



**GX6000 series**  
**Online Manual**

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## Using Online Manual

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

## Symbols Used in This Document

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### **Warning**

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

### **Caution**

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

### **Important**

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

### **Note**

Instructions including notes for operation and additional explanations.

### **Basics**

Instructions explaining basic operations of your product.

### **Note**

- Icons may vary depending on your product.

## Touch-enabled Device Users (Windows)

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

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### ▶▶▶ Note

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2006-Jan-27

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#### JSON for Modern C++

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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.

### • Wired Connection

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



## ►►► Note

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

### Network Connection Settings/Setup

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

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

### Changing Network Settings

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

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

### Sharing the Printer on a Network (Windows)

When you are using a computer in a network environment, you can share a single printer and print from multiple computers. For more information, see below.

- ➔ [Sharing the Printer on a Network \(Windows\)](#)

### Network Connection Tips

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

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

## Troubleshooting

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

## Notice/Restriction

See below for details.

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

## Restrictions

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

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

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

### Connect via wireless router

- You cannot establish a printer with wireless and wired connections at the same time.
- Make sure your device and the wireless router are connected. For details on checking these settings, see the manual supplied with the wireless router or contact its manufacturer.  
As for a device already connected to the printer without using a wireless router, reconnect it via a wireless router.
- Configuration, router functions, setup procedures and security settings of wireless routers vary depending on the system environment. For details, see the manual for your wireless router or contact its manufacturer.
- This printer does not support IEEE802.11ac. IEEE802.11a 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.

## **Connection Using a Wired Network**

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

## **Network Connection Tips**

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

## Default Network Settings

### LAN Connection Defaults

Item	Default
Enable/disable Wired LAN	Disable
Network name (SSID)	BJNPSETUP
Wi-Fi security	Disable
IP address (IPv4)	Auto setup
IP address (IPv6)	Auto setup
Set printer name*	XXXXXXXXXXXX
Enable/disable IPv6	Enable
Enable/disable WSD	Enable
Timeout settings	15 minutes
Enable/disable Bonjour	Enable
Service name	Canon GX6000 series
LPR protocol settings	Enable
RAW protocol	Enable
LLMNR	Enable
Wi-Fi DRX settings	Enable
Wired LAN DRX settings	Enable

("XX" represents alphanumeric characters.)

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

➔ [LAN settings](#)

### Wireless Direct Defaults

Item	Default
Network name (SSID)	DIRECT-abXX-GX6000series *1
Password	YYYYYYYYYYY *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 touch screen.

➡ [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. Check that printer is turned on.

If the HOME screen is not displayed, tap the **HOME** button.

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



3. Select **(Setup)** on HOME screen.

### »» Note

- If **User management settings** is enabled, the user selection screen is displayed before the HOME screen is displayed.

4. Select **Device settings**.

5. Select **LAN settings**.

6. Select **Print details**.

7. Check message and select **Yes**.

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

The printer starts printing the network setting information.

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

Item Number	Item	Description	Setting
1	Product Information	Product information	–
1-1	Product Name	Product name	XXXXXXXX
1-2	ROM Version	ROM version	XXXXXXXX
1-3	Serial Number	Serial number	XXXXXXXX
2	Network Diagnostics	Network diagnostics	–
2-1	Diagnostic Result	Diagnostic result	XXXXXXXX

2-2	Result Codes	Result codes	XXXXXXXX
2-3	Result Code Details	Result code details	<a href="http://canon.com/ijnwt">http://canon.com/ijnwt</a>
3	Wireless LAN	Wireless LAN	Enable/Disable
3-2	Infrastructure	Infrastructure	Enable/Disable
3-2-1	Signal Strength	Signal strength	0 to 100 [%]
3-2-2	Link Quality	Link quality	0 to 100 [%]
3-2-3	Frequency	Frequency	XX (GHz)
3-2-4	MAC Address	MAC address	XX:XX:XX:XX:XX:XX
3-2-5	Connection	Connection status	Active/Inactive
3-2-6	SSID	SSID	Wireless LAN network name (SSID)
3-2-7	Channel	Channel	XXX (1 to 13)
3-2-8	Encryption	Encryption method	None/WEP/TKIP/AES
3-2-9	WEP Key Length	WEP key length (bits)	Inactive/128/64
3-2-10	Authentication	Authentication method	None/auto/open/shared/WPA-PSK/WPA2-PSK
3-2-11	TCP/IPv4	TCP/IPv4	Enable/Disable
3-2-12	IP Address	IP address	XXX.XXX.XXX.XXX
3-2-13	Subnet Mask	Subnet mask	XXX.XXX.XXX.XXX
3-2-14	Default Gateway	Default gateway	XXX.XXX.XXX.XXX
3-2-15	TCP/IPv6	TCP/IPv6	Enable/Disable
3-2-16	Link Local Address	Link local address	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
3-2-17	Link Local Prefix Length	Link local prefix length	XXX
3-2-18	Stateless Address1	Stateless address 1	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
3-2-19	Stateless Prefix Length1	Stateless prefix length 1	XXX
3-2-20	Stateless Address2	Stateless address 2	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
3-2-21	Stateless Prefix Length2	Stateless prefix length 2	XXX

3-2-22	Stateless Address3	Stateless address 3	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
3-2-23	Stateless Prefix Length3	Stateless prefix length 3	XXX
3-2-24	Stateless Address4	Stateless address 4	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
3-2-25	Stateless Prefix Length4	Stateless prefix length 4	XXX
3-2-26	Default Gateway1	Default gateway 1	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
3-2-27	Default Gateway2	Default gateway 2	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
3-2-28	Default Gateway3	Default gateway 3	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
3-2-29	Default Gateway4	Default gateway 4	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
3-2-33	IPsec	IPsec setting	Active/Inactive
3-2-34	Security Protocol	Security method	ESP/ESP & AH/AH/Blank (Not selected)
3-2-35	Wireless LAN DRX	Discontinuous reception (wireless LAN)	Enable/Disable
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
3-3-5	Channel	Channel	3
3-3-6	Encryption	Encryption method	AES
3-3-7	Authentication	Authentication method	WPA2-PSK
3-3-8	TCP/IPv4	TCP/IPv4	Enable/Disable
3-3-9	IP Address	IP address	XXX.XXX.XXX.XXX
3-3-10	Subnet Mask	Subnet mask	XXX.XXX.XXX.XXX

3-3-11	Default Gateway	Default gateway	XXX.XXX.XXX.XXX
3-3-12	TCP/IPv6	TCP/IPv6	Enable/Disable
3-3-13	Link Local Address	Link local address	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
3-3-14	Link Local Prefix Length	Link local prefix length	XXX
3-3-15	IPsec	IPsec setting	Active/Inactive
3-3-16	Security Protocol	Security method	ESP/ESP & AH/AH/Blank (Not selected)
3-3-17	Wireless LAN DRX	Discontinuous reception (wireless direct)	Enable/Disable
4	Wired LAN	Wired LAN	Enable/Disable
4-1	MAC Address	MAC address	XX:XX:XX:XX:XX:XX
4-2	Connection	Wired LAN status	Active/Inactive
4-3	TCP/IPv4	TCP/IPv4	Enable/Disable
4-4	IP Address	IP address	XXX.XXX.XXX.XXX
4-5	Subnet Mask	Subnet mask	XXX.XXX.XXX.XXX
4-6	Default Gateway	Default gateway	XXX.XXX.XXX.XXX
4-7	TCP/IPv6	TCP/IPv6	Enable/Disable
4-8	Link Local Address	Link local address	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
4-9	Link Local Prefix Length	Link local prefix length	XXX
4-10	Stateless Address1	Stateless address 1	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
4-11	Stateless Prefix Length1	Stateless prefix length 1	XXX
4-12	Stateless Address2	Stateless address 2	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
4-13	Stateless Prefix Length2	Stateless prefix length 2	XXX
4-14	Stateless Address3	Stateless address 3	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX

4-15	Stateless Prefix Length3	Stateless prefix length 3	XXX
4-16	Stateless Address4	Stateless address 4	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
4-17	Stateless Prefix Length4	Stateless prefix length 4	XXX
4-18	Default Gateway1	Default gateway 1	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
4-19	Default Gateway2	Default gateway 2	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
4-20	Default Gateway3	Default gateway 3	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
4-21	Default Gateway4	Default gateway 4	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
4-25	IPsec	IPsec setting	Active/Inactive
4-26	Security Protocol	Security method	ESP/ESP & AH/AH/Blank (Not selected)
4-27	Wired LAN DRX	Discontinuous reception (wired LAN)	Enable/Disable
5	Other Settings	Other settings	–
5-1	Printer Name	Printer name	Printer name (Up to 15 alphanumeric characters)
5-2	Wireless Direct Dev-Name	Device name for wireless direct	Device name for wireless direct (Up to 32 alphanumeric characters)
5-4	WSD Printing	WSD printing setting	Enable/Disable
5-5	WSD Timeout	Timeout	1/5/10/15/20 [min]
5-6	LPD Printing	LPD printing setting	Enable/Disable
5-7	RAW Printing	RAW printing setting	Enable/Disable
5-9	Bonjour	Bonjour setting	Enable/Disable
5-10	Bonjour Service Name	Bonjour service name	Bonjour service name (Up to 52 alphanumeric characters)
5-11	LLMNR	LLMNR setting	Enable/Disable
5-12	SNMP	SNMP setting	Enable/Disable
5-14	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	XXXXXXXXXXXXXXXXXXXXXX
5-19	Proxy Port	Proxy port specification	1 to 65535
5-20	Cert. Fingerprt(SHA-1)	Certificate fingerprint(SHA-1)	XXXXXXXX XXXXXXXX XXXXXXXX XXXXXXXX XXXXXXXX
5-21	Cert. Fingerprt(SHA-256)	Certificate fingerprint(SHA-256)	XXXXXXXX XXXXXXXX XXXXXXXX XXXXXXXX XXXXXXXX XXXXXXXX XXXXXXXX XXXXXXXX

("XX" represents alphanumeric characters.)

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

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

### Reconfiguration Method of LAN Connection

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

- **For Windows:**

- Click here and redo setup.
- Enable Wi-Fi or wired LAN on the operation panel of the printer. After that, perform settings on the **Network Settings** screen on IJ Network Device Setup Utility.

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

- **For macOS:**

- Click here and redo setup.

### Reconfiguration Method of Wi-Fi Connection

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

- **For Windows:**

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

#### ➤➤➤ Important

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

1. Check that printer is turned on.
2. Press and hold  (**Wireless connect**) button for 3 seconds.
  - ➔ [Using Touch Screen](#)
3. Perform operations following instructions on your computer, smartphone/ tablet.
4. If message saying setup is completed appears, select OK.

- **For macOS:**

See Changing the Connection Mode.

## Connecting with Wireless Direct

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

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

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

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

1. Preparing the printer.

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

2. Preparing a device to connect to the printer.

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

### »» Important

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

➔ [Restrictions](#)

## Changing Printer Setting to Use Wireless Direct

1. Make sure the printer is turned on.



2. Select  (Setup) on HOME screen and then select **Device settings**.

### »» Note

- If **User management settings** is enabled, the user selection screen is displayed before the HOME screen is displayed.

3. Select **LAN settings**.

4. Select **Wireless Direct**.

5. Select **Enable/disable Wireless Direct**.

6. Check displayed message and then select **ON**.

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

### »» Note

- 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 Wireless Direct compatible device to the printer, select the device name from your device.
- To change the identifier (SSID) and the password, see below.

➔ [Changing Wireless Direct Setting](#)

## Connecting a Smartphone/Tablet/Computer to the Printer

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

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

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



2. Select  (Setup) on HOME screen.

### ▶▶▶ Note

- If **User management settings** is enabled, the user selection screen is displayed before the HOME screen is displayed.

3. Select **Device settings**.

4. Select **LAN settings**.

5. Select **Wireless Direct**.

6. Select **Connect to smartphone**.

7. To connect with an iPhone/iPad, select **iPhone/iPad**. To connect with a non-iPhone/iPad, select **Others**.

- **iPhone/iPad**

1. Select **QR Code**.
2. Scan the displayed QR code with the iPhone/iPad standard camera app.

The iPhone/iPad is connected to the printer.

### ▶▶▶ Note

- If the iPhone/iPad and printer cannot be connected, Wireless Direct is not enabled.  
See [Changing Printer Setting to Use Wireless Direct](#) to enable Wireless Direct.

- **Others**

1. Select **Next**.

**Network name (SSID)** and **Password** are displayed.

### ▶▶▶ Note

- To show the password, select **Show password**. To hide the password, select **Hide password**.
- The password is required when connecting smartphone/tablet/computer to the printer.

2. Select "DIRECT-XXXX-GX6000series" ("X" represents alphanumeric characters) on your smartphone/tablet/computer.

### ▶▶▶ Note

- If "DIRECT-XXXX-GX6000series" does not appear on the list, Wireless Direct is not enabled.  
See [Changing Printer Setting to Use Wireless Direct](#) to enable Wireless Direct.

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

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

### ▶▶▶ Note

- If the printer is set to display a confirmation screen in **Connection request confirmation** of [Changing Wireless Direct Setting](#), when the wireless direct compatible device connects to the printer, a confirmation screen asking for permission to connect is displayed on the printer touch screen.  
Make sure the name on the touch screen is the same as that of your wireless communication device and select **Yes**.

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

- ➡ For iOS device
- ➡ For Android device

## Changing Wireless Direct Setting

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

1. Make sure the printer is turned on.



2. Select  (Setup) on HOME screen and then select **Device settings**.

### ▶▶▶ Note

- If **User management settings** is enabled, the user selection screen is displayed before the HOME screen is displayed.

3. Select **LAN settings**.

4. Select **Wireless Direct**.

## 5. Select a setting item.

Scroll down if necessary.

- **See settings**

The setting values for using the printer with Wireless Direct are displayed.

- **Change network name (SSID)**

Change the identifier (SSID) for Wireless Direct.

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

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

- To set manually

1. Select the displayed identifier (SSID).
2. Change using the keyboard that appears.
3. When you have finished making changes, select **OK**.

- To set automatically

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

You can check the updated setting.

### ▶▶▶ Note

- To show the password, select **Show password**. To hide the password, select **Hide password**.

- **Change password**

Change the password for Wireless Direct.

- To set manually.

1. Select **Change manually**.
2. Select the displayed password.
3. Enter the new password (10 characters).  
Change using the keyboard that appears.
4. When you have finished making changes, select **OK**.

- To set automatically

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

You can check the updated setting.

### ▶▶▶ Note

- To show the password, select **Show password**. To hide the password, select **Hide password**.

- **Connection request confirmation**

Change the confirmation screen setting when a Wireless Direct compatible device is connecting to the printer.

If you want the printer to display the screen to inform you a Wireless 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)**

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

## IJ Network Device Setup Utility

---

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

### »» Important

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

## Starting Up IJ Network Device Setup Utility

---

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

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



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

➔ [Diagnosing and Repairing Network Settings](#)

## Diagnosing and Repairing Network Settings

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

### ▶▶▶ Important

- Some models do not support diagnosis and repair function.

For details:

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

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

### ▶▶▶ Note

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

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

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

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

## **Handling Paper, Originals, Ink Tanks, etc.**

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- ▶ **Loading Paper**
- ▶ **Loading Originals**
- ▶ **Inserting a USB Flash Drive**
- ▶ **Refilling Ink Tanks**

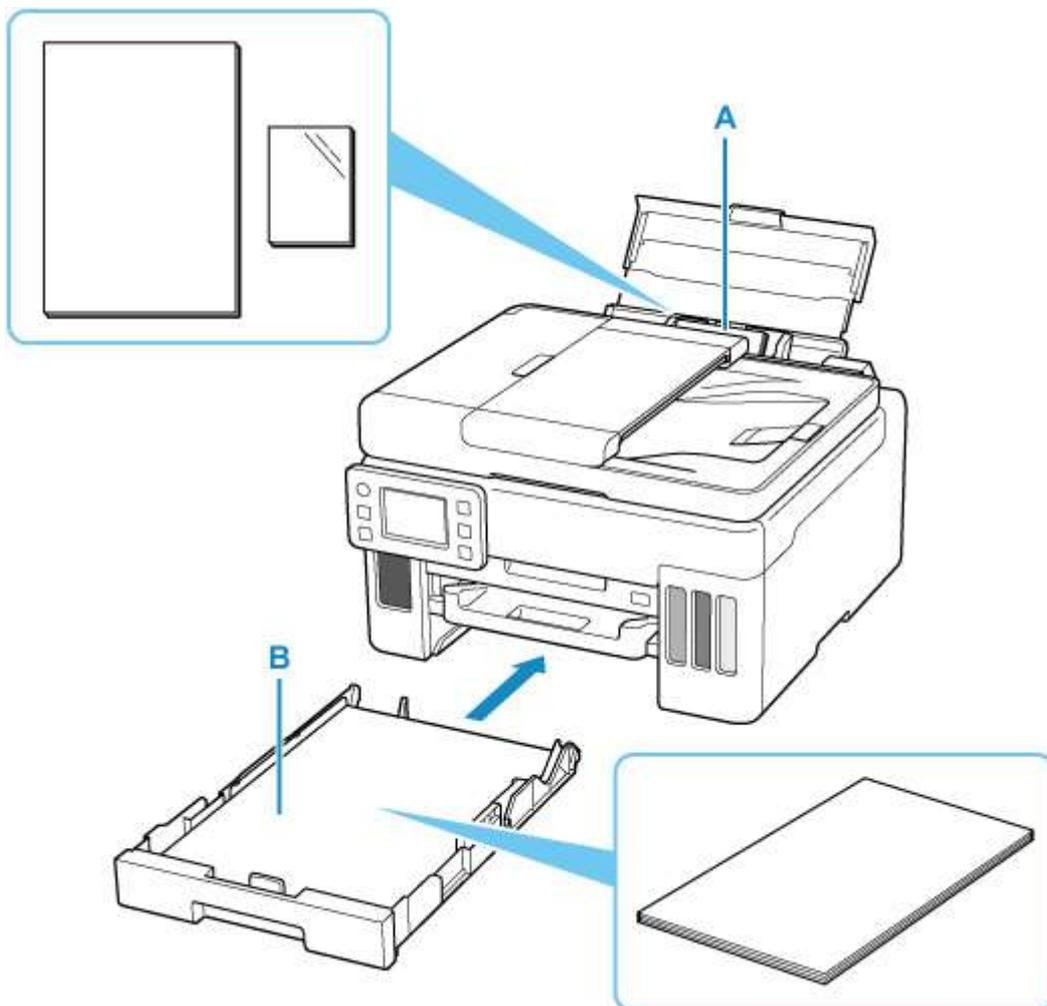
## **Loading Paper**

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- **Paper Sources**
- **Loading Plain Paper / Photo Paper in Rear Tray**
- **Loading Plain Paper in Cassette**
- **Loading Envelopes in Rear Tray**

## Paper Sources

The paper can be loaded in the two paper sources: rear tray (A), cassette (B).



### Rear tray

You can load all supported paper such as plain paper and photo paper on the rear tray.

➔ [Supported Media Types](#)

### Cassette

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

### ▶▶▶ Note

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

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

- ➔ [Loading Plain Paper / Photo Paper in Rear Tray](#)
- ➔ [Loading Plain Paper in Cassette](#)
- ➔ [Loading Envelopes in Rear Tray](#)

## Loading Plain Paper / Photo Paper in Rear Tray

You can load plain paper or photo paper.

You can also load envelopes on the rear tray.

➔ [Loading Envelopes in Rear Tray](#)

### ▶▶▶ Important

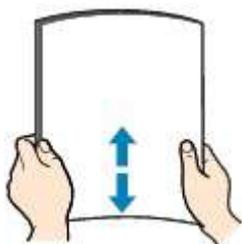
- If you cut plain paper to a size of 5" x 7" (13 x 18 cm) or smaller to perform a trial print, it may cause a paper jam.

### ▶▶▶ Note

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

#### 1. Prepare paper.

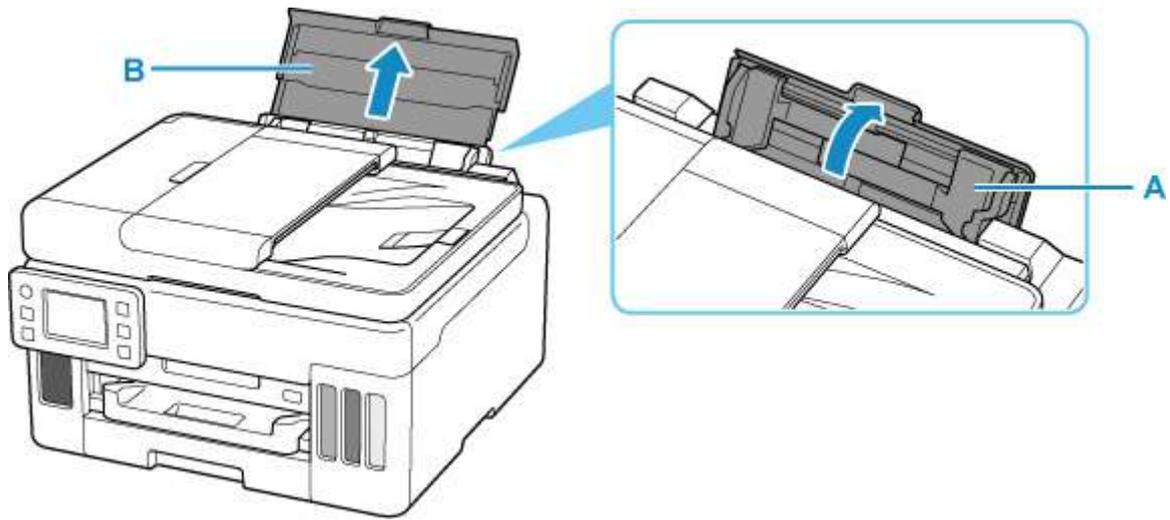
Align the edges of paper. If paper is curled, flatten it.



### ▶▶▶ Note

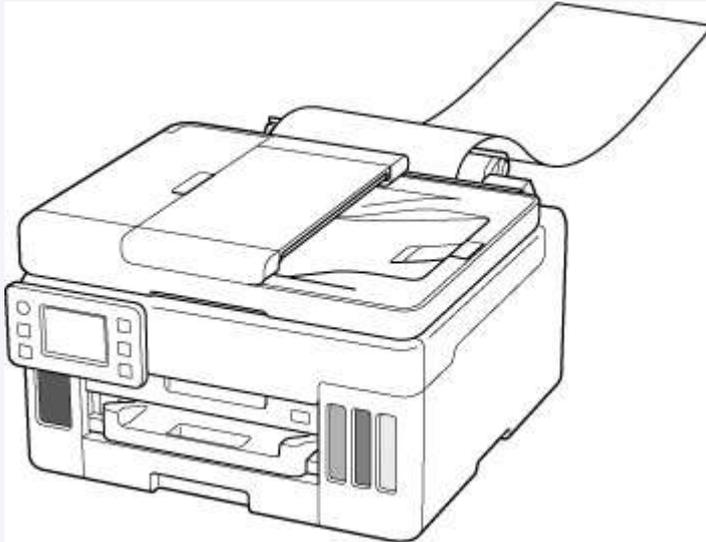
- Align the edges of paper neatly before loading. Loading paper without aligning the edges may cause paper jams.
- If paper is curled, hold the curled corners and gently bend them in the opposite direction until the paper becomes completely flat.  
For details on how to flatten curled paper, see [Check3](#)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

#### 2. Open the rear tray cover (A) and then pull up the paper support (B).

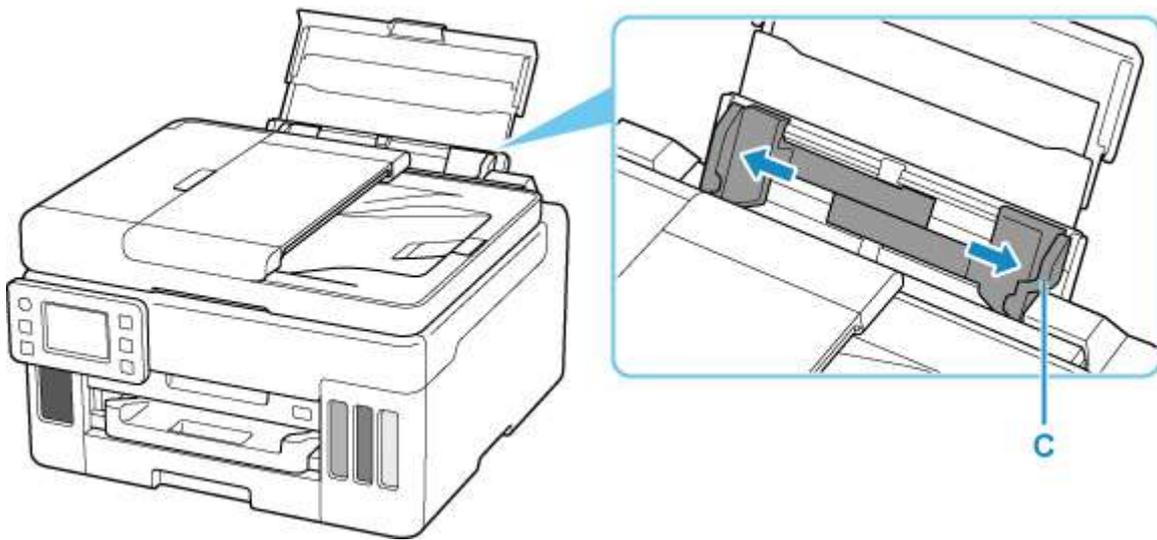


▶▶▶ **Note**

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

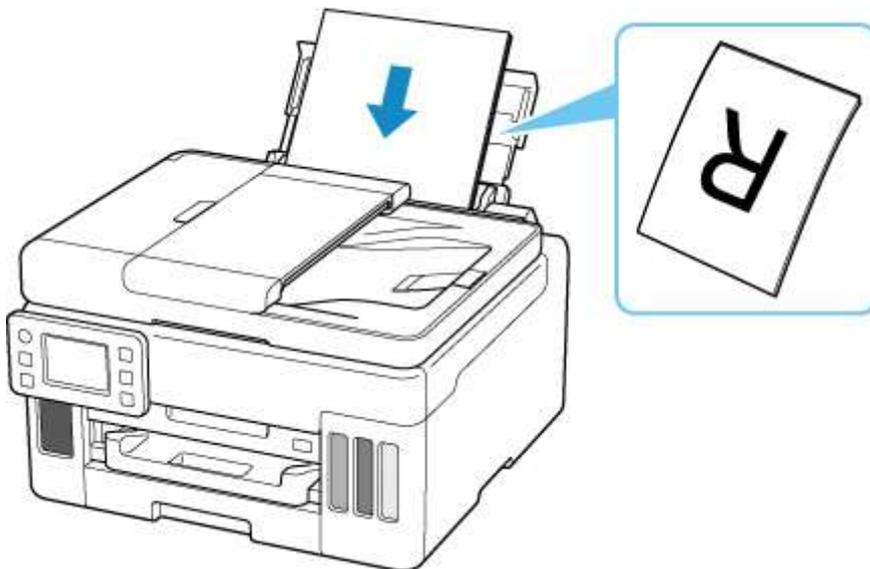


3. Slide right paper guide (C) to open both paper guides.



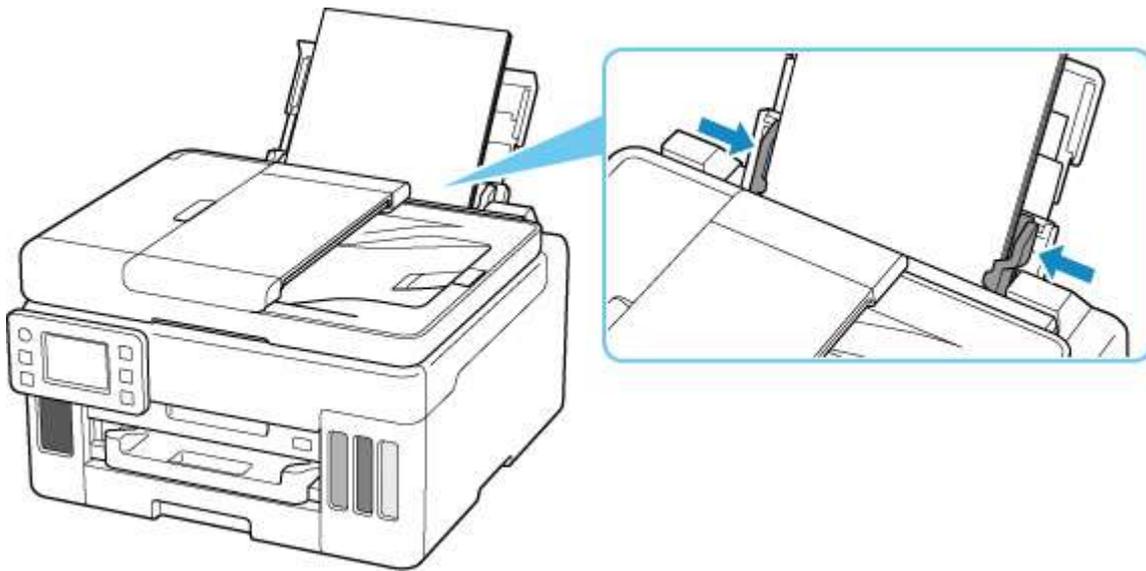
**4. Load paper stack in portrait orientation WITH PRINT SIDE FACING UP.**

After loading the paper, the paper setting confirmation screen for the rear tray appears on the touch screen.



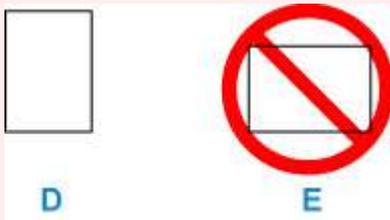
**5. Slide right paper guide to align with both sides of paper stack.**

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



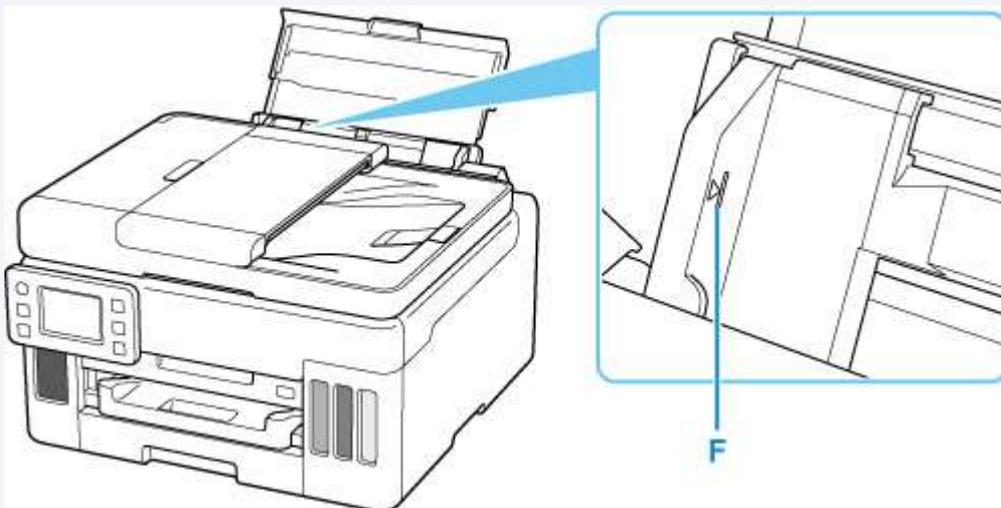
### »» Important

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



### »» Note

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

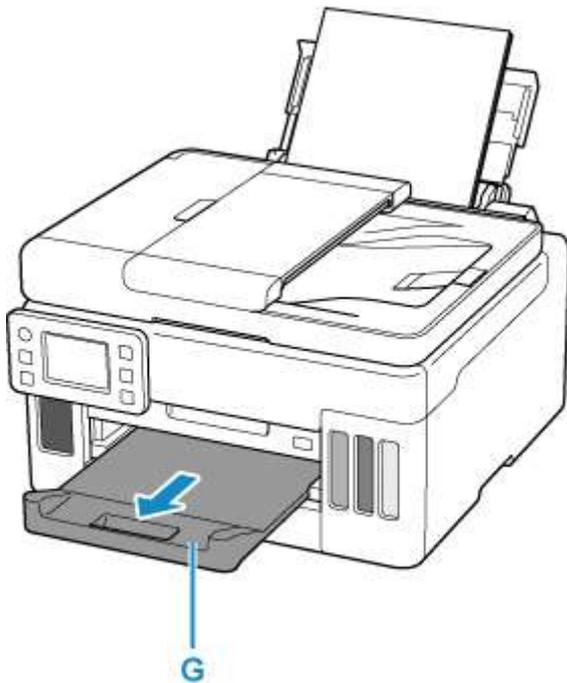


6. If page size and media type on touch screen match size and type of paper loaded in rear tray, select **Yes**.

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



7. Pull out a paper output tray (G).



### ▶▶▶ Note

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

## Loading Plain Paper in Cassette

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

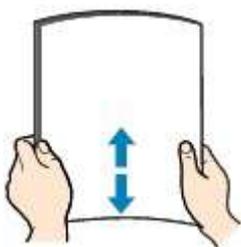
### ►► Note

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

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

### 1. Prepare paper.

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

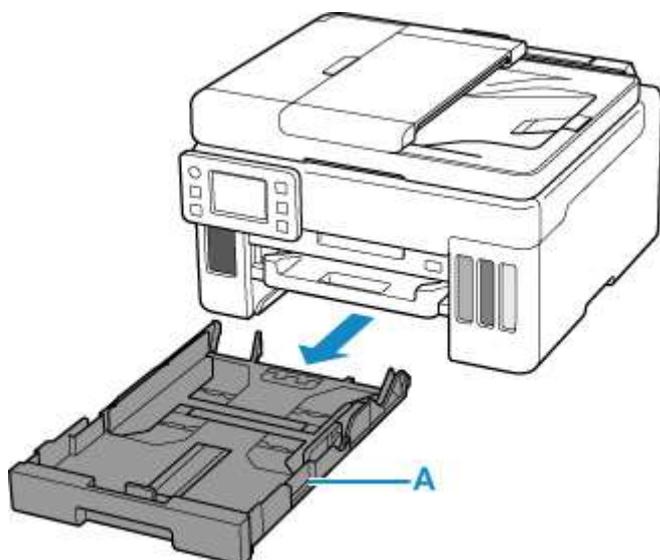


### ►► Note

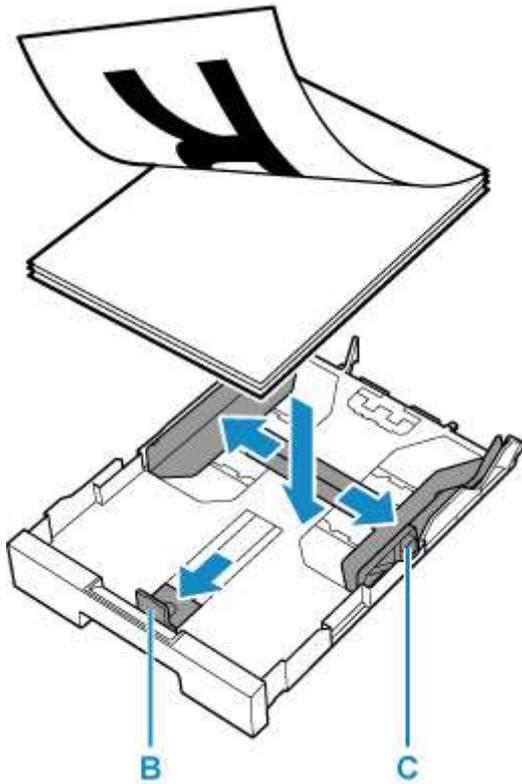
- Align the edges of paper neatly before loading. Loading paper without aligning the edges may cause paper jams.
- If paper is curled, hold the curled corners and gently bend them in the opposite direction until the paper becomes completely flat.

