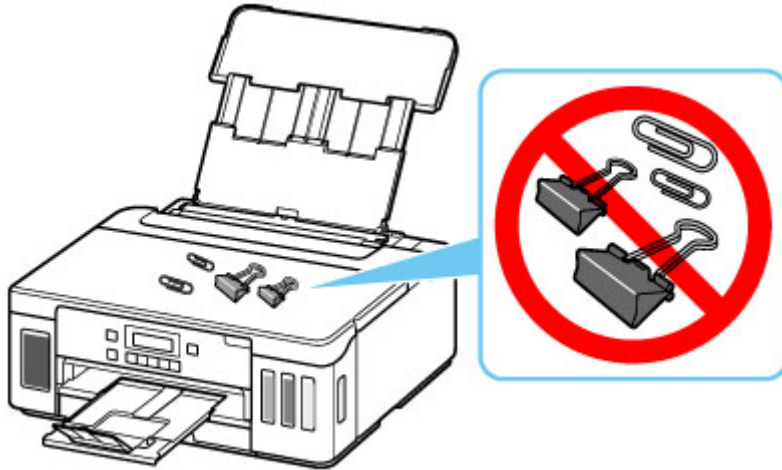
This list is non-exhaustive. When in doubt, check with a local legal representative.

- 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

Printer Handling Precautions

Do not place any object on the top cover!

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



Transporting Your Printer

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

►► Important

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



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

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

■ [LCD and Operation Panel](#)

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

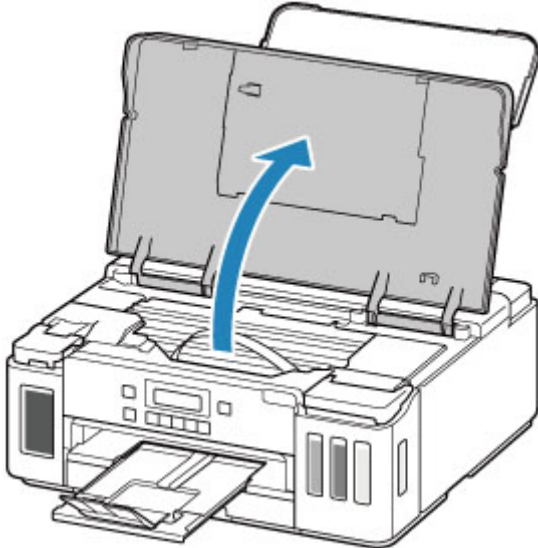
3. Use the ◀ ▶ button to select **Yes** and press the **OK** button.

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

▶▶▶ Note

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

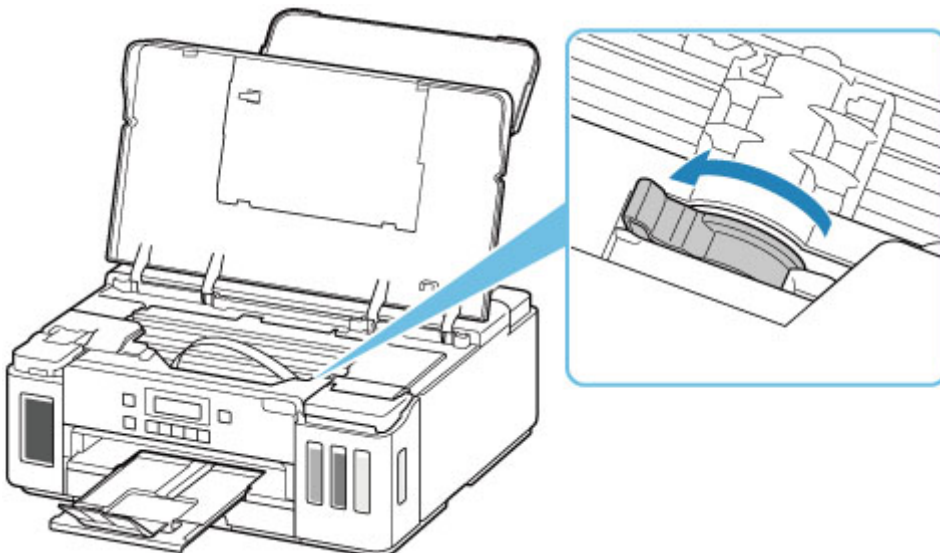
4. Open the top cover.



▶▶▶ Important

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

5. Turn the ink valve lever to the left.



▶▶▶ Important

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

6. Close the top cover gently.

The printer is turned off.

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

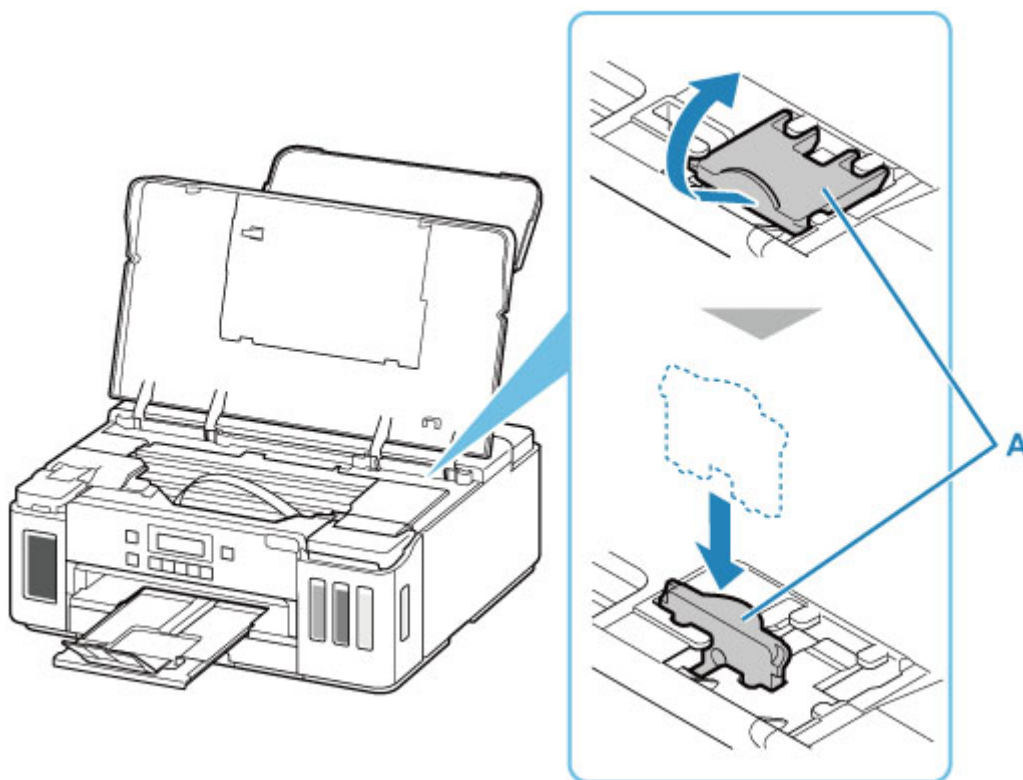
Important

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

8. Open the top cover again.

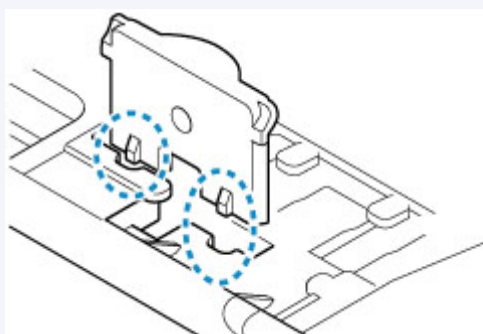
9. Remove the carriage stopper (A) and insert it all the way into the hole in the printer side.

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



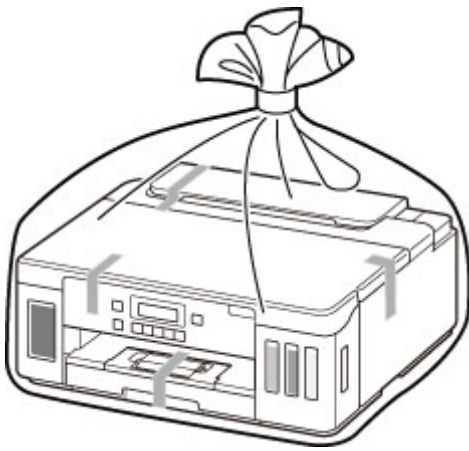
Note

- Insert the carriage stopper by aligning its protrusions with the indentations on the printer.



10. Close the top cover gently.
11. Retract output tray extension and paper output tray.
12. Retract paper support, and then close rear tray cover.
13. Unplug the printer cable from the computer and from the printer, then unplug the power cord from the printer.
14. Use adhesive tape to secure all the covers on the printer to keep them from opening during transportation. Then pack the printer in the plastic bag.

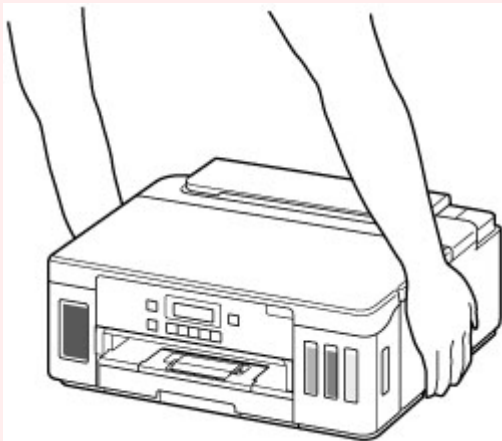
Close and seal the opening of the bag with an object such as tape so as not to leak ink.



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

▶▶▶ Important

- We recommend to hold and carry out this printer as shown in the figure below. If you hold the cassette, it may fall out of the printer.



»» Important

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

When Repairing, Lending, or Disposing of the Printer

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

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

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

Keeping Print Quality High

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

▶▶▶ Note

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

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

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

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

Print periodically!

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

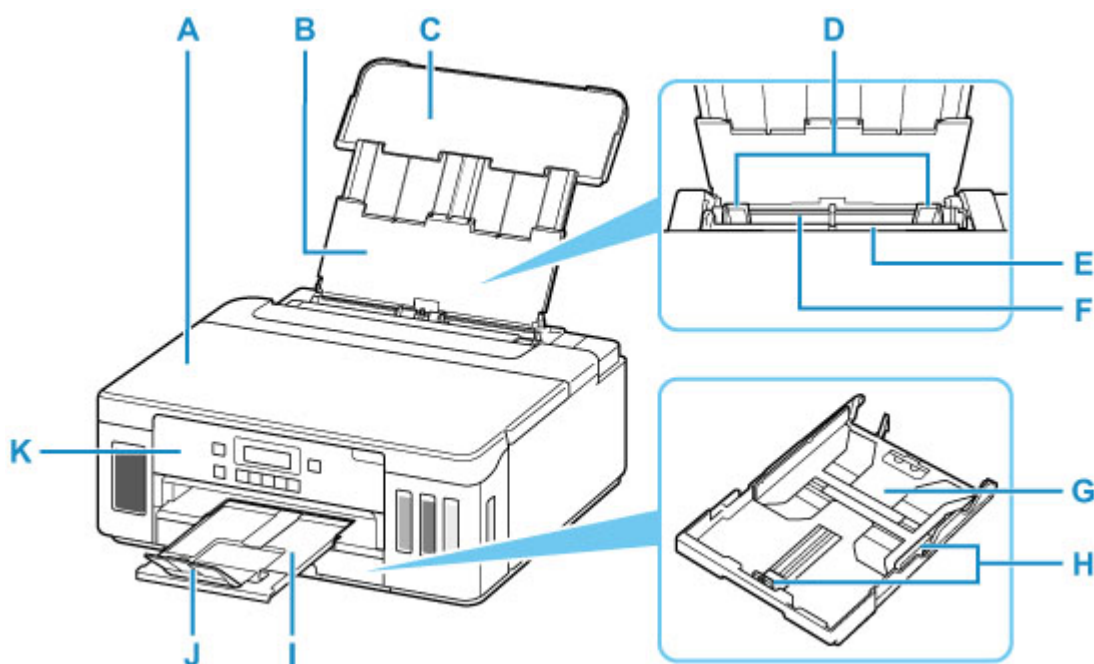
Main Components and Their Use

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

Main Components

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

Front View



A: Top Cover

Open to refill ink tanks and to remove jammed paper.

B: Paper Support

Extend to load paper in the rear tray.

C: Rear Tray Cover

Open to load paper in the rear tray.

D: Paper Guides

Align with both sides of the paper stack.

E: Feed Slot Cover

Prevents anything from falling into the feed slot.

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

F: Rear Tray

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

■ [Loading Paper in the Rear Tray](#)

■ [Loading Envelopes in Rear Tray](#)

G: Cassette

Load A4, B5, A5, or Letter-sized plain paper into the cassette, and insert it into the printer.

■ [Loading Paper in the Cassette](#)

H: Paper Guides

Align with right/left/front sides of the paper stack.

I: Paper Output Tray

Printed paper is ejected. Pull out it before printing.

J: Output Tray Extension

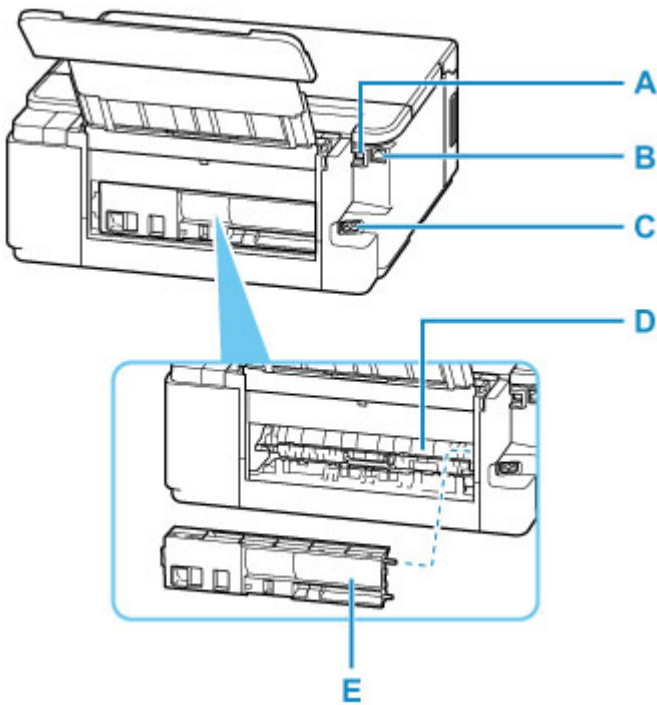
Open to support ejected paper.

K: Operation Panel

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

■ [Operation Panel](#)

Rear View



A: USB Port

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

B: Wired LAN Connector

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

C: Power Cord Connector

Plug in the supplied power cord.

D: Transport Unit Cover

Open when removing jammed paper.

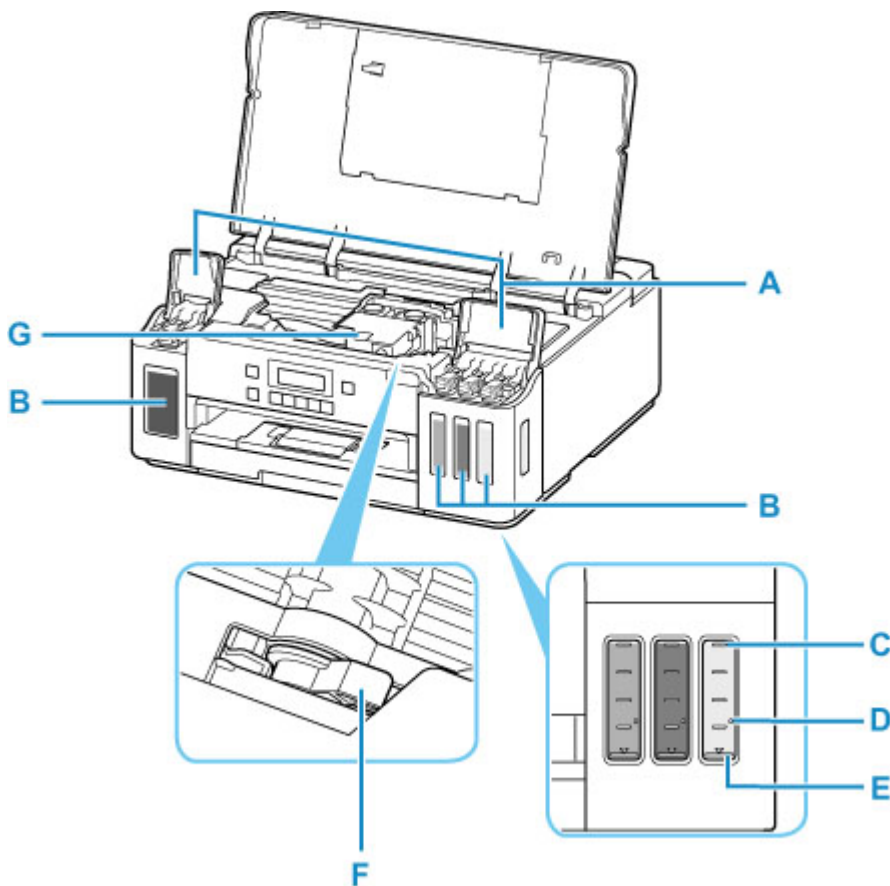
E: Rear Cover

Detach when removing jammed paper.

▶▶▶ 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.

Inside View



A: Ink Tank Covers

Open to refill ink tanks.

B: Ink Tanks

The black ink tank is on the left, and the color ink tanks (cyan, magenta, and yellow) are on the right.

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

■ [Refilling Ink Tanks](#)

C: Upper limit line

Indicates the maximum capacity of the ink.

D: Single dot

Indicates the amount of ink required when performing ink flush.

E: Lower limit line

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

F: Ink Valve Lever

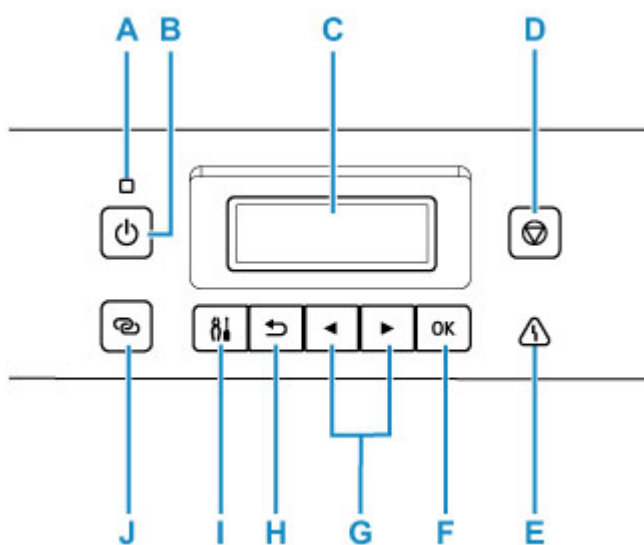
Operate when transporting a printer.

■ [Transporting Your Printer](#)

G: Print Head Holder

The print head is pre-installed.

Operation Panel



A: ON lamp

Lights after flashing when the power is turned on.

B: ON button

Turns the power on or off.

■ [Turning the Printer On and Off](#)

C: LCD (Liquid Crystal Display)

Displays messages, menu items, and the operational status.

D: Stop button

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

E: Alarm lamp

Lights or flashes when an error occurs.

F: OK button

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

G: ◀ and ▶ buttons

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

■ [Selecting a Menu or Setting Item](#)

H: Back button

Returns the LCD to the previous screen.

I: Setup button

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

J: Wireless connect button

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

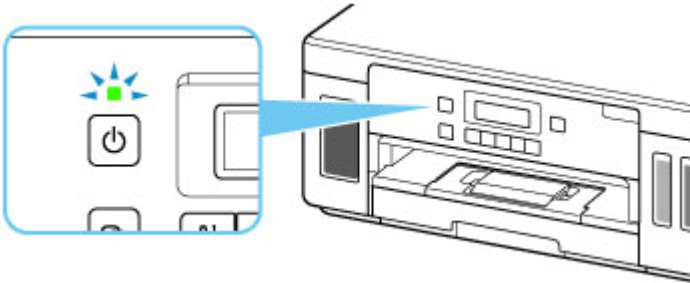
Power Supply

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

Checking that Power Is On

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

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



▶▶▶ Note

- It may take a while for the printer to start printing immediately after you turn on the printer.
- The LCD will turn off if the printer is not operated for about 10 minutes. To restore the display, press any button or perform the print operation.

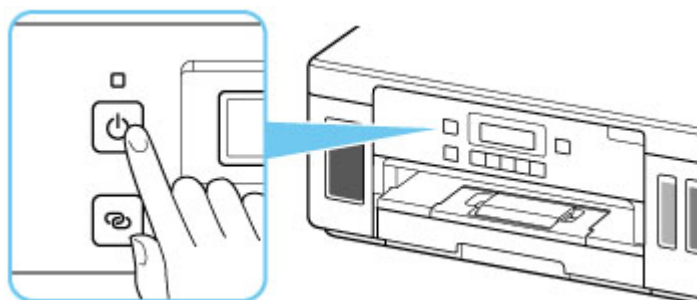
Turning the Printer On and Off

Turning on the printer

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

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

- [Confirming that the Power Is On](#)



►► Note

- It may take a while for the printer to start printing immediately after you turn on the printer.
- If an error message is displayed on the LCD, see [An Error Occurs](#).
- 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.

From the printer

- [ECO settings](#)

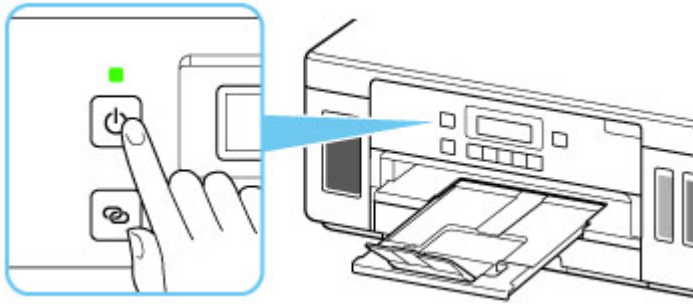
From the computer

- For Windows:
 - [Managing the Printer Power](#)
- For macOS:
 - [Managing the Printer Power](#)

Turning off the printer

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

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



►►► Important

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

►►► Note

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

From the printer

- [ECO settings](#)

From the computer

- For Windows:
 - [Managing the Printer Power](#)
- For macOS:
 - [Managing the Printer Power](#)

Checking the Power Plug/Power Cord

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

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

Caution

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

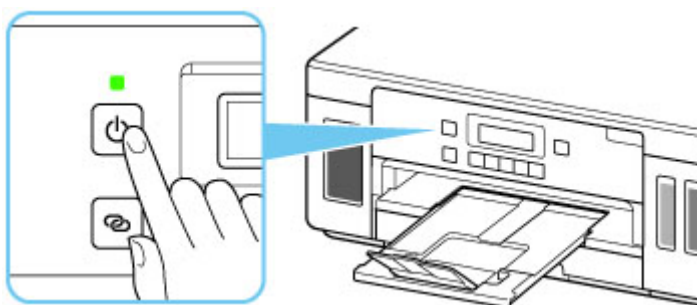
Unplugging the Printer

To unplug the power cord, follow the procedure below.

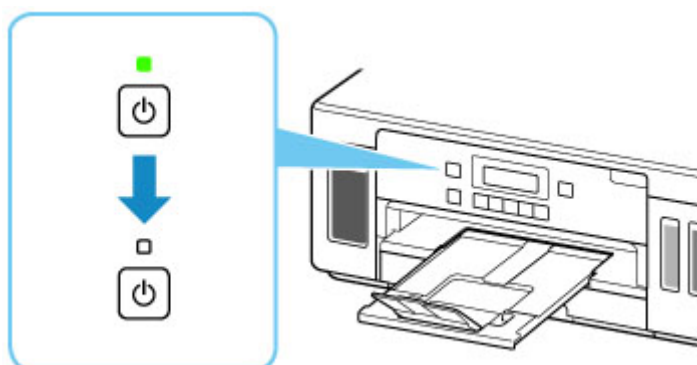
►►► Important

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

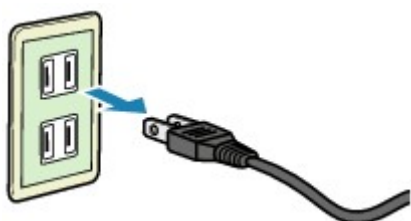
1. Press the **ON** button to turn the printer off.



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



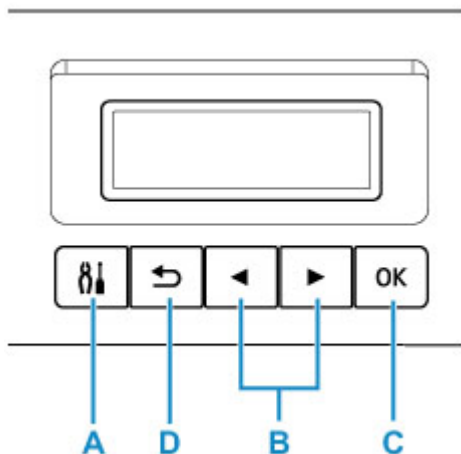
3. Unplug the power cord.



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

LCD and Operation Panel

Pressing the **Setup** button (A) on the operation panel displays the **Setup menu** screen, which enables you to perform printer settings and maintenance.



Selecting a Menu or Setting Item

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

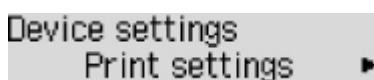
To return to the previous screen, press the **Back** button (D).

Example: Changing the setting for Prevent Abrasion.

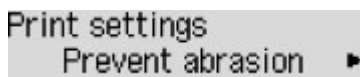
1. Press **Setup** button (A).



2. Use ◀▶ button (B) to select **Device settings** and press **OK** button (C).



3. Press **OK** button (C).



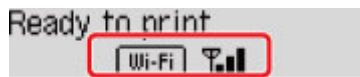
4. Press **OK** button (C).




5. Use ◀▶ button (B) to change setting and press **OK** button (C).

Network Status Indication

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



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

Depending on the signal state, the icon will change.



Signal strength: 81 % or more

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



Signal strength: 51 % or more

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




Signal strength: 50 % or less



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



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

If the  icon appears on the LCD, it indicates that the wired LAN is enabled.

▶▶▶ Note

- When Wi-Fi, wired LAN, or both are disabled, the  icon,  icon, or both are not displayed.

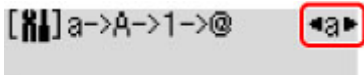
Entering Numbers, Letters, and Symbols

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

Switching the Input Mode

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

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



The following shows available characters in each mode.

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

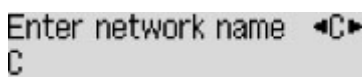
SP: Indicates a space.

▶▶▶ Note

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

Entering Numbers, Letters, and Symbols

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



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

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

▶▶▶ Note

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

Changing Settings

- ▶ [Changing Printer Settings from Your Computer \(Windows\)](#)
- ▶ [Changing Printer Settings from Your Computer \(macOS\)](#)
- ▶ [Changing Settings from Operation Panel](#)

Changing Printer Settings from Your Computer (macOS)

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

Managing the Printer Power

Printer power supply is operated from Remote UI.

Energy saving settings

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

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

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

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

2. Click **Energy saving settings**

3. Complete the following settings:

Auto power off

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

Auto power on

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

4. Apply the settings

Click **OK**.

The printer will operate with the changed settings hereafter.

Changing the Printer Operation Mode

If necessary, switch between various modes of printer operation.

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

2. If necessary, complete the following settings:

Print settings - Prevent paper abrasion

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

Check this check box to prevent paper abrasion.

Custom settings - Detect paper setting mismatch

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

Ink drying wait time

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

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

Reducing the ink drying wait time speeds up printing.

3. Apply the settings

Click **OK**.

The printer operates with the modified settings hereafter.

Changing Settings from Operation Panel

- **Changing Settings from Operation Panel**
- **Setting Items on Operation Panel**
- **Print settings**
- **LAN settings**
- **PictBridge settings**
- **Other dev. settings**
- **Language selection**
- **Firmware update**
- **Reset setting**
- **Feed settings**
- **Web service setup**
- **ECO settings**
- **Quiet setting**
- **System information**

Changing Settings from Operation Panel

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

▶▶▶ Note

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

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

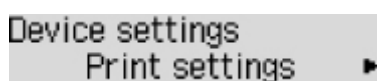
2. Press the **Setup** button.

The **Setup menu** screen is displayed.

