



TR150 series Online Manual

English

Contents

Using Online Manual.	8
Symbols Used in This Document.	9
Touch-enabled Device Users (Windows).	10
Trademarks and Licenses.	11
Network.	26
Restrictions.	28
Network Connection Tips.	30
Default Network Settings.	31
Detect Same Printer Name.	33
Connects to Another Computer via LAN/Changes from USB to LAN Connection.	34
Printing Network Settings.	35
Reconfiguration Method of Wi-Fi Connection.	40
Connecting with Wireless Direct.	41
IJ Network Device Setup Utility (macOS).	45
IJ Network Device Setup Utility.	46
Starting Up IJ Network Device Setup Utility.	47
Diagnosing and Repairing Network Settings.	48
List of Models Which Does Not Support Diagnosis and Repair Function.	49
Handling Paper, Ink Tanks, etc..	50
Loading Paper.	51
Loading Plain Paper / Photo Paper.	52
Loading Envelopes.	56
Replacing Ink Tanks.	60
Replacing Ink Tanks.	61
Checking Ink Status on the LCD.	67
Ink Tips.	69
If Printing Is Faint or Uneven.	70
Maintenance Procedure.	71
Printing the Nozzle Check Pattern.	73
Examining the Nozzle Check Pattern.	74
Cleaning the Print Head.	76

Deep Print Head Cleaning.	78
Aligning the Print Head.	80
Aligning the Print Head Manually.	82
Performing Maintenance Functions from Your Computer (macOS).	86
Opening Remote UI for Maintenance.	87
Cleaning the Print Heads.	88
Adjusting Print Head Position.	90
Checking Ink Status from Your Computer.	91
Cleaning.	92
Cleaning Paper Feed Rollers.	93
Cleaning Inside the Printer (Bottom Plate Cleaning).	95
Overview.	98
Safety.	99
Safety Precautions.	100
Regulatory Information.	102
WEEE (EU&EEA).	104
Handling Precautions.	117
Legal Restrictions on Printing.	118
Printer Handling Precautions.	119
Transporting Your Printer.	120
When Repairing, Lending, or Disposing of the Printer.	121
Keeping Print Quality High.	122
Carrying the Printer.	123
Main Components and Their Use.	124
Main Components.	125
Front View.	126
Rear View.	128
Inside View.	129
Operation Panel.	131
Power Supply.	132
Checking that Power Is On.	133
Turning the Printer On and Off.	134
Checking the Power Plug/Power Cord.	137
Unplugging the Printer.	138

Checking Battery Status on the LCD.	140
LCD and Operation Panel.	141
Changing Settings.	144
Changing Printer Settings from Your Computer (macOS).	145
Managing the Printer Power.	146
Changing the Printer Operation Mode.	147
Changing Settings from Operation Panel.	148
Changing Settings from Operation Panel.	149
Setting Items on Operation Panel.	151
Print settings.	152
LAN settings.	154
Other device settings.	159
Language selection.	160
Firmware update.	161
Reset setting.	162
Feed settings.	163
Web service setup.	164
ECO settings.	165
Quiet setting.	166
System information.	167
Specifications.	168
Information about Paper.	171
Supported Media Types.	172
Paper Load Limit.	175
Unsupported Media Types.	177
Handling Paper.	178
Printing.	179
Printing from Computer.	180
Printing from Application Software (macOS AirPrint).	181
Printing.	182
Perform Borderless Printing.	185
Printing on Postcards.	187
Adding Printer.	188

How to Open Printer Settings Screen.	189
Displaying the Printing Status Screen.	190
Deleting the Undesired Print Job.	191
Removing Printer That Is No Longer Required from List of Printers.	192
Printing Using Canon Application Software.	193
Printing from Smartphone/Tablet.	194
Printing Template Saved in Printer.	195
Paper Settings.	197
Frequently Asked Questions.	200
Network Settings and Common Problems.	202
Network Communication Problems.	204
Cannot Find Printer on Network.	205
Cannot Find Printer on Check Printer Settings Screen During Setup (Windows).	206
Cannot Find Printer on Check Printer Settings Screen During Wi-Fi Setup (Windows)-Checking Power Status.	207
Cannot Find Printer on Check Printer Settings Screen During Wi-Fi Setup (Windows)-Checking PC Network Connection.	208
Cannot Find Printer on Check Printer Settings Screen During Wi-Fi Setup (Windows)-Checking Printer's Wi-Fi Settings.	209
Cannot Find Printer on Check Printer Settings Screen During Wi-Fi Setup (Windows)-Checking Wi-Fi Environment.	210
Cannot Find Printer on Check Printer Settings Screen During Wi-Fi Setup (Windows)-Checking Printer's IP Address.	212
Cannot Find Printer on Check Printer Settings Screen During Wi-Fi Setup (Windows)-Checking Security Software Settings.	213
Cannot Find Printer on Check Printer Settings Screen During Wi-Fi Setup (Windows)-Checking Wireless Router Settings.	214
Cannot Proceed beyond Printer Connection Screen.	215
Cannot Find Printer while Using Wi-Fi.	217
Network Connection Problems.	220
Printer Suddenly Stopped Working for Some Reason.	221
Network Key (Password) Unknown.	226
Printer Cannot Be Used After Replacing Wireless Router or Changed Router Settings.	228
Other Network Problems.	230
Checking Network Information.	231

Restoring to Factory Defaults.	234
Problems while Printing from Smartphone/Tablet.	235
Cannot Print from Smartphone/Tablet.	236
Printing Problems.	240
Printer Does Not Print.	241
Ink Does Not Come Out.	243
Printer Does Not Pick up or Feed the Paper/"No Paper" Error.	245
Paper Information Registration Screen Does Not Appear When Loading Paper.	247
Paper Information Registration Screen Appears Even Though No Paper Is Loaded.	248
Printout Results Are Unsatisfactory.	249
Printouts Are Blank/Blurry or Fuzzy/Inaccurate or Bleeding Colors/Streaks or Lines.	251
Lines Are Misaligned/Distorted.	254
Paper Is Smudged / Printed Surface Is Scratched.	255
Mechanical Problems.	259
Printer Does Not Turn On.	260
Printer Turns Off Unexpectedly or Repeatedly.	261
USB Connection Problems.	262
Cannot Communicate with Printer via USB.	263
Wrong Language Appears in LCD.	264
Installation and Download Problems.	265
Failed to Printer Driver Installation (Windows).	266
Updating Printer Driver in Network Environment (Windows).	267
Errors and Messages.	268
When Error Occurred.	269
Message (Support Code) Appears.	271
List of Support Code for Error	274
List of Support Code for Error (Paper Jams).	276
1300.	277
Paper Is Jammed inside Printer.	279
Printer Is Out of Paper (1000).	283
1200.	284
1401.	285
1600.	287

1660.....	288
1687.....	289
1688.....	290
1689.....	291
1700.....	292
1806.....	293
1807.....	294
2114.....	295
4103.....	297
5100.....	298
5200.....	299
5B00.....	300
6000.....	301

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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2006-Jan-27

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- o freetype@nongnu.org

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o freetype-devel@nongnu.org

Discusses bugs, as well as engine internals, design issues, specific licenses, porting, etc.

Our home page can be found at

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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.

▶▶▶ Note

- To use Wi-Fi connection and Wireless Direct at the same time, see Print While Away from Home.
- 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 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:
 - ➔ [Connecting with Wireless Direct](#)

IJ Network Device Setup Utility

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

- ➔ Checking Printer Connection Status Using IJ Network Device Setup Utility
- Performing/Changing Network Settings (Windows)

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

 - ➔ IJ Network Device Setup Utility (Windows)
- Diagnosing and Repairing Network Settings (Windows/macOS)

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

 - **For Windows:**
 - ➔ IJ Network Device Setup Utility (Windows)
 - **For macOS:**
 - ➔ [IJ Network Device Setup Utility \(macOS\)](#)

Network Connection Tips

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

- ➔ [Network Connection Tips](#)
- ➔ 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.

Connect via wireless router

- Make sure your device and the wireless router are connected. For details on checking these settings, see the manual supplied with the wireless router or contact its manufacturer.
As for a device already connected to the printer without using a wireless router, reconnect it via a wireless router.
- Configuration, router functions, setup procedures and security settings of wireless routers vary depending on the system environment. For details, see the manual for your wireless router or contact its manufacturer.
- This printer does not support IEEE802.11ac. IEEE802.11a and IEEE802.11n (5 GHz) may not be supported depending on the country or region you live in. Check if your device supports IEEE802.11n, IEEE802.11g, IEEE802.11b or IEEE802.11a.
- 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.
- When connecting to Wi-Fi outdoors, do not connect to a 5 GHz network (SSID).
The 5 GHz band available for use with the printer includes the channels that are allowed for indoor use only, depending on your country or region.
For details on the 5 GHz network (SSID) of your wireless router, see the manual supplied with the wireless router, or contact its manufacturer.
- For office use, consult your network administrator.
- Note that if you connect to a network with no security protection, your personal information could be disclosed to a third party.

Wireless Direct

►► Important

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

For details on changing the settings of your device, see the manual supplied with the device or contact its manufacturer.

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

Network Connection Tips

- **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 Wi-Fi Connection**
- **Connecting with Wireless Direct**

Default Network Settings

LAN Connection Defaults

Item	Default
Enable/Disable 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 min.
Enable/disable Bonjour	Enable
Service name	Canon TR150 series
LPR protocol setting	Enable
RAW protocol	Enable
LLMNR	Enable
PictBridge communication (Enable/disable communication)	Enable

("XX" represents alphanumeric characters.)

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

➔ [LAN settings](#)

Wireless Direct Defaults

Item	Default
Network name(SSID)	DIRECT-abXX-TR150series *1
Password	YYYYYYYYYY *2
Wi-Fi security	WPA2-PSK (AES)
Connection request confirmation	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 printer's MAC address and 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, click [here](#) and perform setup.

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. Make sure the printer is turned on.

➔ [Power Supply](#)

2. [Load three sheets of A4 or Letter-sized plain paper.](#)

3. Select  (Setup) on HOME screen and press **OK** button.

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

5. Select **Print details** and press **OK** button.

6. Select **Yes** and press **OK** button.

7. Check displayed message and press **OK** button.

8. When the confirmation screen for printing passwords appears, select **ON** or **OFF** and press **OK** button.

The printer starts printing the network setting information.

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

Item Number	Item	Description	Setting
1	Product Information	Product information	–
1-1	Product Name	Product name	XXXXXXXX
1-2	ROM Version	ROM version	XXXXXXXX
1-3	Serial Number	Serial number	XXXXXXXX
2	Network Diagnostics	Network diagnostics	–
2-1	Diagnostic Result	Diagnostic result	XXXXXXXX
2-2	Result Codes	Result codes	XXXXXXXX
2-3	Result Code Details	Result code details	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	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	–
3-3-17	Wireless LAN DRX	Discontinuous reception (wireless direct)	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 Wi-Fi Connection

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

- **For Windows:**

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

»» Important

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

1. Make sure the printer is turned on.

- ➡ [Power Supply](#)

2. Press and hold  (**Wireless connect**) button for 3 seconds.

- ➡ [LCD and Operation Panel](#)

3. Follow instructions on your computer, smartphone/tablet.

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

- **For macOS:**

Click here and redo setup.

Connecting with Wireless Direct

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

- Wireless connection (connecting devices via a wireless router)
- Direct wireless connection (connecting devices 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 set up and use Wireless Direct.

1. Preparing the printer.

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

2. Preparing a device to connect to the printer.

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

»» Important

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

➔ [Restrictions](#)

Changing Printer Setting to Use Wireless Direct

1. Make sure the printer is turned on.

➔ [Power Supply](#)

2. Select  (Setup) on HOME screen and then press the **OK** button.

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

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

5. Select **Advanced mode** and then press the **OK** button.

6. Check displayed message and then press the **OK** button.

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

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

»» Note

- To show the password, select **ON**. To hide the password, select **OFF**.
- 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 device name displayed on the LCD from your device.
- To change the identifier (SSID) and the password, see below.

➔ [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-TR150series" ("X" represents alphanumeric characters) from list displayed on your device.

▶▶▶ Note

- If "DIRECT-XXXX-TR150series" 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


- Check the password for the Wireless Direct.
Check by one of the following methods.
 - Display on the LCD of the printer.
➔ [LAN settings](#)
 - Print the network settings.
➔ [Printing Network Settings](#)
- Depending on the device you are using, entering the password is required to connect a device to the printer via Wi-Fi. Enter the password specified for the printer.
- If 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**.
- 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

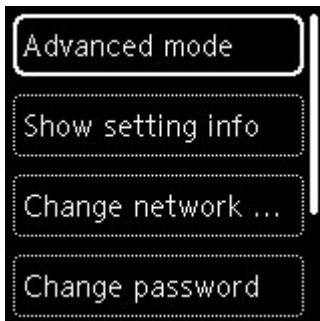
Changing Wireless Direct Setting

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

1. Make sure the printer is turned on.

➔ [Power Supply](#)

2. Select  (Setup) on HOME screen and then press the **OK** button.
3. Select **LAN settings** and then press the **OK** button.
4. Select **Wireless Direct** and then press the **OK** button.
5. Select a setting item and then press the **OK** button.



- **Show setting info**

A confirmation screen is displayed whether you want to display password information.

When you select **ON** or **OFF**, the setting values for using the printer with Wireless Direct are displayed.

Devices detect the printer by Network (SSID)/device name shown on the screen.

- **Change network name (SSID)**

Change the identifier (SSID) for Wireless Direct.

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

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

- To set manually

1. Select **Change manually**.
2. Check displayed message and select **Next**.
3. Enter the identifier or printer name.
4. Confirm the inputted content and select **OK**.

- To set automatically

1. Select **Auto update**.
2. Select **Yes**.

3. To show the password, select **ON** and to hide the password, select **OFF**.

You can check the updated setting.

- **Change password**

Change the password for Wireless Direct.

- To set manually.

1. Select **Change manually**.
2. Check displayed message and select **Next**.
3. Enter the new password (10 characters).
4. Confirm the inputted content and select **OK**.

- To set automatically

1. Select **Auto update**.
2. Select **Yes**.
3. To show the password, select **ON** and to hide the password, select **OFF**.

You can check the updated setting.

- **Connection request confirmation**

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

If you want the printer to display the screen to inform you a Wi-Fi Direct compatible device is connecting to the printer, select **ON**.

▶▶▶ Important

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

▶▶▶ Note

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

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.

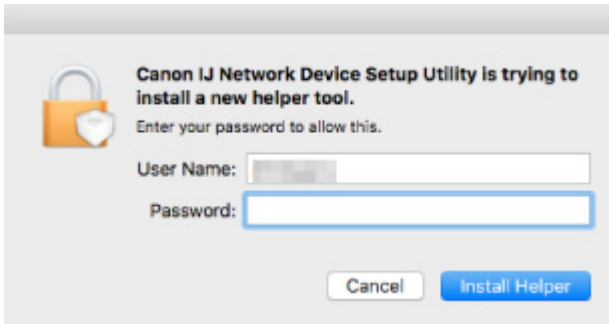
»» Important

- 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
- Replacing Ink Tanks

Loading Paper

- ▶ **Loading Plain Paper / Photo Paper**
- ▶ **Loading Envelopes**

Loading Plain Paper / Photo Paper

You can load plain paper or photo paper.

▶▶ Important

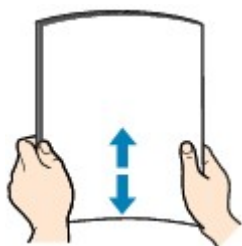
- If you cut plain paper to a size of 5" x 7" (13 x 18 cm) or smaller to perform a trial print, it may cause a paper jam.

▶▶ Note

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

1. Prepare paper.

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



▶▶ Note

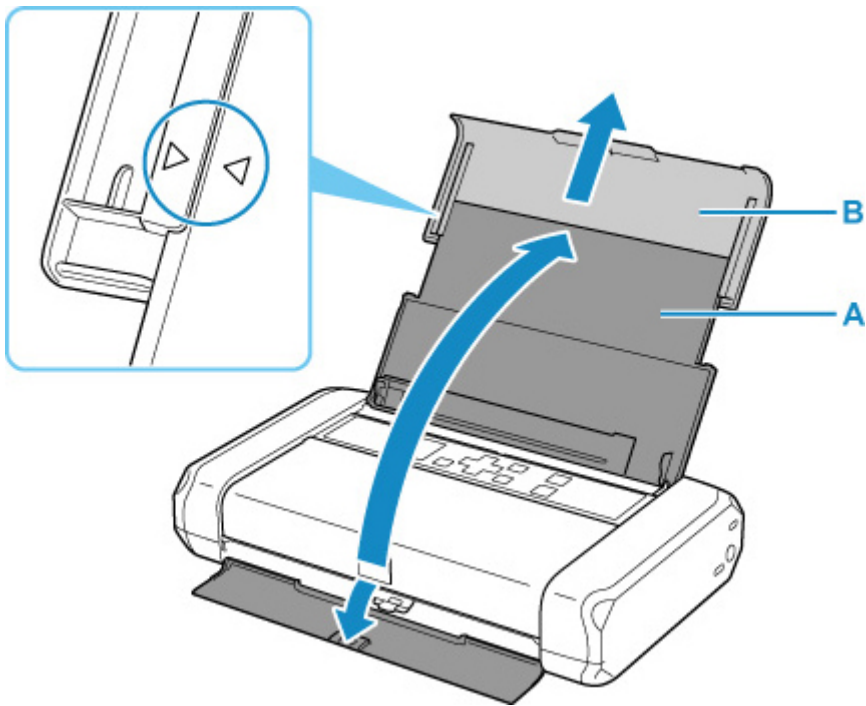
- Align the edges of paper neatly before loading. Loading paper without aligning the edges may cause paper jams.
- If paper is curled, hold the curled corners and gently bend them in the opposite direction until the paper becomes completely flat.

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

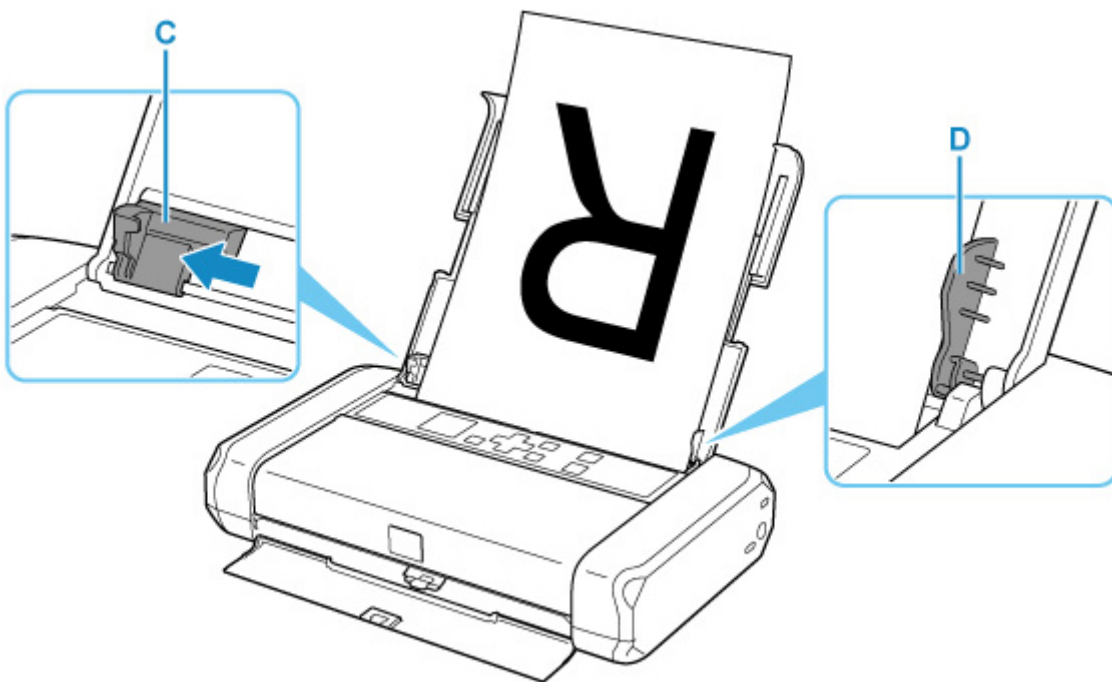
2. Open the rear tray cover (A).

The paper output slot cover will open automatically.

3. Pull out the paper support (B) until the arrow (▶) mark is aligned with the arrow (◀) mark.

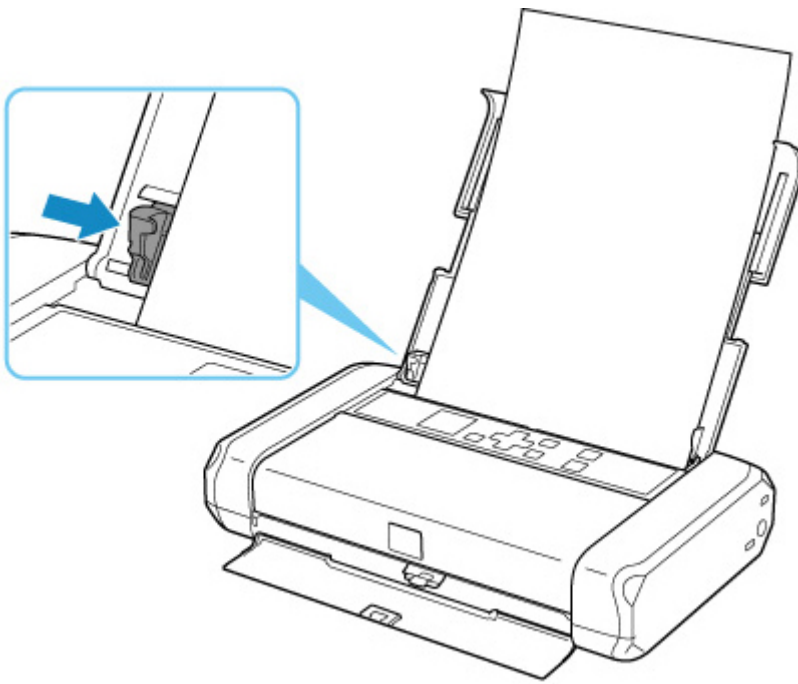


4. Slide the paper guide (C) to the left, and load the paper against the far right (D) of the rear tray WITH THE PRINT SIDE FACING YOU.



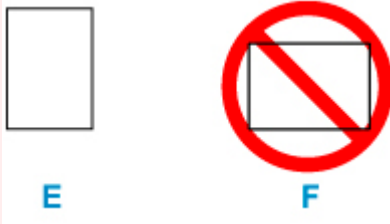
5. Slide the paper guide to align it with the paper stack.

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



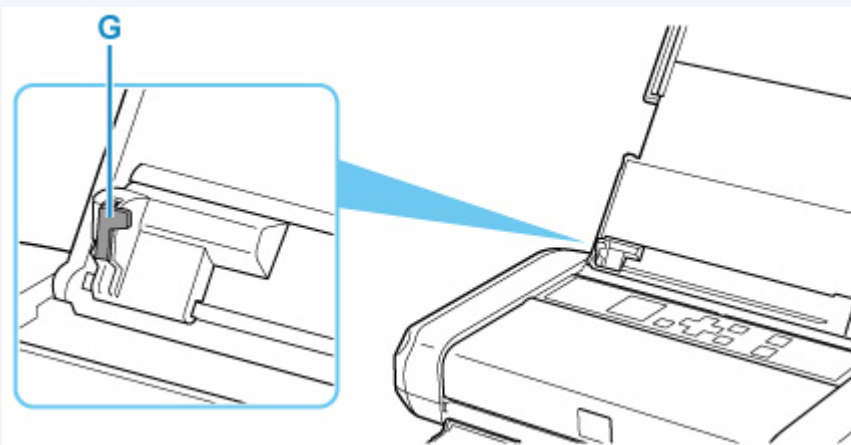
►► Important

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

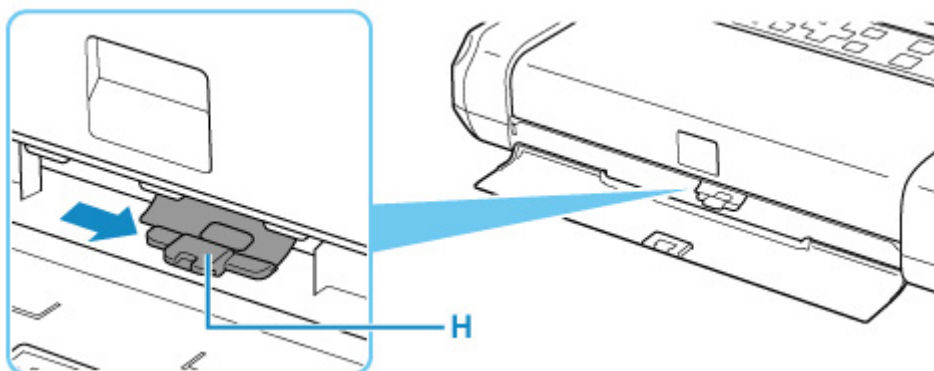


►► Note

- Keep the paper stack height below the tab (G) of the paper guide.



6. Set the paper thickness lever (H) to the right.



▶▶▶ Note

- If the corners or edges of the paper are smudged, try to print with the paper thickness lever set to the left. It may improve print quality. Reset the paper thickness lever to the right when you finish printing.

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

7. If page size and media type on LCD match size and type of paper loaded in rear tray, select **OK**.

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



▶▶▶ 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 Envelopes

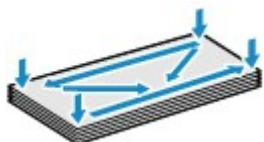
The address is automatically rotated and printed according to the envelope's direction by specifying with the printer driver properly.

Important

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

1. Prepare envelopes.

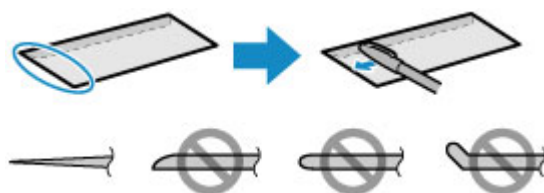
- Press down on all four corners and edges of the envelopes to flatten them.



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



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



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

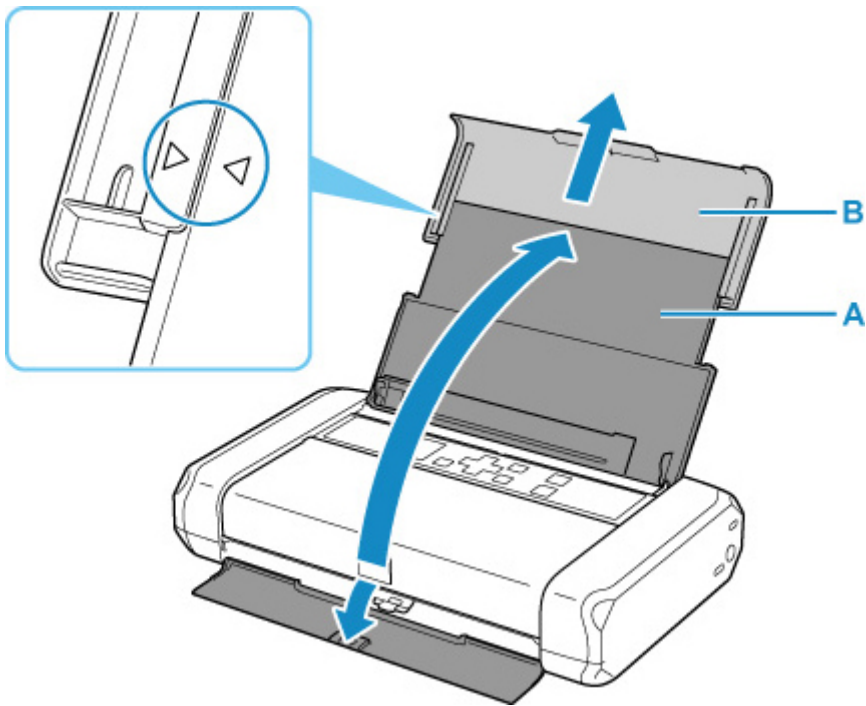
Important

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

2. Open the rear tray cover (A).

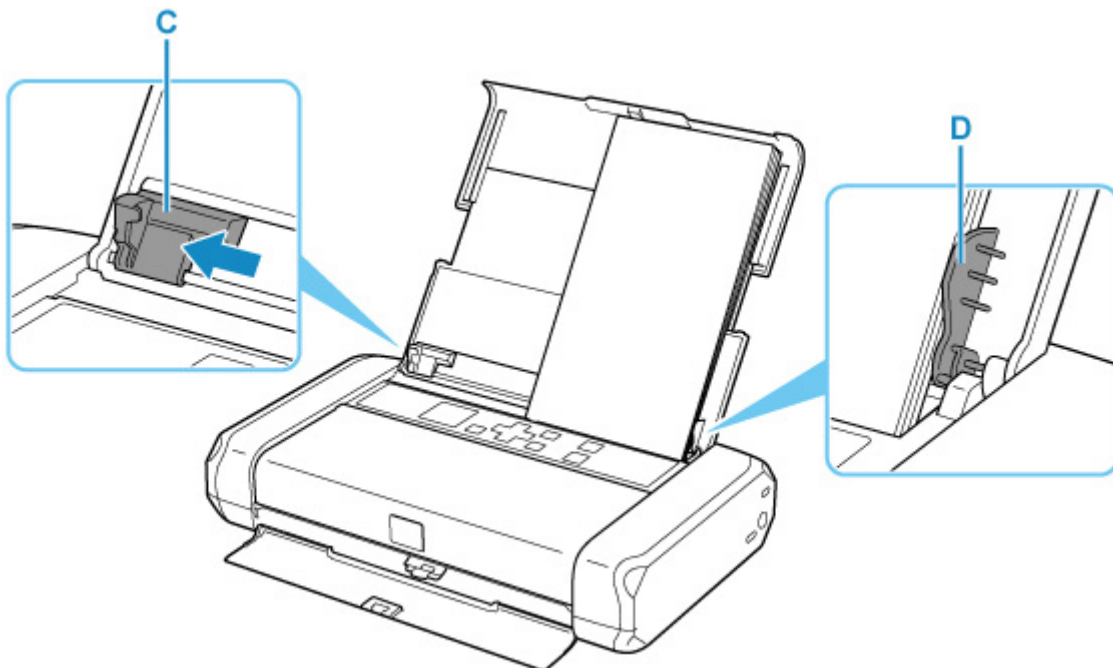
The paper output slot cover will open automatically.

3. Pull out the paper support (B) until the arrow (▶) mark is aligned with the arrow (◀) mark.



- Slide the paper guide (C) to the left, and load the envelopes against the far right (D) of the rear tray WITH THE PRINT SIDE FACING YOU.

Up to 10 envelopes can be loaded at once.