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

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

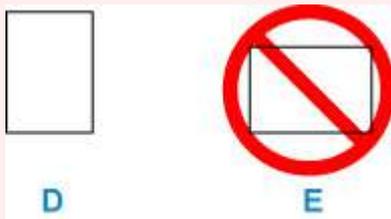


- Slide paper guides (B) in front and (C) on right to open guides.
- Load paper stack in portrait orientation WITH PRINT SIDE FACING DOWN, and place it in center of cassette.



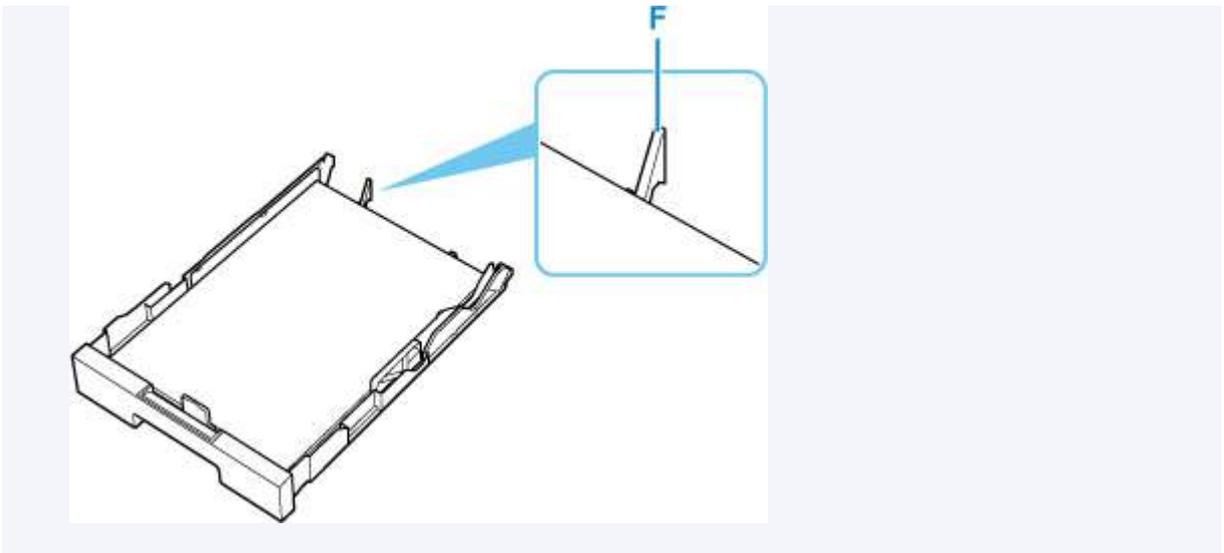
**▶▶▶ Important**

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



**▶▶▶ Note**

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

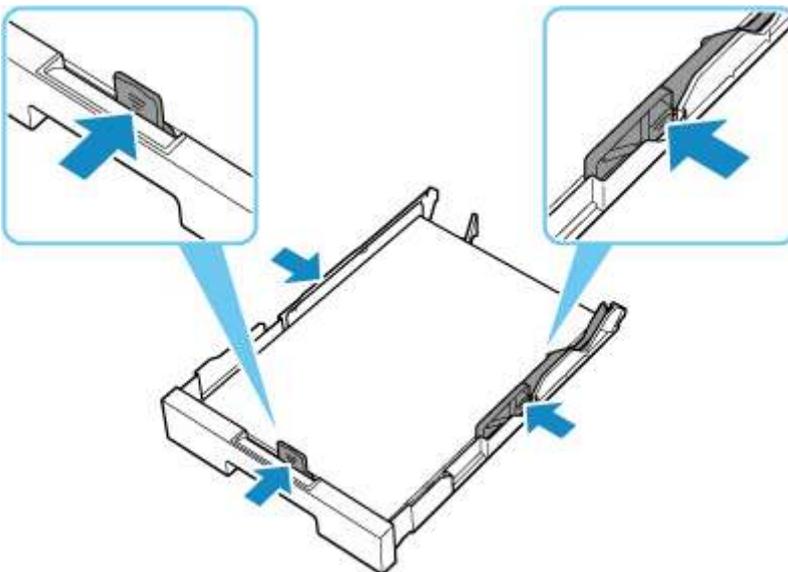


5. Slide front paper guide to align it with paper stack.

Align paper guide with where it clicks into place.

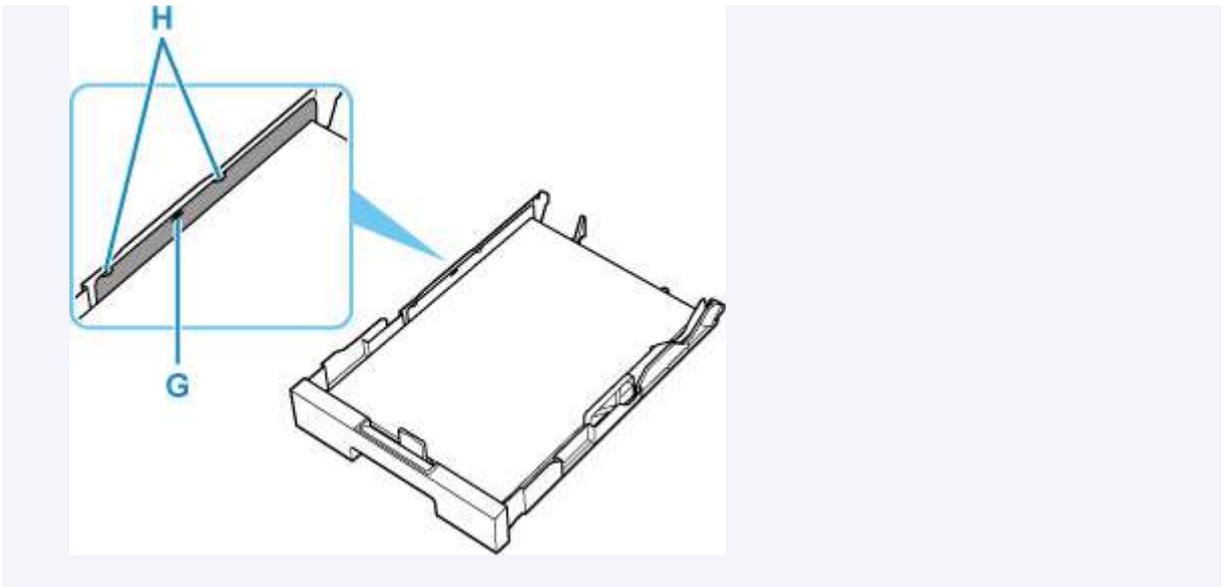
6. Slide right paper guide to align it with paper stack.

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



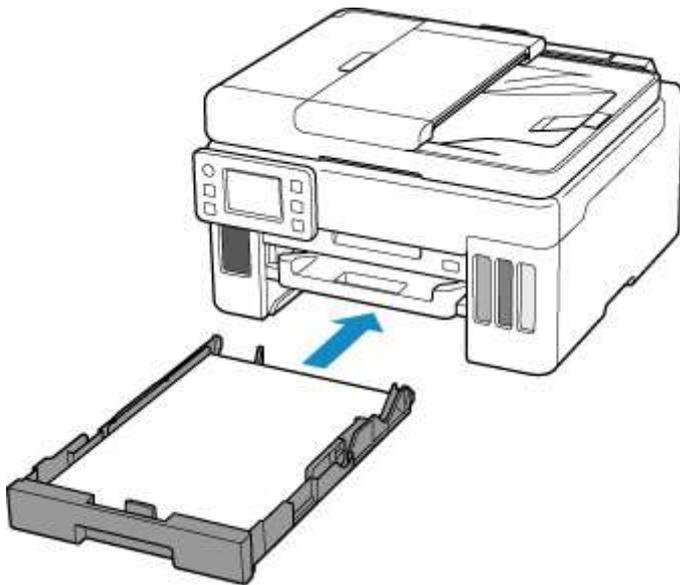
**▶▶▶ Note**

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



**7. Mount cassette cover and insert cassette into printer.**

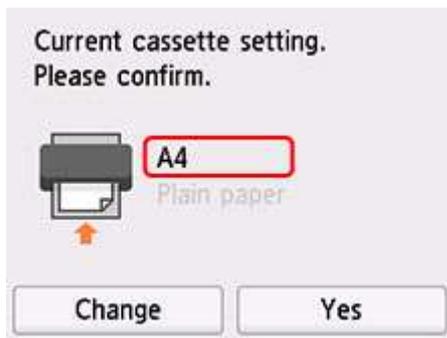
Push the cassette into the printer until it stops.



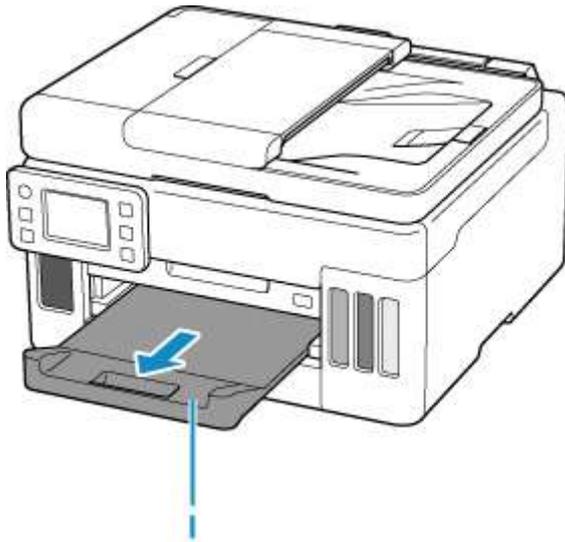
After inserting the cassette into the printer, the paper setting confirmation screen for the cassette appears on the touch screen.

**8. If page size on touch screen matches size of paper loaded in cassette, select **Yes**.**

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



9. Pull out a paper output tray (I).



### ▶▶ Note

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

## Loading Envelopes in Rear Tray

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

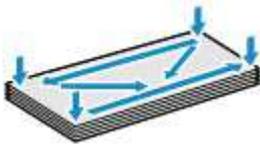
The address is automatically rotated and printed according to the envelope's direction by specifying with the printer driver properly.

### Important

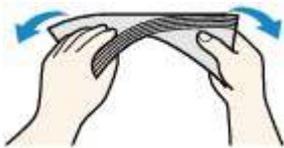
- Do not use the following envelopes. They could jam in the printer or cause the printer to malfunction.
  - Envelopes with an embossed or treated surface
  - Envelopes with a double flap
  - Envelopes whose gummed flaps are already moistened and adhesive

#### 1. Prepare envelopes.

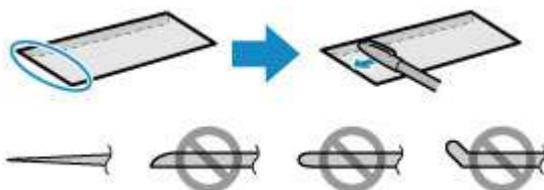
- Press down on all four corners and edges of the envelopes to flatten them.



- 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.

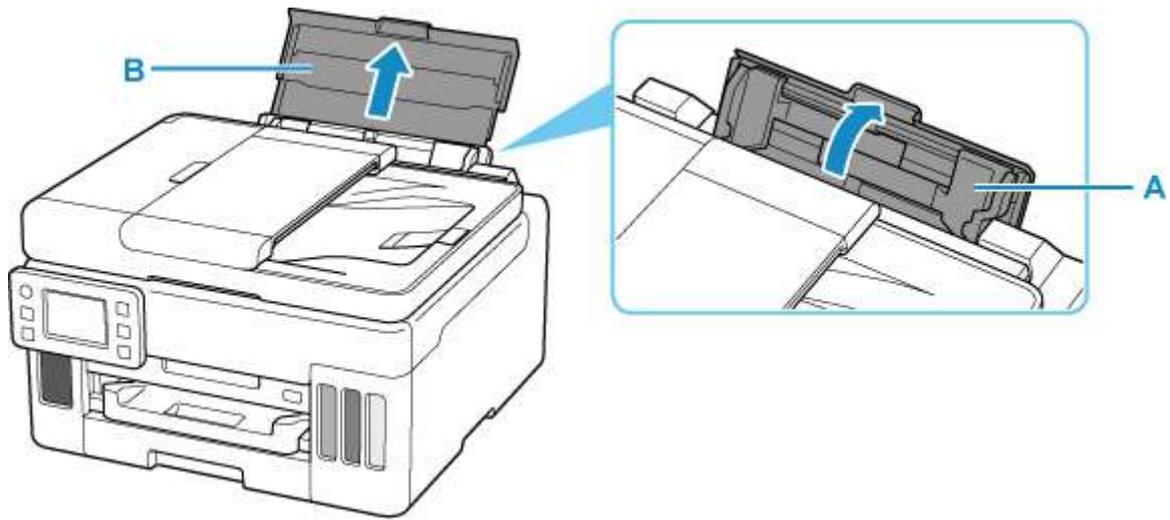


The figures above show a side view of the leading edge of the envelope.

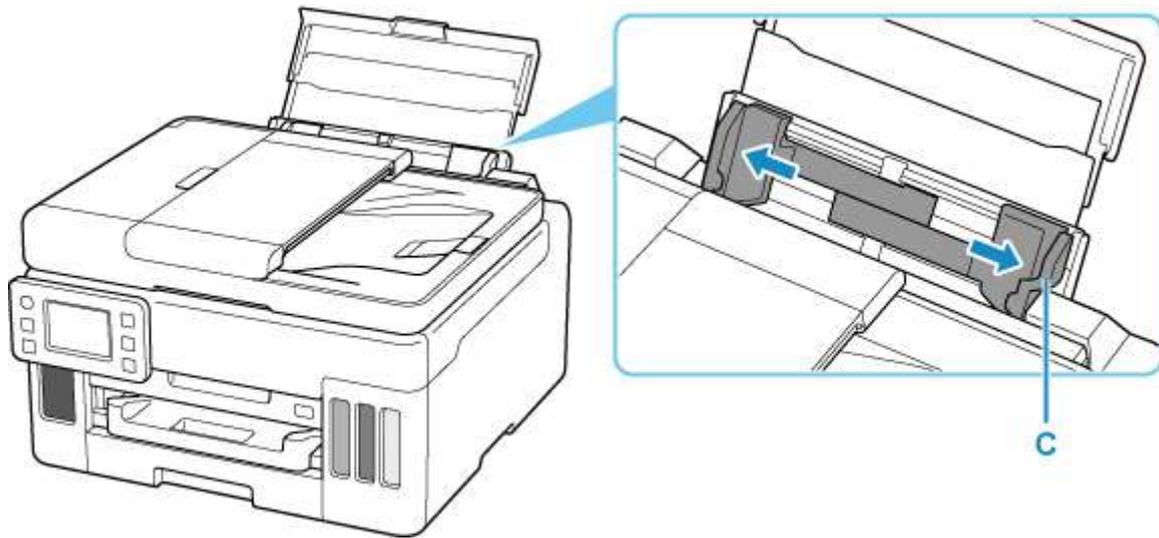
### Important

- 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) and then pull up the paper support (B).



3. Slide right paper guide (C) to open both paper guides.



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

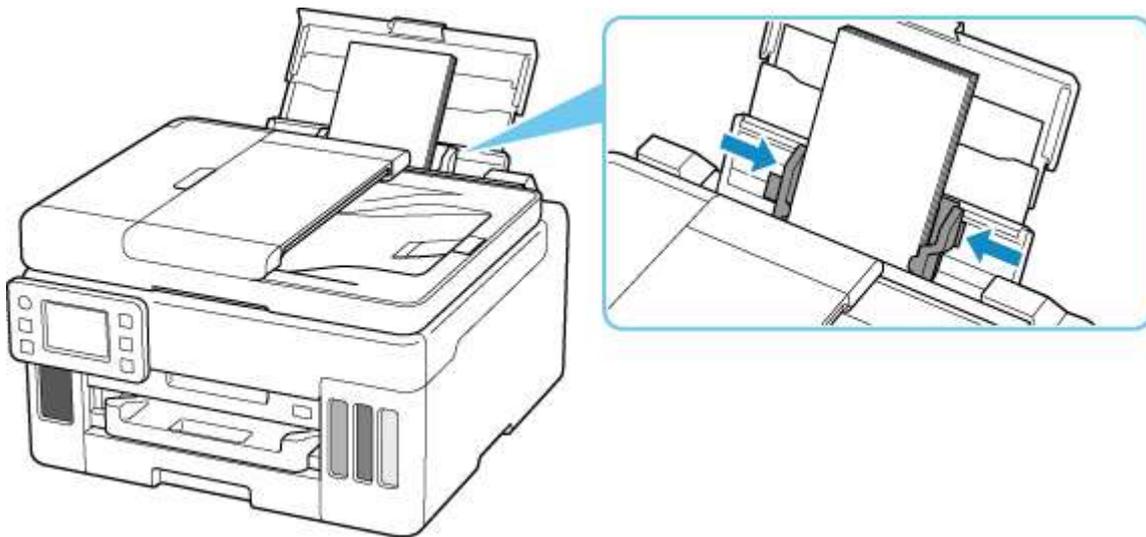
Up to 10 envelopes can be loaded at once.

After loading the envelopes, the paper setting confirmation screen for the rear tray appears on the touch screen.



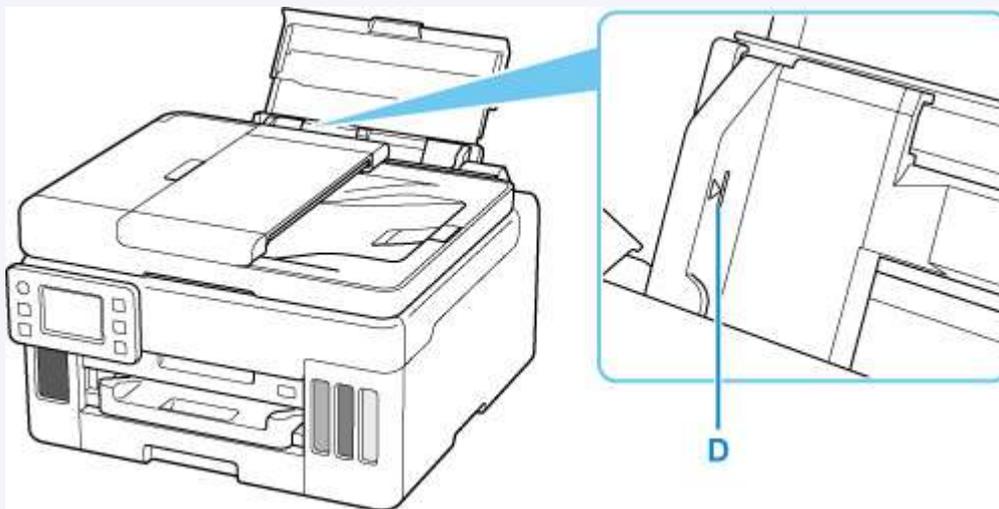
5. Slide right paper guide to align with both sides of envelopes.

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



►►► **Note**

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

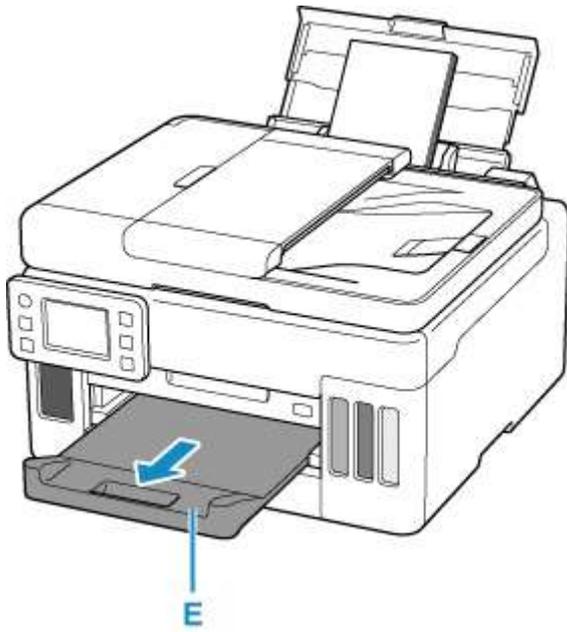


6. If page size and media type shown on touch screen match size and type of envelopes loaded in rear tray, select **Yes**.

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



7. Pull out a paper output tray (E).



### ▶▶▶ 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.

## **Loading Originals**

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- **Where to Load Originals**
- **Loading Originals on Platen**
- **Loading Documents in the ADF (Auto Document Feeder)**
- **Loading Based on Use**
- **Supported Originals**

## Where to Load Originals

The printer has two positions to load originals: platen and ADF (Auto Document Feeder).

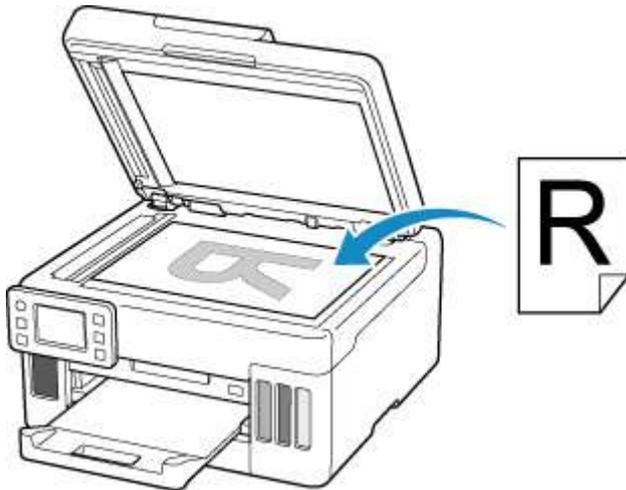
Select the position to load the original according to the size, type, or usage.

### ▶▶▶ Note

- For details on the supported originals, see below.

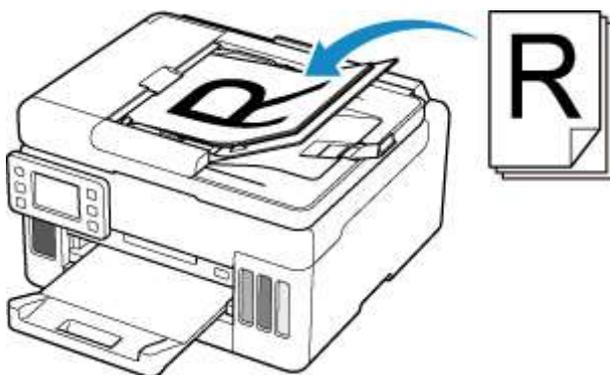
➔ [Supported Originals](#)

### Loading Documents, Photos, or Book on Platen



### Loading Two or More Sheets of Document of the Same Size and Thickness in the ADF

You can also load a sheet of document in the ADF.

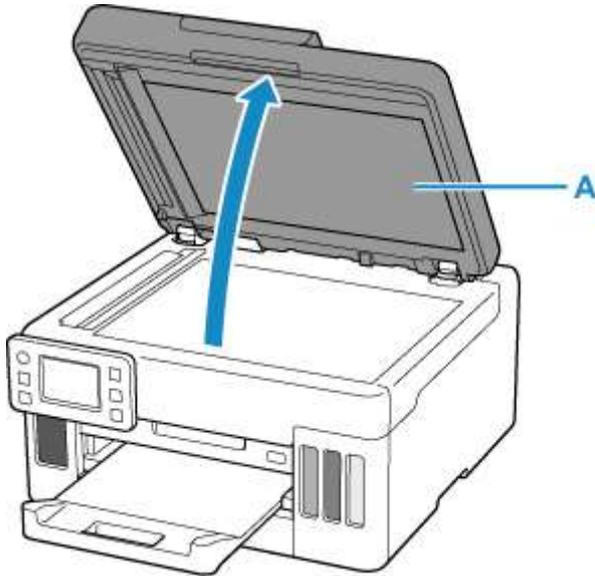


### ▶▶▶ Note

- To scan the original at optimum quality, load it on the platen.

## Loading Originals on Platen

1. Open the document cover (A).



2. Load original WITH SIDE TO SCAN FACING DOWN on platen.

- ➔ [Loading Based on Use](#)
- ➔ [Supported Originals](#)



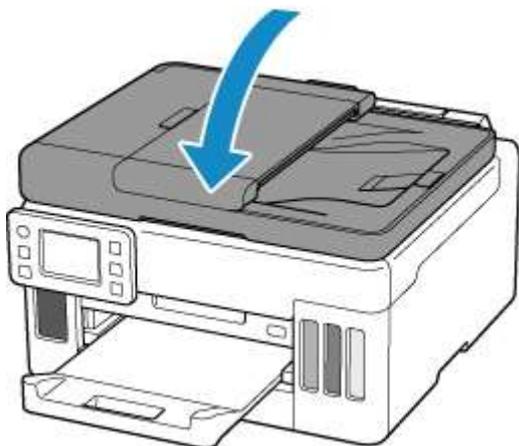
### »» Important

- Be sure to observe the following when loading the original on the platen.

Failure to observe the following may cause the scanner to malfunction or the platen glass to break.

- Do not place any objects weighing 4.4 lb (2.0 kg) or more on the platen glass.
- Do not put any pressure of 4.4 lb (2.0 kg) or more on the platen glass, such as pressing down the original.

3. Close the document cover gently.



**»» Important**

- After loading the original on the platen, be sure to close the document cover before starting to copy or scan.

## Loading Documents in the ADF (Auto Document Feeder)

Load A4, B5, A5, letter-size originals in the ADF (Auto Document Feeder).

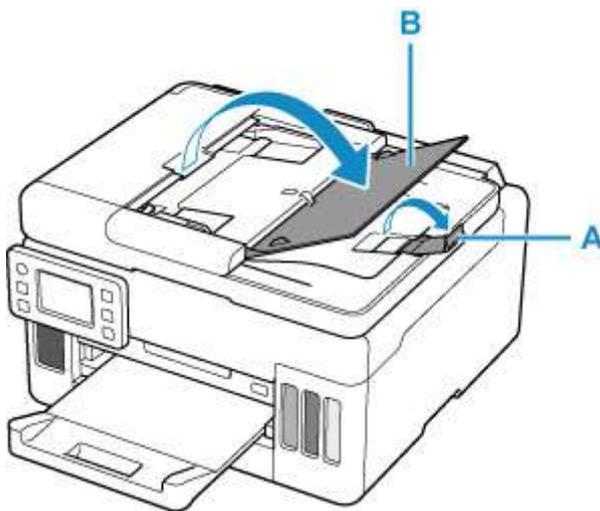
### ►► Important

- Be careful not to let anything get inside the document output slot. It may cause damage.

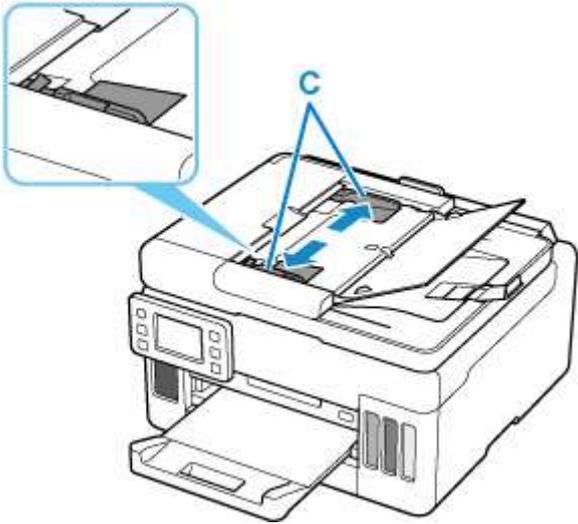
### ►► Note

- To scan a document at optimum quality, load it on the platen.
- The double-sided original cannot be scanned automatically with ADF.

1. Make sure any original has been removed from platen.
2. Open document stopper (A).
3. Open document tray (B).



4. Slide the document guide (C) all the way out.



5. Insert document WITH SIDE TO SCAN FACING UP in document tray, until you hear a beep sound.

Insert the document until it stops.

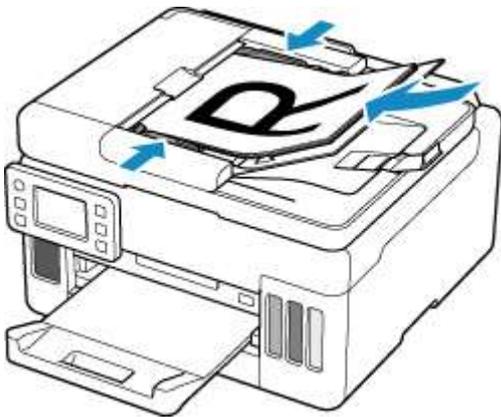
**▶▶▶ Note**

- For details on the supported originals, see below.

➔ [Supported Originals](#)

6. Adjust document guide to match width of document.

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



## Loading Based on Use

Load the original in the correct position according to the function to use. If you do not load the original correctly, it may not be scanned properly.

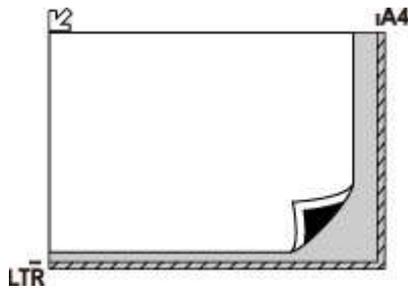
Originals	Function	How to Load
Magazines, Newspapers, and Documents	<b>Copying</b>	➔ <a href="#">Loading the Original to Be Aligned with the alignment mark</a>
	<b>Scanning by specifying a standard size (A4, Letter, etc.)</b> If you scan using the operation panel, select <b>Document</b> or <b>Photo</b> for <b>Doc.type</b> in <b>Scan</b> and specify a standard size (A4, Letter, etc.) for <b>Scan size</b> to scan originals.	
Photos, Postcards, Business Cards, and Disc (BD/DVD/CD)	<b>Scanning only one original</b> If you scan using the operation panel, follow the operation below. <ul style="list-style-type: none"> <li>• Select <b>Photo</b> for <b>Doc.type</b> in <b>Scan</b> and specify <b>Auto scan</b> for <b>Scan size</b> to scan originals.</li> </ul>	➔ <a href="#">Loading Only One Original in Center of Platen</a>
	<b>Scanning two or more originals</b> If you scan using the operation panel, follow the operation below. <ul style="list-style-type: none"> <li>• Select <b>Photo</b> for <b>Doc.type</b> in <b>Scan</b> and specify <b>Auto multi scan</b> for <b>Scan size</b> to scan two or more originals.</li> </ul>	➔ <a href="#">Loading Two or More Originals on Platen</a>

### ▶▶▶ Note

- For details on how to scan from the computer and how to load originals, see below.
  - For Windows:
    - ➔ [Scanning from Computer \(Windows\)](#)
  - For macOS:
    - ➔ [Scanning from Computer \(macOS\)](#)

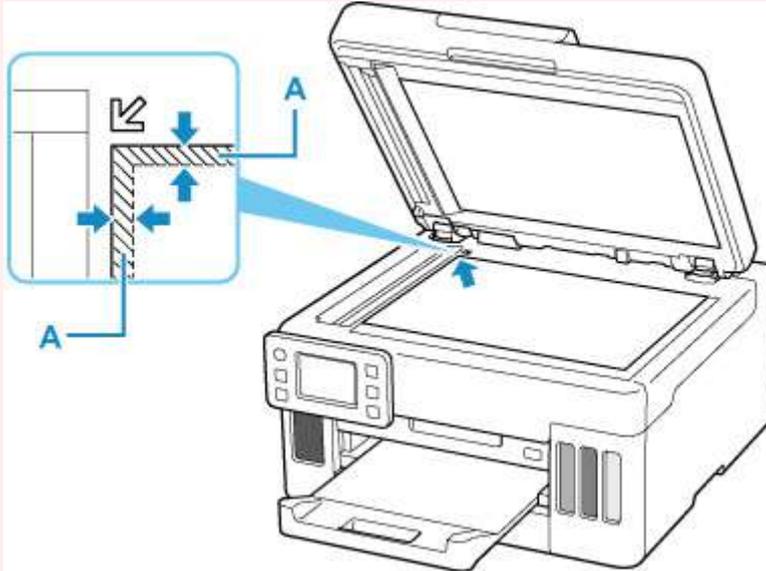
## Loading the Original to Be Aligned with the alignment mark

Place the original WITH THE SIDE TO SCAN FACING DOWN on the platen and align it with the alignment mark . Portions placed on the diagonally striped area cannot be scanned.



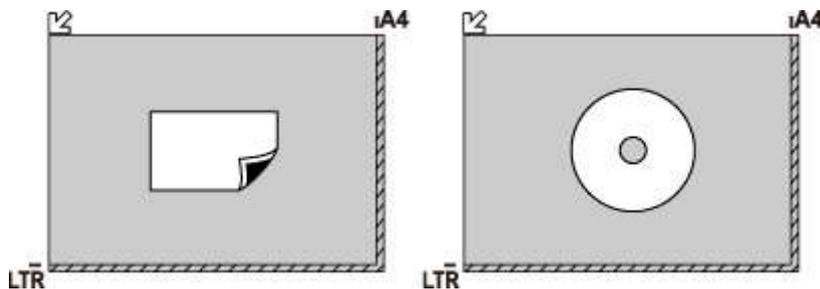
### ►► Important

- The printer cannot scan the striped area (A) (0.04 in. (1 mm) from the edges of the platen glass).



### Loading Only One Original in Center of Platen

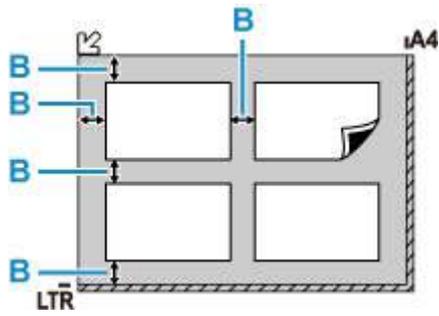
Place the original WITH THE SIDE TO SCAN FACING DOWN, with 0.40 in. (1 cm) or more space between the edges (diagonally striped area) of the platen. Portions placed on the diagonally striped area cannot be scanned.



### Loading Two or More Originals on Platen

Place the originals WITH THE SIDE TO SCAN FACING DOWN. Allow 0.40 in. (1 cm) or more space between the edges (diagonally striped area) of the platen and the originals, and between the originals. Portions placed on the diagonally striped area cannot be scanned.

You can place up to 12 items.



B: More than 0.40 in. (1 cm)

### ►► Note

- The Skew Correction function automatically compensates for the originals placed at an angle of up to approximately 10 degrees. Slanted photos with a long edge of 7.1 in. (180 mm) or more cannot be corrected.
- Non-rectangular or irregular shaped photos (such as cut out photos) may not be scanned properly.

## Supported Originals

### Platen

Item	Details
Types of originals	<ul style="list-style-type: none"><li>• Text document, magazine, or newspaper</li><li>• Printed photo, postcard, business card, or disc (BD/DVD/CD, etc.)</li><li>• Documents that are not suitable for the ADF</li></ul>
Size (width x height)	Max. 8.5 x 11.7 in. (216 x 297 mm)
Quantity	One or more sheets*
Thickness	Max. 0.2 in. (5 mm)

\* Two or more originals can be loaded on the platen depending on the selected function.