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

The **Device settings** screen is displayed.

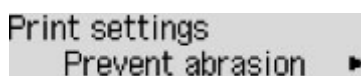
4. Select a setting item to adjust and then press the **OK** button.



Device settings
Print settings ▶

The setting screen for the selected item is displayed.

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



Print settings
Prevent abrasion ▶

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



Prevent abrasion
◀ *OFF

For more on setting items on the operation panel:

■ [Setting Items on Operation Panel](#)

Setting Items on Operation Panel

Items for Printer

- [Other device settings](#)
- [Language selection](#)
- [Web service setup](#)
- [ECO settings](#)
- [Quiet setting](#)

Items for Paper/Printing

- [Print settings](#)
- PictBridge settings
- [Feed settings](#)

Items for Maintenance/Management

- [LAN settings](#)
- [Firmware update](#)
- [Reset setting](#)
- [System information](#)

Print settings

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

- **Prevent abrasion**

Use this setting only if the print surface becomes smudged.

▶▶▶ Important

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

- **Amount of extension**

Select the amount of image that extends off the paper when performing Borderless Printing.

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

Cropped area will be larger if **Amount: Large** is selected.

▶▶▶ Note

- For Borderless Printing, at Paper Size Settings at the computer, select a paper size for Borderless Printing, then print.
- If printouts contain margins even though you are printing in Borderless, specifying **Amount: Large** for this setting may help solve the problem.
- Depending on your devices or how to print, the setting may be disabled.

- **Auto photo fix set.**

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

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

- **Paper print position**

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

Select **Rear tray** or **Cassette** for the paper source. You can adjust their printing positions in increments of 0.01 in. (0.1 mm) between -0.08 in. (-2 mm) and +0.08 in. (+2 mm) to the right or left with respect to its center of the paper along the horizontal axis.

▶▶▶ Important

- When using A4/Letter sized paper, the amount of adjustment that can be made is limited. You cannot make adjustments greater than this limit.

LAN settings

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

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

Wi-Fi

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

Enables or disables Wi-Fi.

- **Wi-Fi setup**

Selects the setup method for Wi-Fi connection.

▶▶ Note

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

- **Easy WL connect**

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

- **Manual connect**

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

- **WPS (Push button)**

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

- **Other setup**

- **Manual setup**

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

- **WPS (PIN code)**

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

- **Manual setup**

For details on each setting item:

- [Manual setup](#)

Wireless Direct

- **Switch WL Direct**

Enables/disables Wireless Direct.

- **Change name (SSID)**

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

- **Change password**

Changes the password for Wireless Direct.

- **Confirm request**

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

- **Manual setup**

For details on each setting item:

■ [Manual setup](#)

Wired LAN

- **Enab./dis. wired LAN**

Enables or disables wired LAN.

- **Manual setup**

For details on each setting item:

■ [Manual setup](#)

Print LAN details

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

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

■ [Printing Network Settings](#)

»» Important

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

Manual setup

- **Set printer name**

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

►►► Note

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

• **TCP/IP settings**

Performs IPv4 or IPv6 setting.

• **WSD setting**

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

◦ **Enable/disable WSD**

Selects whether WSD is enabled or disabled.

►►► Note

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

◦ **Optimize WSD-In**

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

◦ **Timeout setting**

Specifies the timeout length.

• **Bonjour settings**

Setting items when you use Bonjour.

◦ **Enab./disab. Bonjour**

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

◦ **Enter service name**

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

►►► Note

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

• **LPR setting**

Enables/disables the LPR setting.

• **RAW protocol**

Enables/disables RAW printing.

• **LLMNR**

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

• **IPP settings**

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

• **PictBridge commun.**

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

- **Enable/disable**

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

- **Timeout setting**

Specifies the timeout length.

- **DRX setting**

Selecting **Wired LAN** then **Enable** allows you to activate discontinuous reception when the printer is connected to a device compatible with wired LAN.

- **IPsec settings**

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

Other dev. settings

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

- **Key repeat**

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

Language selection

Changes the language for LCD messages and menus.

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

Firmware update

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

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

▶▶▶ Important

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

▶▶▶ Note

- Only **Current version** is available when **Disable** is selected for **Wi-Fi enab./disable** of **Wi-Fi** and also for **Enab./dis. wired LAN** of **Wired LAN** in **LAN settings**.

• Install update

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

▶▶▶ Note

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

• Current version

You can check the current firmware version.

• Update notification

When **ON** is selected and the firmware update is available, the screen to inform you of the firmware update is displayed on the LCD.

• DNS server setup

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

• Proxy server setup

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

Reset setting

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

Returns all settings you made to the printer back to the default. However, some data may not be changed, depending on the current usage state of your printer.

»» Important

- Depending on the setting item, it is necessary to perform connection or setup again after you have returned the setting back to the default.
- **Web service setup**
Returns the Web service settings back to the default.
- **LAN settings**
Returns the LAN settings back to the default.
- **Setting data**
Returns the settings such as the paper size, media type, or other setting items other than the network settings back to the default.
- **All data**
Sets all settings you made to the printer back to the default. The administrator password specified by Remote UI or IJ Network Device Setup Utility reverts to the default setting.
After resetting, perform setup again as necessary.

»» Note

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

Feed settings

Select this menu from **Setup menu**.

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

For details:

■ [Paper Settings](#)

- **Save paper info**

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

▶▶▶ **Note**

- Plain paper can only be loaded in the cassette.
- For more on the proper combination of paper settings you can specify by the printer driver (Windows) or on the LCD:
 - Paper Settings on the Printer Driver and the Printer (Media Type)
 - Paper Settings on the Printer Driver and the Printer (Paper Size)

- **Det. paper mismatch**

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

Web service setup

Select this menu from **Setup menu**.

- **Connection setup**

The following setting items are available.

- **GoogleCloudPrint**

Registers/Deletes the printer to/from Google Cloud Print.

- **DNS server setup**

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

- **Proxy server setup**

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

ECO settings

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

■ [Turning off Printer Automatically](#)

■ [Turning on Printer Automatically](#)

Turning off Printer Automatically

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

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

Turning on Printer Automatically

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

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

Quiet setting

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

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

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

▶▶▶ Important

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

▶▶▶ Note

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

System information

Select this menu from **Setup menu**.

- **Current version**

Displays the current firmware version.

- **Printer name**

Displays the printer name currently specified.

- **Serial number**

Displays the printer serial number.

- **Printed sheet count**

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

Specifications

General Specifications

Printing resolution (dpi)	4800* (horizontal) x 1200 (vertical) * Ink droplets can be placed with a pitch of 1/4800 inch at minimum.
Interface	USB Port: Hi-Speed USB * Network Port: Wired LAN: 100BASE-TX / 10BASE-T Wi-Fi: IEEE802.11n / IEEE802.11g / IEEE802.11b * A computer that complies with Hi-Speed USB standard is required. Since the Hi-Speed USB interface is fully upwardly compatible with USB 1.1, it can be used at USB 1.1. USB and LAN can be used at the same time. Wi-Fi and wired LAN cannot be used at the same time.
Print width	8 in. (203.2 mm) (for Borderless Printing: 8.5 in. (216 mm))
Printable area	Borderless printing: Top/Bottom/Left/Right margin: 0.0 in. (0.0 mm) Standard printing: <ul style="list-style-type: none"> • Top margin: <ul style="list-style-type: none"> ◦ Square 3.5" x 3.5" 9 x 9 cm, Square 4" x 4" 10 x 10 cm: 0.20 in. (5.0 mm) ◦ Square 5" x 5" 13 x 13 cm: 0.24 in. (6.0 mm) ◦ Other sizes: 0.12 in. (3.0 mm) • Bottom margin: <ul style="list-style-type: none"> ◦ Square 5" x 5" 13 x 13 cm: 0.24 in. (6.0 mm) ◦ Other sizes: 0.20 in. (5.0 mm) • Left margin: <ul style="list-style-type: none"> ◦ Letter/Legal: 0.26 in. (6.4 mm) ◦ Square 3.5" x 3.5" 9 x 9 cm, Square 4" x 4" 10 x 10 cm: 0.20 in. (5.0 mm) ◦ Square 5" x 5" 13 x 13 cm: 0.24 in. (6.0 mm) ◦ Other sizes: 0.14 in. (3.4 mm) • Right margin: <ul style="list-style-type: none"> ◦ Letter/Legal: 0.25 in. (6.3 mm) ◦ Square 3.5" x 3.5" 9 x 9 cm, Square 4" x 4" 10 x 10 cm: 0.20 in. (5.0 mm) ◦ Square 5" x 5" 13 x 13 cm: 0.24 in. (6.0 mm) ◦ Other sizes: 0.14 in. (3.4 mm)

	<p>* For printable area of envelope, see below.</p> <p>■ Envelopes</p> <p>Auto duplex printing:</p> <ul style="list-style-type: none"> • Top margin: 0.20 in. (5.0 mm) • Bottom margin: 0.20 in. (5.0 mm) • Left margin: <ul style="list-style-type: none"> ◦ Letter: 0.26 in. (6.4 mm) ◦ Other sizes: 0.14 in. (3.4 mm) • Right margin: <ul style="list-style-type: none"> ◦ Letter: 0.25 in. (6.3 mm) ◦ Other sizes: 0.14 in. (3.4 mm)
Operating environment	<p>Temperature: 41 to 95 °F (5 to 35 °C)</p> <p>Humidity: 10 to 90 % RH (no condensation)</p> <p>* The performance of the printer may be reduced under certain temperature and humidity conditions.</p> <p>Recommended conditions:</p> <p>Temperature: 59 to 86 °F (15 to 30 °C)</p> <p>Humidity: 10 to 80 % RH (no condensation)</p> <p>* For the temperature and humidity conditions of papers such as photo paper, refer to the paper's packaging or the supplied instructions.</p>
Storage environment	<p>Temperature: 32 to 104 °F (0 to 40 °C)</p> <p>Humidity: 5 to 95 % RH (no condensation)</p>
Power supply	<p>AC 100-240 V, 50/60 Hz</p> <p>(The supplied power cord is only for the country or region you purchased.)</p>
Power consumption	<p>Printing: 21 W or less *1</p> <p>Standby (minimum): 0.8 W or less *1*2</p> <p>OFF: 0.3 W or less</p> <p>*1 USB connection to PC</p> <p>*2 The wait time for standby cannot be changed.</p>
External dimensions (W x D x H)	<p>Approx. 15.9 x 14.6 x 6.6 in. (Approx. 403 x 369 x 166 mm)</p> <p>* With the Cassette and trays retracted.</p>
Weight	<p>Approx. 14.3 lb (Approx. 6.5 kg)</p> <p>* With the Print Head installed.</p>
Print Head/Ink	<p>Total 1792 nozzles (BK 640 nozzles, C/M/Y each 384 nozzles)</p>

Network Specifications

Communication protocol	TCP/IP
-------------------------------	--------

Wired LAN	<p>Supported Standards: IEEE802.3u (100BASE-TX) / IEEE802.3 (10BASE-T)</p> <p>Transfer speed: 10 M/100 Mbps (auto switching)</p>
Wi-Fi	<p>Supported Standards: IEEE802.11n / IEEE802.11g / IEEE802.11b</p> <p>Frequency bandwidth: 2.4 GHz</p> <p>Channel: 1-11 or 1-13</p> <p>* Frequency bandwidth and available channels differ depending on country or region.</p> <p>Communication distance: Indoors 164 feet/50 m</p> <p>* Effective range varies depending on the installation environment and location.</p> <p>Security:</p> <p>WEP (64/128 bits)</p> <p>WPA-PSK (TKIP/AES)</p> <p>WPA2-PSK (TKIP/AES)</p> <p>Setup:</p> <p>WPS (Push button configuration/PIN code method)</p> <p>WCN (WCN-NET)</p> <p>Easy wireless connect</p> <p>Other Features: Administration password</p>

Minimum System Requirements

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

Windows

Operating System	<p>Windows 10, Windows 8.1, Windows 7 SP1</p> <p>Note: Operation can only be guaranteed on a PC with pre-installed Windows 7 or later.</p> <p>Printer driver and IJ Network Device Setup Utility support the following OS:</p> <p>Windows Server 2008 R2 SP1, Windows Server 2012 R2 and Windows Server 2016.</p>
Hard Disk Space	<p>2.0 GB or more</p> <p>Note: For bundled software installation.</p> <p>The necessary amount of hard disk space may be changed without notice.</p>
Display	XGA 1024 x 768

macOS

Operating System	OS X 10.10.5 - OS X 10.11, macOS 10.12 - macOS 10.14
Hard Disk Space	1.0 GB or more

	Note: For bundled software installation. The necessary amount of hard disk space may be changed without notice.
Display	XGA 1024 x 768

Other Supported OS

iOS, Android, Windows 10 Mobile Some functions may not be available with the supported OS. Refer to the Canon web site for details.

Mobile Printing Capability

Apple AirPrint
Google Cloud Print
PIXMA Cloud Link
Windows 10 Mobile Print
Mopria Print Service

- Internet connection or CD-ROM drive is required to install the software for Windows.
- Internet connection is required to use Easy-PhotoPrint Editor and all the user's guide.
- macOS: For macOS, an internet connection is required during software installation.
- In an in-house network environment, the 5222 port must be open. Contact the network administrator for details.

Information in this manual is subject to change without notice.

Information about Paper

- ▶ **Supported Media Types**
 - Paper Load Limit
- ▶ **Unsupported Media Types**
- ▶ **Handling Paper**
- ▶ **Print Area**

Supported Media Types

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

Media Types

Genuine Canon paper

▶▶▶ Note

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

Paper for printing documents:

- Canon Red Label Superior <WOP111>
- Canon Océ Office Colour Paper <SAT213>
- High Resolution Paper <HR-101N>[*1](#)

Paper for printing photos:

- Photo Paper Pro Platinum <PT-101>
- Glossy Photo Paper "Everyday Use" <GP-501/GP-508>
- Photo Paper Glossy <GP-701>
- Photo Paper Plus Glossy II <PP-201/PP-208/PP-301>
- Photo Paper Pro Luster <LU-101>
- Photo Paper Plus Semi-gloss <SG-201>
- Matte Photo Paper <MP-101>

Paper for making original goods:

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

Paper other than genuine Canon paper

- Plain Paper (including recycled paper)
- Envelopes*[1](#)
- Greeting Card*[1](#)

*1 Printing to this paper from the operation panel or from a PictBridge (Wi-Fi) compliant device is not supported.

■ [Paper Load Limit](#)

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

▶▶▶ Note

- When printing photos saved on a PictBridge (Wi-Fi) compliant device, you must specify the page size and media type.

■ Printing from Digital Camera

Page Sizes

You can use the following page sizes.

▶▶▶ Note

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

Standard sizes:

- Letter
- Legal
- A5
- A4
- B5
- KG/4"x6"(10x15)
- 5"x7"(13x18cm)
- 7"x10"(18x25cm)
- 8"x10"(20x25cm)
- L(89x127mm)
- 2L(127x178mm)
- Square 3.5"
- Square 4"
- Square 5"
- Hagaki
- Hagaki 2
- Envelope Com 10

- Envelope DL
- Nagagata 3
- Nagagata 4
- Yougata 4
- Yougata 6
- Card 2.17"x3.58"

Special sizes

Special page sizes must be within the following limits:

- rear tray
 - Minimum size: 2.17 x 3.51 in. (55.0 x 89.0 mm)
 - Maximum size: 8.50 x 26.61 in. (215.9 x 676.0 mm)
- cassette
 - Minimum size: 5.83 x 8.27 in. (148.0 x 210.0 mm)
 - Maximum size: 8.50 x 11.69 in. (215.9 x 297.0 mm)

Paper Weight

You can use paper in the following weight range.

- Plain paper: From 17 to 28 lb (64 to 105 g /m²)
- Specialty paper: Up to 53 lb (200 g /m²)

Paper Load Limit

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

■ [Paper Load Limits of Rear Tray and Cassette](#)

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

▶▶▶ Note

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

Paper Load Limits of Rear Tray and Cassette

Genuine Canon Paper

Paper for printing documents:

Media Name <Model No.>	Rear Tray	Cassette
Canon Red Label Superior <WOP111>	A4: Approx. 100 sheets	A4: Approx. 250 sheets
Canon Océ Office Colour Paper <SAT213>	A4: Approx. 80 sheets	A4: Approx. 200 sheets
High Resolution Paper <HR-101N> ^{*1}	A4, B5, Letter: Approx. 80 sheets	N/A

Paper for printing photos:

Media Name <Model No.>	Rear Tray
Photo Paper Pro Platinum <PT-101> ^{*2} Glossy Photo Paper "Everyday Use" <GP-501/ GP-508> ^{*2} Photo Paper Glossy <GP-701> ^{*2} Photo Paper Plus Glossy II <PP-201/PP-208/PP-301> ^{*2} Photo Paper Pro Luster <LU-101> ^{*2} Photo Paper Plus Semi-gloss <SG-201> ^{*2} Matte Photo Paper <MP-101>	A4, Letter, 5"x7"(13x18cm), 8"x10"(20x25cm), 2L(127x178mm): 10 sheets KG/4"x6"(10x15), L(89x127mm), Square 3.5", Square 4", Square 5", Hagaki: 20 sheets

Paper for making original goods:

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

Paper other than Genuine Canon Paper

Common Name	Rear Tray	Cassette
Plain Paper (including recycled paper)*1	Approx. 100 sheets (Legal: 10 sheets)	Approx. 250 sheets
Envelopes	10 envelopes	N/A
Greeting Card	Letter, 7"x10"(18x25cm): 1 sheet	N/A

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

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

Paper Load Limit of Paper Output Tray

Genuine Canon Paper

Paper for printing documents:

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

Paper other than Genuine Canon Paper

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

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

Unsupported Media Types

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

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

Handling Paper

- 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.

Economy Mode

By setting **Print quality** to **Economy**, the consumption of black ink can be reduced. More printing is available compared with when **Print quality** is set to **Standard**.

For color printing, the consumption of black ink can be reduced, though the consumption of color ink is the same as that when **Standard** is set.

- **Number of printable sheets**

Number of printable sheets per pigment black ink bottle (A4 plain paper) when printing in color

Standard mode: 6,000

Economy mode: 8,300

- **Measurement conditions**

- Measurement images:

Color printing: A4 color document ISO/IEC24712

Black & white printing: A4 monochrome document ISO/IEC19752

- Measurement method:

Canon original

- Paper type:

Plain paper

- Print driver setting:

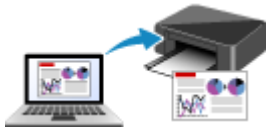
Setting to the default for plain paper, setting **Grayscale Printing** to ON when measuring in black and white.

- Borderless printing :

OFF

*The number of printable sheets is calculated based on the ink bottle filled from the second time on, instead of the ink bottle filled when the printer is used for the first time.

Printing



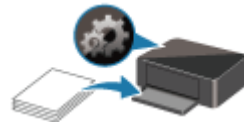
Printing from Computer



Printing from Smartphone/Tablet



Printing from Digital Camera




Paper Settings

Printing from Computer

- ▶ **Printing from Application Software (Windows Printer Driver)**
- ▶ **Printing from Application Software (macOS AirPrint)**
- ▶ **Printing Using Canon Application Software**
- ▶ **Printing Using a Web Service**

Printing from Application Software (macOS AirPrint)

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

Printing

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



Checking Your Environment

First, check your environment.

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

Print from a Mac

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

▶▶▶ Note

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

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

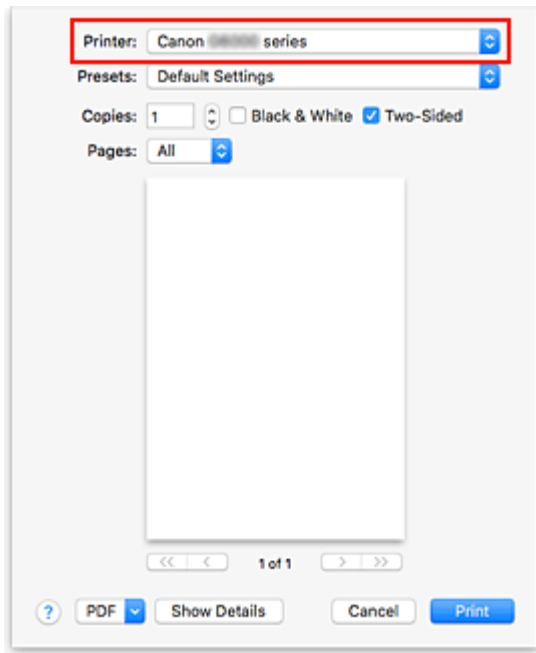
Register the set paper size and paper type on the printer operation panel.
For instructions, see "[Paper Settings](#)."

4. Start printing from your application software

The Print dialog opens.

5. Select printer

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



➤➤➤ Note

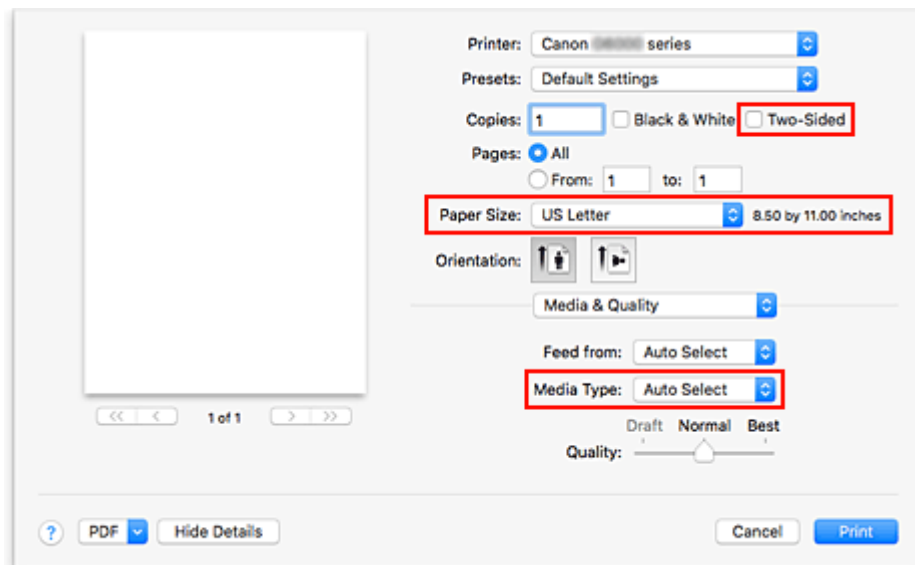
- Click **Show Details** to switch the setup window to the detailed display.

6. Check print settings

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

Select **Auto Select** for **Media Type**.

Remove the **Two-Sided** check mark if you are not printing on both sides of the paper.



➤➤➤ Important

- 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.

- If printing in **A4**, **A5**, **JIS B5**, or **US Letter**, set the desired feed position (**Main Tray** or **Rear Tray**) from **Feed from** of the print dialog. If **Auto Select** is selected in **Feed from**, the feed position differs depending on **Media Type**. If **Media Type** is set to plain paper, it is fed from the cassette (main tray). If set to other types of paper, it is fed from the rear tray.
- If printing paper such as photo paper and postcards that cannot be printed on both sides, uncheck the **Two-Sided** checkbox.

▶▶▶ Note

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

7. Click **Print**




The printer prints according to the specified settings.

▶▶▶ Note

- It can take the Wi-Fi a few minutes to get connected after the printer turns on. Print after checking that the printer is connected to the network.
- You cannot print if Bonjour settings of printer are disabled. Check **LAN** settings of printer and enable Bonjour settings.
- Refer to "Cannot Print Using AirPrint" for printing problems.
- The display of the settings screen may differ depending on the application software you are using.

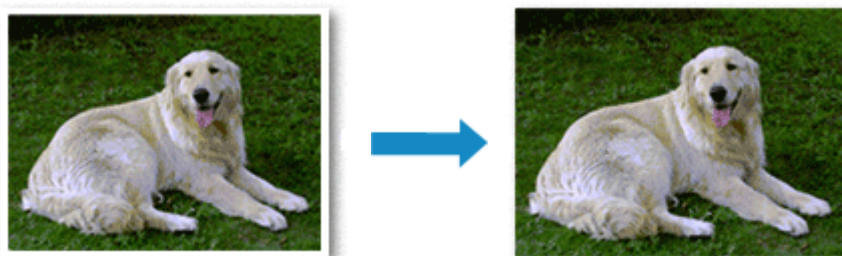
Printing of Envelopes

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

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

Execute Borderless Printing

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



The procedure for performing borderless printing is as follows:

Setting Borderless Printing

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

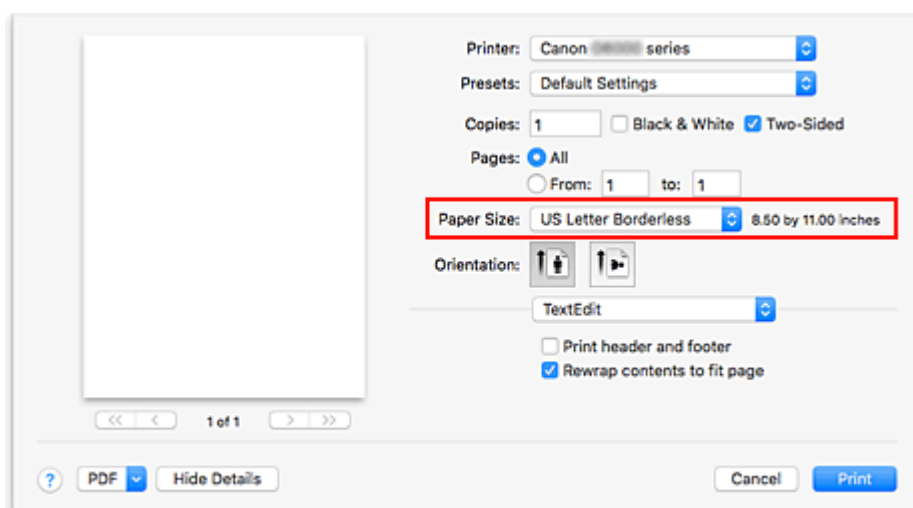
For information on how to set the amount of extension, see "[Print settings](#)."

►►► Important

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

2. Select sheet size for borderless printing

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



3. Click **Print**

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

»» Important

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

»» Note

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

Expanding the Range of the Document to Print

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

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

»» Important

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

»» Note

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

Printing on Postcards

This section describes the procedure for printing on postcards.

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

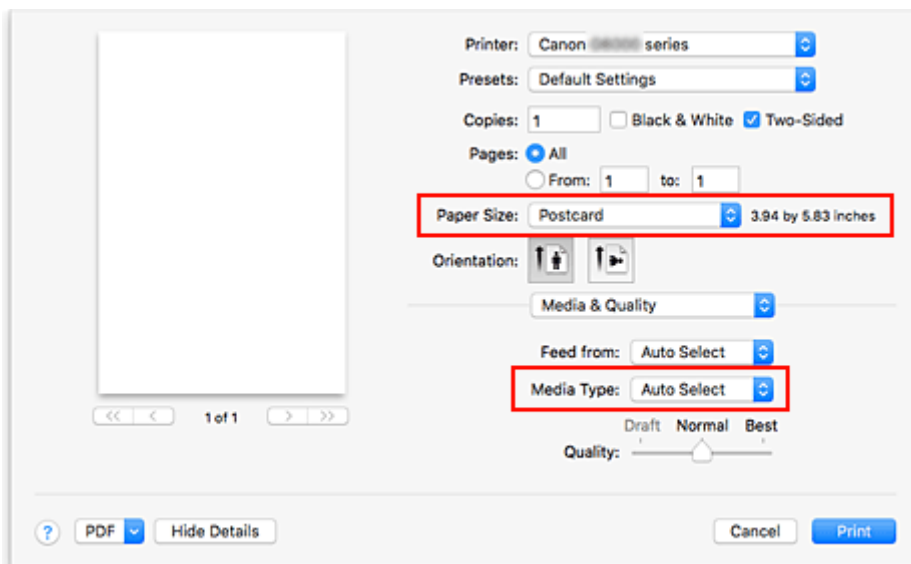
Register **Hagaki** for paper size from the printer operation panel.