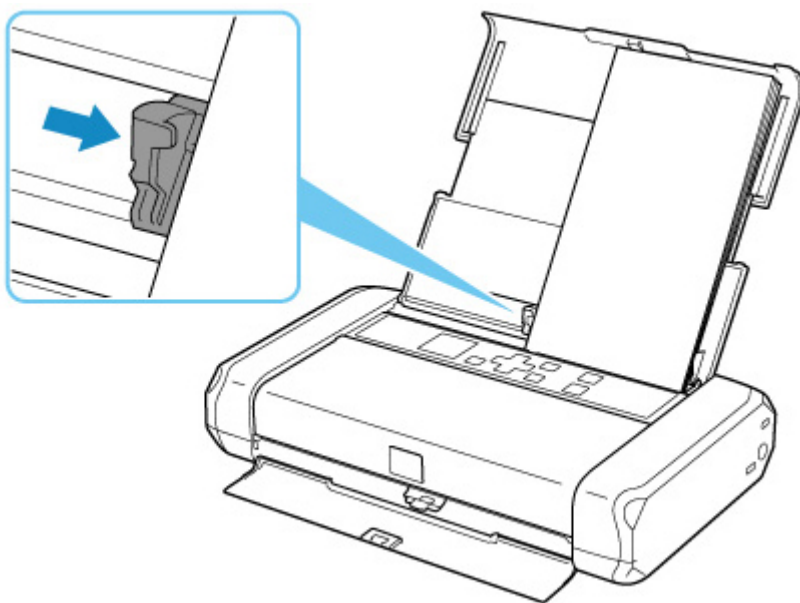


Fold flap of the envelope and load the envelope in portrait orientation with the address side facing up.



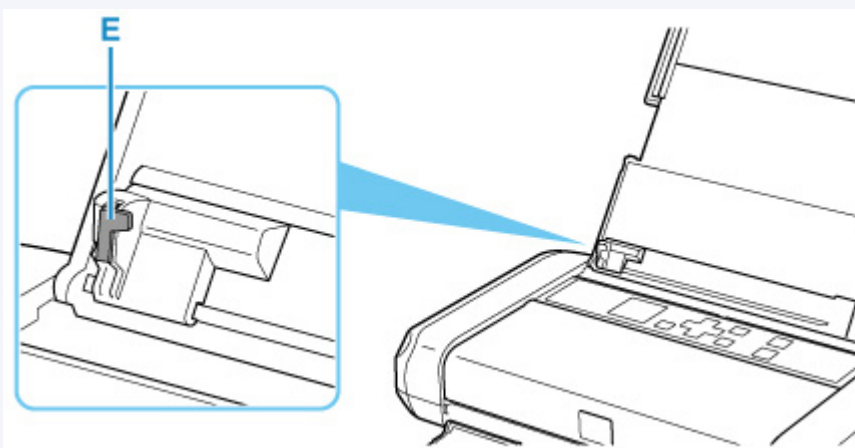
5. Slide the paper guide to align it with the envelopes.

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

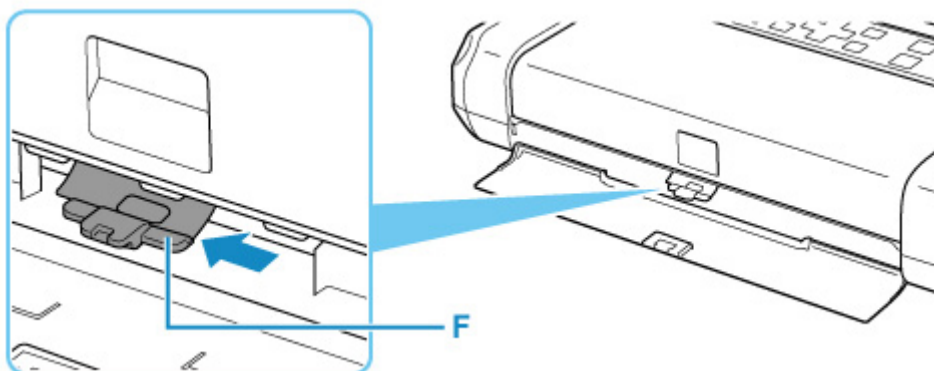


►►► **Note**

- Keep the envelope stack height below the tab (E) of the paper guide.



6. Set the paper thickness lever (F) to the left.



▶▶▶ **Note**

- Reset the paper thickness lever to the right when you finish printing.

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

7. If page size and media type shown on LCD match size and type of envelopes loaded in rear tray, select **OK**.

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



▶▶▶ **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.

Replacing Ink Tanks

- ▶ **Replacing Ink Tanks**
- ▶ **Checking Ink Status on the LCD**
- ▶ **Ink Tips**

Replacing 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. Take appropriate action according to the message.

➔ [When Error Occurred](#)

▶▶▶ Note

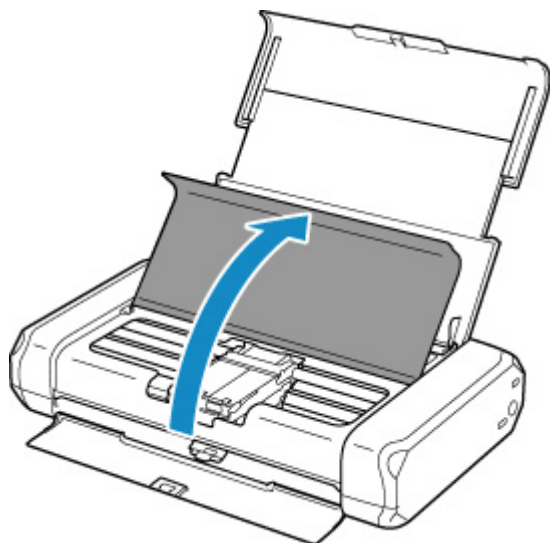
- If print results become faint or white streaks appear despite sufficient ink levels, see [Maintenance Procedure](#).
- For precautionary notes on handling ink tanks, see [Notes on ink tanks](#).

Replacing Procedure

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

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

The print head holder moves to the replacement position.



⚠ Caution

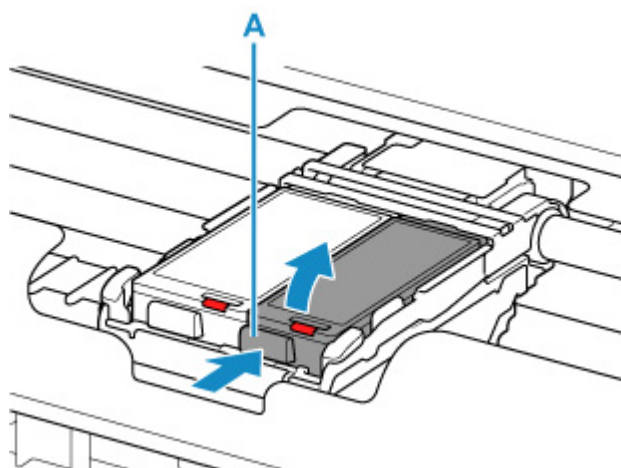
- Do not hold the print head holder to stop or move it forcibly. Do not touch the print head holder until it stops completely.

▶▶▶ Important

- Do not touch the metallic parts or other parts inside the printer.
- If the print head cover is left open for more than 10 minutes, the print head holder moves to the right. In this case, close and reopen the print head cover.

3. Remove the ink tank where the ink runs out.

Push the tab (A) and lift the ink tank to remove.

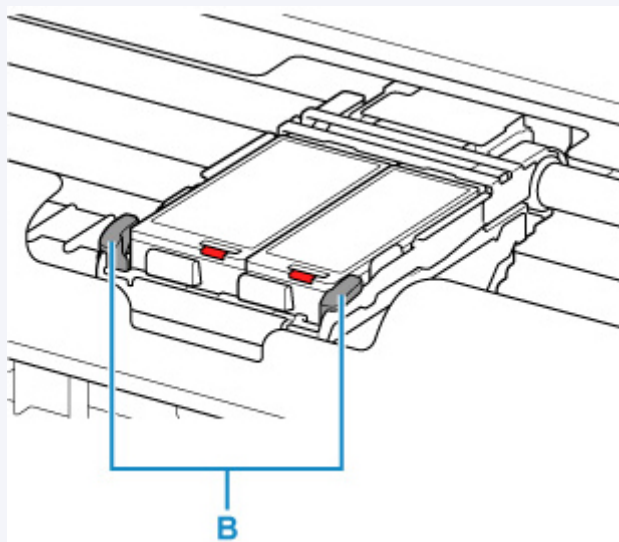


►► Important

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

►► Note

- Do not touch the print head lock lever (B).

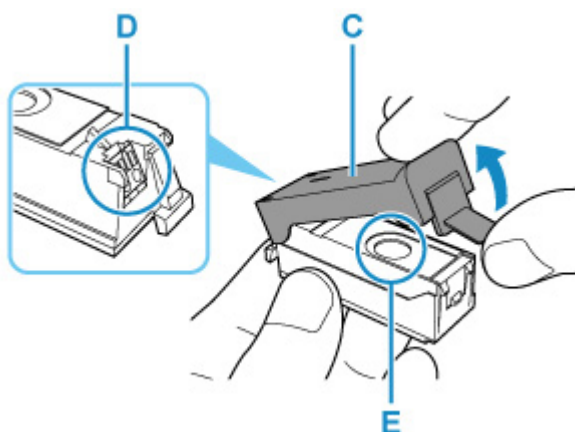


If you pull up the print head lock lever, lock it again.

➔ [Inside View](#)

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

4. Remove the new ink tank from its packaging, then remove the protective cap (C) from the bottom of the ink tank.

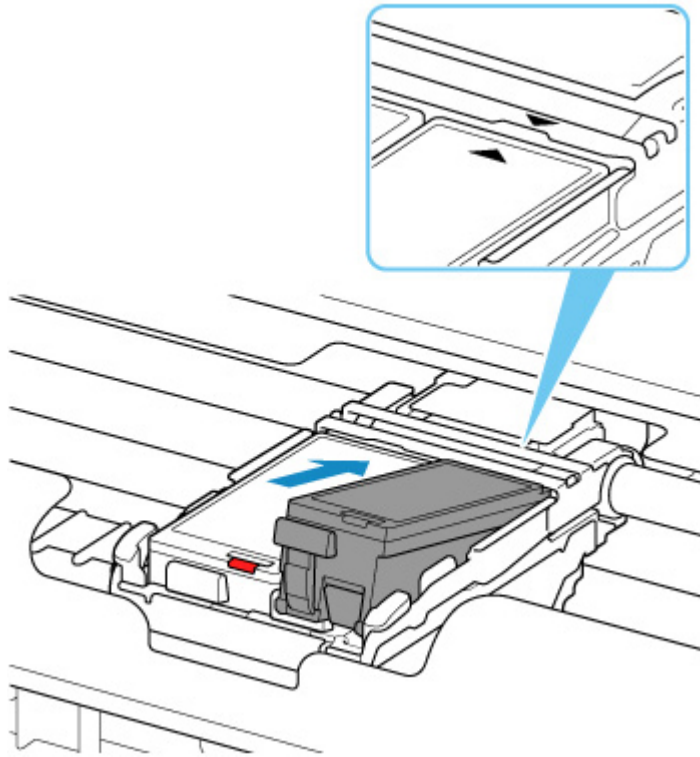


►► Important

- Do not touch the electrical contacts (D) on the ink tank. Doing so can cause the printer to malfunction or become unable to print.
- Shaking ink tanks may cause ink to spill out and stain clothing or the surrounding area. Handle ink tanks carefully.
- Do not touch the inside of the protective cap (C) or the open ink port (E). The ink may stain your hands if you touch them.
- Do not reattach the protective cap (C) once you have removed it. Discard it according to the local laws and regulations regarding disposal of consumables.
- Do not touch the open ink port (E) once the protective cap (C) is removed, as this may prevent the ink from being ejected properly.

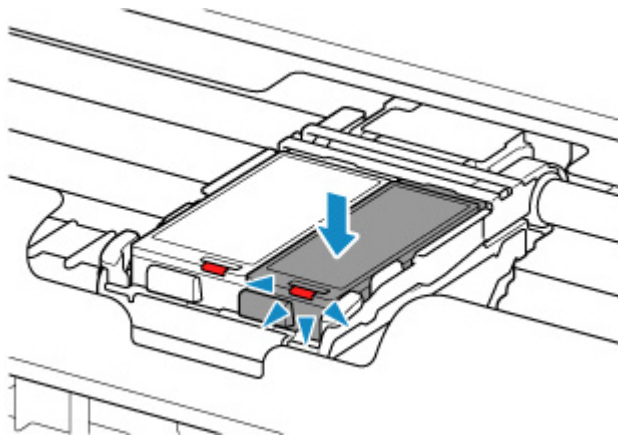
5. Insert the front end of the ink tank into the print head at a slant.

Align the ▽ mark with the △ mark.



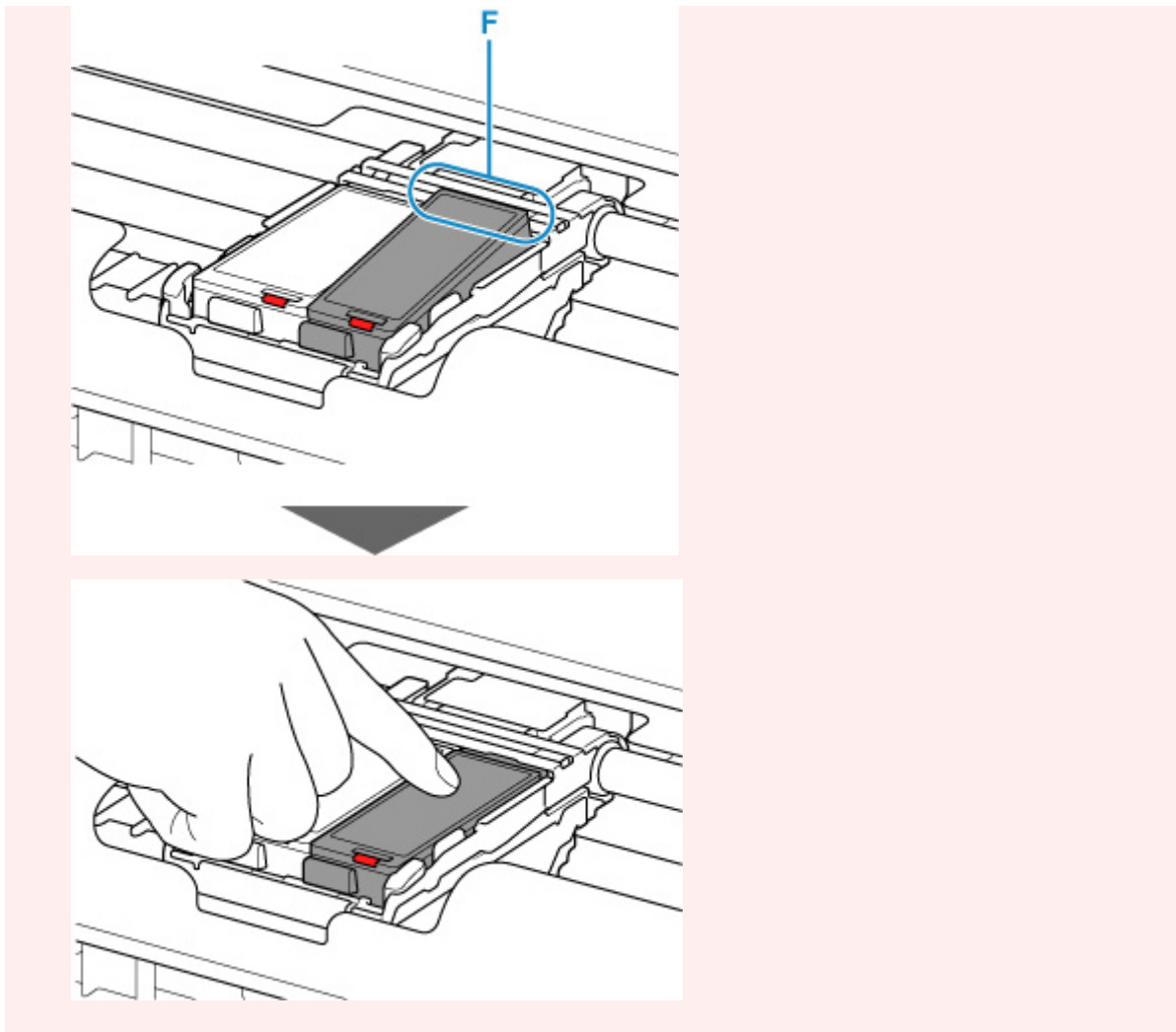
6. Press the PUSH mark on the ink tank until the ink tank snaps firmly into place.

Make sure that the ink lamp lights up.



▶▶▶ Important

- Install both ink tanks to print. The printer cannot be used unless both ink tanks are installed.
- If the front (innermost) part of the ink tank (F) is sticking up, push down on the Canon logo on the ink tank. Do not remove the ink tank forcibly.



7. Close the print head cover.

▶▶▶ Note

- If the error message appears on the LCD after the print head cover is closed, take appropriate action.
 - ➔ [When Error Occurred](#)
- When you start printing after replacing the ink tank, the printer starts cleaning the print head automatically. Do not perform any other operations until the printer completes the cleaning of the print head.
- If the print head is out of alignment, as indicated by misaligned printed ruled lines or similar symptoms, [align the print head](#).

Notes on ink tanks

▶▶▶ Important

- If you remove an ink tank, replace it immediately. Do not leave the printer with the ink tank removed.

- Use a new ink tank for replacement. Installing a used ink tank may cause the nozzles to clog. Furthermore, with such an ink tank, the printer will not be able to inform you when to replace the ink tank properly.
- Once an ink tank has been installed, do not remove it from the printer and leave it out in the open. This will cause the ink tank to dry out, and the printer may not operate properly when it is reinstalled. To maintain optimal printing quality, use an ink tank within six months of first use.

▶▶ Note

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

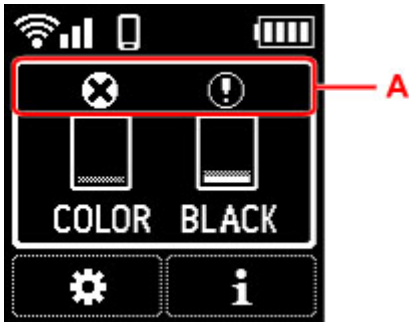
When an ink tank is out of ink, replace it immediately with a new one.

➔ [Ink Tips](#)

Checking Ink Status on the LCD

The status of used ink appears on the HOME screen.

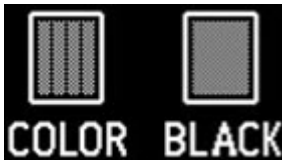
A symbol appears in the area A if there is any information about the remaining ink level.



The ink is running low. Prepare a new ink tank.



Ink has run out. Replace the ink tank with a new ink tank.



This appears when remaining ink level is not known.

►► Note

- The above screen shows estimated ink levels.
- You can also check the ink status on the computer screen.
 - For Windows:
 - ➔ [Checking Ink Status from Your Computer](#)
 - For macOS:
 - ➔ [Checking Ink Status from Your Computer](#)

You can check the following information about ink by pressing the **OK** button.



• Order ink now

The QR code appears and you can access the ink purchasing site. Cost of connecting to Internet is to be born by the customer.

• Ink model number

You can check the ink model number.



Ink Tips

How is ink used for various purposes other than printing?

Ink may be used for purposes other than printing. Ink is not only used for printing, but also for cleaning the print head to maintain the optimal printing quality.

When you use the Canon printer for the first time after you install the bundled ink tanks, the printer consumes a small amount of ink in the amount to enable printing by filling the nozzles of the Print Head with ink. For this reason, the number of sheets that can be printed with the first ink tanks is fewer than the succeeding ink tanks.

The printer has the function to automatically clean the ink jet nozzles to prevent clogging. In the cleaning procedure, used ink for nozzle cleaning is limited to a small amount.

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.

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**
- **Aligning the Print Head Manually**

Maintenance Procedure

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

▶▶▶ Important

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

▶▶▶ Note

- Check the ink status.
 - ➔ [Checking Ink Status on the LCD](#)
- 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: ➔ [Step 1](#)

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



Step 4 Clean the print head deeply.

From the printer

➔ [Deep Print Head Cleaning](#)

From the computer

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

➤➤➤ Note

- When you have performed the procedure until step 4 and the problem has not been resolved, turn off the power and clean the print head deeply again after 24 hours.
If the problem is still not resolved, the print head may be damaged. Contact your nearest Canon service center to request a repair.

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. [Replace the ink tank](#) whose ink is low.

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 rear tray.
➔ [Loading Plain Paper / Photo Paper](#)
3. Select  (Setup) on HOME screen.
➔ [LCD and Operation Panel](#)
4. Select **Maintenance**.
5. Select **Nozzle Check**.



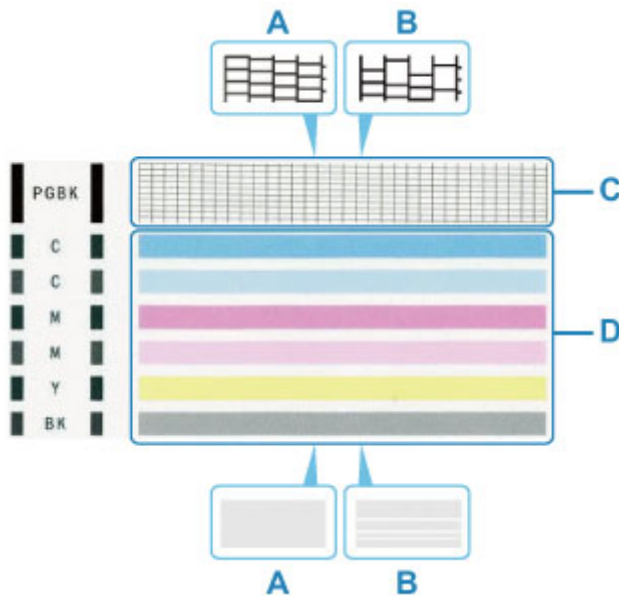
The confirmation screen will appear.

6. Select **Yes**.
7. Press the **OK** button.
The nozzle check pattern will be printed and two pattern confirmation screens will appear on the LCD.
8. Select **Next**.
9. [Examine the nozzle check pattern.](#)

Examining the Nozzle Check Pattern

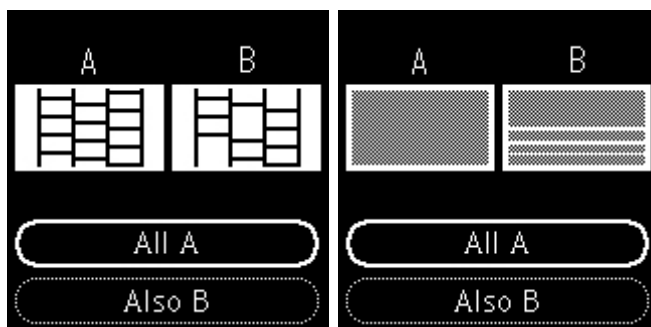
Examine the nozzle check pattern, and clean the print head if necessary.

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



- A: No missing lines/No horizontal white streaks
- B: Lines are missing/Horizontal white streaks are present

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



For A (no missing lines or no horizontal white streaks) in both the pattern C and pattern D:

The cleaning is not required. Select **All A**, confirm the message, then select **OK**.

For B (lines are missing or horizontal white streaks are present) in the pattern C or pattern D, or in both patterns:

The cleaning is required. Select **Also B**, then select **Yes** on the cleaning confirmation screen.

The printer starts cleaning the print head.

➔ [Cleaning the Print Head](#)

If the pattern D or any color in the pattern C is not printed:



(Example: Magenta pattern is not printed)

The cleaning is required. Select **Also B**, then select **Yes** on the cleaning confirmation screen.

The printer starts cleaning the print head.

➡ [Cleaning the Print Head](#)


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.

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 rear tray.

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

3. Select  (Setup) on HOME screen.

➔ [LCD and Operation Panel](#)

4. Select **Maintenance**.

5. Select **Cleaning**.



The confirmation screen will appear.

6. Select **Yes**.

The printer starts cleaning the print head.

Do not perform any other operations until the printer completes the cleaning of the print head. This takes about 1 to 2 minute.

The pattern print confirmation screen will appear.

7. Select **Yes**.

8. Press the **OK** button.

The nozzle check pattern will be printed.

9. Select **Next**.

10. [Examine 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.

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 rear tray.

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

3. Select  (Setup) on HOME screen.

➔ [LCD and Operation Panel](#)

4. Select **Maintenance**.

5. Select **Deep Cleaning**.



The confirmation screen will appear.

6. Select **Yes**.

The printer starts cleaning the print head deeply.

Do not perform any other operations until the printer completes the deep cleaning of the print head. This takes about 1 to 2 minutes.

The pattern print confirmation screen will appear.

7. Select **Yes**.

8. Press the **OK** button.

The nozzle check pattern will be printed.

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

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

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

If the problem is still not resolved, the print head may be damaged. Contact your nearest Canon service center to request a repair.


Aligning the Print Head

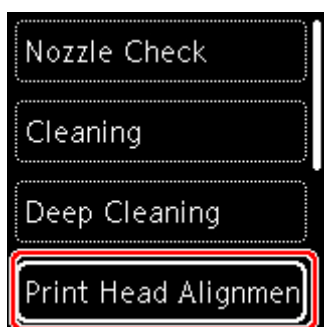
If printed ruled lines are misaligned or print results are otherwise unsatisfactory, adjust the print head position.

▶▶▶ Note

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

You need to prepare: 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 rear tray.
➔ [Loading Plain Paper / Photo Paper](#)
3. Select  (Setup) on HOME screen.
➔ [LCD and Operation Panel](#)
4. Select **Maintenance**.
5. Select **Print Head Alignment - Auto**.



The confirmation screen will appear.

▶▶▶ Note

- To print and check the current head position alignment values, select **Print the head alignment value**.

6. Select **Yes**.
7. Press the **OK** button.

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

This takes about 4 minutes.

▶▶▶ Note

- If automatic print head alignment fails, an error message appears on the LCD.

➔ [When Error Occurred](#)

8. When completion message appears, select **OK**.

▶▶▶ Note

- If the print results are still not satisfactory after adjusting the print head position as described above, [adjust the print head position manually](#).

– For Windows:

You can also align the print head manually from a computer.

➔ [Adjusting Print Head Position Manually](#)


Aligning the Print Head Manually

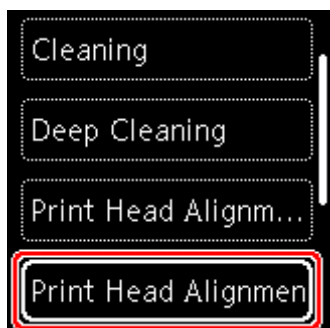
Try aligning the print head manually after automatic print head alignment if printing results are not as expected, as when printed ruled lines are misaligned.

▶▶▶ Note

- For details on automatic print head alignment, see [Aligning the Print Head](#).

What you will need: three sheets of A4 or Letter-sized plain paper

1. [Check that printer is turned on.](#)
2. Load three sheets of A4 or Letter-sized plain paper in rear tray.
 - ➔ [Loading Plain Paper / Photo Paper](#)
3. Select  (Setup) on HOME screen.
 - ➔ [LCD and Operation Panel](#)
4. Select **Maintenance**.
5. Select **Print Head Alignment - Manual**.



The confirmation screen will appear.

▶▶▶ Note

- To print and check the current head position alignment values, select **Print the head alignment value**.

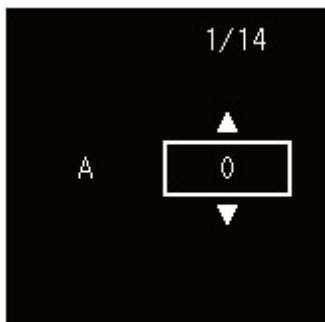
6. Select **Yes**.
7. Press the **OK** button.

The print head alignment pattern will be printed.

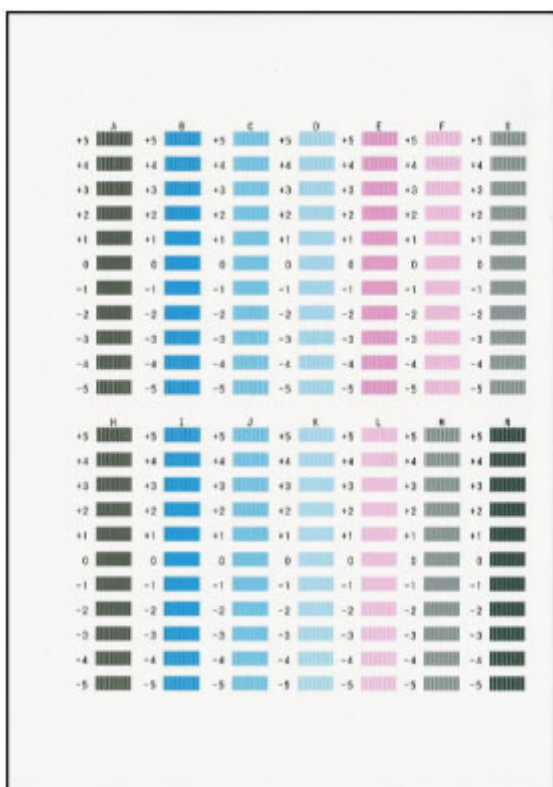
8. When **Did the patterns print correctly?** appears, make sure pattern was printed correctly, and if so, select **Yes**.

9. Check message and select **OK**.

The input screen for head position alignment values is displayed.



10. Examine first patterns. In column A, find pattern in which streaks are least noticeable, select the number of that pattern, and then press the **OK** button.



▶▶▶ Note

- If all patterns look different, choose the pattern in which vertical streaks are least noticeable.

Subtle vertical streaks



Noticeable vertical streaks



11. Repeat these steps for columns B to N.

12. Check message and press the **OK** button.

The second set of patterns is printed.

13. Examine second patterns. In column O, find pattern in which streaks are least noticeable, select the number of that pattern, and then press the **OK** button.



►►► Note

- If all patterns look different, choose the pattern in which horizontal stripes are least noticeable.

Subtle horizontal stripes



Noticeable horizontal stripes



14. Repeat these steps for columns P to V.

15. Check message and press the **OK** button.

The third set of patterns is printed.

16. Examine third patterns. In column W, find pattern in which stripes are least noticeable, select the number of that pattern, and then press the **OK** button.



►►► **Note**

- If all patterns look different, choose the pattern in which horizontal streaks are least noticeable.

Subtle horizontal streaks



Noticeable horizontal streaks



17. Repeat these steps until you have finished entering all pattern numbers for columns X.

18. When completion message appears, select **OK**.

Performing Maintenance Functions from Your Computer (macOS)

- **Opening Remote UI for Maintenance**
- **Cleaning the Print Heads**
- **Adjusting Print Head Position**
- **Checking Ink Status from Your Computer**

Opening Remote UI for Maintenance

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

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

Remote UI starts.

▶▶▶ Note

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

Related Topics

- ➔ [Cleaning the Print Heads](#)
- ➔ [Adjusting Print Head Position](#)
- ➔ [Checking Ink Status from Your Computer](#)
- ➔ 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 the following items:

Check whether the printer is on and open the printer's cover.

Check the following items for each ink. Then, if necessary, perform **Cleaning**.

- [Is there ink remaining in the tank?](#)
- Did you push in the ink tank completely until you heard a clicking sound?
- If the orange tape is there, has it been peeled off completely?
Any remaining tape will hinder ink output.
- Did you install the ink tanks in their correct positions?

3. Perform Cleaning

Click **Yes**.

Print head Cleaning starts.

4. Complete Cleaning

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

5. Check the results

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

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

»» Important

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

Deep Cleaning

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

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

2. Click **Deep Cleaning**

Before performing Deep Cleaning, check the following items:

Check whether the printer is on and open the printer's cover.

Check the following items for each ink. Then, if necessary, perform **Deep Cleaning**.