➔ [Loading Based on Use](#)

### In the ADF (Auto Document Feeder)

Item	Details
Kind of original	Plain-paper documents with multiple pages of the same size, thickness, and weight
Size	Max. 8.5 x 14.0 in. (216 x 356 mm) Min. 5.8 x 5.8 in. (148 x 148 mm)
Quantity	<ul style="list-style-type: none"><li>• A4/Letter: Max. 50 sheets (20 lb (75 g /m<sup>2</sup>) paper), up to 0.20 in. (5 mm) high</li><li>• Legal: Max. 10 sheets (20 lb (75 g /m<sup>2</sup>) paper), up to 0.04 in. (1 mm) high</li><li>• Other sizes: 1 sheet</li></ul>
Thickness	0.003 to 0.005 in. (0.07 to 0.13 mm)
Weight	16.0 to 25.3 lb (60 to 95 g /m <sup>2</sup> )

#### ➤➤➤ Note

- Make sure any liquids on documents, such as glue, ink, or correction fluid are dry before loading.  
Do not load glued documents in the ADF, even if the glue is dry, because this may cause paper jams.
- Remove all staples, paper clips, or other fasteners before feeding documents.
- Load Legal-sized documents in the ADF.
- Do not load these kinds of documents in the ADF, which may cause paper jams.
  - Wrinkled or creased documents
  - Curled documents
  - Torn documents
  - Documents with holes
  - Glued documents

- Documents with sticky notes
- Documents on carbon paper
- Documents on coated paper
- Documents on onion skin or other thin paper
- Photos or excessively thick documents

## Inserting a USB Flash Drive

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- [Inserting a USB Flash Drive](#)
- [Removing a USB Flash Drive](#)

## Inserting a USB Flash Drive

### Supported Image Files

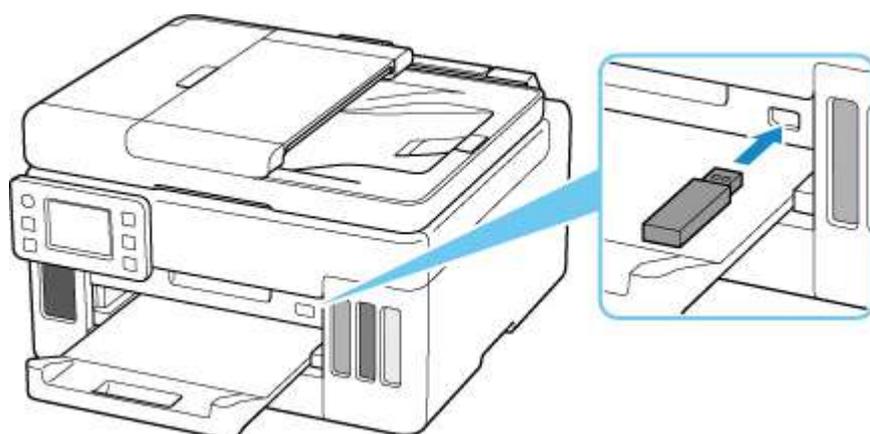
- Can print JPEG data taken with cameras conforming to Design Rule for Camera File System specifications, as well as TIFF images. Both types of images must conform to Exif 2.2/2.21/2.3. Other types of images or movies such as RAW images cannot be printed.
- Can print images scanned and saved by the printer itself with **Doc.type** set to **Photo** and **Format** set to **JPEG** (file extension ".jpg").

### ▶▶ Note

- This device incorporates exFAT technology licensed from Microsoft.
- If the USB flash drive does not fit in the printer's USB flash drive port, you may need an extension cable for it. This accessory is available at electronics stores.
- Not all USB flash drives may be detected by the printer, and correct operation is not guaranteed.
- Secure USB flash drives may not be compatible.

### Insert the USB flash drive into the USB flash drive port.

Make sure the USB flash drive is right-side up and insert it straight into the port.



## Removing a USB Flash Drive

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1. Before removing a USB flash drive, make sure the printer is not reading or writing data.

During these operations, a message appears on the touch screen.

### **Important**

- Do not remove a USB flash drive or turn off the printer while the printer is reading or writing data.

### **Note**

- If your USB flash drive has an access indicator, check it to make sure reading or writing is finished. Refer to the USB flash drive instruction manual, as needed.

2. Remove the USB flash drive.

Hold the USB flash drive and pull it straight out of the printer.

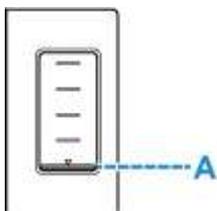
## **Refilling Ink Tanks**

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- ▶ **Refilling Ink Tanks**
- ▶ **Checking Ink Level**
- ▶ **Ink Tips**

## Refilling Ink Tanks

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



### ▶▶▶ Note

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

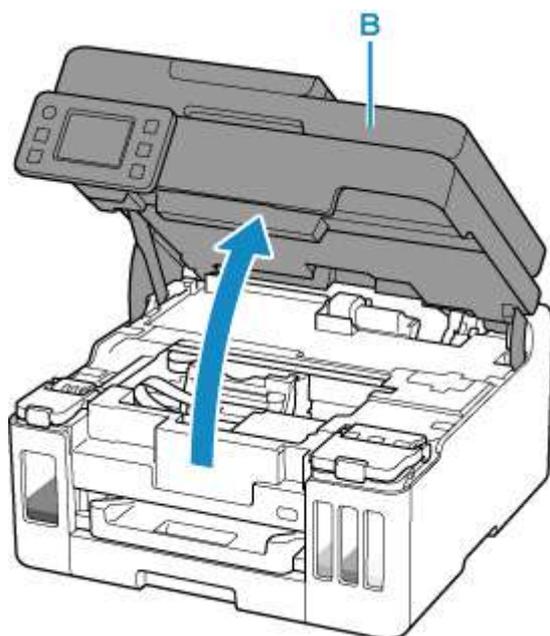
## Refilling Procedure

When you refill ink tanks, follow the steps below.

### ▶▶▶ Important

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

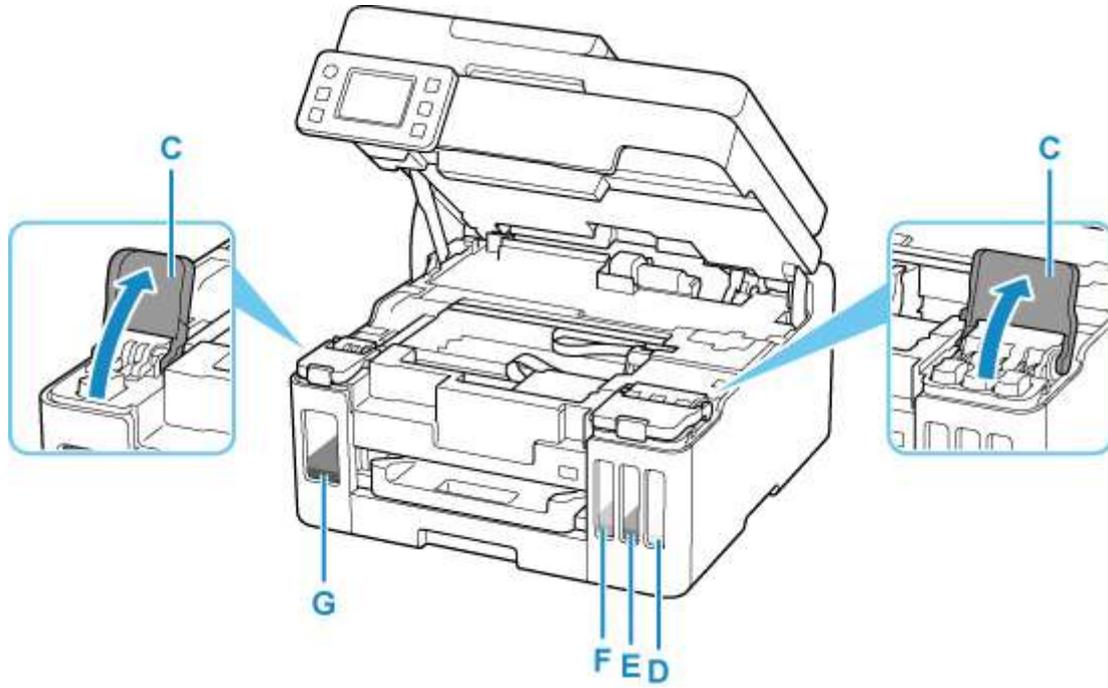
1. [Check that printer is turned on.](#)
2. Open the scanning unit / cover (B).



**»» Important**

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

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



- D: Yellow
- E: Magenta
- F: Cyan
- G: Black

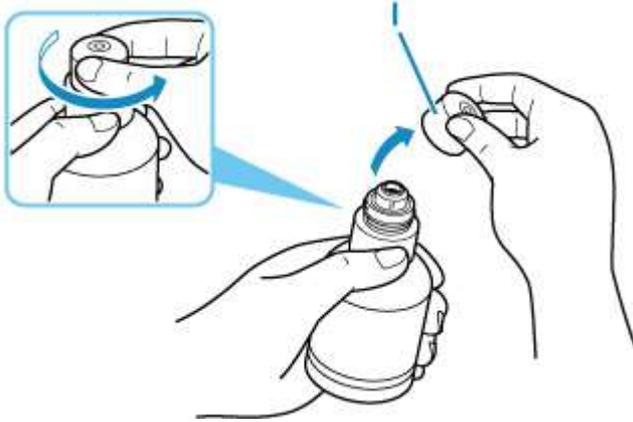
4. Open the tank cap (H).



**»» Important**

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

5. Hold the ink bottle upright and gently twist the bottle cap (I) to remove.



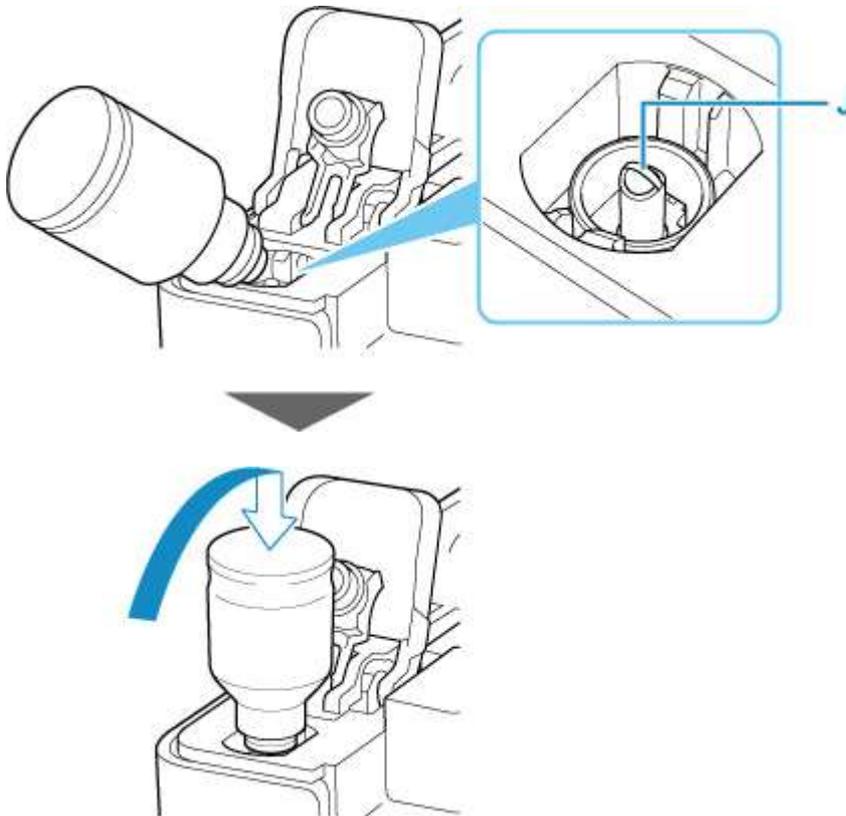
**»» Important**

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

6. Refill the ink tank.

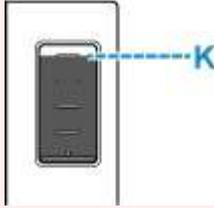
Aligning the ink bottle's tip with the ink tank's inlet (J), slowly stand the bottle upside down, and push the bottle into the inlet.

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



### ▶▶ Important

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



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

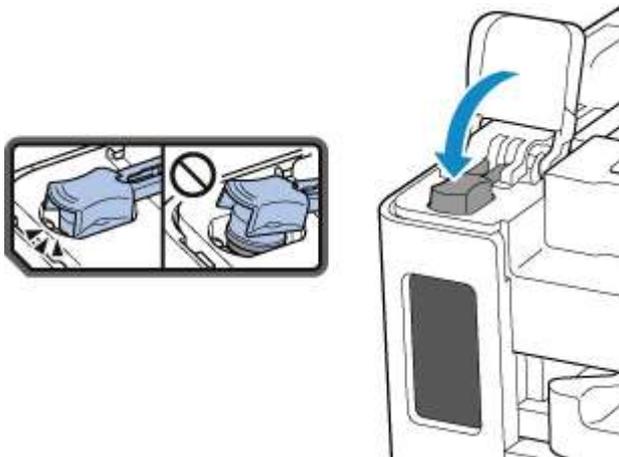
Hold up the ink bottle slightly and remove the bottle from the inlet while slowly tilting it.

### ▶▶ Important

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

8. Close the tank cap of the ink tank.

Make sure the tank cap is completely inserted.

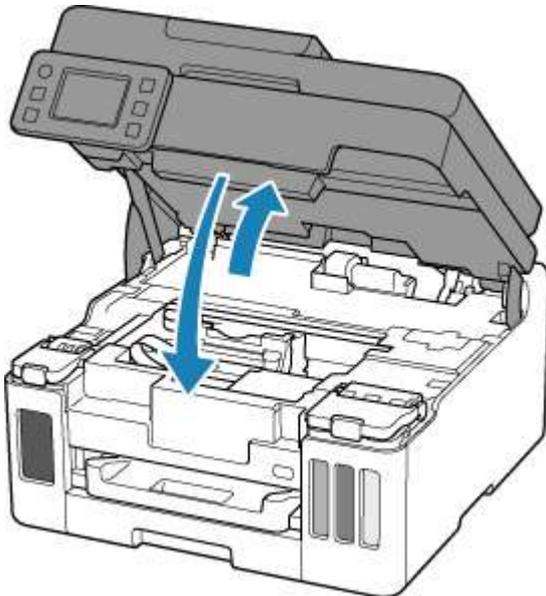


9. Close the ink tank cover completely.



#### 10. Close the scanning unit / cover.

To close the scanning unit / cover, hold it up once, then take it down gently.



#### ▶▶▶ Note

- If the error message appears on the touch screen after the scanning unit / cover is closed, take appropriate action.

➔ [When Error Occurred](#)

## Notes on ink bottles

### ▶▶▶ Important

- Keep out of reach of children.
- Do not drink ink.
- If ink is accidentally licked or swallowed, rinse out your mouth or drink one or two glasses of water and obtain medical advice immediately. If ink gets into your eyes, flush them with water right away, and obtain medical advice immediately.

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

## ▶▶ Note

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

When ink runs low, promptly refill it.

➡ [Ink Tips](#)

## Checking Ink Level

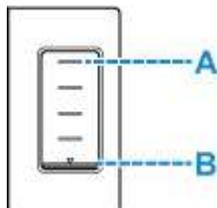
Check ink level with the ink tank indicator on the front of the printer.

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

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

### ▶▶▶ Note

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



### ▶▶▶ Note

- If a remaining ink error occurs, the error message appears on the touch screen.
  - ➔ [When Error Occurred](#)
- To ensure you receive premium print quality and to help protect your print head, a certain amount of ink remains in the ink tank when the printer indicates to refill the ink tank. The estimated page yields of the ink bottle do not include this amount.
- Ink flows from the ink tanks to the inside of the printer. Ink may seem to run out fast due to this procedure when you start using the printer or after transporting it.

## Ink Tips

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

Ink may be used for purposes other than printing.

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

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

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

#### [Cleaning function]

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

#### ▶▶▶ Important

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

➡ [Replacing Maintenance Cartridge](#)

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

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

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

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

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- **Maintenance Procedure**
- **Printing the Nozzle Check Pattern**
- **Examining the Nozzle Check Pattern**
- **Cleaning the Print Head**
- **Deep Print Head Cleaning**
- **Aligning the Print Head**
- **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. This can cause trouble with the print head.

### ►►► Note

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

## When the Print Results Are Blurred or Uneven:

**Step1** Print the nozzle check pattern.

From the printer

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

From the computer

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

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

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



**Step3** Clean the print head.

From the printer

- ➔ [Cleaning the Print Head](#)

From the computer

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

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

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



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

From the printer

- ➔ [Deep Print Head Cleaning](#)

From the computer

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

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

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

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

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

### **Important**

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

From the printer

- ➔ [How to Perform Ink Flush](#)

From the computer

- ➔ [Ink Flush](#)

If the symptom still persists, the print head may be defective. 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 1** Align the print head.

From the printer

- ➔ [Aligning the Print Head](#)

From the computer

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

- For macOS:

- ➡ [Adjusting Print Head Position](#)

## Printing the Nozzle Check Pattern

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

### ►► Note

- If the remaining ink level is low, the nozzle check pattern will not be printed correctly. [Refill the ink tanks](#) 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 the cassette.  
➔ [Loading Plain Paper in Cassette](#)

3. Select  (Setup) on HOME screen.

➔ [Using Touch Screen](#)

The setup menu screen will appear.

4. Select  **Maintenance**.

The **Maintenance** screen will appear.

5. Select **Nozzle Check**.



The confirmation screen will appear.

6. Select **Yes**.

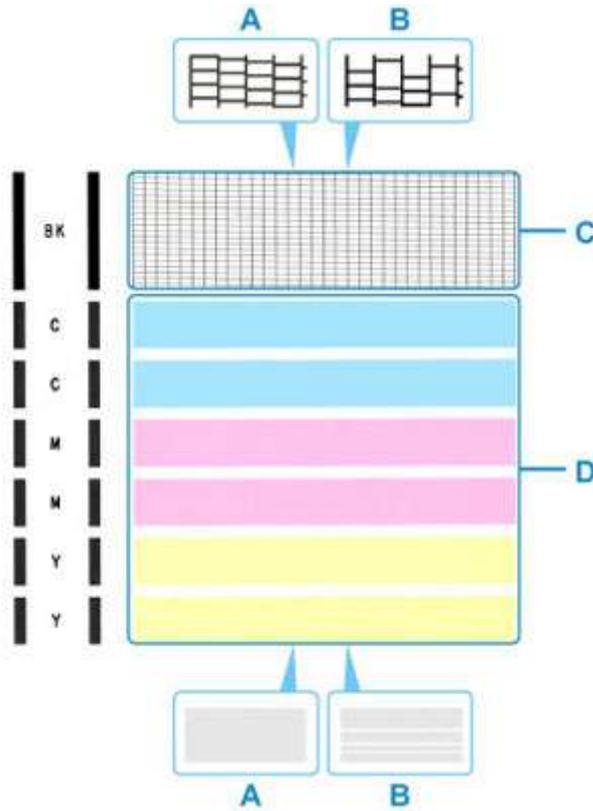
The nozzle check pattern will be printed and two pattern confirmation screens will appear on the touch screen.

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

## Examining the Nozzle Check Pattern

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

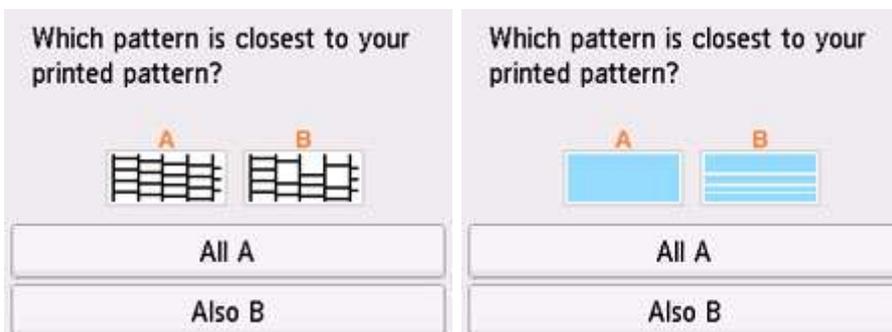
1. Check if there are missing lines in the pattern C or horizontal streaks in the pattern D.



A: No missing lines/No horizontal streaks

B: Lines are missing/Horizontal 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 streaks) in both the pattern C and pattern D:**

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

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

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

The cleaning is required. Select **Also B**, then 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 streaks are present in the printed nozzle check pattern. Cleaning unclogs the nozzles and restores the print head condition. Cleaning the print head consumes ink, so clean the print head only when necessary.

### »» Important

- When performing the print head cleaning, check the free space in the maintenance cartridge. If there is not enough free space, [replace with the new maintenance cartridge](#). In the case of shortage of free space in the maintenance cartridge, a message is displayed and the cleaning cannot be performed.

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

1. [Check that printer is turned on.](#)
2. Load a sheet of A4 or Letter-sized plain paper in the cassette.  
➔ [Loading Plain Paper in Cassette](#)

3. Select  (Setup) on HOME screen.

➔ [Using Touch Screen](#)

The setup menu screen will appear.

4. Select  **Maintenance**.

The **Maintenance** screen will appear.

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 minutes.

The pattern print confirmation screen will appear.

**7. Select **Yes**.**

The nozzle check pattern will be printed.

**8. [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.

### ▶▶ Important

- When performing the print head deep cleaning, check the free space in the maintenance cartridge. If there is not enough free space, [replace with the new maintenance cartridge](#). In the case of shortage of free space in the maintenance cartridge, a message is displayed and the cleaning cannot be performed.

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

1. [Check that printer is turned on.](#)
2. Load a sheet of A4 or Letter-sized plain paper in the cassette.

➔ [Loading Plain Paper in Cassette](#)

3. Select  (Setup) on HOME screen.

➔ [Using Touch Screen](#)

The setup menu screen will appear.

4. Select  **Maintenance**.

The **Maintenance** screen will appear.

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 2 minutes.

The pattern print confirmation screen will appear.

**7. Select **Yes**.**

The nozzle check pattern will be printed.

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

**9. [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. Do not unplug the power cord when turning off the power.

## Aligning the Print Head

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

### ▶▶▶ Note

- If the remaining ink level is low, the print head alignment sheet will not be printed correctly.  
[Refill the ink tanks](#) whose ink is low.
- If ink runs out as the print head alignment sheet is printed, an error message appears on the touch screen.  
➔ [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 cassette.  
➔ [Loading Paper in the Cassette](#)

3. Select  (Setup) on HOME screen.

➔ [Using the Operation Panel](#)

The setup menu screen will appear.

4. Select  **Maintenance**.

The **Maintenance** screen will appear.

5. Select **Print Head Alignment - Auto**.



The confirmation screen will appear.

6. Confirm the message, then select **Yes**.

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

This takes about 1 minutes.

### ▶▶▶ Note

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

➔ [When Error Occurred](#)

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

### ▶▶▶ Note

- If the print results are still not satisfactory after adjusting the print head position as described above, [adjust the print head position manually](#).
  - For Windows:  
You can also align the print head manually from a computer.
    - ➔ [Adjusting Print Head Position Manually](#)
- To print and check the current head position adjustment values, select **Print the Head Alignment Value** on the **Maintenance** screen.

## 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: two sheets of A4 or Letter-sized plain paper**

1. [Check that printer is turned on.](#)
2. Load two sheets of A4 or Letter-sized plain paper in cassette.

➔ [Loading Paper in the Cassette](#)

3. Select  (Setup) on HOME screen.

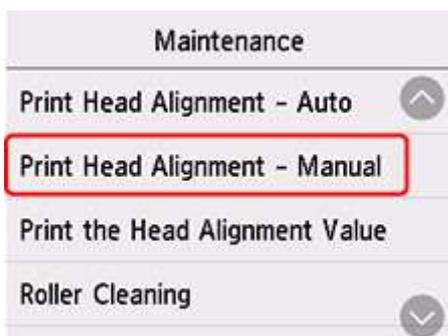
➔ [Using the Operation Panel](#)

The setup menu screen will appear.

4. Select  **Maintenance**.

The **Maintenance** screen will appear.

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**.

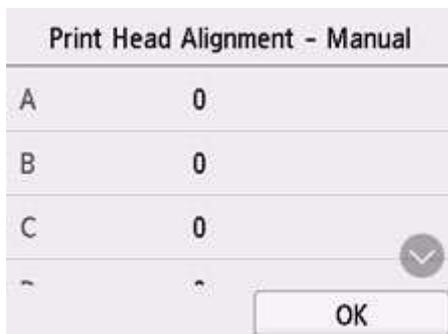
6. Check message and select **Yes**.

The print head alignment pattern will be printed.

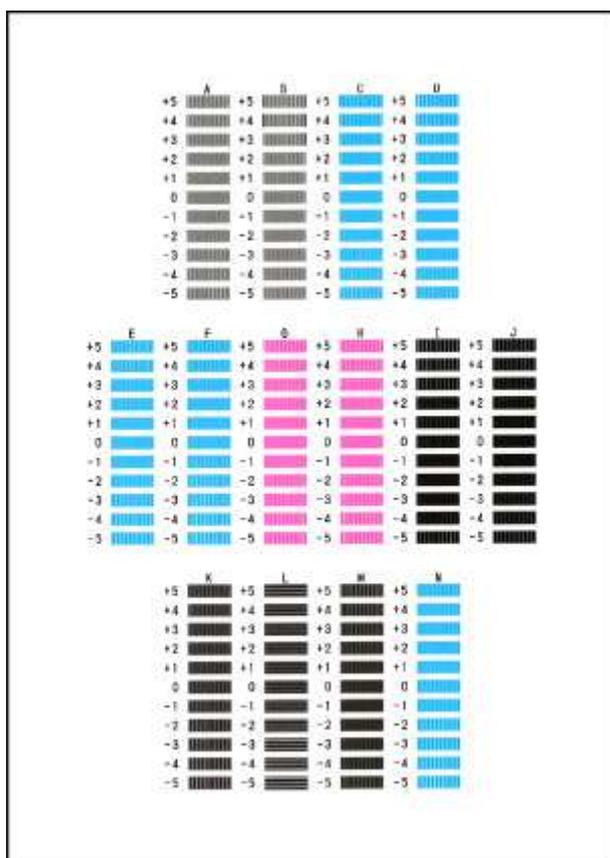
7. When **Did the patterns print correctly?** appears, make sure pattern was printed correctly, and if so, select **Yes**.

8. Check message and select **Next**.

The input screen for head position alignment values is displayed.



9. Examine first patterns and select **A**. In column A, find pattern in which stripes are least noticeable, and then select the number of that pattern.



**Note**

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

Subtle vertical stripes

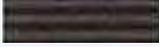


Noticeable vertical stripes



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

Subtle horizontal stripes



Noticeable horizontal stripes

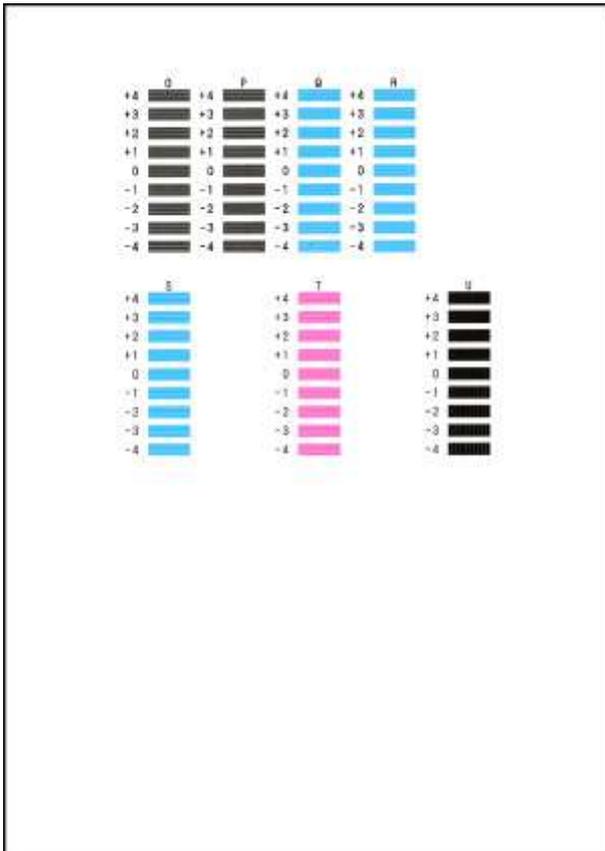


10. Repeat these steps until you have finished entering pattern numbers for columns B to N, and then select **OK**.

11. Check message and select **OK**.

The second set of patterns is printed.

12. Examine second patterns and select **O**. In column I, find pattern in which stripes are least noticeable, and then select the number of that pattern.



13. Repeat these steps until you have finished entering pattern numbers for columns P to U, and then select **OK**.

14. When confirmation message appears, select **OK**.

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

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

## Opening Remote UI for Maintenance

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

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

Remote UI starts.

### ▶▶▶ Note

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

## Related Topics

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

## Cleaning the Print Heads

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

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

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

### Cleaning

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

2. Click **Cleaning**

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

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

- [Is there ink remaining?](#)

3. Perform Cleaning

Click **Yes**.

Print head Cleaning starts.

4. Complete Cleaning

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

5. Check the results

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

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

### »» Important

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

### Deep Cleaning

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

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

2. Click **Deep Cleaning**

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

- [Is there ink remaining?](#)

### 3. Perform Deep Cleaning

Click **Yes**.

Print head Deep Cleaning starts.

### 4. Complete Deep Cleaning

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

### 5. Check the results

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

## »» Important

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

## Ink Flush

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

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

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

Select the ink group for which Ink Flush is to be performed.

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

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

- [Is there ink remaining?](#)

### 3. Perform Ink Flush

Click **Yes**.

Ink Flush starts.

### 4. Complete Ink Flush

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

## 5. Check the results

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

### »» Important

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

### »» Note

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

## Related Topic

- ➔ [Printing a Nozzle Check Pattern](#)

## Adjusting Print Head Position

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

### Print Head Alignment - Auto

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

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

A message appears.

3. Load paper in printer

Load one sheet of A4 size or Letter size plain paper into the cassette.

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 scanning unit / cover while printing is in progress; otherwise, printing will stop.

#### ▶▶ Note

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

## Cleaning

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- ▶ **Cleaning Exterior Surfaces**
- ▶ **Cleaning Platen and Document Cover**
- ▶ **Cleaning the ADF (Auto Document Feeder)**
- ▶ **Cleaning Paper Feed Rollers**
- ▶ **Cleaning Inside the Printer (Bottom Plate Cleaning)**
- ▶ **Cleaning Cassette Pads**

## Cleaning Paper Feed Rollers

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

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

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

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



2. Select (Setup) on HOME screen.

➔ [Using Touch Screen](#)

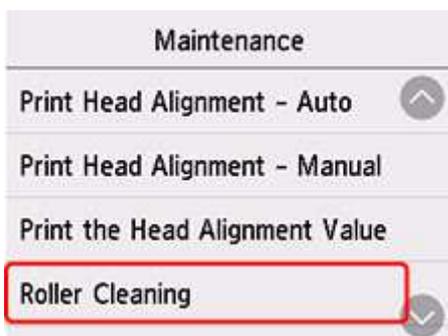
The setup menu screen will appear.



3. Select **Maintenance**.

The **Maintenance** screen will appear.

4. Select **Roller Cleaning**.



The confirmation screen will appear.

5. Select **Yes**.
6. Select **Rear tray** or **Cassette** to clean the paper feed roller.
7. Follow the message to remove any paper from the paper source.

If you clean the paper feed roller of cassette, remove any paper from the cassette, then push it back.

8. Select **OK**.

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

9. 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.

- ➔ [Loading Plain Paper / Photo Paper in Rear Tray](#)
- ➔ [Loading Plain Paper in Cassette](#)

10. Select **OK**.

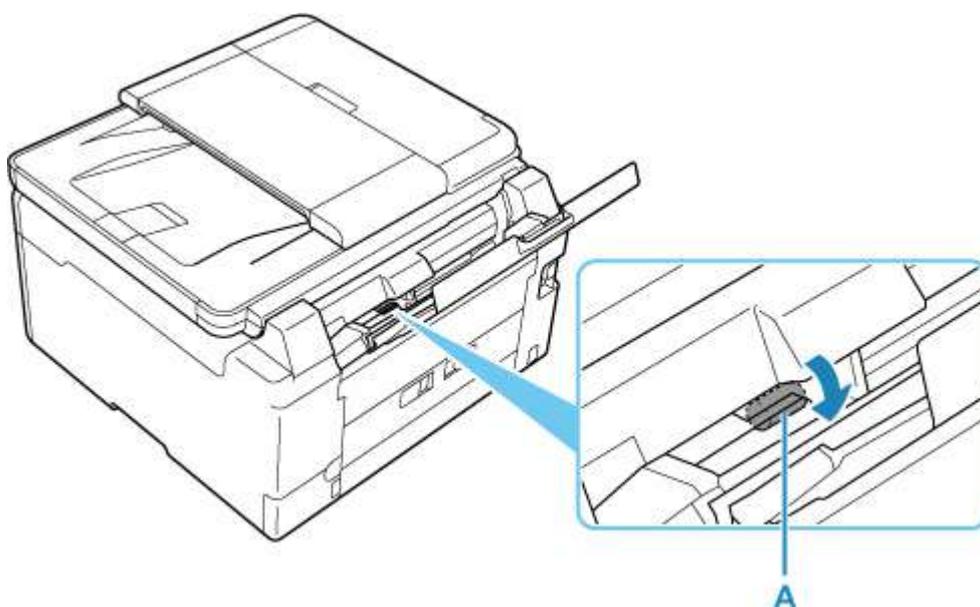
The printer starts cleaning. The cleaning will be complete when the paper is ejected.

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

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

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

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



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

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

## Cleaning Inside the Printer (Bottom Plate Cleaning)

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

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

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

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



2. Select (Setup) on HOME screen.

➔ [Using Touch Screen](#)

The setup menu screen will appear.



3. Select **Maintenance**.

The **Maintenance** screen will appear.

4. Select **Bottom Plate Cleaning**.

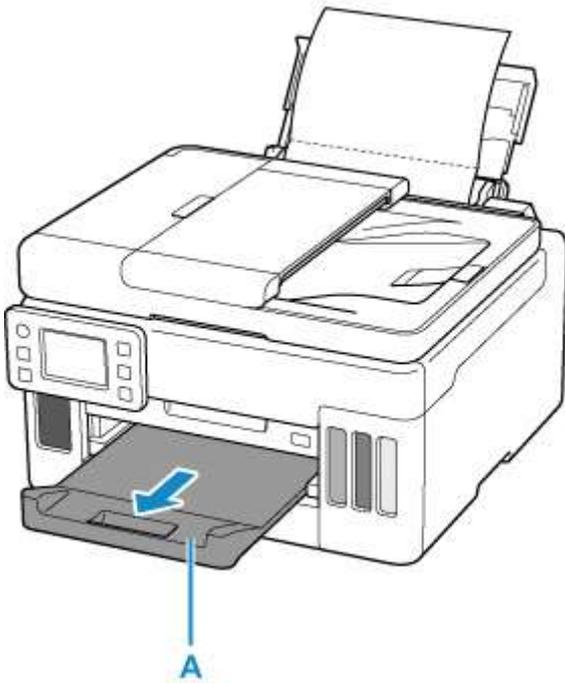


The confirmation screen will appear.

5. Select **Yes**.
6. Follow the message to remove any paper from the rear tray, then select **OK**.
7. Fold a single sheet of A4 or Letter-sized plain paper in half widthwise, unfold the paper, then select **OK**.
8. Load only this sheet of paper on the rear tray with the open side facing you.