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

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

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

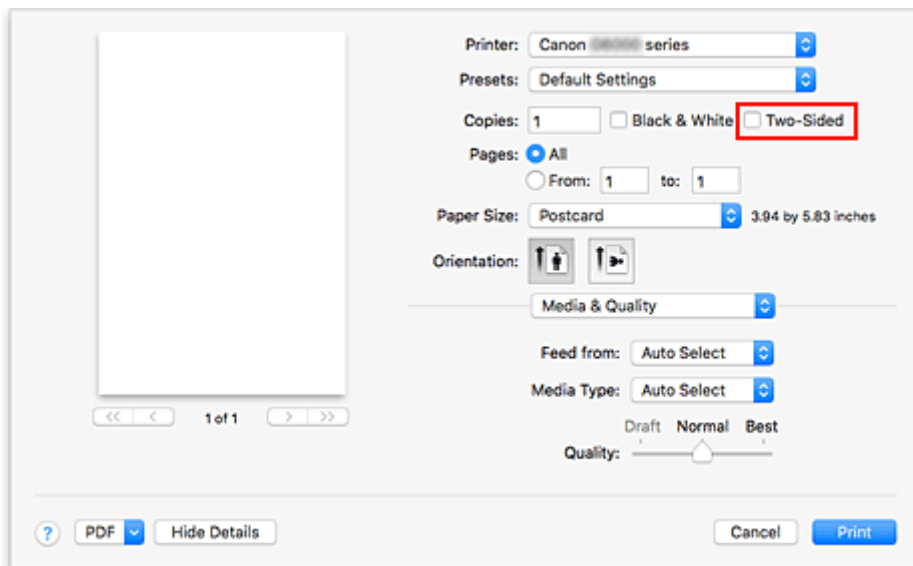
Select **Auto Select** for **Media Type** from the print dialog.



Important

- This printer cannot print on postcards that have photos or stickers attached.

4. Uncheck **Two-Sided**



►►► Important

- Two-sided printing is not possible for postcards, so remove the **Two-Sided** check mark. If you print with the **Two-Sided** check mark on, the printing result may not be as you intended.
- You will get cleaner printing if you print the message side first and then print the address side.

5. Click **Print**

The printer prints according to the specified settings.

Adding Printer

Procedure for adding printer to your Mac is explained.

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

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

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

▶▶▶ Note

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

2. Select the printer

Select the printer listed as **Bonjour**.

▶▶▶ Note

- Check the following if printer does not appear.
 - Printer is on
 - Firewall function of the security software is off
 - In case of Wi-Fi connection: Printer is either connected to the wireless router or directly connected to the PC (Direct Connection)
 - In case of wired **LAN** connection: Printer is connected to the network device via **LAN** cable

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

4. Click **Add**

The printer is added to your Mac.

How to Open Printer Settings Screen

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

Opening the Page Setup Dialog

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

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

The Page Setup dialog opens.

Opening the Print Dialog

Use this procedure to set the print settings before printing.

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


The Print dialog opens.

Displaying the Printing Status Screen

Check the print progress according to the following procedure:

1. Launch the printing status screen

- If the print data has been sent to the printer

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

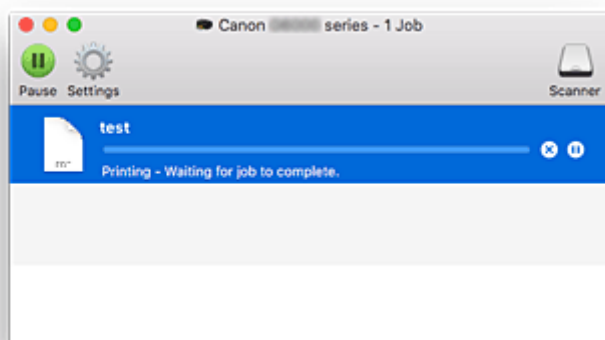
- If the print data has not been sent to the printer






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

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

2. Check the printing status

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



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

Important

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


Deleting the Undesired Print Job

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

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

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

The print status check screen appears.

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

The selected print jobs will be deleted.

Removing Printer That Is No Longer Required from List of Printers

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

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

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

2. Delete printer from list of printers

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

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

Printing Using Canon Application Software

- ▶ Easy-PhotoPrint Editor Guide

Printing from Smartphone/Tablet

- ▶ **Printing from iPhone/iPad/iPod touch (iOS)**
- ▶ **Printing from Smartphone/Tablet (Android)**
- ▶ **Printing from Windows 10 Mobile Device**
- ▶ **Printing with Wireless Direct**

Printing with Wireless Direct

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

- Wireless connection (connecting devices via a wireless router)
- Direct wireless connection (connecting devices using Wireless Direct)

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

Follow the procedure below to use Wireless Direct.

1. Preparing the printer.

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

2. Preparing a device to connect to the printer.

■ [Changing Settings of a Device and Connecting It to the Printer](#)

3. Printing.

■ [Printing with Wireless Direct](#)

▶▶▶ Important

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

■ [Restrictions](#)

Changing Printer Setting to Use Wireless Direct

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

2. Press the **Setup** button.

The **Setup menu** screen is displayed.

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

4. Select **LAN settings** and then press the **OK** button.

5. Select **Wireless Direct** and then press the **OK** button.

6. Select **Switch WL Direct** and then press the **OK** button.

7. Select **Yes** and then press the **OK** button.

When the setting is completed, the **Wireless router info** screen is displayed.

8. Select **Done** and then press the **OK** button.

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

▶▶▶ Note

- You can check the following on the **Wireless router info** screen. Use the ◀▶ button to select an item you want to check and then press the **OK** button.

- **Network name(SSID):** Identifier
- **Security protocol:** Security setting and password
- **WL Direct dev. name:** Printer name displayed on a Wi-Fi Direct compatible device

The password is required when connecting a device to the printer. Depending on the device you are using, no password is required.

When you connect a Wi-Fi Direct compatible device to the printer, select the printer name from your device.

- For details on how to update the identifier (SSID) and the security setting, refer to the following.

■ [Changing Wireless Direct Setting](#)

Changing Settings of a Device and Connecting It to the Printer

1. Turn on Wi-Fi function on your device.

Enable "Wi-Fi" on your device's "Setting" menu.

For more on turning on Wi-Fi function, see your device's instruction manual.

2. Select "DIRECT-XXXX-G5000series" ("X" represents alphanumeric characters) from list displayed on your device.

▶▶▶ Note

- If "DIRECT-XXXX-G5000series" does not appear on the list, Wireless Direct is not enabled.

See [Changing Printer Setting to Use Wireless Direct](#) to enable Wireless Direct.

3. Enter password.

Your device is connected to the printer.

▶▶▶ Note

- You can check the password by printing the network settings from the printer.

■ [Printing Network Settings](#)

- Depending on the device you are using, no password is required.
- If your Wi-Fi Direct compatible device is set to prioritize using Wi-Fi Direct and it is connecting to the printer, the printer displays a confirmation screen asking if you allow the device to connect to the printer.

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

Printing with Wireless Direct

After connecting a device and the printer, start printing from the application of your device.

▶▶▶ Note

- For more details on printing from a device, refer to the instruction manual of the device or application.
- You can print from your smartphone or tablet by installing Canon PRINT Inkjet/SELPHY. Download it from App Store and Google Play.
 - For iOS
 - For Android

Changing Wireless Direct Setting

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

1. [Check that printer is turned on.](#)
2. Press the **Setup** button.
The **Setup menu** screen is displayed.
3. Select **Device settings** and then press the **OK** button.
4. Select **LAN settings** and then press the **OK** button.
5. Select **Wireless Direct** and then press the **OK** button.
6. Select a setting item and then press the **OK** button.

Change name (SSID)

Updates the identifier (SSID) for Wireless Direct or the printer name displayed on a Wi-Fi Direct compatible device.

• Manual setup

1. Select **Manual setup** and then press the **OK** button.
2. Press the **OK** button.
3. Enter new printer name and then hold down the **OK** button.
4. Select whether to decide your entries and then press the **OK** button.
5. Confirm your entries and press the **OK** button.

• Auto update

1. Select **Auto update** and then press the **OK** button.
2. Select **Yes** and then press the **OK** button.
3. Select **Done** and then press the **OK** button.

If you select **Network name(SSID)** and press the **OK** button, you can check the updated identifier (SSID).

Change password

- **Manual setup**

1. Select **Manual setup** and then press the **OK** button.
2. Enter new password and then hold down the **OK** button.

The password must be 10 characters long.

3. Select whether to decide your entries and then press the **OK** button.

- **Auto update**

1. Select **Auto update** and then press the **OK** button.
2. Select **Yes** and then press the **OK** button.
3. Select **Done** and then press the **OK** button.

If you select **Security protocol** instead of **Done**, you can check the updated password.

Confirm request

To display the confirmation screen when a Wi-Fi Direct compatible device is connecting to the printer, select **Yes** and press the **OK** button.

»» Important

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

»» Note

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

Paper Settings

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

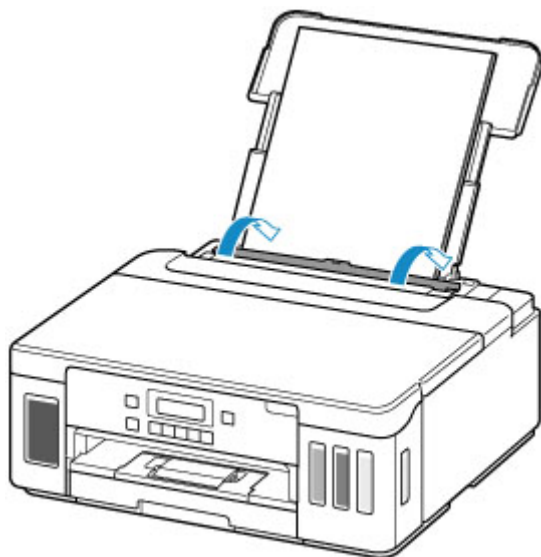
▶▶▶ Note

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

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

After loading paper:

- When you close the feed slot cover:



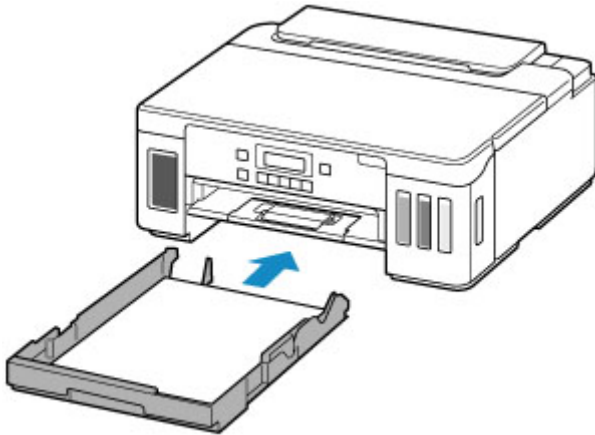
The screen to register the rear tray paper information is displayed.

Save the rear tray paper
[OK]Next

Size: ◀ *A4 ▶
Type: *Plain paper

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

- **When you insert the cassette:**



The screen to register the cassette paper information is displayed.

Save the cassette paper
[OK]Next

Size: ◀ *A4 ▶
Type: *Plain paper

Register the page size according to the paper loaded in the cassette.

* You can load only plain paper in the cassette.

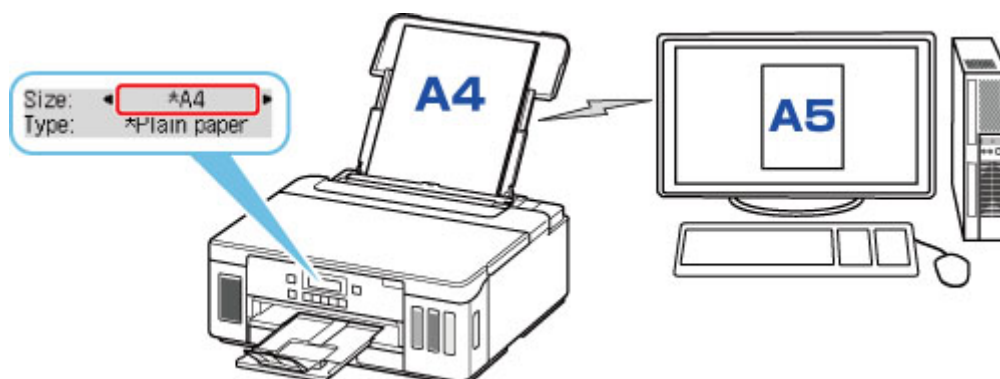
►► Important

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

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

Ex:

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



When you start printing, a message is displayed.

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

Please choose one of the following.

▶▶▶ Note

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

Print on set paper

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

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

Replace the paper

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

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

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

▶▶▶ Note

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

Cancel

Cancels printing.

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

Default Setting for Displaying the Message which Prevents Misprinting

• When you print from smartphone/tablet:

The message which prevents misprinting is enabled by default.

To change the setting:

- [Feed settings](#)

• When you print from Windows:

The message which prevents misprinting is disabled by default.

To change the setting:

- Changing the Printer Operation Mode

- **When you print from macOS:**

The message which prevents misprinting is enabled by default.

To change the setting:

- [Changing the Printer Operation Mode](#)

»» Important

- When the message which prevents misprinting is disabled:

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

Frequently Asked Questions



Network

- [Cannot Find Printer on Network](#)
- [Cannot Find Printer while Using Wi-Fi](#)
- [Network Key \(Password\) Unknown](#)
- [Cannot Print or Connect](#)

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



Print

- [Printer Does Not Print](#)
 - [Printouts Are Blank/Blurry or Fuzzy/Inaccurate or Bleeding Colors/Streaks or Lines](#)
 - [Printout Results Are Unsatisfactory](#)
 - [List of Support Code for Error \(Paper Jams\)](#)
 - [Cannot Print or Connect](#)
-



Installation

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



Error

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

Solve Problems

Printer Does Not Work

- [Printer Does Not Turn On](#)
- [Printer Turns Off Unexpectedly or Repeatedly](#)
- [Wrong Language Appears in LCD](#)
- [LCD Is Off](#)
- [USB Connection Problems](#)
- [Cannot Communicate with Printer via USB](#)

- [Printer Does Not Print](#)
- [Printing Stops](#)
- [Cannot Print Using AirPrint](#)
- [Printer Prints Slowly](#)
- [Ink Does Not Come Out](#)
- [List of Support Code for Error \(Paper Jams\)](#)
- [Printer Does Not Pick up or Feed the Paper/"No Paper" Error](#)
- [Automatic Duplex Printing Problems](#)
- [Paper Does Not Feed from Paper Source Specified in Printer Driver \(Windows\)](#)

- [Printout Results Are Unsatisfactory](#)
- [Cannot Print from Smartphone/Tablet](#)

Cannot Set Correctly (Network)

- [Cannot Find Printer on Check Printer Settings Screen During Setup \(Windows\)](#)
- [Cannot Find Printer while Using Wi-Fi](#)
- [Cannot Find Printer while Using Wired LAN](#)
- [Printer Suddenly Stopped Working for Some Reason](#)
- [Network Key \(Password\) Unknown](#)
- [Forgot Administrator Password of Printer](#)
- [Printer Cannot Be Used After Replacing Wireless Router or Changed Router Settings](#)
- [Message Appears on Computer During Setup](#)
- [Checking Network Information](#)
- [Restoring to Factory Defaults](#)

Cannot Set Correctly (Installation)

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

Error or Message Appears

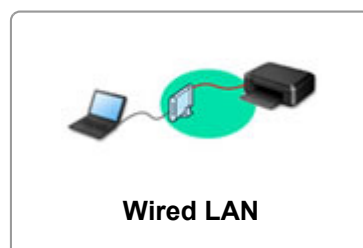
- [Four-Digit Alphanumeric Characters Appear on LCD](#)
- [When Error Occurred](#)
- [Message \(Support Code\) Appears](#)
- [List of Support Code for Error](#)
- [Error Message Appears on PictBridge \(Wi-Fi\) Compliant Device](#)

Operation Problems

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

Network Settings and Common Problems

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



Wireless LAN

Cannot Find Printer

- [Cannot Find Printer while Using Wi-Fi](#)
- [Cannot Find Printer on Check Printer Settings Screen During Setup \(Windows\)](#)
- [Cannot Proceed beyond Printer Connection Screen](#)
- Printer is Not Found by Printer Find Screen of Setup
- Searching Printer by IP Address or Host Name During Setup
- Error Occurs During Wi-Fi Setup
- [Detect Same Printer Name](#)
- [Reconfiguration Method of LAN Connection/Reconfiguration Method of Wi-Fi Connection](#)

Cannot Print or Connect

- [Printer Suddenly Stopped Working for Some Reason](#)
- [Printer Cannot Be Used After Replacing Wireless Router or Changed Router Settings](#)
- Cannot Access to Internet on Wi-Fi from Communication Device
- Connecting Printer and Wireless Router Using Easy WL connect
- Cannot Connect Smartphone/Tablet to Wireless Router
- Error Occurs During Wi-Fi Setup
- [Connects to Another Computer via LAN/Changes from USB to LAN Connection](#)
- Cannot Print or Connect

LAN Setting Tips/Changing LAN Settings

- [Network Key \(Password\) Unknown](#)
- Forgot Administrator Password of Printer
- [Checking Network Information](#)
- [Restoring to Factory Defaults](#)
- Checking Wireless Router SSID/Key
- Checking Wireless Router Network Name (SSID) for Smartphone/Tablet
- Privacy Separator/SSID Separator/Network Separation Function
- [Default Network Settings](#)
- [Connects to Another Computer via LAN/Changes from USB to LAN Connection](#)
- [Printing Network Settings](#)
- [Reconfiguration Method of LAN Connection/Reconfiguration Method of Wi-Fi Connection](#)
- Checking Status Code

Printing from Smartphone/Tablet

- Connecting Printer and Wireless Router Using Easy WL connect
- Cannot Connect Smartphone/Tablet to Wireless Router
- Checking Wireless Router Network Name (SSID) for Smartphone/Tablet
- Setting Up Using Smartphone/Tablet
- [Cannot Print from Smartphone/Tablet](#)
- Downloading Canon PRINT Inkjet/SELPHY

Problems while Using Printer

- Message Appears on Computer During Setup
- Printer Prints Slowly

Wireless Direct

Cannot Print or Connect

- [Printer Suddenly Stopped Working for Some Reason](#)
- Cannot Access to Internet on Wi-Fi from Communication Device
- Cannot Print or Connect

LAN Setting Tips/Changing LAN Settings

- [Network Key \(Password\) Unknown](#)
- Forgot Administrator Password of Printer
- [Checking Network Information](#)
- [Restoring to Factory Defaults](#)
- [Default Network Settings](#)
- [Printing Network Settings](#)
- [Reconfiguration Method of LAN Connection/Reconfiguration Method of Wi-Fi Connection](#)
- Checking Status Code

Printing from Smartphone/Tablet

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

Problems while Using Printer

- Message Appears on Computer During Setup
- Printer Prints Slowly

Wired LAN

Cannot Find Printer

- Printer is Not Found by Printer Find Screen of Setup
- Searching Printer by IP Address or Host Name During Setup
- Cannot Find Printer while Using Wired LAN
- [Detect Same Printer Name](#)

Cannot Print or Connect

- [Printer Suddenly Stopped Working for Some Reason](#)
- Cannot Print or Connect

LAN Setting Tips/Changing LAN Settings

- ■ [Forgot Administrator Password of Printer](#)
- ■ [Checking Network Information](#)
- ■ [Restoring to Factory Defaults](#)
- ■ [Default Network Settings](#)
- ■ [Connects to Another Computer via LAN/Changes from USB to LAN Connection](#)
- ■ [Printing Network Settings](#)
- ■ [Reconfiguration Method of LAN Connection/Reconfiguration Method of Wi-Fi Connection](#)
- ■ [Checking Status Code](#)

Problems while Using Printer

- ■ [Message Appears on Computer During Setup](#)
- ■ [Printer Prints Slowly](#)

Network Communication Problems

- ▶ **Cannot Find Printer on Network**
- ▶ **Network Connection Problems**
- ▶ **Other Network Problems**

Cannot Find Printer on Network

While performing printer setup:

- ▶ **Cannot Find Printer on Check Printer Settings Screen During Setup (Windows)**
- ▶ **Cannot Proceed beyond Printer Connection Screen**

While using printer:

- ▶ **Cannot Find Printer while Using Wi-Fi**

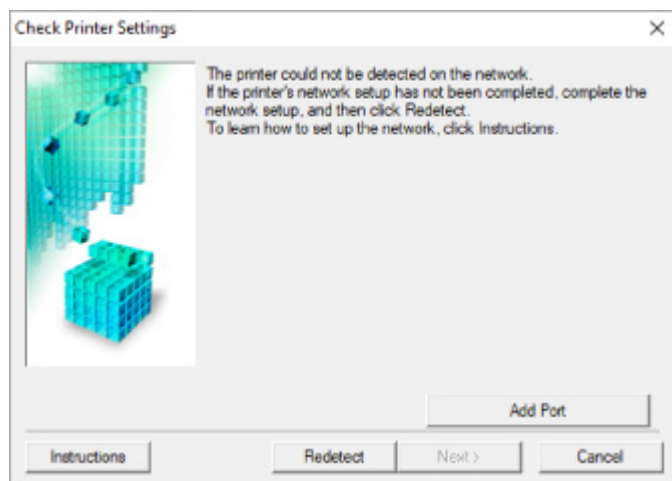
▶▶ Note

- You cannot use the wireless LAN and the wired LAN at the same time.

Cannot Find Printer on Check Printer Settings Screen During Setup (Windows)

If the printer cannot be found and the **Check Printer Settings** screen appears after searching the printer by **Automatic search** on the **Search for Printers** screen during driver setup, click **Redetect** and search for the printer again by the IP address on the **Search for Printers** screen.

If the printer has not been found after searching it by the IP address, check network settings.



• When using Wi-Fi:

- [Cannot Find Printer on Check Printer Settings Screen During Wi-Fi Setup \(Windows\)-Checking Power Status](#)
- [Cannot Find Printer on Check Printer Settings Screen During Wi-Fi Setup \(Windows\)-Checking PC Network Connection](#)
- [Cannot Find Printer on Check Printer Settings Screen During Wi-Fi Setup \(Windows\)-Checking Printer's Wi-Fi Settings](#)
- [Cannot Find Printer on Check Printer Settings Screen During Wi-Fi Setup \(Windows\)-Checking Wi-Fi Environment](#)
- [Cannot Find Printer on Check Printer Settings Screen During Wi-Fi Setup \(Windows\)-Checking Printer's IP Address](#)
- [Cannot Find Printer on Check Printer Settings Screen During Wi-Fi Setup \(Windows\)-Checking Security Software Settings](#)
- [Cannot Find Printer on Check Printer Settings Screen During Wi-Fi Setup \(Windows\)-Checking Wireless Router Settings](#)

• When using wired LAN:

- [Cannot Find Printer on Check Printer Settings Screen During Wired LAN Setup \(Windows\)-Checking LAN Cable and Router](#)
- [Cannot Find Printer on Check Printer Settings Screen During Wired LAN Setup \(Windows\)-Checking PC Network Connection](#)
- [Cannot Find Printer on Check Printer Settings Screen During Wired LAN Setup \(Windows\)-Checking Printer's Wired LAN Settings](#)
- [Cannot Find Printer on Check Printer Settings Screen During Wired LAN Setup \(Windows\)-Checking Printer's IP Address](#)

- [Cannot Find Printer on Check Printer Settings Screen During Wired LAN Setup \(Windows\)-
Checking Security Software Settings](#)
- [Cannot Find Printer on Check Printer Settings Screen During Wired LAN Setup \(Windows\)-
Checking Router Settings](#)



Cannot Find Printer on Check Printer Settings Screen During Wi-Fi Setup (Windows)-Checking Power Status



Are printer and network device (router, etc.) turned on?

Make sure the printer is turned on.

- [Checking that Power Is On](#)

Make sure network device (router, etc.) is turned on.

If printer or network device is off:

Turn on printer or network device.

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

Wait a while after turning on the printer or network device, and then click **Redetect** on the **Check Printer Settings** screen to redetect the printer.

If the printer is found, follow the instructions on the screen to continue to set up network communication.

If printer and network device are on:

If the network devices are on, turn them off and on again.

If above does not solve the problem:

- [Cannot Find Printer on Check Printer Settings Screen During Wi-Fi Setup \(Windows\)-Checking PC Network Connection](#)



Cannot Find Printer on Check Printer Settings Screen During Wi-Fi Setup (Windows)-Checking PC Network Connection



Can you view any web pages on your computer?

Make sure the computer and network device (router, etc.) are configured and the computer is connected to the network.

If you cannot view any web pages:

Click **Cancel** on the **Check Printer Settings** screen to cancel to set up the network communication.

After that, configure the computer and network device.

For the procedures, refer to the instruction manuals supplied with the computer and network device, or contact their manufacturers.

If you can view web pages after configuring the computer and network device, try to set up the network communication from the beginning.

If you can view web pages, or if above does not solve the problem:



- [Cannot Find Printer on Check Printer Settings Screen During Wi-Fi Setup \(Windows\)-Checking Printer's Wi-Fi Settings](#)



Cannot Find Printer on Check Printer Settings Screen During Wi-Fi Setup (Windows)-Checking Printer's Wi-Fi Settings



Is printer set to allow wireless communication?

Make sure the  or  icon is displayed on the LCD.



If icon is not displayed:

The printer is not set to allow wireless communication. Turn on wireless communication on the printer.

If icon is displayed:

- [Cannot Find Printer on Check Printer Settings Screen During Wi-Fi Setup \(Windows\)-Checking Wi-Fi Environment](#)



Cannot Find Printer on Check Printer Settings Screen During Wi-Fi Setup (Windows)-Checking Wi-Fi Environment



Is the printer connected to the wireless router?

Use the icon on the LCD to make sure the printer is connected to the wireless router.



If is displayed:

- Check wireless router configuration.

After checking the wireless router setting, make sure the printer is not placed far away from the wireless router.

The printer can be up to 50 m (164 ft) from the wireless router indoors. 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.

▶▶▶ Note

- Though an antenna is attached to most wireless routers, note that some of them have it inside.

- Check wireless router setting.

The printer and wireless router should be connected using 2.4 GHz bandwidth. Make sure the wireless router for the printer's destination is configured to use 2.4 GHz bandwidth.

▶▶▶ Important

- Note that some wireless routers distinguish network names (SSIDs) by the last alphanumeric character according to their bandwidth (2.4 GHz or 5 GHz) or purpose (for computer or game machine).

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

- [Printing Network Settings](#)

For details, see the instruction manual supplied with the wireless router or contact the manufacturer.

After taking measures above, click **Redetect** on the **Check Printer Settings** screen to redetect the printer.

If the printer is found, follow the instructions on the screen to continue to set up network communication.

If the printer cannot be detected, the printer is not connected to the wireless router. Connect the printer to the wireless router.

After connecting the printer to the wireless router, set up the network communication from the beginning.

If is displayed:

- [Cannot Find Printer on Check Printer Settings Screen During Wi-Fi Setup \(Windows\)-Checking Printer's IP Address](#)



Cannot Find Printer on Check Printer Settings Screen During Wi-Fi Setup (Windows)-Checking Printer's IP Address



Is printer's IP address specified correctly?

If printer's IP address is not specified correctly, the printer may not be found. Make sure whether printer's IP address is not used for another device.

To check the printer's IP address, print out the network settings information.

■ [Printing Network Settings](#)

If the IP address is not specified correctly:

See If an error screen appears: and specify the IP address.

If the IP address is specified correctly:

■ [Cannot Find Printer on Check Printer Settings Screen During Wi-Fi Setup \(Windows\)-Checking Security Software Settings](#)



Cannot Find Printer on Check Printer Settings Screen During Wi-Fi Setup (Windows)-Checking Security Software Settings



Disable block in firewall function temporarily.

The firewall of your security software or operation system for computer may limit communication between the printer and your computer. Check the firewall setting of your security software or operation system or the message shown on your computer and disable block temporarily.

If firewall interferes with setup:

- **If message appears:**

If a 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, click **Redetect** on the **Check Printer Settings** screen to redetect the printer.

If the printer is found, follow the instructions on the screen to continue to set up network communication.

- **If no message appears:**

Cancel the setup, and then set the security software to allow Canon software to access the network.

The file **SETUP.exe** or **SETUP64.exe** in the **win > Driver > DrvSetup** folder on the Setup CD-ROM

After setting the security software, redo the network communication setup from the beginning.

After setup is completed, enable firewall.

▶▶▶ Note

- For more on firewall settings of your operating system or security software, see instruction manual or contact its manufacturer.