- [Is there ink remaining in the tank?](#)
- Did you push in the ink tank completely until you heard a clicking sound?
- If the orange tape is there, has it been peeled off completely?
Any remaining tape will hinder ink output.
- Did you install the ink tanks in their correct positions?

3. Perform Deep Cleaning

Click **Yes**.

Print head Deep Cleaning starts.

4. Complete Deep Cleaning

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

5. Check the results

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

▶▶▶ Important

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

Print Head Alignment - Auto

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

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

A message appears.

3. Load paper in printer

In the rear tray, load 1 sheet 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 print head 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**.

Checking Ink Status from Your Computer

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

If you select **Printer status** from [Remote UI](#), the ink status appears as an illustration.

Estimated ink levels

You can check the types and levels of ink.

When ink levels are running low or an error occurs because there is no ink, a notification icon will appear.

Ink model number

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

»» Note

- To check the ink status, you can also display the pop-up menu of the Print dialog and select **Supply Levels**.

Cleaning

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

Cleaning Paper Feed Rollers

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

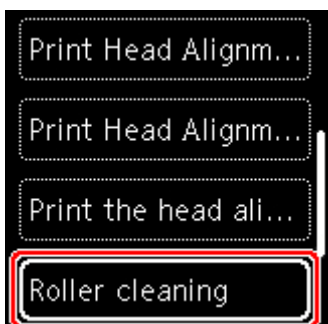
1. [Check that printer is turned on.](#)

2. Select  (Setup) on HOME screen.

➔ [LCD and Operation Panel](#)

3. Select **Maintenance**.

4. Select **Roller cleaning**.



The confirmation screen will appear.

5. Select **Yes**.

6. Follow the message to remove any paper from the rear tray.

7. Press the **OK** button.

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

8. Make sure that the paper feed roller has stopped rotating, then follow the message to load the three sheets of A4 or Letter-sized plain paper in the rear tray.

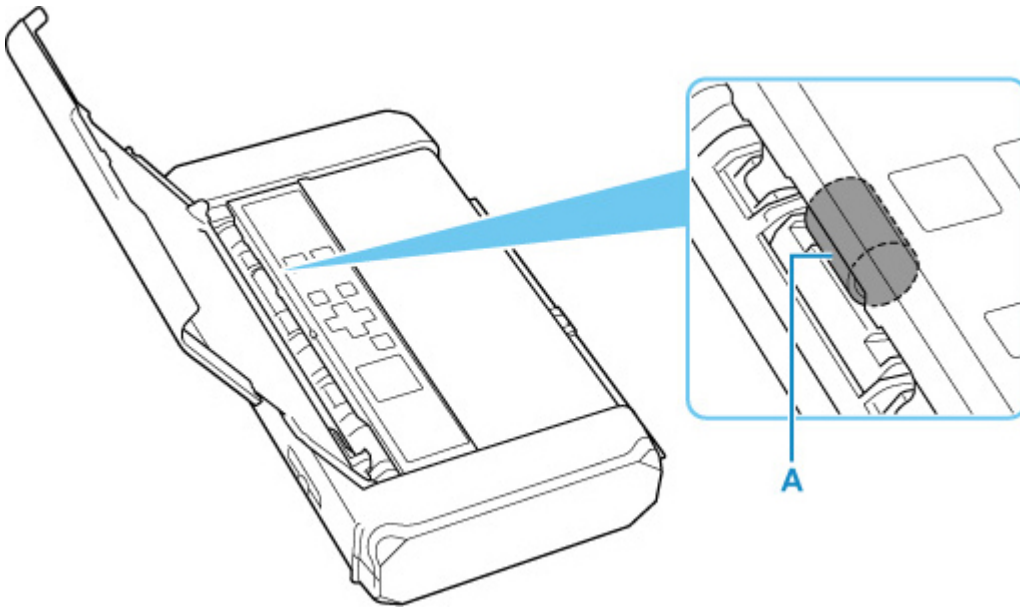
➔ [Loading Plain Paper / Photo Paper](#)

9. Press the **OK** button.

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

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

If the problem is not resolved after cleaning the paper feed roller, turn off the power, unplug the power cord, then wipe the paper feed roller (A) located on the right side inside the rear tray with a moistened cotton swab or the like while rotating them manually. Do not touch the roller with your fingers. Rotate the roller two or more times.



After cleaning the paper feed roller with a cotton swab, turn on the power, then clean the paper feed roller 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: two sheets of A4 or Letter-sized plain paper*

* Be sure to use a new piece of paper.

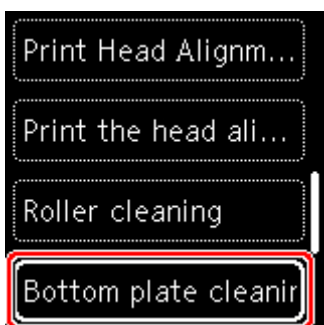
1. [Check that printer is turned on.](#)

2. Select  (Setup) on HOME screen.

➔ [LCD and Operation Panel](#)

3. Select **Maintenance**.

4. Select **Bottom plate cleaning**.



The confirmation screen will appear.

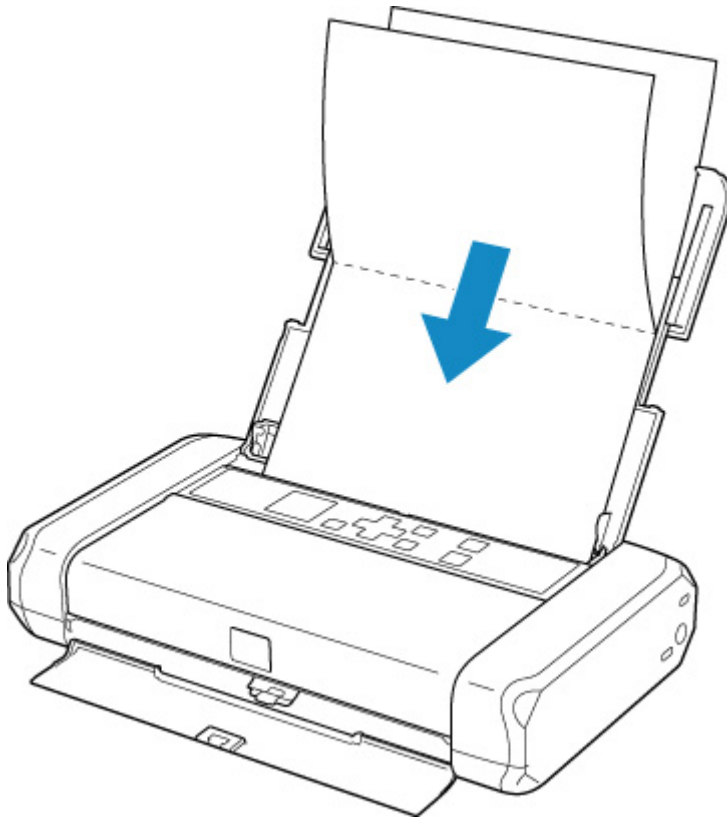
5. Select **Yes**.

6. Follow the message to remove any paper from the rear tray, then press **OK** button.

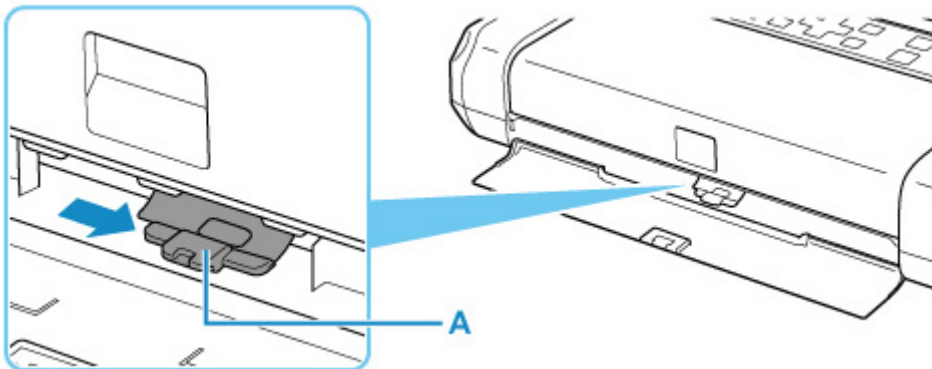
7. Load only one sheet of A4 or Letter-sized plain paper in the rear tray, then press **OK** button.

8. Fold the other sheet of A4 or Letter-sized plain paper in half widthwise, then unfold the paper, then press **OK** button.

9. Load this sheet of paper on the paper loaded in step 7 with the open side facing you.



10. Set the paper thickness lever (A) to the right.



11. Press **OK** button.

The paper cleans the inside of the printer and only the paper folded in step 9 is ejected.

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

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

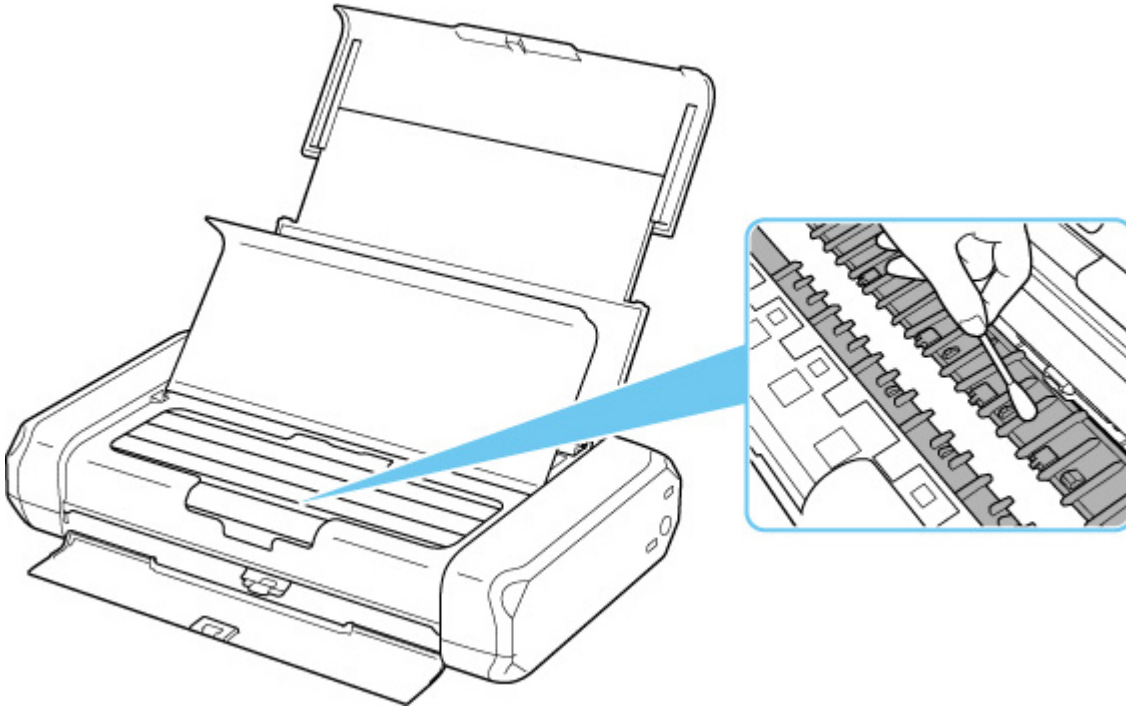
►►► **Note**

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

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

»» Important

- Be sure to turn off the power and unplug the power cord before cleaning the printer.



Overview

▶ **Safety**

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

▶ **Handling Precautions**

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

▶ **Main Components and Their Use**

- Main Components
- Power Supply
- LCD and Operation Panel

▶ **Changing Settings**

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

▶ **Accessories**

▶ **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 the AC adapter (CANON, K30359) that came with the printer. Do not use it for other products.
 - 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 print head or other metal parts immediately after printing.
- Ink
 - Keep ink out of reach of children.

- If ink is accidentally licked or swallowed, rinse out your mouth and drink one or two glasses of water. If irritation or discomfort occurs, obtain medical advice immediately.
 - In case ink gets in contact with eyes, rinse with water immediately. In case ink gets in contact with skin, wash with soap and water immediately. If irritation to eyes or skin persists, obtain medical advice immediately.
-

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.

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 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.
- Do not attempt to open, disassemble or modify the ink tanks. Ink may leak and damage your printer.
- Do not throw print heads or ink tanks in the fire.

AC Adapter

When you pack the AC adapter for travel or storage, never wrap the cord around the body of the AC adapter to prevent the cord from splitting or separating from the body of the AC adapter and causing a short circuit.

Regulatory Information

Users in the U.S.A.

FCC Notice (U.S.A. Only)

Model Number: K10513 (Contains FCC Approved WLAN Module K30374)

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Use of a shielded cable is required to comply with Class B limits in Subpart B of Part 15 of the FCC Rules.

Do not make any changes or modifications to the equipment unless otherwise specified in the manual. If such changes or modifications should be made, you could be required to stop operation of the equipment.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate equipment.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The equipment complies with FCC radiation exposure limits for at 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.

Users in Australia

5150 - 5350MHz band is indoor use only.

In Australia, use on channels 120-128 are prohibited in 5GHz Wireless LAN band.

Users in New Zealand

5150 - 5250MHz band is indoor use only.

WEEE (EU&EEA)

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



These symbols indicate that this product is not to be disposed of with your household waste, according to the WEEE Directive (2012/19/EU), the Battery Directive (2006/66/EC) and/or national legislation implementing those Directives. If a chemical symbol is printed beneath the symbol shown above, in accordance with the Battery Directive, this indicates that a heavy metal (Hg = Mercury, Cd = Cadmium, Pb = Lead) is present in this battery or accumulator at a concentration above an applicable threshold specified in the Battery Directive. This product should be handed over to a designated collection point, e.g., on an authorized one-for-one basis when you buy a new similar product or to an authorized collection site for recycling waste electrical and electronic equipment (EEE) and batteries and accumulators. Improper handling of this type of waste could have a possible impact on the environment and human health due to potentially hazardous substances that are generally associated with EEE. Your cooperation in the correct disposal of this product will contribute to the effective usage of natural resources. For more information about the recycling of this product, please contact your local city office, waste authority, approved scheme or your household waste disposal service or visit www.canon-europe.com/weee, or www.canon-europe.com/battery.

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



Diese Symbole weisen darauf hin, dass dieses Produkt gemäß WEEE-Richtlinie (2012/19/EU; Richtlinie über Elektro- und Elektronik-Altgeräte), Batterien-Richtlinie (2006/66/EG) und nationalen Gesetzen zur Umsetzung dieser Richtlinien nicht über den Hausmüll entsorgt werden darf. Falls sich unter dem oben abgebildeten Symbol ein chemisches Symbol befindet, bedeutet dies gemäß der Batterien-Richtlinie, dass in dieser Batterie oder diesem Akkumulator ein Schwermetall (Hg = Quecksilber, Cd = Cadmium, Pb = Blei) in einer Konzentration vorhanden ist, die über einem in der Batterien-Richtlinie angegebenen Grenzwert liegt. Dieses Produkt muss bei einer dafür vorgesehenen Sammelstelle abgegeben werden. Dies kann z. B. durch Rückgabe beim Kauf eines neuen ähnlichen Produkts oder durch Abgabe bei einer autorisierten Sammelstelle für die Wiederaufbereitung von Elektro- und Elektronik-Altgeräten sowie Batterien und Akkumulatoren geschehen. Der unsachgemäße Umgang mit Altgeräten kann aufgrund potenziell gefährlicher Stoffe, die generell mit Elektro- und Elektronik-Altgeräten in Verbindung stehen, negative Auswirkungen auf die Umwelt und die menschliche Gesundheit haben. Durch Ihre Mitarbeit bei der umweltgerechten Entsorgung dieses Produkts tragen Sie zu einer effektiven Nutzung natürlicher Ressourcen bei. Um weitere Informationen über die Wiederverwertung dieses Produkts zu erhalten, wenden Sie sich an Ihre Stadtverwaltung, den öffentlich-rechtlichen Entsorgungsträger, eine autorisierte Stelle für die Entsorgung von Elektro- und Elektronik-Altgeräten oder Ihr örtliches

Entsorgungsunternehmen oder besuchen Sie www.canon-europe.com/weee, oder www.canon-europe.com/battery.

Union Européenne, Norvège, Islande et Liechtenstein uniquement.



Ces symboles indiquent que ce produit ne doit pas être mis au rebut avec les ordures ménagères, comme le spécifient la Directive européenne DEEE (2012/19/UE), la Directive européenne relative à l'élimination des piles et des accumulateurs usagés (2006/66/CE) et les lois en vigueur dans votre pays appliquant ces directives. Si un symbole de toxicité chimique est imprimé sous le symbole illustré ci-dessus conformément à la Directive relative aux piles et aux accumulateurs, il indique la présence d'un métal lourd (Hg = mercure, Cd = cadmium, Pb = plomb) dans la pile ou l'accumulateur à une concentration supérieure au seuil applicable spécifié par la Directive. Ce produit doit être confié au distributeur à chaque fois que vous achetez un produit neuf similaire, ou à un point de collecte mis en place par les collectivités locales pour le recyclage des Déchets des Équipements Électriques et Électroniques (DEEE). Le traitement inapproprié de ce type de déchet risque d'avoir des répercussions sur l'environnement et la santé humaine, du fait de la présence de substances potentiellement dangereuses généralement associées aux équipements électriques et électroniques. Votre entière coopération dans le cadre de la mise au rebut correcte de ce produit favorisera une meilleure utilisation des ressources naturelles. Pour plus d'informations sur le recyclage de ce produit, contactez vos services municipaux, votre éco-organisme ou les autorités locales compétentes, ou consultez le site www.canon-europe.com/weee, ou www.canon-europe.com/battery.

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



Met deze symbolen wordt aangegeven dat dit product in overeenstemming met de AEEA-richtlijn (2012/19/EU), de richtlijn 2006/66/EG betreffende batterijen en accu's en/of de plaatselijk geldende wetgeving waarin deze richtlijnen zijn geïmplementeerd, niet bij het normale huisvuil mag worden weggegooid. Indien onder het hierboven getoonde symbool een chemisch symbool gedrukt staat, geeft dit in overeenstemming met de richtlijn betreffende batterijen en accu's aan dat deze batterij of accu een zwaar metaal bevat (Hg = kwik, Cd = cadmium, Pb = lood) waarvan de concentratie de toepasselijke drempelwaarde in overeenstemming met de genoemde richtlijn overschrijdt. Dit product dient te worden ingeleverd bij een hiervoor aangewezen inzamelpunt, bijv. door dit in te leveren bij een hiertoe erkend verkooppunt bij aankoop van een gelijksoortig product, of bij een officiële inzameldienst voor de recycling van elektrische en elektronische apparatuur (EEA) en batterijen en accu's. Door de potentieel gevaarlijke stoffen die gewoonlijk gepaard gaan met EEA, kan onjuiste verwerking van dit type afval mogelijk nadelige gevolgen hebben voor het milieu en de menselijke gezondheid. Uw medewerking bij het op juiste wijze weggooiden van dit product draagt bij tot effectief gebruik van natuurlijke hulpbronnen. Voor verdere informatie over recycling van dit product kunt u contact opnemen met uw plaatselijke gemeente,

afvaldienst, officiële dienst voor klein chemisch afval of afvalstortplaats, of kunt u terecht op www.canon-europe.com/weee, of www.canon-europe.com/battery.

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



Estos iconos indican que este producto no debe desecharse con los residuos domésticos de acuerdo con la Directiva sobre RAEE (2012/19/UE) y la Directiva sobre Pilas y Acumuladores (2006/66/CE) y/o la legislación nacional. Si aparece un símbolo químico bajo este icono, de acuerdo con la Directiva sobre Pilas y Acumuladores, significa que la pila o el acumulador contiene metales pesados (Hg = Mercurio, Cd = Cadmio, Pb = Plomo) en una concentración superior al límite especificado en dicha directiva. Este producto deberá entregarse en un punto de recogida designado, por ejemplo, entregándolo en el lugar de venta al adquirir un producto nuevo similar o en un centro autorizado para la recogida de residuos de aparatos eléctricos y electrónicos (RAEE), baterías y acumuladores. La gestión incorrecta de este tipo de residuos puede afectar al medio ambiente y a la salud humana debido a las sustancias potencialmente nocivas que suelen contener estos aparatos. Su cooperación en la correcta eliminación de este producto contribuirá al correcto aprovechamiento de los recursos naturales. Los usuarios tienen derecho a devolver pilas, acumuladores o baterías usados sin coste alguno. El precio de venta de pilas, acumuladores y baterías incluye el coste de la gestión medioambiental de su desecho, y no es necesario mostrar la cuantía de dicho coste en la información y la factura suministradas a los usuarios finales. Si desea más información sobre el reciclado de este producto, póngase en contacto con su municipio, el servicio o el organismo encargado de la gestión de residuos domésticos o visite www.canon-europe.com/weee, o www.canon-europe.com/battery.

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



Aquests símbols indiquen que aquest producte no s'ha de llençar amb les escombraries de la llar, d'acord amb la RAEE (2012/19/UE), la Directiva relativa a piles i acumuladors (2006/66/CE) i la legislació nacional que implementi aquestes directives. Si al costat d'aquest símbol hi apareix imprès un símbol químic, segons especifica la Directiva relativa a piles i acumuladors, significa que la bateria o l'acumulador conté un metall pesant (Hg = mercuri, Cd = cadmi, Pb = plom) en una concentració superior al límit aplicable especificat en la Directiva. Aquest producte s'hauria de lliurar en un dels punts de recollida designats, com per exemple, intercanviant un per un en comprar un producte similar o lliurant-lo en un lloc de recollida autoritzat per al reciclatge de residus d'aparells elèctrics i electrònics (RAEE) i piles i acumuladors. La manipulació inadequada d'aquest tipus de residus podria tenir un impacte negatiu en l'entorn i en la salut humana, a causa de les substàncies potencialment perilloses que normalment estan associades a l'RAEE. La vostra cooperació a l'hora de rebutjar correctament aquest producte contribuirà a la utilització efectiva dels recursos naturals. Els usuaris tenen dret a retornar les bateries o els

acumuladors usats sense cap càrrec. El preu de venda de les bateries i els acumuladors inclou el cost de la gestió ambiental dels residus i no es necessari mostrar l'import d'aquest cost en aquest fullet o en la factura que es lliuri a l'usuari final. Per a més informació sobre el reciclatge d'aquest producte, contacteu amb l'oficina municipal, les autoritats encarregades dels residus, el pla de residus homologat o el servei de recollida d'escombraries domèstiques de la vostra localitat o visiteu www.canon-europe.com/weee, o www.canon-europe.com/battery.

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



Questi simboli indicano che il prodotto non può essere smaltito con i rifiuti domestici, ai sensi della Direttiva RAEE (2012/19/UE), della Direttiva sulle Batterie (2006/66/CE) e/o delle leggi nazionali che attuano tali Direttive. Se sotto il simbolo indicato sopra è riportato un simbolo chimico, in osservanza della Direttiva sulle batterie, tale simbolo indica la presenza di un metallo pesante (Hg = Mercurio, Cd = Cadmio, Pb = Piombo) nella batteria o nell'accumulatore con un livello di concentrazione superiore a una soglia applicabile specificata nella Direttiva sulle batterie. Il prodotto deve essere conferito a un punto di raccolta designato, ad esempio il rivenditore in caso di acquisto di un nuovo prodotto simile oppure un centro di raccolta autorizzato per il riciclaggio di rifiuti di apparecchiature elettriche ed elettroniche (RAEE) nonché di batterie e accumulatori. Un trattamento improprio di questo tipo di rifiuti può avere conseguenze negative sull'ambiente e sulla salute umana a causa delle sostanze potenzialmente nocive solitamente contenute in tali rifiuti. La collaborazione dell'utente per il corretto smaltimento di questo prodotto contribuirà a un utilizzo efficace delle risorse naturali ed eviterà di incorrere in sanzioni amministrative ai sensi dell'art. 255 e successivi del Decreto Legislativo n. 152/06. Per ulteriori informazioni sul riciclaggio di questo prodotto, contattare le autorità locali, l'ente responsabile della raccolta dei rifiuti, un rivenditore autorizzato o il servizio di raccolta dei rifiuti domestici, oppure visitare il sito www.canon-europe.com/weee, o www.canon-europe.com/battery.

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



Estes símbolos indicam que este produto não deve ser eliminado juntamente com o seu lixo doméstico, segundo a Diretiva REEE de 2012/19/UE, a Diretiva de Baterias (2006/66/CE) e/ou a sua legislação nacional que transponha estas Diretivas. Se houver um símbolo químico impresso como mostrado abaixo, de acordo com a Diretiva de Baterias, isto indica que um metal pesado (Hg = Mercúrio, Cd = Cádmiu, Pb = Chumbo) está presente nesta pilha ou acumulador, numa concentração acima de um limite aplicável especificado na Diretiva. Este produto deve ser entregue num ponto de recolha designado, por exemplo num local autorizado de troca quando compra um equipamento novo idêntico, ou num local de recolha autorizado para reciclar equipamento elétrico e eletrónico (EEE) em fim de vida, bem como pilhas e baterias. O tratamento inadequado deste tipo de resíduos pode ter um impacto negativo no ambiente e na saúde humana, devido a substâncias potencialmente perigosas que estão associadas com

equipamentos do tipo EEE. A sua cooperação no tratamento correto deste produto irá contribuir para a utilização mais eficaz dos recursos naturais. Para obter mais informações acerca de como reciclar este produto, por favor contacte as suas autoridades locais responsáveis pela matéria, serviço de recolha aprovado para pilhas e baterias ou serviço de recolha de resíduos sólidos domésticos da sua municipalidade, ou visite www.canon-europe.com/weee, ou www.canon-europe.com/battery.

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



Disse symboler betyder, at produktet ikke må bortskaffes sammen med dagrenovation i henhold til WEEE-direktivet (2012/19/EU), batteridirektivet (2006/66/EF) og/eller den lokale lovgivning, som disse direktiver er gennemført i. Hvis der i overensstemmelse med batteridirektivet er trykt et kemisk symbol under det symbol, der er vist ovenfor, betyder det, at batteriet eller akkumulatoren indeholder tungmetaller (Hg = kviksølv, Cd = cadmium, Pb = bly) i en koncentration, som ligger over de grænseværdier, der er beskrevet i batteridirektivet. Produktet skal afleveres på et godkendt indsamlingssted, f.eks. i overensstemmelse med en godkendt én-til-én-procedure, når du indkøber et nyt tilsvarende produkt, eller på et godkendt indsamlingssted for elektronikaffald samt for batterier og akkumulatore. Forkert håndtering af denne type affald kan medføre negative konsekvenser for miljøet og menneskers helbred på grund af de potentielt sundhedsskadelige stoffer, der generelt kan forefindes i elektrisk og elektronisk udstyr. Når du foretager korrekt bortskaffelse af produktet, bidrager du til effektiv brug af naturressourcerne. Kontakt din kommune, den lokale affaldsmyndighed, det lokale affaldsanlæg, eller besøg www.canon-europe.com/weee, eller www.canon-europe.com/battery for at få flere oplysninger om genbrug af dette produkt.

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



Αυτά τα σύμβολα υποδεικνύουν ότι αυτό το προϊόν δεν πρέπει να απορρίπτεται μαζί με τα οικιακά απορρίμματα, σύμφωνα με την Οδηγία για τα Απόβλητα Ηλεκτρικού και Ηλεκτρονικού Εξοπλισμού (ΑΗΗΕ) (2012/19/ΕΕ), την Οδηγία για τις Ηλεκτρικές Στήλες (2006/66/ΕΚ) ή/και την εθνική νομοθεσία που εφαρμόζει τις Οδηγίες εκείνες. Εάν κάποιο χημικό σύμβολο είναι τυπωμένο κάτω από το σύμβολο που φαίνεται παραπάνω, σύμφωνα με την Οδηγία για τις Ηλεκτρικές Στήλες, υποδηλώνει ότι κάποιο βαρύ μέταλλο (Hg = Υδράργυρος, Cd = Κάδμιο, Pb = Μόλυβδος) υπάρχει στην μπαταρία ή τον συσσωρευτή σε συγκέντρωση μεγαλύτερη από το ισχύον επίπεδο που καθορίζεται στην Οδηγία για τις Ηλεκτρικές Στήλες. Αυτό το προϊόν πρέπει να παραδίδεται σε καθορισμένο σημείο συλλογής, π.χ. σε μια εξουσιοδοτημένη βάση ανταλλαγής όταν αγοράζετε ένα νέο παρόμοιο προϊόν ή σε μια εξουσιοδοτημένη θέση συλλογής για την ανακύκλωση των αποβλήτων ηλεκτρικού και ηλεκτρονικού εξοπλισμού (ΗΗΕ) και των ηλεκτρικών στηλών και συσσωρευτών. Ο ακατάλληλος χειρισμός αυτού του τύπου αποβλήτων μπορεί να έχει αρνητικό αντίκτυπο στο περιβάλλον και την υγεία του ανθρώπου, λόγω δυνητικά επικίνδυνων ουσιών που

γενικά συνδέονται με τον ΗΗΕ. Η συνεργασία σας για τη σωστή απόρριψη αυτού του προϊόντος θα συμβάλει στην αποτελεσματική χρήση των φυσικών πόρων. Για περισσότερες πληροφορίες σχετικά με ανακύκλωση αυτού του προϊόντος, επικοινωνήστε με το τοπικό γραφείο της πόλης σας, την υπηρεσία απορριμμάτων, το εγκεκριμένο σχήμα ή την υπηρεσία απόρριψης οικιακών αποβλήτων ή επισκεφθείτε τη διεύθυνση www.canon-europe.com/weee ή www.canon-europe.com/battery.

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



Disse symbolene indikerer at dette produktet ikke skal kastes sammen med husholdningsavfall, i henhold til WEEE-direktivet (2012/19/EU), batteridirektivet (2006/66/EF) og/eller nasjonal lov som har implementert disse direktivene. Hvis et kjemisk symbol vises under symbolet vist ovenfor, i samsvar med batteridirektivet, indikerer dette at et tungmetall (Hg = kvikksølv, Cd = kadmium, Pb = bly) finnes i batteriet eller akkumulatoren i en konsentrasjon over en gjeldende øvre grense som er spesifisert i batteridirektivet. Produktet må leveres til et dertil egnet innsamlingspunkt, det vil si på en autorisert en-til-en-basis når en kjøper et nytt lignende produkt, eller til et autorisert innsamlingssted for resirkulering av avfall fra elektrisk og elektronisk utstyr (EE-utstyr) og batterier og akkumulatorer. Feil håndtering av denne typen avfall kan være miljø- og helseskadelig på grunn av potensielt skadelige stoffer som ofte brukes i EE-utstyr. Din innsats for korrekt avhending av produktet vil bidra til effektiv bruk av naturressurser. Du kan få mer informasjon om resirkulering av dette produktet ved å kontakte lokale myndigheter, avfallsadministrasjonen, et godkjent program eller husholdningens renovasjonsselskap, eller gå til www.canon-europe.com/weee, eller www.canon-europe.com/battery.