9. Pull out a paper output tray (A).



10. Select **OK**.

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

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

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

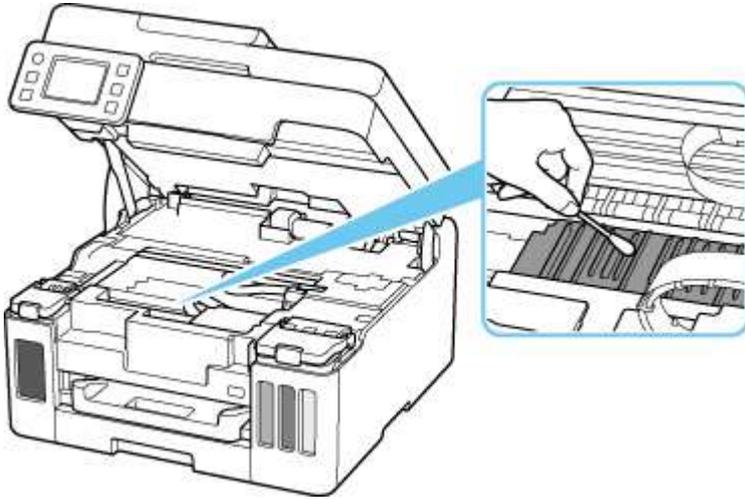
**▶▶▶ Note**

- 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.



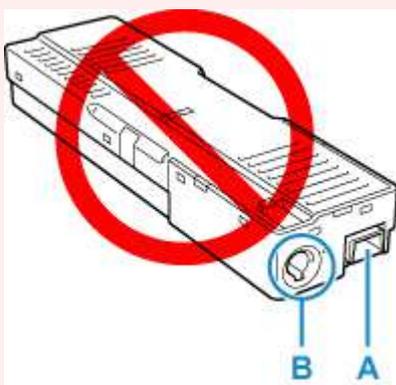
## Replacing Maintenance Cartridge

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

➔ [When Error Occurred](#)

### ▶▶▶ Important

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



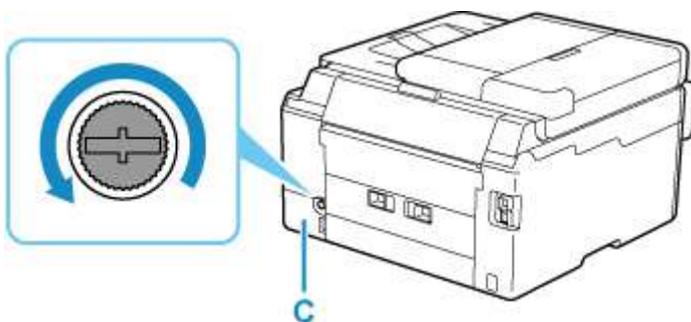
### ▶▶▶ Note

- When purchasing a new maintenance cartridge, order the following cartridge number.  
Maintenance Cartridge MC-G01

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

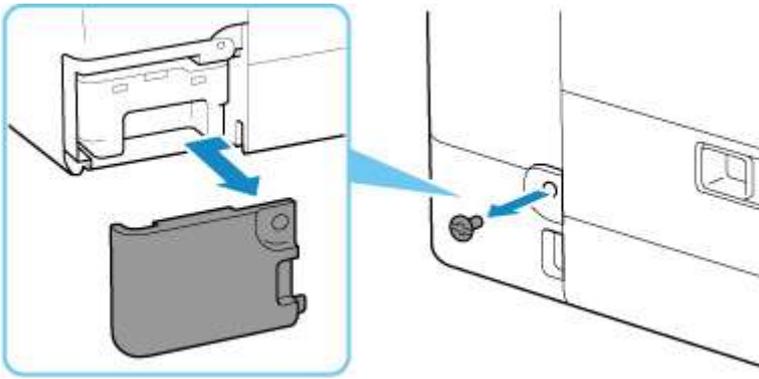
Remove the maintenance cartridge and the attached plastic bag from the package.

#### 2. Remove the coin screw from the maintenance cover (C).



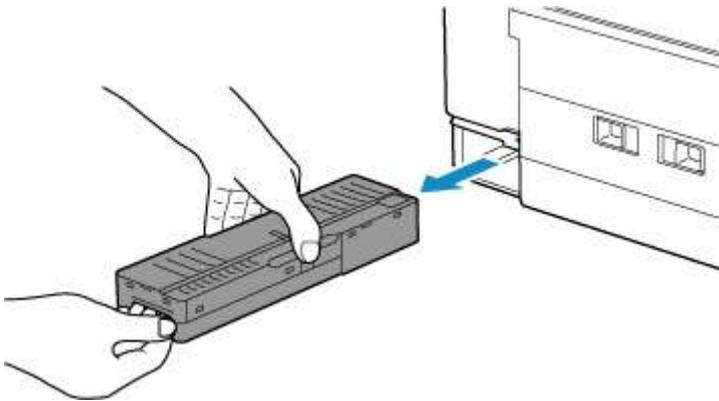
#### 3. Remove the maintenance cover.

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



#### 4. Pull out the maintenance cartridge.

Hold the upper portion of the maintenance cartridge with your hands so that its bottom does not touch the floor or desk.

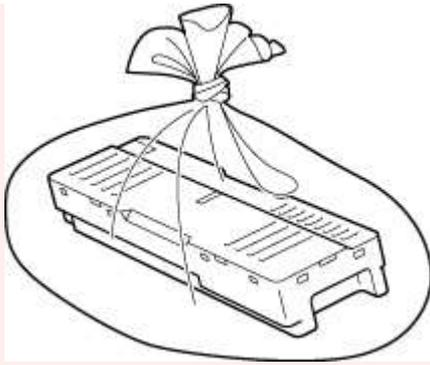


#### »» Important

- Be careful not to drop or place the removed maintenance cartridge on a desk or something. Dirt on the bottom may adhere to it or the ink inside may be scattered.
- Do not turn the removed maintenance cartridge upside down to prevent leakage of ink.

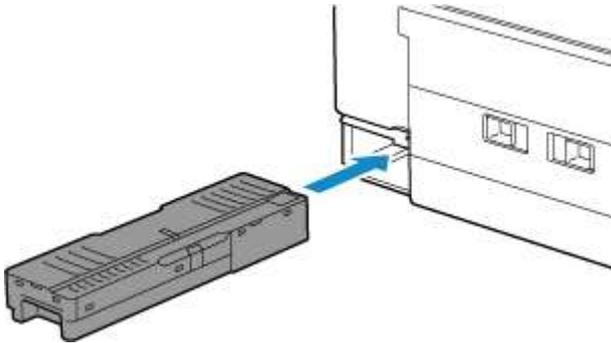


- Put the used one immediately into the plastic bag attached to the new maintenance cartridge and seal the bag by tying the opening tightly to prevent the ink from leaking.



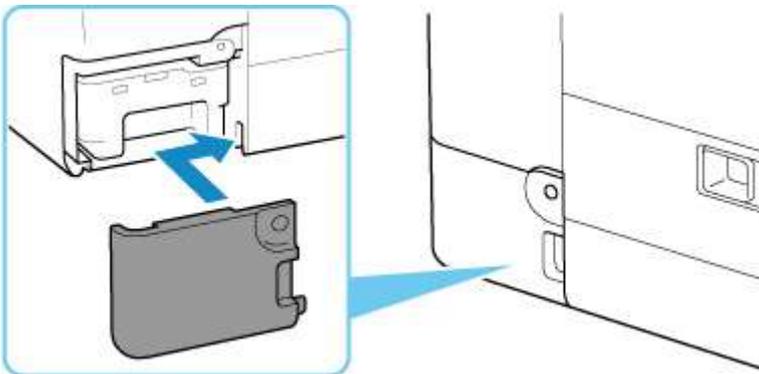
- Do not put your hands inside the printer, as ink may adhere to your hands.

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

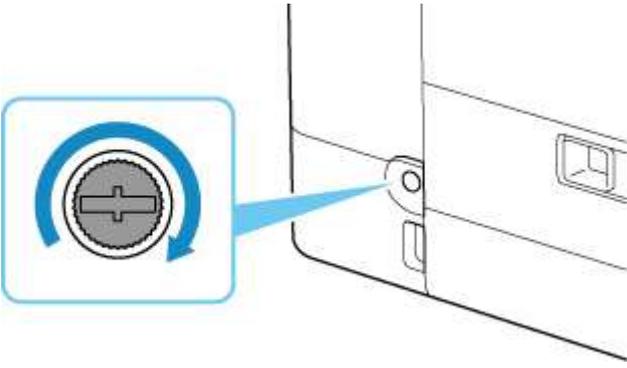


**6.** Attach the maintenance cover.

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



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



## Checking Maintenance Cartridge Status on Touch Screen

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

2. Select  (Hint) on HOME screen.

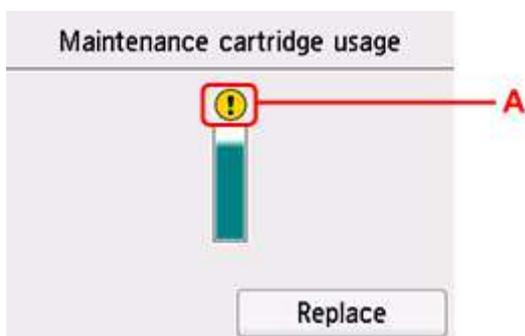
➔ [Using Touch Screen](#)

The hint menu screen will appear.

3. Select  **Maintenance cart. info..**



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



 The maintenance cartridge is almost full. Prepare a new one.

### ➤➤➤ Note

- The above screen shows estimated used space.
- To replace the maintenance cartridge, select **Replace**.

➔ [Replacing Maintenance Cartridge](#)

## Overview

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### ▶ Safety

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

### ▶ Handling Precautions

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- Legal Restrictions on Scanning/Copying
- Printer Handling Precautions
- Transporting Your Printer
- When Repairing, Lending, or Disposing of the Printer
- Keeping Print Quality High

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## **Safety**

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

## Safety Precautions

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### Safety Precautions

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

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

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

#### **Warning**

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- Users with cardiac pacemakers:

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

- Do not use the printer in the following cases:

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

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

#### **Caution**

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- Do not put your hands inside the printer while printing.
- Do not touch the metal parts of the print head immediately after printing.
- Do not touch moving parts indicated by the sticker shown here. Some models may not have these parts.



### **Moving parts**

Keep body parts away from moving parts. Keep body parts out of the motion path.

- Ink bottles

- Keep out of reach of children.

- Do not drink ink.

If ink is accidentally licked or swallowed, rinse out your mouth or drink one or two glasses of water and obtain medical advice immediately.

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

- If ink gets on your skin, wash the area with soap and water immediately. If irritation to your skin persists, obtain medical advice immediately.

- When you store ink bottles, close bottle caps completely and place bottles in standing position. If the ink bottles are laid down, ink may leak.

- When refilling ink tanks, take sufficient care to prevent ink from splattering onto surroundings.

- Ink may stain clothes or other belongings permanently. Washing may not remove ink stains.

- Do not leave ink bottles in areas exposed to high temperature, such as near fire or a heater or in a car. Bottles may warp and cause ink leakage or ink may become poor quality.

- Do not subject ink bottles to impacts. Ink bottles may be damaged or bottle caps may come off by such impact, and ink may leak.

- Do not transfer ink to other containers. This may result in accidental ingestion, inappropriate use, or poor ink quality.

- Moving the printer

- Hold the printer by its sides and carry it with both hands.





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## General Notices

### Choosing a Location

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

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

### Power Supply

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

### General Notices

- Do not tilt the printer, stand it on end, or turn it upside down. This may cause ink to leak.
- Do not place anything on top of the printer. Be especially careful to avoid metal objects such as paper clips and staples, and containers holding flammable liquids such as alcohol or thinner.
- Be sure to observe the following when loading the original on the platen. Failure to observe the following may cause the scanner to malfunction or the platen glass to break.
  - Do not place any objects weighing 4.4 lb (2.0 kg) or more on the platen glass.
  - Do not put any pressure of 4.4 lb (2.0 kg) or more on the platen glass, such as pressing down the original.

- Modifying or dismantling the print head or ink bottles, such as by putting holes in them, could cause the ink to leak out and cause a malfunction. We recommend that you do not modify or dismantle them.
- Do not put the print head or ink bottles into a fire.

## Regulatory Information

### Users in the U.S.A.

FCC Notice (U.S.A. Only)

For 120V, 60Hz model

Model Number: K10528 (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 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.

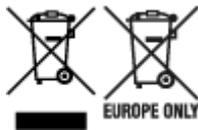
In Australia, use on channels 120-128 are prohibited in 5GHz Wireless LAN band.

## **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](http://www.canon-europe.com/weee), or [www.canon-europe.com/battery](http://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](http://www.canon-europe.com/weee), oder [www.canon-europe.com/battery](http://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](http://www.canon-europe.com/weee), ou [www.canon-europe.com/battery](http://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](http://www.canon-europe.com/weee), of [www.canon-europe.com/battery](http://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](http://www.canon-europe.com/weee), o [www.canon-europe.com/battery](http://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](http://www.canon-europe.com/weee), o [www.canon-europe.com/battery](http://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](http://www.canon-europe.com/weee), o [www.canon-europe.com/battery](http://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](http://www.canon-europe.com/weee), ou [www.canon-europe.com/battery](http://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](http://www.canon-europe.com/weee), eller [www.canon-europe.com/battery](http://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](http://www.canon-europe.com/weee) ή [www.canon-europe.com/battery](http://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](http://www.canon-europe.com/weee), eller [www.canon-europe.com/battery](http://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 jätehuolto-yhtiöön tai käy osoitteessa [www.canon-europe.com/weee](http://www.canon-europe.com/weee), tai [www.canon-europe.com/battery](http://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 insamlingsplats, 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](http://www.canon-europe.com/weee), eller [www.canon-europe.com/battery](http://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](http://www.canon-europe.com/weee) nebo [www.canon-europe.com/battery](http://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](http://www.canon-europe.com/wEEE), vagy [www.canon-europe.com/battery](http://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](http://www.canon-europe.com/wEEE), lub [www.canon-europe.com/battery](http://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](http://www.canon-europe.com/weee), alebo [www.canon-europe.com/battery](http://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](http://www.canon-europe.com/weee) või [www.canon-europe.com/battery](http://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](http://www.canon-europe.com/weee), vai [www.canon-europe.com/battery](http://www.canon-europe.com/battery).

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



Šie simbolie reiškia, kad šio gaminių 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 gaminių 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](http://www.canon-europe.com/weee), arba [www.canon-europe.com/battery](http://www.canon-europe.com/battery).

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



Ti simboli pomenijo, da tega izdelka skladno z Direktivo OEEO (2012/19/EU), Direktivo 2006/66/ES in/ali nacionalno zakonodajo, ki uvaja ti direktivi, ne smete odlagati z nesortiranimi gospodinjскими 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. pooblaščen trgovino, kjer ob nakupu novega (podobnega) izdelka vrnete starega, ali na pooblaščen 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 komunalno. Lahko pa tudi obiščete našo spletno stran [www.canon-europe.com/weee](http://www.canon-europe.com/weee), ali [www.canon-europe.com/battery](http://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](http://www.canon-europe.com/weee), или [www.canon-europe.com/battery](http://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](http://www.canon-europe.com/weee), sau [www.canon-europe.com/battery](http://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](http://www.canon-europe.com/weee) ili [www.canon-europe.com/battery](http://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](http://www.canon-europe.com/weee), ili [www.canon-europe.com/battery](http://www.canon-europe.com/battery).

## **Handling Precautions**

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

## Legal Restrictions on Scanning/Copying

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Scanning, printing, copying, or modifying 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

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Be careful not to let anything get inside the document output slot. It may cause damage.



## Transporting Your Printer

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

### »» Important

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



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



1. Select (Setup) on HOME screen.

➔ [Using Touch Screen](#)

The setup menu screen will appear.



2. Select **Maintenance**.

The **Maintenance** screen will appear.

3. Select **Transport mode**.

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

The mode is shifted to the transfer mode.

When it is completed, the power is turned off automatically.

5. 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.

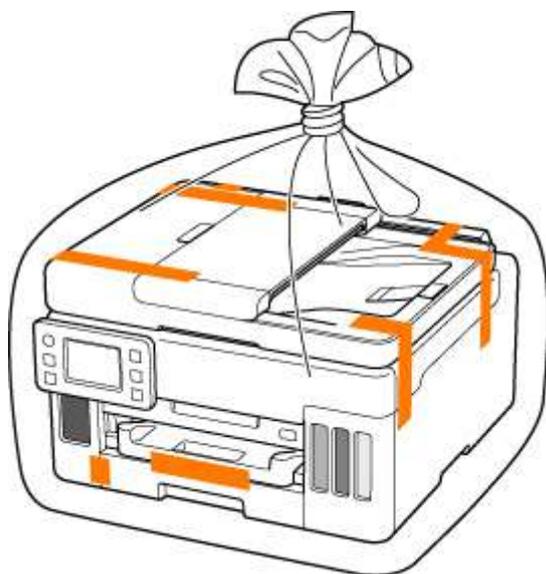
6. Close the paper output tray.

7. Retract paper support, then close the rear tray cover.

8. Unplug the printer cable from the computer and from the printer, then unplug the power cord from the printer.

9. Use adhesive tape to secure all the covers on the printer to keep them from opening during transportation. Then pack the printer in the plastic bag.

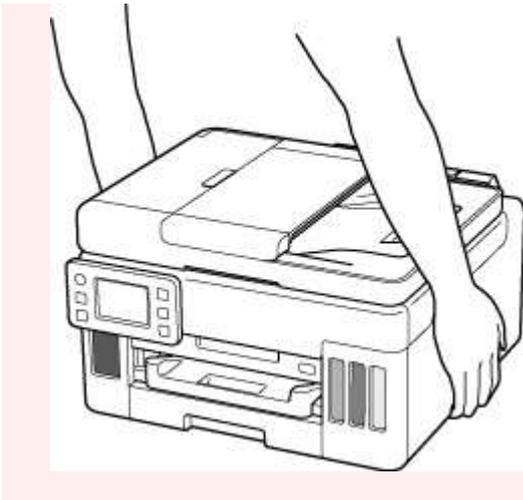
Close and seal the opening of the bag with an object such as tape so as not to leak ink.



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

**Important**

- Carry the printer as shown in the illustration below. If you hold the cassette when carrying, the cassette may come off from the printer.



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

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

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



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

## Keeping Print Quality High

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

### ▶▶▶ Note

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

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

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

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

### Print periodically!

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

## **Main Components and Their Use**

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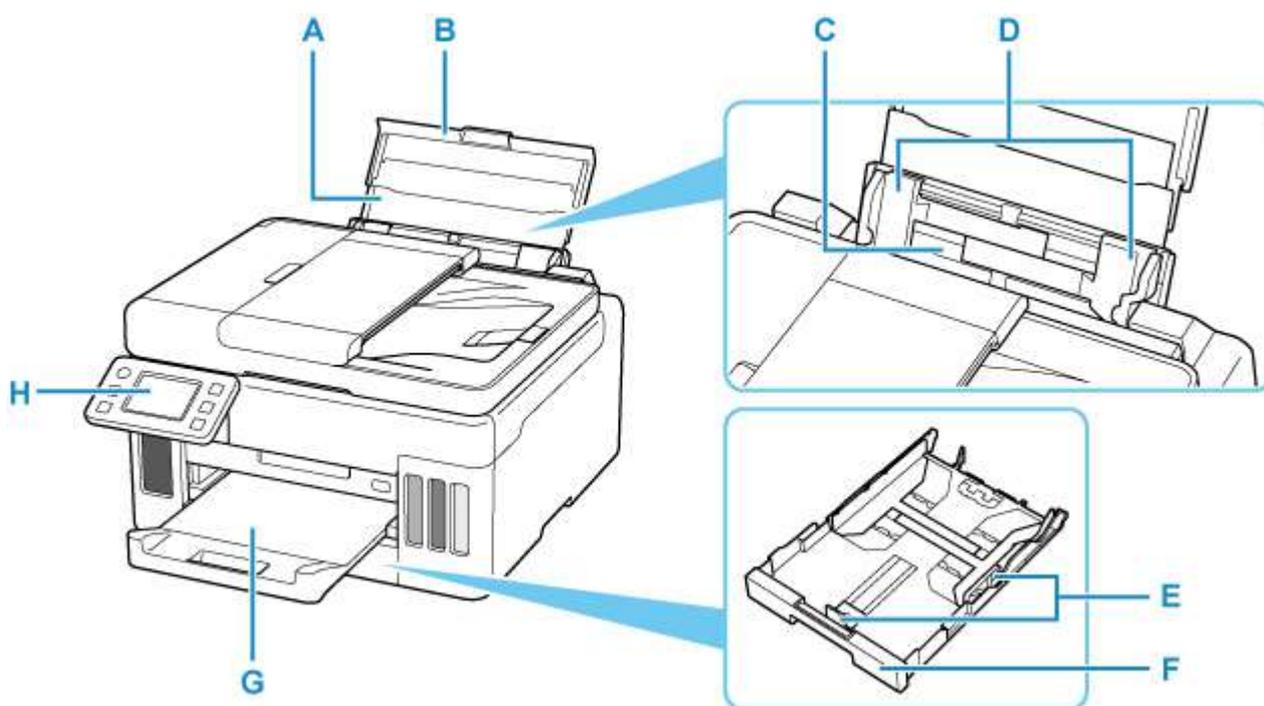
- **Main Components**
- **Power Supply**
- **Using Touch Screen**

## **Main Components**

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

## Front View



### A: Paper Support

Extend to load paper in the rear tray.

### B: Rear Tray Cover

Open to load paper in the rear tray.

### C: Rear Tray

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

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

### D: Paper Guides

Align with both sides of the paper stack.

### E: Paper Guides

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

### F: Cassette

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

- ➔ [Loading Paper in the Cassette](#)

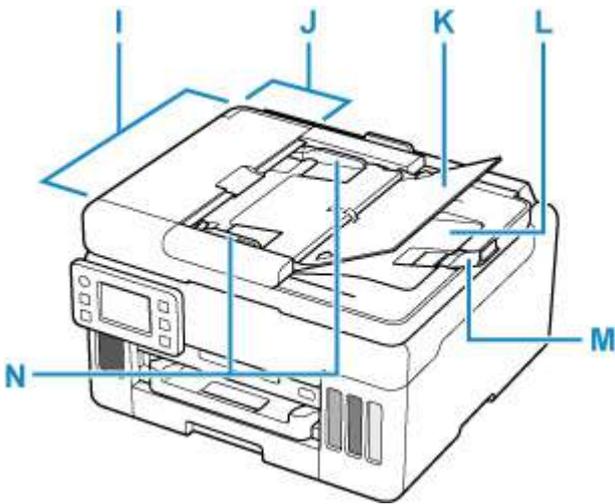
### G: Paper Output Tray

Printed paper is ejected. Pull out it before printing.

### H: Operation Panel

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

- ➔ [Operation Panel](#)



**I: ADF (Auto Document Feeder)**

Load a document here. The documents loaded in the document tray are scanned automatically one sheet at a time.

➔ [Loading Documents in the ADF \(Auto Document Feeder\)](#)

**J: Document Feeder Cover**

Open when clearing jammed documents.

**K: Document Tray**

Open to load a document in the ADF. You can load two or more sheets of document of the same size and thickness. Load the document with the side you want to scan facing up.

**L: Document Output Slot**

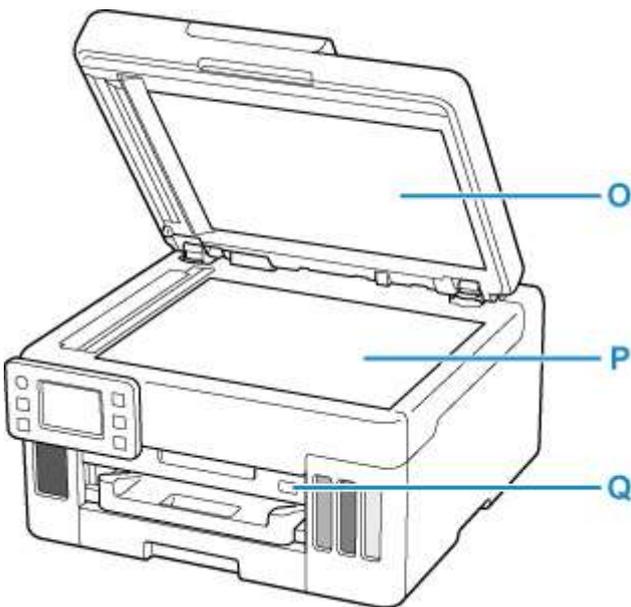
Documents scanned from the ADF are delivered here.

**M: Document Stopper**

Open the original stopper to support the ejected original.

**N: Document Guide**

Adjust this guide to match the width of document in the ADF.



**O: Document Cover**

Open to load an original on the platen.

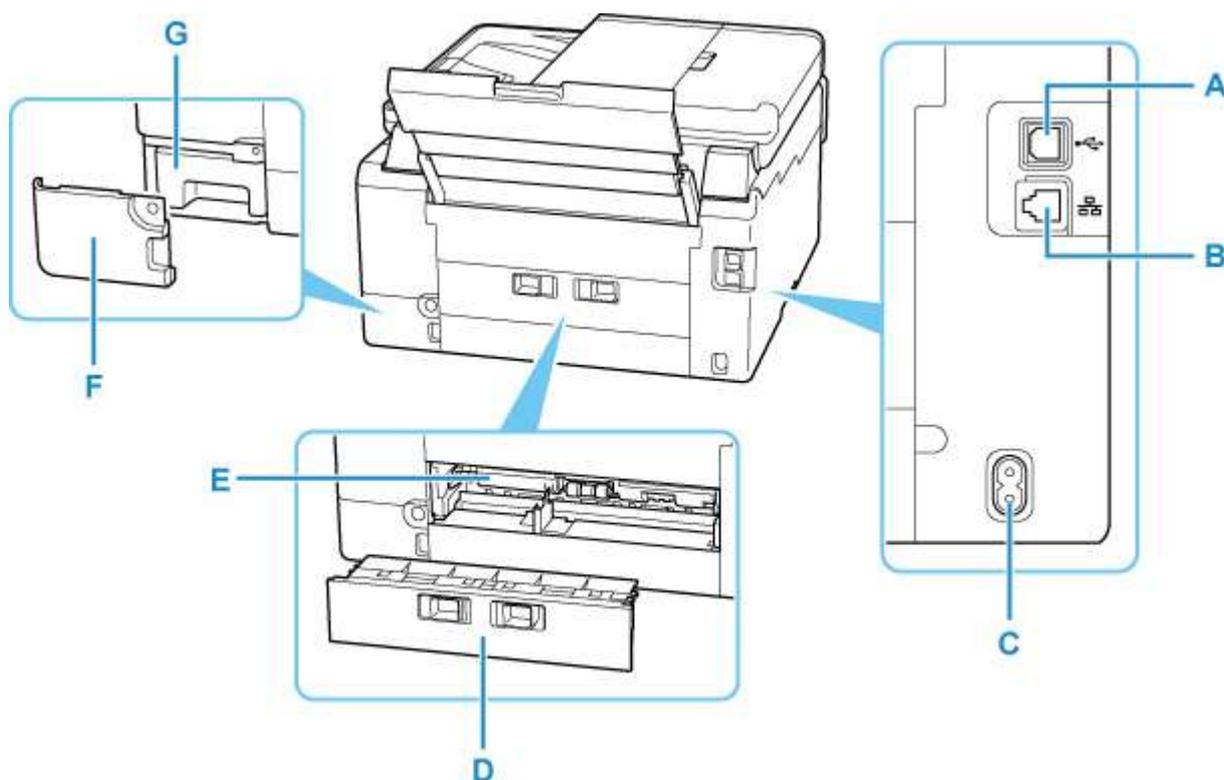
**P: Platen**

Load an original here.

**Q: USB Flash Drive Port**

[Insert USB flash drives](#) here.

## Rear View



### A: USB Port

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

### B: Wired LAN Connector

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

### C: Power Cord Connector

Plug in the supplied power cord.

### D: Rear Cover

Detach when removing jammed paper.

### E: Transport Unit Cover

Open when removing jammed paper.

### F: Maintenance Cover

Open when replacing the maintenance cartridge.

### G: Maintenance Cartridge

Absorbs ink used for cleaning.

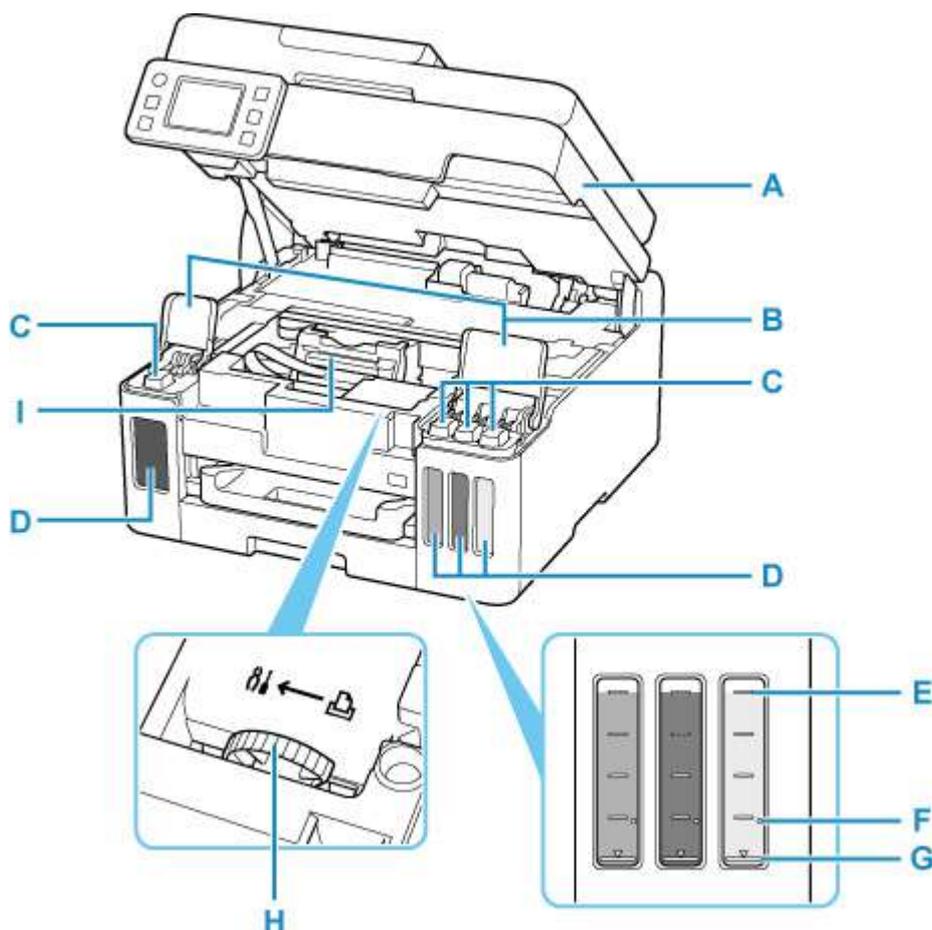
### ▶▶▶ Note

- For details on replacing an maintenance cartridge, see [Replacing Maintenance Cartridge](#).

### ▶▶▶ Important

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

## Inside View



### **A: Scanning Unit / Cover**

Scans originals. Open to refill ink tanks and to remove jammed paper.

### **B: Ink Tank Covers**

Open to refill ink tanks.

### **C: Tank Caps**

Open to refill ink tanks.

### **D: Ink Tanks**

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

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

➔ [Refilling Ink Tanks](#)

### **E: Upper Limit Line**

Indicates the maximum capacity of the ink.

### **F: Single Dot**

Indicates the amount of ink required when performing ink flush.

### **G: Lower Limit Line**

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

**H: Ink Valve Lever**

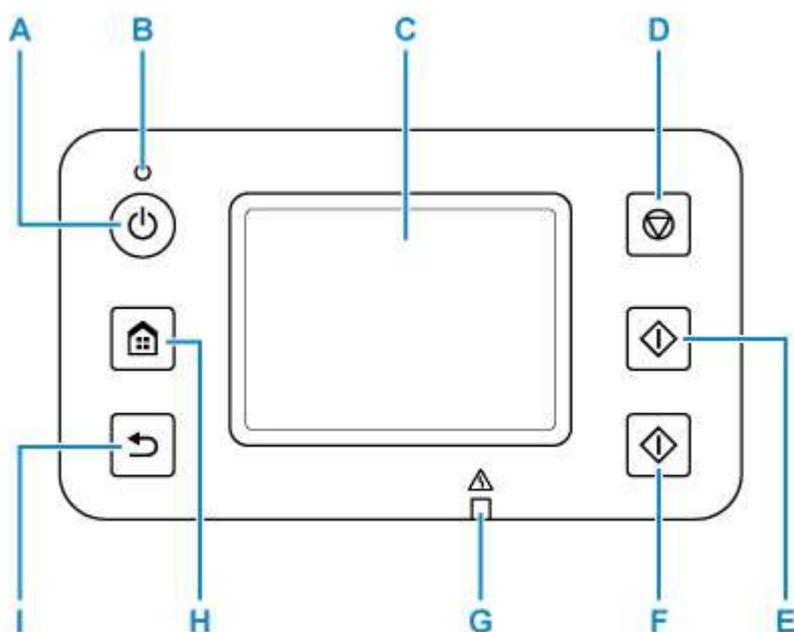
Operate when transporting a printer.

➡ Repairing Your Printer

**I: Print Head Holder**

The print head is pre-installed.

## Operation Panel



### A: ON button

Turns the printer on or off. Lights after flashing when the power is turned on. Before turning on the power, make sure that the document cover is closed.

➔ [Turning the Printer On and Off](#)

### B: ON lamp

Remains lit after flashing when the printer is turned on.

### C: Touch Screen

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

➔ [Using Touch Screen](#)

### D: Stop button

Cancels printing, copying or scanning.

### E: Black button

Starts black-and-white copying or scanning.

### F: Color button

Starts color copying or scanning.

### G: Alarm lamp

Lights up or flashes in case of errors.

### H: HOME button

Used to display the HOME screen.

➔ [Using Touch Screen](#)

### I: Back button

Returns to the previous screen.

## **Power Supply**

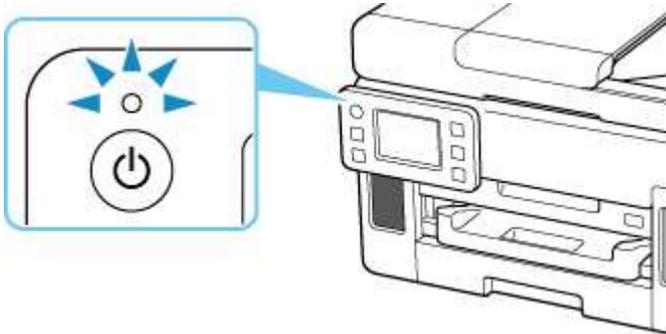
---

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

## Checking that Power Is On

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

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

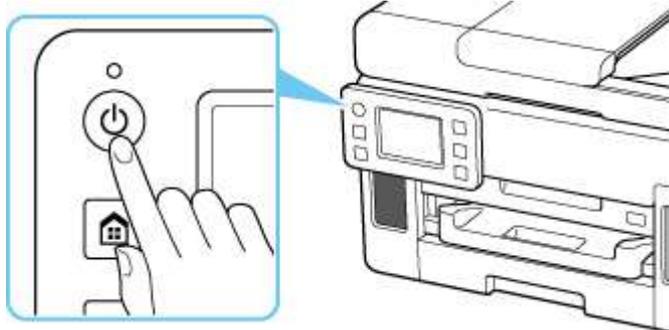
## Turning the Printer On and Off

### Turning on the printer

Press the ON button to turn on the printer.

The ON lamp flashes and then remains lit.

➔ [Checking that Power Is On](#)



#### ➤➤ Note

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

From the printer

➔ [ECO settings](#)

From the computer

– For Windows:

➔ [Managing the Printer Power](#)

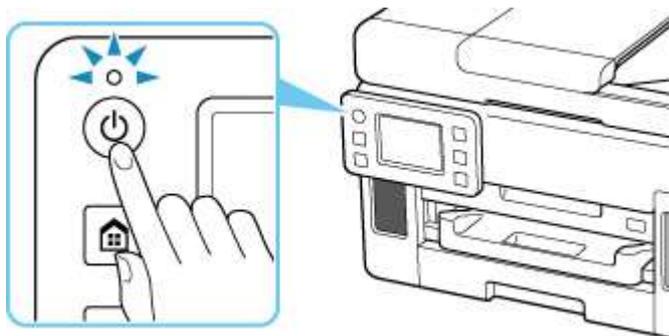
– For macOS:

➔ [Managing the Printer Power](#)

### Turning off the printer

Press the ON button to turn off the printer.