If above does not solve the problem:

- [Cannot Find Printer on Check Printer Settings Screen During Wi-Fi Setup \(Windows\)-Checking Wireless Router Settings](#)



Cannot Find Printer on Check Printer Settings Screen During Wi-Fi Setup (Windows)-Checking Wireless Router Settings



Check wireless router settings.

Check wireless router network connection settings, such as IP address filtering, MAC address filtering, encryption key, and DHCP function.

Make sure the same radio channel is assigned to the printer and the wireless router.

To check the settings of the wireless router, see the instruction manual supplied with the wireless router or contact the manufacturer.

In addition, make sure the wireless router you are using is configured to use 2.4 GHz bandwidth.

►► Important

- 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).

After checking the wireless router settings, click **Redetect** on the **Check Printer Settings** screen to redetect the printer.

If the printer is found, follow the instructions on the screen to continue to set up network communication.



Cannot Find Printer on Check Printer Settings Screen During Wired LAN Setup (Windows)-Checking LAN Cable and Router



Is LAN cable connected, and are printer and router on?

Make sure the LAN cable is connected.

Make sure the printer is turned on.

■ [Checking that Power Is On](#)

Make sure the router is turned on.

If LAN cable is connected and printer or network device is off:

Turn on printer or network device.

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

Wait a while after turning on the printer or network device, and then click **Redetect** on the **Check Printer Settings** screen to redetect the printer.

If the printer is found, follow the instructions on the screen to continue to set up the network communication.

If LAN cable is connected and printer and network device are on:

If the printer cannot be found after trying to redetect it, even though the printer and the network device are on:

■ [Cannot Find Printer on Check Printer Settings Screen During Wired LAN Setup \(Windows\)-Checking PC Network Connection](#)



Cannot Find Printer on Check Printer Settings Screen During Wired LAN Setup (Windows)-Checking PC Network Connection



Can you view any web pages on your computer?

Make sure the computer and network device (router, etc.) are configured and the computer is connected to the network.

If you cannot view any web pages:

Click **Cancel** on the **Check Printer Settings** screen to cancel to set up the network communication.

After that, configure the computer and network device.

For the procedures, refer to the instruction manuals supplied with the computer and network device, or contact their manufacturers.

If you can view web pages after configuring the computer and network device, try to set up the network communication from the beginning.

If you can view web pages:


- [Cannot Find Printer on Check Printer Settings Screen During Wired LAN Setup \(Windows\)-Checking Printer's Wired LAN Settings](#)

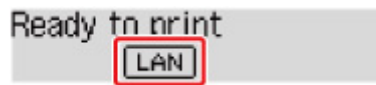


Cannot Find Printer on Check Printer Settings Screen During Wired LAN Setup (Windows)-Checking Printer's Wired LAN Settings



Is printer set to allow wired communication?

Make sure the  icon is displayed on the LCD.



If icon is not displayed:

The printer is not set to allow wired communication. Turn on wired communication on the printer.

Once you have turned on wired communication, redo the network communication setup from the beginning.

If icon is displayed:

- [Cannot Find Printer on Check Printer Settings Screen During Wired LAN Setup \(Windows\)-Checking Printer's IP Address](#)



Cannot Find Printer on Check Printer Settings Screen During Wired LAN Setup (Windows)-Checking Printer's IP Address



Is printer's IP address specified correctly?

If printer's IP address is not specified correctly, the printer may not be found. Make sure whether printer's IP address is not used for another device.

To check the printer's IP address, print out the network settings information.

■ [Printing Network Settings](#)

If the IP address is not specified correctly:

See If an error screen appears: and specify the IP address.

If the IP address is specified correctly:

■ [Cannot Find Printer on Check Printer Settings Screen During Wired LAN Setup \(Windows\)-Checking Security Software Settings](#)



Cannot Find Printer on Check Printer Settings Screen During Wired LAN Setup (Windows)-Checking Security Software Settings



Disable block in firewall function temporarily.

The firewall of your security software or operation system for computer may limit communication between the printer and your computer. Check the firewall setting of your security software or operation system or the message shown on your computer and disable block temporarily.

If firewall interferes with setup:

- **If message appears:**

If a 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, click **Redetect** on the **Check Printer Settings** screen to redetect the printer.

If the printer is found, follow the instructions on the screen to continue to set up the network communication.

- **If no message appears:**

Cancel the setup, and then set the security software to allow Canon software below to access the network.

The file **SETUP.exe** or **SETUP64.exe** in the **win > Driver > DrvSetup** folder on the Setup CD-ROM

After setting the security software, redo the network communication setup from the beginning.

After setup is completed, enable firewall.

▶▶▶ Note

- For more on firewall settings of your operating system or security software, see instruction manual or contact its manufacturer.

If above does not solve the problem:

- [Cannot Find Printer on Check Printer Settings Screen During Wired LAN Setup \(Windows\)-Checking Router Settings](#)



Cannot Find Printer on Check Printer Settings Screen During Wired LAN Setup (Windows)-Checking Router Settings



Check router settings.

Check router network connection settings such as IP address filtering, MAC address filtering, and DHCP function.

For more on checking the settings of the router, refer to the instruction manual supplied with the router or contact its manufacturer.

After checking the router settings, click **Redetect** on the **Check Printer Settings** screen to redetect the printer.

If the printer is found, follow the instructions on the screen to continue to set up network communication.



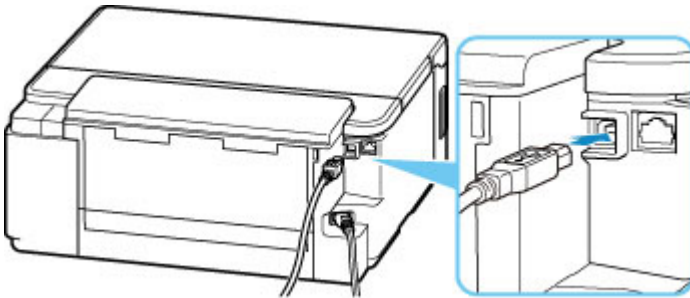
Cannot Proceed beyond Printer Connection Screen



If you cannot proceed beyond the **Printer Connection** screen, check the following.

Check1 Make sure USB cable is securely plugged in to printer and computer.

Connect the printer and the computer using a USB cable as the illustration below. The USB port is located at the back of the printer.




Important

- Connect the "Type-B" terminal to the printer with the notched side facing UP. For details, refer to the instruction manual supplied with the USB cable.

Check2 Follow procedure below to connect printer and computer again.

Important

- For macOS, make sure the lock icon is on the lower left of the **Printers & Scanners** screen.

If the  icon (locked) is displayed, click the icon to unlock. (The administrator name and the password are necessary to unlock.)

1. Unplug USB cable from printer and computer and connect it again.
2. Make sure no printer operation is in progress and turn off.
3. Turn on printer.

Check3 If you cannot resolve problem, follow procedure below to reinstall printer driver.

• For Windows:

1. Click **Cancel**.

2. Click **Back to Top** on **Setup Canceled** screen.
3. Click **Exit** on **Start Setup** screen and finish setup.
4. Turn off printer.
5. Restart computer.
6. Make sure you have no application software running.
7. Perform setup on top page of Online Manual.

▶▶▶ **Note**

- You can use the Setup CD-ROM to redo setup.

• **For macOS:**

1. Click **Next**.
The screen telling you that installation has not been completed appears.
2. Click **No**.
The screen to select application software to install appears.
3. Click **Back to Top**.
4. Click **Exit** on **Start Setup** screen.
5. Turn off printer.
6. Restart computer.
7. Make sure you have no application software running.
8. Perform setup on top page of Online Manual.



Cannot Find Printer while Using Wi-Fi




Check1 Make sure printer is turned on.

If not, make sure the printer is securely plugged in and press **ON** button to turn on.

The **ON** lamp flashes while the printer is initializing. Wait until the **ON** lamp stops flashing and remains lit.

Check2 Check the icon on LCD.

If the icon is not displayed, from the setup menu select **Device settings > LAN settings > Wi-Fi > Wi-Fi enable/disable** and then select **Enable**.

If the  icon is displayed, see Check 3 or later checking items to make sure whether printer setup is complete or the settings of wireless router to connect are correct.

Check3 Make sure printer setup is complete on the computer.

If it is not, perform setup from the web page.

For Windows, you can perform setup using the Setup CD-ROM.

▶▶▶ Note

- IJ Network Device Setup Utility allows you to diagnose and repair the network status.

Select the link below to download IJ Network Device Setup Utility and install it.

- [Checking Printer Connection Status Using IJ Network Device Setup Utility](#)

See below for starting up IJ Network Device Setup Utility.

- **For Windows:**

- [Starting Up IJ Network Device Setup Utility](#)

- **For macOS:**

- [Starting Up IJ Network Device Setup Utility](#)

Check4 Make sure printer and wireless router network settings match.

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.

▶▶▶ Note

- Use 2.4 GHz frequency band to connect to a wireless router. Match the network name (SSID) set for the printer with that for 2.4 GHz frequency band of the wireless router.

To check the network name (SSID) set for the printer, print out the network setting information.

■ [Printing Network Settings](#)

▶▶▶ Note

- IJ Network Device Setup Utility allows you to diagnose and repair the network status.

Select the link below to download IJ Network Device Setup Utility and install it.

■ [Checking Printer Connection Status Using IJ Network Device Setup Utility](#)

See below for starting up IJ Network Device Setup Utility.

- **For Windows:**

- [Starting Up IJ Network Device Setup Utility](#)

- **For macOS:**

- [Starting Up IJ Network Device Setup Utility](#)

Check5 Make sure the printer is not placed too far away from the wireless router.

If the distance between the printer and wireless router is too far, wireless communication becomes poor. Place the printer and wireless router close to each other.

▶▶▶ Note

- Though an antenna is attached to most wireless routers, note that some of them have it inside.

Check6 Make sure wireless signal is strong. Monitor signal strength 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

- IJ Network Device Setup Utility allows you to diagnose and repair the network status.

Select the link below to download IJ Network Device Setup Utility and install it.

■ [Checking Printer Connection Status Using IJ Network Device Setup Utility](#)

See below for starting up IJ Network Device Setup Utility.

- **For Windows:**

- [Starting Up IJ Network Device Setup Utility](#)

- **For macOS:**

- [Starting Up IJ Network Device Setup Utility](#)

Check7 Make sure the computer is connected to the wireless router.

For more on how to check the computer settings or connection status, see your computer instruction manual or contact its manufacturer.

▶▶▶ Note

- If you use a smartphone or tablet, make sure the Wi-Fi is enabled on the device.

Check8 Make sure **Enable bidirectional support** is selected in the **Ports** sheet of the **Printer properties** dialog box. (Windows)

If not, select it to enable bidirectional support.

Check9 Make sure security software's firewall is off.

If your security software's firewall is on, a message may appear warning you that Canon software is attempting to access the network. If this warning message appears, set security software to always allow access.

If you are using any programs that switch between network environments, check their settings. Some programs use a firewall by default.

Check10 If printer is connected to an AirPort Base Station via LAN, make sure you use alphanumeric characters for network name (SSID). (macOS)

If the problem is not resolved, redo setup from the web page.

For Windows, you can redo setup using the Setup CD-ROM.

Network Connection Problems

- **Printer Suddenly Stopped Working for Some Reason**
- **Network Key (Password) Unknown**
- **Printer Cannot Be Used After Replacing Wireless Router or Changed Router Settings**

Printer Suddenly Stopped Working for Some Reason

- [Cannot Connect to a Printer after Network Configuration Changes](#)
- [Cannot Connect to a Printer via Wireless LAN \(Wi-Fi\)](#)
- [Cannot Connect to a Printer through Wireless Direct](#)
- [Cannot Connect to a Printer via Wired LAN](#)
- [Cannot Print through Network](#)

Cannot Connect to a Printer after Network Configuration Changes

A

It may take a while for the computer to obtain an IP address, or you may need to restart your computer. Make sure the computer has obtained a valid IP address, and try again to find the printer.

Cannot Connect to a Printer via Wireless LAN (Wi-Fi)

A

Check1 Check the power status of printer, network devices (e.g. wireless router), and 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, etc.) or to update the wireless router firmware.


For details, contact the manufacturer of your wireless router.

Check2 Can you view any web pages on your computer?

Make sure your computer is connected to the wireless router properly.

For more on checking computer settings or connection status, see the instruction manual supplied with the computer or contact the manufacturer.

Check3 Is the printer connected to the wireless router?

Use the icon on the LCD to check the connection status between the printer and wireless router. If the  icon is not displayed, Wi-Fi is disabled. Turn on wireless communication on the printer.

Check4 Make sure the printer and wireless router network settings match.

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.

▶▶▶ Note

- Use 2.4 GHz frequency band to connect to a wireless router. Match the network name (SSID) set for the printer with that for 2.4 GHz frequency band of the wireless router.

To check the current network settings of the printer, print out the network setting information.

■ [Printing Network Settings](#)

▶▶▶ Note

- IJ Network Device Setup Utility allows you to diagnose and repair the network status.

Select the link below to download IJ Network Device Setup Utility and install it.

■ [Checking Printer Connection Status Using IJ Network Device Setup Utility](#)

See below for starting up IJ Network Device Setup Utility.

- **For Windows:**

■ [Starting Up IJ Network Device Setup Utility](#)

- **For macOS:**

■ [Starting Up IJ Network Device Setup Utility](#)

Check5 Make sure the printer is not placed too far away from the wireless router.

If the distance between the printer and wireless router is too far, wireless communication becomes poor. Place the printer and wireless router close to each other.

▶▶▶ Note

- Though an antenna is attached to most wireless routers, note that some of them have it inside.

Check6 Make sure wireless signal is strong. Monitor signal status and move printer and wireless router as necessary.

Place the printer and wireless router where there are no obstacles between them. Wireless communication between different rooms or floors is generally poor. Wireless communication can be impeded by building materials containing metal or concrete. If the printer cannot communicate with the computer over a Wi-Fi due to a wall, place the printer and the computer in the same room.

In addition, if a device like a microwave oven that emits radio waves of the same frequency bandwidth as a wireless router is nearby, it may cause interference. Place the wireless router as far away from interference sources as possible.

Check the signal strength on the LCD.

■ [LCD and Operation Panel](#)

▶▶▶ Note

- IJ Network Device Setup Utility allows you to diagnose and repair the network status.

Select the link below to download IJ Network Device Setup Utility and install it.

■ [Checking Printer Connection Status Using IJ Network Device Setup Utility](#)

See below for starting up IJ Network Device Setup Utility.

- **For Windows:**
 - Starting Up IJ Network Device Setup Utility
- **For macOS:**
 - [Starting Up IJ Network Device Setup Utility](#)

Check7 Make sure of the Wi-Fi channel numbers used for your computer.

You need to have the same Wi-Fi channel number that you are using for the wireless router as your computer. It is normally set in the way that you can use all the Wi-Fi channels. However, when the channels that you are using are restricted, the Wi-Fi channels do not match.

See the instruction manual provided with your computer and check the Wi-Fi channel number available for your computer.

Check8 Make sure channel set on wireless router is a usable channel as confirmed in Check 7.

If it is not, change the channel set on the wireless router.

Check9 Make sure security software's firewall is off.

If your security software's firewall is on, a message may appear warning you that Canon software is attempting to access the network. If this warning message appears, set security software to always allow access.

If you are using any programs that switch between network environments, check their settings. Some programs use a firewall by default.

Check10 If printer is connected to an AirPort Base Station via LAN, make sure you use alphanumeric characters for network name (SSID). (macOS)

If the problem is not resolved, redo setup from the web page.

For Windows, you can redo setup using the Setup CD-ROM.

- **Positioning:**

Place the printer and wireless router where there are no obstacles between them.



Cannot Connect to a Printer through Wireless Direct



Check1 Check the power status of printer and other devices (smartphone or tablet).

Turn on the printer or devices.

If the power is already turned on, cycle the power switch.

Check2 Check printer settings.

Select **Device settings** > **LAN settings** > **Wireless Direct** > **Switch WL Direct** in this order and select **Yes**.

Check3 Check the settings of your device (smartphone/tablet).

Make sure Wi-Fi is enabled on your device.

For details, refer to your device's instruction manual.

Check4 Make sure printer is selected as connection for device (e.g. smartphone or 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 setting information of the printer.

- Display on the LCD.
 - [LAN settings](#)
- Print the network settings.
 - [Printing Network Settings](#)

Check5 Have you entered the proper password specified for the Wireless Direct?

To check the password specified for the printer, display it using the operation panel of the printer or print out the network setting information of the printer.

- Display on the LCD.
 - [LAN settings](#)
- Print the network settings.
 - [Printing Network Settings](#)

Check6 Make sure the printer is not placed too far away from the device.

If the distance between the printer and device is too far, wireless communication becomes poor. Place the printer and device close to each other.

Check7 Make sure 5 devices are already connected.

Wireless Direct does not allow more than 5 devices to be connected.



Cannot Connect to a Printer via Wired LAN



Check1 Make sure the printer is turned on.

Check2 Make sure the LAN cable is connected properly.

Make sure the printer is connected to the router with the LAN cable. If the LAN cable is loose, connect the cable properly.

If the LAN cable is connected to the WAN side of the router, connect the cable to the LAN side of the router.

If the problem is not resolved, redo setup from the web page.

For Windows, you can redo setup using the Setup CD-ROM.

Cannot Print through Network

A

Check1 Make sure the computer is connected to the wireless router.

For more on how to check the computer settings or connection status, see your computer instruction manual or contact its manufacturer.

Check2 If Printer Driver is not installed, install it. (Windows)

Install the Printer Driver using the Setup CD-ROM or install it from the Canon website.

Check3 When using Wi-Fi, make sure wireless router does not restrict which computers can access it.

For more on connecting to and setting up your wireless router, see the wireless router instruction manual or contact its manufacturer.

Note

- To check the MAC address or IP address of your computer, see [Checking Computer IP Address or MAC Address](#).

Network Key (Password) Unknown

- [WPA/WPA2 or WEP Key Set for Wireless Router Unknown, Cannot Connect](#)
- [Setting an Encryption Key](#)

WPA/WPA2 or WEP Key Set for Wireless Router Unknown, Cannot Connect

A

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.

Note

- IJ Network Device Setup Utility allows you to diagnose and repair the network status.

Select the link below to download IJ Network Device Setup Utility and install it.

- [Checking Printer Connection Status Using IJ Network Device Setup Utility](#)

See below for starting up IJ Network Device Setup Utility.

- **For Windows:**

- [Starting Up IJ Network Device Setup Utility](#)

- **For macOS:**

- [Starting Up IJ Network Device Setup Utility](#)

Setting an Encryption Key

A

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.

Note

- IJ Network Device Setup Utility allows you to diagnose and repair the network status.

Select the link below to download IJ Network Device Setup Utility and install it.

- [Checking Printer Connection Status Using IJ Network Device Setup Utility](#)

See below for starting up IJ Network Device Setup Utility.

- **For Windows:**

- [Starting Up IJ Network Device Setup Utility](#)

- **For macOS:**

- [Starting Up IJ Network Device Setup Utility](#)

Selecting WPA, WPA2, or WPA/WPA2 is recommended for security reason. If your wireless router is compatible with WPA/WPA2, you can also use WPA2 or WPA.

- **Using WPA/WPA2 (Windows)**

The authentication method, Wi-Fi password, and dynamic encryption type must be identical among the wireless router, the printer, and your computer.

Enter the Wi-Fi password configured on the wireless router.

Either TKIP (basic encryption) or AES (secure encryption) is selected automatically as the dynamic encryption method.

For details, see [If WPA/WPA2 Details Screen Appears](#).

▶▶▶ **Note**

- This printer supports WPA/WPA2-PSK (WPA/WPA2-Personal) and WPA2-PSK (WPA2-Personal).

- **Using WEP**

The length or format of the Wi-Fi password and authentication method must be identical among the wireless router, the printer, and your computer.

To communicate with a wireless router that generates a password automatically, you must set the printer to use the password generated by the wireless router.

- **For Windows:**

When the **WEP Details** screen appears after you click **Search...** on the **Network Settings (Wi-Fi)** screen in IJ Network Device Setup Utility, follow the on-screen instructions to set the password length, format, and the password to use.

For details, see [If WEP Details Screen Appears](#).

▶▶▶ **Note**

- If the printer is connected to an AirPort Base Station via LAN:

If the printer is connected to an AirPort Base Station via a LAN, check the settings in **Wireless Security of AirPort Utility**.

- Select **64 bit** if **WEP 40 bit** is selected for password length in AirPort Base Station.
 - Select **1** for the password to use. Otherwise, computer will not be able to communicate with printer via the wireless router.



Printer Cannot Be Used After Replacing Wireless Router or Changed Router Settings



When you replace a wireless router, redo the network setup for the printer according to the replaced one.

Perform setup from the web page.

For Windows, you can perform setup using the Setup CD-ROM.

▶▶▶ Note

- IJ Network Device Setup Utility allows you to diagnose and repair the network status.

Select the link below to download IJ Network Device Setup Utility and install it.

- [Checking Printer Connection Status Using IJ Network Device Setup Utility](#)

See below for starting up IJ Network Device Setup Utility.

- **For Windows:**

- [Starting Up IJ Network Device Setup Utility](#)

- **For macOS:**

- [Starting Up IJ Network Device Setup Utility](#)

If this does not solve the problem, see below.

- [Cannot Communicate with Printer After Enabling MAC/IP Address Filtering or Encryption Key on Wireless Router](#)

- [With Encryption On, Cannot Communicate with Printer After Changing Encryption Type at Wireless Router](#)



Cannot Communicate with Printer After Enabling MAC/IP Address Filtering or Encryption Key on Wireless Router



Check1 Check wireless router setting.

To check the wireless router setting, see the instruction manual provided with the wireless router or contact its manufacturer. Make sure the computer and the wireless router can communicate with each other under this setting.

Check2 If filtering MAC addresses or IP addresses at wireless router, check that MAC addresses or IP addresses for computer, network device, and printer are registered.

Check3 If using WPA/WPA2 key or a password, make sure encryption key for computer, network device, and printer matches key set for wireless router.

The length or format of the Wi-Fi password and authentication method must be identical among the wireless router, the printer, and your computer.

For details, see [Setting an Encryption Key](#).

Q With Encryption On, Cannot Communicate with Printer After Changing Encryption Type at Wireless Router

A

If you change the encryption type for the printer and it subsequently cannot communicate with the computer, make sure the encryption type for the computer and the wireless router matches the type set for the printer.

- [Cannot Communicate with Printer After Enabling MAC/IP Address Filtering or Encryption Key on Wireless Router](#)

Other Network Problems

- ▶ [Checking Network Information](#)
- ▶ [Restoring to Factory Defaults](#)

Checking Network Information

- [Checking Printer IP Address or MAC Address](#)
- [Checking Computer IP Address or MAC Address](#)
- [Checking Communication Between the Computer, the Printer, and the Wireless Router](#)
- [Checking Network Setting Information](#)

Checking Printer IP Address or MAC Address

To check the printer's IP Address or MAC address, print out the network settings information.

- [Printing Network Settings](#)

For Windows, you can check the network setting information on the computer screen.

- Canon IJ Network Device Setup Utility Screen

Checking Computer IP Address or MAC Address

To check the IP Address or MAC address of your computer, follow the instructions below.

- **For Windows:**

1. Select **Command Prompt** as shown below.

In Windows 10, right-click **Start** and select **Command Prompt**.

In Windows 8.1, select **Command Prompt** from the **Start** screen. If **Command Prompt** is not displayed on the **Start** screen, select the **Search** charm and search for "**Command Prompt**".

In Windows 7, click **Start** > **All Programs** > **Accessories** > **Command Prompt**.

2. Enter "ipconfig/all" and press **Enter**.

The IP address and MAC address of your computer appear. If your computer is not connected to a network, the IP address does not appear.

- **For macOS:**

1. Select **System Preferences** from Apple menu, and then click **Network**.
2. Make sure network interface used by computer is selected, and then click **Advanced**.

When you are using Wi-Fi on your computer, make sure **Wi-Fi** is selected as network interface.

When you are using wired LAN, make sure **Ethernet** is selected.

3. Click **TCP/IP** to check the IP address, or click **Hardware** to check the MAC address.

Checking Communication Between the Computer, the Printer, and the Wireless Router

A

Perform a ping test to check if communication is taking place.

- **For Windows:**

1. Select **Command Prompt** as shown below.

In Windows 10, right-click **Start** and select **Command Prompt**.

In Windows 8.1, select **Command Prompt** from the **Start** screen. If **Command Prompt** is not displayed on the **Start** screen, select the **Search** charm and search for "**Command Prompt**".

In Windows 7, click **Start > All Programs > Accessories > Command Prompt**.

2. Type the ping command and press **Enter**.

The ping command is as follows: ping XXX.XXX.XXX.XXX

"XXX.XXX.XXX.XXX" is the IP address of the target device.

If communication is taking place, a message like the one shown below appears.

Reply from XXX.XXX.XXX.XXX: bytes=32 time=10ms TTL=255

If **Request timed out** appears, communication is not taking place.

- **For macOS:**

1. Start **Network Utility** as shown below.

Select **Computer** from **Go** menu of Finder, double-click **Macintosh HD > System > Library > CoreServices > Applications > Network Utility**.

2. Click **Ping**.

3. Make sure **Send only XX pings** (XX are numbers) is selected.

4. Enter IP address of target printer or target wireless router in **Enter the network address to ping**.

5. Click **Ping**.

"XXX.XXX.XXX.XXX" is the IP address of the target device.

A message such as the following appears.

64 bytes from XXX.XXX.XXX.XXX: icmp_seq=0 ttl=64 time=3.394 ms

64 bytes from XXX.XXX.XXX.XXX: icmp_seq=1 ttl=64 time=1.786 ms

64 bytes from XXX.XXX.XXX.XXX: icmp_seq=2 ttl=64 time=1.739 ms

--- XXX.XXX.XXX.XXX ping statistics ---

3 packets transmitted, 3 packets received, 0% packet loss

If packet loss is 100%, communication is not taking place. Otherwise, computer is communicating with target device.

Checking Network Setting Information

To check the printer's network settings information, print out the network settings information.

- [Printing Network Settings](#)



Restoring to Factory Defaults



»» Important

- Initialization erases all network settings on the printer, making printing operation from a computer over a network impossible. To use the printer over a network again after restoring it to the factory defaults, redo setup from the web page.

For Windows, you can perform setup using the Setup CD-ROM.

Initialize the network setting using the printer's operation panel.

- [Reset setting](#)

Problems while Printing from Smartphone/Tablet

- ▶ **Cannot Print from Smartphone/Tablet**

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 over Wireless LAN](#)

■ [Cannot Communicate with Printer while It Is in Wireless Direct](#)

▶▶▶ Note

- For problems on printing with other connection methods or more on performing settings of each connection method:
 - Using PIXMA/MAXIFY Cloud Link
 - Printing with Google Cloud Print
 - Printing from iOS Device (AirPrint)

Cannot Communicate with Printer over Wireless LAN

A

If your smartphone/tablet cannot communicate with the printer, check the following.

Check1 Check the power status of printer, network devices (e.g. wireless router), and 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, etc.) or to update the wireless router firmware.



For details, contact the manufacturer of your wireless router.

Check2 Check the settings of your device (smartphone/tablet).

Make sure Wi-Fi is enabled on your device.

For details, refer to your device's instruction manual.

Check3 Is the printer connected to the wireless router?

Use the  icon on the LCD to check the connection status between the printer and wireless router. If the  icon is not displayed, Wi-Fi is disabled. Turn on wireless communication on the printer.

Check4 Are network settings of printer 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 the wireless router, refer to the instruction manual provided with it or contact its manufacturer.

To check the current network settings of the printer, print out the network setting information.

■ [Printing Network Settings](#)

▶▶▶ Note

- IJ Network Device Setup Utility allows you to diagnose and repair the network status.

Select the link below to download IJ Network Device Setup Utility and install it.

■ [Checking Printer Connection Status Using IJ Network Device Setup Utility](#)

See below for starting up IJ Network Device Setup Utility.

- **For Windows:**

- [Starting Up IJ Network Device Setup Utility](#)

- **For macOS:**

- [Starting Up IJ Network Device Setup Utility](#)

Check5 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.

Check6 Make sure the printer is not placed too far away from the wireless router.

If the distance between the printer and wireless router is too far, wireless communication becomes poor. Place the printer and wireless router close to each other.

▶▶▶ Note

- Though an antenna is attached to most wireless routers, note that some of them have it inside.

Check7 Make sure wireless signal is strong. Monitor signal status and move printer and wireless router as necessary.