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



Nämä tunnukset osoittavat, että sähkö- ja elektroniikkalaiteromua koskeva direktiivi (SER-direktiivi, 2012/19/EU), paristoista ja akuista annettu direktiivi (2006/66/EY) sekä kansallinen lainsäädäntö kieltävät tuotteen hävittämisen talousjätteen mukana. Jos yllä olevan symbolin alapuolelle on paristodirektiivin mukaisesti painettu kemiallisen aineen tunnus, kyseinen paristo tai akku sisältää raskasmetalleja (Hg = elohopea, Cd = kadmium, Pb = lyijy) enemmän kuin paristodirektiivin salliman määrän. Tuote on vietävä asianmukaiseen keräyspisteeseen, esimerkiksi kodinkoneliikkeeseen uutta vastaavaa tuotetta ostettaessa tai viralliseen sähkö- ja elektroniikkalaiteromun tai paristojen ja akkujen keräyspisteeseen. Sähkö- ja elektroniikkalaiteromun virheellinen käsittely voi vahingoittaa ympäristöä ja ihmisten terveyttä, koska laitteet saattavat sisältää ympäristölle ja terveydelle haitallisia aineita. Tuotteen asianmukainen hävittäminen säästää myös luonnonvaroja. Jos haluat lisätietoja tämän tuotteen kierrätyksestä, ota yhteys kunnan jätehuoltoviranomaisiin tai käyttämäsi jätehuoltoyhtiöön tai käy osoitteessa www.canon-europe.com/weee, tai www.canon-europe.com/battery.

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



De här symbolerna visar att produkten inte får sorteras och slängas som hushållsavfall enligt WEEE-direktivet (2012/19/EU), batteridirektivet (2006/66/EG) och/eller nationell lagstiftning som implementerar dessa direktiv. Om en kemisk symbol förekommer under ovanstående symbol innebär detta enligt Batteridirektivet att en tungmetall (Hg = Kvicksilver, Cd = Kadmium, Pb = Bly) förekommer i batteriet eller ackumulatormed en koncentration som överstiger tillämplig gräns som anges i Batteridirektivet. Produkten ska lämnas in på en avsedd samlingsplats, t.ex. på en återvinningsstation auktoriserad att hantera elektrisk och elektronisk utrustning (EE-utrustning) samt batterier och ackumulatörer eller hos handlare som är auktoriserade att byta in varor då nya, motsvarande köps (en mot en). Olämplig hantering av avfall av den här typen kan ha negativ inverkan på miljön och människors hälsa på grund av de potentiellt farliga ämnen som kan återfinnas i elektrisk och elektronisk utrustning. Din medverkan till en korrekt avfallshantering av produkten bidrar till effektiv användning av naturresurserna. Om du vill ha mer information om var du kan lämna in den här produkten, kontakta ditt lokala kommunkontor, berörd myndighet eller företag för avfallshantering eller se www.canon-europe.com/weee, eller www.canon-europe.com/battery.

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



Tento symbol znamená, že podle směrnice OEEZ (2012/19/EU), směrnice o bateriích (2006/66/ES) a/ nebo podle vnitrostátních právních prováděcích předpisů k těmto směrnici nemá být tento výrobek likvidován s odpadem z domácností. Je-li v souladu s požadavky směrnice o bateriích vytištěna pod výše uvedeným symbolem chemická značka, udává, že tato baterie nebo akumulátor obsahuje těžké kovy (Hg = rtuť, Cd = kadmium, Pb = olovo) v koncentraci vyšší, než je příslušná hodnota předepsaná směrnici. Tento výrobek má být vrácen do určeného sběrného místa, např. v rámci autorizovaného systému odběru jednoho výrobku za jeden nově prodaný podobný výrobek, nebo do autorizovaného sběrného místa pro recyklaci odpadních elektrických a elektronických zařízení (OEEZ), baterií a akumulátorů. Nevhodné nakládání s tímto druhem odpadu by mohlo mít negativní dopad na životní prostředí a lidské zdraví, protože elektrická a elektronická zařízení zpravidla obsahují potenciálně nebezpečné látky. Vaše spolupráce na správné likvidaci tohoto výrobku napomůže efektivnímu využívání přírodních zdrojů. Chcete-li získat podrobné informace týkající se recyklace tohoto výrobku, obraťte se prosím na místní úřad, orgán pro nakládání s odpady, schválený systém nakládání s odpady či společnost zajišťující likvidaci domovního odpadu, nebo navštivte webové stránky www.canon-europe.com/weee nebo www.canon-europe.com/battery.

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



Ezek a szimbólumok azt jelzik, hogy a termék hulladékkezelése a háztartási hulladéktól különválasztva, az elektromos és elektronikus berendezések hulladékairól (WEEE) szóló (2012/19/EU) irányelvnek és az elemekről és akkumulátorokról, valamint a hulladék elemekről és akkumulátorokról szóló (2006/66/EK) irányelvnek megfelelően és/vagy ezen irányelveknek megfelelő helyi előírások szerint történik.

Amennyiben a fent feltüntetett szimbólum alatt egy vegyjel is szerepel, az elemekről és akkumulátorokról szóló irányelvben foglaltak értelmében ez azt jelzi, hogy az elem vagy az akkumulátor az irányelvben meghatározott határértéknél nagyobb mennyiségben tartalmaz nehézfémeket (Hg = higany, Cd = kadmium, Pb = ólom). E terméket az arra kijelölt gyűjtőhelyre kell juttatni – pl. hasonló termék vásárlásakor a régi becserélésére vonatkozó hivatalos program keretében, vagy az elektromos és elektronikus berendezések (EEE) hulladékainak gyűjtésére, valamint a hulladék elemek és hulladék akkumulátorok gyűjtésére kijelölt hivatalos gyűjtőhelyre. Az ilyen jellegű hulladékok nem előírászerű kezelése az elektromos és elektronikus berendezésekhez (EEE) általánosan kapcsolható potenciálisan veszélyes anyagok révén hatással lehet a környezetre és az egészségre. E termék megfelelő leselejtezésével Ön is hozzájárul a természeti források hatékony használatához. A termék újrahasznosítását illetően informálódjon a helyi polgármesteri hivatalnál, a helyi közterület-fenntartó vállalatnál, a hivatalos hulladéklerakó telephelyen vagy a háztartási hulladék begyűjtését végző szolgáltatónál, illetve látogasson el a www.canon-europe.com/wEEE, vagy www.canon-europe.com/battery internetes oldalra.

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



Te symbole oznaczają, że produkt nie należy wyrzucać razem z odpadami gospodarstwa domowego, zgodnie z dyrektywą WEEE w sprawie zużytego sprzętu elektrycznego i elektronicznego (2012/19/UE) lub dyrektywą w sprawie baterii (2006/66/WE) bądź przepisami krajowymi wdrażającymi te dyrektywy. Jeśli pod powyższym symbolem znajduje się symbol chemiczny, zgodnie z dyrektywą w sprawie baterii oznacza to, że bateria lub akumulator zawiera metal ciężki (Hg = rtęć, Cd = kadm, Pb = ołów) w stężeniu przekraczającym odpowiedni poziom określony w dyrektywie w sprawie baterii. Użytkownicy baterii i akumulatorów mają obowiązek korzystać z dostępnego programu zwrotu, recyklingu i utylizacji baterii oraz akumulatorów. Niewłaściwe postępowanie z tego typu odpadami może mieć wpływ na środowisko i zdrowie ludzi ze względu na substancje potencjalnie niebezpieczne, związane ze użytym sprzętem elektrycznym i elektronicznym. Państwa współpraca w zakresie właściwej utylizacji tego produktu przyczyni się do efektywnego wykorzystania zasobów naturalnych. W celu uzyskania informacji o sposobie recyklingu tego produktu prosimy o kontakt z właściwym urzędem miejskim lub zakładem gospodarki komunalnej bądź zapraszamy na stronę www.canon-europe.com/wEEE, lub www.canon-europe.com/battery.

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



Tieto symboly označujú, že podľa Smernice o odpade z elektrických a elektronických zariadení (OEEZ) 2012/19/EÚ, Smernice o batériách (2006/66/ES) a podľa platnej legislatívy Slovenskej republiky sa tento produkt nesmie likvidovať spolu s komunálnym odpadom. Ak je chemická značka vytlačená pod vyššie uvedeným symbolom, znamená to, že táto batéria alebo akumulátor obsahuje ťažký kov (Hg = ortuť, Cd = kadmium, Pb = olovo) v koncentrácii vyššej, ako je príslušná povolená hodnota stanovená v Smernici o batériách. Produkt je potrebné odovzdať do určenej zberne, napr. prostredníctvom výmeny za kúpu nového podobného produktu, alebo na autorizované zberné miesto, ktoré spracúva odpad z elektrických a elektronických zariadení (EEZ), batérií a akumulátorov. Nesprávna manipulácia s takýmto typom odpadu môže mať negatívny vplyv na životné prostredie a ľudské zdravie, pretože elektrické a elektronické zariadenia obsahujú potenciálne nebezpečné látky. Spoluprácou na správnej likvidácii tohto produktu prispějete k účinnému využívaniu prírodných zdrojov. Ďalšie informácie o recyklácii tohto produktu získate od miestneho úradu, úradu životného prostredia, zo schváleného plánu OEEZ alebo od spoločnosti, ktorá zaisťuje likvidáciu komunálneho odpadu. Viac informácií nájdete aj na webovej stránke: www.canon-europe.com/weee, alebo www.canon-europe.com/battery.

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



Antud sümbolid viitavad sellele, et vastavalt elektri- ja elektroonikaseadmete jäätmeid käsitlevale direktiivile (2012/19/EL), patareisid ja akusid ning patarei- ja akujäätmeid käsitlevale direktiivile (2006/66/EÜ) ja/või nimetatud direktiive rakendavatele riiklikele õigusaktidele ei või seda toodet koos olmejäätmetega ära visata. Kui keemiline sümbol on trükitud eespool toodud sümboli alla, siis tähendab see, et antud patareis või akus leiduva raskemetalli (Hg = elavhõbe, Cd = kaadmium, Pb = plii) kontsentratsioonitase on kõrgem kui patareisid ja akusid ning patarei- ja akujäätmeid käsitlevas direktiivis sätestatud piirmäär. Antud tootest tekkinud jäätmed tuleb anda vastavasse kogumispunkti, nt müügipunkti, mis on volitatud üks ühe vastu vahetama, kui ostate uue sarnase toote, või vastavasse elektri- ja elektroonikaseadmete jäätmete ning patareide ja akude ümbertöötlemiseks mõeldud kogumispunkti. Antud liiki jäätmete vale käitlemine võib kahjustada keskkonda ja inimeste tervist elektri- ja elektroonikajäätmetes tavaliselt leiduvate potentsiaalselt ohtlike ainete tõttu. Antud tootest tekkinud jäätmete nõuetekohase kõrvaldamisega aitate kasutada loodusvarasid efektiivselt. Täiendava teabe saamiseks elektri- ja elektroonikaseadmetest tekkinud jäätmete ning patarei- ja akujäätmete tagastamise ja ümbertöötlemise kohta võtke ühendust kohaliku omavalitsusega, asjakohase valitsusasutusega, asjakohase tootjavastutusorganisatsiooniga või olmejäätmete käitlejaga. Lisateavet leitate ka Interneti-leheküljelt www.canon-europe.com/weee või www.canon-europe.com/battery.

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



Šie simboli norāda, ka atbilstoši ES Direktīvai (2012/19/ES) par elektrisko un elektronisko iekārtu atkritumiem (EEIA), Direktīvai (2006/66/EK) par baterijām un akumulatoriem, un akumulatoru atkritumiem, ar ko atceļ Direktīvu 91/157/EEK, un vietējiem tiesību aktiem šo izstrādājumu nedrīkst izmest kopā ar sadzīves atkritumiem. Ja zem iepriekš norādītā simbola ir uzdrukāts ķīmiskais simbols, saskaņā ar direktīvu par baterijām un akumulatoriem tas nozīmē, ka šīs baterijas vai akumulatori satur smagos metālus (Hg = dzīvsudrabs, Cd = kadmījs, Pb = svins) un to koncentrācijas līmenis pārsniedz direktīvā par baterijām un akumulatoriem minēto piemērojamo sliekšni. Šis izstrādājums ir jānodod piemērotā savākšanas vietā, piemēram, apstiprinātā veikalā, kur iegādājaties līdzīgu jaunu produktu un atstājat veco, vai apstiprinātā vietā izlietotu elektrisko un elektronisko iekārtu un bateriju un akumulatoru pārstrādei. Nepareiza šāda veida atkritumu apsaimniekošana var apdraudēt vidi un cilvēka veselību tādu iespējami bīstamu vielu dēļ, kas parasti ir elektriskajās un elektroniskajās iekārtās. Jūsu atbalsts pareizā šāda veida atkritumu apsaimniekošanā sekmēs efektīvu dabas resursu izmantošanu. Lai saņemtu pilnīgāku informāciju par šāda veida izstrādājumu nodošanu otrreizējai pārstrādei, sazinieties ar vietējo pašvaldību, atkritumu savākšanas atbildīgo dienestu, pilnvaroto organizāciju vai iestādi, kas veic sadzīves atkritumu apsaimniekošanu, vai apmeklējiet tīmekļa vietni www.canon-europe.com/weee, vai www.canon-europe.com/battery.

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



Šie simbolie reiškia, kad šio gaminio negalima išmesti į buitines atliekas, kaip reikalaujama WEEE Direktyvoje (2012/19/ES) ir Baterijų direktyvoje (2006/66/EB) ir (ar) jūsų šalies nacionaliniuose įstatymuose, kuriais šios Direktyvos yra įgyvendinamos. Jeigu cheminio ženklo simbolis yra nurodytas žemiau šio ženklo, tai reiškia, kad vadovaujantis Baterijų direktyvą, baterijų ar akumuliatorių sudėtyje yra sunkiųjų metalų (Hg = gyvsidabris, Cd = kadmio, Pb = švino), kurių koncentracija viršija Baterijų direktyvoje nurodytas leistinas ribas. Šį gaminį reikia pristatyti į specialųjį surinkimo punktą, pavyzdžiui, mainais, kai jūs perkate naują panašų gaminį, arba į specialiąją surinkimo vietą, kurioje perdirbamos elektrinės ir elektroninės įrangos atliekos bei naudotos baterijos ir akumuliatoriai. Dėl netinkamo šio tipo atliekų tvarkymo gali nukentėti aplinka ir išskirti grėsmė žmogaus sveikatai dėl galimai kenksmingų medžiagų, iš esmės susijusių su elektrine ir elektronine įranga. Bendradarbiaudami ir teisingai utilizuodami šiuos gaminius, jūs padėsite efektyviai naudoti gamtinius išteklius. Daugiau informacijos apie gaminio perdirbimą jums gali suteikti vietinis biuras, atliekų tvarkymo bendrovė, sertifikuoti organai ar buitinių atliekų surinkimo įmonės. Taip pat siūloma apsilankyti interneto svetainėje www.canon-europe.com/weee, arba www.canon-europe.com/battery.

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



Ti simboli pomenijo, da tega izdelka skladno z Direktivo OEE0 (2012/19/EU), Direktivo 2006/66/ES in/ali nacionalno zakonodajo, ki uvaja ti direktivi, ne smete odlagati z nesortiranimi gospodinjskimi odpadki. Če je pod zgoraj prikazanim simbolom natisnjen kemijski simbol, to v skladu z Direktivo pomeni, da je v tej bateriji ali akumulatorju prisotna težka kovina (Hg = živo srebro, Cd = kadmij, Pb = svinec), in sicer v koncentraciji, ki je nad relevantno mejno vrednostjo, določeno v Direktivi. Ta izdelek je potrebno odnesti na izbrano zbirno mesto, t. j. pooblaščenega trgovino, kjer ob nakupu novega (podobnega) izdelka vrnete starega, ali na pooblaščenega zbirno mesto za ponovno uporabo odpadne električne in elektronske opreme (EEO) ter baterij in akumulatorjev. Neustrezno ravnanje s to vrsto odpadkov lahko negativno vpliva na okolje in človeško zdravje zaradi potencialno nevarnih snovi, ki so pogosto povezane z EEO. Vaše sodelovanje pri pravilnem odlaganju tega izdelka predstavlja pomemben prispevek k smotrni izrabi naravnih virov. Za več informacij o ponovni uporabi tega izdelka se obrnite na lokalni mestni urad, pristojno službo za odpadke, predstavnika pooblaščenega programa za obdelavo odpadkov ali na lokalno komunalo. Lahko pa tudi obiščete našo spletno stran www.canon-europe.com/weee, ali www.canon-europe.com/battery.

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



Тези символи показват, че този продукт не трябва да се изхвърля заедно с битовите отпадъци съгласно Директивата за ИУЕЕО (2012/19/ЕС), Директивата за батерии (2006/66/ЕО) и/или Вашето национално законодателство, прилагащо тези Директиви. Ако под показания горе символ е отпечатан символ за химически елемент, съгласно разпоредбите на Директивата за батерии, този втори символ означава наличието на тежък метал (Hg = живак, Cd = кадмий, Pb = олово) в батерията или акумулатора в концентрация над указаната граница за съответния елемент в Директивата. Този продукт трябва да бъде предаден в предназначен за целта пункт за събиране, например на база размяна, когато купувате нов подобен продукт, или в одобрен събирателен пункт за рециклиране на излязло от употреба електрическо и електронно оборудване (ИУЕЕО), батерии и акумулатори. Неправилното третиране на този тип отпадъци може да доведе до евентуални отрицателни последици за околната среда и човешкото здраве поради потенциално опасните вещества, които обикновено са свързани с ЕЕО. В същото време Вашето съдействие за правилното изхвърляне на този продукт ще допринесе за ефективното използване на природните ресурси. За повече информация относно това къде можете да предадете за рециклиране на този продукт, моля свържете се с Вашите местни власти, с органа, отговорен за отпадъците, с одобрената система за ИУЕЕО или с Вашата местна служба за битови отпадъци, или посетете www.canon-europe.com/weee, или www.canon-europe.com/battery.

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



Aceste simboluri indică faptul că acest produs nu trebuie aruncat împreună cu deșeurile menajere, în conformitate cu Directiva DEEE (2012/19/UE), Directiva referitoare la baterii (2006/66/CE) și/sau legile dvs. naționale ce implementează aceste Directive. Dacă un simbol chimic este imprimat sub simbolul de mai sus, în conformitate cu Directiva referitoare la baterii, acest simbol indică prezența în baterie sau acumulator a unui metal greu (Hg = Mercur, Cd = Cadmiu, Pb = Plumb) într-o concentrație mai mare decât pragul admis specificat în Directiva referitoare la baterii. Acest produs trebuie înmănat punctului de colectare adecvat, ex: printr-un schimb autorizat unu la unu atunci când cumpărați un produs nou similar sau la un loc de colectare autorizat pentru reciclarea reziduurilor de echipament electric și electronic (EEE) și baterii și acumulatori. Administrarea neadecvată a acestui tip de deșeuri, ar putea avea un impact asupra mediului și asupra sănătății umane datorită substanțelor cu potențial de risc care sunt în general asociate cu EEE. Cooperarea dvs. în direcția reciclării corecte a acestui produs va contribui la o utilizare eficientă a resurselor naturale. Pentru mai multe informații despre reciclarea acestui produs, vă rugăm să contactați biroul dvs. local, autoritățile responsabile cu deșeurile, schema aprobată sau serviciul dvs. responsabil cu deșeurile menajere sau vizitați-ne la www.canon-europe.com/weee, sau www.canon-europe.com/battery.

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



Oznaka pokazuje da se ovaj proizvod ne smije odlagati s komunalnim i ostalim vrstama otpada, u skladu s direktivom WEEE (2012/19/EC), Direktivom o baterijama (2006/66/EC) i Pravilnikom o gospodarenju otpadnim baterijama i akumulatorima te Pravilnikom o gospodarenju otpadnim električnim i elektroničkim uređajima i opremom. Ako je ispod prethodno prikazane oznake otisnut kemijski simbol, u skladu s Direktivom o baterijama, to znači da se u ovoj bateriji ili akumulatoru nalazi teški metal (Hg = živa, Cd = kadmij, Pb = olovo) i da je njegova koncentracija iznad razine propisane u Direktivi o baterijama. Ovaj bi proizvod trebalo predati ovlaštenom skupljaču EE otpada ili prodavatelju koji je dužan preuzeti otpadni proizvod po sistemu jedan za jedan, ukoliko isti odgovara vrsti te je obavljao primarne funkcije kao i isporučena EE oprema. Otpadne baterije i akumulatori predaju se ovlaštenom skupljaču otpadnih baterija ili akumulatora ili prodavatelju bez naknade i obveze kupnje za krajnjeg korisnika. Neodgovarajuće rukovanje ovom vrstom otpada može utjecati na okoliš i ljudsko zdravlje zbog potencijalno opasnih supstanci koje se najčešće nalaze na takvim mjestima. Vaša suradnja u pravilnom zbrinjavanju ovog proizvoda pridonijet će djelotvornom iskorištavanju prirodnih resursa. Dodatne informacije o recikliranju ovog proizvoda zatražite od svog lokalnog gradskog ureda, službe za zbrinjavanje otpada, odobrenog programa ili komunalne službe za uklanjanje otpada ili pak na stranicama www.canon-europe.com/weee ili www.canon-europe.com/battery.

Korisnici u Srbiji



Ovaj simbol označava da ovaj proizvod ne sme da se odlaže sa ostalim kućnim otpadom, u skladu sa WEEE Direktivom (2012/19/EU), Direktivom o baterijama (2006/66/EC) i nacionalnim zakonima. Ukoliko je ispod gore navedenog simbola odštampan hemijski simbol, u skladu sa Direktivom o baterijama, ovaj simbol označava da su u ovoj bateriji ili akumulatoru prisutni teški metali (Hg – živa, Cd – kadmijum, Pb - olovo) u koncentracijama koje premašuju prihvatljivi prag naveden u Direktivi o baterijama. Ovaj proizvod treba predati određenom centru za prikupljanje, npr. po principu „jedan-za-jedan“ kada kupujete sličan novi proizvod, ili ovlašćenom centru za prikupljanje za reciklažu istrošene električne i elektronske opreme (EEE), baterija i akumulatora. Nepravilno rukovanje ovom vrstom otpada može imati negativne posledice po životnu sredinu i ljudsko zdravlje usled potencijalno opasnih materijala koji se uglavnom vezuju za EEE. Vaša saradnja na ispravnom odlaganju ovog proizvoda će doprineti efikasnom korišćenju prirodnih resursa. Više informacija o tome kako možete da recikirate ovaj proizvod potražite od lokalnih gradskih vlasti, komunalne službe, odobrenog plana reciklaže ili servisa za odlaganje kućnog otpada, ili posetite stranicu www.canon-europe.com/weee, ili www.canon-europe.com/battery.

Handling Precautions

- ▶ **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**
- ▶ **Carrying the Printer**
- ▶ **Traveling Abroad with the Printer**

Legal Restrictions on Printing

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

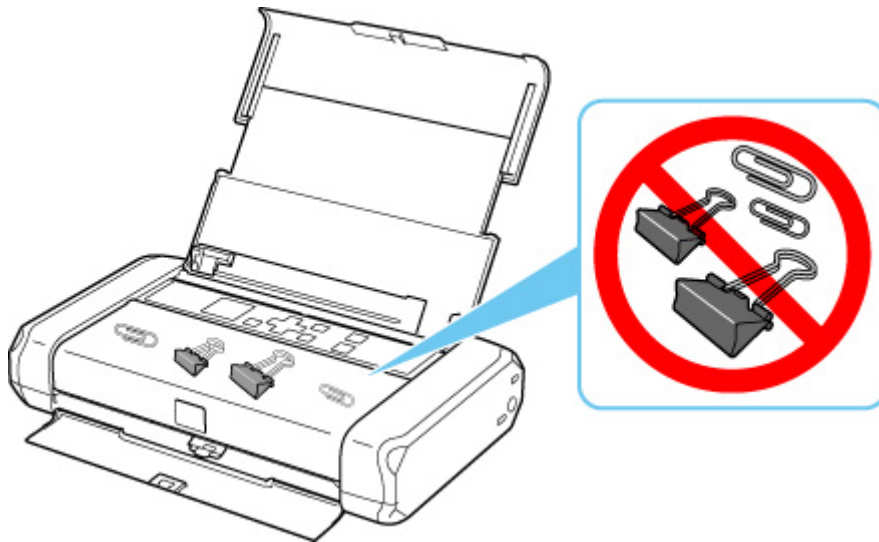
This list is non-exhaustive. When in doubt, check with a local legal representative.

- 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 print head cover!

Do not place any object on the print head cover. It will fall into the rear tray when the print head 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

- Pack the printer in a sturdy box, using sufficient protective material to ensure safe transport.
- With the print head and ink tank left installed in the printer, press the **ON** button to turn off the power. This allows the printer to automatically cap the print head, thus preventing it from drying.
- When packing the printer in a sturdy box, do not place it with its front face (paper output slot side) facing down.



- When a shipping agent is handling transport of the printer, have its box marked "PRECISION MACHINE".

1. Turn the printer off.
2. 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.

3. Retract the paper support, then close the rear tray cover and paper output slot cover.
4. Unplug the printer cable from the computer and from the printer, then unplug the AC adapter from the printer.

When the battery is not used for a long period of time (6 months or longer), remove the battery from the printer. For details on how to remove the battery, refer to Using the Battery.
5. 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.
6. Attach the protective material to the printer when packing the printer in the box.

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.

- Select  (Setup) on HOME screen and select **Device settings > Reset settings > Reset all > 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.

Carrying the Printer

Exercise sufficient care when carrying the printer.

When you remove the power cord, carry the printer, or stand it up, check that the **ON** lamp is off.

▶▶ Important

- If you repeatedly remove the power cord, carry the printer, or stand it up while the **ON** lamp is on or flashing, this may cause the ink to leak or the printer to break. (The same problem is caused even if you use the optional portable kit.) For details on turning off the printer, see [Turning off the printer](#).
- When carrying the printer, be careful not to shock the printer, to subject it to strong vibrations, to place it in the heat, or to put a heavy thing on it. This causes the printer to break or the ink to leak.

▶▶ Note

- Pack the printer carefully when carrying. For details, see [Transporting Your Printer](#).
- X-ray and any other baggage inspection devices have no adverse effect on this printer.

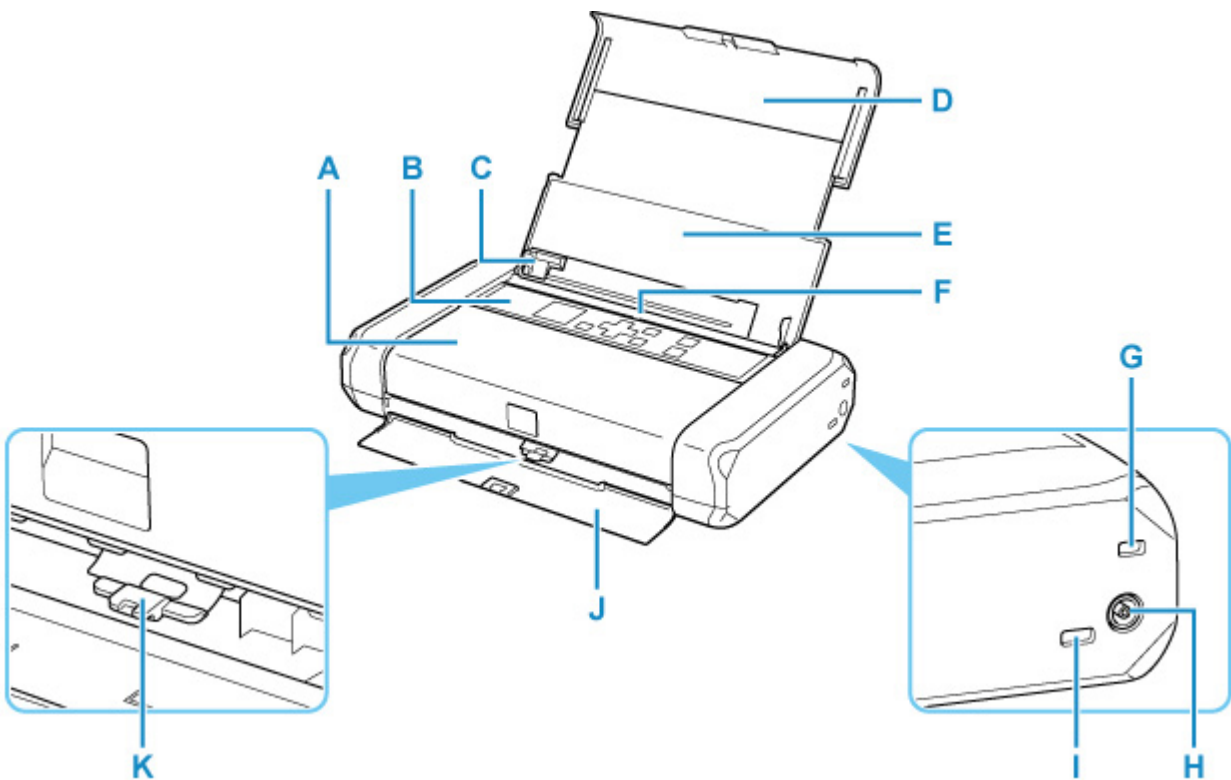
Main Components and Their Use

- **Main Components**
- **Power Supply**
- **LCD and Operation Panel**

Main Components

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

Front View



A: Print Head Cover

Open to replace an ink tank or to remove jammed paper inside the printer.

B: Operation Panel

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

➔ [Operation Panel](#)

C: Paper Guide

Align with the left side of the paper stack.

D: Paper Support

Extend to load paper in the rear tray.

E: Rear Tray Cover

Open to load paper in the rear tray.

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 Plain Paper / Photo Paper](#)

➔ [Loading Envelopes](#)

G: Security Slot

Insert the security wire or other materials as a protection against theft.

H: AC Adapter Connector

Plug in the supplied AC adapter plug here.

I: USB Port

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

J: Paper Output Slot Cover

Printed paper is ejected.

K: Paper Thickness Lever

Switches the clearance between the print head and the loaded paper to match the media type.

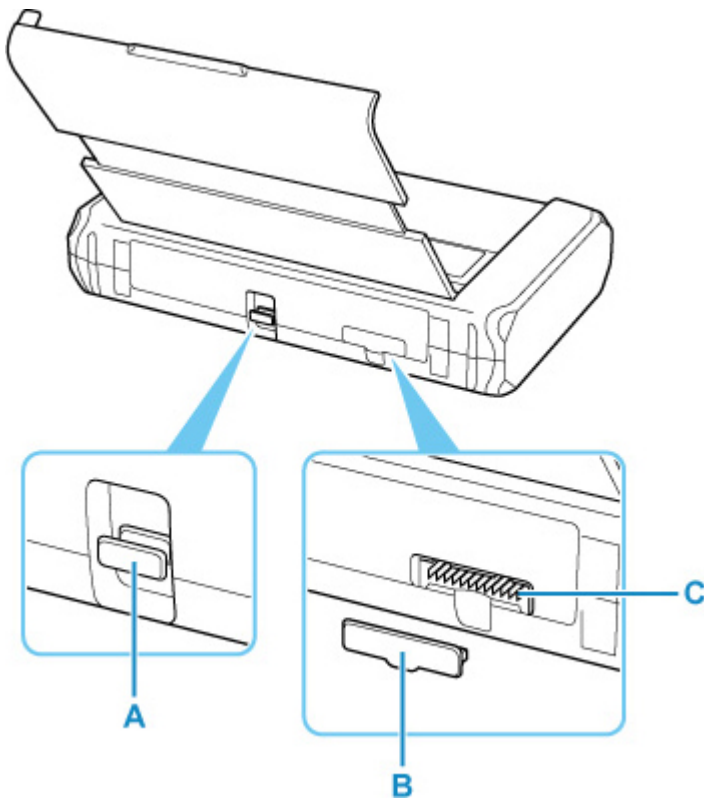
Set to the left when printing on envelopes.