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



### ►► Important

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

### ►► Note

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

From the printer

- ➔ [ECO settings](#)

From the computer

— For Windows:

- ➔ [Managing the Printer Power](#)

— For macOS:

- ➔ [Managing the Printer Power](#)

## Checking the Power Plug/Power Cord

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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 contact your nearest Canon service center to request a repair. Using the printer with one of the unusual conditions above may cause a fire or an electric shock.
-

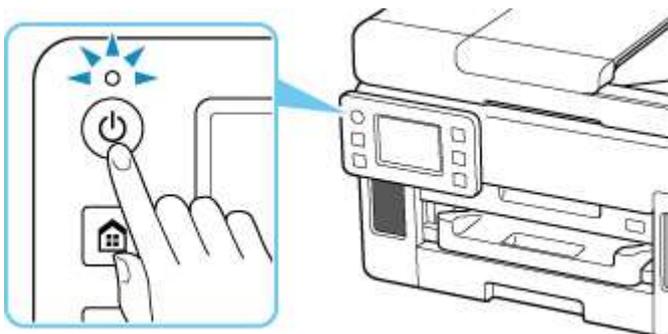
## Unplugging the Printer

To unplug the power cord, follow the procedure below.

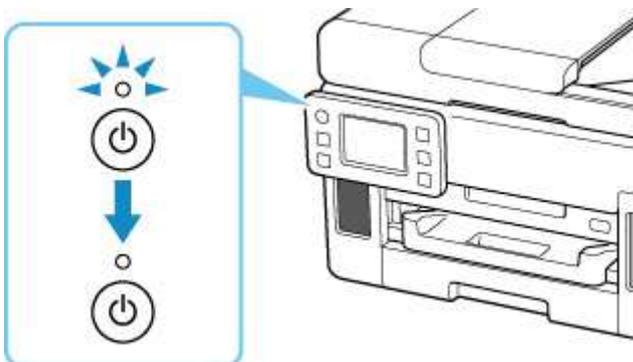
### ►► Important

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

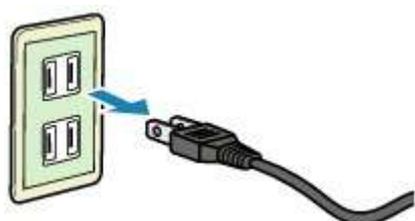
1. Press the **ON** button to turn the printer off.



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



3. Unplug the power cord.



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

## Using Touch Screen

The HOME screen on the touch screen appears when the printer is turned on.

Touch the HOME screen on the touch screen with your finger tip to select menus for copying, scanning, and other functions.

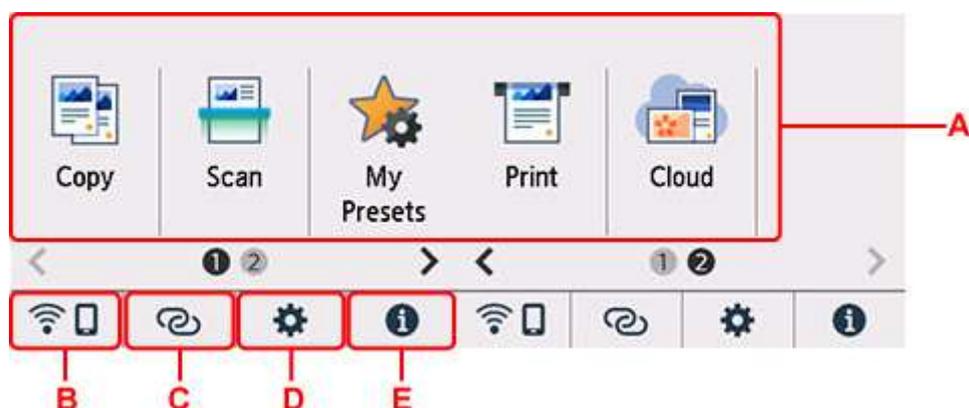
➔ [HOME Screen](#)

➔ [Basic Operation of the touch screen](#)

### HOME Screen

The HOME screen consists of the two screens.

The screen can be switched by flicking left or right.



#### A: Basic menu

Select to copy or scan using the operation panel. After selecting a basic menu, the particular menus are displayed.

#### B: Network

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

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



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

#### ▶▶▶ Note

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



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



Wireless Direct is enabled.



Network is disabled.

### C: Wireless connect

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

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

➔ Easy wireless connect

### D: Setup

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



(NEW) appears when there is an update notification or information from PIXMA/MAXIFY Cloud Link.

➔ [Firmware update](#)

➔ Using PIXMA/MAXIFY Cloud Link

### E: Hint

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

### ▶▶▶ Note

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

## Basic Operation of the touch screen

Touch the touch screen lightly with your finger tip or move your finger to access various functions or settings.

### ▶▶▶ Important

- When operating the touch screen, make sure to avoid the followings, which may cause the printer to malfunction or damage the printer.
  - Strongly pressing the touch screen.
  - Pressing the touch screen with other than your finger (especially with sharpened tips, such as on ballpoint pens, pencils, or nails).
  - Touching the touch screen with wet or dirty hands.

– Placing any objects on the touch screen.

- Do not attach a protective sheet on the touch screen. Removing it may damage the touch screen.

### Tap

Touch lightly with your finger tip and immediately release.

Use to select an item or photo on the screen.



### Touch

Touch lightly with your finger tip.

To move forward (or go back) menus or photos continuously, keep touching the forward (or back) mark.



### Flick

Flick your finger on the screen up, down, left, or right.

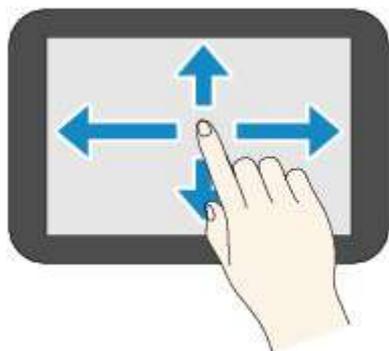
Use to switch menus or move forward or backward through photos.



### Drag

While lightly touching the screen, move your finger up, down, left, or right.

Use to view lists of items or move sliders.



## Changing Settings

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

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

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

## Managing the Printer Power

---

Printer power supply is operated from Remote UI.

### Power control settings

**Power control 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 **Power control settings**
3. Select **Use auto power control**, and then click **OK**
4. Check the displayed message and click **OK**

5. Complete the following settings:

#### **Auto power off**

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

#### **Auto power on**

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

6. Apply the settings

Click **OK**.

The printer will operate with the changed settings hereafter.

## Changing the Printer Operation Mode

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If necessary, switch between various modes of printer operation.

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

2. If necessary, complete the following settings:

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

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

Check this check box to prevent paper abrasion.

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

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

### **Ink drying wait time**

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

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

3. Apply the settings

Click **OK**.

The printer operates with the modified settings hereafter.

## **Changing Settings from Operation Panel**

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- **Changing Settings from Operation Panel**
- **Setting Items on Operation Panel**
- **Print settings**
- **LAN settings**
- **Other printer settings**
- **Rearrange home screen icons**
- **Language selection**
- **Firmware update**
- **Administrator password settings**
- **User management settings**
- **Reset setting**
- **Feed settings**
- **Web service setup**
- **ECO settings**
- **Quiet setting**
- **System information**
- **Job management**
- **Registering Favorite Settings (My Presets)**
- **Checking the Total Number of Uses of Printer**

## Changing Settings from Operation Panel

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

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

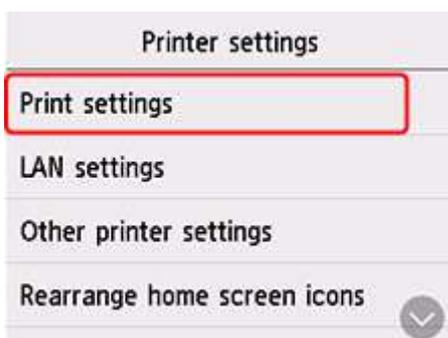
2. Select  (Setup) on the HOME screen.

➔ [Using Touch Screen](#)

3. Select  **Device settings**.

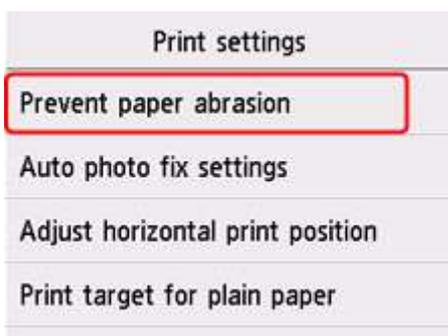
The **Device settings** screen is displayed.

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

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### ▶▶▶ Note

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

### Items for Printer

- ➔ [Other printer settings](#)
- ➔ [Rearrange home screen icons](#)
- ➔ [Language selection](#)
- ➔ [Web service setup](#)
- ➔ [ECO settings](#)
- ➔ [Quiet setting](#)
- ➔ [Registering Favorite Settings \(My Presets\)](#)

### Items for Paper/Printing

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

### Items for Maintenance/Management

- ➔ [LAN settings](#)
- ➔ [Firmware update](#)
- ➔ [Administrator password settings](#)
- ➔ [User management settings](#)
- ➔ [Reset setting](#)
- ➔ [System information](#)
- ➔ [Job management](#)
- ➔ [Checking the Total Number of Uses of Printer](#)

## Print settings

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- **Prevent paper abrasion**

Use this setting only if the print surface becomes smudged.

**»» Important**

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

- **Adjust horizontal print position**

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

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

**»» Important**

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

- **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

### Important

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

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

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

- ➔ [Printing Network Settings](#)

### Important

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

## Wi-Fi

### • Wi-Fi setting list

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

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

("XX" represents alphanumeric characters.)

- **Enable/disable Wi-Fi**

Enables/disables Wi-Fi.

- **Wi-Fi setup**

Selects the setup method for Wi-Fi connection.

- **Easy wireless connect**

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

- **Manual connect**

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

- **WPS (Push button method)**

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

- **Other connection types**

- **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.

- **Advanced setup**

For details on each setting item:

➔ [Advanced setup](#)

## Wireless Direct

- **Wireless Direct setting list**

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

### ▶▶▶ Note

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

Items	Setting
Connection	Enable/Disable
Network name (SSID)	DIRECT-XXXXXXXXXX XXXXXXXXXXXXXXXXXXXX (up to 32 characters)
Password	XXXXXXXXXXXX (10 characters)
Wi-Fi security	WPA2-PSK(AES)

<b>No. of printers connected now</b>	XX/XX
<b>IPv4 address</b>	XXX. XXX. XXX. XXX (12 characters)
<b>IPv4 subnet mask</b>	XXX. XXX. XXX. XXX (12 characters)
<b>IPv4 default gateway</b>	XXX. XXX. XXX. XXX (12 characters)
<b>IPv6 link-local address</b>	XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX (32 characters)
<b>MAC address (Wi-Fi)</b>	XX: XX: XX: XX: XX: XX (12 characters)
<b>Printer name</b>	XXXXXXXXXXXXXXXXXX (up to 15 characters)
<b>Bonjour service name</b>	XXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXX (up to 52 characters)

("XX" represents alphanumeric characters.)

- **Connect to smartphone**

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

- **Enable/disable Wireless Direct**

Enables/disables Wireless Direct.

- **Change network name (SSID)**

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

- **Change password**

Changes the password for Wireless Direct.

- **Connection request confirmation**

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

- **Advanced setup**

For details on each setting item:

➔ [Advanced setup](#)

## Wired LAN

- **Wired LAN setting list**

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

Items	Setting
<b>Connection</b>	Enabled (connected)/Enabled (disconnected)/Disable

<b>IPv4 address</b>	XXX. XXX. XXX. XXX (12 characters)
<b>IPv4 subnet mask</b>	XXX. XXX. XXX. XXX (12 characters)
<b>IPv4 default gateway</b>	XXX. XXX. XXX. XXX (12 characters)
<b>IPv6 link-local address</b>	XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX (32 characters)
<b>MAC address (Wired LAN)</b>	XX:XX:XX:XX:XX:XX (12 characters)
<b>Printer name</b>	XXXXXXXXXXXXXXXXXX (up to 15 characters)
<b>Bonjour service name</b>	XXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXX (up to 52 characters)

("XX" represents alphanumeric characters.)

- **Enable/disable Wired LAN**

Enables/disables wired LAN.

- **Advanced setup**

For details on each setting item:

➔ [Advanced setup](#)

## Advanced setup

- **Set printer name**

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

### ➤➤➤ Note

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

- **TCP/IP settings**

Performs IPv4 or IPv6 setting.

- **WSD settings**

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

- **Enable/disable WSD**

Selects whether WSD is enabled or disabled.

### ➤➤➤ Note

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

- **Optimize inbound WSD**

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

- **WSD scan from this printer**

Selecting **Enable** allows you to transfer the scanned data to the computer using WSD. To transfer the scanned data, press **Color** button.

▶▶▶ **Note**

- When you forward the scanned data to the computer searched using WSD, you cannot select the document type.

- **Timeout settings**

Specifies the timeout length.

- **Bonjour settings**

Setting items when you use Bonjour.

- **Enable/disable Bonjour**

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

- **Service name**

Specifies the Bonjour service name. 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 settings**

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.

- **Wi-Fi DRX settings**

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

▶▶▶ **Note**

- Depending on the Wi-Fi router used, discontinuous reception may not be activated even though **Enable** is selected.
- Discontinuous reception is enabled only while the printer is on standby. (The touch screen is in the screen saver mode.)

- **Wired LAN DRX settings**

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

- **IPsec settings**

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

## Other printer settings

### »» Important

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

#### • Date/time settings

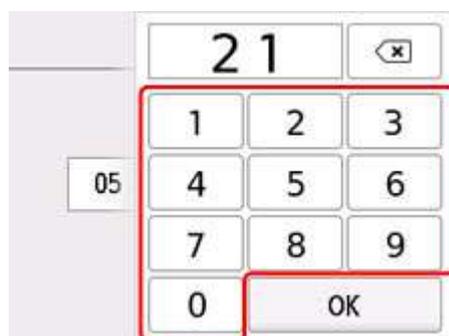
Sets the current date and time.

##### 1. Set date.

1. Select a setting item to change.



2. Select number to enter.



Enter only the last two digits of the year.

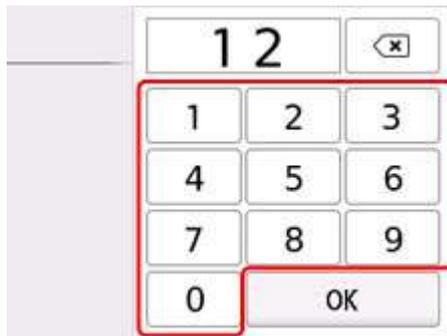
3. Select **OK**.
4. Select **OK** again when all settings are completed.

##### 2. Set time.

1. Select a setting item to change.



2. Select number to enter.



Enter the date and time in 24-hour format.

3. Select **OK**.
4. Select **OK** again when all settings are completed.

- **Date display format**

Sets the format of dates displayed on the touch screen and printed on photos.

▶▶▶ **Note**

- When **ON** is selected for **Print date** on the print settings screen in printing from a USB Flash Drive, the date is printed in the date display format you selected.

➔ [Setting Items for Photo Printing Using Operation Panel](#)

- **Daylight saving time setting**

Enables/disables the summer time setting. If you select **ON**, you can select additional sub-settings. This setting may not be available depending on the country or region of purchase.

- **Start date/time**

Sets the date and time that summer time starts.

**Month:** Specify the month.

**Week:** Specify the week.

**DOW:** Specify the day of the week.

The screen to set the shift time to start summer time will be displayed after specifying the items above and selecting **OK**.

After specifying the shift time and selecting **OK**, you can specify the end date/time.

- **End date/time**

Sets the date and time that summer time ends.

**Month:** Specify the month.

**Week:** Specify the week.

**DOW:** Specify the day of the week.

The screen to set the shift time to end summer time will be displayed after specifying the items above and selecting **OK**.

Specify the shift time and select **OK**.

- **Sound control**

Selects the volume.

- **Keypad volume**

Selects the beep volume when pressing the touch screen or the buttons on the operation panel.

- **Alarm volume**

Selects the alarm volume.

- **Power control**

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

- **Use auto power control**

Specifies the length of time to turn off the printer automatically when no operation is made or no printing data is sent to the printer. In addition, you can allow the printer to turn on automatically when a scanning command from a computer or printing data is sent to the printer.

- **Use scheduling**

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

- **Do not use power control**

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

### ▶▶▶ Note

- You can also select this setting by selecting  (Setup) on the HOME screen, selecting **ECO**, and then selecting **Power control**.

➔ [ECO settings](#)

- **Time zone**

Specifies the time zone according to a country or region you live in.

Specifying the time zone to the printer allows you to display the correct time an e-mail was sent from the main unit on your mail software.

- **Original removal reminder**

Selects whether the printer will display the reminder screen in case you forget to remove the original from the platen after scanning.

## ▶▶▶ Important

- Depending on the type of original or the state of the document cover, forgetting to remove the original may not be detected.

### • **Keyboard settings**

Set the keyboard.

Select **Full keyboard** to select the keyboard layout from the following three types.

- **QWERTY**
- **QWERTZ**
- **AZERTY**

### • **Ink level monitor**

- Resets the remaining ink count.

When adding the ink to the upper limit with the ink remained in the ink tank, reset the ink residual amount count to 100%.

### • **Force ink tank selection**

You can specify the ink to use.

- **All ink tanks**

Use both color ink and black ink.

- **Black only**

Use only black ink.

## ▶▶▶ Note

- When any of the inks reached the lower limit line, printing and copying are disabled.

### • **Fixed print quality**

Specifies print quality when printing on plain paper.

### • **Screen lock settings**

Lock the screen to prevent the panel operation by someone other than the administrator.

## Rearrange home screen icons

You can rearrange the icons on the home screen to an easy-to-use order.

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

2. Select  **Setup** on the HOME screen.

➔ [Using Touch Screen](#)

The setup menu screen will appear.

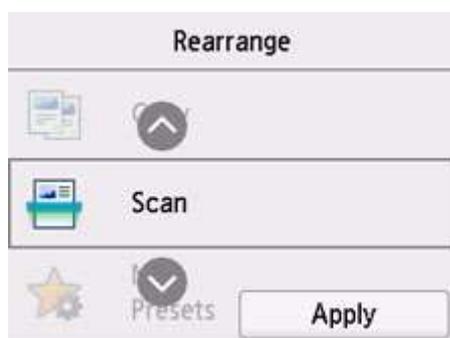
3. Select  **Device settings**.

The **Device settings** screen is displayed.

4. Select **Rearrange home screen icons**.

The list of function displayed on the home screen is displayed.

5. Select the function that you want to change the order, then tap  or .



6. Select **Apply**.

The list is displayed in the order the function was changed.

7. Select **Exit**.

## Language selection

---

Changes the language for the messages and menus on the touch screen.

### »» Important

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

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

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

### ▶▶ Important

- The administrator password is required to change the settings if it is enabled to change the settings on the operation panel using the administrator password.
- When you use this function, make sure the printer is connected to the Internet.

### ▶▶ Note

- **Check current version** and **Update notification settings** are available when **Disable** is selected for **Enable/disable Wi-Fi** 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.
  - If **Cannot connect to the server.** is displayed on the touch screen, select **OK** and try again after a while.

- **Check current version**

You can check the current firmware version.

- **Update notification settings**

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

- **DNS server setup**

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

- **Proxy server setup**

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

## Administrator password settings

The administrator password can be set or canceled.

### »» Important

- The administrator password of the printer is set from the time of purchase. It is set in the serial number of the printer which consists of 9 characters (the first 4 characters are alphabet and the latter 5 characters are number) and is indicated on the seal on the device.

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



2. Select **Setup** on the HOME screen.

➔ [Using Touch Screen](#)



3. Select **Device settings**.

The **Device settings** screen is displayed.

4. Select **Administrator password settings**.

5. When the confirmation screen of the administrator password setting is displayed, select **Yes**.

When the administrator password is not set, the registration confirmation message is displayed. Select **Yes**. The message is displayed again. Then, select **OK** and proceed to step 7.

6. Select **Change administrator password**.

When you do not set the administrator password, select **Remove administrator password**. Select **Yes** in the displayed screen. The message is displayed again. Then, select **OK**.

7. Select the effective range of the administrator password.

#### Remote UI and other tools

To change the setting using the remote UI or a certain software, the administrator password needs to be entered.

#### LCD, Remote UI, and other tools

To change the setting using the operation panel of this printer, remote UI or a certain software, the administrator password needs to be entered.

8. Enter the administrator password.

### »» Important

- When changing the password, the character is limited as follows.

- Set the password using 4 to 32 characters.
- Only alphanumeric characters are available.
- From a security point of view, it is recommended to set the password of 8 characters or more in combination of alphanumeric characters.

9. Select **Apply**.

10. Enter the administrator password again.

11. Select **Apply**.

The administrator password is available.

**»» Note**

- When the administrator password is canceled or the effective range of the administrator password is set to **Remote UI and other tools**, the user management is disabled.

## User management settings

---

The administrator makes settings to manage users.

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



2. Select **Setup** on the HOME screen.

➔ [Using Touch Screen](#)

The setup menu screen will appear.



3. Select **Device settings**.

The **Device settings** screen is displayed.

4. Select **User management settings**.

### Enable/disable user management

Set the valid/invalid of the administration of the user registered by the remote UI.

1. Select **ON**.
2. Select **Log in**.

### Auto logout time

When the operation is not performed by the registered user, set the time to log out automatically.

Select **Auto logout time**, and set the time.

## Reset setting

You can set the settings back to the default.

### ▶▶▶ Important

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

- **Web service setup only**

Sets the Web service settings back to the default.

- **LAN settings only**

Sets the LAN settings back to the default.

- **Settings only**

Returns the settings such as the paper size, media type, or other setting items back to the default. The LAN settings is not returned back to the default.

- **E-mail address book entries only**

Deletes all registered e-mail addresses.

- **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.

After resetting, perform setup again as necessary.

### ▶▶▶ Note

- You cannot set the following setting items back to the default:
  - The language displayed on the touch screen
  - The current position of the print head
  - The cumulative usage count of copy, scan, etc. registered in **Usage stats**.
  - CSR (Certificate Signing Request) for encryption method (SSL/TLS) setting

## Feed settings

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

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 touch screen:

- ➔ 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.

- **Cassette paper settings**

Registers the paper size you load in the cassette.

### ▶▶▶ Note

- Plain paper can only be loaded in the cassette.

- **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 touch screen.

### ▶▶▶ Note

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

- **Check paper replacement**

If you select **ON**, the printer detects the paper replacement (the feed slot cover is opened or closed, the cassette is reinserted). When the paper registration screen is displayed after replacing paper, register the paper size and the media type.

## Web service setup

---



Select this setting item from **Web service setup** in (Setup).

- **Web service usage registration/Web service usage 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.

- **IJ Cloud Printing Center setup**

Registers/Deletes the printer to/from Canon Inkjet Cloud Printing Center and sets the history saving.

- **Check Web service setup**

Make sure whether the printer is registered to 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 touch screen to perform settings.

- **Proxy server setup**

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

## ECO settings

This setting allows you to use automatic duplex printing as a default to save paper and to turn on/off the printer automatically to save electricity.

- ➔ [Using Power Saving Function](#)
- ➔ [Using Duplex Printing](#)

### Using Power Saving Function

Follow the procedure below to use power saving function.

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

2. Select  (Setup) on the HOME screen.

➔ [Using Touch Screen](#)

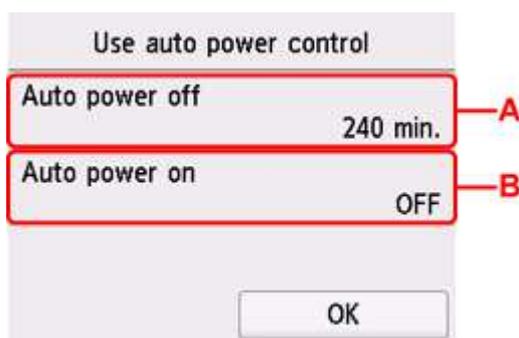
3. Select  **ECO**.

4. Select **Power control**.

5. Select **Use auto power control**.

6. Check on-screen instructions and select **Next**.

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: Selecting **ON** enables the printer to turn on automatically when a scanning command from a computer or printing data is sent to the printer.

#### ➤➤➤ Note

- Selecting **Use scheduling** allows you to set time and day to turn on/off the power automatically.

- Selecting **Do not use power control** disables all settings of the power control and scheduling.

## Using Duplex Printing

Follow the procedure below to use duplex printing.

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

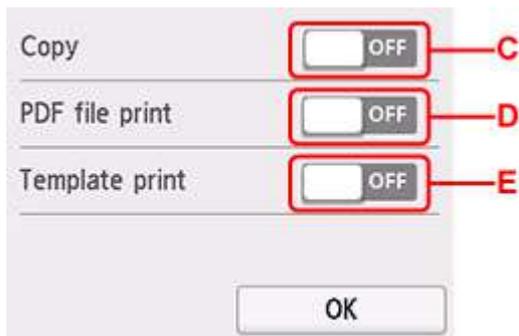
2. Select  (Setup) on the HOME screen.

➔ [Using Touch Screen](#)

3. Select  **ECO**.

4. Select **Two-sided print settings**.

5. Specify settings as necessary.



C: Select two-sided copying as a default.

D: Select two-sided printing of PDF files saved on a USB Flash Drive as a default.

E: Select two-sided printing of template forms on the printer as a default.

### ▶▶▶ Note

- When duplex printing is selected, the  icon is displayed on the setting items for duplex printing on each print settings screen.

## Quiet setting

Enables this function on the printer if you want to reduce the operating noise, such as when printing at night. In addition, you can specify the time range to reduce the operating noise.

### »» Important

- Set the current date and time in advance.

➔ [Date/time settings](#)

Follow the procedure below to perform setting.

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

2. Select  (Setup) on the HOME screen.

➔ [Using Touch Screen](#)

3. Select  **Quiet setting.**

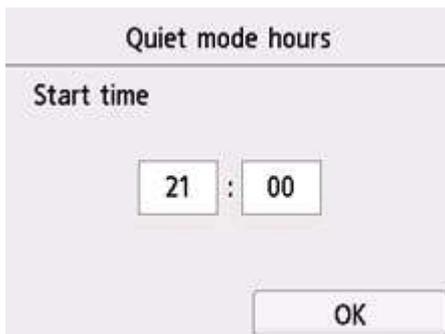
4. Select **ON** or **Use during specified hours.**

- When **ON** is selected:

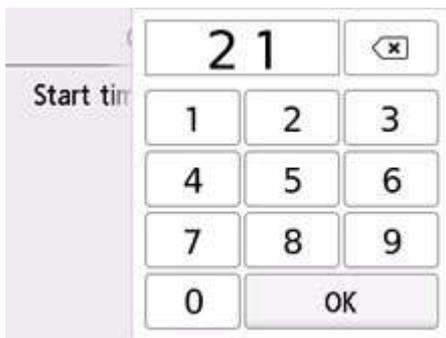
You can reduce the operating noise while printing is in progress.

- When **Use during specified hours** is selected:

The screen to specify starting/ending time is displayed.



Tap Time and specify **Start time**.



Specify **End time** in the same procedure, and select **OK**.

You can reduce the operating noise during the specified time.



The confirmation screen is displayed and the  icon appears as the **Quiet setting** menu icon.

### »» Important

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

### »» Note

- You can set the quiet mode from the operation panel of the printer, the printer driver, or ScanGear (scanner 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 and scanning from the computer.

## System information

---



To display this menu, select **System information** in  (Hint).

- **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.

- **MAC address (Wired LAN)**

Displays the MAC address for wired LAN.

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

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

- **Root cert. thumbprint (SHA-256)**

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

## Job management

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To display this menu, select **Job management** in  (Hint).

- **Display job history**

Displays the job history of **Print from/Copy/Communication log**.

- **Print job history**

Prints the job history of **Print from/Copy/Communication log**.

- **Restrict job history access**

This is the menu for the developer.

## Registering Favorite Settings (My Presets)

You can register the favorite copying or scanning settings and call them up from the HOME screen.

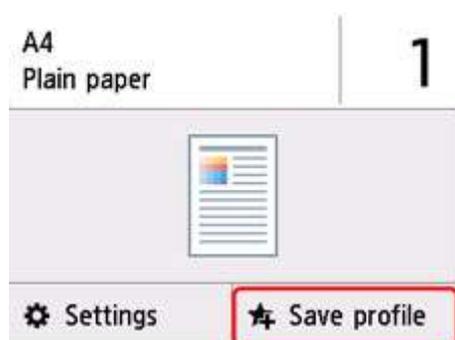
You can register up to 20 settings.

- ➔ [Registering the Setting](#)
- ➔ [Calling Up the Registered Setting](#)
- ➔ [Editing/Deleting the Registered setting](#)

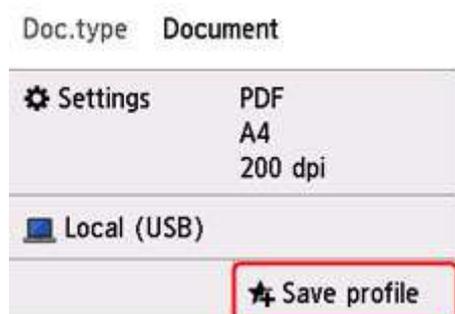
### Registering the Setting

Select **Save profile** on each standby screen or on the screen displayed after the settings are specified.

#### Copy standby screen



#### Scan standby screen



When the confirmation screen of **Save profile** is displayed, select **Yes**.

When the screen to enter the name of the setting is displayed, enter the name and select **Register**.

### Calling Up the Registered Setting

Follow the procedure below to call up the registered setting.

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



2. Select **My Presets** on the HOME screen.

- ➔ [Using Touch Screen](#)

3. Select setting you want to call up.

## Editing/Deleting the Registered setting

Follow the procedure below to edit or delete the registered setting.

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

2. Select  **My Presets** on the HOME screen.

➔ [Using Touch Screen](#)

3. Select **Edit/delete**.

You can change the order or name of the registered settings and delete the settings.

- To change the order of the registered settings
  1. Select **Rearrange**.
  2. Select setting you want to move.
  3. Tap  or  to move selected setting.
  4. Select **Apply**.
  5. Select **Exit**.
- To change the name of the registered settings
  1. Select **Rename**.
  2. Select setting you want to rename.
  3. Enter new name and tap **OK**.
  4. Select **Exit**.
- To delete the registered settings
  1. Select **Delete**.
  2. Select setting you want to delete.
  3. Select **Yes** on displayed screen.
  4. Select **Exit**.

## Checking the Total Number of Uses of Printer

You can check the total number of uses of the printer (e.g. the total number of printing, copying, or scanning).

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



2. Select (Hint) on HOME screen.

➔ [Using Touch Screen](#)

The hint menu screen will appear.



3. Select **Usage stats.**

4. Select item to check.

**Total sheets used on the device**

Displays the total number of printing.

**No. of sheets used for copying**

Displays the total number of copying.

**Sheets used for other functions**

Displays the total number of printing other than copying.

**Number of sheets scanned**

Displays the total number of scanning.

**Print usage statistics**

The total number of uses of printer can be printed and checked.

### »» Note

- The record of the total number of uses is not reverted even if the printer is reverted back to the default by **Reset settings** in **Device settings**.

## Specifications

### General Specifications

<b>Interface</b>	<p><b>USB port:</b> Hi-Speed USB *</p> <p><b>USB flash drive port:</b> USB flash drive</p> <p><b>Network Port:</b> Wired LAN: 100BASE-TX / 10BASE-T 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. Wi-Fi and wired LAN cannot be used at the same time.</p>
<b>Operating environment</b>	<p><b>Temperature:</b> 41 to 95 °F (5 to 35 °C) <b>Humidity:</b> 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: <b>Temperature:</b> 59 to 86 °F (15 to 30 °C) <b>Humidity:</b> 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>
<b>Storage environment</b>	<p><b>Temperature:</b> 32 to 104 °F (0 to 40 °C) <b>Humidity:</b> 5 to 95 % RH (no condensation)</p>
<b>Power supply</b>	<p>AC 100-240 V, 50/60 Hz (The supplied power cord is only for the country or region you purchased.)</p>
<b>Power consumption</b>	<p><b>Printing (Copy):</b> 21 W or less *1 <b>Standby (minimum):</b> 0.9 W or less *1*2 <b>OFF:</b> 0.2 W or less</p> <p>*1 USB connection to a PC *2 The wait time for standby cannot be changed.</p>
<b>External dimensions (W x D x H)</b>	<p>Approx. 15.8 x 16.2 x 10.0 in. (Approx. 399 x 410 x 254 mm) * With the Cassette and trays retracted.</p>
<b>Weight</b>	<p>Approx. 25.6 lb (Approx. 11.6 kg)</p>

	* With the Print Head installed.
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## Scan Specifications

<b>Scanner driver</b>	<b>Windows:</b> TWAIN 1.9 Specification, WIA
<b>Maximum scanning size</b>	<b>Platen:</b> A4/Letter, 8.5 x 11.7 in. (216 x 297 mm) <b>ADF:</b> A4/Letter/Legal, 8.5 x 14.0 in. (216 x 356 mm)
<b>Optical resolution (horizontal x vertical)</b>	1200 x 1200 dpi * * Optical Resolution represents the maximum sampling rate based on ISO 14473.
<b>Gradation (Input / Output)</b>	<b>Gray:</b> 16 bit/8 bit <b>Color:</b> RGB each 16 bit/8 bit

## Network Specifications

<b>Communication protocol</b>	SNMP, HTTP, TCP/IP (IPv4/IPv6)
<b>Wired LAN</b>	<b>Supported Standards:</b> IEEE802.3u (10BASE-TX) / IEEE802.3 (10BASE-T) <b>Transfer speed:</b> 10 Mbps/100 Mbps (auto switching)
<b>Wi-Fi</b>	<b>Supported Standards:</b> IEEE802.11n / IEEE802.11g / IEEE802.11b / IEEE802.11a <b>Frequency bandwidth:</b> 2.4 GHz / 5 GHz <b>Channel:</b> 2.4 GHz: 1-11 or 1-13 5 GHz: W52, W53, W56, W58 * Wireless Direct cannot be used in the 5GHz band. * Frequency bandwidth and available channels differ depending on country or region. <b>Communication distance:</b> Indoors 164 feet/50 m * Effective range varies depending on the installation environment and location. <b>Security:</b> WEP (64/128 bits) WPA-PSK (TKIP/AES) WPA2-PSK (TKIP/AES) <b>Setup:</b> WPS (Push button configuration/PIN code method) Easy wireless connect

## Minimum System Requirements

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

### Windows

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

### macOS

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

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

## Information about Paper

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

## Supported Media Types

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

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

## Media Types

### Genuine Canon paper

#### ▶▶▶ Note

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

#### Paper for printing documents:

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

#### Paper for printing photos:

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

#### Paper for making original goods:

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

- Double sided Matte Paper <MP-101D>

## Paper other than genuine Canon paper

- Plain Paper (including recycled paper)
- Envelopes
- ➡ [Paper Load Limit](#)
- ➡ Paper Settings on the Printer Driver and the Printer (Media Type) (Windows)

## Page Sizes

You can use the following page sizes.