Place the printer and wireless router where there are no obstacles between them. Wireless communication between different rooms or floors is generally poor. Wireless communication can be impeded by building materials containing metal or concrete. If the printer cannot communicate with the computer over a Wi-Fi due to a wall, place the printer and the computer in the same room.

In addition, if a device like a microwave oven that emits radio waves of the same frequency bandwidth as a wireless router is nearby, it may cause interference. Place the wireless router as far away from interference sources as possible.

Check the signal strength on the LCD.

■ [LCD and Operation Panel](#)

▶▶▶ Note

- IJ Network Device Setup Utility allows you to diagnose and repair the network status.

Select the link below to download IJ Network Device Setup Utility and install it.

- [Checking Printer Connection Status Using IJ Network Device Setup Utility](#)

See below for starting up IJ Network Device Setup Utility.

- **For Windows:**

- [Starting Up IJ Network Device Setup Utility](#)

- **For macOS:**

- [Starting Up IJ Network Device Setup Utility](#)

Cannot Communicate with Printer while It Is in Wireless Direct

If your smartphone/tablet cannot communicate with the printer in the Wireless Direct, check the following.

Check1 Check the power status of printer and other devices (smartphone or tablet).

Turn on the printer or devices.

If the power is already turned on, cycle the power switch.

Check2 Is Wireless Direct enabled?

From the **Setup menu** screen, select **Device settings** > **LAN settings** > **Wireless Direct** > **Switch WL Direct** in this order and select **Yes**.

Check3 Check the settings of your device (smartphone/tablet).

Make sure Wi-Fi is enabled on your device.

For details, refer to your device's instruction manual.

Check4 Make sure printer is selected as connection for device (e.g. smartphone or 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 setting information of the printer.

- Display on the LCD.

- [LAN settings](#)

- Print the network settings.

- [Printing Network Settings](#)

Check5 Have you entered the proper password specified for the Wireless Direct?

To check the password specified for the printer, display it using the operation panel of the printer or print out the network setting information of the printer.

- Display on the LCD.

- [LAN settings](#)

- Print the network settings.

- [Printing Network Settings](#)

Check6 Make sure the printer is not placed too far away from the device.

If the distance between the printer and device is too far, wireless communication becomes poor. Place the printer and device close to each other.

Check7 Make sure 5 devices are already connected.

Wireless Direct does not allow more than 5 devices to be connected.

Printing Problems

- **Printer Does Not Print**
- **Ink Does Not Come Out**
- **Ink Runs Out Fast**
- **Printer Does Not Pick up or Feed the Paper/"No Paper" Error**
- **Printout Results Are Unsatisfactory**



Printer Does Not Print



Check1 Make sure printer is turned on.

If not, make sure the printer is securely plugged in and press **ON** button to turn on.

The **ON** lamp flashes while the printer is initializing. Wait until the **ON** lamp stops flashing and remains lit.

▶▶▶ Note

- If you are printing large data such as photos or other graphics, printing may take longer to start. The **ON** lamp flashes while the computer is processing data and sending it to the printer. Wait until printing starts.

Check2 Make sure printer is properly connected to computer.

If you are using a USB cable, make sure it is securely connected to both the printer and the computer. When the USB cable is securely plugged in, check the following:

- If you are using a relay device such as a USB hub, disconnect it, connect the printer directly to the computer, and retry the printing. If printing starts normally, there is a problem with the relay device. Contact the vendor of the relay device.
- There could also be a problem with the USB cable. Replace the USB cable and retry the printing.

If you use the printer over a LAN, make sure the printer is correctly set up for network use.

■ [Cannot Find Printer while Using Wi-Fi](#)

■ [Cannot Find Printer while Using Wired LAN](#)

▶▶▶ Note

- Using IJ Network Device Setup Utility allows you to diagnose or repair network connection.

Select the link below to download IJ Network Device Setup Utility and install it.

■ [Checking Printer Connection Status Using IJ Network Device Setup Utility](#)

See below for starting up IJ Network Device Setup Utility.

- **For Windows:**

- [Starting Up IJ Network Device Setup Utility](#)

- **For macOS:**

- [Starting Up IJ Network Device Setup Utility](#)

Check3 Make sure paper settings match information set for rear tray or cassette.

If the paper settings do not match the information set for the rear tray or the cassette, an error message appears on the LCD. Follow the instructions on the LCD to solve the problem.

»» Note

- You can select whether the message which prevents misprinting is displayed.
 - To change the message view setting when printing using the printer's operation panel:
 - [Feed settings](#)
 - To change the message view setting when printing using the printer driver:
 - Changing the Printer Operation Mode (Windows)
 - [Changing the Printer Operation Mode](#) (macOS)

Check4 If printing from a computer, delete unnecessary print jobs.

- **For Windows:**
 - [Deleting the Undesired Print Job](#)
- **For macOS:**
 - [Deleting the Undesired Print Job](#)

Check5 Is your printer's printer driver selected when printing?

The printer will not print properly if you are using a printer driver for a different printer.

- **For Windows:**

Make sure "Canon XXX series" (where "XXX" is your printer's name) is selected in the Print dialog box.

»» Note

- If multiple printers are registered to your computer, select **Set as Default Printer** for a printer to make the one selected by default.

Check6 Are you trying to print a large data file? (Windows)

If you are trying to print a large file, it takes a long time to start printing.

If the printer does not start printing after a certain period of time, select **On** for **Prevention of Print Data Loss** on the **Print Options** dialog box.

For details, refer to Page Setup Tab Description.

»» Important

- Selecting **On** for **Prevention of Print Data Loss** may reduce print quality.
- After printing is completed, select **Off** for **Prevention of Print Data Loss**.

Check7 If printing from your computer, restart the computer.

Restart the computer and try printing again.



Ink Does Not Come Out



Although some air may enter the ink tube, it is not a malfunction. No problem if the nozzle check pattern is printed correctly.

Check1 Make sure joint button is not lifted up.

Push the print head locking cover to make sure the print heads are installed properly.

Next, push the joint buttons firmly to the end.

■ Check Installation of Print Head

▶▶▶ Important

- Remove the orange label and the protective tape of the print head to install it.

Check2 Check the remaining ink level.

■ [Checking Ink Level](#)

Check3 Are the print head nozzles clogged?

Print the nozzle check pattern and make sure that the ink is coming out normally.

For details on printing the nozzle check pattern, print head cleaning, and print head deep cleaning, see [If Printing Is Faint or Uneven](#).

Step1 Print the nozzle check pattern.

After printing the nozzle check pattern, examine the pattern.

• **For Windows:**

■ Printing a Nozzle Check Pattern

• **For macOS:**

■ Printing a Nozzle Check Pattern

If the pattern is not printed correctly, go to the next step.

Step2 Clean the print head.

After cleaning the print head, print the nozzle check pattern and check the result.

• **For Windows:**

■ Clean the print head

• **For macOS:**

■ [Clean the print head](#)

If it does not improve, clean the print head again.

If it still does not improve, go to the next step.

Step3 Clean the print head deeply.

After cleaning the print head deeply, print the nozzle check pattern and check the result.

- **For Windows:**

- Clean the print head deeply

- **For macOS:**

- [Clean the print head deeply](#)

If it does not improve, turn off the printer, wait for more than 24 hours, and go to the next step.

Step4 Clean the print head deeply again.

After cleaning the print head deeply again, print the nozzle check pattern and check the result.

If it still does not improve, go to the next step.

Step5 Perform ink flush.

After performing ink flush, print the nozzle check pattern and check the result.

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

- How to Do Ink Flush

If the nozzle check pattern is not printed correctly even after performing ink flush, check the installing condition of the print head.

- Check Installation of Print Head



Q

Ink Runs Out Fast

A

After you refill the ink tanks, the printer takes in ink from the ink tanks and ink flows into the printer.

Ink may seem to run out fast due to this procedure.



Printer Does Not Pick up or Feed the Paper/"No Paper" Error



Check1 Make sure paper is loaded.

■ [Loading Paper](#)

Check2 When loading paper, consider the following.

- When loading two or more sheets of paper, align the edges of the sheets before loading the paper.
- When loading two or more sheets of paper, make sure the paper stack does not exceed the paper load limit.

However, paper may not feed correctly at the maximum capacity, depending on the type of paper or environmental conditions (very high or low temperature and humidity). In such cases, reduce the amount of paper you load at a time to less than half of the paper load limit.

- Always load the paper in portrait orientation, regardless of the printing orientation.
- When you load the paper on the rear tray, place the print side facing UP and align the right and left paper guides with the paper stack.

■ [Loading Paper](#)

- In the cassette, be sure to load only plain paper.
- When you load the paper on the cassette, place the print side facing DOWN and align the right/left/front paper guides with the paper stack.

■ [Loading Paper](#)

Check3 Is paper too thick or curled?

■ [Unsupported Media Types](#)

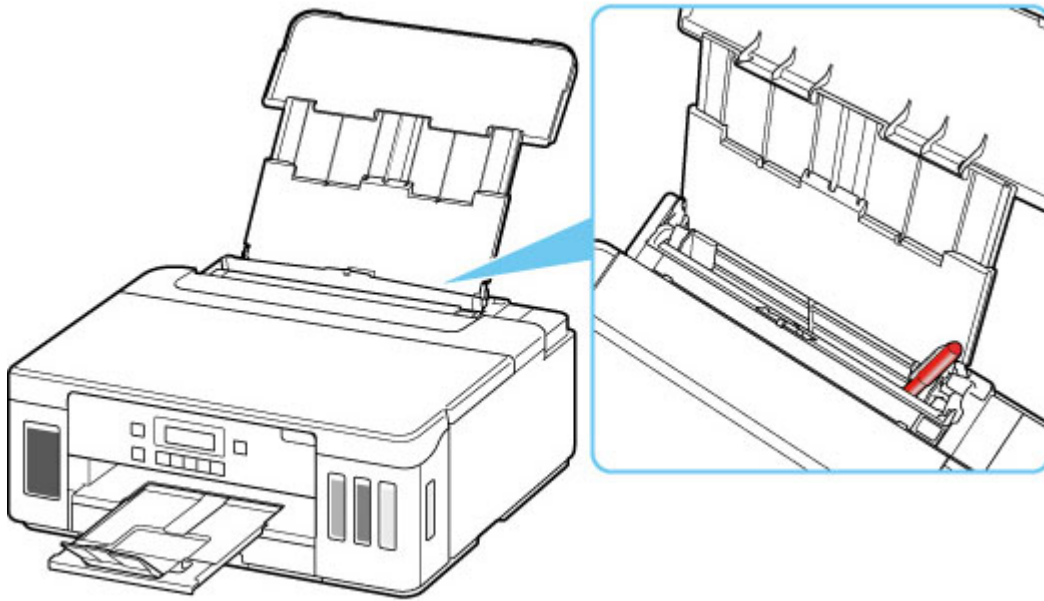
Check4 When loading envelopes, consider the following.

When printing on envelopes, see [Loading Envelopes in Rear Tray](#), and prepare the envelopes before printing.

Once you have prepared the envelopes, load them in portrait orientation. If the envelopes are placed in landscape orientation, they will not feed properly.

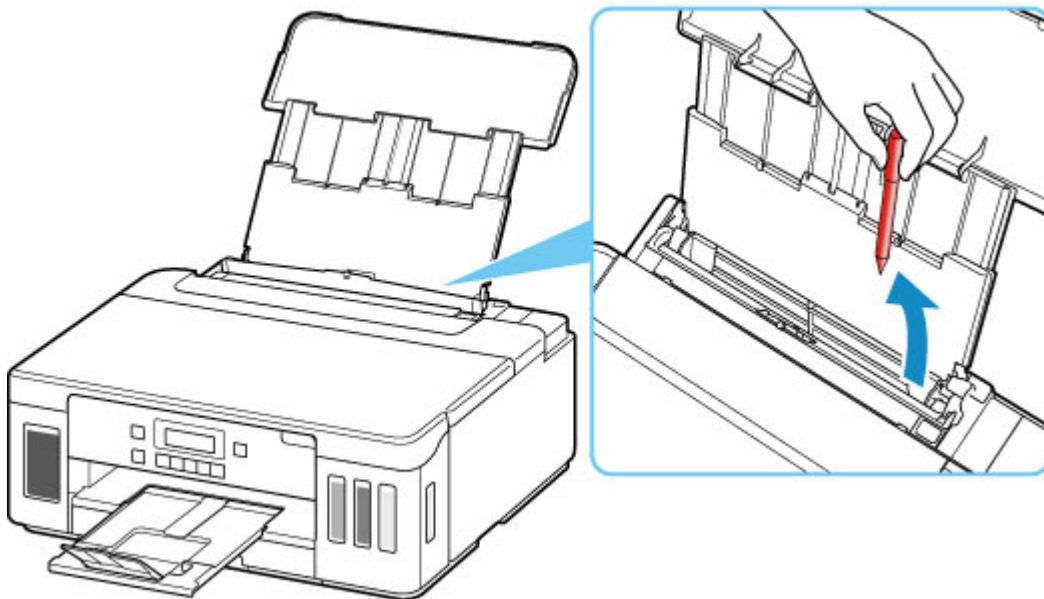
Check5 Make sure media type and paper size settings match with loaded paper.

Check6 Make sure that there are not any foreign objects in the rear tray.



If the paper tears in the rear tray, see [List of Support Code for Error \(Paper Jams\)](#) to remove it.

If there are any foreign objects in the rear tray, be sure to turn off the printer, unplug it from the power supply, then remove the foreign object.



▶▶▶ Important

- Do not tilt the printer or do not it upside down. Doing so may cause the ink to leak.

▶▶▶ Note

- If the feed slot cover is opened, close it slowly.

Check7 Clean paper feed roller.

■ [Cleaning Paper Feed Rollers](#)

▶▶ Note

- Cleaning the paper feed roller abrades it, so do this only when necessary.

Check8 If two or more sheets of paper feed from cassette at once, clean inside of cassette.

■ Cleaning Cassette Pads

Check9 Are transport unit cover and rear cover attached properly?

See [Rear View](#) for the positions of the transport unit cover and the rear cover.

If the measures above do not solve the problem, contact your nearest Canon service center to request a repair.

▶▶ Important

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see [Repairing Your Printer](#).



Printout Results Are Unsatisfactory



If the print results are unsatisfactory due to white streaks, misaligned/distorted lines, or uneven colors, check the paper and print quality settings first.

Check1 Do page size and media type settings match size and type of loaded paper?

If these settings do not match, it is not possible to obtain the proper result.

If you are printing a photograph or an illustration, an incorrect paper type setting may reduce the quality of the printout color.

Also, if you print with an incorrect paper type setting, the printed surface may be scratched.

In borderless printing, uneven coloring may occur depending on the combination of the paper type setting and the loaded paper.

The method for checking the paper and print quality settings differs depending on what you are using your printer for.

- **Printing from your computer:**

Check the settings using the printer driver.

- Basic Printing Setup

- **Printing from a PictBridge (Wi-Fi) compliant device:**

Check the settings on your PictBridge (Wi-Fi) compliant device or using the operation panel.

- PictBridge (Wi-Fi) Print Settings
- PictBridge settings

- **Printing from your smartphone/tablet using Canon PRINT Inkjet/SELPHY:**

Check the settings on Canon PRINT Inkjet/SELPHY.

- Print Photos from Your Smartphone

Check2 Make sure appropriate print quality is selected (see list above).

Select a print quality suited to the paper and to what you are printing. If you notice blurs or uneven colors, increase the print quality setting and retry the printing.

▶▶▶ Note

- When printing from a PictBridge (Wi-Fi) compliant device, set the print quality setting using the operation panel.

This setting cannot be made on the PictBridge (Wi-Fi) compliant device.

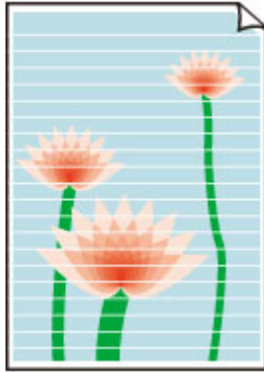
Check3 If problem is not resolved, check also the sections below.

See also the sections below:

- [Printouts Are Blank/Blurry or Fuzzy/Inaccurate or Bleeding Colors/Streaks or Lines](#)
- [Colors Are Unclear](#)
- [Lines Are Misaligned/Distorted](#)
- [Paper Is Smudged / Printed Surface Is Scratched](#)
- [Vertical Line Next to Image](#)
- Cannot Complete Printing
- Part of Page Is Not Printed (Windows)
- Lines Incomplete or Missing (Windows)
- Images Incomplete or Missing (Windows)
- Ink Blots / Paper Curl
- Back of Paper Is Smudged
- Uneven or Streaked Colors



Printouts Are Blank/Blurry or Fuzzy/Inaccurate or Bleeding Colors/ Streaks or Lines



Although some air may enter the ink tube, it is not a malfunction. No problem if the nozzle check pattern is printed correctly.

Check1 Make sure joint button is not lifted up.

Push the print head locking cover to make sure the print heads are installed properly.

Next, push the joint buttons firmly to the end.

■ Check Installation of Print Head

▶▶▶ Important

- Remove the orange label and the protective tape of the print head to install it.

Check2 Check paper and print quality settings.

■ [Printout Results Are Unsatisfactory](#)

Check3 Are the print head nozzles clogged?

Print the nozzle check pattern and make sure that the ink is coming out normally.

For details on printing the nozzle check pattern, print head cleaning, and print head deep cleaning, see [If Printing Is Faint or Uneven](#).

Step1 Print the nozzle check pattern.

After printing the nozzle check pattern, examine the pattern.

• **For Windows:**

■ Printing a Nozzle Check Pattern

• **For macOS:**

■ Printing a Nozzle Check Pattern

If the pattern is not printed correctly, go to the next step.

Step2 Clean the print head.

After cleaning the print head, print the nozzle check pattern and check the result.

- **For Windows:**
 - [Clean the print head](#)
- **For macOS:**
 - [Clean the print head](#)

If it does not improve, clean the print head again.

If it still does not improve, go to the next step.

Step3 Clean the print head deeply.

After cleaning the print head deeply, print the nozzle check pattern and check the result.

- **For Windows:**
 - [Clean the print head deeply](#)
- **For macOS:**
 - [Clean the print head deeply](#)

If it does not improve, turn off the printer, wait for more than 24 hours, and go to the next step.

Step4 Clean the print head deeply again.

After cleaning the print head deeply again, print the nozzle check pattern and check the result.

If it still does not improve, go to the next step.

Step5 Perform ink flush.

After performing ink flush, print the nozzle check pattern and check the result.

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

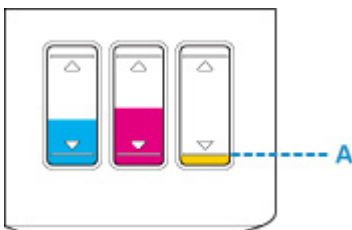
- [How to Do Ink Flush](#)

If the nozzle check pattern is not printed correctly even after performing ink flush, check the installing condition of the print head.

- [Check Installation of Print Head](#)

Check4 When an ink tank runs out of ink, refill the ink tank.

If the remaining ink level is below the lower limit line (A), refill the ink tank with the corresponding color of ink.



If you use the printer until the ink tank becomes empty, perform ink flush after refilling the ink tank.

- [Refilling Ink Tanks](#)
- [How to Do Ink Flush](#)

Check5 When using paper with one printable surface, check the correct printable side of the paper.

Printing on the wrong side of such paper may cause unclear prints or prints with reduced quality.

When you load paper on the rear tray, load paper with the printable side facing up. When you load paper in the cassette, load paper with the printable side facing down.

Refer to the instruction manual supplied with the paper for detailed information on the printable side.



Colors Are Unclear



Although some air may enter the ink tube, it is not a malfunction. No problem if the nozzle check pattern is printed correctly.

Check1 Make sure joint button is not lifted up.

Push the print head locking cover to make sure the print heads are installed properly.

Next, push the joint buttons firmly to the end.

- Check Installation of Print Head

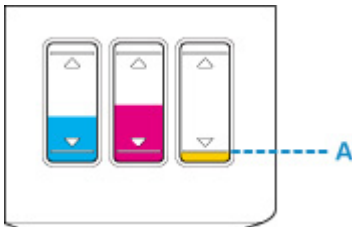
▶▶▶ Important

- Remove the orange label and the protective tape of the print head to install it.

Check2 Check the remaining ink level.

When an ink tank runs out of ink, refill the ink tank.

If the remaining ink level is below the lower limit line (A), refill the ink tank with the corresponding color of ink.



▶▶▶ Note

- Printed colors may not match screen colors due to basic differences in the methods used to produce colors. Color control settings and environmental differences can also affect how colors appear on the screen. Therefore, colors of printing results may be different from those on the screen.

Check3 Are the print head nozzles clogged?

Print the nozzle check pattern and make sure that the ink is coming out normally.

For details on printing the nozzle check pattern, print head cleaning, and print head deep cleaning, see [If Printing Is Faint or Uneven](#).

Step1 Print the nozzle check pattern.

After printing the nozzle check pattern, examine the pattern.

- For Windows:

- Printing a Nozzle Check Pattern

- **For macOS:**

- Printing a Nozzle Check Pattern

If the pattern is not printed correctly, go to the next step.

Step2 Clean the print head.

After cleaning the print head, print the nozzle check pattern and check the result.

- **For Windows:**

- Clean the print head

- **For macOS:**

- [Clean the print head](#)

If it does not improve, clean the print head again.

If it still does not improve, go to the next step.

Step3 Clean the print head deeply.

After cleaning the print head deeply, print the nozzle check pattern and check the result.

- **For Windows:**

- Clean the print head deeply

- **For macOS:**

- [Clean the print head deeply](#)

If it does not improve, turn off the printer, wait for more than 24 hours, and go to the next step.

Step4 Clean the print head deeply again.

After cleaning the print head deeply again, print the nozzle check pattern and check the result.

If it still does not improve, go to the next step.

Step5 Perform ink flush.

After performing ink flush, print the nozzle check pattern and check the result.

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

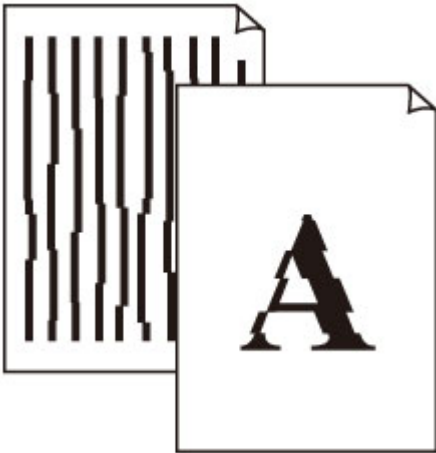
- How to Do Ink Flush

If the nozzle check pattern is not printed correctly even after performing ink flush, check the installing condition of the print head.

- Check Installation of Print Head



Lines Are Misaligned/Distorted



Check1 Check paper and print quality settings.

■ [Printout Results Are Unsatisfactory](#)

Check2 Perform print head alignment.

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

■ [Aligning the Print Head](#)

▶▶▶ Note

• If the problem is not resolved after performing the print head alignment, perform print head alignment manually from your computer.

• **For Windows:**

■ [Adjusting Print Head Position Manually](#)

• **For macOS:**

■ [Adjusting Print Head Position](#)

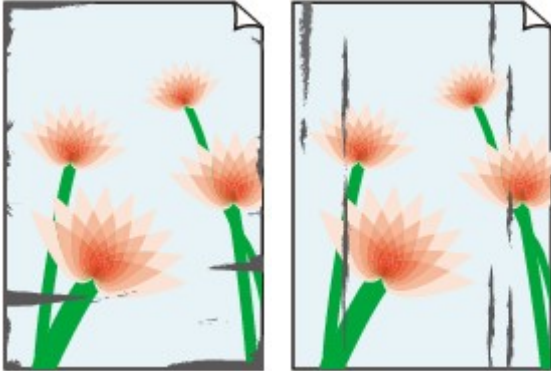
Check3 Increase print quality and try printing again.

Increasing the print quality may improve the print result.

Q

Paper Is Smudged / Printed Surface Is Scratched

❖ Paper Is Smudged



Smudged Edges

Smudged Surface



❖ Printed Surface Is Scratched

A

Check1 Check paper and print quality settings.

■ [Printout Results Are Unsatisfactory](#)

Check2 Check paper type.

Make sure you are using the right paper for what you are printing.

■ [Supported Media Types](#)

Check3 Correct curl before loading paper.

When using Photo Paper Plus Semi-gloss, even if the sheet is curled, load one sheet at a time as it is. Rolling this paper in the opposite direction to flatten it may crack the paper surface and reduce the print quality.

We recommend putting unused paper back into the package and storing it flat.

- **Plain Paper**

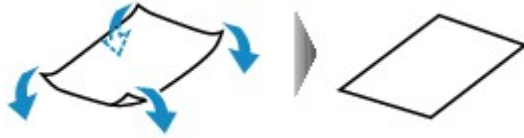
Turn the paper over and reload it to print on the other side.

- **Other Paper such as envelope**

If the paper corners curl more than 0.1 in. / 3 mm (A) in height, the paper may smudge or may not feed properly. Follow the instructions below to correct the paper curl.



1. Roll up paper in opposite direction to paper curl as shown below.

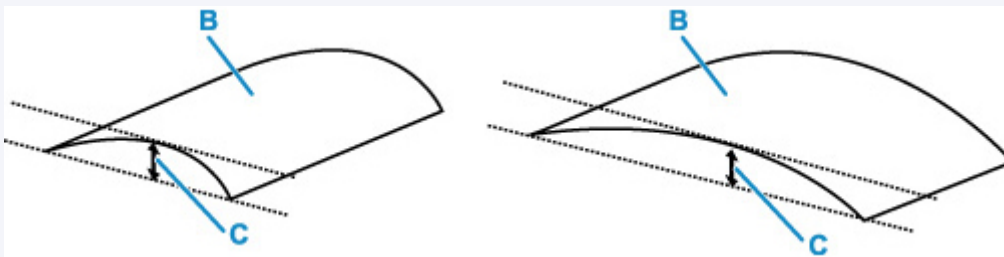


2. Check that paper is now flat.

We recommend printing curl-corrected paper one sheet at a time.

▶▶▶ Note

- Depending on paper type, the paper may smudge or may not feed properly even if it is not curled inward. Follow the instructions below to curl the paper outward up to 0.1 in. / 3 mm (C) in height before printing. This may improve the print result.



(B) Print side

We recommend feeding paper that has been curled outward one sheet at a time.

Check4 Set printer to prevent paper abrasion.

Adjusting the setting to prevent paper abrasion will widen the clearance between the print head and the paper. If you notice abrasion even with the media type set correctly to match the paper, set the printer to prevent paper abrasion using the operation panel or the computer.

This may reduce the print speed.

* Once you have finished printing, undo this setting. Otherwise, it will apply to subsequent print jobs.

• From operation panel:

Press the **Setup** button and select **Device settings** > **Print settings** in this order, and then set **Prevent abrasion** to **ON**.

■ [Changing Settings from Operation Panel](#)

• From computer (Windows):

1. Check that printer is turned on.

2. Open Canon IJ Printer Assistant Tool.
 - Opening the Maintenance Tool (Canon IJ Printer Assistant Tool)
3. Select **Custom Settings**.
4. Select **Prevents paper abrasion** check box and select **OK**.
5. Check message and select **OK**.

- **From computer (macOS):**

Adjust the setting to prevent paper abrasion from Remote UI.

- [Opening Remote UI for Maintenance](#)

Check5 If intensity is set high, reduce intensity setting and try printing again.

If you are printing with a high intensity setting on plain paper, the paper may absorb too much ink and become wavy, causing paper abrasion.

- [Adjusting Intensity](#)

Check6 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.

Check7 Is inside of printer dirty?

During duplex printing, ink may stain the inside of the printer, smudging the printout.

Perform bottom plate cleaning to clean inside of printer.

- [Cleaning Inside the Printer \(Bottom Plate Cleaning\)](#)

▶▶▶ Note

- To prevent staining inside the printer, be sure to set the correct paper size.

Check8 Set longer ink drying time.

This allows the printed surface to dry, preventing smudges and scratches.

- **For Windows:**

1. Check that printer is turned on.
2. Open Canon IJ Printer Assistant Tool.
 - Opening the Maintenance Tool (Canon IJ Printer Assistant Tool)

3. Select **Custom Settings**.

4. Drag **Ink Drying Wait Time** slide bar to set the wait time and select **OK**.

5. Check message and select **OK**.

- **For macOS:**

Set the waiting time using Remote UI.