Set to the right when printing on paper other than envelopes.

▶▶ Important

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

Rear View



A: Expansion Port

Used for enhanced functionality.

B: Battery Connector Cover

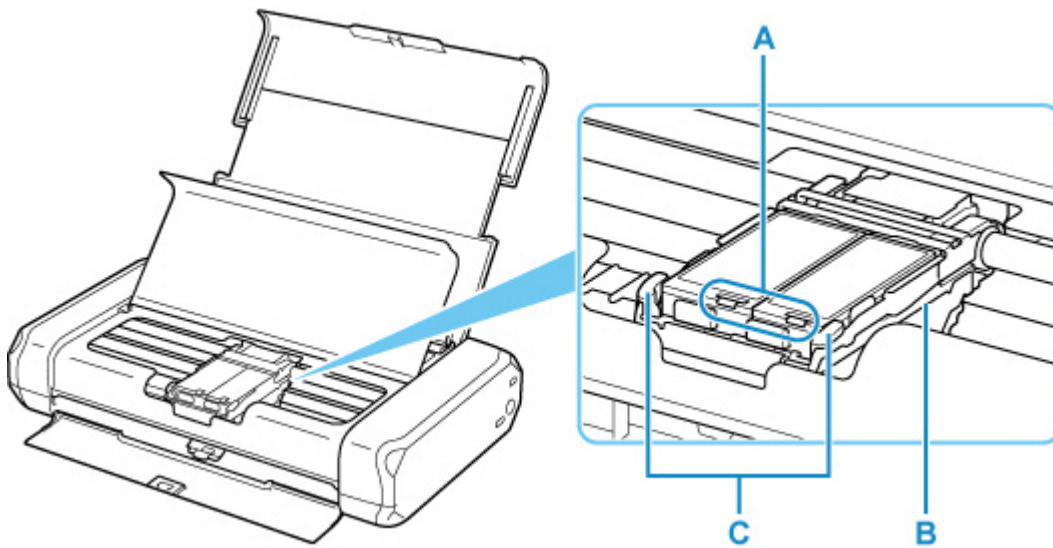
Covers the battery connector. When the battery is unplugged from the connector, use this cover to protect the battery connector.

C: Battery Connector

Connects the battery.

For how to connect and use the battery, refer to [Using the Battery](#).

Inside View



A: Ink lamps

Lights or flashes to indicate the ink tank status.

Lights: The ink tank is correctly installed.

Flashing slowly (at around 3-second intervals): The ink is running low. Prepare a new ink tank.

Flashing fast (at around 1-second intervals): Ink has run out.

Off: The ink tank is not installed properly or the function for detecting the remaining ink level is disabled.

B: Print Head Holder

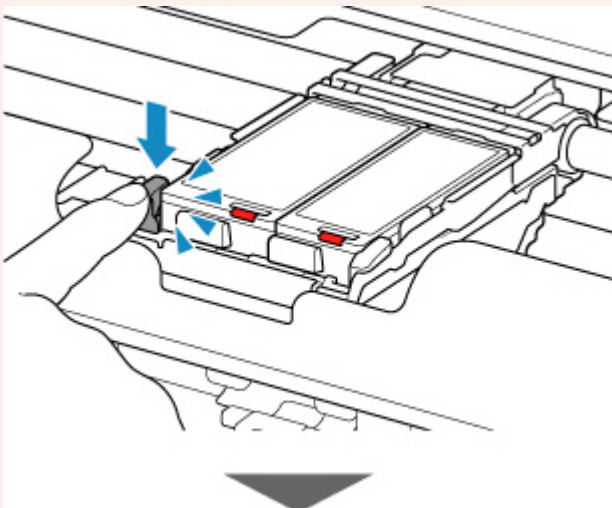
Install the print head here.

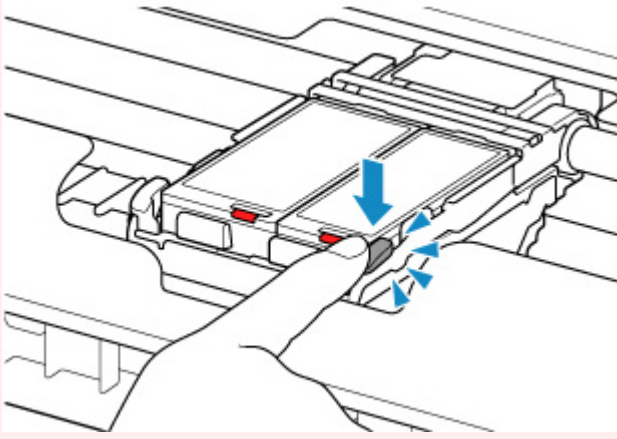
C: Print Head Lock Lever

Locks the print head into place.

►► Important

- Do not pull up the print head lock lever after installing the print head.
- If you pull up the print head lock lever after installing the print head, push both tabs in left to right order until each clicks into place.

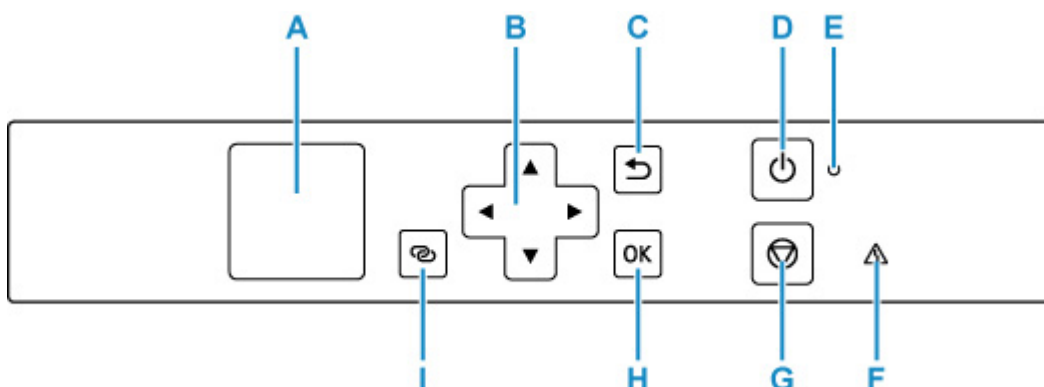




▶▶▶ Note

- For details on replacing an ink tank, see [Replacing Ink Tanks](#).

Operation Panel



A: LCD (Liquid Crystal Display)

Displays messages, menu items, and the operational status.

B: ▲, ▼, ◀, and ▶ buttons

Used to select a setting item.

C: Back button

Returns the LCD to the previous screen.

D: ON button

Turns the power on or off.

➡ [Turning the Printer On and Off](#)

E: ON lamp

Lights after flashing when the power is turned on.

F: Alarm lamp

Lights or flashes when an error occurs.

G: Stop button

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

H: OK button

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

I: 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.

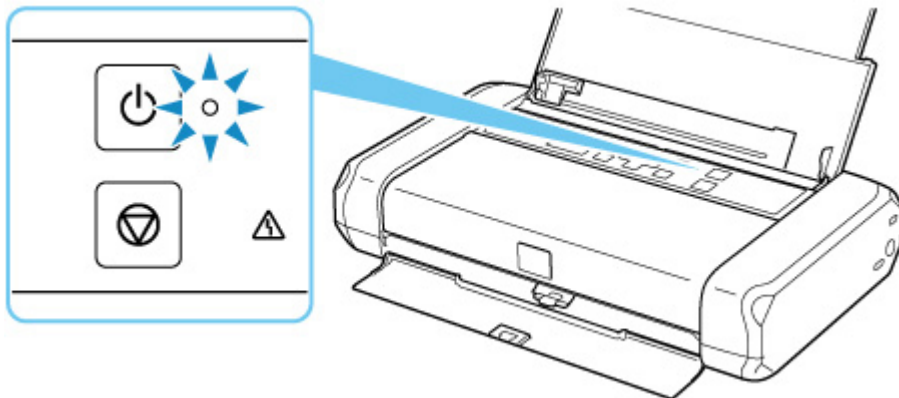
Power Supply

- **Checking that Power Is On**
- **Turning the Printer On and Off**
- **Checking the Power Plug/Power Cord**
- **Unplugging the Printer**
- **Using the Battery**
- **Checking Battery Status on the LCD**

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

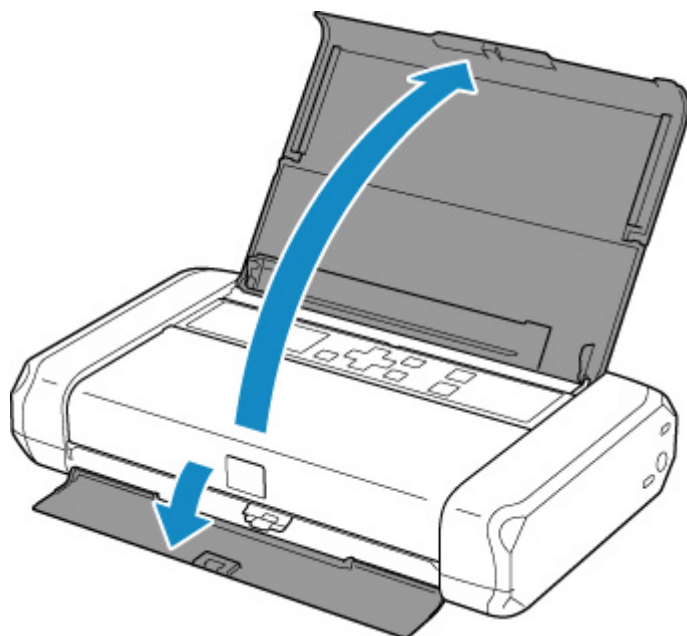
- It may take a while for the printer to start printing immediately after you turn on the printer.
- The LCD will turn off if the printer is not operated for about 3 minutes. To restore the display, press any button or perform the print operation.

Turning the Printer On and Off

Turning on the printer

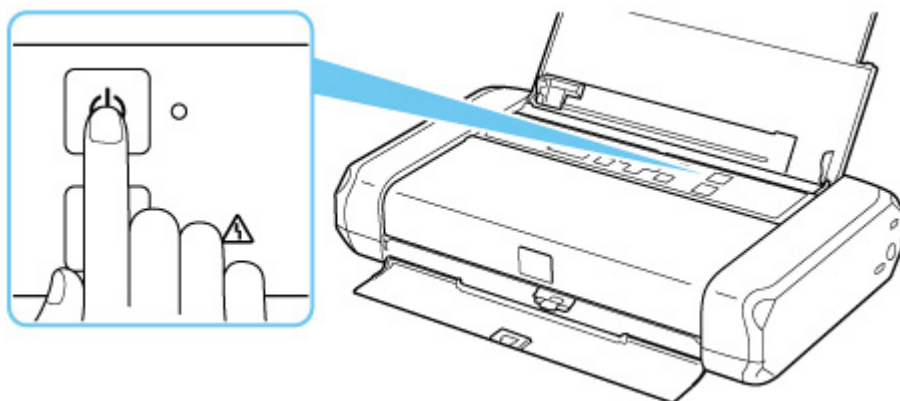
1. Open the rear tray cover.

The paper output slot cover opens automatically.



2. Press the **ON** button until the **ON** lamp is lit to turn on the printer.

➔ [Checking that Power Is On](#)



➤➤ Note

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

From the printer

➔ [ECO settings](#)

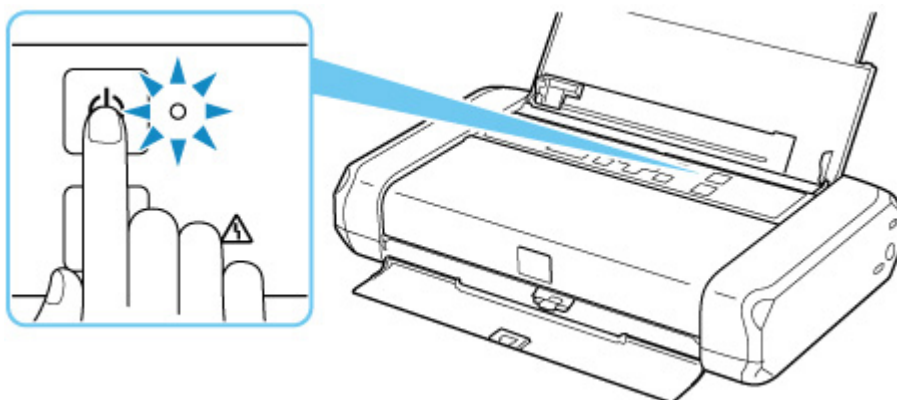
From the computer

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

- If you use the battery, make sure that it is charged. For details on how to check it, refer to Using the Battery.

Turning off the printer

1. Press the **ON** button for more than one second to turn off the printer.



➤➤➤ Important

- When you [unplug the power cord](#) after turning off the printer, be sure to confirm that the **ON** lamp is off.
- If you stand the printer up or carry the printer before the **ON** lamp goes off, this may cause the ink to leak or the printer to break.

➤➤➤ Note

- It may take up to 40 seconds until the power is turned off.
- 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.
-

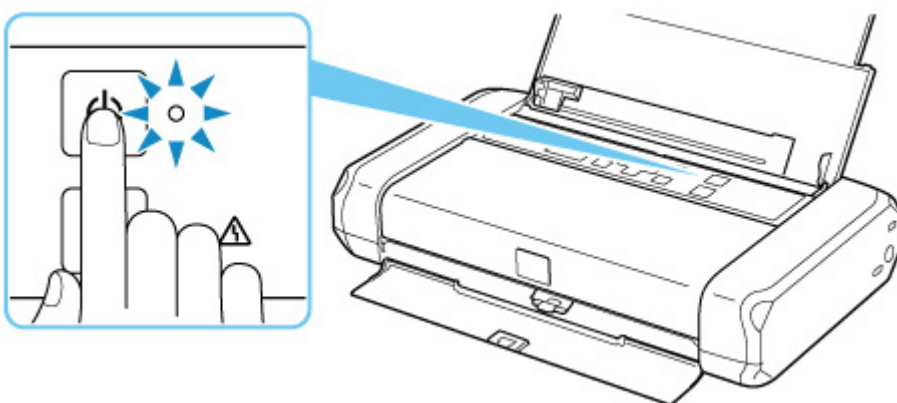
Unplugging the Printer

To unplug the power cord, follow the procedure below.

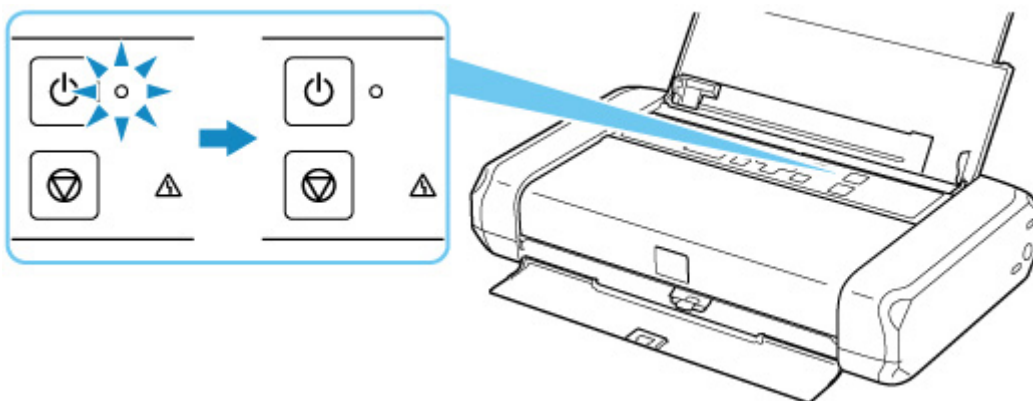
►► Important

- 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.
- If you stand the printer up or carry the printer before the **ON** lamp goes off, this may cause the ink to leak or the printer to break.

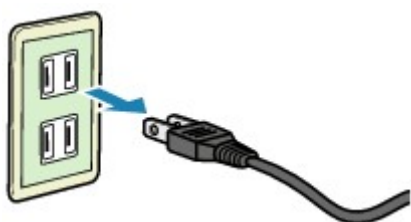
1. Press the **ON** button to turn the printer off.



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.

Checking Battery Status on the LCD

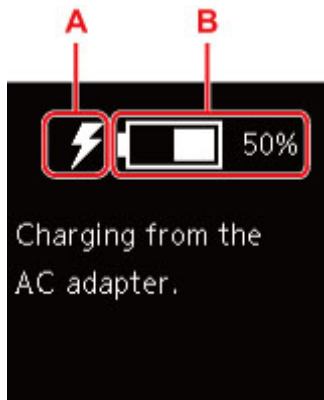
1. [Check that printer is turned on.](#)

2. Select  (Hint) on HOME screen.

➔ [LCD and Operation Panel](#)

The menu screen of tips appears.

3. Select **Battery information.**



A: Depending on the battery status, the following icons appear.



This appears when the battery is charged by AC adapter.



This appears when the battery charging remaining is 20% or below.



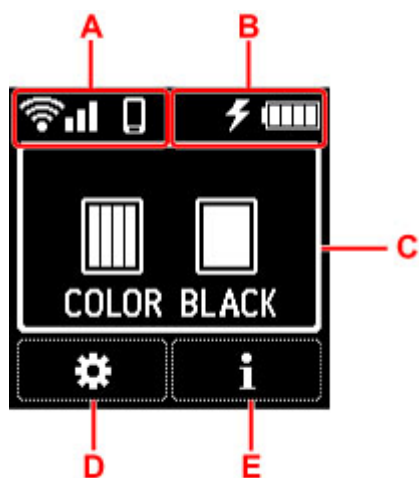
This appears when the battery cannot be charged due to its temperature is high or low. When the

battery icon appears as , the battery is not available.

B: The battery charge remaining appears.


LCD and Operation Panel

The HOME screen appears when the printer is turned on.



A: Network

Icons depicting the 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.

»» Note

-  Wireless Direct is enabled.
-  Wi-Fi and Wireless Direct are disabled.

B: Battery information

When using the battery, the battery status appears by the icons.



The battery charging remaining is 75% to 100%.



The battery charging remaining is 50% to 70%.








The battery charging remaining is 25% to 45%.



The battery charging remaining is 20% or below.

▶▶▶ Note

-  This appears when the battery is charged by AC adapter.
-  This appears when the battery charging remaining is 20% or below.
-  This appears when the battery cannot be charged due to its temperature is high or low. When the battery icon appears as , the battery is not available.
- Select  (Hint) on the HOME screen and then select **Battery information** to check the details of battery status.
 - ➔ [Checking Battery Status on the LCD](#)

C: Ink information

Display ink status.

- ➔ [Checking Ink Status on the LCD](#)

D: Setup

Select when setting, changing, or maintaining the printer.



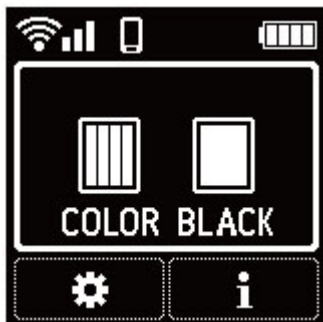
(NEW) appears when there is an update notification of the printer.

E: Hint

Select when displaying the quick guide for how to load paper, how to resolve errors, or other information, when checking ink remaining level, or when displaying printer information.

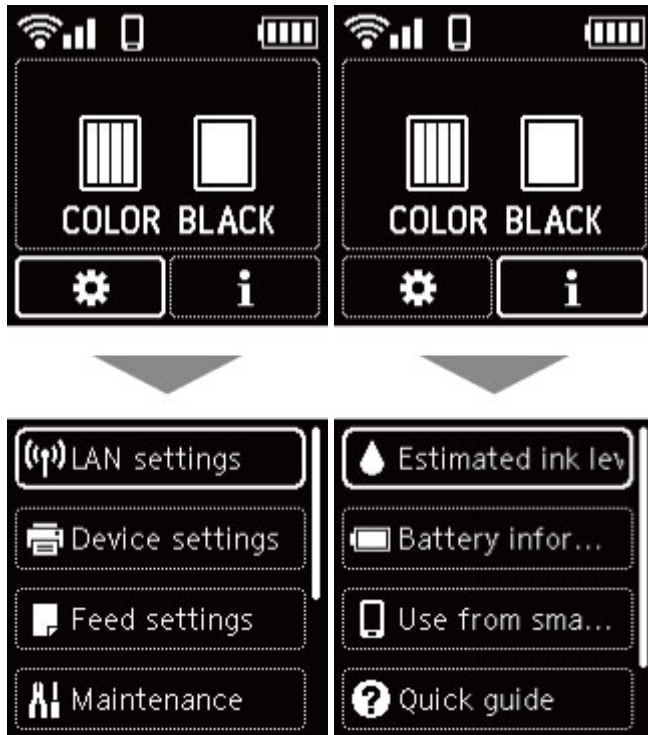
Selecting a Menu or Setting Item

1. Press ▼ button on HOME screen.



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

The menu screen appears.



»» Note

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

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 **Printer settings** from [Remote UI](#)
2. Click **Energy saving settings**
3. Complete the following settings:

Auto power off (AC adapter)

Select how long you want the printer to stay on when using the AC adapter from the following options: **OFF/240 min./120 min./60 min./30 min./15 min.**. The printer will turn off automatically if no data is sent to the printer or if the printer is not operated within the specified time.

Auto power off (battery)

Select how long you want the printer to stay on when using the battery from the following options: **30 min./15 minutes/10 minutes/5 minutes**. The printer will turn off automatically if no data is sent to the printer or if the printer is not operated within the specified time.

Important

- **OFF** cannot be specified for **Auto power off (battery)**.

Auto power on

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

Important

- **Auto power on** only functions when you are using the AC adapter.

4. Apply the settings

Click **OK**.

The printer will operate with the changed settings hereafter.

Changing the Printer Operation Mode

If necessary, switch between various modes of printer operation.

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

2. If necessary, complete the following settings:

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 device settings**
- **Language selection**
- **Firmware update**
- **Reset setting**
- **Feed settings**
- **Web service setup**
- **ECO settings**
- **Quiet setting**
- **System information**

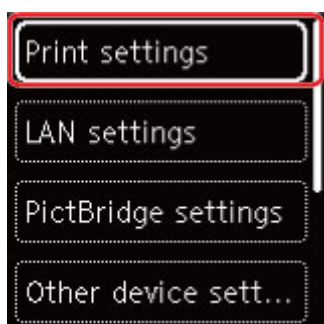
Changing Settings from Operation Panel

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

1. [Check that printer is turned on.](#)
2. Select  (Setup) on HOME screen.

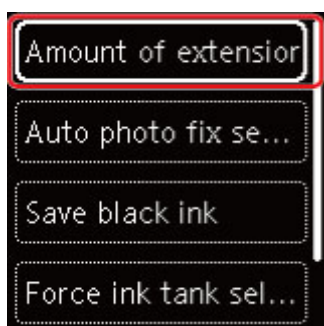
➔ [LCD and Operation Panel](#)

3. Select **Device settings**.
4. Select a setting item to adjust.

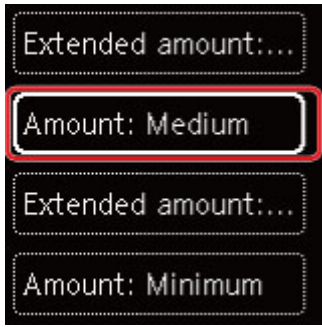


The setting screen for the selected item is displayed.

5. Select a setting item.



6. Select a setting to specify.



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 setting item from **Device settings** in the menu screen which appears when you select (Setup) on the HOME screen.

- **Amount of extension**

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

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

▶▶▶ Important

- Settings will become ineffective in the following situations:
 - PictBridge (Wi-Fi) compliant device

▶▶▶ Note

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

- **Auto photo fix setting**

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** in **PictBridge settings**.

- **Save black ink**

You can make ink last by adjusting the used amount of black ink.

- **Force ink tank selection**

You can specify the ink tank to use.

- **All ink tanks**

Use both color ink tank and black ink tank.

- **Color only**

Use only color ink tank.

- **Black only**

Use only black ink tank.

»» Note

- **Black only** is not enabled except borderless printing for plain paper or envelope printing. For details, see below.
 - ➔ Setting the Ink Usage Control (Windows)
 - ➔ Setting the Ink Usage Control (macOS)


• Print target for plain paper

Select **Text only** or **Text and photos** for plain paper printing.

»» Note

- As print results, if you are conscious of unevenness or textures of granularity, select **Text and photos**.

LAN settings

Select this setting item from **Device settings** in the menu screen which appears when you select  (Setup) on the HOME screen.

- ➔ [Wi-Fi](#)
- ➔ [Wireless Direct](#)

Wi-Fi

By selecting **Wi-Fi** from **LAN settings**, the following settings are available.

To print the LAN settings, select **Print details** in the **LAN settings** and select **Yes**.

- ➔ [Printing Network Settings](#)

▶▶▶ Important

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

- **Advanced mode**

Enables/disables Wi-Fi.

- **Wi-Fi setup**

Selects the setup method for Wi-Fi connection.

- **Easy wireless connect**

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

- **Manual connect**

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

- **WPS (Push button method)**

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

- **Other connection types**

- Manual connect (adv.)**

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

- WPS (PIN code method)**

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

- **Show setting info**

The following setting items are displayed. (Some setting items are not displayed depending on the printer settings.)

Items	Setting
Connection	Enabled (connected)/Enabled (disconnected)/Disabled
Network name (SSID)	XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX (up to 32 characters)
Frequency	2.4 GHz/5 GHz
Wi-Fi security	Inactive/WEP(64bit)/WEP(128bit)/WPA-PSK(TKIP)/WPA-PSK(AES)/ WPA2-PSK(TKIP)/WPA2-PSK(AES)
Signal strength (%)	XXX
IPv4 address	XXX. XXX. XXX. XXX (12 characters)
IPv4 subnet mask	XXX. XXX. XXX. XXX (12 characters)
IPv4 default gateway	XXX. XXX. XXX. XXX (12 characters)
IPv6 link-local address	XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX (32 characters)
MAC address (Wi-Fi)	XX: XX: XX: XX: XX: XX (12 characters)
Printer name	XXXXXXXXXXXXXXXXXXXX (up to 15 characters)
Bonjour service name	XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX (up to 52 characters)

("XX" represents alphanumeric characters.)

- **Advanced**

For details on each setting item:

➔ [Advanced](#)

Wireless Direct

By selecting **Wireless Direct** from **LAN settings**, the following settings are available.

To print the LAN settings, select **Print details** in the **LAN settings** screen and select **Yes**.

➔ [Printing Network Settings](#)

Important

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

- **Advanced mode**

Enables/disables Wireless Direct.

- **Show setting info**

The following setting items are displayed. (Some setting items are not displayed depending on the printer settings.)

▶▶▶ Note

- Select **Show setting info** to display a screen, allowing you to show or hide the password.

Items	Setting
Connection	Enabled (connected)/Disabled
Network name(SSID)	DIRECT-XXXX-TR150series
Password	XXXXXXXXXXXX (10 characters)
Wi-Fi security	WPA2-PSK(AES)
No. of devices connected now	XX/XX
IPv4 address	XXX. XXX. XXX. XXX (12 characters)
IPv4 subnet mask	XXX. XXX. XXX. XXX (12 characters)
IPv4 default gateway	XXX. XXX. XXX. XXX (12 characters)
IPv6 link-local address	XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX (32 characters)
MAC address (Wi-Fi)	XXX. XXX. XXX. XXX (12 characters)
Printer name	XXXXXXXXXXXXXXXXXXXX (up to 15 characters)
Bonjour service name	XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX (up to 52 characters)

("XX" represents alphanumeric characters.)

- **Change network name (SSID)**

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

- **Change password**

Changes the password for Wireless Direct.

- **Connection request confirmation**

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

- **Advanced**

For details on each setting item:

➡ [Advanced](#)

Advanced

- **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 inbound WSD

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

◦ Timeout setting

Specifies the timeout length.

• Bonjour settings

Setting items for LAN using Bonjour for macOS.

◦ Enable/disable Bonjour

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

◦ 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 protocol 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 communication

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

- **Enable/disable communication**

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

- **Timeout setting**

Specifies the timeout length.

- **Wi-Fi DRX setting**

Selecting **Enable** allows you to activate discontinuous reception when using Wi-Fi (intermittent reception).

»» Note

- Depending on your router, the intermittent reception may not be available even if **Enable** is selected.
- The intermittent reception is available only when the printer is in standby mode (the LCD is automatically off).

- **IPsec settings**

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

Other device settings



Select this setting item from **Device settings** in the menu screen which appears when you select (Setup) on the HOME screen.

- **Key repeat**

When you select **ON**, numbers, characters and other choices can be displayed quickly by pressing the holding the ▲ ▼ button when you are entering the characters etc.

- **ECO settings**

➔ [ECO settings](#)

- **Quiet setting**

➔ [Quiet setting](#)

- **Wi-Fi pairing settings**

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

- **Enable/disable pairing**

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

- **Allow/block additional pairing**

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

- **Delete paired devices**

Cancel all Canon PRINT Inkjet/SELPHY pairing.

- **Use generic USB serial number**

Select whether to fix USB serial number for connection, or enables or disables it.

When using more than one printer of the same model, enable this setting to avoid creating multiple printer icons for these printers.

For all other cases, set to **OFF**.

- **Charge battery via USB**

Enable or disable charge via USB cable.

Select **ON** to start charging battery via USB when the printer enters power-save mode.

- **Keyboard layout**

Select the keyboard layout from the following three types.

- **QWERTY**

- **QWERTZ**

- **AZERTY**

Language selection

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

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

Firmware update



Select this setting item from **Device settings** in the menu screen which appears when you select (Setup) on the HOME screen.

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

▶▶▶ Important

- Before updating the firmware, connect the AC adapter to the printer and insert a power plug into the outlet.
- When you use this function, make sure the printer is connected to the Internet.

▶▶▶ Note

- Only **Check current version** is available when **Disable** is selected for **Advanced mode** of **Wi-Fi** in **LAN settings**.

• Install update

Performs the firmware update of the printer. If you select **Yes**, the firmware update starts. Follow the on-screen instructions to perform update.

▶▶▶ Note

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

• Check current version

You can check the current firmware version.

• Update notification setting

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. Follow the display on the LCD to perform settings.

Reset setting

Select this setting item from **Device settings** in the menu screen which appears when you select  (Setup) on the HOME screen.

You can set the settings back to the default.

- **Web service setup only**

Sets the Web service settings back to the default.

- **LAN settings only**

Sets the LAN settings back to the default.

- **Settings only**

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

- **Reset all**

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

Note

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

Feed settings



Select this setting item from **Feed settings** in the menu screen which appears when you select (Setup) on the HOME screen.

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

For details:

➔ [Paper Settings](#)

▶▶▶ Note

- For more on the proper combination of paper settings you can specify by the printer driver (Windows) or on the LCD:

- ➔ Paper Settings on the Printer Driver and the Printer (Media Type)
- ➔ Paper Settings on the Printer Driver and the Printer (Paper Size)

- **Rear tray paper settings**

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

- **Check paper replacement**

Select **Enable** to detect paper replacement operation. When paper is replaced, paper information screen appears. Select paper size and media type.

- **Detect paper setting mismatch**

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

▶▶▶ Note

- When **Disable** is selected, the settings in **Feed settings** is disabled.