### ▶▶ Note

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

### Standard sizes:

- Letter
- Legal
- Executive
- A6
- A5
- A4
- B5
- B-Oficio
- M-Oficio
- Foolscap
- Legal(India)
- KG/4"x6"(10x15)
- 5"x7"(13x18cm)
- 7"x10"(18x25cm)
- 8"x10"(20x25cm)
- L(89x127mm)
- 2L(127x178mm)
- Square 5"
- Hagaki
- Hagaki 2
- Envelope Com 10
- Envelope DL

- Nagagata 3
- Nagagata 4
- Yougata 4
- Yougata 6
- Envelope C5
- Envelope Monarch

### **Special sizes**

- Minimum size: 3.50 x 5.00 in. (89.0 x 127.0 mm)
- Maximum size: 8.50 x 47.24 in. (216.0 x 1200.0 mm) \*

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

## **Paper Weight**

You can use paper in the following weight range.

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

## Paper Load Limit

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

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

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

### ▶▶▶ Note

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

## Paper Load Limits of Rear Tray and Cassette

### Genuine Canon Paper

#### Paper for printing documents:

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

#### Paper for printing photos:

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

#### Paper for making original goods:

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

## Paper other than Genuine Canon Paper

Common Name	Rear Tray	Cassette
Plain Paper (including recycled paper)*1	Approx. 100 sheets (Legal, B-Oficio, M-Oficio, Foolscap, Legal(India): 10 sheets)	Approx. 250 sheets
Envelopes	10 envelopes	N/A

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

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

## Paper Load Limit of Paper Output Tray

### Genuine Canon Paper

Paper for printing documents:

Media Name <Model No.>	Paper Output Tray
Canon Red Label Superior <WOP111> Canon Océ Office Colour Paper <SAT213>	Approx. 75 sheets
High Resolution Paper <HR-101N>	Approx. 65 sheets

### Paper other than Genuine Canon Paper

Common Name	Paper Output Tray
Plain Paper (including recycled paper)	Approx. 75 sheets (Legal: 10 sheets)

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

## Unsupported Media Types

---

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

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

## Handling Paper

---

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

## Economy Mode

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

- **Number of printable sheets (A4 plain paper)**

Number of printable sheets per pigment black ink bottle

**Standard** mode: 6,000 sheets

**Economy** mode: 9,000 sheets

Number of printable sheets per pigment color ink bottle

**Standard** mode: 14,000 sheets

**Economy** mode: 21,000 sheets

- **Measurement conditions**

- Measurement images:

Color printing: A4 color document ISO/IEC24712

- Measurement method:

Canon original

- Paper type:

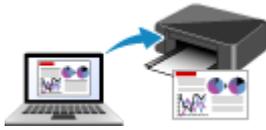
Plain paper

- Print driver setting:

Setting to the default for plain paper (setting **Print Quality** to **Economy**).

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

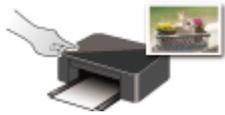
# Printing



**Printing from Computer**



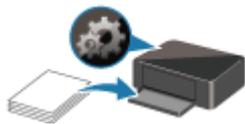
**Printing from Smartphone/Tablet**



**Printing Using Operation Panel**



**Using PIXMA/MAXIFY Cloud Link**



**Paper Settings**

## Printing from Computer

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

## Printing from Application Software (macOS AirPrint)

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- **Printing** 📄 **Basic**
- **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

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

## Checking Your Environment

First, check your environment.

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

## Print from a Mac

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

### ▶▶▶ Note

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

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

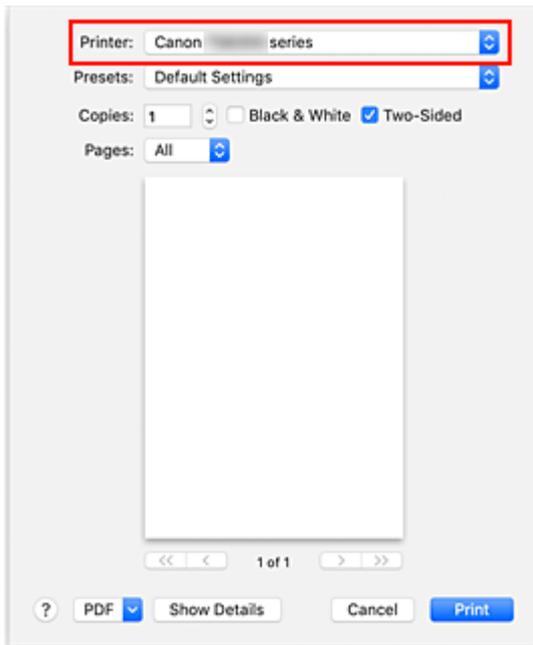
Register the set paper size and paper type on the printer operation panel.  
For instructions, see "[Paper Settings](#)."

4. Start printing from your application software

The Print dialog opens.

5. Select printer

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



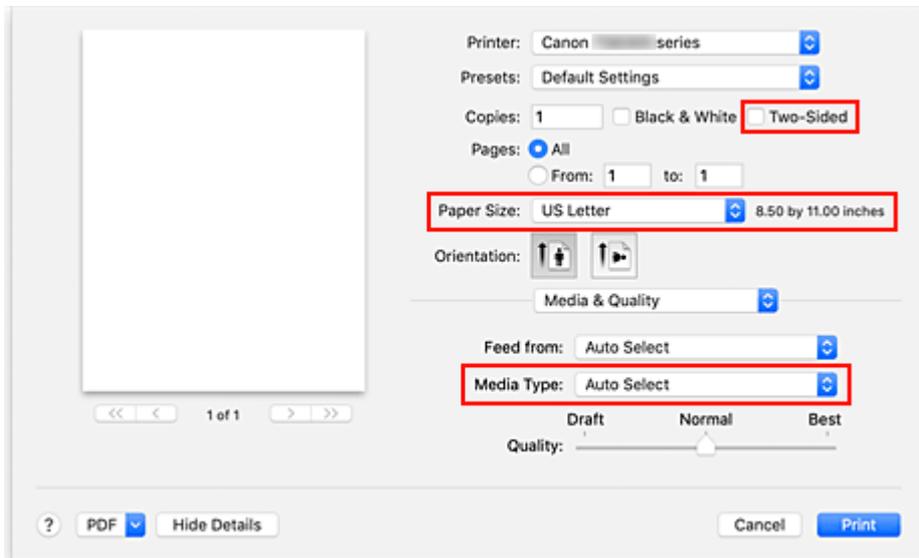
### ➤➤➤ Note

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

## 6. Check print settings

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

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



### ➤➤➤ Important

- An error may occur if the paper size set in the print dialog is different from the paper size registered on the printer. Select the correct items on the print dialog and the printer that correspond to the paper being printed.
- If printing in **A4**, **A5**, **JIS B5**, **Executive**, or **US Letter**, set the desired feed position (**Main Tray**, or **Rear Tray**) from **Feed from** of the print dialog. If **Auto Select** is selected in **Feed from**, the

feed position differs depending on **Media Type**. If **Media Type** is set to something other than plain paper, it cannot be fed from the cassette (main tray).

- If printing paper such as photo paper and postcards that cannot be printed on both sides, uncheck the **Two-Sided** checkbox.

### ▶▶▶ Note

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

## 7. Click **Print**

The printer prints according to the specified settings.

### ▶▶▶ Important

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

### ▶▶▶ Note

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

## 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>

## Printing on Postcards

This section describes the procedure for printing on postcards.

1. [Load postcards](#) in printer

2. Select paper size and paper type from the printer

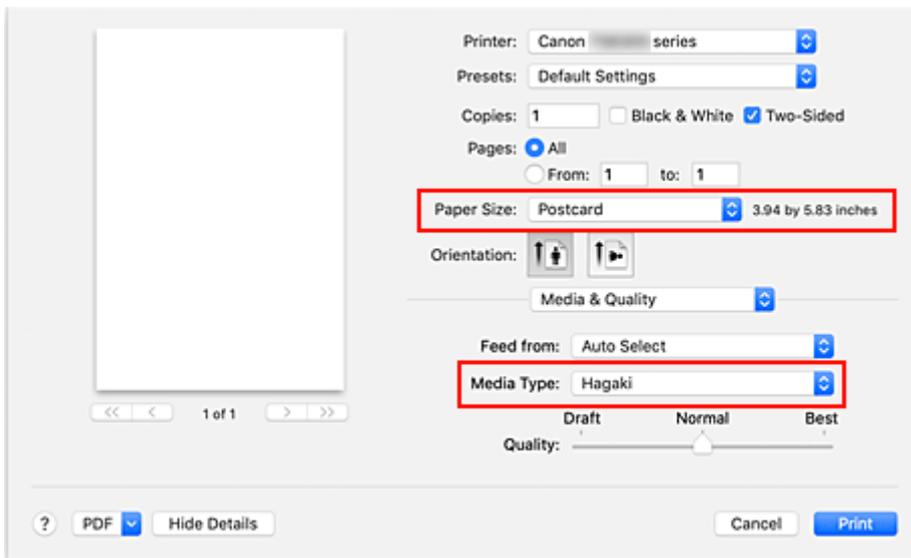
Register **Hagaki** for paper size from the printer operation panel.

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

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

Select **Postcard** for **Paper Size** from the print dialog.

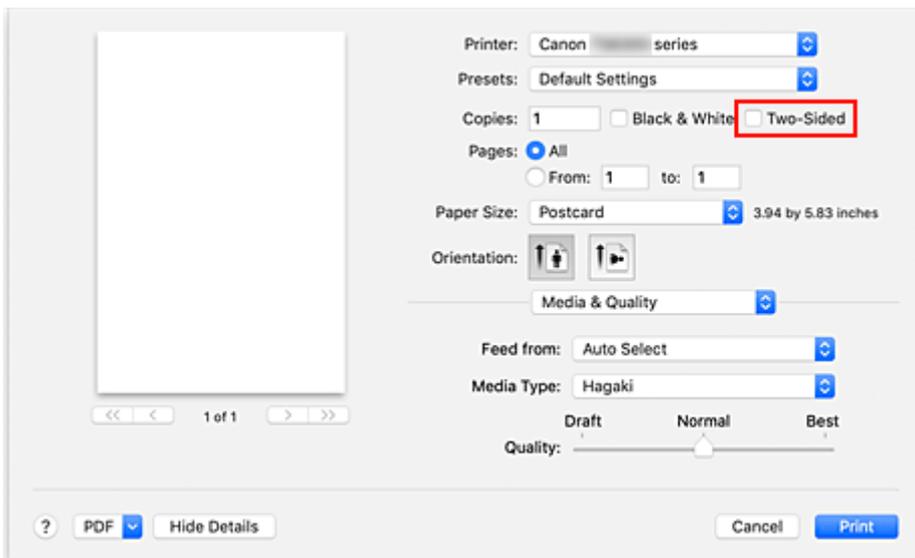
Select **Hagaki**, **Hagaki (A)**, **Hagaki K**, **Hagaki K (A)**, **Ink Jet Hagaki**, **Ink Jet Hagaki (A)**, for **Media Type** from the print dialog.



### Important

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

4. Uncheck **Two-Sided**



### »»» Important

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

#### 5. Click **Print**

The printer prints according to the specified settings.

## Adding Printer

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Procedure for adding printer to your Mac is explained.

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

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

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

#### ▶▶▶ Note

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

### 2. Select the printer

Select the printer listed as **Bonjour Multifunction**.

#### ▶▶▶ Note

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

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

### 4. Click **Add**

The printer is added to your Mac.

## How to Open Printer Settings Screen

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

### Opening the Page Setup Dialog

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

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

The Page Setup dialog opens.

### Opening the Print Dialog

Use this procedure to set the print settings before printing.

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

The Print dialog opens.

## Displaying the Printing Status Screen

Check the print progress according to the following procedure:

### 1. Launch the printing status screen

- If the print data has been sent to the printer

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

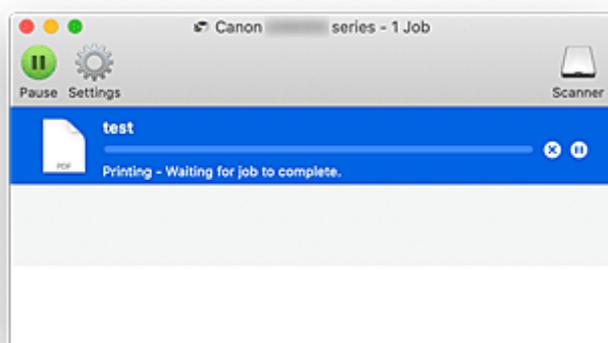
- If the print data has not been sent to the printer

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

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

### 2. Check the printing status

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



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

### Important

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

## Deleting the Undesired Print Job

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

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

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

The print status check screen appears.

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

The selected print jobs will be deleted.

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

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

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

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

2. Delete printer from list of printers

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

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

## Printing Using Canon Application Software

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- ▶ Easy-PhotoPrint Editor Guide

## **Printing from Smartphone/Tablet**

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- ▶ **Printing from iPhone/iPad/iPod touch (iOS)**
- ▶ **Printing from Smartphone/Tablet (Android)**

## Printing Photo Data

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- **Printing Photographs Saved on USB Flash Drive** 📄 Basic
- **Setting Items for Photo Printing Using Operation Panel**

## Printing Photographs Saved on USB Flash Drive

You can print the photograph saved on the USB flash drive easily.

1. [Check that printer is turned on.](#)
2. [Load paper.](#)
3. [Insert a USB flash drive.](#)

4. Select  **Print** on the HOME screen.

➔ [Using Touch Screen](#)

5. Select  **From USB flash drive.**

The photo selection screen is displayed.

### ▶▶ Note

- When the message informing you that the operation restriction is enabled, ask the administrator of the printer you are using.
- If both photo files and PDF files are saved on the USB flash drive, the confirmation screen to select which file you print is displayed. Select **Print photos** in the displayed screen.
- If no printable photo data is saved on the USB flash drive, **Saved data is not of a supported type.** is displayed on the touch screen.
- If more than 2,000 photo data are saved on the USB flash drive, the photo data is split by group per 2,000 photos in reverse chronological order (date last modified) automatically. Check the message displayed on the touch screen and select **OK**.

6. Specify settings as necessary.

- To select the photo to print:

Flick horizontally to select the photo.

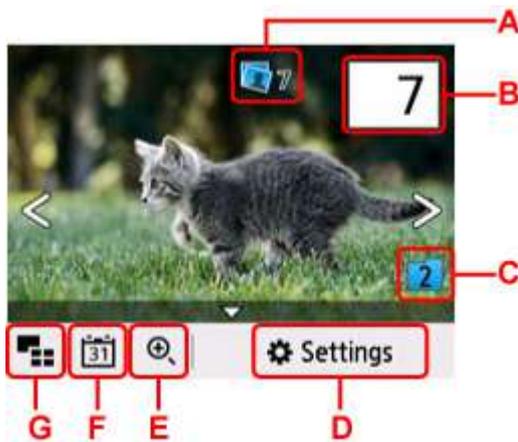
You can also select the photo by tapping  or .



You can print a copy of the displayed photo by pressing **Color** button.

- To change the display method, the number of copies, or the print settings:

Tap  near the bottom of the displayed photo to display menus.



A: Total number of copies is displayed

When selecting, the **Check total no. of copies** screen is displayed and you can check the number of copies for each photo. On the **Check total no. of copies** screen, you can change the number of copies for each photo.

B: Specify the number of copies



Tap  or  to specify the number of copies.

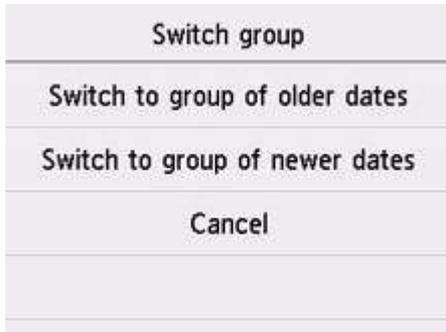
Touch and hold to specify the number of copies by 10 copies.

You can also flick the number to specify.

## ▶▶ Note

- You can specify the number of copies for each photo. Display the photo you want to print and specify the number of copies when the desired photo is displayed.

C: Select to switch the photo group.

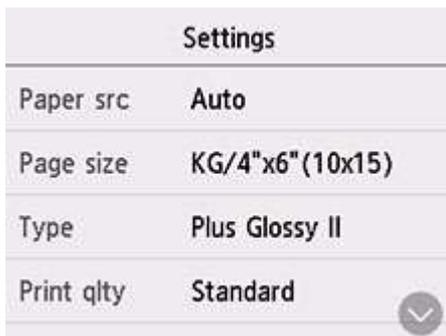


For details:

- ➔ Using Useful Display Functions

D: Select to display the **Settings** screen.

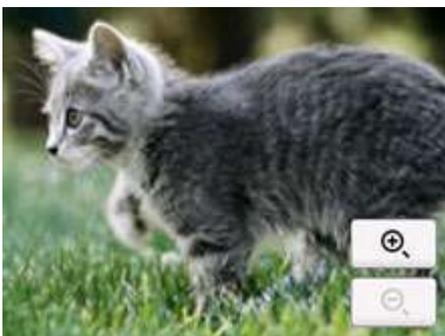
You can change the settings of page size, media type, and print quality and so on.



For more on the setting items:

- ➔ [Setting Items for Photo Printing Using Operation Panel](#)

E: Select to zoom in on the photo.



For details:

- ➔ Using Useful Display Functions

F: Select to display photo with specifying the date (last modified date of data).



For details:

- ➔ Using Useful Display Functions

G: Select to display the multiple photos at once.



For more on the display method:

- ➔ Using Useful Display Functions

## 7. Press **Color** button.

The printer starts printing.

### ➤➤➤ Note

- To cancel printing, press the **Stop** button.
- While processing the print job, you can add the print job (Reserve photo print).  
➔ [Adding Print Job](#)

## Adding Print Job

You can add the print job (Reserve photo print) while printing photos.

Follow the procedure below to add the print job.

### 1. Flick photo while printing to select next photo.

#### ➤➤➤ Note

- While you select the photo, the printer prints the reserved photos.
- The  reserved photo icon appears on the photo included in the print job.

## 2. Specify number of copies and print settings for each photo.

### ▶▶▶ Note

- While processing the print job, you cannot change the setting for **Page size** or **Type** on print settings confirmation screen. The setting is the same as the setting for the photo included in the print job.

## 3. Press **Color** button.

The reserved photo is printed next to the photo that has already been started printing.

If you want to print more photos, operate from step 1 again.

### ▶▶▶ Note

- While processing the print job, you cannot display the HOME screen, change the print menu, or print from the computer or other devices.
- While processing the print job, the photo in other group is not selected.
- If you press the **Stop** button while processing the print job, the screen to select a method to cancel reservation is displayed. If you select **Cancel all reservations**, you can cancel printing all photos. If you select **Cancel the last reservation**, you can cancel the last printing job.
- If there are many print jobs, **Cannot reserve more print jobs. Please wait a while and redo the operation.** may be displayed on the touch screen. In this case, wait a while and add the print job.

## Setting Items for Photo Printing Using Operation Panel

You can specify the setting of page size, media type, photo fix and so on to print the photos saved on the USB flash drive.

### Print Settings Screen

The following screen is displayed by selecting **Settings**.

Settings	
Paper src	Auto
Page size	KG/4"x6" (10x15)
Type	Plus Glossy II
Print qlty	Standard

### Setting Items

Flick vertically to display setting items and select the setting item to display the settings. Select to specify the setting.

#### ▶▶▶ Note

- Some settings cannot be specified in combination with the other setting items or the print menus. If the setting which cannot be specified in combination is selected,  and **Error details** are displayed on the touch screen. In this case, select  on the upper left on the touch screen to check the message and change the setting.
- The settings of the page size, media type, etc. are retained even if another print menu is selected or the printer is turned off.

You can specify the following setting items.

- **Paper src**

Select a paper source (**Rear tray/Cassette/Auto**) where paper is loaded.

#### ▶▶▶ Note

- When **Auto** is selected, paper is fed from the paper source where the paper that matches the paper settings (page size and media type) is loaded.

- **Page size**

Select the page size of the loaded paper.

- **Type** (Media type)

Select the media type of the loaded paper.

- **Print qlty** (Print quality)

Select print quality according to the photo.

- **Print date**

Activates/deactivates to print the date (shooting date) on a photo.

**▶▶ Note**

- The shooting date is printed according to the settings of **Date display format** in **Other printer settings** under **Printer settings**.

➡ [Other printer settings](#)

## Paper Settings

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

### ▶▶▶ Note

- The default display setting is different between when you print or copy from the operation panel of the printer, when you print from Smartphone/tablet, when you print from Windows, and when you print from macOS.

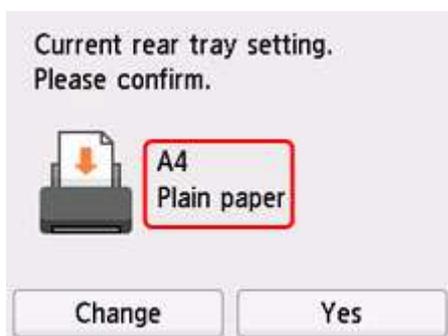
➔ [Default Setting for Displaying the Message which Prevents Misprinting](#)

### After loading paper:

- When you loading paper in the rear tray:

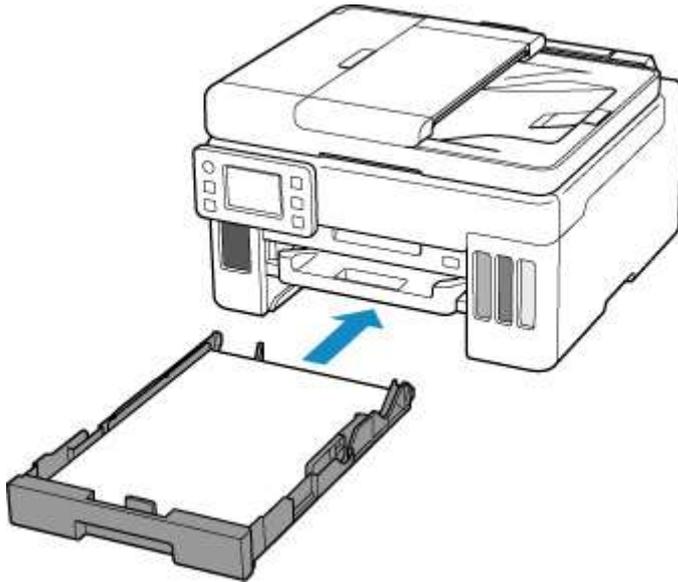


The screen to register the rear tray paper information is displayed.

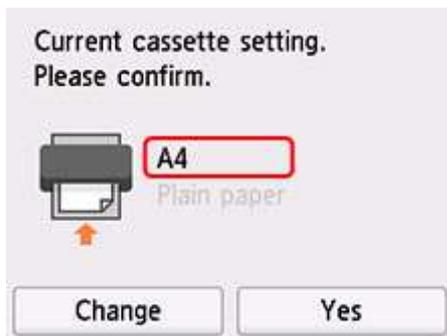


If the page size on the touch screen matches the size of the paper loaded in the rear tray, select **Yes**. If not, select **Change** to change the setting in accordance with the size of the loaded paper.

- **When you insert the cassette:**



The screen to register the cassette paper information is displayed.



If the page size on the touch screen matches the size of the paper loaded in the cassette, select **Yes**.  
If not, select **Change** to change the setting in accordance with the size of the loaded paper.

\* You can load only plain paper in the cassette.

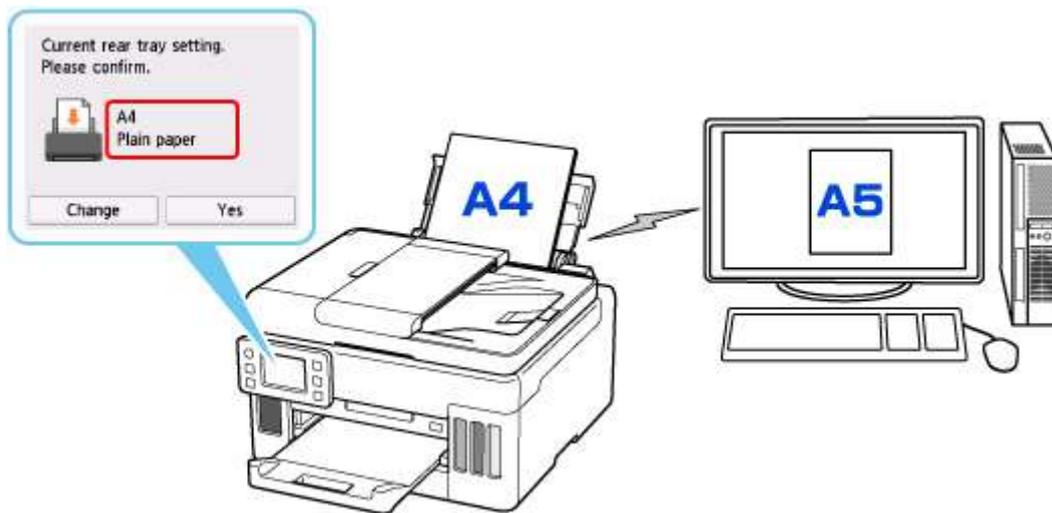
### »» Important

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

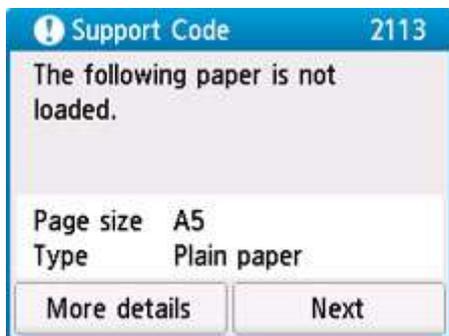
## When the paper settings for printing/copying are different from the paper information registered to the printer:

Ex:

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



When you start printing/copying, a message is displayed and the paper setting specified for printing/copying is shown under the message.



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 with the loaded paper.**

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

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

#### **Replace the paper and print**

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

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

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 touch screen:
  - ➔ 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/copying. Change the paper settings and try printing/copying again.

## Default Setting for Displaying the Message which Prevents Misprinting

- **When you print/copy 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 enabled 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/copying even though the paper settings for printing/copying and the paper information registered to the printer are different.

# Copying



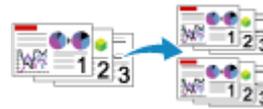
**Making Copies** Basics



**Reducing/Enlarging Copies**



**Two-Sided Copying**



**Collated Copying**



**Special Copy Menu**

## Making Copies

This section describes the basic procedure to perform standard copying.

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

2. [Load paper.](#)

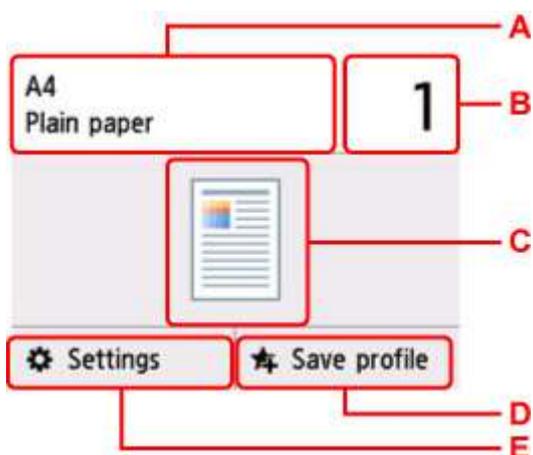
3. Select  **Copy** on the HOME screen.

➔ [Using Touch Screen](#)

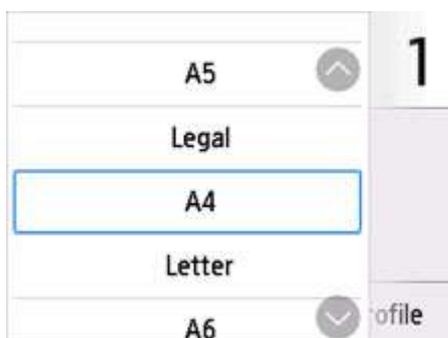
The Copy standby screen is displayed.

4. [Load original on platen or in ADF \(Auto Document Feeder\).](#)

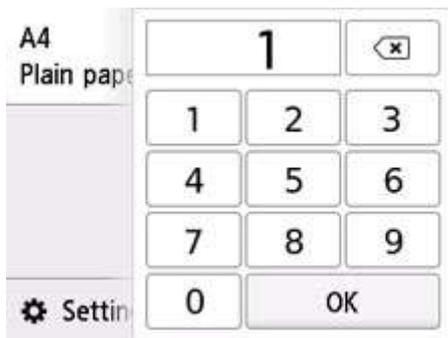
5. Specify settings as necessary.



A: Specify the page size and the media type.



B: Specify the number of copies.



Select the numbers to specify the number of copies.

C: The scanning method and copy layout are displayed.

Switch the scanning method from the ADF and layout (single-sided/two-sided).

D: Select to register the current scan settings as a custom setting.

➔ [Registering Favorite Settings \(My Presets\)](#)

E: Display the print setting items.

For more on the setting items:

➔ [Setting Items for Copying](#)

## 6. Press the **Black** button or the **Color** button.

The printer starts copying.

Remove the original on the platen or from the document output slot after copying is complete.

### ▶▶▶ Important

- Do not open the document cover or remove the original from the platen until scanning is completed.
- If you load the original in the ADF, do not move the original until copying is complete.

### ▶▶▶ Note

- To cancel copying, press the **Stop** button.
- When the message informing you that the operation restriction is enabled, ask the administrator of the printer you are using.

## Adding Copying Job (Reserve copy)

If you load the original on the platen, you can add the copying job while printing (Reserve copy).

The screen below is displayed when you can add the copying job.

Copying...  
Place another original and  
press  to continue copying.

Left: 10

Load the original on the platen and select the same button (**Black** button or **Color** button) as the one which you previously pressed.

### ▶▶ Important

- When you load the original on the platen, move the document cover gently.

### ▶▶ Note

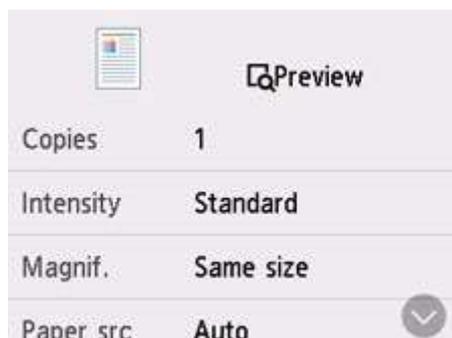
- When **Print qlty** (print quality) is set **High**, you cannot add the copying job.
- When you add the copying job, the number of copies or the settings such as the page size or media type cannot be changed.
- If you press **Stop** button while reserve copying is in progress, the screen to select the method to cancel copying is displayed. If you select **Cancel all reservations**, you can cancel copying all scanned data. If you select **Cancel the last reservation**, you can cancel the last copying job.
- If you set a document of too many pages to add the copying job, **Cannot add more copy jobs. Please wait a while and redo the operation.** may appear on the touch screen. Select **OK** and wait a while, and then try copying again.
- If **Failed to reserve the copy job. Start over from the beginning.** appears on the touch screen when scanning, select **OK** and press **Stop** button to cancel copying. After that, copy the documents that have not been finished copying.

## Setting Items for Copying

You can change the copy settings such as magnification and intensity.

### Print Settings Screen

The following screen is displayed by selecting **Settings** in the Copy standby screen.



### Preview

When **Preview** is displayed on the print settings screen, selecting **Preview** allows you to preview an image of the printout on the preview screen.



For details, see below.

- ➔ Displaying Preview Screen

### Setting Items

Flick to display setting items and select the setting item to display the settings. Select to specify the setting.

#### ➤➤ Note

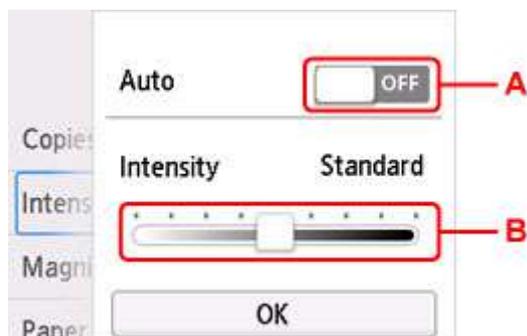
- Some settings cannot be specified in combination with the setting of other setting item. If the setting which cannot be specified in combination is selected,  appears on the touch screen. In this case, select  on the upper left on the touch screen to check the message and change the setting.
- The settings of the page size, media type, etc. are retained even if the printer is turned off.

- When copying starts in the copy setting that is not copied, **The specified function is not available with current settings.** is displayed on the touch screen. Change the setting, following the on-screen instructions.

Following setting items can be changed.

- **Intensity**

Specify the intensity.



A: Select to activate/deactivate automatic intensity adjustment.

When **ON** is selected, the intensity is adjusted automatically according to the originals loaded on the platen.

B: Drag to specify the intensity.

### ▶▶▶ Note

- When you select **ON** in the automatic intensity adjustment, the loading documents cannot be loaded in the ADF (Auto Document Feeder).

- **Magnif.** (Magnification)

Specify the reduction/enlargement method.

- ➡ Reducing/Enlarging Copies

- **Paper src**

Select a paper source (**Rear tray/Cassette/Auto**) where paper is loaded.

### ▶▶▶ Note

- When **Auto** is selected, paper is fed from the paper source where the paper that matches the paper settings (page size and media type) is loaded.

- **Page size**

Select the page size of the loaded paper.

- **Type** (Media type)

Select the media type of the loaded paper.

- **Print qlty** (Print quality)

Adjust print quality according to the original.

## »» Important

- If you use **Economy** with **Type** set to **Plain paper** and the quality is not as good as expected, select **Standard** or **High** for **Print qlty** and try copying again.
- Select **High** for **Print qlty** to copy in grayscale. Grayscale renders tones in a range of grays instead of black or white.

### • **Layout**

Select the layout.

- ➡ Copying Two Pages onto Single Page
- ➡ Copying Four Pages onto Single Page

### • **ADF duplex scan**

Select whether to perform duplex scanning from the ADF.

- ➡ Two-Sided Copying

### • **2-sidedPrintSetting**

Select whether to perform two-sided copying.

- ➡ Two-Sided Copying

### • **Collate**

Select whether to obtain sorted printouts when making multiple copies of a multi-paged original.

- ➡ Collated Copying

### • **Frame erase copy**

When copying thick originals such as books, you can make a copy without black margins around the image and gutter shadows.

- ➡ Copying Thick Originals Such as Books

### • **ID card copy**

You can copy both sides of a card sized original such as an ID card onto a single sheet of paper.

- ➡ Copying ID Card to Fit onto Single Page

# Scanning

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**Scanning from Computer (Windows)**



**Scanning from Computer (macOS)**



**Scanning from Operation Panel**

## Scanning from Computer (macOS)

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### ▶ Scanning According to Item Type or Purpose (IJ Scan Utility Lite)

- IJ Scan Utility Lite Features
- Scanning Easily (Auto Scan) **Basics**
- Scanning Documents and Photos

### ▶ Scanning Tips

- Positioning Originals (Scanning from Computer)

### ▶▶ Important

- Available functions and settings vary depending on your scanner or printer.

## Scanning According to Item Type or Purpose (IJ Scan Utility Lite)

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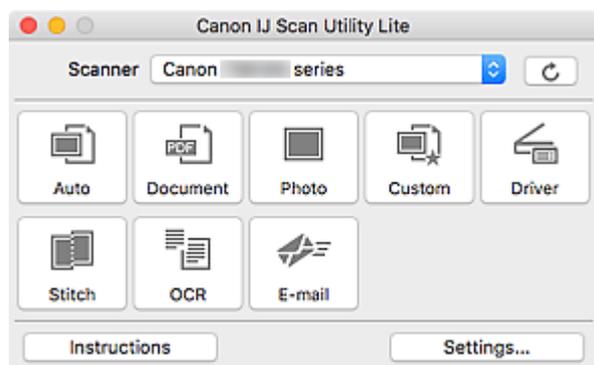
- ▶ **IJ Scan Utility Lite Features**
- ▶ **Scanning Easily (Auto Scan)**  **Basics**
- ▶ **Scanning Documents and Photos**

### **Important**

- Available functions and settings vary depending on your scanner or printer.