- [Opening Remote UI for Maintenance](#)





Vertical Line Next to Image



Check Is loaded paper size correct?

If the loaded paper is larger than the size you specified, a vertical line may appear in the margin.

Set the paper size to match the loaded paper.

 [Printout Results Are Unsatisfactory](#)

Note

- The direction of the vertical line pattern 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.

Mechanical Problems

- **Printer Does Not Turn On**
- **Printer Turns Off Unexpectedly or Repeatedly**
- **USB Connection Problems**
- **Cannot Communicate with Printer via USB**
- **Wrong Language Appears in LCD**



Printer Does Not Turn On



Check1 Press **ON** button.

Check2 Make sure power plug is securely connected to printer, and then turn on again.

Check3 Unplug printer, leave it for at least 2 minutes, and then plug it back in and turn on again.

If this does not solve the problem, contact your nearest Canon service center to request a repair.

Important

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see [Repairing Your Printer](#).



Printer Turns Off Unexpectedly or Repeatedly



Check If printer is set to turn off automatically after a certain time, disable this setting.

If you have set the printer to turn off automatically after a specified time, the power will shut off by itself once that time has elapsed.

- **To disable the setting from the operation panel:**

1. Check that printer is turned on.
2. Press the **Setup** button, use the ◀ ▶ button to select **ECO settings**, and press the **OK** button.
 - [LCD and Operation Panel](#)
3. Make sure that **EnergySaveSettings** is selected and then press the **OK** button.
4. Use the ◀ ▶ button to select **Auto power off** and then press the **OK** button.
5. Use the ◀ ▶ button to select **OFF** and then press the **OK** button.

The setting to shut off the power automatically is disabled.

- **To disable the setting from the computer:**

For Windows, use Canon IJ Printer Assistant Tool or ScanGear (scanner driver) to disable the setting.

Follow the procedure below to disable the setting using Canon IJ Printer Assistant Tool.

1. Open Canon IJ Printer Assistant Tool.
 - Opening the Maintenance Tool (Canon IJ Printer Assistant Tool)
2. Select **Auto Power**.
3. Select **Disable** for **Auto Power Off**.
4. Select **OK**.
5. Select **OK** on the displayed screen.

The setting to shut off the power automatically is disabled.



USB Connection Problems



Make sure of the checking item below when you find one of the followings.

- Printing is slow.
- Hi-Speed USB connection does not work.
- A message such as "**This device can perform faster**" appears. (Windows)

▶▶▶ Note

- If your system environment does not support Hi-Speed USB, the printer operates at the slower speed of USB 1.1. In this case, the printer works properly but printing speed may slow down due to the communication speed.

Check

Check following to make sure your system environment supports Hi-Speed USB connection.

- Does the USB port on your computer support Hi-Speed USB connection?
- Does the USB cable or the USB hub support Hi-Speed USB connection?

Be sure to use a certified Hi-Speed USB cable. We recommend that the USB cable be no longer than 10 feet / 3 meters or so.

- Is the Hi-Speed USB driver working properly on your computer?

Make sure the latest Hi-Speed USB driver is working properly and obtain 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.



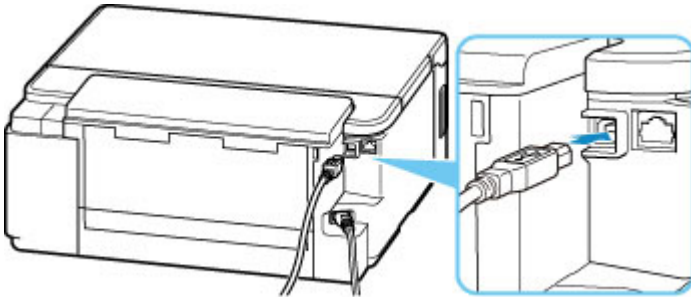
Cannot Communicate with Printer via USB



Check1 Make sure printer is turned on.

Check2 Connect USB cable properly.

As the illustration below, the USB port is at the back of the printer.



»» Important

- Connect the "Type-B" terminal to the printer with the notched side facing UP. For details, refer to the instruction manual supplied with the USB cable.

Check3 Make sure **Enable bidirectional support** is selected in the **Ports** sheet of the **Printer properties** dialog box. (Windows)

If not, select it to enable bidirectional support.

- Opening Printer Driver's Setup Screen



Wrong Language Appears in LCD



Follow the instructions below to select your language.

1. Press **Setup** button and wait a little.
2. Press ► button once and press **OK** button.
3. Press ► button 4 times and press **OK** button.
4. Use ◀► button to select language for LCD and press **OK** button.

The desired language appears on the LCD.

5. Press **Stop** button.

Installation and Download Problems

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



Failed to Printer Driver Installation (Windows)



- [If installation does not start when you insert Setup CD-ROM:](#)
- [If you cannot get past the Printer Connection screen:](#)
- [Other cases:](#)

If installation does not start when you insert Setup CD-ROM:

Follow the instructions below to start the installation.

1. Make the following settings.

- In Windows 10, click **Start** > **File Explorer**, and then click **This PC** from list on left.
- In Windows 8.1, select **Explorer** icon in **Taskbar** on **Desktop**, and then select **This PC** from list on left.
- In Windows 7, click **Start**, and then click **Computer**.

2. Double-click the CD-ROM icon in the window that appears.

If the contents of the CD-ROM appear, double-click **Msetup4.exe**.

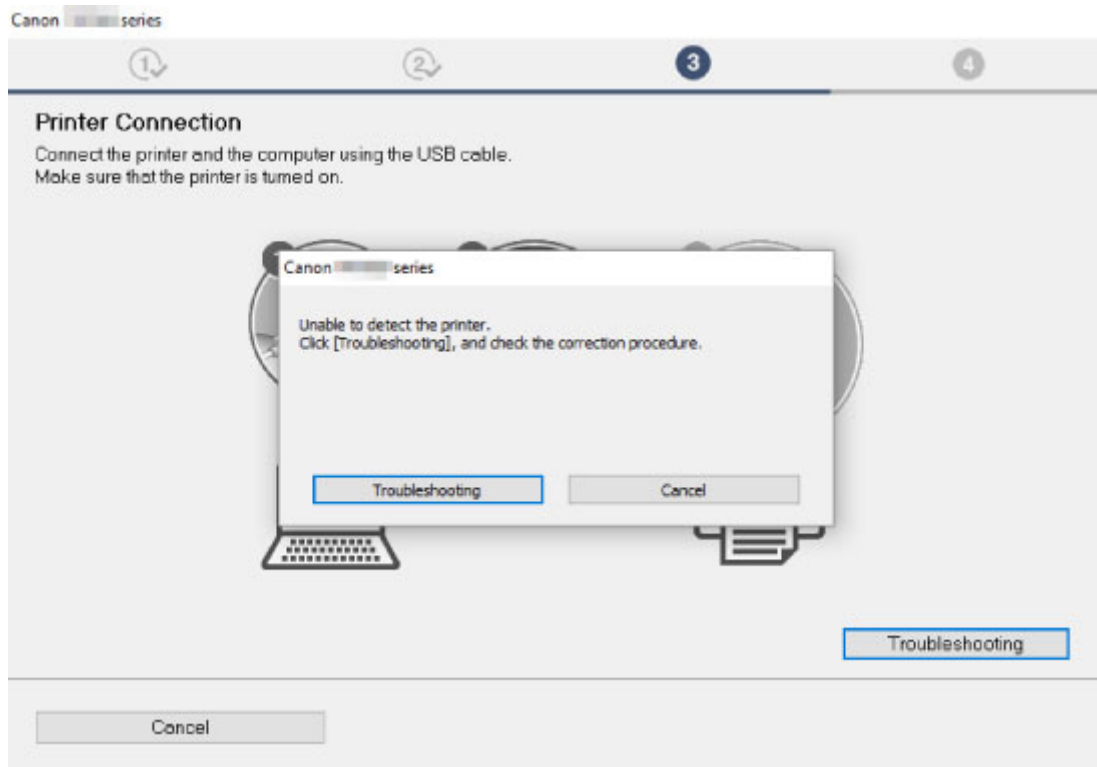
If you cannot install the Printer Driver with the Setup CD-ROM, install it from the Canon website.

▶▶▶ Note

- If the CD-ROM icon does not appear, try the following:
 - Remove the CD-ROM from your computer and reinsert it.
 - Restart your computer.

If the icon still does not appear, try a different disc and see if it appears. If it does, there is a problem with the Setup CD-ROM. Contact your nearest Canon service center to request a repair.

If you cannot get past the Printer Connection screen:



■ [Cannot Proceed beyond Printer Connection Screen](#)

Other cases:

If the Printer Driver was not installed correctly, uninstall the Printer Driver, restart your computer, and then reinstall the Printer Driver.

■ Deleting the Unnecessary Printer Driver

Reinstall the Printer Driver with the Setup CD-ROM or install it from the Canon website.

▶▶▶ Note

- If the installer was stopped due to a Windows error, Windows operation may be unstable, and you may not be able to install the drivers. Restart your computer and then reinstall the drivers.



Updating Printer Driver in Network Environment (Windows)



Download the latest Printer Driver.

Download the latest Printer Driver for your model on the download page of the Canon website.

Uninstall the existing Printer Driver and follow the installation instructions to install the latest Printer Driver that you downloaded. In the connection method selection screen, select **Use the printer with Wi-Fi connection** or **Use the printer with wired LAN connection** according to the connection method you use. The printer is detected automatically in the network.

Make sure the printer was found, and install the Printer Driver following the on-screen instructions.

Note

- The network settings on the printer are not affected, so the printer can be used on the network without redoing settings.

Errors and Messages

- ▶ **Four-Digit Alphanumeric Characters Appear on LCD**
- ▶ **When Error Occurred**
- ▶ **Message (Support Code) Appears**

Four-Digit Alphanumeric Characters Appear on LCD

A message appears on the LCD or your computer screen.

Depending on an error or message, four-digit alphanumeric characters appear. The characters represent a "support code" (error number).

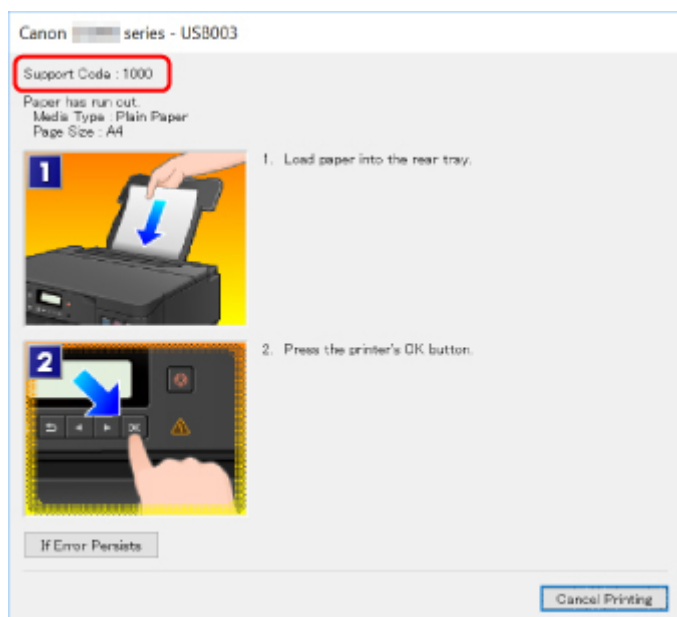
For details on each support code, see [List of Support Code for Error](#).

When Error Occurred

If an error occurs in printing, for example if the paper runs out or jams, a troubleshooting message appears automatically. Take the appropriate action described in the message.

When an error occurs, a message is displayed on the computer screen or the printer. Depending on the error, a Support Code (error number) is displayed on the computer screen or the LCD.

When a Support Code and a message are displayed on the computer screen (Windows):



When a Support Code and a message are displayed on the printer (LCD):

No paper in rear tray
Load paper in the rear tray 1000

For details on how to resolve errors with Support Codes, see [List of Support Code for Error](#).

►►► Note

- For details on how to resolve errors without Support Codes, see [Message \(Support Code\) Appears](#).

Message (Support Code) Appears

This section describes some of the errors and messages that may appear.

►►► Note

- A support code (error number) is displayed on the computer for some errors. For details on errors that have support code, see [List of Support Code for Error](#).

If a message appears on the LCD, see below.

■ [Message Appears on LCD](#)

If a message appears on the computer, see below.

- [Error Regarding Automatic Duplex Printing Is Displayed](#)
- [Error Regarding Power Cord Being Unplugged Is Displayed \(Windows\)](#)
- [Writing Error/Output Error/Communication Error \(Windows\)](#)
- [Other Error Messages \(Windows\)](#)

Message Appears on LCD

A

Check the message and take an appropriate action.

- **Cannot connect to the server; try again**

The printer cannot connect to the server due to a communication error.

Press the **OK** button to dismiss the error and try again after a while.

Error Regarding Automatic Duplex Printing Is Displayed

A

Check See Automatic Duplex Printing Problems and take the appropriate action.

Error Regarding Power Cord Being Unplugged Is Displayed (Windows)

A

The printer may have been unplugged while it was on.

Check the error message that appears on the computer and click **OK**.

The printer starts printing.

See [Unplugging the Printer](#) for unplugging the power cord.

Writing Error/Output Error/Communication Error (Windows)

A

Check1 If the **ON** lamp is off, make sure printer is plugged in and turn on.

The **ON** lamp flashes while the printer is initializing. Wait until the **ON** lamp stops flashing and remains lit.

Check2 Make sure printer is properly connected to computer.

If you are using a USB cable, make sure it is securely connected to both the printer and the computer. When the USB cable is securely plugged in, check the following:

- If you are using a relay device such as a USB hub, disconnect it, connect the printer directly to the computer, and retry the printing. If printing starts normally, there is a problem with the relay device. Contact the vendor of the relay device.
- There could also be a problem with the USB cable. Replace the USB cable and retry the printing.

If you use the printer over a LAN, make sure the printer is correctly set up for network use.

Check3 Make sure Printer Driver is installed correctly.

Uninstall the Printer Driver following the procedure described in [Deleting the Unnecessary Printer Driver](#) and reinstall it from the Setup CD-ROM or the Canon website.

Check4 When printer is connected to your computer with a USB cable, check device status from your computer.

Follow the procedure below to check the device status.

1. Select **Control Panel > Hardware and Sound > Device Manager**.

Note

- If the **User Account Control** screen appears, select **Continue**.

2. Double-click **Universal Serial Bus controllers** and **USB Printing Support**.

If **USB Printing Support Properties** screen does not appear, make sure the printer is correctly connected to the computer.

 **Check2** [Make sure printer is properly connected to computer.](#)

3. Click **General** tab and check for a device problem.

If a device error is shown, see Windows Help to resolve it.

Other Error Messages (Windows)

Check If an error message appears outside printer status monitor, check the following:

- **"Could not spool successfully due to insufficient disk space"**
Delete any unnecessary files to increase the amount of free space on the disk.
- **"Could not spool successfully due to insufficient memory"**
Close other applications to increase the available memory.
If you still cannot print, restart your computer and retry the printing.
- **"Printer driver could not be found"**
Uninstall the Printer Driver following the procedure described in *Deleting the Unnecessary Printer Driver* and reinstall it from the Setup CD-ROM or the Canon website.
- **"Could not print Application name - File name"**
Try printing again once the current job is complete.

List of Support Code for Error

Support code appears on the LCD and your computer screen when errors occur.

A "support code" is an error number, and appears along with an error message.

When an error occurs, check the support code displayed on the LCD and computer screen and take the appropriate action in response.

Support Code Appears on LCD and Computer Screen

- **1000 to 1ZZZ**

[1000](#) [1003](#) [1200](#) [1215](#) 1270 [1300](#)

[1303](#) [1304](#) 1309 1310 [1313](#) [1365](#)

[1366](#) [1367](#) [1431](#) [1432](#) 1470 1471

1472 1473 1476 15A1 [1641](#) [1642](#)

[1700](#) 1701 1871 1874 [1890](#) [1892](#)

- **2000 to 2ZZZ**

[2110](#) [2113](#) [2114](#) 2120 2123 2500

- **3000 to 3ZZZ**

3413 3439 3440 3441 3442 3443

3444 3445 3446 3447 3449

- **4000 to 4ZZZ**

[4103](#) 4104 495A

- **5000 to 5ZZZ**

[5100](#) [5200](#) 5205 5206 5400 5700

[5B00](#) 5B01 5C02

- **6000 to 6ZZZ**

[6000](#) 6001 6004 6500 6800 6801

6830 6831 6832 6833 6900 6901

6902 6910 6911 6920 6921 6930

6931 6932 6933 6940 6941 6942

6943 6944 6945 6946 6A80 6A81

6D01

- **7000 to 7ZZZ**

7500 7600 7700 7800

- **A000 to ZZZZ**

[C000](#)

For paper jam support codes, see also [List of Support Code for Error \(Paper Jams\)](#).



List of Support Code for Error (Paper Jams)

If paper jams, remove it following the appropriate procedure as shown below.

- If you can see the jammed paper at the paper output slot or the rear tray:
 - [1300](#)
- If you cannot see the jammed paper at the paper output slot or the rear tray:
 - If the paper fed from the cassette is jammed:
 - [1303](#)
 - If the paper is jammed when performing automatic duplex printing:
 - [1304](#)
 - If the paper is jammed as the printer pulled in the printed paper:
 - [1313](#)
 - If the paper tears and you cannot remove it from the paper output slot or if the paper is jammed inside the printer:
 - [Paper Is Jammed inside Printer](#)
- Cases other than above:
 - Other Cases

Cause

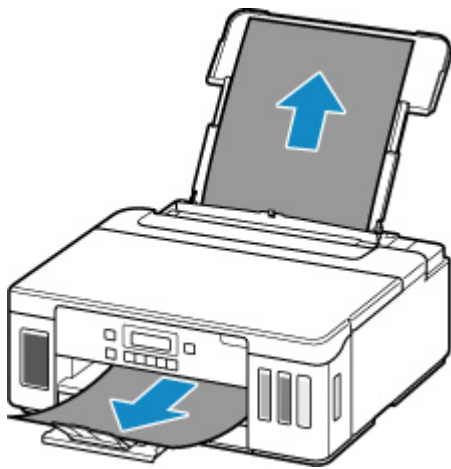
Paper is jammed when feeding paper from rear tray.

What to Do

If the paper fed from the rear tray is jammed, remove the jammed paper from the paper output slot or from the rear tray following the instructions below.

1. Slowly pull out paper, either from paper output slot or from rear tray, whichever is easier.

Hold the paper with both hands, and pull it out slowly so as not to tear it.



▶▶ Note

- If you cannot pull out the paper, turn the printer back on without pulling forcibly. The paper may be ejected automatically.
- If paper becomes jammed during printing and you need to turn off the printer to remove it, press the **Stop** button to stop the printing before you turn off the printer.
- If the paper tears and you cannot remove the jammed paper from the paper output slot or the rear tray, remove the paper from inside the printer.

■ [Paper Is Jammed inside Printer](#)

- If you cannot pull the paper out from the paper output slot or from the rear tray, try to pull the paper out from the rear side of the printer.

■ [Removing Jammed Paper from Rear Side](#)

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 measures above do not solve the problem, contact your nearest Canon service center to request a repair.

▶▶ Important

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see [Repairing Your Printer](#).

Cause

Paper is jammed when feeding paper from cassette.

What to Do

1. Remove jammed paper.

- If the paper is jammed at the paper output slot:

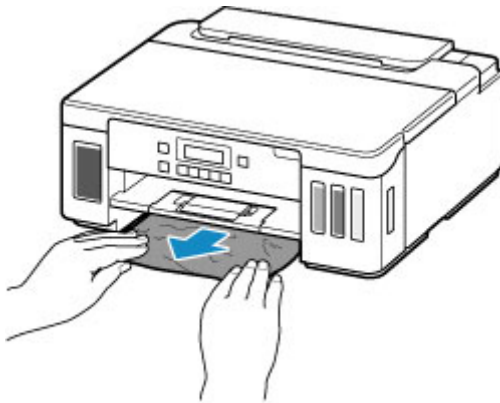
■ [1300](#)

- If the paper is jammed inside the printer:

■ [Paper Is Jammed inside Printer](#)

- If the paper is jammed at the feed slot of the cassette:

After storing the output tray extension and the paper output tray, pull out the cassette and remove the jammed paper slowly with both hands.



▶▶▶ Important

- When checking the feed slot of the cassette or removing the jammed paper, do not turn the printer upside down or tilt it. The ink may leak out.
- If none of the above is applied, see [Removing Jammed Paper from Rear Side](#) to open the rear cover and to remove the paper.

2. Load paper in cassette properly.

■ [Loading Paper in the Cassette](#)

3. 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 the measures above do not solve the problem, contact your nearest Canon service center to request a repair.

»» Important

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see [Repairing Your Printer](#).

Cause

Paper is jammed when performing automatic duplex printing.

What to Do

1. Remove jammed paper.

- If the paper is jammed at the paper output slot:

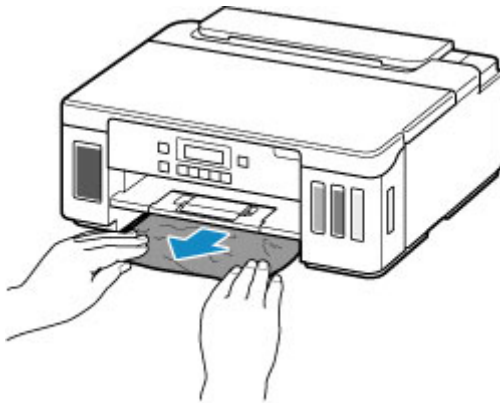
■ [1300](#)

- If the paper is jammed inside the printer:

■ [Paper Is Jammed inside Printer](#)

- If the paper is jammed at the feed slot of the cassette:

After storing the output tray extension and the paper output tray, pull out the cassette and remove the jammed paper slowly with both hands.



▶▶▶ Important

- When checking the feed slot of the cassette or removing the jammed paper, do not turn the printer upside down or tilt it. The ink may leak out.
- If none of the above is applied, see [Removing Jammed Paper from Rear Side](#) to open the rear cover and to remove the paper.

2. Load paper properly.

- [Loading Paper in the Cassette](#)
- [Loading Paper in the Rear Tray](#)

3. 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 the measures above do not solve the problem, contact your nearest Canon service center to request a repair.

▶▶ Important

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see [Repairing Your Printer](#).

1313

Cause

Paper is jammed as printer pulled in printed paper.

What to Do

If the paper is jammed as the printer pulled in the printed paper, try to remove the paper from the following locations.

- Paper output slot
 - [1300](#)
- Inside of the printer
 - [Paper Is Jammed inside Printer](#)
- Rear side
 - [Removing Jammed Paper from Rear Side](#)

Paper Is Jammed inside Printer

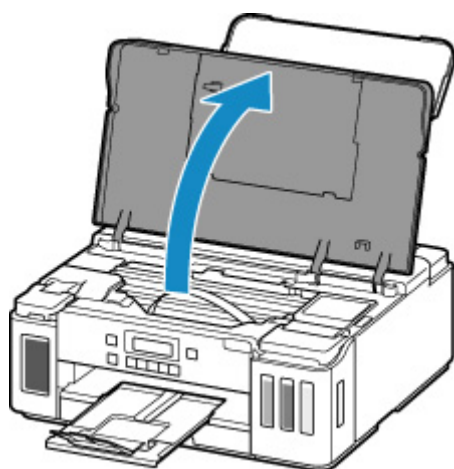
If the jammed paper tears and you cannot remove the paper from the paper output slot / the feed slot of the cassette / the rear tray, or if the jammed paper remains inside the printer, remove the paper following the instructions below.

▶▶▶ 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.

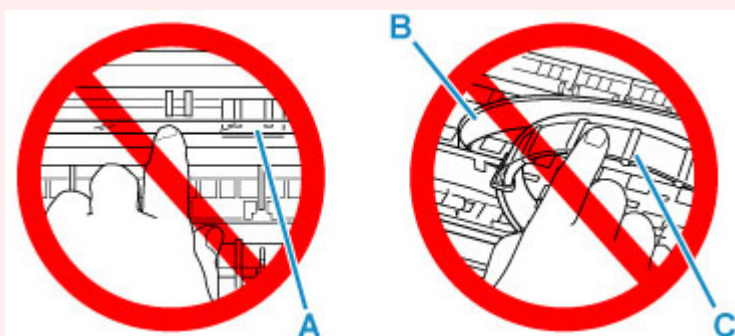
1. Turn off printer and unplug it.

2. Open top cover.



▶▶▶ Important

- Do not touch clear film (A), white belt (B), or tubes (C).

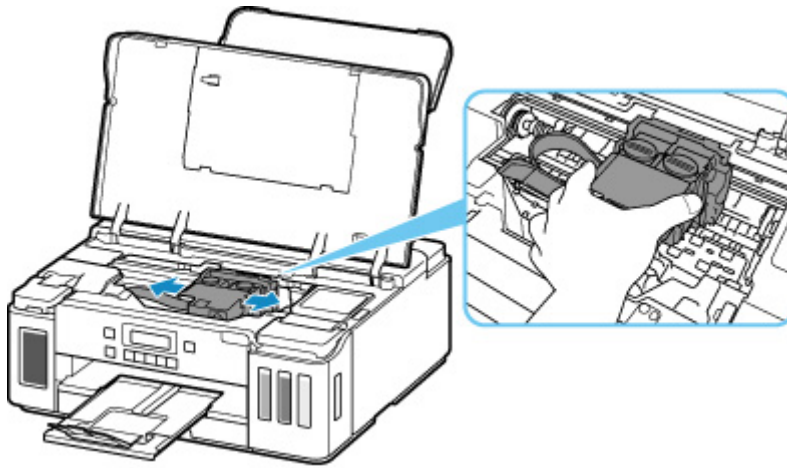


If you soil or scratch this part by touching it with paper or your hand, it could damage the printer.

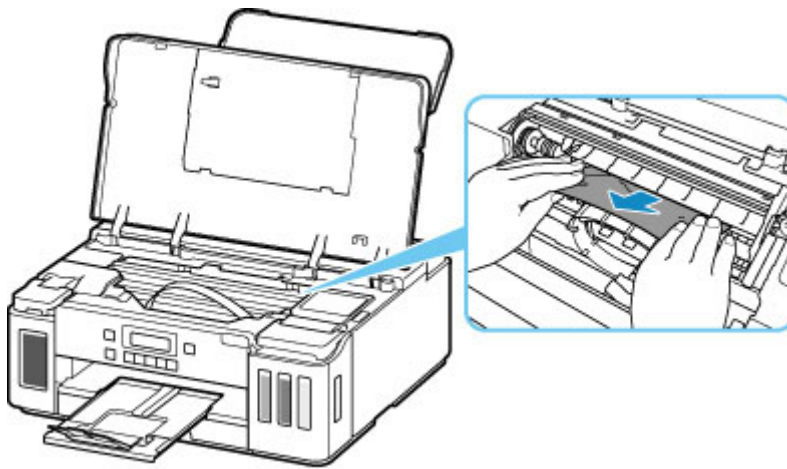
3. Check if jammed paper is under print head holder.

If the jammed paper is under the print head holder, move the print head holder to the far right or left, whichever makes it easier to remove the paper.

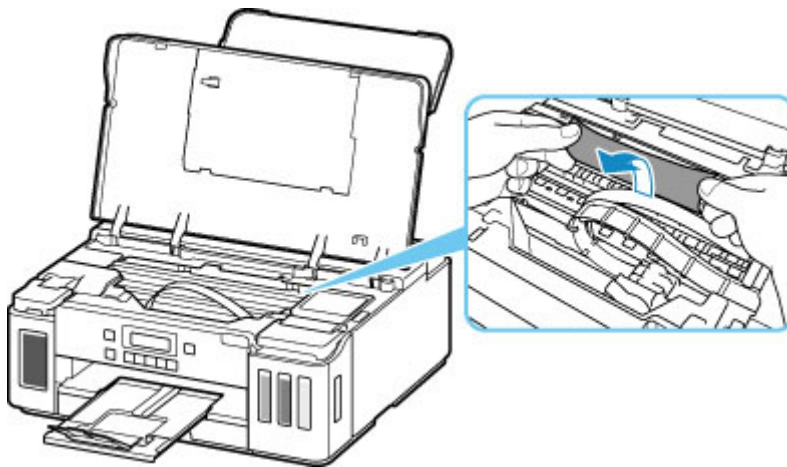
When moving the print head holder, hold the top of the print head holder and slide it slowly to the far right or left.