Web service setup



Select this setting item from **Web service setup** in the menu screen which appears when you select (Setup) on the HOME screen.

- **Web service registration/Web service cancellation**

Registers/Deletes Web service usage to use the printer device information to/from PIXMA/MAXIFY Cloud Link.

- **Web service connection setup**

The following setting items are available.

- **Google Cloud Print setup**

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

- **IJ Cloud Printing Center setup**

Registers/Deletes the printer to/from Canon Inkjet Cloud Printing Center.

- **Check Web service setup**

Make sure whether the printer is registered to Google Cloud Print or Canon Inkjet Cloud Printing Center.

- **Issue registration code**

In order to link the web service and printer, obtain the registration code from the service origin.

- **DNS server setup**

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

- **Proxy server setup**

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


ECO settings

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

Using Power Saving Function

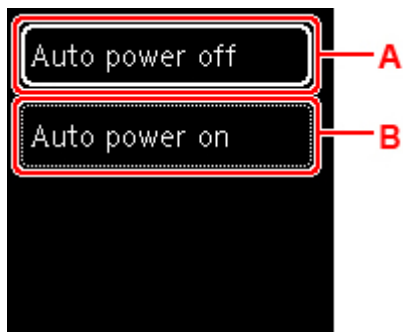
Follow the procedure below to use power saving function.

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

2. Select  (Setup) on HOME screen.

➔ [LCD and Operation Panel](#)

3. Select **Device settings**.
4. Select **Other device settings**.
5. Select **ECO settings**.
6. Select **Energy saving settings**.
7. Specify settings as necessary.




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

B: Select **ON** to turn on the printer automatically when printing data is sent to the printer.

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. Select  (Setup) on HOME screen.
➔ [LCD and Operation Panel](#)
3. Select **Device settings**.
4. Select **Other device settings**.
5. Select **Quiet setting**.
6. Select to turn it ON/OFF.

When **Quiet setting** is turned on, it is possible to reduce the operating noise while printing is in progress.


▶▶ Important

- When **Quiet setting** is turned on, the operating speed will be slower compared to when it is turned off.
- 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

To display this screen, select **System information** displayed after selecting  (Hint) on the HOME screen.

- **Current version**

Displays the current firmware version.

- **Printer name**

Displays the printer name currently specified.

- **Serial number**

Displays the printer serial number.

- **MAC address (Wi-Fi)**

Displays the MAC address for Wi-Fi.

- **Root cert. thumbprint (SHA-1)**

Shows the root certification thumbprint (SHA-1) of the printer.

▶▶▶ Note

- If the password is set to the printer, the password may be requested.

- **Root certificate thumbprint: SHA-256**

Shows the root certification thumbprint (SHA-256) of the printer.

▶▶▶ Note

- If the password is set to the printer, the password may be requested.

Specifications

General Specifications

Interface	<p>USB Port: Hi-Speed USB * Type C</p> <p>Network Port: Wi-Fi: IEEE802.11n / IEEE802.11g / IEEE802.11b / IEEE802.11a</p> <p>* 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.</p> <p>USB and the network can be used at the same time.</p>
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: 8 W or less *1</p> <p>Standby (minimum): 1.1 W or less *1*2</p> <p>OFF: 0.3 W or less</p> <p>*1 USB connection to a PC</p> <p>*2 The wait time for standby cannot be changed.</p>
External dimensions (W x D x H)	<p>Approx. 12.7 x 7.3 x 2.6 in. (Approx. 322 x 185 x 66 mm)</p> <p>* With the trays retracted.</p>
Weight	<p>Approx. 4.5 lb (Approx. 2.1 kg)</p> <p>* With the Print Head and ink tanks installed.</p>

Network Specifications

Communication protocol	SNMP, HTTP, TCP/IP (IPv4/IPv6)
Wi-Fi	<p>Supported Standards: IEEE802.11n / IEEE802.11g / IEEE802.11b / IEEE802.11a</p> <p>Frequency bandwidth: 2.4 GHz / 5 GHz</p> <p>Channel: 2.4 GHz: 1-11 or 1-13 5 GHz: W52, W53, W56, W58</p> <p>* Wireless Direct cannot be used in the 5GHz band. * Frequency bandwidth and available channels differ depending on country or region.</p> <p>Communication distance: Indoors 164 feet/50 m * Effective range varies depending on the installation environment and location.</p> <p>Security: WEP (64/128 bits) WPA-PSK (TKIP/AES) WPA2-PSK (TKIP/AES)</p> <p>Setup: WPS (Push button configuration/PIN code method) Easy wireless connect</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, IJ Printer Assistant Tool, and IJ Network Device Setup Utility support the following OS: Windows Server 2008 R2 SP1, Windows Server 2012 R2, Windows Server 2016, Windows Server 2019</p>
Hard Disk Space	<p>2.0 GB or more</p> <p>Note: For bundled software installation. The necessary amount of hard disk space may be changed without notice.</p>

macOS

Operating System	OS X 10.11.6, macOS 10.12 - macOS 10.15
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Hard Disk Space	<p>1.0 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>
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Other Supported OS

<p>iOS, Android</p> <p>Some functions may not be available with the supported OS.</p> <p>Refer to the Canon web site for details.</p>

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.
- macOS: For macOS, an internet connection is required during software installation.
- Internet connection is required to use all the user's guide.

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](#)
- ➔ [Page Sizes](#)
- ➔ [Paper Weight](#)

Media Types

Genuine Canon paper

▶▶▶ Note

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

Paper for printing documents:

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

Paper for printing photos:

- Glossy Photo Paper "Everyday Use" <GP-501/GP-508>
- Photo Paper Glossy <GP-701>
- Photo Paper Plus Glossy II <PP-201/PP-208/PP-301>
- 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>
- Double sided Matte Paper <MP-101D>

Paper other than genuine Canon paper

- Plain Paper (including recycled paper)
- Envelopes
- Greeting Card
- ➔ [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 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:

- Minimum size: 2.17 x 3.50 in. (55.0 x 89.0 mm)
- Maximum size: 8.50 x 26.61 in. (215.9 x 676.0 mm)

Paper Weight

You can use paper in the following weight range.

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

Paper Load Limit

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

➔ [Paper Load Limits of Rear Tray](#)

➔ [Limit of the Outputted Paper](#)

▶▶▶ Note

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

Paper Load Limits of Rear Tray

Genuine Canon Paper

Paper for printing documents:

Media Name <Model No.>	Rear Tray
Canon Red Label Superior <WOP111>	Approx. 50 sheets
Canon Océ Office Colour Paper <SAT213> High Resolution Paper <HR-101N>* 1	Approx. 40 sheets

Paper for printing photos:

Media Name <Model No.>	Rear Tray
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 Matte Photo Paper <MP-101>	10 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> Double sided Matte Paper <MP-101D>	1 sheet

Paper other than Genuine Canon Paper

Common Name	Rear Tray
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Plain Paper (including recycled paper)*1	Approx. 50 sheets
Envelopes	10 envelopes
Greeting Card	1 sheet

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

*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.

Limit of the Outputted Paper

Genuine Canon Paper

Paper for printing documents:

Media Name <Model No.>	Limit of the Outputted Paper
Canon Red Label Superior <WOP111> Canon Océ Office Colour Paper <SAT213> High Resolution Paper <HR-101N>	Approx. 10 sheets

Paper other than Genuine Canon Paper

Common Name	Limit of the Outputted Paper
Plain Paper (including recycled paper)	Approx. 10 sheets
Envelopes	5 sheets

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

Unsupported Media Types

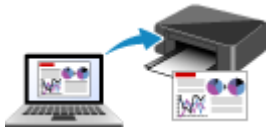
Do not use the following types of paper. Using such paper will cause not only unsatisfactory results, but also the printer to jam or malfunction.

- Folded, curled, or wrinkled paper
- Damp paper
- Paper that is too thin (weighing less than 17 lb (64 g /m²))
- Paper that is too thick (plain paper weighing more than 28 lb (105 g /m²), except for Canon genuine 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.

Printing



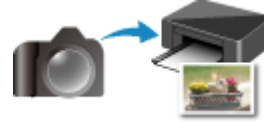
Printing from Computer



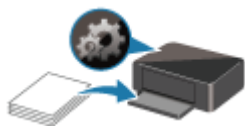
Printing from Smartphone/Tablet



Printing Using Operation Panel



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

Printing

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



Checking Your Environment

First, check your environment.

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

Print from a Mac

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

▶▶▶ Note

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

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

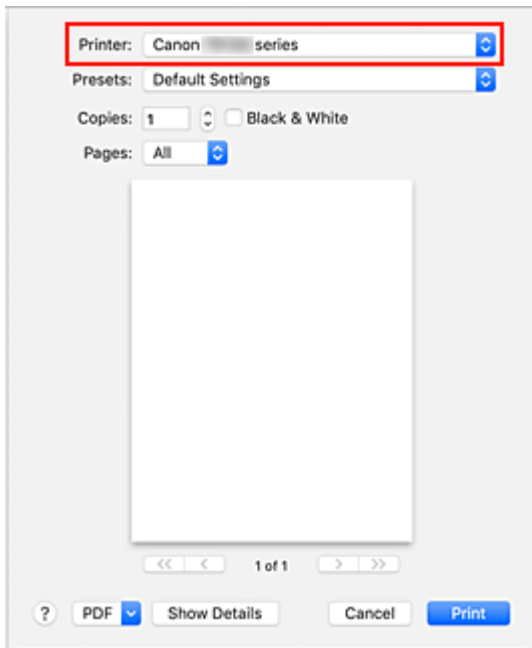
Register the set paper size and paper type on the printer operation panel.
For instructions, see "[Paper Settings](#)."

4. Start printing from your application software

The Print dialog opens.

5. Select printer

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

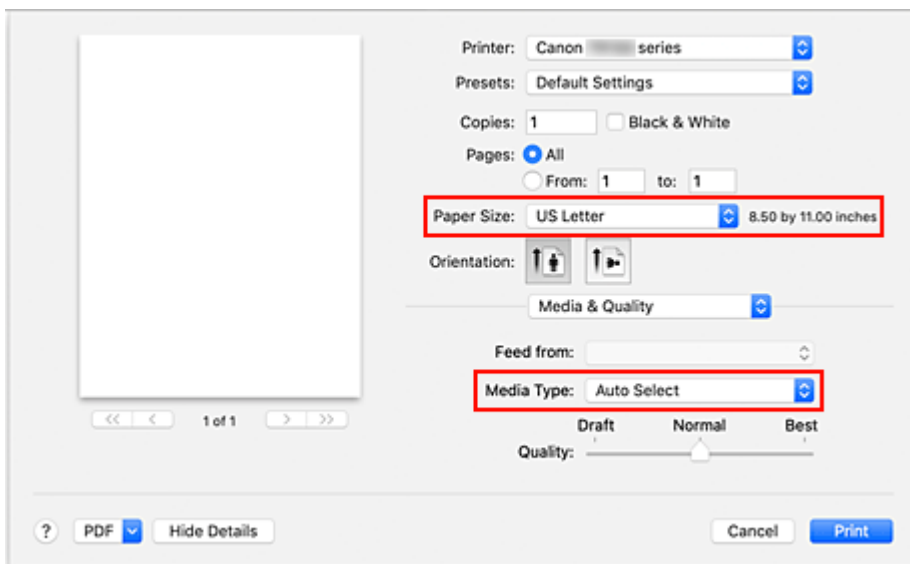


➤➤➤ Note

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

6. Check print settings

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



➤➤➤ Important

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

▶▶▶ Note

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

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.

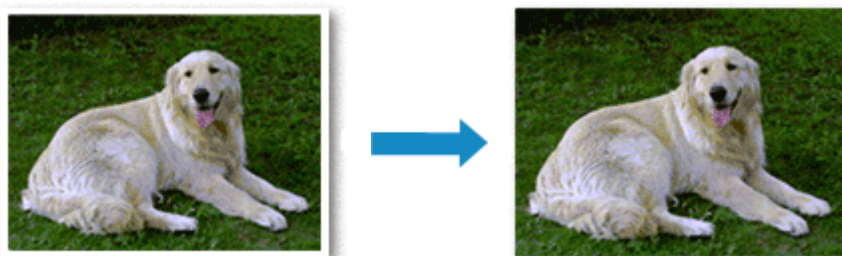
Printing of Envelopes

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>

Perform Borderless Printing

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



The procedure for performing borderless printing is as follows:

Setting Borderless Printing

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

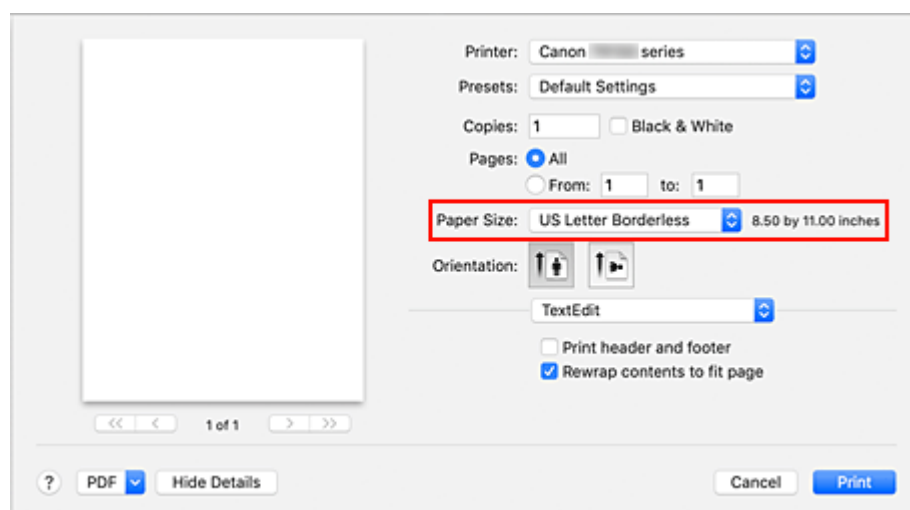
For information on how to set the amount of extension, see "[Print settings](#)."

►►► Important

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

2. Select sheet size for borderless printing

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



3. Click **Print**

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

»» Important

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

»» Note

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

Expanding the Range of the Document to Print

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

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

»» Important

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

»» Note

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

Printing on Postcards

This section describes the procedure for printing on postcards.

1. [Load postcards](#) in printer

2. Select paper size and paper type from the printer

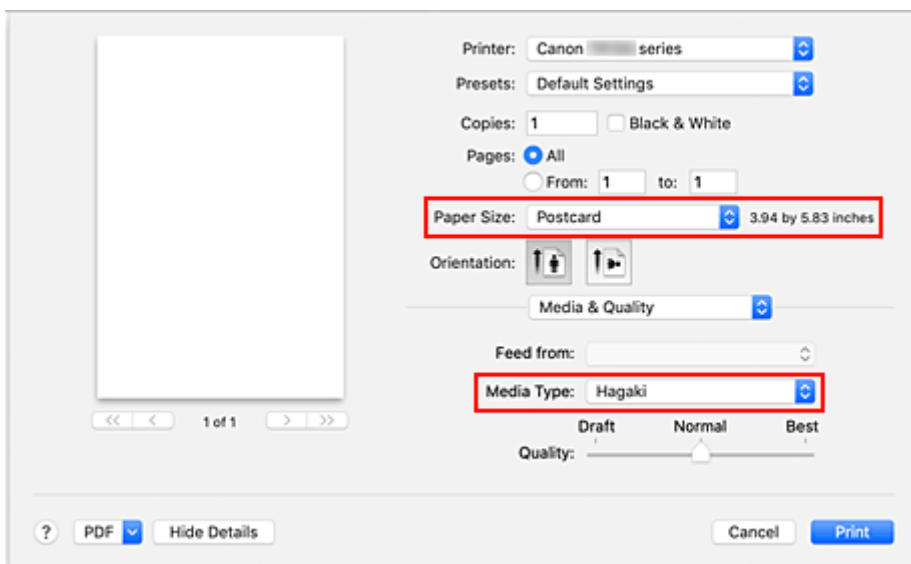
Register **Hagaki (size)** for paper size from the printer operation panel.

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

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

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

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



Important

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

4. Click **Print**

The printer prints according to the specified settings.

Adding Printer

Procedure for adding printer to your Mac is explained.

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

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

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

▶▶▶ Note

- It may take a little time for 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
 - Printer is either connected to the wireless router or directly connected to the PC (Direct Connection)

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

4. Click **Add**

The printer is added to your Mac.

How to Open Printer Settings Screen

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.

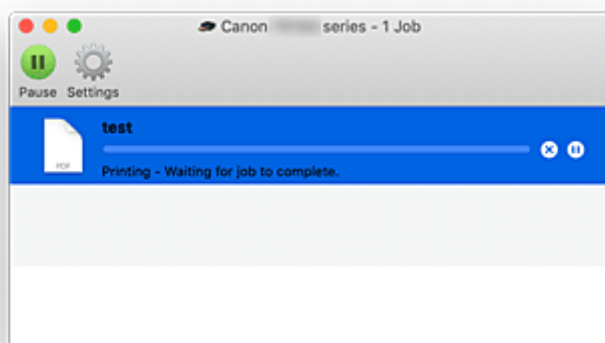
- If the print data has not been sent to the printer






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 Template Saved in Printer

You can print a template saved in the printer beforehand.

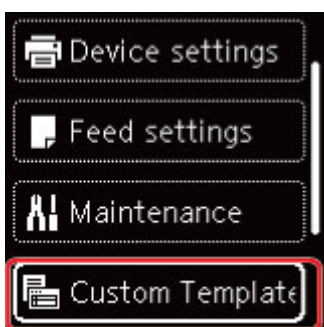
►► Note

- For details on how to save a template, refer to [Save Your Frequently Used Custom Templates to Your Printer](#).

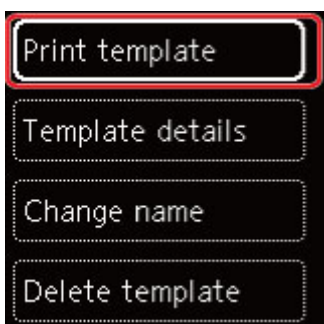
1. [Check that printer is turned on.](#)
2. [Load paper.](#)
3. Select  (Setup) on HOME screen.

➔ [LCD and Operation Panel](#)

4. Select **Custom Template Print**.



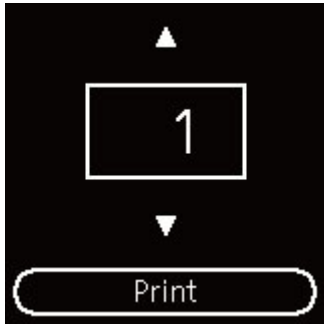
5. Select a file to print.
6. Select **Print template**.



►► Note

- Select **Template details** to check the details of a template.
- Select **Change name** to change the file name of a template.
- Select **Delete template** to delete a file.

7. Use the ▲ ▼ button to specify the number of copies.



8. Select **Print**.

The printing starts.

Paper Settings

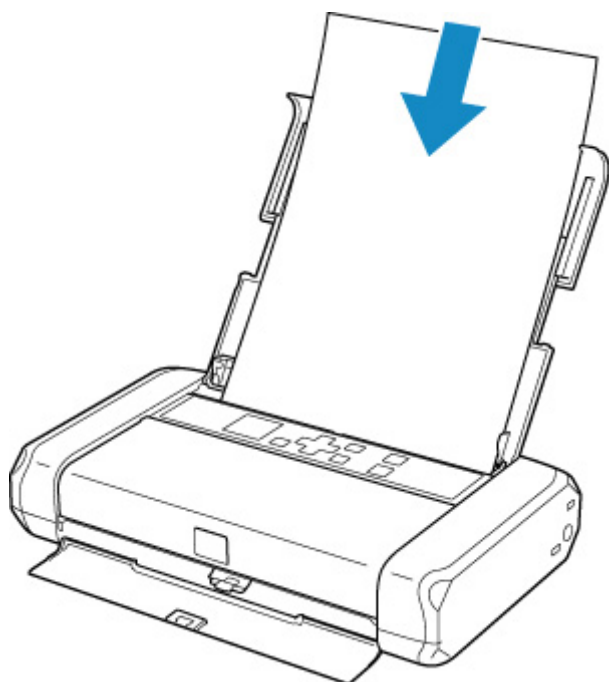
By registering the paper size and the media type loaded on the rear tray, you can prevent the printer from misprinting by displaying the message before printing starts when the paper size or the media type of the loaded paper differs from the print settings.

▶▶▶ Note

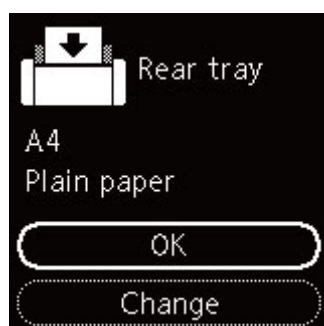
- The default display setting is different between, when you print from Smartphone/tablet, when you print from Windows, and when you print from macOS.

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

After loading paper:



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



If the page size on the LCD matches the size of the paper loaded in the rear tray, select **OK**.

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

▶▶▶ Important

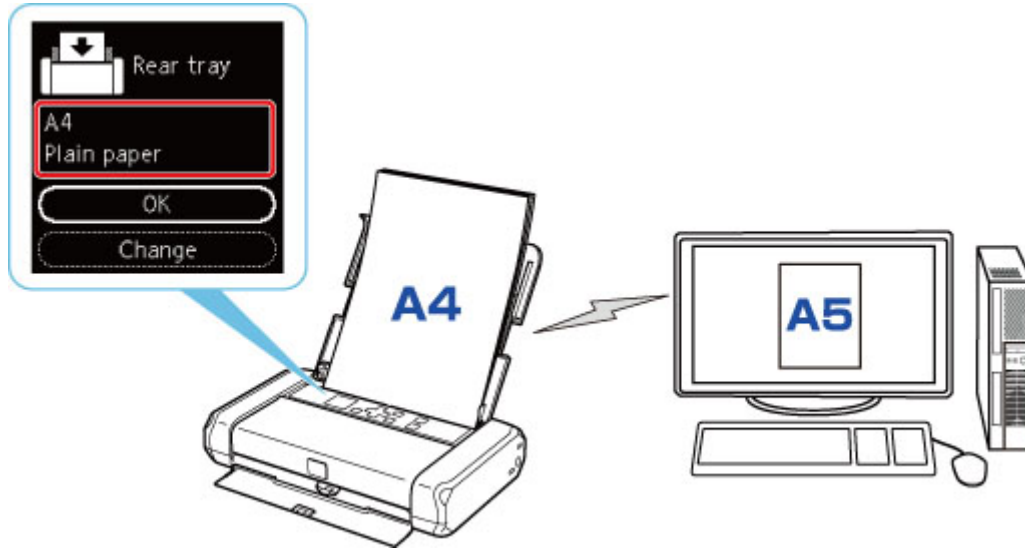
- For more on the proper combination of paper settings you can specify by the printer driver (Windows) or on the LCD:

- ➔ Paper Settings on the Printer Driver and the Printer (Media Type)
- ➔ Paper Settings on the Printer Driver and the Printer (Paper Size)

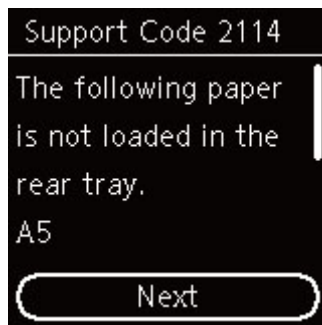
When the paper settings for printing are different from the paper information registered to the printer:

Ex:

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



When you start printing, a message will appear.



Check the message and select **Next**. When the screen to select the operation is displayed, select one of the operations below.

➤➤ Note

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

Print on set paper

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

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

Replace paper

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

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

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

▶▶▶ Note

- If you do not know what paper information to register to the printer, press the **Back** button when the screen to select the operation is displayed.
- 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)

Cancel print

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 using the operation panel of the printer or 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

- ➔ [When Error Occurred](#)
 - ➔ [Message \(Support Code\) Appears](#)
-

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](#)
- ➔ [Paper Information Registration Screen Does Not Appear When Loading Paper](#)
- ➔ [Paper Information Registration Screen Appears Even Though No Paper Is Loaded](#)
- ➔ [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](#)

- ➔ [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

- ➔ [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

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 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 wireless 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 Wi-Fi Connection](#)
- ➔ [Connecting with Wireless Direct](#)

- ➔ Checking Status Code

Printing from Smartphone/Tablet

- ➔ Connecting Printer and Wireless Router Using Easy wireless 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
- ➔ No Ink Level Appears in Printer Status Monitor (Windows)

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 Wi-Fi Connection](#)
- ➔ [Connecting with Wireless Direct](#)
- ➔ 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
- ➔ No Ink Level Appears in Printer Status Monitor (Windows)

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**

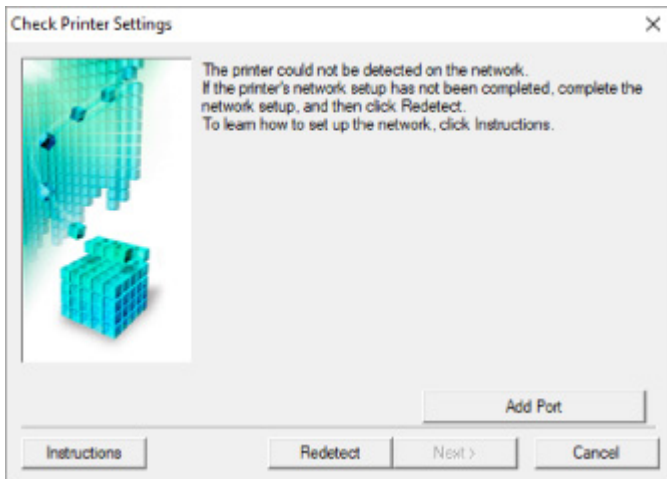
While using printer:

- **Cannot Find Printer while Using Wi-Fi**

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.



- ➔ [Checking Power Status](#)
- ➔ [Checking PC Network Connection](#)
- ➔ [Checking Printer's Wi-Fi Settings](#)
- ➔ [Checking Wi-Fi Environment](#)
- ➔ [Checking Printer's IP Address](#)
- ➔ [Checking Security Software Settings](#)
- ➔ [Checking Wireless 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.

➔ [Power Supply](#)

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:

➔ [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:

➔ [Checking Printer's Wi-Fi Settings](#)

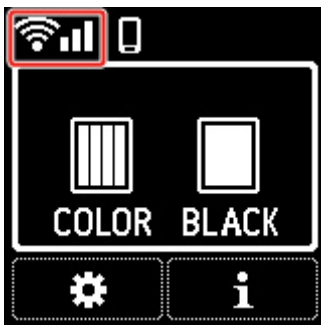


Cannot Find Printer on Check Printer Settings Screen During Wi-Fi Setup (Windows)-Checking Printer's Wi-Fi Settings



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:

➔ [Checking Wi-Fi Environment](#)

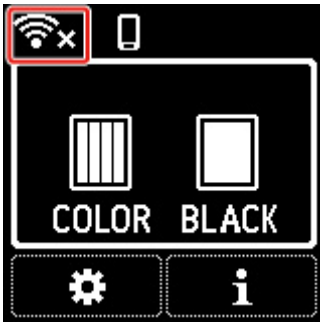


Cannot Find Printer on Check Printer Settings Screen During Wi-Fi Setup (Windows)-Checking Wi-Fi Environment



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. 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.

- Check wireless router setting.

The printer and wireless router should be connected using 2.4 GHz or 5 GHz bandwidth. Make sure the wireless router for the printer's destination is configured to use 2.4 GHz or 5 GHz bandwidth.

▶▶▶ Note

- 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, 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](#)

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:

➔ [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, 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](#)

| 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:

- ➔ [Checking Security Software Settings](#)



Cannot Find Printer on Check Printer Settings Screen During Wi-Fi Setup (Windows)-Checking Security Software Settings



Make sure the firewall does not interfere with setup.

The firewall of your security software or operation system for computer may limit communication between the printer and your computer.

- **If a firewall message appears:**

If a firewall message appears warning that Canon software is attempting to access the network, set the security software to allow access.

After allowing the software to access, 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 firewall message appears:**

Temporarily disable the firewall and redo the network communication setup.

After the setup is complete, re-enable the firewall.

▶▶ Note

- For more on firewall settings of your operating system or security software, see instruction manual or contact its manufacturer.

If above does not solve the problem:

➔ [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 or 5 GHz bandwidth.

▶▶▶ Note

- Depending on the wireless router, 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.



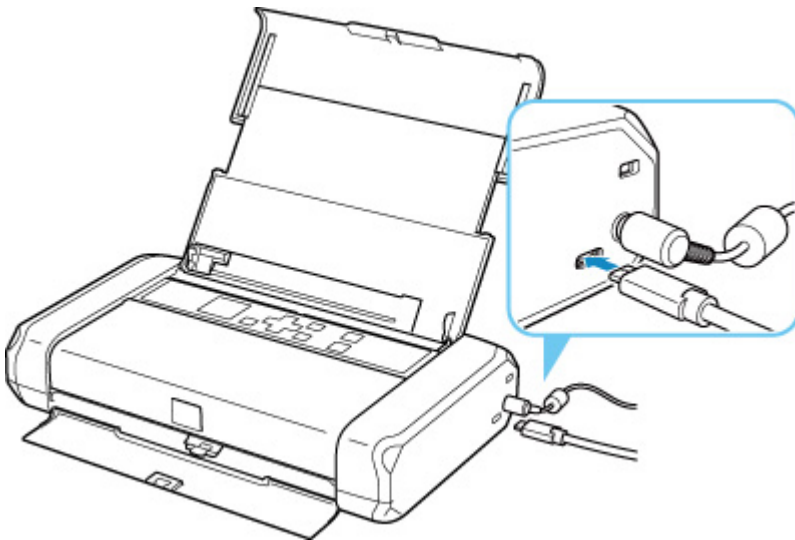
Cannot Proceed beyond Printer Connection Screen



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 side of the printer.




▶▶▶ Important

- Connect the "Type-C" terminal to the printer. For details, refer to the instruction manual supplied with the USB cable.

Check2 Follow procedure below to connect printer and computer again.

▶▶▶ Important

- For macOS, make sure the lock icon is on the lower left of the **Printers & Scanners** screen.

If the  icon (locked) is displayed, click the icon to unlock. (The administrator name and the password are necessary to unlock.)

1. Unplug USB cable from printer and computer and connect it again.
2. Make sure no printer operation is in progress and turn off.
3. Turn on printer.

Check3 If you cannot resolve problem, follow procedure below to reinstall printer driver.

1. Finish setup.
2. Turn off printer.
3. Restart computer.
4. Make sure you have no application software running.
5. Click here and perform setup.



Cannot Find Printer while Using Wi-Fi





Check1 Make sure printer is turned on.

➔ [Power Supply](#)

If not, make sure that the power cord is plugged in securely or the battery is attached correctly and press the **ON** button to turn on the printer.

Check2 Check the  icon on LCD.

The  icon appears on the LCD.

If the icon is not displayed, select  (Setup) on HOME screen > **LAN settings** > **Wi-Fi** > **Advanced mode** and then select **Enable**.

If the  icon is displayed, it indicates that Wi-Fi communication is not possible with the current settings. See Check 3 or later checking items.

Check3 Make sure printer setup is complete on the computer.

If it is not, click here and perform setup.

▶▶▶ Note

- IJ Network Device Setup Utility allows you to diagnose and repair the network status.