## IJ Scan Utility Lite Features

Use IJ Scan Utility Lite to scan and save documents, photos, or other items at one time by simply clicking the corresponding icon.



### »»» Important

- The displayed items and available functions vary depending on your scanner or printer.

## Multiple Scanning Modes

**Auto** allows for one click scanning with default settings for various items. **Document** will sharpen text in a document or magazine for better readability, and **Photo** is best suited for scanning photos.

### »»» Note

- For details on the IJ Scan Utility Lite main screen, see IJ Scan Utility Lite Main Screen.

## Save Scanned Images Automatically

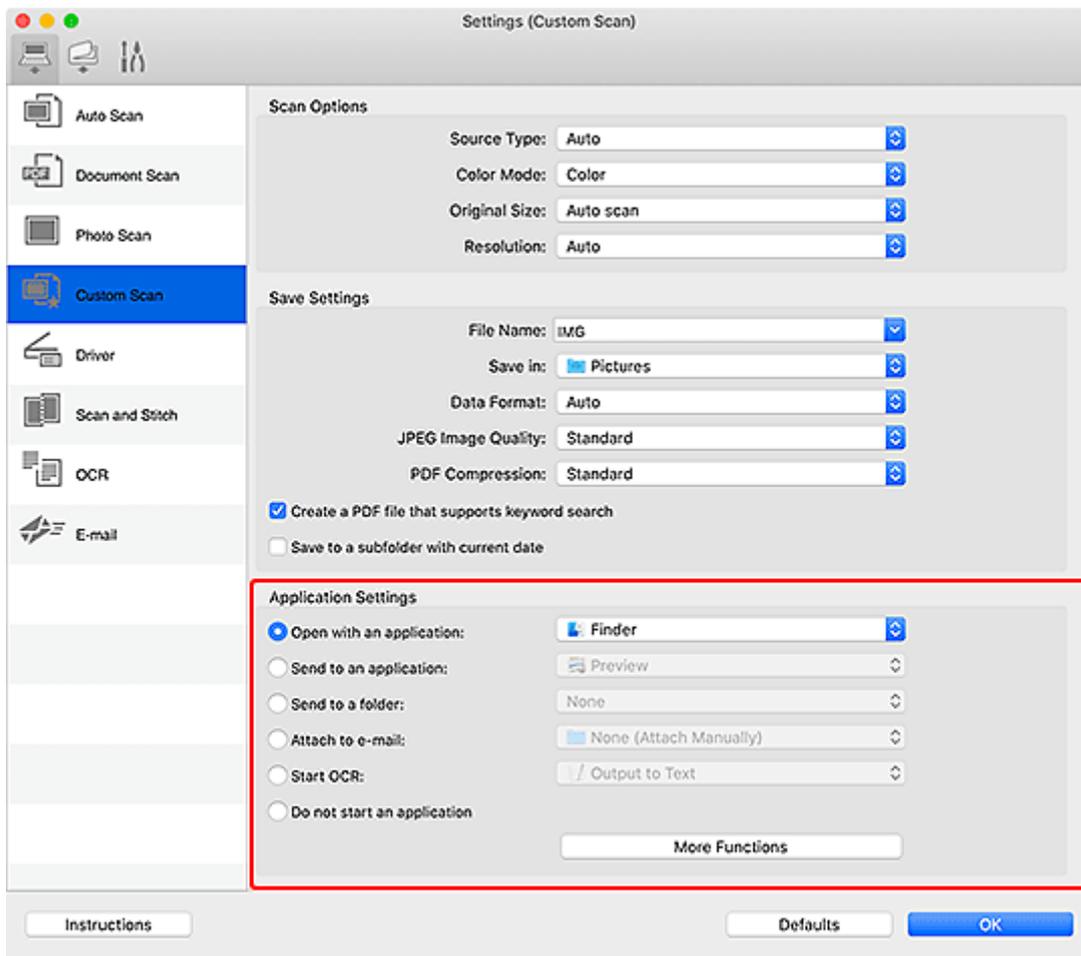
Scanned images are automatically saved to a preset folder. The folder can be changed as needed.

### »»» Note

- The default save folder is the **Pictures** folder.
- For how to specify a folder, see Settings Dialog.

## Application Integration

Scanned images can be sent to other applications. For example, display scanned images in your favorite graphics application, attach them to e-mails, or extract text from images.



## ►► Note

- To set the applications to integrate with, see Settings Dialog.

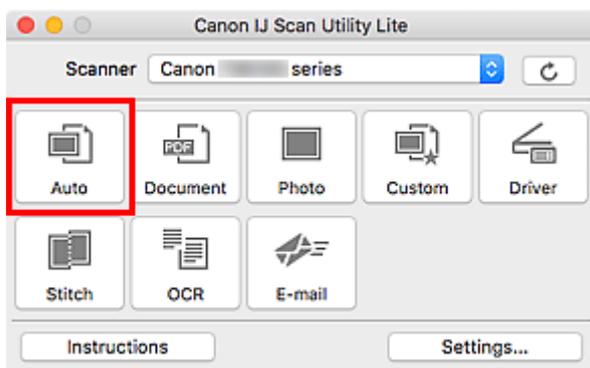
## Scanning Easily (Auto Scan)

Auto Scan allows for automatic detection of the type of the item placed on the platen or ADF (Auto Document Feeder).

### ►►► Important

- This function is not supported depending on your model.
- The following types of items may not be scanned correctly. In that case, adjust the cropping frames (selection boxes; scan areas) in the screen displayed by clicking **Driver** in the IJ Scan Utility Lite main screen, and then scan again.
  - Photos with a whitish background
  - Items printed on white paper, hand-written text, business cards, and other unclear items
  - Thin items
  - Thick items
- When scanning two or more documents from the ADF, place documents of the same size.

1. Check that scanner or printer is turned on.
2. Place items on platen or ADF.
  - ➔ [Positioning Originals \(Scanning from Computer\)](#)
3. Start IJ Scan Utility Lite.
4. Click **Auto**.



Scanning starts.

### ►►► Note

- To cancel the scan, click **Cancel**.
- Use the **Settings (Auto Scan)** dialog to set where to save the scanned images and to make advanced scan settings.
- To scan a specific item type, see the following pages.
  - ➔ [Scanning Documents and Photos](#)
  - ➔ [Scanning with Favorite Settings](#)

➔ Scanning Multiple Documents at One Time from the ADF (Auto Document Feeder)

## Scanning Documents and Photos

Scan items placed on the platen with settings suitable for documents or photos.

Save documents in formats such as PDF and JPEG, and photos in formats such as JPEG and TIFF.

1. Place the item on the platen.

➔ [Positioning Originals \(Scanning from Computer\)](#)

2. Start IJ Scan Utility Lite.

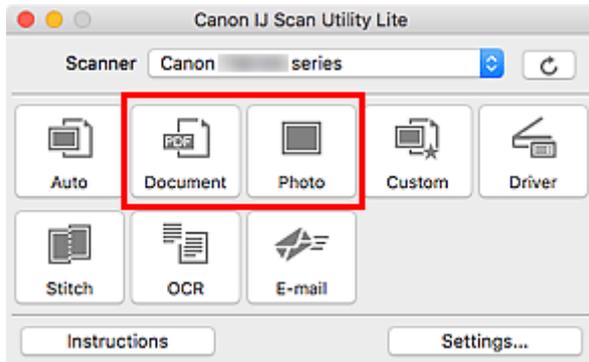
3. To specify the paper size, resolution, PDF settings, etc., click **Settings...**, and then set each item in the Settings dialog.

### ▶▶▶ Note

- Once settings are made in the Settings dialog, the same settings can be used for scanning from the next time.
- In the Settings dialog, specify image processing settings such as slant correction, set where to save the scanned images, and more, as needed.

When setting is completed, click **OK**.

4. Click **Document** or **Photo**.



Scanning starts.

### ▶▶▶ Note

- To cancel the scan, click **Cancel**.

## Scanning Tips

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- ▶ **Positioning Originals (Scanning from Computer)**

## Positioning Originals (Scanning from Computer)

This section describes how to load originals on the platen or ADF (Auto Document Feeder) for scanning. If items are not placed correctly they may not be scanned correctly.

### Important

- Be sure to observe the following when loading the original on the platen. Failure to observe the following may cause the scanner to malfunction or the platen glass to break.
  - Do not place any objects weighing 4.4 lb (2.0 kg) or more on the platen glass.
  - Do not put any pressure of 4.4 lb (2.0 kg) or more on the platen glass, such as pressing down the original.
- Close the document cover when scanning.
- Do not touch the operation panel buttons or LCD (Liquid Crystal Display) when opening/closing the document cover. May result in unintended operation.
- When using a personal scanner in the upright position, the item type may not be detected automatically. In that case, specify the item type in IJ Scan Utility and scan.

➔ [Placing Items \(Platen\)](#)

➔ [Placing Documents \(ADF \(Auto Document Feeder\)\)](#)

➔ [Placing Items \(When Using Stand\)](#)

## Placing Items (Platen)

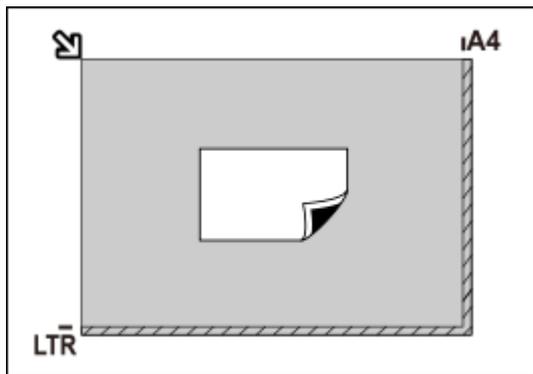
Place items as described below to scan by detecting the item type and size automatically.

### Important

- Depending on your model, the function to scan by automatically detecting the item type and size does not appear.
- When scanning by specifying the paper size, align an upper corner of the item with the corner at the arrow (alignment mark) of the platen.
- Photos that have been cut to irregular shapes and items smaller than 1.2 inches (3 cm) square cannot be cropped accurately when scanning.
- Reflective disc labels may not be scanned as expected.
- If scanned by detecting the item type and size automatically, the response may differ. In that case, adjust the cropping frame (selection box) manually.

Photos, Postcards, Business Cards, and BD/DVD/CD	Magazines, Newspapers, and Documents
 <p><b>Single item:</b></p> <p>Place the item face-down on the platen, with 0.4 inch (1 cm) or more space between the edges (diagonally striped area)</p>	 <p>Place the item face-down on the platen and align an upper corner of the item with the corner at the arrow (alignment mark) of the platen. Portions placed on the diagonally striped area cannot be scanned.</p>

of the platen and the item. Portions placed on the diagonally striped area cannot be scanned.

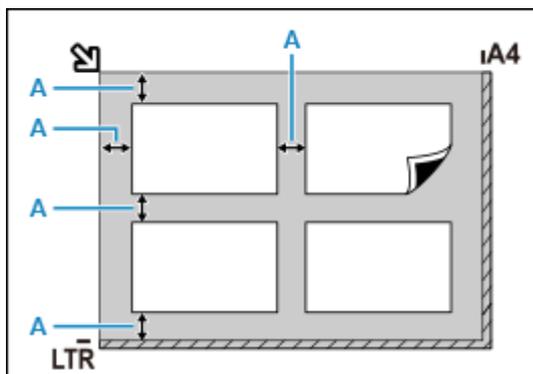


### ▶▶▶ Important

- Large items (such as A4 size photos) that cannot be placed away from the edges/arrow (alignment mark) of the platen may be saved as PDF files. To save in a format other than PDF, scan by specifying the data format.

#### Multiple items:

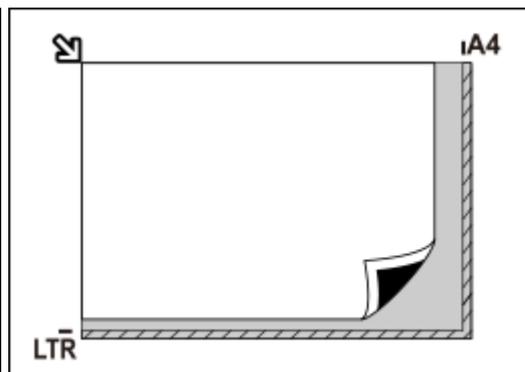
Allow 0.4 inch (1 cm) or more space between the edges (diagonally striped area) of the platen and items, and between items. Portions placed on the diagonally striped area cannot be scanned.



A : 0.4 inch (1 cm) or more

### ▶▶▶ Note

- In IJ Scan Utility Lite, place up to 12 items.
- Positions of slanted items (10 degrees or less) are corrected automatically.



### ▶▶▶ Important

#### • Inkjet All-In-One printer:

For the portions in which items cannot be scanned, click Home to return to the top page of the Online Manual for your model and search for "Loading Originals."

#### • Personal scanner:

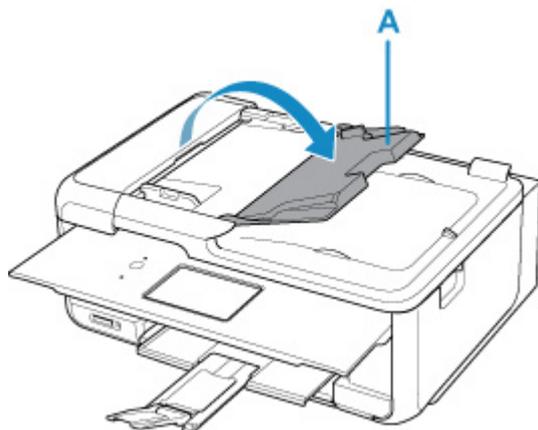
For the portions in which items cannot be scanned, click Home to return to the top page of the Online Manual for your model and search for "Items You Can Place & How to Place Items."

## Placing Documents (ADF (Auto Document Feeder))

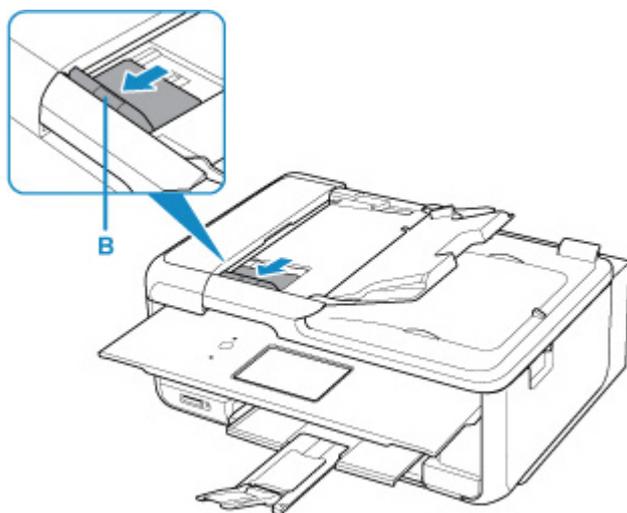
### ▶▶▶ Important

- Place and align documents of the same size when scanning two or more documents.
- For supported document sizes when scanning from the ADF, click Home to return to the top page of the Online Manual for your model and search for "Supported Originals."

1. Make sure any original has been removed from platen.
2. Open document tray (A).



3. Slide the document guide (B) all the way out.

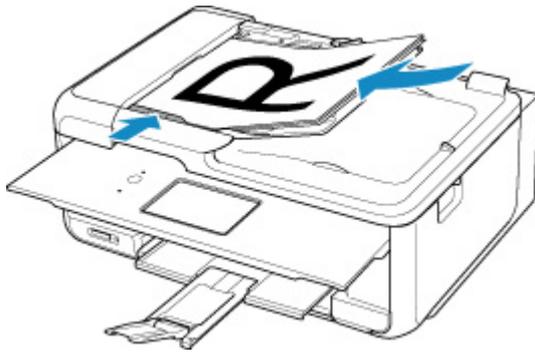


4. Load document with side to scan facing up in document tray.

Insert the document until it stops.

5. Adjust document guide to match width of document.

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



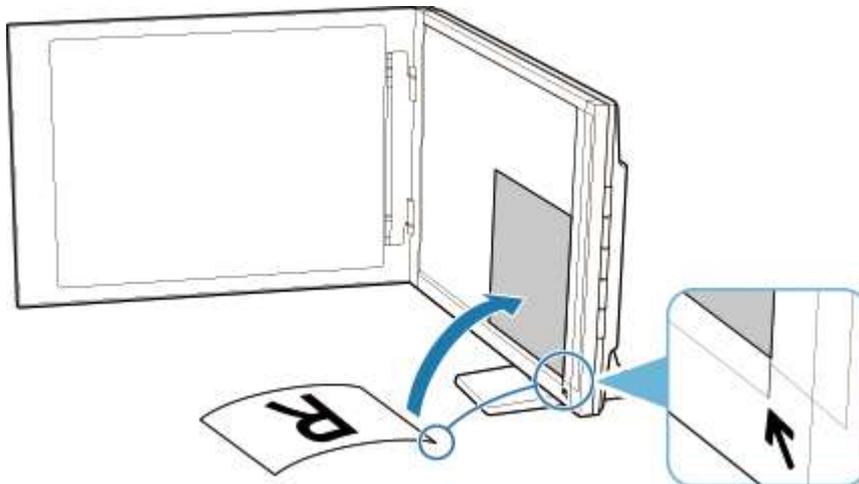
### ▶▶ Note

- When scanning duplex documents, place the front sides facing up. They will not be scanned correctly if placed the other way around.

## Placing Items (When Using Stand)

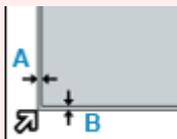
### 1. Place item on platen.

1. Open the document cover.
2. Place the item with the side to scan facing the platen, and then align it with the alignment mark.



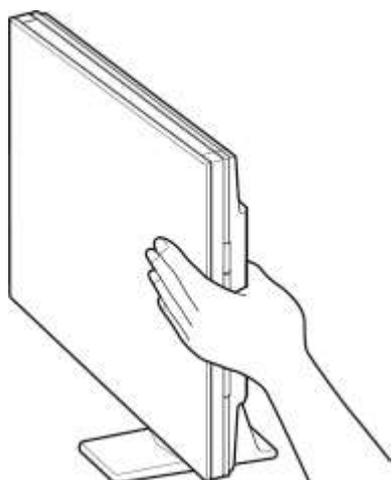
### ▶▶ Important

- If you open the document cover wide, the scanner may fall over.
- Portions placed over (A) (0.094 inch (2.4 mm) from the left edge of the platen) or (B) (0.106 inch (2.7 mm) from the front edge) cannot be scanned.



## 2. Gently close document cover.

While scanning, hold the document cover gently with your hand to keep it closed.



### ►► Important

- Keep these points in mind when using the scanner in the upright position.
  - Do not subject the scanner to vibration during operation. The correct image results may not be obtained (for example, images may blur).
  - The item type may not be detected automatically. In that case, specify the item type in IJ Scan Utility and scan.

## Frequently Asked Questions

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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](#).

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Print

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



Installation

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



Error

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

## Solve Problems

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### Printer Does Not Work

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

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  - ➔ [Printer Does Not Print](#)
  - ➔ Copying/Printing Stops
  - ➔ Cannot Print Using AirPrint
  - ➔ Printer Prints Slowly
  - ➔ [Ink Does Not Come Out](#)
  - ➔ [What to Do When Paper Is Jammed](#)
  - ➔ [Printer Does Not Pick up or Feed the Paper/"No Paper" Error](#)
  - ➔ Automatic Duplex Printing Problems
  - ➔ Paper Does Not Feed from Paper Source Specified in Printer Driver (Windows)
  - ➔ [Printout Results Are Unsatisfactory](#)
-

- ➔ [Scanning Problems \(Windows\)](#)
  - ➔ [Scanning Problems \(macOS\)](#)
  - ➔ [Scan Results Are Unsatisfactory \(Windows\)](#)
  - ➔ [Scan Results Are Unsatisfactory \(macOS\)](#)
  - ➔ [Cannot Print/Scan from Smartphone/Tablet](#)
- 

#### Cannot Set Correctly (Network)

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

#### Cannot Set Correctly (Installation)

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

#### Error or Message Appears

- ➔ [When Error Occurred](#)
- ➔ [Message \(Support Code\) Appears](#)
- ➔ [List of Support Code for Error](#)
- ➔ [IJ Scan Utility Error Messages \(Windows\)](#)
- ➔ [IJ Scan Utility Lite Error Messages \(macOS\)](#)
- ➔ [ScanGear \(Scanner Driver\) Error Messages \(Windows\)](#)

## Operation Problems

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- ➔ [Network Communication Problems](#)
- ➔ [Printing Problems](#)
- ➔ [Problems while Printing/Scanning from Smartphone/Tablet](#)
- ➔ [Scanning Problems \(Windows\)](#)
- ➔ [Scanning Problems \(macOS\)](#)
- ➔ [Mechanical Problems](#)
- ➔ [Installation and Download Problems](#)
- ➔ [Errors and Messages](#)
- ➔ [If You Cannot Solve a Problem](#)
- ➔ [Repairing Your Printer](#)

## 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 During Setup](#)
- ➔ [Cannot Proceed beyond Printer Connection Screen \(Cannot Find Printer Connected via USB\)](#)
- ➔ Searching Printer by IP Address or Host Name During Setup
- ➔ Error Occurs During Wi-Fi Setup
- ➔ [Detect Same Printer Name](#)
- ➔ [Reconfiguration Method of LAN Connection/Reconfiguration Method of Wi-Fi Connection](#)

#### Cannot Print or Connect

- ➔ [Printer Suddenly Stopped Working for Some Reason](#)
- ➔ [Printer Cannot Be Used After Replacing Wireless Router or Changed Router Settings](#)
- ➔ Cannot Access to Internet on Wi-Fi from Communication Device
- ➔ Connecting Printer and Wireless Router Using Easy 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 LAN Connection/Reconfiguration Method of Wi-Fi Connection](#)
- ➔ Checking Status Code

## Printing/Scanning 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/Scan from Smartphone/Tablet](#)
- ➔ Downloading Canon PRINT Inkjet/SELPHY

## Problems while Using Printer

- ➔ Message Appears on Computer During Setup
- ➔ Printer Prints Slowly

## Wireless Direct

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### Cannot Print or Connect

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

### LAN Setting Tips/Changing LAN Settings

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

## Printing/Scanning from Smartphone/Tablet

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

## Problems while Using Printer

- ➔ Message Appears on Computer During Setup
- ➔ Printer Prints Slowly

## Wired LAN

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### Cannot Find Printer

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

### Cannot Print or Connect

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

## LAN Setting Tips/Changing LAN Settings

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

## Problems while Using Printer

- ➔ Message Appears on Computer During Setup
- ➔ Printer Prints Slowly

## **Network Communication Problems**

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- **Cannot Find Printer on Network**
- **Network Connection Problems**
- **Other Network Problems**

## Cannot Find Printer on Network

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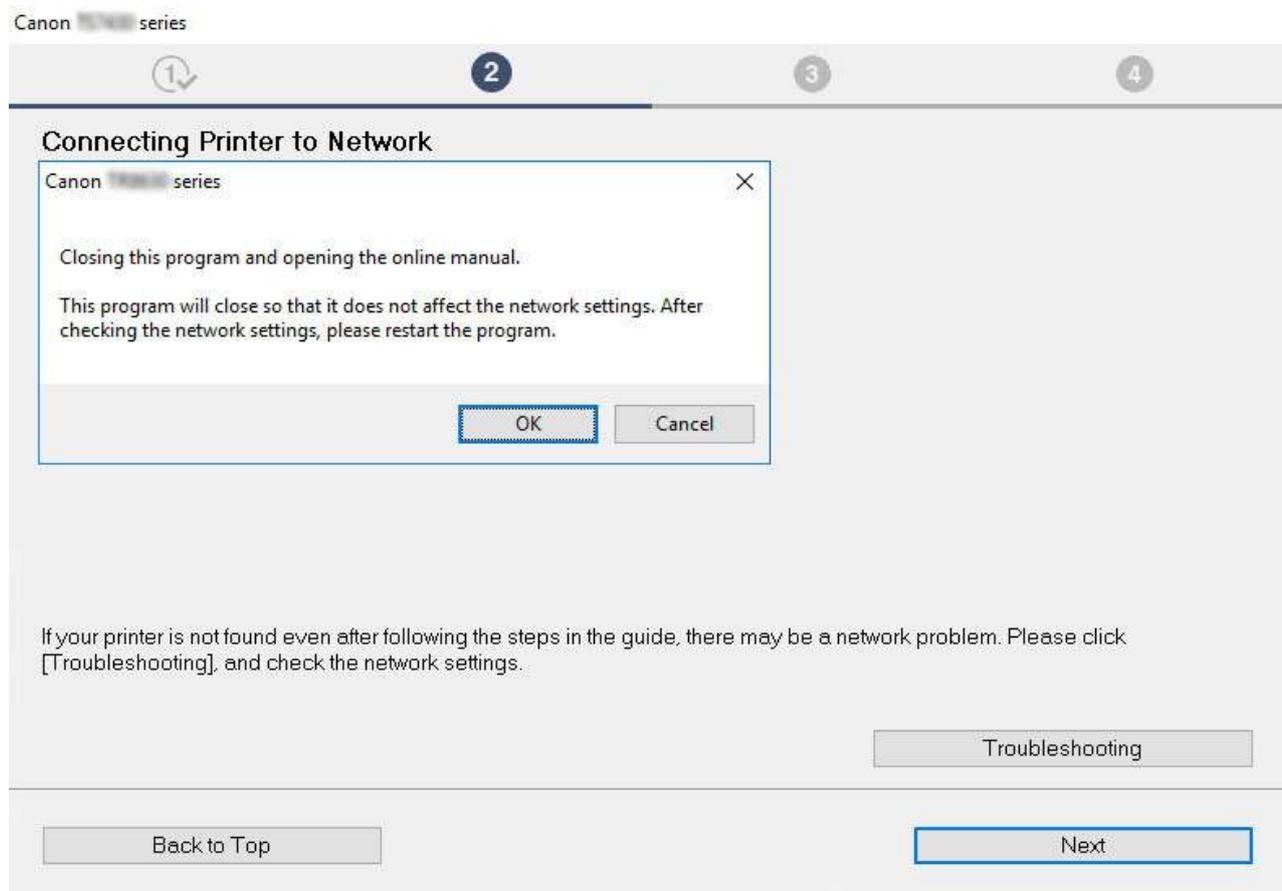
- ▶ **Cannot Find Printer During Setup**

### **While using printer:**

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

## Cannot Find Printer During Setup

If you cannot find the printer on network during setup, check the following.



When you complete all the checking, try to set up from the beginning.

### Items to check for Wi-Fi:

When connecting the printer to Wi-Fi, check/respond to all the items in [Step 1], and try to set up from the beginning. If you still cannot set up the printer properly, try the items in [Step 2] and try to set up from the beginning.

**Step 1** [Check the basic items for Wi-Fi](#)

**Step 2** [Solve the problem, using IJ Network Device Setup Utility](#)

### Items to check for wired LAN:

When connecting the printer to wired LAN, check/respond to all the items in [Step 1], and try to set up from the beginning. If you still cannot set up the printer properly, try the items in [Step 2] and try to set up from the beginning.

**Step 1** [Check the basic items for wired LAN](#)

**Step 2** [Solve the problem, using IJ Network Device Setup Utility](#)

## Items to check for Wi-Fi

### Step 1 Check the basic items for Wi-Fi

#### 1. Check power status

Are printer and network device (router, etc.) turned on?

Stop setting up, and check if the router (modem) is turned on and then check if the printer is turned on.

##### 1. Check if network devices such as router are turned on.

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

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

Proceed once the network devices such as router are ready for use.

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

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

Proceed once you complete checking the power status above.

#### 2. Check PC network connection

Can you view any web pages on your computer? Make sure the computer and network device (wireless router, etc.) are configured and the computer is connected to the network.

If you cannot view web pages on your computer, check wireless router network connection settings, such as IP address filtering, MAC address filtering, and DHCP function.

For more on checking the settings of the wireless router, refer to the instruction manual supplied with the wireless router or contact the manufacturer.

#### Important

- Depending on the wireless router, note that different network name (SSID) is assigned for a bandwidth (2.4 GHz or 5 GHz) or its usage (for PC or game machine), using alphanumeric characters at the end of network name (SSID).

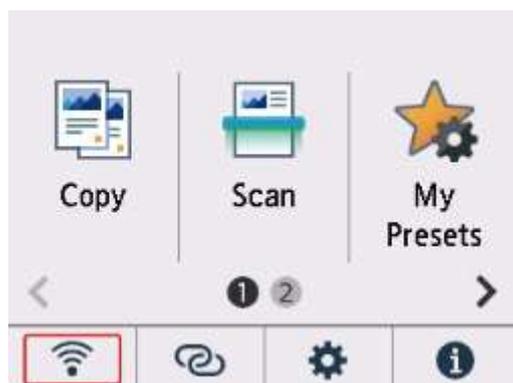
Once you complete checking the wireless router, configure the network settings for your computer. For the procedures, refer to the instruction manual supplied with the computer, or contact the manufacturer.

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

Proceed once you complete checking the network connection above.

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

Make sure the  or  icon is displayed on the touch screen.



#### If icon is not displayed:

The printer is not set to use Wi-Fi. Turn on wireless communication on the printer.



If  icon is displayed:



 icon indicates that the wireless router and the printer are not connected. Reconsider the locations of the wireless router and the printer.

- Checking the location of wireless router:

After checking the wireless router setting, make sure the printer is not placed too far away from the wireless router. The printer can be up to 50 m (164 ft.) from the wireless router indoors if unobstructed. The printer is designed for indoor use. 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.

- Checking the location of printer:

Make sure that the printer is not placed behind an object. The printer may not be connected when placed behind a wall or on a shelf. Try to place the printer in a location where there is no obstacle.

For details, see the instruction manual supplied with the wireless router or contact the manufacturer.

When you complete checking [Step 1] above, try to set up from the beginning.

If the printer cannot be detected after trying to set up from the beginning, proceed to [Step 2].

➔ [\[Step 2\] Solve the problem, using IJ Network Device Setup Utility](#)

## Items to check for wired LAN

### Step 1 Check the basic items for wired LAN

#### 1. Check the power and LAN Cable

When the printer cannot be found on the setup screen, using LAN connection setup, make sure that all the network devices are connected with the router and the hub via LAN cables and that all the devices are turned on.

##### If LAN cable is not connected:

Connect the router, hub, computer and printer via LAN cables.

Make sure the printer is turned on.

➔ [Power Supply](#)

Make sure the printer is turned on, and make sure that the router and the hub are turned on.

##### If LAN cable is connected, and printer and network device are off:

Turn on printer or network device.

##### If LAN cable is connected, and printer and network device are on:

If they are on, turn them off and on again.

#### ▶▶▶ Note

- It may take a while for the printer and network device to become ready for use once they are turned on again. After turning it on, wait for a while and proceed.

#### 2. Check 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 web pages, unplug the cable connected to the router's WAN side. Connect the cable directly to the computer to see if you can view web pages on the Internet.

Check the settings for the router if you were able to view web pages. For details on checking the settings of the router, refer to the instruction manual supplied with the router or contact the manufacturer. Refer also to the instruction manual regarding the connection of the provider.

Once you complete checking the router, configure the network settings of your computer. For the procedures, refer to the instruction manual supplied with the computer, or contact the manufacturer.

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

Proceed once you can view web pages on your computer.

### 3. Check printer's wired LAN settings

Make sure the  icon is displayed on the touch screen.



**If icon is not displayed:**

The printer is not set to enable wired communication. Change the printer settings in order to use wired LAN.

When you complete checking [Step 1] above, try to set up from the beginning.

If the printer cannot be detected after trying to set up from the beginning, proceed to [Step 2].

## || Step 2 || Solve the Problem, Using IJ Network Device Setup Utility

Diagnose and repair the network connections using IJ Network Device Setup Utility.

Download IJ Network Device Setup Utility from the below page, and install it on your computer.

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

Refer to below in regard to starting up IJ Network Device Setup Utility.

- **For Windows:**

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

- **For macOS:**

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

Once revised, try to set up from the beginning.



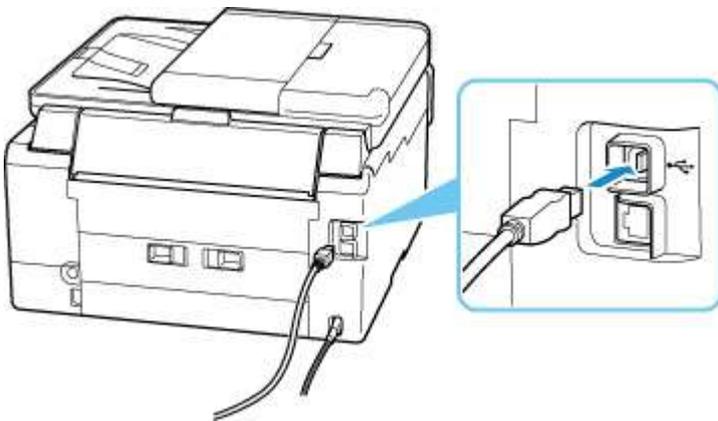
## Cannot Proceed beyond Printer Connection Screen (Cannot Find Printer Connected via USB)



If you cannot proceed beyond the **Printer Connection** screen, check the following.

**Check1** Make sure USB cable is securely plugged in to printer and computer.

Connect the printer and the computer using a USB cable as the illustration below. The USB port is located at the back of the printer.



### ▶▶▶ Important

- Check the orientation of the "Type-B" connector and connect to the printer. For details, refer to the instruction manual supplied with the USB cable.

**Check2** Follow procedure below to connect printer and computer again.

### ▶▶▶ Important

- For macOS, make sure the lock icon is on the lower left of the **Printers & Scanners** screen.  
If the  icon (locked) is displayed, click the icon to unlock. (The administrator name and the password are necessary to unlock.)

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

**Check3** Follow the steps below to install MP Drivers again.

1. Download the latest MP Drivers.
2. Turn off printer.
3. Shut down computer.

After shutting down, restart your computer and install the latest MP Drivers downloaded in step 1.



## Cannot Find Printer while Using Wi-Fi



First, make sure printer is turned on. Next, make sure that you can view any web page on the Internet with your computer. After confirming the two, use the IJ Network Device Setup Utility to diagnose and repair network status.

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

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

See below for starting up IJ Network Device Setup Utility.

- **For Windows:**

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

- **For macOS:**

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

If the problem persists after diagnosis and repair with IJ Network Device Setup Utility, check the following items.

Check1

Check the  (**Network status**) icon on the touch screen.

If the  icon is displayed, or only the  icon is displayed, wireless LAN is disabled.

Select  (Setup) on HOME screen > **Device settings** > **LAN settings** > **Wi-Fi** in this order, and select **Enable** for **Enable/disable Wi-Fi**.

### ▶▶▶ Note

- If **User management settings** is enabled, the user selection screen is displayed before the HOME screen is displayed.

If the  icon is displayed, see the following check to make sure whether printer setup is complete or the settings of wireless router to connect are correct.

Check2

Make sure printer setup is complete on the computer.

If it is not, click [here](#) and perform setup.

Check3

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 touch screen.

➡ [LAN settings](#)

- Print the network settings.

➡ [Printing Network Settings](#)

**Check4** 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.

**Check5** 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 touch screen.

➡ [Using Touch Screen](#)

**Check6** 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.

**Check7** Make sure security software's firewall is off.

If your security software's firewall is on, a message may appear warning you that Canon software is attempting to access the network. If this warning message appears, set security software to always allow access.