4. Hold jammed paper firmly in both hands.

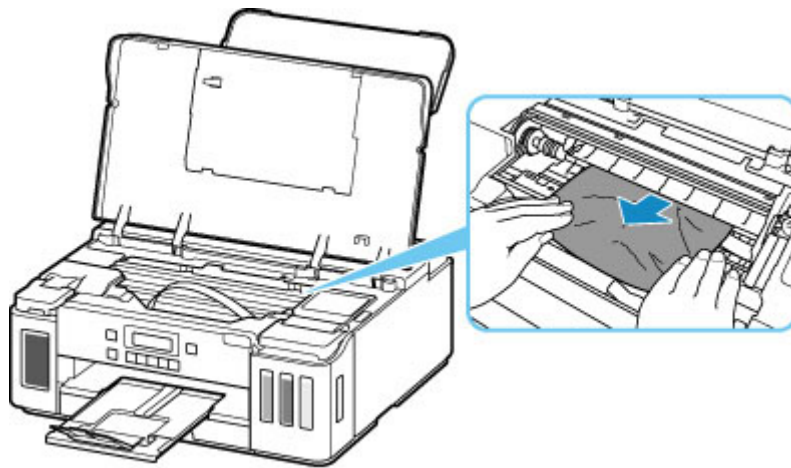


If the paper is rolled up, pull out it.



5. Slowly pull out paper, so as not to tear it.

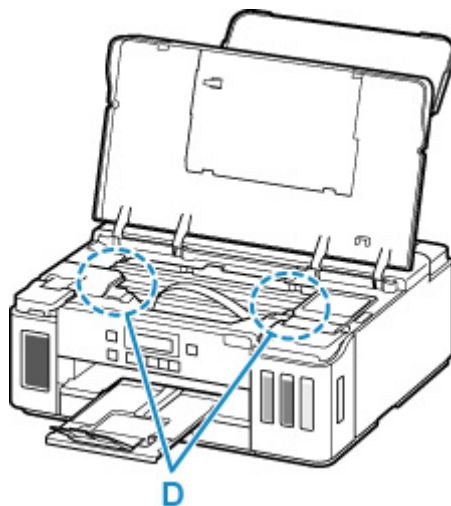
Pull out the paper at an angle of about 45 degrees.



6. Make sure all jammed paper is removed.

If the paper tears when you pull out it, a bit of paper may remain in the printer. Check the following and remove any remaining paper.

- Any paper left under the print head holder?
- Any small bits of paper left in the printer?
- Any paper left in the left and right empty spaces (D) in the printer?



7. Close top cover.

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 nearest Canon service center to request a repair.

»» Important

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see [Repairing Your Printer](#).

Removing Jammed Paper from Rear Side

►► 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.

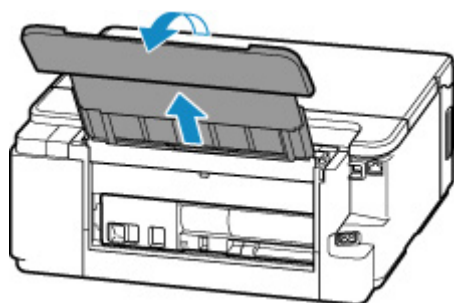
1. Make sure you have unplugged the power cord.
2. Rotate printer so that rear side of printer faces toward you.



►► Important

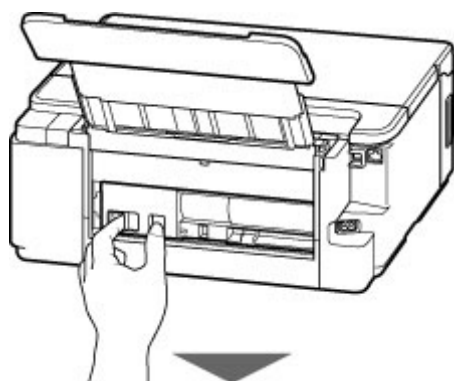
- When changing the orientation of the printer, do not turn the printer upside down or tilt it. The ink may leak out.

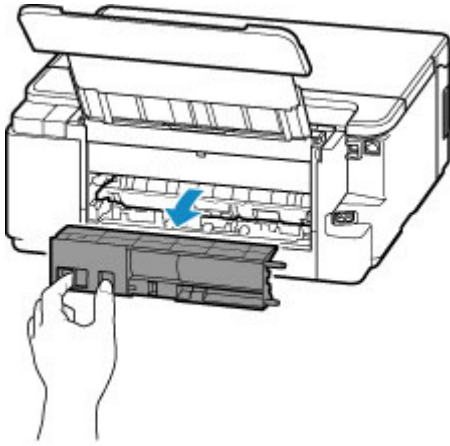
3. Open rear tray cover and then pull up paper support.



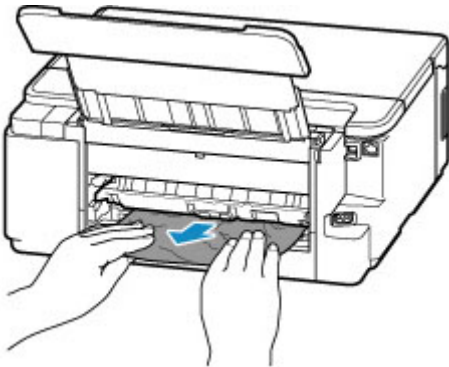
4. Detach rear cover.

Pull out the rear cover.





5. Slowly pull out paper.



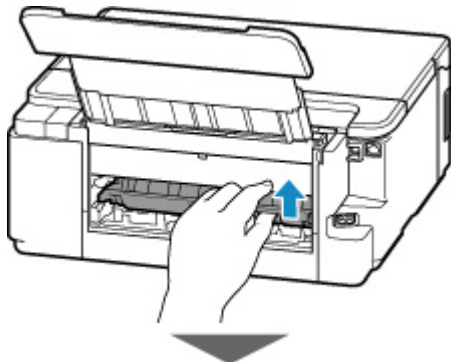
►► Note

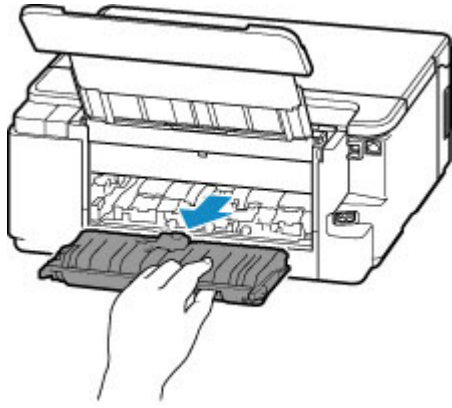
- Do not touch the inner parts of the printer.

If you were not able to remove the paper in this step, detach the transport unit cover and remove the paper by following these steps.

1. Detach transport unit cover.

Lift up the transport unit cover and pull out it.





2. Slowly pull out paper.



▶▶▶ **Note**

- Do not touch the inner parts of the printer.

3. Make sure all jammed paper is removed.

4. Attach transport unit cover.

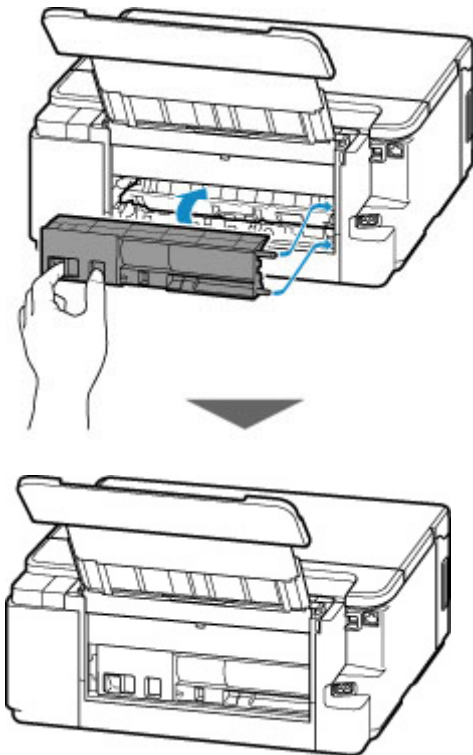
Insert the transport unit cover slowly all the way into printer and take down the transport unit cover.





6. Attach rear cover.

Insert the projections of the right side of the rear cover into the printer, and then push the left side of the rear cover until it is closed completely.



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 measures above do not solve the problem, contact your nearest Canon service center to request a repair.

▶▶▶ Important

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see [Repairing Your Printer](#).

Cause

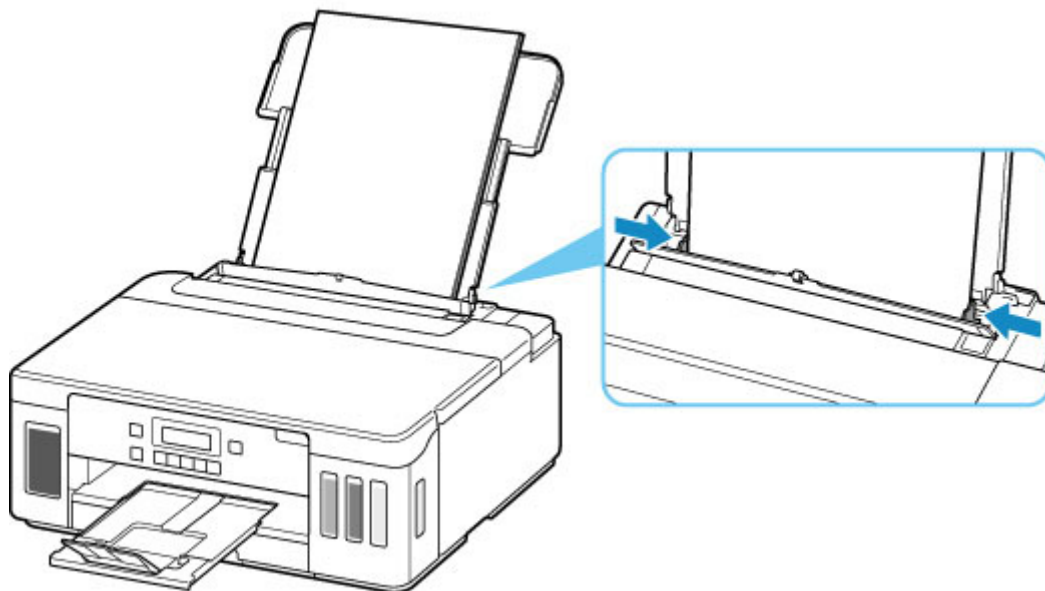
Possible causes include the following.

- There is no paper in the rear tray.
- Paper is not loaded in the rear tray properly.

What to Do

Take the corresponding actions below.

- Load paper in the rear tray.
 - [Loading Paper in the Rear Tray](#)
- Align the paper guides of the rear tray with the both edges of the paper.



- Set paper information for the paper in the rear tray.

- [Paper Settings](#)

After carrying out the above measures, press the printer's **OK** button.

►► Important

- Be sure to close the feed slot cover after loading paper in the rear tray. If the feed slot cover is open, paper cannot be fed.

►► Note

- After loading paper in the rear tray, the screen for setting rear tray paper information appears. Set paper information for the paper in the rear tray.
- To cancel printing, press the printer's **Stop** button.

Cause

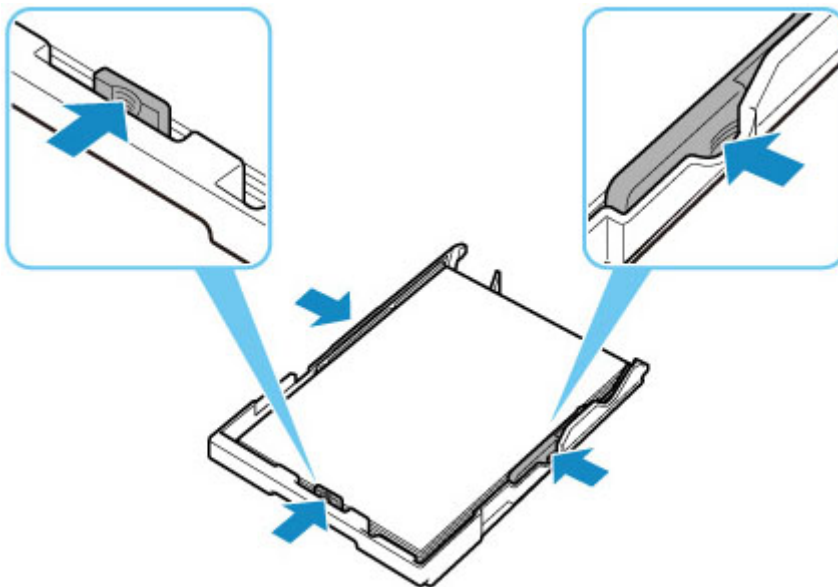
Possible causes include the following.

- There is no paper in the cassette.
- Paper is not loaded in the cassette properly.

What to Do

Take the corresponding actions below.

- Load paper in the cassette.
 - [Loading Paper in the Cassette](#)
- Align the paper guides of the cassette with the edges of the paper.



- Set paper information for the paper in the cassette.

- [Paper Settings](#)

After carrying out the above measures, press the printer's **OK** button.

▶▶▶ Note

- The loadable paper differs depending on the paper source. The loadable paper in the cassette is A4, Letter, A5, or B5 size plain paper.
- To cancel printing, press the printer's **Stop** button.

1200

Cause

Top cover is open.

What to Do

Close the top cover and wait for a while.

Do not close it while you are refilling an ink tank.

1215

Cause

Print head replacement in progress.

What to Do

Complete print head replacement.

▶▶ Note

- When you stop replacing the print head, tilt the ink valve lever tightly to the right, then close the top cover.

1365

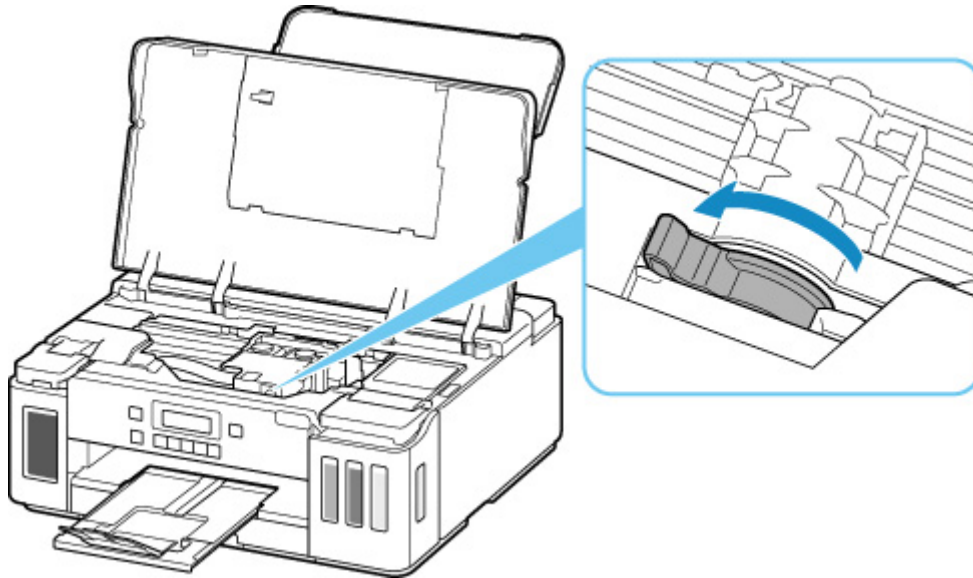
Cause

Ink valve is open.

What to Do

Keep the ink valve closed while replacing the print head.

Open the top cover and close the ink valve by tilting the ink valve lever tightly to the left.



And then, press the printer's **OK** button to cancel the error.

▶▶▶ Note

- When you stop replacing the print head, press the printer's **Stop** button.

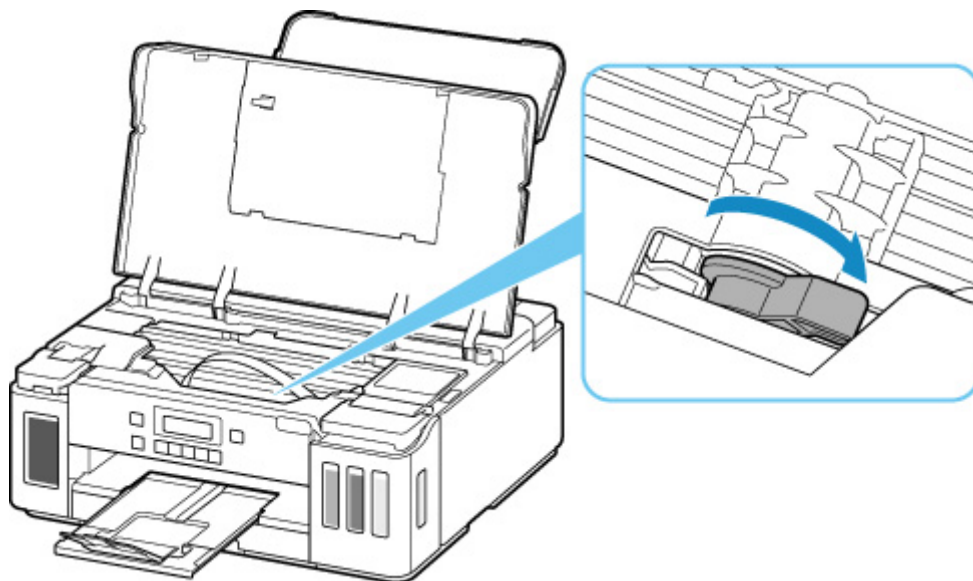
1366

Cause

Ink valve is closed.

What to Do

Open the top cover and open the ink valve by tilting the ink valve lever tightly to the right.



And then, close the top cover to cancel the error.

1367

Cause

There is not enough ink to perform ink flush.

What to Do

Press the printer's **OK** button to cancel the error.

Before performing ink flush, refill the ink of each color up to the position above the single dot shown in each ink tank.

■ [Refilling Ink Tanks](#)

▶▶ Note

- Since ink flush consumes a lot of ink, perform it only when necessary.

Cause

Print head cannot be recognized.

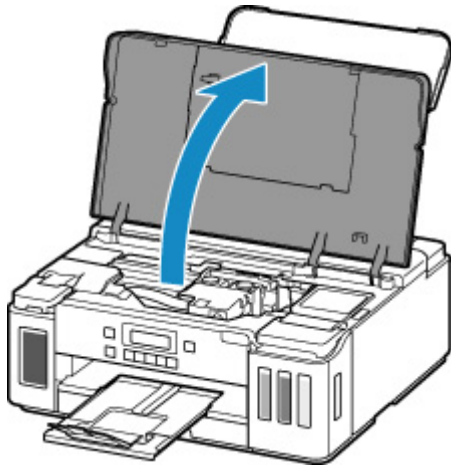
What to Do

A print head may not be installed properly or may not be compatible with this printer.

If you are printing, press the printer's **Stop** button to cancel printing.

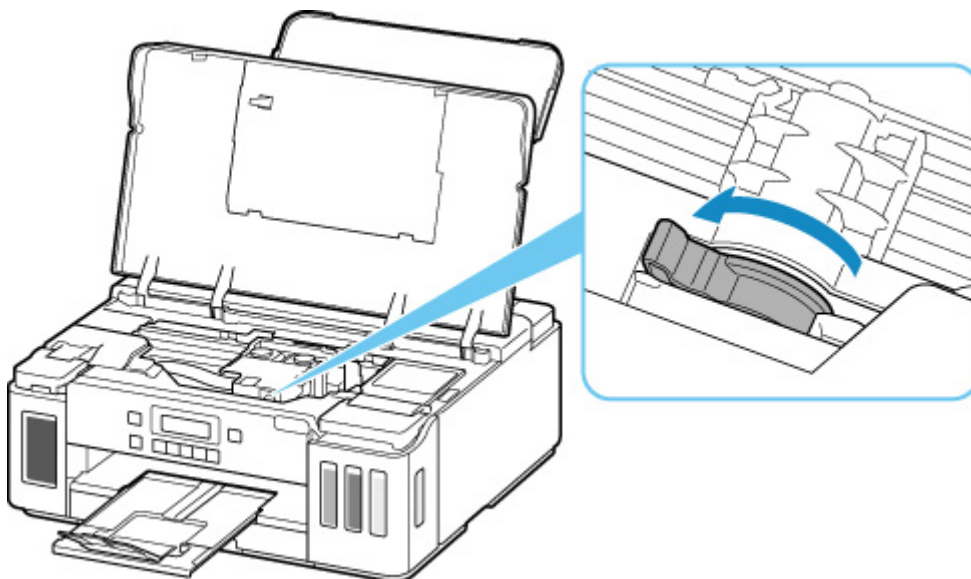
Remove the print heads and reinstall them properly following the steps below. This may resolve the error.

1. Open top cover.

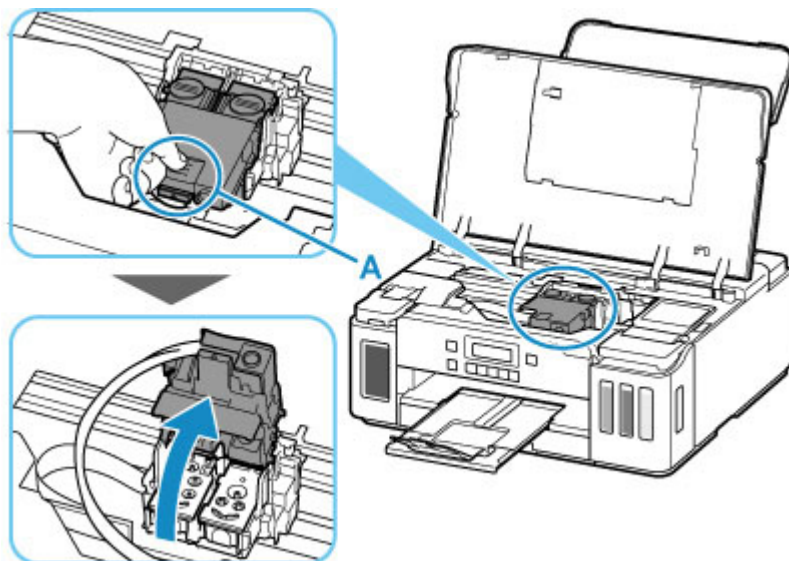


2. Close ink valve.

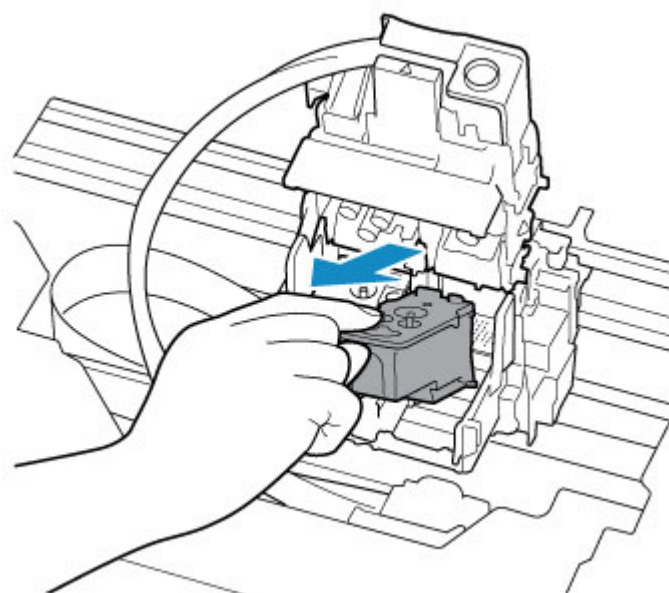
Tilt the ink valve lever tightly to the left.



3. Grab knob (A) on print head locking cover to open it.



4. Remove color and black print heads.



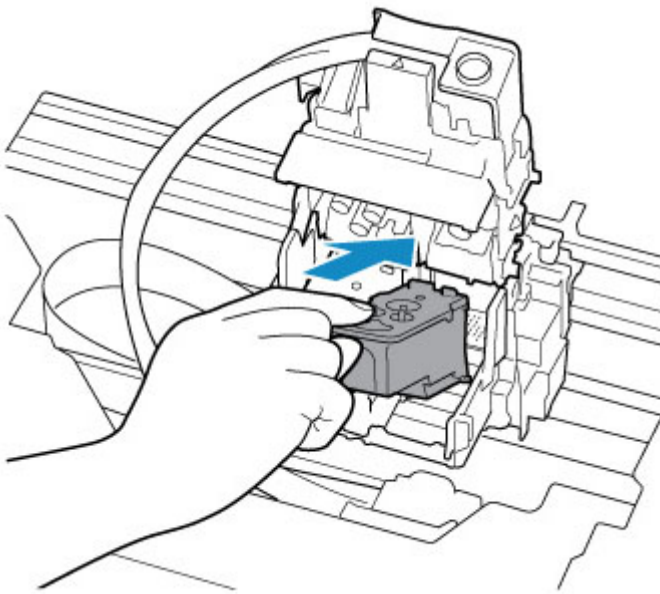
»» Important

- When removing the print heads, handle them carefully so that ink does not spatter.
- Do not touch the tube or other parts inside the printer. Touching these parts may cause the printer to malfunction.
- Do not touch the gold terminal (B) or print head nozzles (C) on a print head. The printer may not print properly if you touch them.



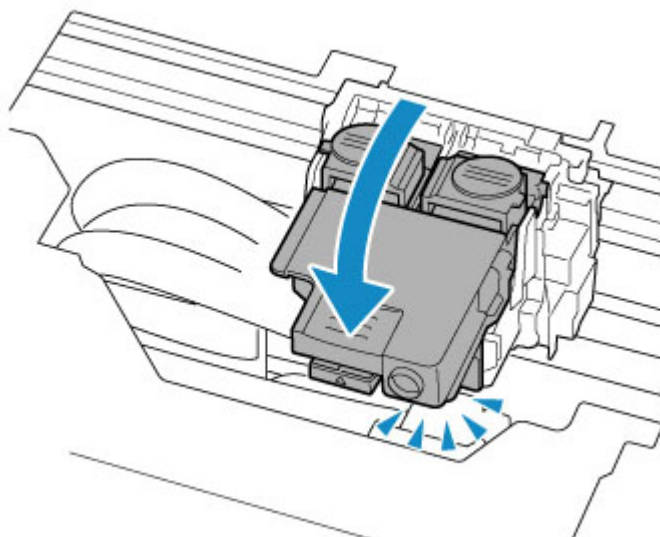
5. Reinstall print heads properly.

Install the color print head in the left holder and the black print head in the right holder.

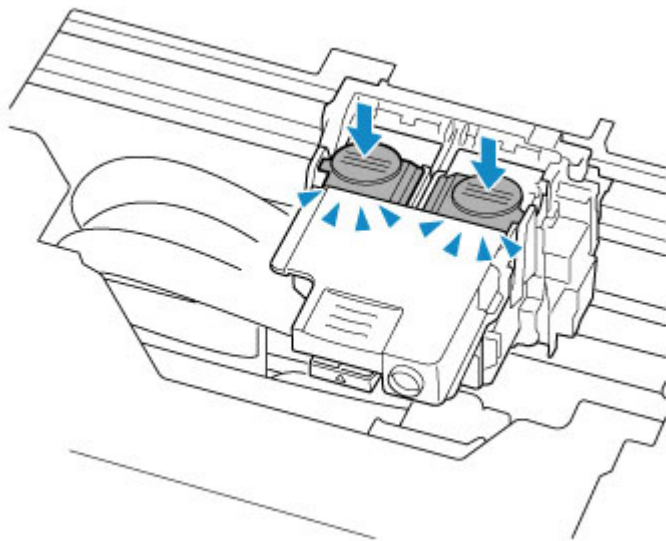


6. Close print head locking cover and push it down.

Press firmly the print head locking cover until it clicks into place.