Select the link below to download IJ Network Device Setup Utility and install it.

➔ [Checking Printer Connection Status Using IJ Network Device Setup Utility](#)

See below for starting up IJ Network Device Setup Utility.

— **For Windows:**

➔ [Starting Up IJ Network Device Setup Utility](#)

— **For macOS:**

➔ [Starting Up IJ Network Device Setup Utility](#)

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 or 5 GHz frequency band to connect to a wireless router. Match the network name (SSID) set for the printer with that for 2.4 GHz or 5 GHz frequency band of the wireless router.

To check the network name (SSID) set 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](#)

▶▶▶ 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, 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.

Check10 If printer is connected to an AirPort Base Station via LAN, make sure you use alphanumeric characters for network name (SSID). (macOS)

Check11 Make sure of the default printer in the **Control Panel**. (Windows)

Select **Devices and Printers** in the **Control Panel** and make sure that your printer is marked as default. If it is not marked, set it as the default printer.

If the problem is not resolved, click here and redo setup.

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 Print through Network](#)

Cannot Connect to a Printer after Network Configuration Changes

It may take a while for the computer to obtain an IP address, or you may need to restart your computer. Make sure the computer has obtained a valid IP address, and try again to find the printer.

Cannot Connect to a Printer via Wireless LAN (Wi-Fi)

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 or 5 GHz frequency band to connect to a wireless router. Match the network name (SSID) set for the printer with that for 2.4 GHz or 5 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, 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 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 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.

Check9 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, click here and redo setup.

- **Positioning:**

Place the printer and wireless router where there are no obstacles between them.

Cannot Connect to a Printer through Wireless Direct

Answer

Check1 Make sure the printer and other devices (smartphone or tablet) are turned on.

- ➔ [Power Supply](#)

If the power is already turned on, cycle the power switch.

Check2 Check printer settings.

Select **LAN settings > Wireless Direct > Advanced mode** in this order and enable it.

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 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)

Click here and install the printer driver.

Check3

Make sure wireless router does not restrict which computers or printer 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.

Click [here](#) and perform setup.

▶▶▶ Note

- IJ Network Device Setup Utility allows you to diagnose and repair the network status.

Select the link below to download IJ Network Device Setup Utility and install it.

- ➔ [Checking Printer Connection Status Using IJ Network Device Setup Utility](#)

See below for starting up IJ Network Device Setup Utility.

- **For Windows:**

- ➔ [Starting Up IJ Network Device Setup Utility](#)

- **For macOS:**

- ➔ [Starting Up IJ Network Device Setup Utility](#)

If this does not solve the problem, see below.

- ➔ [Cannot Communicate with Printer After Enabling MAC/IP Address Filtering or Encryption Key on Wireless Router](#)

- ➔ [With Encryption On, Cannot Communicate with Printer After Changing Encryption Type at Wireless Router](#)



Cannot Communicate with Printer After Enabling MAC/IP Address Filtering or Encryption Key on Wireless Router



Check1 Check wireless router setting.

To check the wireless router setting, see the instruction manual provided with the wireless router or contact its manufacturer. Make sure the computer and the wireless router can communicate with each other under this setting.

Check2 If filtering MAC addresses or IP addresses at wireless router, check that MAC addresses or IP addresses for computer, network device, and printer are registered.

Check3 If using WPA/WPA2 key or a password, make sure encryption key for computer, network device, and printer matches key set for wireless router.

The length or format of the Wi-Fi password and authentication method must be identical among the wireless router, the printer, and your computer.

For details, see [Setting an Encryption Key](#).

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

A

To check the printer's IP address or MAC address, 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](#)

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

A

To check the IP Address or MAC address of your computer, follow the instructions below.

- **For Windows:**

1. Select **Command Prompt** from **Start**.
2. Enter "ipconfig/all" and press **Enter**.

The IP address and MAC address of your computer appear. If your computer is not connected to a network, the IP address does not appear.

- **For macOS:**

1. Select **System Preferences** from Apple menu, and then click **Network**.
2. Make sure network interface used by computer is selected, and then click **Advanced**.
Make sure **Wi-Fi** is selected as network interface.

3. Click **TCP/IP** to check the IP address, or click **Hardware** to check the MAC address.

Checking Communication Between the Computer, the Printer, and the Wireless Router

A

Perform a ping test to check if communication is taking place.

- **For Windows:**

1. Select **Command Prompt** from **Start**.

2. Type the ping command and press **Enter**.

The ping command is as follows: ping XXX.XXX.XXX.XXX

"XXX.XXX.XXX.XXX" is the IP address of the target device.

If communication is taking place, a message like the one shown below appears.

Reply from XXX.XXX.XXX.XXX: bytes=32 time=10ms TTL=255

If **Request timed out** appears, communication is not taking place.

- **For macOS:**

1. Start **Network Utility** as shown below.

Select **Computer** from **Go** menu of Finder, double-click **Macintosh HD > System > Library > CoreServices > Applications > Network Utility**.

2. Click **Ping**.

3. Make sure **Send only XX pings** (XX are numbers) is selected.

4. Enter IP address of target printer or target wireless router in **Enter the network address to ping**.

5. Click **Ping**.

"XXX.XXX.XXX.XXX" is the IP address of the target device.

A message such as the following appears.

64 bytes from XXX.XXX.XXX.XXX: icmp_seq=0 ttl=64 time=3.394 ms

64 bytes from XXX.XXX.XXX.XXX: icmp_seq=1 ttl=64 time=1.786 ms

64 bytes from XXX.XXX.XXX.XXX: icmp_seq=2 ttl=64 time=1.739 ms

--- XXX.XXX.XXX.XXX ping statistics ---

3 packets transmitted, 3 packets received, 0% packet loss

If "100% packet loss" appears, communication is not taking place. Otherwise, computer is communicating with target device.

Checking Network Setting Information

A

To check the printer's network settings information, 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](#)



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, [Click here](#) and redo setup.

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

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, 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](#)

Q Cannot Communicate with Printer while It Is in Wireless Direct

A

If your smartphone/tablet cannot communicate with the printer in the Wireless Direct, check the following.

Check1 Check 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  (Setup) on HOME screen, select **LAN settings** > **Wireless Direct** > **Advanced mode** in this order and enable it.

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**
- **Printer Does Not Pick up or Feed the Paper/"No Paper" Error**
- **Paper Information Registration Screen Does Not Appear When Loading Paper**
- **Paper Information Registration Screen Appears Even Though No Paper Is Loaded**
- **Printout Results Are Unsatisfactory**



Printer Does Not Print



Check1 Make sure printer is turned on.

➔ [Power Supply](#)

If you use a battery, make sure that it is charged, then press the **ON** button to turn the printer on. For details on how to check it, refer to the battery's instruction manual.

While the **ON** lamp is flashing, 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. While the **ON** lamp is flashing, 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](#)

▶▶▶ Note

- IJ Network Device Setup Utility allows you to diagnose and repair the network status. Download it from the web page.
 - ➔ For Windows
 - ➔ For macOS

Check3 If printing from a computer, delete jobs stuck in print queue.

- For Windows:
 - ➔ [Deleting the Undesired Print Job](#)
- For macOS:
 - ➔ [Deleting the Undesired Print Job](#)

Check4 Is your printer's printer driver selected when printing?

The printer will not print properly if you are using a printer driver for a different printer.

- For Windows:

Make sure "Canon XXX series" (where "XXX" is your printer's name) is selected in the Print dialog box.

▶▶▶ Note

- If multiple printers are registered to your computer, set your printer as default printer to make the one selected by default.

- For macOS:

Make sure your printer's name is selected in **Printer** in the Print dialog.

▶▶▶ Note

- If multiple printers are registered to your computer, select **Set as Default Printer** from **System Preferences > Printers & Scanners** for a printer to make the one selected by default.

Check5 Are you trying to print a large data file? (Windows)

If you are trying to print a large data file, it takes a long time to start printing.

If the printer does not start printing after a certain period of time, select **On** for **Prevention of Print Data Loss**.


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**.

Check6 Make sure the printer is not exposed to sunlight directly.

If the printer is exposed to excessively bright light such as direct sunlight, it may be recognized the paper is loaded. Set the printer so that it will be not exposed to bright light, or select **Feed settings > Check paper**

replacement from  (Setup) on HOME screen and select **Disable**.

Check7 If printing from a computer, restart the computer.

Restart the computer and try printing again.



Ink Does Not Come Out



Check1 Make sure of the estimated ink levels in the ink tanks.

Check the ink status on the LCD.

➔ [Checking Ink Status on the LCD](#)

Check2 Are the print head nozzles clogged?

Follow the steps below to print a nozzle check pattern and determine whether the ink is ejected properly from the print head nozzles.

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. When you turn the printer off, do not unplug it from the power supply.

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.

Step 5 Request a repair.

The print head may be damaged. Contact your nearest Canon service center to request a repair.

For details on printing the nozzle check pattern, print head cleaning, and print head deep cleaning, see [If Printing Is Faint or Uneven](#).



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, flip through the paper before loading.



- When loading two or more sheets of paper, align the edges of the sheets before loading the paper.
- When loading two or more sheets of paper, make sure the paper stack does not exceed the paper load limit.

However, paper may not feed correctly at the maximum capacity, depending on the type of paper or environmental conditions (very high or low temperature and humidity). In such cases, reduce the amount of paper you load at a time to less than half of the paper load limit.

- Always load the paper in portrait orientation, regardless of the printing orientation.
- When you load the paper, load the paper with the print side facing UP. Align the paper stack against the right side of the rear tray and slide the paper guide so that it just touches the left edge of the stack.

➔ [Loading Paper](#)

Check3 Is paper too thick or curled?

➔ [Unsupported Media Types](#)

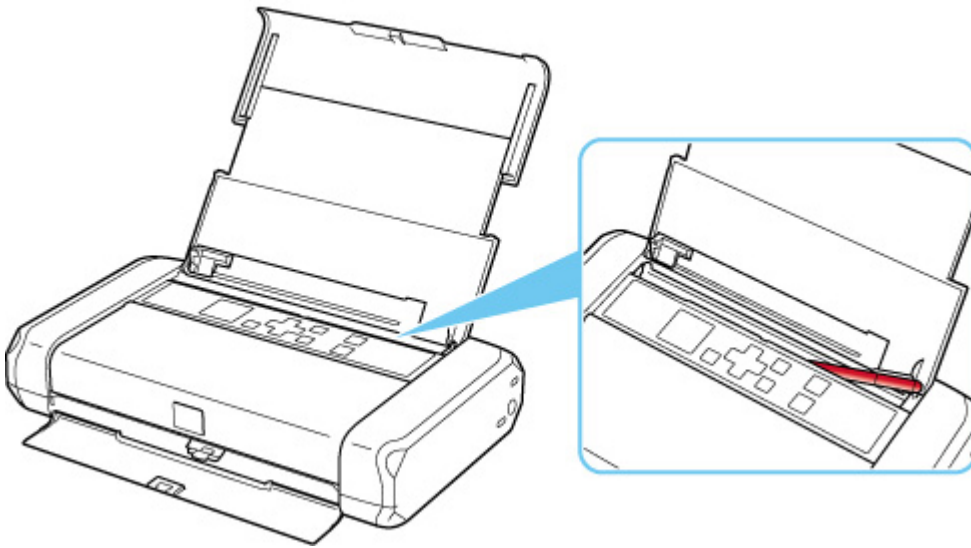
Check4 When loading envelopes, consider the following.

When printing on envelopes, see [Loading Envelopes](#), and prepare the envelopes before printing.

Once you have prepared the envelopes, load them in portrait orientation. If the envelopes are placed in landscape orientation, they will not feed properly.

Check5 Make sure media type and paper size settings match with loaded paper.

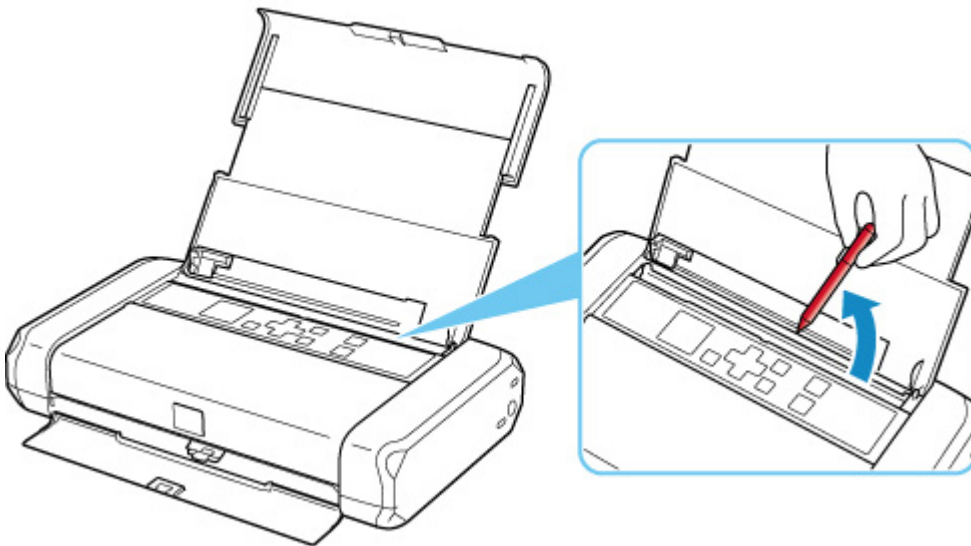
Check6 Make sure that there are not any foreign objects in the rear tray.



If the paper tears in the rear tray, see [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.

If you use a battery, turn off the printer, detach the battery, then remove the foreign object.



Check7 Clean paper feed roller.

➔ [Cleaning Paper Feed Rollers](#)

▶▶▶ Note

- Cleaning the paper feed roller abrades it, so do this only when necessary.

If the measures above do not solve the problem, contact your nearest Canon service center to request a repair.




Paper Information Registration Screen Does Not Appear When Loading Paper



If the paper information registration screen does not appear when you load paper and you cannot specify the paper size, check the following.

Check1 Check that **Check paper replacement** is set to **Enable**.

From  (Setup) on the HOME screen, select **Feed settings > Check paper replacement**. If **Check paper replacement** is set to **Disable**, the paper information registration screen does not appear when paper is loaded. Set to **Enable**.

Check2 Check that dark colored paper is not loaded.

If dark colored paper, or paper that has already been printed on is loaded, the paper may not be recognized. Select **Feed settings > Rear tray paper settings** and change the paper information directly.

Check3 Check that paper is loaded correctly.


If the paper is not loaded correctly, the paper may not be recognized. Load the paper correctly.

➔ [Loading Paper](#)



Paper Information Registration Screen Appears Even Though No Paper Is Loaded



If the printer is exposed to very bright light such as direct sunlight, the paper information registration screen may appear regardless of whether or not paper is loaded. Load the paper when the printer is not exposed to bright light, or select  (Setup) on the HOME screen, select **Feed settings > Check paper replacement**, and set to **Disable**.



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 Make sure print settings match purpose of printing.

From  (Setup) on HOME screen, select **Device settings** > **Print settings** and check the following settings.

- **ON** is selected for **Save black ink**.
- A setting other than **All ink tanks** is selected for **Force ink tank selection**.
- **Text only** is selected for **Print target for plain paper**.

When any of the above settings are applied, change the setting as follows.

- Set **Save black ink** to **OFF**.
- Set **Force ink tank selection** to **All ink tanks**.
- Set **Print target for plain paper** to **Text and photos**.

Check2 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

Check3 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.

Check4 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](#)
- ➔ [Lines Are Misaligned/Distorted](#)
- ➔ [Paper Is Smudged / Printed Surface Is Scratched](#)
- ➔ Cannot Complete Printing
- ➔ 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



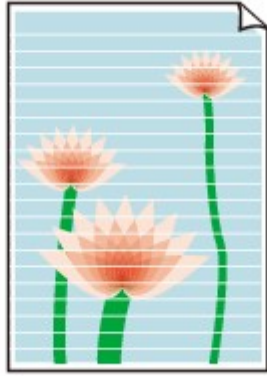
Printing Is Blurry



Colors Are Wrong



White Streaks Appear



A

Check1 Check paper and print quality settings.

➔ [Printout Results Are Unsatisfactory](#)

Check2 Check status of ink tanks. Replace ink tank if ink has run out.

➔ [Replacing Ink Tanks](#)

Check3 Are the print head nozzles clogged?

Follow the steps below to print a nozzle check pattern and determine whether the ink is ejected properly from the print head nozzles.

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. When you turn the printer off, do not unplug it from the power supply.

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 Request a repair.

The print head may be damaged. Contact your nearest Canon service center to request a repair.

For details on printing the nozzle check pattern, print head cleaning, and print head deep cleaning, see [If Printing Is Faint or Uneven](#).



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

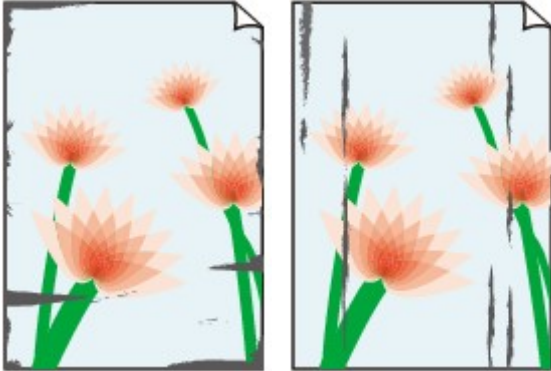
- If the problem is not resolved after performing the print head alignment, perform print head alignment manually.

➔ [Aligning the Print Head Manually](#)

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.

Leaving the paper loaded on the rear tray for a long time may cause the paper to curl. In this case, load the paper with the other side facing up. It may resolve the problem.

- **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.

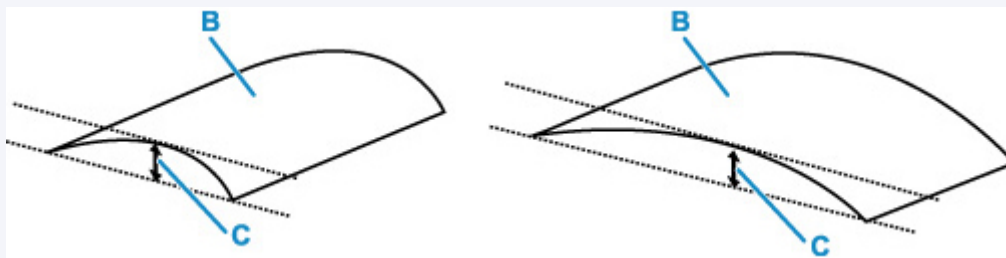


2. Check that paper is now flat.

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.

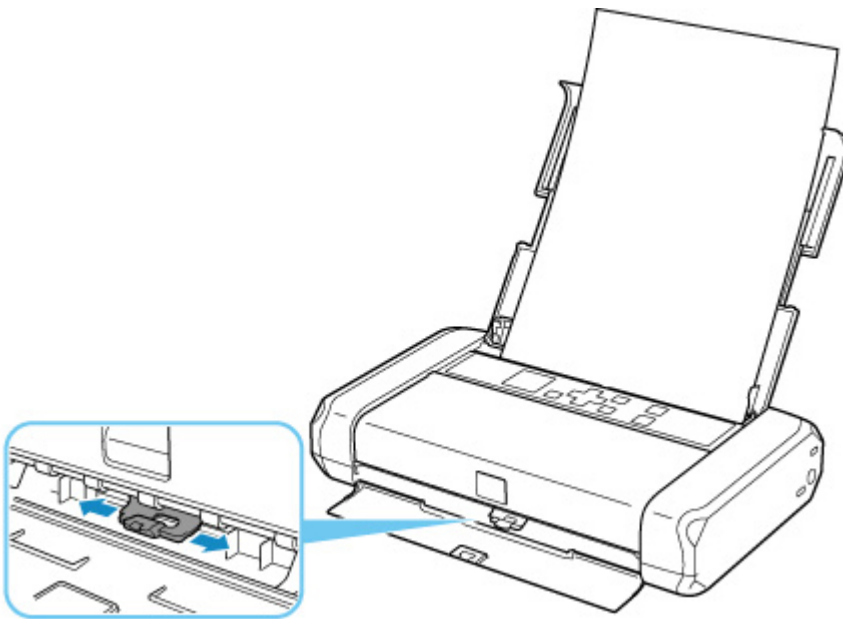


(B) Print side

We recommend feeding paper that has been curled outward one sheet at a time.

Check4 Is the paper thickness lever set properly?

Adjust the position of the paper thickness lever properly according to the type of paper you are printing on.



For details on how to load paper or the position of the paper thickness lever:

➔ [Loading Paper](#)

Depending on the printing content, the printing surface may become scratched or the corners or edges of the paper may become smudged even for the types of paper to set the lever to the right. In this case, set the paper thickness lever to the left.

Reset the paper thickness lever to the right when you finish printing. If the paper thickness lever is not set back to the right, the inside of the printer is more likely to get dirty due to the wider clearance between the print head and the loaded paper. It may also reduce print quality.

Check5 If brightness is set low, increase brightness setting and try printing again.

If you are printing with a low brightness setting on plain paper, the paper may absorb too much ink and become wavy, causing paper abrasion.

- Printing from your computer (Windows)

Check the brightness setting in the printer driver.

➔ [Adjusting Brightness](#)

Check6 Is printing performed beyond the recommended printing area?

If you are printing beyond the recommended printing area of your printing paper, the lower edge of the paper may become stained with ink.

Resize your original document in your application software.

➔ [Print Area](#)

Check7 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.

Check8 Is inside of printer dirty?

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.

Check9 Set longer ink drying time.

This allows the printed surface to dry, preventing smudges and scratches.

• For Windows:

1. Make sure the printer is turned on.

- ➔ [Power Supply](#)

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](#)

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 until ON lamp lights up.

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.

Check4 When you use battery, check battery level.

Make sure that the battery level indicator lights when you press the battery level button.

When you run the printer with the battery, it must be charged sufficiently. If the battery level is low, you can charge the battery by connecting the AC adapter to the printer. Or replace with a charged battery.

Important

- If the battery is discharged too much, it cannot be charged by USB connection. Charge the battery with the AC adapter.
- When Charging by USB connection, charging is interrupted if the printer is turned on. When charging with the AC adapter, charging can be continued regardless of the power status. However, charging is interrupted when you start printing.

If this does not solve the problem, contact your nearest Canon service center to request a repair.



Printer Turns Off Unexpectedly or Repeatedly




Check If printer is set to turn off automatically after a certain time, disable this setting.

If you have set the printer to turn off automatically after a specified time, the power will shut off by itself once that time has elapsed.

▶▶▶ Note

- You can cancel the automatic power off setting only when using the AC adapter.

1. Check the printer is turned on.
 - ➔ [Power Supply](#)
2. Select  (Setup) on HOME screen and press the **OK** button.
 - ➔ [LCD and Operation Panel](#)
3. Select **Device settings** and press the **OK** button.
4. Select **Other device settings** and press the **OK** button.
5. Select **ECO settings** and press the **OK** button.
6. Select **Energy saving settings** and press the **OK** button.
7. Select **Auto power off** and press the **OK** button.
8. Select **Using AC adapter** and press the **OK** button.
9. Select **Never** and press the **OK** button.

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



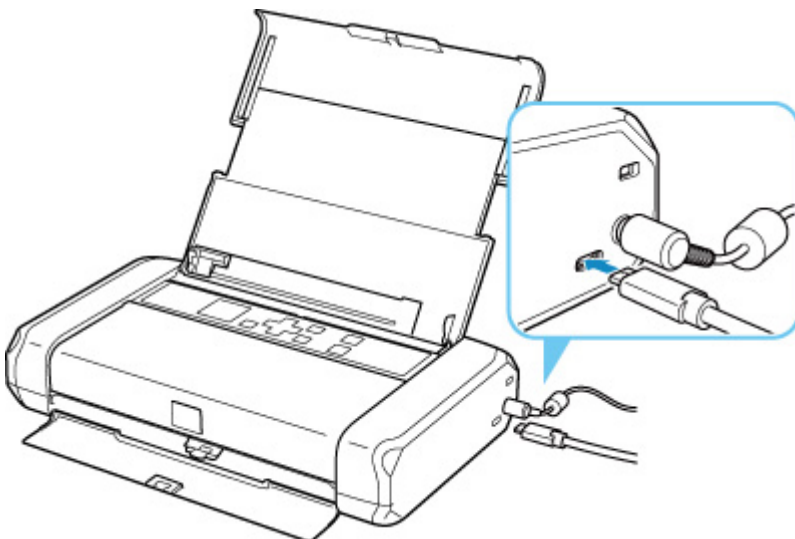
Check1 Make sure printer is turned on.

➔ [Power Supply](#)

When using the battery, make sure it is charged before turning it on. For details on how to check, refer to the instruction manual of the battery.

Check2 Connect USB cable properly.

As the illustration below, the USB port is at the side of the printer.



▶▶▶ Important

- Connect the "Type-C" terminal to the printer. 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 **Back** button repeatedly until the HOME screen is displayed.
2. Select  (Setup) on HOME screen and press **OK** button.
3. Press ▼ button 1 time and press **OK** button.
4. Press ▼ button 4 times and press **OK** button.
5. Use ▲▼ button to select language for LCD and press **OK** button.
The desired language appears on the LCD.
6. Press **OK** button.

Installation and Download Problems

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

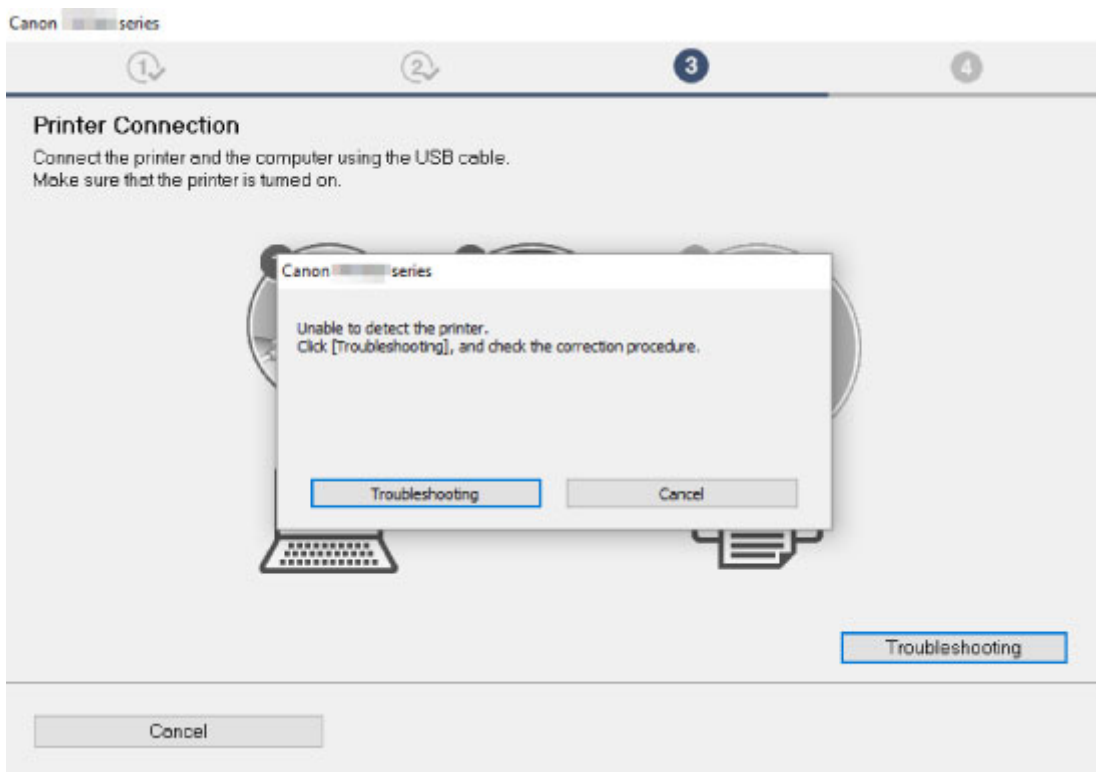


Failed to Printer Driver Installation (Windows)



- ➔ [If you cannot get past the Printer Connection screen:](#)
- ➔ [Other cases:](#)

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](#)

Click here and install the printer driver.

➤➤➤ 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

- ▶ **When Error Occurred**
- ▶ **Message (Support Code) Appears**

When Error Occurred

If an error occurs in printing, for example if the paper runs out or jams, a troubleshooting message appears automatically. Take the appropriate action described in the message.

When an error occurs, a message is displayed on the computer or on the printer. For some errors, a support code (error number) is also displayed.

When a Support Code and a Message are displayed on the Computer Screen (Windows):



Canon **BJC** series - **W500**

Support Code: **1000**

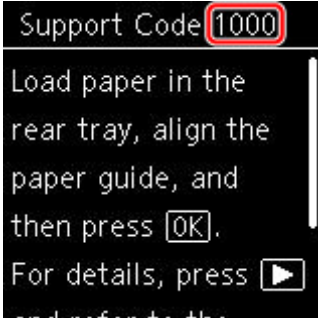
Paper has run out.
Media Type : Plain Paper
Page Size : A4

1. Load paper into the rear tray correctly.
2. Press the printer's OK button.

If Error Persists

Cancel Printing

When a Support Code and a Message are displayed on the Printer's LCD:



Support Code **1000**

Load paper in the rear tray, align the rear tray, align the paper guide, and then press **[OK]**.

For details, press **[▶]**

and refer to the

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 messages that may appear.

►► Note

- A support code (error number) is displayed for some errors. For details on errors that have support code, see [List of Support Code for Error](#).

If a message appears on the printer's LCD, see below.

➔ [Message Appears on Printer's LCD](#)

If a message appears on the computer, see below.

- ➔ [Error Regarding the Paper Thickness Lever Is Displayed \(Windows\)](#)
- ➔ [Error Regarding Power Cord Being Unplugged Is Displayed \(Windows\)](#)
- ➔ [Writing Error/Output Error/Communication Error \(Windows\)](#)
- ➔ [Other Error Messages \(Windows\)](#)

Message Appears on Printer's LCD

Check the message and take an appropriate action.

- **Power was not turned off correctly the last time. Press  when turning power off.**

While the power was still on, the printer may have been unplugged or the battery power supply may have stopped by the exhausted battery.

Press the printer's **OK** button to cancel the error.

►► Note

- See [Unplugging the Printer](#) to unplug the power cord correctly.
- See [Using the Battery](#) for how to use the battery.

- **Cannot connect to the server. Please wait a while and try again.**

The printer cannot connect to the server due to a communication error.