7. Press down both joint buttons.

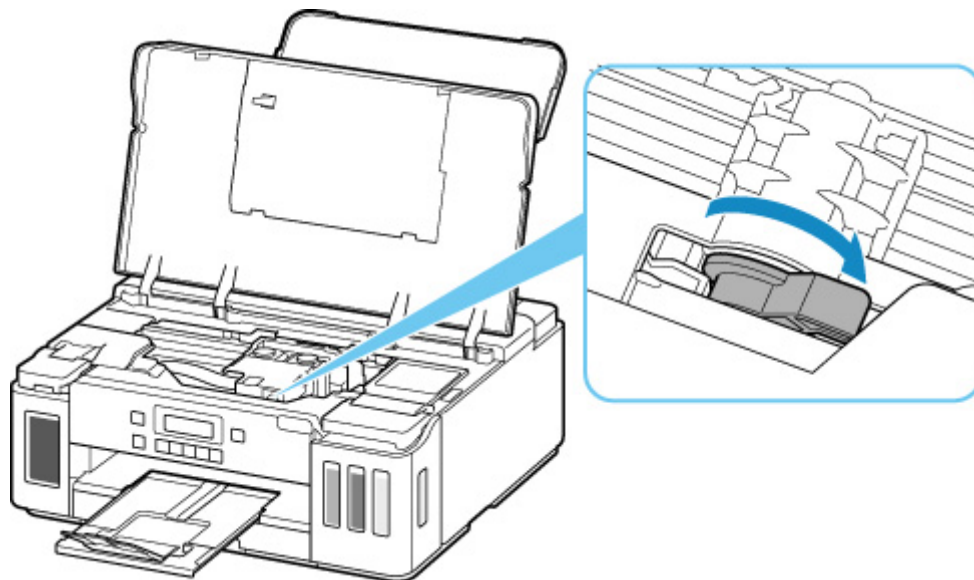


▶▶▶ Important

- Push the joint buttons firmly until they click into place; otherwise, printing may become impossible.
- Make sure the left and right buttons are pushed in.

8. Open ink valve.

Tilt the ink valve lever tightly to the right.



9. Close top cover.

If reinstalling the print heads does not solve the problem, it may be necessary to replace the print heads.
For details, refer to this page.

Cause

Print head cannot be recognized.

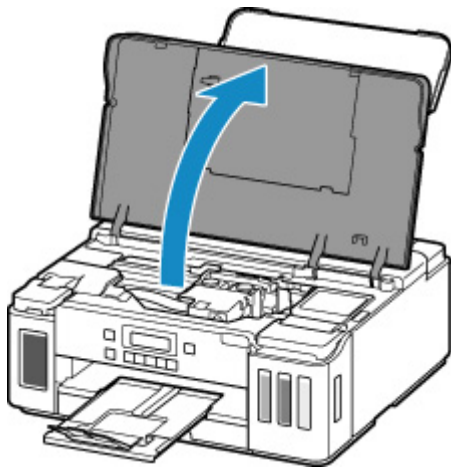
What to Do

A print head may not be installed properly or may not be compatible with this printer.

If you are printing, press the printer's **Stop** button to cancel printing.

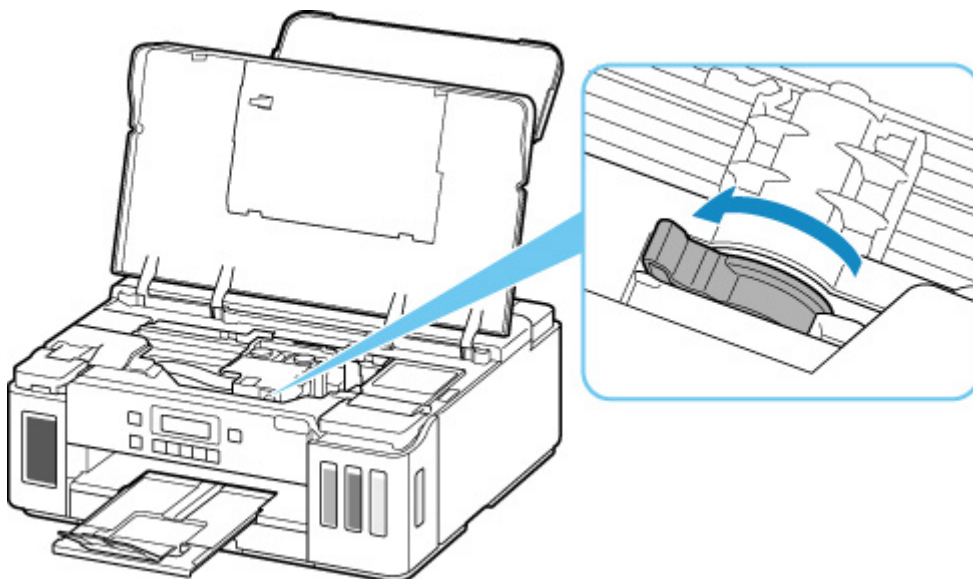
Remove the print heads and reinstall them properly following the steps below. This may resolve the error.

1. Open top cover.

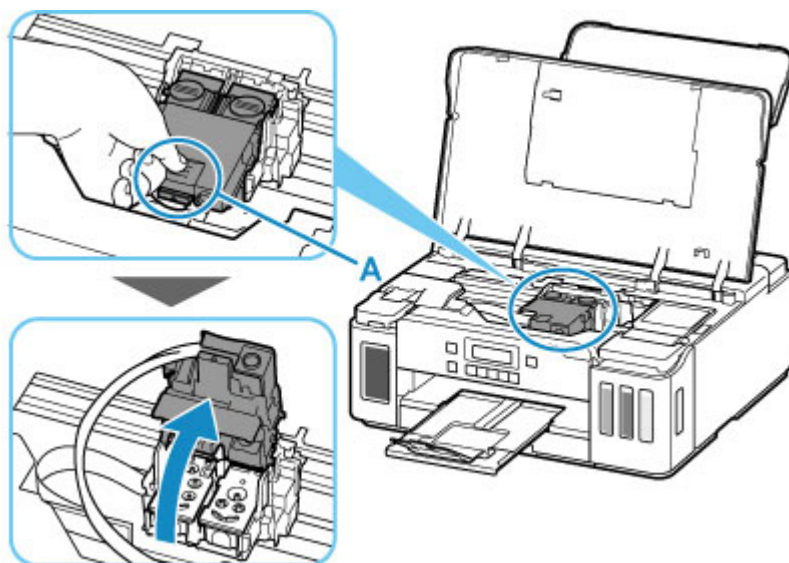


2. Close ink valve.

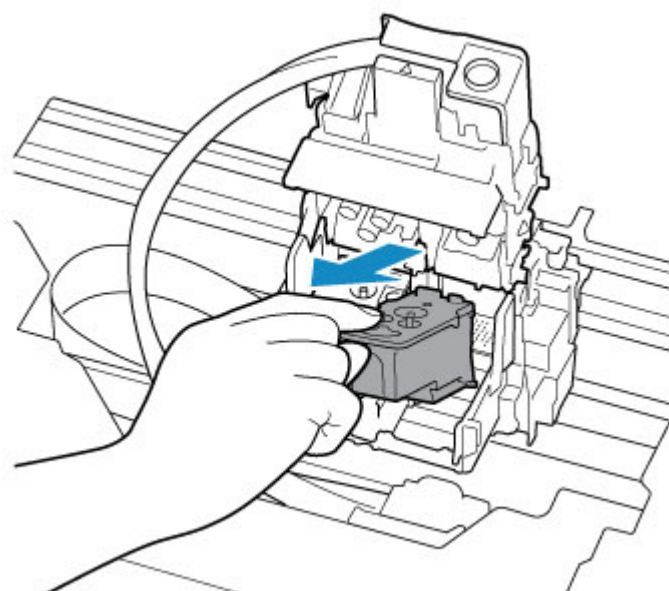
Tilt the ink valve lever tightly to the left.



3. Grab knob (A) on print head locking cover to open it.



4. Remove color and black print heads.



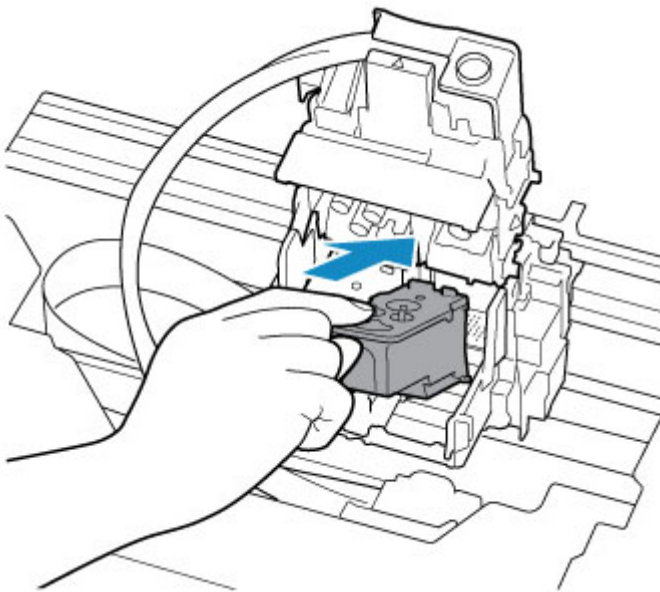
►► Important

- When removing the print heads, handle them carefully so that ink does not spatter.
- Do not touch the tube or other parts inside the printer. Touching these parts may cause the printer to malfunction.
- Do not touch the gold terminal (B) or print head nozzles (C) on a print head. The printer may not print properly if you touch them.



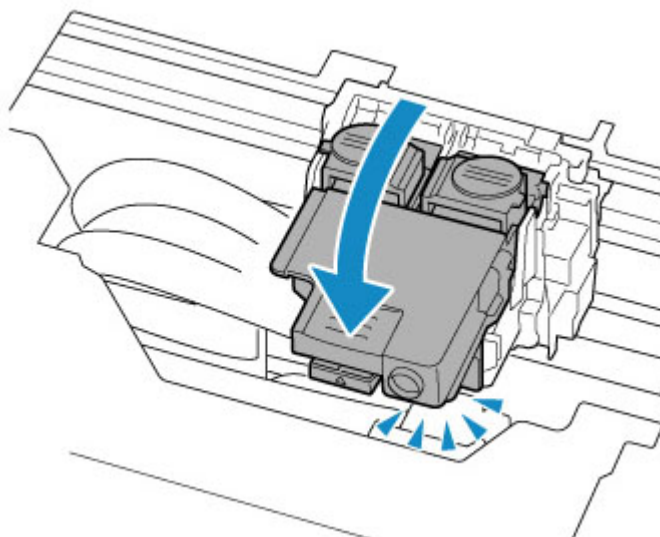
5. Reinstall print heads properly.

Install the color print head in the left holder and the black print head in the right holder.

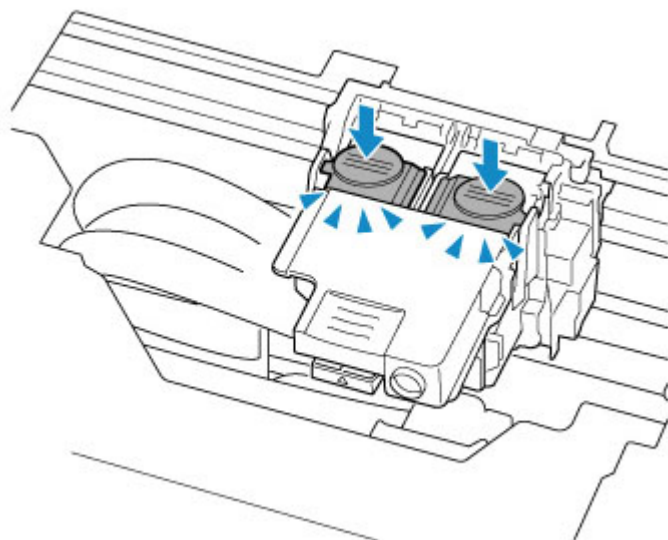


6. Close print head locking cover and push it down.

Press firmly the print head locking cover until it clicks into place.



7. Press down both joint buttons.

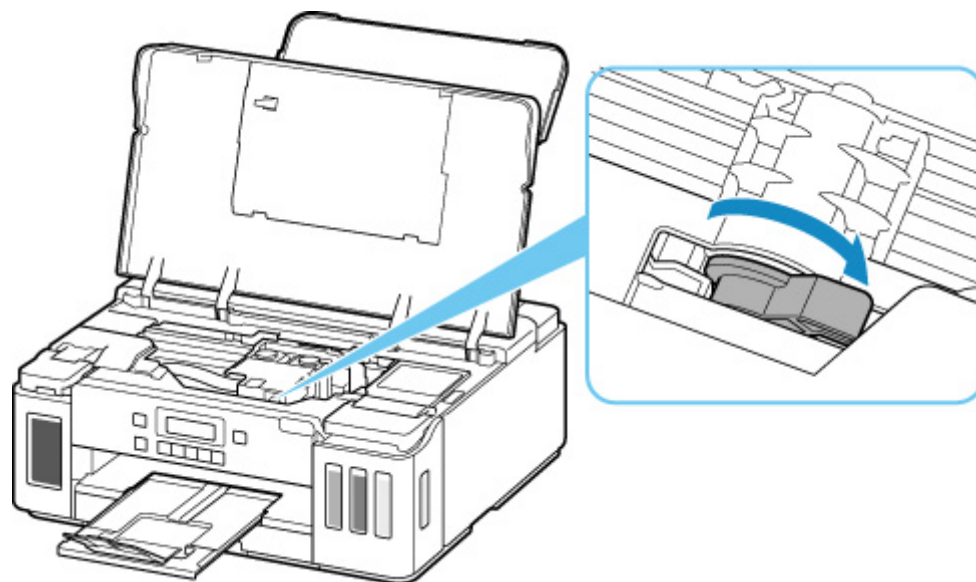


▶▶▶ Important

- Push the joint buttons firmly until they click into place; otherwise, printing may become impossible.
- Make sure the left and right buttons are pushed in.

8. Open ink valve.

Tilt the ink valve lever tightly to the right.



9. Close top cover.

If reinstalling the print heads does not solve the problem, it may be necessary to replace the print heads.
For details, refer to this page.

Cause

The remaining ink level in one of the ink tanks may have reached the lower limit line shown on the ink tank.

What to Do

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

If the remaining ink level is below the lower limit line, refill the ink tank to above the single dot shown on the ink tank with the corresponding color of ink.

Refilling the ink tank to the upper limit line improves the accuracy of detection of the remaining ink level.

■ [Refilling Ink Tanks](#)

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

To continue printing, press the printer's **OK** button.

1642

Cause

There may be insufficient ink.

What to Do

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

Refill each ink tank with entire contents of the corresponding color ink bottle bundled with the printer.

1700

Cause

Ink absorber is almost full.

What to Do

Press the printer's **OK** button to continue printing. Contact your nearest Canon service center to request a repair.

▶▶ Important

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see [Repairing Your Printer](#).

▶▶ Note

- In the case of warnings or errors caused by remaining ink levels, the printer cannot print.

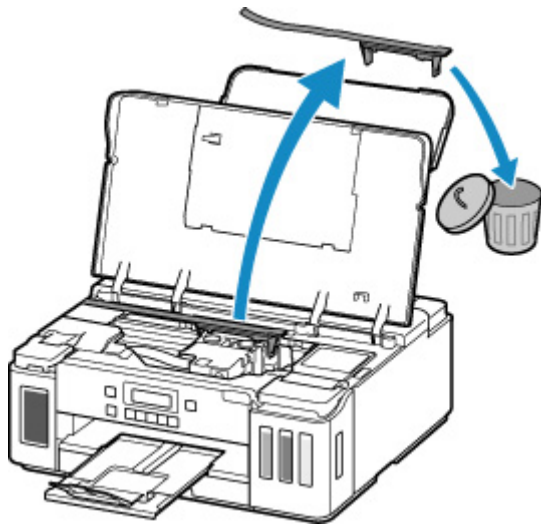
Cause

Protective material or tape for securing print head holder may still be attached.

What to Do

Open the top cover and make sure the protective material and tape for securing the print head holder have been removed.

If the protective material or tape is still there, remove it and close the top cover.



If the measures above do not solve the problem, contact your nearest Canon service center to request a repair.

▶▶ Important

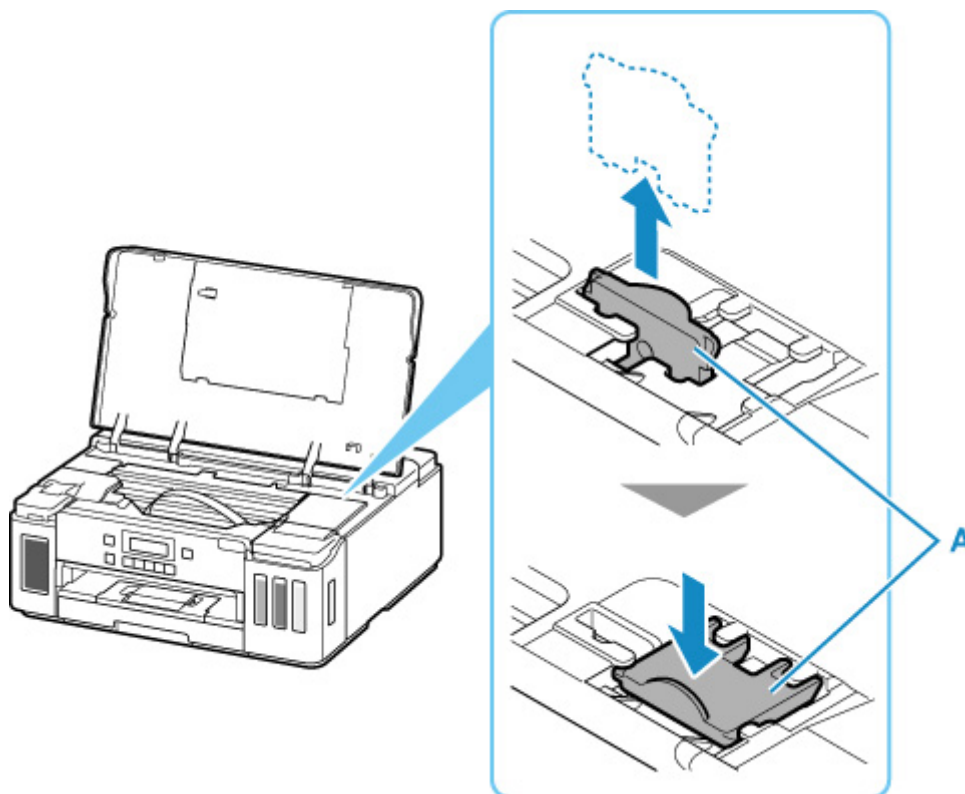
- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see [Repairing Your Printer](#).

Cause

The carriage stopper is still inserted.

What to Do

Open the top cover and pull out the carriage stopper (A) straight up.



Affix the carriage stopper to the indent next to where it was inserted.

Close the top cover to cancel the error.

Cause

Paper settings for printing do not match cassette paper information set on printer.

▶▶▶ Note

- See below for the correct correspondence between paper settings made on the printer driver or on the LCD.
 - Paper Settings on the Printer Driver and the Printer (Media Type) (Windows)
 - Paper Settings on the Printer Driver and the Printer (Paper Size) (Windows)
- See below for details on cassette paper information set on the printer.
 - [Paper Settings](#)

If the print paper settings do not match cassette paper information set on the printer, as shown below, a message appears on the LCD.

- Print settings specified on the printer driver:
 - Paper size: A5
 - Media type: Plain paper
- Cassette paper information set on the printer:
 - Paper size: A4
 - Media type: Plain paper

```
The size or type of 2110
[OK]Select option
```

What to Do

Press the printer's **OK** button to display the screen below.

```
Select option
  Replace the paper ▶
```

Use the ◀▶ button to select the appropriate action, then press the printer's **OK** button.

▶▶▶ Note

- Depending on settings, some of the options below may not appear.

Print on set paper

Select this option to print onto the paper in the cassette without changing the paper settings.

For example, if the print paper setting is A5, and cassette paper information is set to A4, the A5 size setting is used to print onto the paper in the cassette.

Replace the paper

Select this option to print after changing the paper in the cassette.

For example, if the print paper setting is A5, and cassette paper information is set to A4, change the paper in the cassette to A5 paper and proceed with printing.

Once you have inserted the cassette after changing the paper, the screen for setting cassette paper information appears. Set paper information for the paper in the cassette.

▶▶▶ Note

- See below for the correct correspondence between paper settings made on the printer driver or on the LCD.
 - Paper Settings on the Printer Driver and the Printer (Media Type) (Windows)
 - Paper Settings on the Printer Driver and the Printer (Paper Size) (Windows)

Cancel

Cancels printing.

Select this option when you want to change the print paper settings. Change the paper settings and retry printing.

▶▶▶ Note

- To suppress the misprint prevention message, change the setting as described below. When you suppress the message, the printer uses the paper settings for printing onto the paper in the cassette regardless of whether or not the paper matches these settings.
 - To change the message view setting when printing using the operation panel of the printer:
 - [Feed settings](#)
 - To change the message view setting when printing using the printer driver:
 - Changing the Printer Operation Mode (Windows)
 - [Changing the Printer Operation Mode](#) (macOS)

Cause

Paper settings for printing do not match either rear tray or cassette paper information set on printer.

▶▶▶ Note

- See below for the correct correspondence between paper settings made on the printer driver or on the LCD.
 - Paper Settings on the Printer Driver and the Printer (Media Type) (Windows)
 - Paper Settings on the Printer Driver and the Printer (Paper Size) (Windows)
- See below for details on rear tray or cassette paper information set on the printer.
 - [Paper Settings](#)

If the paper source is set to automatically switch and the print paper settings do not match either rear tray or cassette paper information set on the printer, as shown below, a message appears on the LCD.

- Print settings specified on the printer driver:
 - Paper size: A5
 - Media type: Plain paper
- Rear tray and cassette paper information set on the printer:
 - Paper size: A4
 - Media type: Plain paper

```
Size or type of load 2113
[OK]Select option
```

What to Do

Press the printer's **OK** button to display the screen below.

```
Select option
  Replace the paper ▶
```

Use the ◀▶ button to select the appropriate action, then press the printer's **OK** button.

▶▶▶ Note

- Depending on settings, some of the options below may not appear.

Print on set paper

Select this option to print onto the paper in the rear tray or the cassette without changing the paper settings.

For example, if the print paper setting is A5, and rear tray and cassette paper information are set to A4, the A5 size setting is used to print onto the paper in the cassette.

Replace the paper

Select this option to print after changing the paper in the rear tray or the cassette.

For example, if the print paper setting is A5, and rear tray and cassette paper information are set to A4, change the paper in the rear tray or the cassette to A5 paper and proceed with printing.

Once you have changed the paper, the screen for setting rear tray or cassette paper information appears. Set paper information for the paper.

▶▶▶ Note

- See below for the correct correspondence between paper settings made on the printer driver or on the LCD.
 - Paper Settings on the Printer Driver and the Printer (Media Type) (Windows)
 - Paper Settings on the Printer Driver and the Printer (Paper Size) (Windows)

Cancel

Cancels printing.

Select this option when you want to change the print paper settings. Change the paper settings and retry printing.

▶▶▶ Note

- To suppress the misprint prevention message, change the setting as described below. When you suppress the message, the printer uses the paper settings for printing onto the paper in the rear tray or the cassette regardless of whether or not the paper matches these settings.
 - To change the message view setting when printing using the operation panel of the printer:
 - [Feed settings](#)
 - To change the message view setting when printing using the printer driver:
 - Changing the Printer Operation Mode (Windows)
 - [Changing the Printer Operation Mode](#) (macOS)

Cause

Paper settings for printing do not match rear tray paper information set on printer.

▶▶▶ Note

- See below for the correct correspondence between paper settings made on the printer driver or on the LCD.
 - Paper Settings on the Printer Driver and the Printer (Media Type) (Windows)
 - Paper Settings on the Printer Driver and the Printer (Paper Size) (Windows)
- See below for details on rear tray paper information set on the printer.
 - [Paper Settings](#)

If the print paper settings do not match rear tray paper information set on the printer, as shown below, a message appears on the LCD.

- Print settings specified on the printer driver:
 - Paper size: A5
 - Media type: Plain paper
- Rear tray paper information set on the printer:
 - Paper size: A4
 - Media type: Plain paper

```
The size or type of 2114
[OK]Select option
```

What to Do

Press the printer's **OK** button to display the screen below.

```
Select option
  Replace the paper ▶
```

Use the ◀▶ button to select the appropriate action, then press the printer's **OK** button.

▶▶▶ Note

- Depending on settings, some of the options below may not appear.

Print on set paper

Select this option to print onto the paper in the rear tray without changing the paper settings.

For example, if the print paper setting is A5, and rear tray paper information is set to A4, the A5 size setting is used to print onto the paper in the rear tray.

Replace the paper

Select this option to print after changing the paper in the rear tray.

For example, if the print paper setting is A5, and rear tray paper information is set to A4, change the paper in the rear tray to A5 paper and proceed with printing.

Once you have closed the feed slot cover after changing the paper, the screen for setting rear tray paper information appears. Set paper information for the paper in the rear tray.

▶▶▶ Note

- See below for the correct correspondence between paper settings made on the printer driver or on the LCD.
 - Paper Settings on the Printer Driver and the Printer (Media Type) (Windows)
 - Paper Settings on the Printer Driver and the Printer (Paper Size) (Windows)

Cancel

Cancels printing.

Select this option when you want to change the print paper settings. Change the paper settings and retry printing.

▶▶▶ Note

- To suppress the misprint prevention message, change the setting as described below. When you suppress the message, the printer uses the paper settings for printing onto the paper in the rear tray regardless of whether or not the paper matches these settings.
 - To change the message view setting when printing using the operation panel of the printer:
 - [Feed settings](#)
 - To change the message view setting when printing using the printer driver:
 - Changing the Printer Operation Mode (Windows)
 - [Changing the Printer Operation Mode](#) (macOS)

4103

Cause

Cannot perform printing with current print settings.

What to Do

Press the printer's **Stop** button to cancel printing.

Then change the print settings and retry printing.

Cause

Printer error has occurred.

What to Do

If you are printing, press the printer's **Stop** button to cancel printing, then turn off the printer.

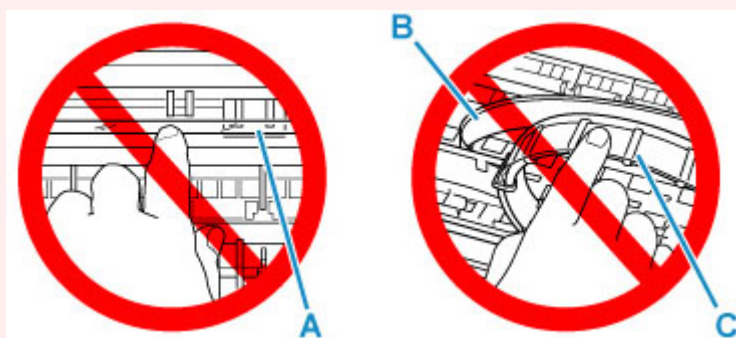
Check the following:

- Make sure print head holder motion is not impeded by protective material and tape for securing the print head holder, jammed paper, etc.

Remove any impediment.

Important

- When clearing an impediment to print head holder motion, be careful not to touch clear film (A), white belt (B), or tubes (C).



If you soil or scratch this part by touching it with paper or your hand, it could damage the printer.

Turn the printer back on.

If this does not solve the problem, contact your nearest Canon service center to request a repair.

Important

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see [Repairing Your Printer](#).

5200

Cause

Printer error has occurred.

What to Do

Check the remaining ink level, and then refill the ink tank if necessary.

Turn off the printer and unplug it.

Wait about 10 minutes and then plug in the printer again and turn it back on.

If the ink tank is refilled because it runs out of ink, perform ink flush.

- From Windows:
 - [Cleaning the Print Heads](#)
- From macOS:
 - [Cleaning the Print Heads](#)
- From the operation panel of the printer:
 - [How to Do Ink Flush](#)

If this does not solve the problem, contact your nearest Canon service center to request a repair.

▶▶ Important

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see [Repairing Your Printer](#).

5B00

Cause

Printer error has occurred.

What to Do

Contact your nearest Canon service center to request a repair.

▶▶ Important

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see [Repairing Your Printer](#).

▶▶ Note

- In the case of warnings or errors caused by remaining ink levels, the printer cannot print.

6000

Cause

Printer error has occurred.

What to Do

If the paper is jammed, remove it depending on the jammed location and cause.

- [List of Support Code for Error \(Paper Jams\)](#)

Turn off printer and unplug it.

Plug in the printer again and turn it back on.

If this does not solve the problem, contact your nearest Canon service center to request a repair.

▶▶ Important

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see [Repairing Your Printer](#).

C000

Cause

Printer error has occurred.

What to Do

Turn off printer and unplug it.

Plug in the printer again and turn it back on.

If this does not solve the problem, contact your nearest Canon service center to request a repair.

▶▶ Important

- Do not tilt the printer when moving it since the ink may leak out.
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