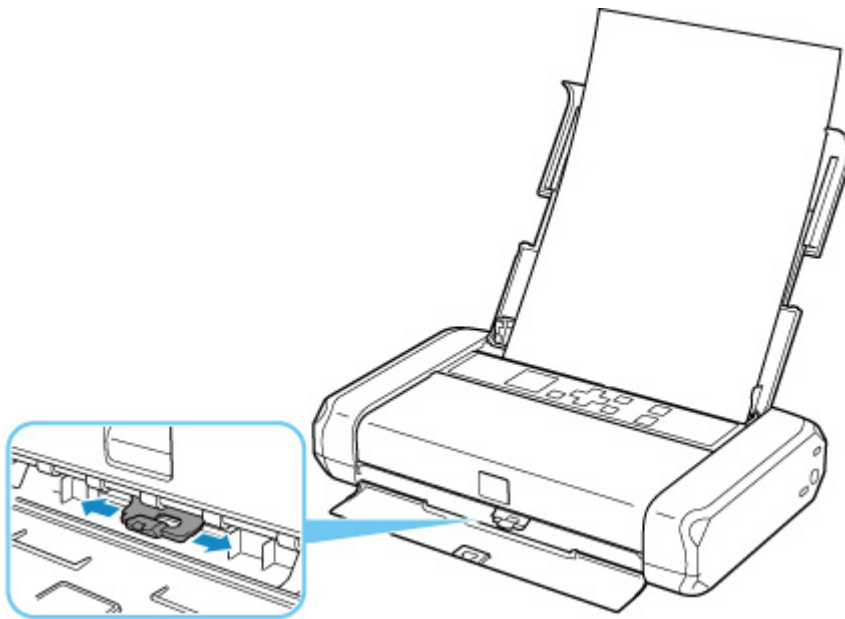
Press the printer's **OK** button to cancel the error and try again after a while.

Error Regarding the Paper Thickness Lever Is Displayed (Windows)

The proper position of the paper thickness lever varies depending on the type of paper you are printing on.

Set the paper thickness lever to the left when printing on envelopes. Set the paper thickness lever to the right when printing on paper other than envelopes.

Adjust the position of the paper thickness lever properly, then click **OK** on the screen.



Error Regarding Power Cord Being Unplugged Is Displayed (Windows)

While the power was still on, the printer may have been unplugged or the battery power supply may have stopped by the exhausted battery.

Check the error message that appears on the computer and click **OK**.

The printer starts printing.

►►► Note

- See [Unplugging the Printer](#) to unplug the power cord correctly.
- See Using the Battery for how to use the battery.

Writing Error/Output Error/Communication Error (Windows)

Check1 If **ON** lamp is off, press printer's **ON** button.

The **ON** lamp flashes while the printer is initializing. Wait until the **ON** lamp stops flashing and remains lit.

Check2 Make sure printer is properly connected to computer.

If you are using a USB cable, make sure it is securely connected to both the printer and the computer. When the USB cable is securely plugged in, check the following:

- If you are using a relay device such as a USB hub, disconnect it, connect the printer directly to the computer, and retry the printing. If printing starts normally, there is a problem with the relay device. Contact the vendor of the relay device.
- There could also be a problem with the USB cable. Replace the USB cable and retry the printing.

If you use the printer over a LAN, make sure the printer is correctly set up for network use.

Check3 Make sure Printer Driver is installed correctly.

Uninstall the Printer Driver following the procedure described in [Deleting the Unnecessary Printer Driver](#) and [click here to reinstall it](#).

Check4 When printer is connected to your computer with a USB cable, check device status from your computer.

Follow the procedure below to check the device status.

1. Select **Control Panel > Hardware and Sound > Device Manager**.

▶▶▶ Note

- If the **User Account Control** screen appears, select **Continue**.

2. Open **USB Printing Support Properties**.

Double-click **Universal Serial Bus controllers** and **USB Printing Support**.

▶▶▶ Note

- If **USB Printing Support Properties** screen does not appear, make sure the printer is correctly connected to the computer.

➔ **Check2** [Make sure printer is properly connected to computer.](#)

3. Click **General** tab and check for a device problem.

If a device error is shown, see Windows Help to resolve it.

Other Error Messages (Windows)

Check If an error message appears outside printer status monitor, check the following:

- **"Could not spool successfully due to insufficient disk space"**

Delete any unnecessary files to increase the amount of free space on the disk.

- **"Could not spool successfully due to insufficient memory"**

Close other applications to increase the available memory.

If you still cannot print, restart your computer and retry the printing.

- **"Printer driver could not be found"**

Uninstall the Printer Driver following the procedure described in [Deleting the Unnecessary Printer Driver](#) and [click here to reinstall it](#).

- **"Could not print Application name - File name"**

Try printing again once the current job is complete.

List of Support Code for Error

Support code appears on the printer's LCD and your computer screen when errors occur.

A "support code" is an error number, and appears along with an error message.

When an error occurs, check the support code displayed on the printer's LCD and computer screen and take the appropriate action in response.

Support Code Appears on Printer's LCD and Computer Screen

- **1000 to 1ZZZ**

[1000](#) [1200](#) [1300](#) [1401](#) 1403 1405

1410 1411 15A1 15A2 [1600](#) [1660](#)

1681 [1687](#) [1688](#) [1689](#) [1700](#) 1701

[1806](#) [1807](#)

- **2000 to 2ZZZ**

2001 2002 [2114](#) 2123 21F0 2500

- **3000 to 3ZZZ**

3439 3440 3441 3442 3443 3444

3445 3446 3447

- **4000 to 4ZZZ**

[4103](#) 4104 410B 410C 495A

- **5000 to 5ZZZ**

[5100](#) [5200](#) 5400 5700 [5B00](#) 5B01

5C00

- **6000 to 6ZZZ**

[6000](#) 6500 6502 6800 6801 6830

6831 6832 6833 6900 6901 6902

6910 6911 6930 6931 6932 6933

6940 6941 6942 6943 6944 6945

6946 6A00 6D01

- **7000 to 7ZZZ**

7500 7600 7700 7800

- **9000 to 9ZZZ**

9000

- **A000 to ZZZZ**

A000 A100

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 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](#)
 - If the narrow width paper such as card size paper is jammed because it was loaded in the landscape orientation:
 - ➔ [Small Size Paper Is Jammed inside Printer](#)
- Cases other than above:
 - ➔ [Other Cases](#)

Cause

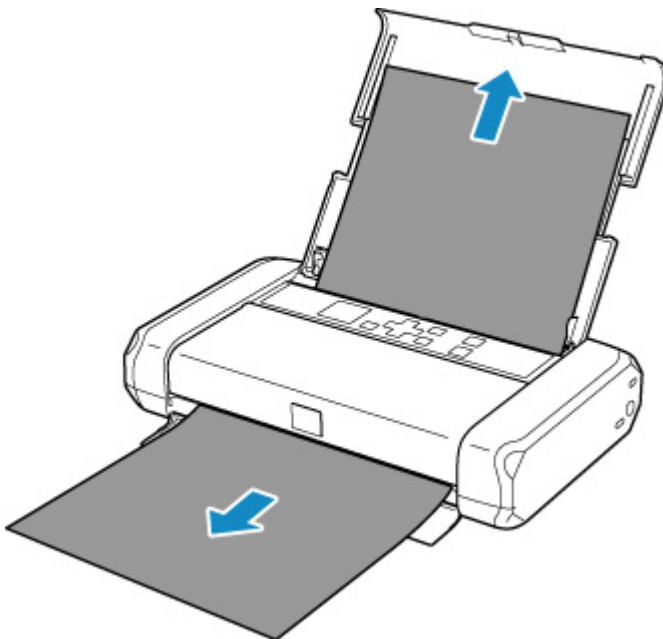
Paper is jammed when feeding paper from rear tray.

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 printer's **Stop** button to stop the printing before you turn off the printer.
- If the paper tears and you cannot remove the jammed paper from the paper output slot or the rear tray, remove the paper from inside the printer.
 - ➔ [Paper Is Jammed inside Printer](#)
- If the narrow width paper such as card size paper is jammed because it was loaded in the landscape orientation, remove the jammed paper following the procedure below.
 - ➔ [Small Size Paper Is Jammed inside Printer](#)

2. Reload paper and press the 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.

Paper Is Jammed inside Printer

If the jammed paper tears and you cannot remove the paper from the paper output slot / the rear tray, or if the jammed paper remains inside the printer, remove the paper following the instructions below.

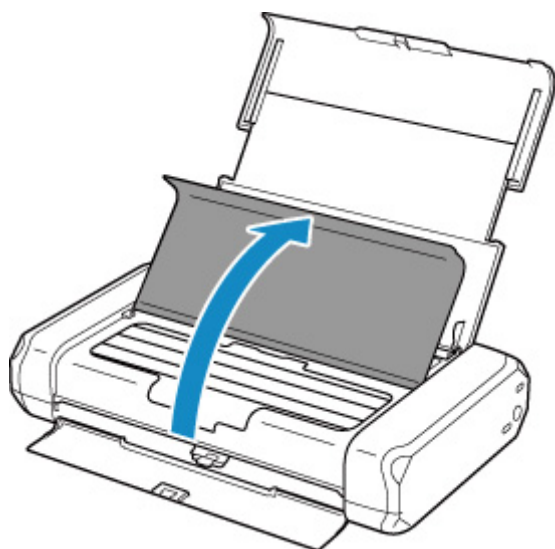
▶▶▶ Note

- If paper becomes jammed during printing and you need to turn off the printer to remove it, press the printer's **Stop** button to stop the printing before you turn off the printer.
- If the narrow width paper such as card size paper is jammed because it was loaded in the landscape orientation, remove the jammed paper following the procedure below.
 - ➔ Small Size Paper Is Jammed inside Printer

1. Turn off the printer and unplug it.

If you use a battery, turn off the printer, then detach the battery.

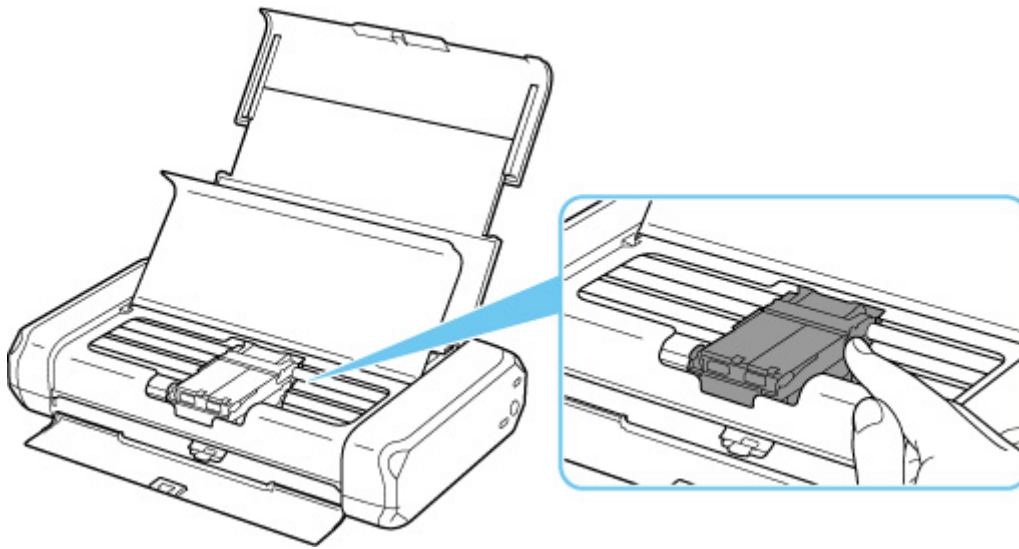
2. Open print head cover.



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.

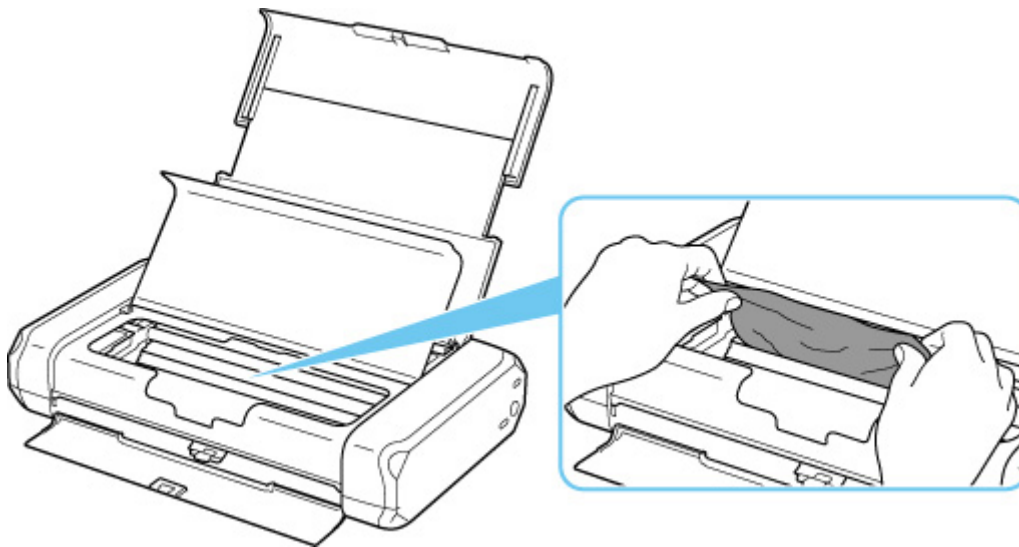
When you move the print head holder, press either the right side or the left side of the print head holder with your fingertips and slide the print head holder slowly to the right edge or the left edge.



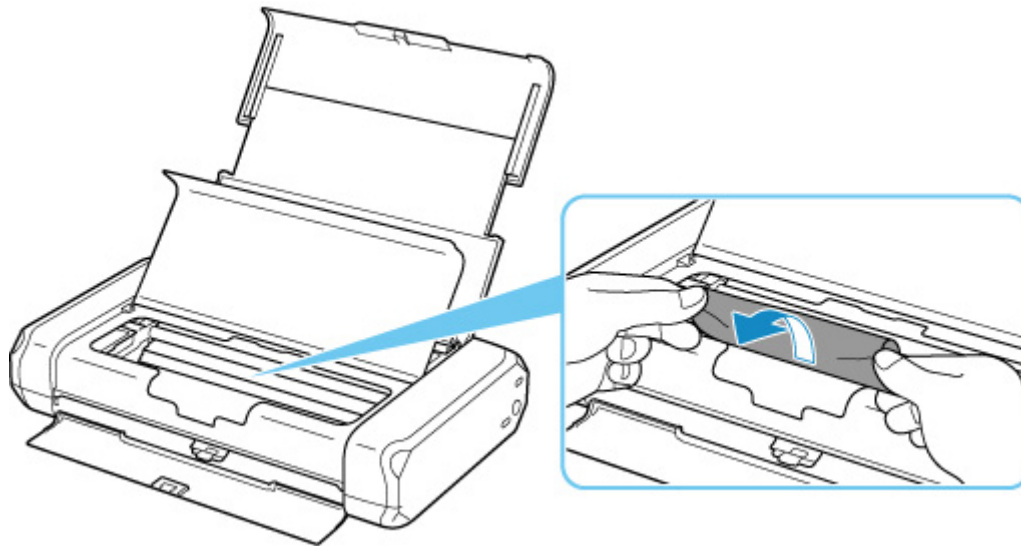
»» Important

- When you move the print head holder, do not touch the print head lock lever.

4. Hold jammed paper firmly in both hands.

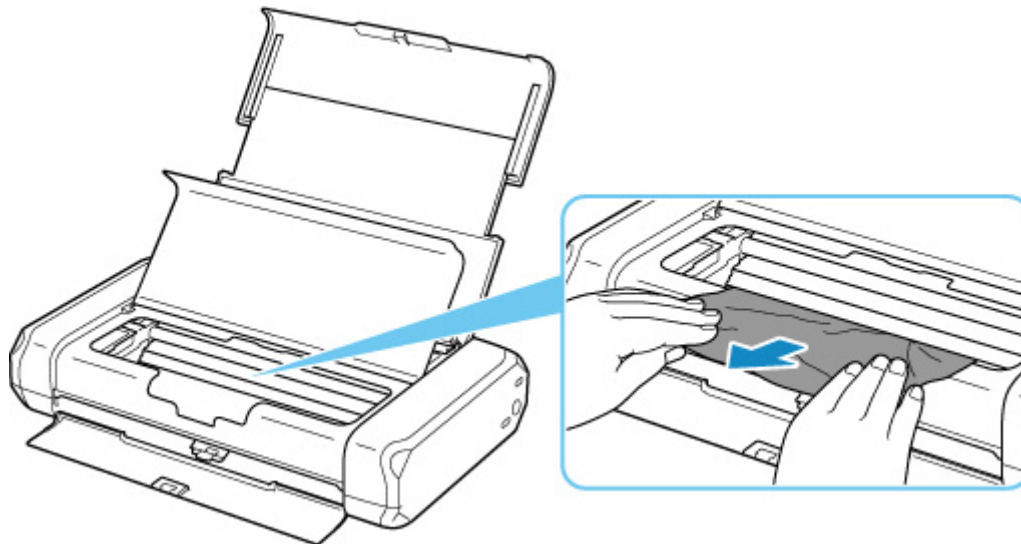


If the paper is rolled up, pull out it.



5. Slowly pull out paper, so as not to tear it.

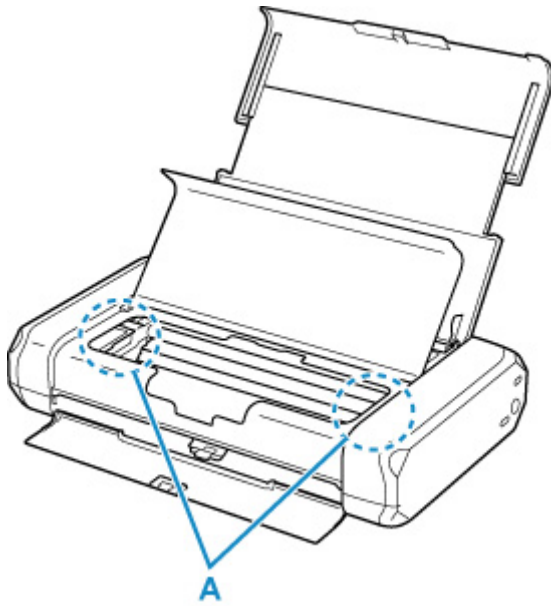
Keep an angle of the paper about 45 degrees and pull it slowly.



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 (A) in the printer?



7. Close print head cover gently.

All jobs in the print queue are canceled. Redo the printing.

▶▶▶ Note

- When reloading the paper, make sure you are using suitable paper and loading it correctly. If a paper jam message appears on the printer's LCD or on your computer screen when you resume printing after removing all the jammed paper, there may be some paper still inside the printer. Check the printer again for any remaining bits of paper.

If the measures above do not solve the problem, contact your nearest Canon service center to request a repair.

Printer Is Out of Paper (1000)

Cause

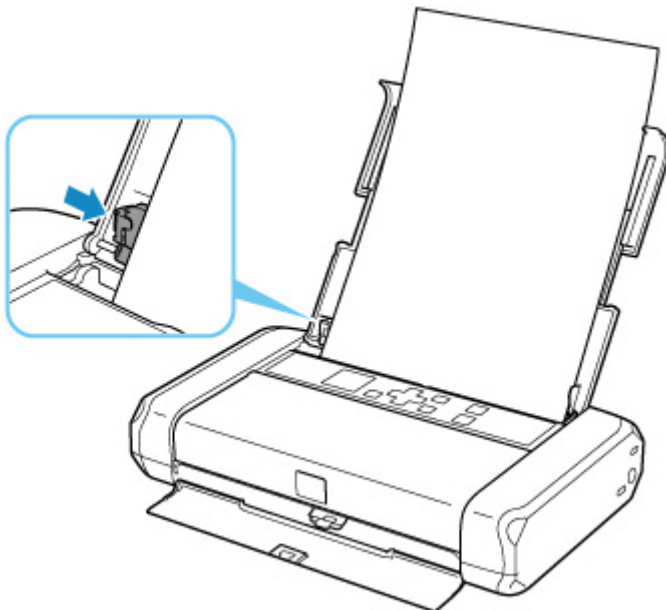
Possible causes include the following.

- There is no paper in the rear tray.
- Paper is not loaded in the rear tray properly.

What to Do

Take the corresponding actions below.

- Load paper in the rear tray.
 - ➔ [Loading Plain Paper / Photo Paper](#)
 - ➔ [Loading Envelopes](#)
- Align the paper guides of the rear tray with both edges of the paper.



- Set paper information for the paper in the rear tray.
 - ➔ [Paper Settings](#)

After carrying out the above measures, press the printer's **OK** button to cancel the error.

➤➤ Note

- To cancel printing, press the printer's **Stop** button.

1200

Cause

Print head cover is open.

What to Do

Close the print head cover and wait for a while.

Do not forget to close it, such as after replacing ink tanks.

▶▶ Important

- When you replace the ink tank, do not touch the print head lock lever.

Cause

Print head is not installed or the installed print head is not appropriate.

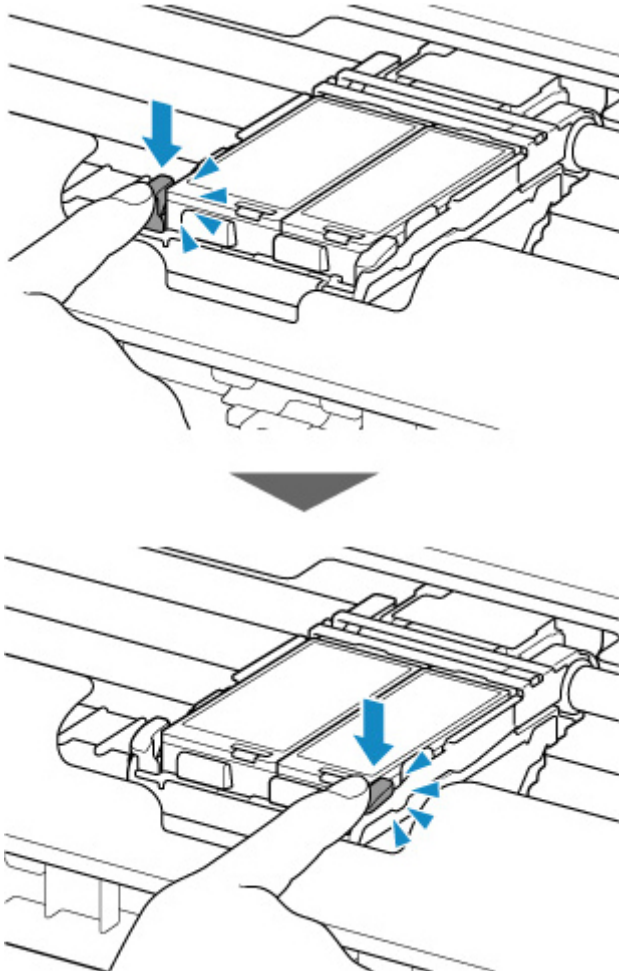
What to Do

Open the print head cover and take the corresponding actions below.

- If the print head is not installed, install it.
- Push both tabs of the print head lock lever and make sure that both tabs are locked securely.

Push both tabs of the print head lock lever until each clicks into place.

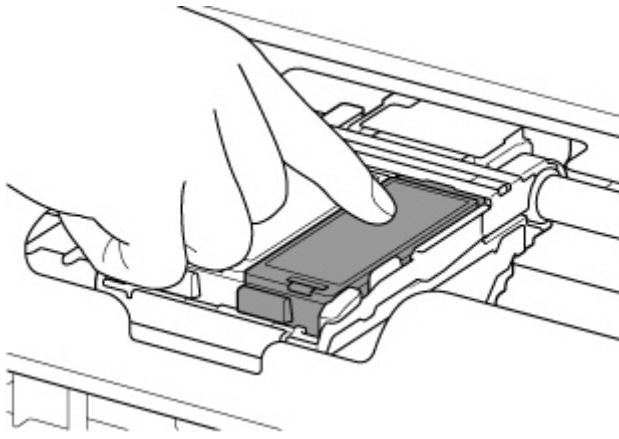
Push in the order of the left and right lever.



- Make sure that the ink tank is installed properly.

If the ink lamp is off, push down on the "Canon" logo on the ink tank.

If the front (innermost) part of the ink tank is sticking up, push the ink tank until it clicks into place.



- Make sure that the ink lamp lights.

After taking the corresponding actions, close the print head cover.

If the error is still not resolved, the print head may be damaged. Contact your nearest Canon service center to request a repair.

1600

Cause

If the lamp on the ink tank is flashing, ink may have run out.

What to Do

Replacing the ink tank is recommended.

If printing is in progress and you want to continue printing, press the printer's **OK** button with the ink tank installed. Then printing can continue. Replacing the ink tank is recommended after the printing. The printer may be damaged if printing is continued under the ink out condition.

▶▶ Note

- If multiple ink lamps are flashing red, check the status of each ink tank.

1660

Cause

The ink tank is not installed.

What to Do

Install the ink tank.

Cause

The print head lock lever is not locked or an ink tank is installed improperly.

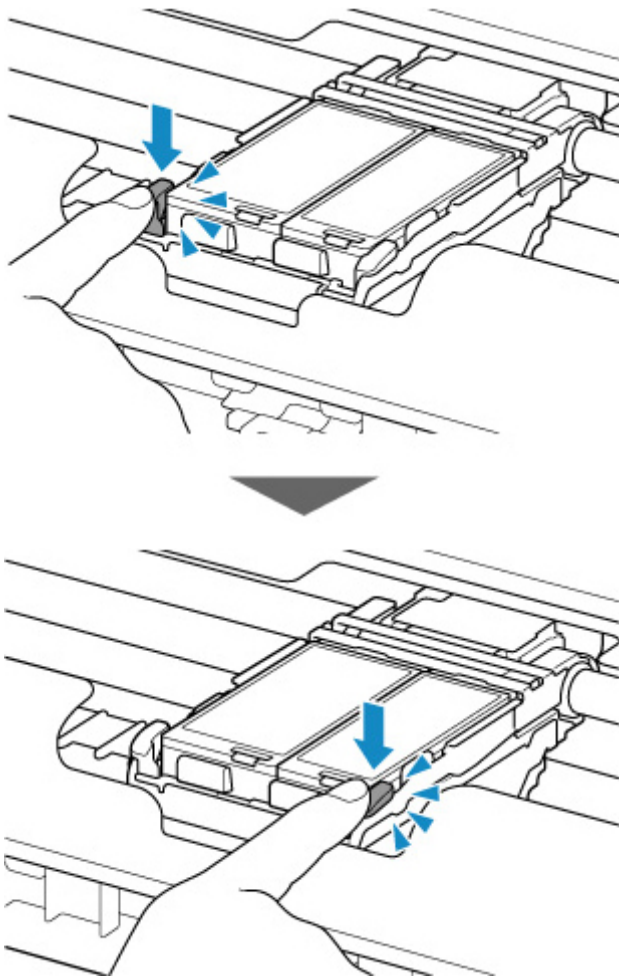
What to Do

Open the print head cover, then take the corresponding actions below.

- Push both tabs of the print head lock lever and make sure that both tabs are locked securely.

Push both tabs of the print head lock lever until each clicks into place.

Push in the order of the left and right lever.



- Make sure that the ink tank is installed properly.

If the ink lamp is off, push down on the "Canon" logo on the ink tank.

If the front (innermost) part of the ink tank is sticking up, push the ink tank until it clicks into place.

- Make sure that the ink lamp lights.

After taking the corresponding actions, close the print head cover.

1688

Cause

Ink has run out. (The lamp on the ink tank flashes.)

What to Do

Replace the ink tank and close the print head cover.

Printing under the current condition may damage the printer.

If you want to continue printing in this condition, you need to disable the function for detecting the remaining ink level. Press and hold the printer's **Stop** button for at least 5 seconds, and then release it.

With this operation, disabling the function for detecting the remaining ink level is memorized. Please be advised that Canon shall not be liable for any malfunction or trouble which may be caused by continuation of printing under the ink out condition.

▶▶ Note

- If the function for detecting the remaining ink level is disabled, the ink tank is displayed in gray on the Estimated ink levels screen on the LCD.

1689

Cause

The remaining ink level cannot be correctly detected.

What to Do

Replace the ink tank and close the print head cover.

Printing with an ink tank that was once empty may damage the printer.

If you want to continue printing in this condition, you need to disable the function for detecting the remaining ink level. Press and hold the printer's **Stop** button for at least 5 seconds, and then release it.

With this operation, disabling the function for detecting the remaining ink level is memorized. Please be advised that Canon shall not be liable for any machine malfunction or damage caused by using refilled ink tanks.

▶▶ Note

- If the function for detecting the remaining ink level is disabled, the ink tank is displayed in gray on the Estimated ink levels screen on the LCD.

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.

▶▶ Note

- In the case of warnings or errors caused by remaining ink levels, the printer cannot print.

1806

Cause

The battery's temperature is outside the operating temperature range (either too high or too low).

What to Do

Press the printer's **OK** button to cancel the error.

The battery cannot be used until the battery's temperature returns to within the operating temperature range. Continue using the printer with the AC adapter.

►► Important

- If you unplug the AC adapter in this state, the printer will turn off.

1807

Cause

The battery's temperature is outside the operating temperature range (either too high or too low).

What to Do

Wait for the battery's temperature to return to within the operating temperature range as the battery cannot be charged when it is outside of the range.

The battery will start charging once it's temperature returns to within the operating temperature range.

Cause

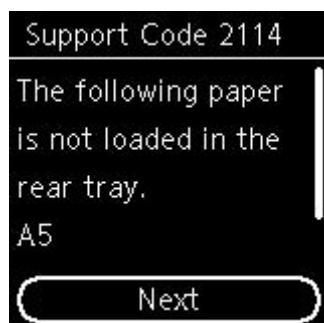
Paper settings for printing do not match rear tray paper information set on printer.

▶▶▶ Note

- See below for the correct correspondence between paper settings made on the printer driver or on the printer.
 - ➔ 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 printer's LCD.

- Paper settings specified on the printer driver:
 - Paper size: **A5**
 - Paper type: **Plain paper**
- Rear tray paper information set on the printer:
 - Paper size: **A4**
 - Paper type: **Plain paper**



What to Do

Press the printer's **OK** button to display the screen below.



Use the ▲ ▼ buttons 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 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.

After changing the paper, the paper information registration screen for the rear tray appears. Register the paper information on the printer according to the loaded paper.

▶▶▶ Note

- If you do not know the paper size and paper type to be loaded in the rear tray, press the printer's **Back** button. The paper size and paper type are displayed.
- See below for the correct correspondence between paper settings made on the printer driver or on the printer.
 - ➔ 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 print

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.

5100

Cause

Printer error has occurred.

What to Do

If you are printing, press the printer's **Stop** button to cancel printing, then turn off the printer.

Check the following:

- Make sure print head holder motion is not impeded by tapes for securing the print head holder during transportation, jammed paper, etc.

Remove any impediment.

- Confirm that the print head lock lever is locked securely.

Push both tabs of the print head lock lever until each clicks into place.

- Make sure the ink tanks are properly installed.

If the front (innermost) part of the ink tank is sticking up, push the ink tank until it clicks into place.

Turn the printer back on.

If this does not solve the problem, contact your nearest Canon service center to request a repair.

►► Important

- When you clear the jammed paper or protective material that is preventing the print head holder from moving, be careful not to touch the components inside the printer. The printer may not print out properly if you touch it.

5200

Cause

Printer error has occurred.

What to Do

Turn off the printer and unplug it.

If you are using a battery, turn off the printer and detach the battery.

After a while, plug in printer with the AC adapter or attach the battery to the printer, and turn on again.

If this does not solve the problem, contact your nearest Canon service center to request a repair.

▶▶▶ Note

- For details on how to attach/detach the battery, see Using the Battery.

5B00

Cause

Printer error has occurred.

What to Do

Contact your nearest Canon service center to request a repair.

▶▶ 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 the printer and unplug it.

If you are using a battery, turn off the printer and detach the battery.

Plug in printer with the AC adapter or attach the battery to the printer, and turn on again.

If this does not solve the problem, contact your nearest Canon service center to request a repair.

▶▶ Note

- For details on how to attach/detach the battery, see Using the Battery.