If you are using any programs that switch between network environments, check their settings. Some programs use a firewall by default.

**Check8** 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.**

## **Network Connection Problems**

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- **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

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First, make sure printer is turned on. Next, make sure that you can view any web page on the Internet with your computer. After confirming the two, use the IJ Network Device Setup Utility to diagnose and repair network status.

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

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

See below for starting up IJ Network Device Setup Utility.

- **For Windows:**

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

- **For macOS:**

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

If the problem persists after diagnosis and repair with IJ Network Device Setup Utility, check the following items.

- ➔ [Cannot Connect to a Printer after Network Configuration Changes](#)
- ➔ [Cannot Connect to a Printer via Wireless LAN \(Wi-Fi\)](#)
- ➔ [Cannot Connect to a Printer through Wireless Direct](#)
- ➔ [Cannot Connect to a printer via Wired LAN](#)
- ➔ [Cannot Print/Scan through Network](#)



### Cannot Connect to a Printer after Network Configuration Changes

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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)

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**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 Is the printer connected to the wireless router?



Use the  icon on the touch screen to check the connection status between the printer and wireless



router. If the  icon is not displayed, Wi-Fi is disabled. Turn on wireless communication on the printer.

## Check3 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.

Communication with a wireless router must be tuned to either the 2.4 GHz or 5 GHz frequency band. The network name (SSID) of the 2.4 GHz frequency band and the network name (SSID) of the 5 GHz frequency band cannot be used in combination.

Check the network name (SSID) set for the printer, and match it with the network name (SSID) of the correct frequency band of the Wi-Fi 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, display it using the operation panel of the printer or print out the network setting information of the printer.

- Display on the touch screen.

➔ [LAN settings](#)

- Print the network settings.

➔ [Printing Network Settings](#)

## Check4 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.

## Check5 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 touch screen.

➔ [Using Touch Screen](#)

## Check6 Make sure of the Wi-Fi channel numbers used for your computer.

You need to have the same Wi-Fi channel number that you are using for the wireless router as your computer. It is normally set in the way that you can use all the Wi-Fi channels. However, when the channels that you are using are restricted, the Wi-Fi channels do not match.

See the instruction manual provided with your computer and check the Wi-Fi channel number available for your computer.

**Check7** Make sure channel set on wireless router is a usable channel as confirmed in the previous check.

If it is not, change the channel set on the wireless router.

**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. Some programs use a firewall by default.

**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:**

Make sure there are no obstacles between the printer and the wireless router.

## **Cannot Connect to a Printer through Wireless Direct**

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**Check1** Is the  icon displayed on the touch screen?

If not, Wireless Direct is disabled. Turn on Wireless Direct.

**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** 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 touch screen.
  - ➔ [LAN settings](#)
- Print the network settings.
  - ➔ [Printing Network Settings](#)

#### **Check4** 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 touch screen.
  - ➔ [LAN settings](#)
- Print the network settings.
  - ➔ [Printing Network Settings](#)

#### **Check5** 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.

#### **Check6** Make sure 5 devices are already connected.

Wireless Direct does not allow more than 5 devices to be connected.

## **Cannot Connect to a printer via Wired LAN**

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#### **Check1** Make sure the printer is turned on.

#### **Check2** Make sure the LAN cable is connected properly.

Make sure the printer is connected to the router with the LAN cable. If the LAN cable is loose, connect the cable properly.

If the LAN cable is connected to the WAN side of the router, connect the cable to the LAN side of the router.

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

## **Cannot Print/Scan through Network**

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**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 MP Drivers are not installed, install them. (Windows)

Click [here](#) and install the MP Drivers.

**Check3** When using Wi-Fi, make sure wireless router does not restrict which computers and printers 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

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Use the IJ Network Device Setup Utility to diagnose and repair network status.

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

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

See below for starting up IJ Network Device Setup Utility.

- **For Windows:**

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

- **For macOS:**

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

If the problem persists after diagnosis and repair with IJ Network Device Setup Utility, check the following items.

- ➔ [WPA/WPA2 or WEP Key Set for Wireless Router Unknown, Cannot Connect](#)

- ➔ [Setting an Encryption Key](#)

### **WPA/WPA2 or WEP Key Set for Wireless Router Unknown, Cannot Connect**

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#### **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.

### **Setting an Encryption Key**

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#### **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.

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

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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

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**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

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### **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**

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- ▶ **Checking Network Information**
- ▶ **Restoring to Factory Defaults**

## Checking Network Information

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- ➔ [Checking Printer IP Address or MAC Address](#)
- ➔ [Checking Computer IP Address or MAC Address](#)
- ➔ [Checking Communication Between the Computer, the Printer, and the Wireless Router](#)
- ➔ [Checking Network Setting Information](#)

### Checking Printer IP Address or MAC Address

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#### A

To check the printer's IP Address or MAC address, print out the network settings information or use the operation panel to display it.

- Display on the touch screen.
  - ➔ [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

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#### A

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

- **For Windows:**

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

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

- **For macOS:**

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

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

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

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### **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**

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To check the printer's network settings information, print out the network settings information or use the operation panel to display it.

- Display on the touch screen.
  - ➔ [LAN settings](#)
- Print the network settings.
  - ➔ [Printing Network Settings](#)



## Restoring to Factory Defaults

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### »» Important

- Initialization erases all network settings on the printer, making printing/scanning operation from a computer over a network impossible. To use the printer over a network again after restoring it to the factory defaults, click here and redo setup.
- If **User management settings** is enabled or **LCD, Remote UI, and other tools** is set as the scope for the administrator password, the administrator password must be entered.

Initialize the network setting using the printer's operation panel.

➔ [Reset setting](#)

## **Problems while Printing/Scanning from Smartphone/Tablet**

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- ▶ **Cannot Print/Scan from Smartphone/Tablet**

## Cannot Print/Scan from Smartphone/Tablet

If you cannot print/scan from your smartphone/tablet, it is possible that your smartphone/tablet cannot communicate with the printer.

Check the cause of your problem according to the connection method.

- ➔ [Cannot Communicate with Printer 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 from iOS Device (AirPrint)

## Q Cannot Communicate with Printer over Wireless LAN

### A

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

**Check1** Check the power status of printer, network devices (e.g. wireless router), and smartphone/tablet.

- Turn on the printer or devices.
- If the power is already turned on, cycle the power switch.
- It may be necessary to resolve wireless router problems (e.g. update interval of a key, problems of DHCP update interval, energy saving mode, etc.) or to update the wireless router firmware.

For details, contact the manufacturer of your wireless router.

**Check2** Check the settings of your device (smartphone/tablet).

Make sure Wi-Fi is enabled on your device.

For details, refer to your device's instruction manual.

**Check3** Is the printer connected to the wireless router?

- Use the lower left icon on the touch screen to check the connection status between the printer and

wireless router. If the  icon is not displayed, Wi-Fi is disabled. Turn on wireless communication on the printer.

- 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, display it using the operation panel of the printer or print out the network setting information of the printer.

- Display on the touch screen.

➡ [LAN settings](#)

- Print the network settings.

➡ [Printing Network Settings](#)

## ▶▶▶ Note

- If you have a computer, IJ Network Device Setup Utility allows you to diagnose and repair the network status.

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

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

See below for starting up IJ Network Device Setup Utility.

– **For Windows:**

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

– **For macOS:**

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

### **Check4** Are network settings of your smartphone/tablet identical with those of wireless router?

Make sure the network settings of the printer (e.g. network name (SSID) or network key (password), 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.

### **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.

### **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 touch screen.

➡ [Using Touch Screen](#)



## Cannot Communicate with Printer while It Is in Wireless Direct



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

**Check1** Check the power status of printer and other devices (smartphone or tablet).

Turn on the printer or devices.

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

**Check2** Is the  icon displayed on the touch screen?

If not, Wireless Direct is disabled. Turn on Wireless Direct.

**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 touch screen.
  - ➔ [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 touch screen.
  - ➔ [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**

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- **Printer Does Not Print**
- **Ink Does Not Come Out**
- **Ink Runs Out Fast**
- **Printer Does Not Pick up or Feed the Paper/"No Paper" Error**
- **Printout Results Are Unsatisfactory**



## Printer Does Not Print

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### Check1 Make sure printer is turned on.

If not, make sure the printer is securely plugged in and press **ON** button to turn on.

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

### ▶▶▶ Note

- If you are printing large data such as photos or other graphics, printing may take longer to start. The **ON** lamp flashes while the computer is processing data and sending it to the printer. Wait until printing starts.

### Check2 Make sure that the cassette is correctly inserted.

If there is an object under the printer, the cassette cannot be correctly inserted and paper may not be correctly fed.

Make sure there are no objects under the printer and push the cassette flatly into the printer until it stops.

- ➔ [Loading Plain Paper in Cassette](#)

### Check3 Make sure printer is properly connected to computer.

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

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

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

- ➔ [Cannot Find Printer while Using Wi-Fi](#)
- ➔ Cannot Find Printer while Using Wired LAN

### ▶▶▶ 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 paper settings match information set for rear tray or cassette.

If the paper settings do not match the information set for the rear tray or the cassette, an error message appears on the touch screen. Follow the instructions on the touch screen to solve the problem.

**▶▶▶ Note**

- You can select whether the message which prevents misprinting is displayed.
  - To change the message view setting when printing or copying using the printer's operation panel:
    - ➔ [Feed settings](#)
  - To change the message view setting when printing using the printer driver:
    - ➔ Changing the Printer Operation Mode (Windows)
    - ➔ [Changing the Printer Operation Mode](#) (macOS)

**Check5** If printing from a computer, delete unnecessary print jobs.

• **For Windows:**

- ➔ Deleting the Undesired Print Job

• **For macOS:**

- ➔ [Deleting the Undesired Print Job](#)

**Check6** 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 Windows 10:**

If you have set the default printer, additional settings are required to stop Windows 10 from changing the default printer.

Select **Settings > Devices > Printers & scanners** and uncheck **Let Windows manage my default printer**.

• **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.

### Check7 Are you trying to print a large data file? (Windows)

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

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

For details, refer to Page Setup Tab Description.

## ▶▶ Important

- Selecting **On** for **Prevention of Print Data Loss** may reduce print quality.
- After printing is completed, select **Off** for **Prevention of Print Data Loss**.

### Check8 If printing from your computer, restart the computer.

Restart the computer and try printing again.



## Ink Does Not Come Out

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**Check1** Check the remaining ink level.

➔ [Checking Ink Level](#)

**Check2** Are the print head nozzles clogged?

Print the nozzle check pattern and make sure that the ink is coming out normally.

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

**Step1** Print the nozzle check pattern.

After printing the nozzle check pattern, examine the pattern.

- 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

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.

- From the printer
  - ➔ [Cleaning the Print Head](#)
- From the computer
  - **For Windows:**
    - ➔ Clean the print head
  - **For macOS:**
    - ➔ [Clean the print head](#)

If it still does not improve, go to the next step.

**Step3** Clean the print head again.

After cleaning the print head again, print the nozzle check pattern and check the result.

If it still does not improve, go to the next step.

**Step4** Clean the print head deeply.

After cleaning the print head deeply, print the nozzle check pattern and check the result.

- From the printer

➡ [Deep Print Head Cleaning](#)

- From the computer
  - **For Windows:**
    - ➡ Clean the print head deeply
  - **For macOS:**
    - ➡ [Clean the print head deeply](#)

If it does not improve, turn off the printer, wait for more than 24 hours, and go to the next step.

**Step5** Clean the print head deeply again.

After cleaning the print head deeply again, print the nozzle check pattern and check the result.

If it still does not improve, go to the next step.

**Step6** Perform ink flush.

After performing ink flush, print the nozzle check pattern and check the result.

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

➡ [How to Perform Ink Flush](#)

**▶▶▶ Note**

- Although some air may enter the ink tube, it is not a malfunction. No problem if the nozzle check pattern is printed correctly.



## **Ink Runs Out Fast**

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After you refill the ink tank, the printer takes in ink from the ink tank and ink flows into the printer.

Ink may seem to run out fast due to this procedure.



## Printer Does Not Pick up or Feed the Paper/"No Paper" Error

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**Check1** Make sure paper is loaded in the specified cassette and rear tray.

➔ [Loading Paper](#)

**Check2** When loading paper, consider the following.

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

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

- Always load the paper in portrait orientation, regardless of the printing orientation.
- When you load the paper on the rear tray, place the print side facing UP and align the right and left paper guides with the paper stack.

➔ [Loading Paper](#)

**Check3** Is paper too thick or curled?

➔ [Unsupported Media Types](#)

**Check4** When loading envelopes, consider the following.

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

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

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

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

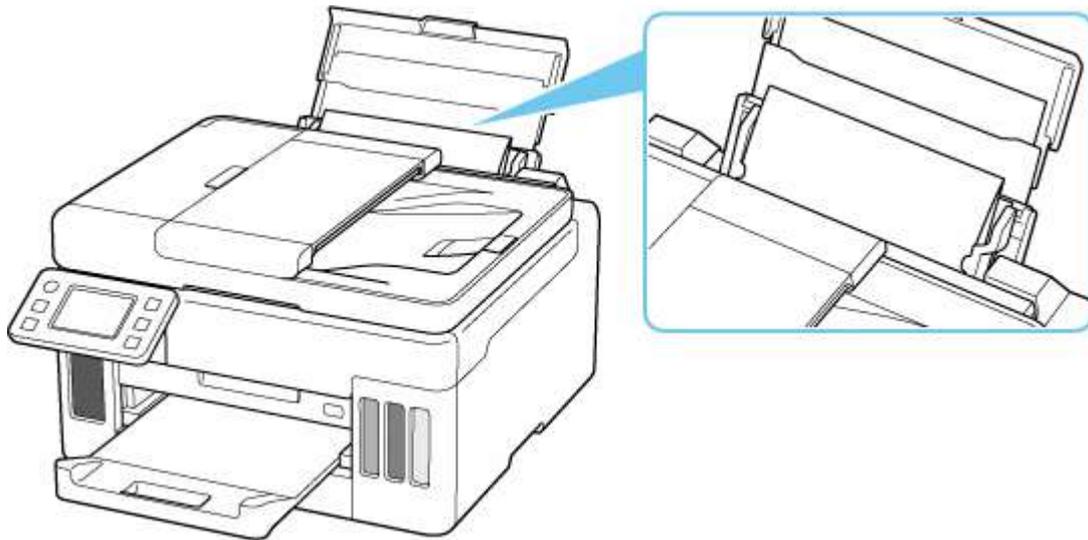
If the paper tears in the rear tray, see [What to Do When Paper Is Jammed](#) to remove it.

Remove any foreign objects from the rear tray.

If a foreign object is inside the rear tray, remove it according to the following procedure.

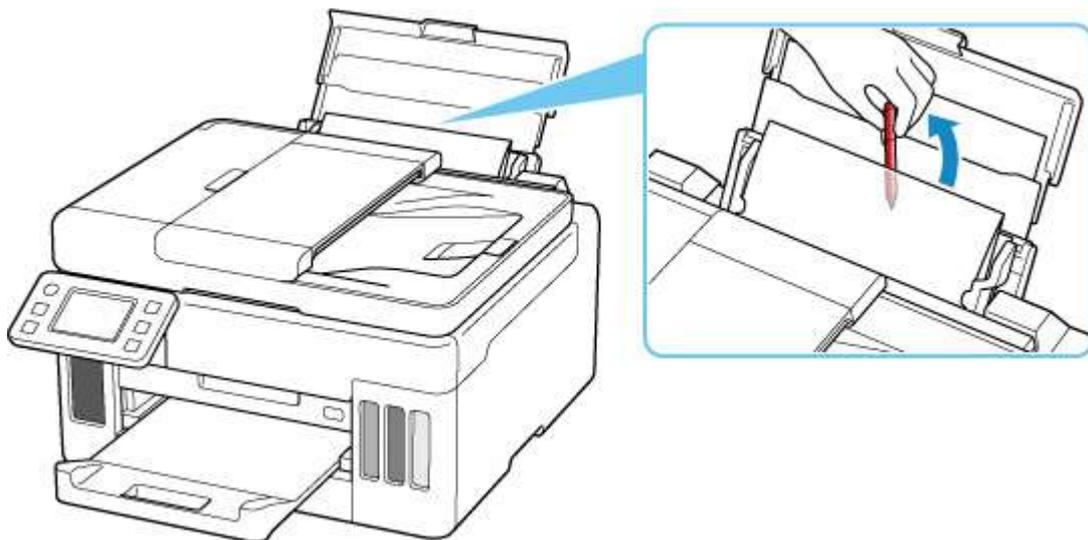
1. Turn off the power of the printer and disconnect the power plug from the outlet.
2. Fold one A4 sheet in half and insert it horizontally into the rear tray.

Insert the paper so that your hand does not directly touch the part in the center of the rear tray when removing the foreign object.



### 3. Remove foreign object by hand with paper inserted.

Put your hand between the paper you inserted and the rear tray to remove the foreign object.



### 4. Remove the folded paper inserted in step 2.

#### ▶▶▶ Important

- Do not tilt the printer or do not it upside down. Doing so may cause the ink to leak.

#### Check7 Clean Paper Feed Roller.

- ➔ [Cleaning Paper Feed Rollers](#)

#### ▶▶▶ Note

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

**Check8** If two or more sheets of paper feed from cassette at once, clean inside of cassette.

➔ Cleaning Cassette Pads

**Check9** Are transport unit cover and rear cover attached properly?

See [Rear View](#) for the positions of the transport unit cover and the rear cover.

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

### **▶▶ Important**

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see [Repairing Your Printer](#).



## Printout Results Are Unsatisfactory



If the print results are unsatisfactory due to white streaks, misaligned/distorted lines, or uneven colors, check the paper and print quality settings first.

**Check1** Make sure that **Print target for plain paper** is set to **Text and photos**.



Select **(Setup)** on HOME screen, select **Device settings > Print settings**, and make sure that **Print target for plain paper** is set to **Text and photos**.

If **Print target for plain paper** is set to **Text only**, change it to **Text and photos**.

### ▶▶▶ Note

- If **User management settings** is enabled, the user selection screen is displayed before the HOME screen is displayed.

**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.

The method for checking the paper and print quality settings differs depending on what you are using your printer for.

- **Copying/Printing**

Check the settings using the operation panel.

- ➔ [Setting Items for Copying](#)

- **Printing from your computer**

Check the settings using the printer driver.

- ➔ Basic Printing Setup

- **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.

**Check4** If problem is not resolved, check also the sections below.

See also the sections below:

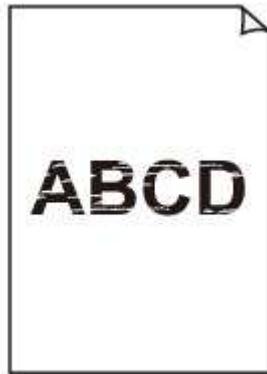
- ➔ [Printouts Are Blank/Blurry or Fuzzy/Inaccurate or Bleeding Colors/Streaks or Lines](#)
- ➔ [Printed in Black and White](#)
- ➔ [Lines Are Misaligned/Distorted](#)
- ➔ [Paper Is Smudged / Printed Surface Is Scratched](#)
- ➔ Cannot Complete Printing
- ➔ Part of Page Is Not Printed (Windows)
- ➔ Lines Incomplete or Missing (Windows)
- ➔ Images Incomplete or Missing (Windows)
- ➔ Ink Blots / Paper Curl
- ➔ Back of Paper Is Smudged
- ➔ Uneven or Streaked Colors



## Printouts Are Blank/Blurry or Fuzzy/Inaccurate or Bleeding Colors/ Streaks or Lines



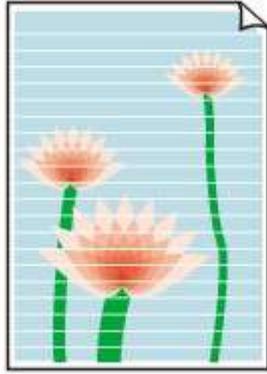
### Printing Is Blurry



### Colors Are Wrong



## White Streaks Appear



## A

**Check1** Check paper and print quality settings.

➔ [Printout Results Are Unsatisfactory](#)

**Check2** Are the print head nozzles clogged?

Print the nozzle check pattern and make sure that the ink is coming out normally.

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

**Step1** Print the nozzle check pattern.

After printing the nozzle check pattern, examine the pattern.

- 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

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.

- From the printer
  - ➔ [Cleaning the Print Head](#)
- From the computer
  - **For Windows:**
    - ➔ Clean the print head
  - **For macOS:**
    - ➔ [Clean the print head](#)

If it still does not improve, go to the next step.

### Step3 Clean the print head again.

After cleaning the print head again, print the nozzle check pattern and check the result.

If it still does not improve, go to the next step.

### Step4 Clean the print head deeply.

After cleaning the print head deeply, print the nozzle check pattern and check the result.

- From the printer
  - ➔ [Deep Print Head Cleaning](#)
- From the computer
  - **For Windows:**
    - ➔ Clean the print head deeply
  - **For macOS:**
    - ➔ [Clean the print head deeply](#)

If it does not improve, turn off the printer, wait for more than 24 hours, and go to the next step.

### Step5 Clean the print head deeply again.

After cleaning the print head deeply again, print the nozzle check pattern and check the result.

If it still does not improve, go to the next step.

### Step6 Perform ink flush.

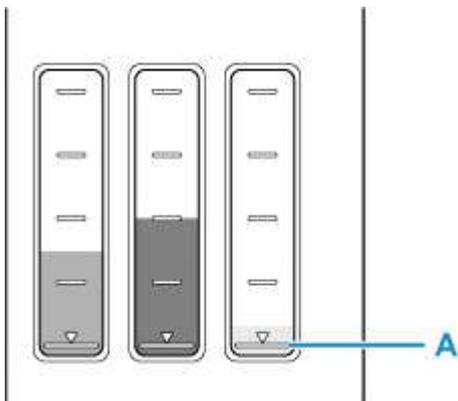
After performing ink flush, print the nozzle check pattern and check the result.

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

- ➔ [How to Perform Ink Flush](#)

### Check3 When an ink tank runs out of ink, refill the ink tank.

If the remaining ink level is below the lower limit line (A), refill the ink tank with the corresponding color of ink.



If you use the printer until the ink tank becomes empty, perform ink flush after refilling the ink tank.

- ➔ [Refilling Ink Tanks](#)
- ➔ [How to Perform Ink Flush](#)

### Check4 When using paper with one printable surface, check the correct printable side of the paper.

Printing on the wrong side of such paper may cause unclear prints or prints with reduced quality.

When you load paper on the rear tray, load paper with the printable side facing up. When you load paper in the cassette, load paper with the printable side facing down.

Refer to the instruction manual supplied with the paper for detailed information on the printable side.

- **When copying, see also the sections below:**

**Check5** Is platen glass dirty?

Clean the platen glass.

- ➔ [Cleaning Platen and Document Cover](#)

**Check6** Make sure original is properly loaded on platen.

When you load the original on the platen, load it with the side to be copied facing down.

- ➔ [Loading Originals](#)

**Check7** Is copy source a printed paper by printer?

If you use a printout done by this printer as the original, print quality may be reduced depending on the condition of the original.

Reprint from the computer if you can reprint from it.

**▶▶▶ Note**

- Although some air may enter the ink tube, it is not a malfunction. No problem if the nozzle check pattern is printed correctly.



## Printed in Black and White

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If the ink used by the printer is set to **Black only**, printouts from a computer etc. will be printed in black and white.



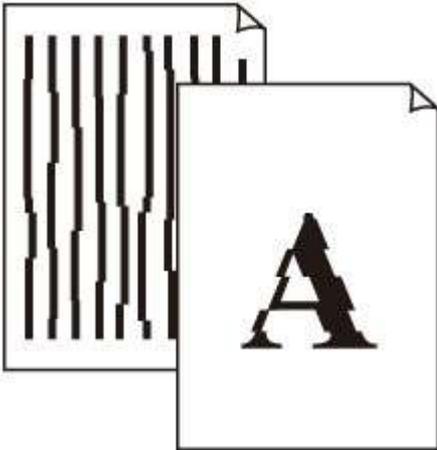
To print in color, select  (Setup) on HOME screen, select **Device settings > Other printer settings**, and set **Force ink tank selection** to **All ink tanks**.

### Note

- If **User management settings** is enabled, the user selection screen is displayed before the HOME screen is displayed.
- If you print from the printer's operation panel, the printer prints in color, regardless of the ink settings used by the printer.



## 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](#)

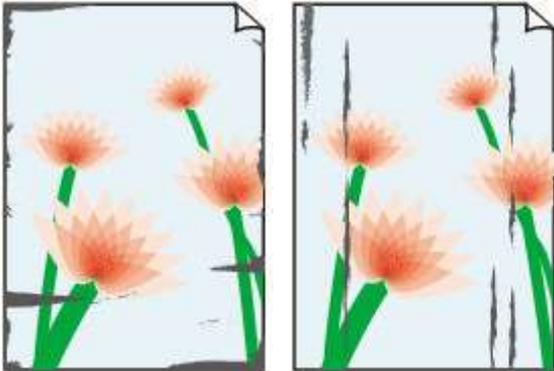
**Check3** Increase print quality and try printing again.

Increasing the print quality using the operation panel or the printer driver may improve the print result.



## Paper Is Smudged / Printed Surface Is Scratched

### Paper Is Smudged



Smudged Edges

Smudged Surface



### Printed Surface Is Scratched

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**Check1** Check paper and print quality settings.

➔ [Printout Results Are Unsatisfactory](#)

**Check2** Check paper type.

Make sure you are using the right paper for what you are printing.

➔ [Supported Media Types](#)

**Check3** Correct curl before loading paper.

When using Photo Paper Plus Semi-gloss, even if the sheet is curled, load one sheet at a time as it is. Rolling this paper in the opposite direction to flatten it may crack the paper surface and reduce the print quality.

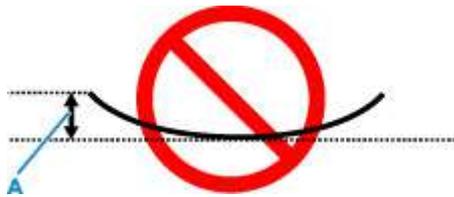
We recommend putting unused paper back into the package and storing it flat.

- **Plain Paper**

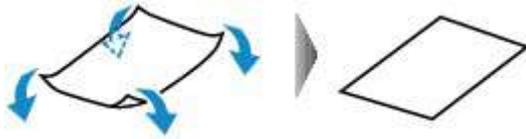
Turn the paper over and reload it to print on the other side.

- **Other Paper such as envelope**

If the paper corners curl more than 0.1 in. / 3 mm (A) in height, the paper may smudge or may not feed properly. Follow the instructions below to correct the paper curl.



1. Roll up paper in opposite direction to paper curl as shown below.

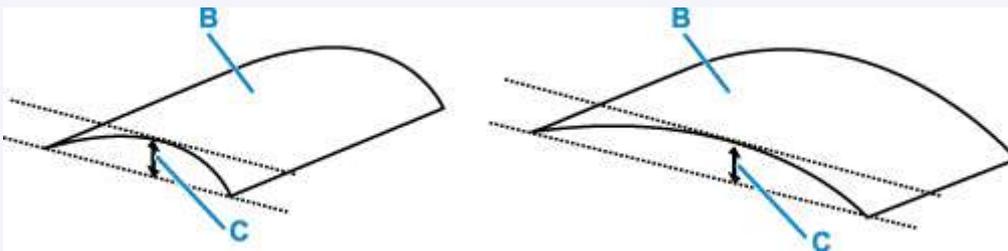


2. Check that paper is now flat.

We recommend printing curl-corrected paper one sheet at a time.

### ▶▶▶ Note

- Depending on paper type, the paper may smudge or may not feed properly even if it is not curled inward. Follow the instructions below to curl the paper outward up to 0.1 in. / 3 mm (C) in height before printing. This may improve the print result.



(B) Print side

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

### Check4 Set printer to prevent paper abrasion.

Adjusting the setting to prevent paper abrasion will widen the clearance between the print head and the paper. If you notice abrasion even with the media type set correctly to match the paper, set the printer to prevent paper abrasion using the operation panel or the computer.

This may reduce the print speed.

\* Once you have finished printing, undo this setting. Otherwise, it will apply to subsequent print jobs.

#### • From operation panel



Select (Setup) on HOME screen > **Device settings** > **Print settings** in this order, and then set **Prevent paper abrasion** to **ON**.

➔ [Changing Settings from Operation Panel](#)

## ▶▶▶ Note

- If **User management settings** is enabled, the user selection screen is displayed before the HOME screen is displayed.

### • From computer (Windows):

1. Check that printer is turned on.
2. Open Canon IJ Printer Assistant Tool.
  - ➔ Opening the Maintenance Tool (Canon IJ Printer Assistant Tool)
3. Select **Custom Settings**.
4. Select **Prevents paper abrasion** check box and select **OK**.
5. Check message and select **OK**.

### • From computer (macOS):

Adjust the setting to prevent paper abrasion from Remote UI.

- ➔ [Opening Remote UI for Maintenance](#)

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

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
- Copying
  - ➔ [Setting Items for Copying](#)

**Check6** Is platen glass dirty?

Clean the platen glass.

- ➔ Cleaning Platen and Document Cover

**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?

During duplex printing, ink may stain the inside of the printer, smudging the printout.

Perform bottom plate cleaning to clean inside of printer.

➔ [Cleaning Inside the Printer \(Bottom Plate Cleaning\)](#)

### ▶▶▶ Note

- To prevent staining inside the printer, be sure to set the correct paper size.

### Check9 Set longer ink drying time.

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

#### • For Windows:

1. Check that printer is turned on.
2. Open Canon IJ Printer Assistant Tool.
  - ➔ Opening the Maintenance Tool (Canon IJ Printer Assistant Tool)
3. Select **Custom Settings**.
4. Drag **Ink Drying Wait Time** slide bar to set the wait time and select **OK**.
5. Check message and select **OK**.

#### • For macOS:

Set the waiting time using Remote UI.

➔ [Opening Remote UI for Maintenance](#)

## Scanning Problems (macOS)

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- Scanning Problems

## **Scanning Problems**

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- ▶ **Scanner Does Not Work**
- ▶ **Scanner Driver Does Not Start**



## Scanner Does Not Work

---



**Check 1** Check that your scanner or printer is turned on.

**Check 2** With network connection, check the connection status and reconnect as needed.

**Check 3** With USB connection, connect the USB cable to a different USB port on the computer.

**Check 4** If the USB cable is connected to a USB hub, remove it from the USB hub and connect it to a USB port on the computer.

**Check 5** Restart the computer.

**Check 6** To scan from the printer's operation panel with USB connection, click **Scan-from-Operation-Panel Settings** in the **Settings (General Settings)** dialog, and then check that the following checkboxes are selected.

- Your scanner or printer
- **Enables scanning from the operation panel**



## Scanner Driver Does Not Start

---



**Check 1** Make sure the application software supports AirPrint.

**Check 2** Select your scanner or printer on the application's menu.

### ▶▶▶ Note

- The operation may differ depending on the application.

**Check 3** Scan and save images with IJ Scan Utility Lite and open the files in your application.

**Check 4** Your scanner may be locked. (Personal scanners only)

If IJ Scan Utility Lite or the application is running, exit it. Slide the scanner lock switch to the release position (  ), then reconnect the USB cable.

## **Mechanical Problems**

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- **Printer Does Not Turn On**
- **Printer Turns Off Unexpectedly or Repeatedly**
- **USB Connection Problems**
- **Cannot Communicate with Printer via USB**
- **Wrong Language Appears in Touch Screen**



## Printer Does Not Turn On

---



**Check1** Press **ON** button.

➡ [Power Supply](#)

**Check2** Make sure power plug is securely connected to printer, and then turn on again.

**Check3** Unplug printer, leave it for at least 2 minutes, and then plug it back in and turn on again.

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

### **▶▶▶ Important**

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see [Repairing Your Printer](#).



## Printer Turns Off Unexpectedly or Repeatedly



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

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

### • To disable the setting from the operation panel:

1. Check that printer is turned on.

2. Select  (**Setup**) on Home screen.

#### ▶▶▶ Note

- If **User management settings** is enabled, the user selection screen is displayed before the HOME screen is displayed.

3. Select  **ECO**.
4. Select **Power control**.
5. Select **Use auto power control**.
6. Check displayed message and select **Next**.
7. Select **Auto power off**.
8. Select **Never**.
9. Select **OK**.

The setting is disabled.

### • To disable the setting from the computer:

For Windows, use Canon IJ Printer Assistant Tool or ScanGear (scanner driver) to disable the setting.

Follow the procedure below to disable the setting using Canon IJ Printer Assistant Tool.

1. Open Canon IJ Printer Assistant Tool.

➡ Opening the Maintenance Tool (Canon IJ Printer Assistant Tool)

2. Select **Auto Power Settings**.
3. Select **Disable** for **Auto Power Off**.
4. Select **OK**.
5. Select **OK** on the displayed screen.

The setting to shut off the power automatically is disabled.

**▶▶ Note**

- Refer to below to disable the setting from ScanGear (scanner driver).

➡ Scanner Tab



## USB Connection Problems

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Make sure of the checking item below when you find one of the followings.

- Printing or scanning 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 Full-Speed or Low-Speed. In this case, the printer works properly but printing or scanning speed may slow down due to the communication speed.

### Check

Check following to make sure your system environment supports Hi-Speed USB connection.

- Does the USB port on your computer support Hi-Speed USB connection?
- Does the USB cable or the USB hub support Hi-Speed USB connection?

Be sure to use a certified Hi-Speed USB cable. We recommend that the USB cable be no longer than 10 feet / 3 meters or so.

- Is the Hi-Speed USB driver working properly on your computer?

Make sure the latest Hi-Speed USB driver is working properly and obtain and install the latest version of the Hi-Speed USB driver for your computer, if necessary.

### ▶▶▶ Important

- For more information, contact the manufacturer of your computer, USB cable, or USB hub.



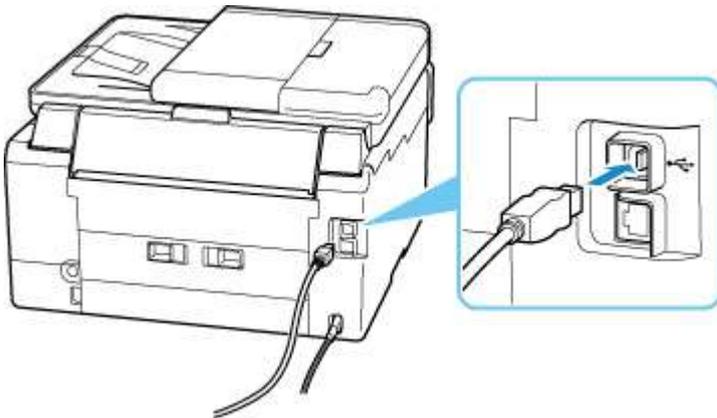
## Cannot Communicate with Printer via USB



**Check1** Make sure printer is turned on.

**Check2** Connect USB cable properly.

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



### ▶▶▶ Important

- Check the orientation of the "Type-B" connector and connect to the printer. For details, refer to the instruction manual supplied with the USB cable.

**Check3** 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 Touch Screen

---



Follow the instructions below to select your language.

1. Tap the **HOME** button and wait a little.

2. Select  (**Setup**).

➡ [Using Touch Screen](#)

3. Select  .

4. Select fifth setting item from top.

5. Select a language for touch screen.

6. Select button on lower left.

## **Installation and Download Problems**

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- **Failed to MP Drivers Installation (Windows)**
- **Updating MP Drivers in Network Environment (Windows)**



## Failed to MP Drivers Installation (Windows)

---



If the MP Drivers were not installed correctly, make sure that all **Windows Updates** have been applied. If all **Windows Updates** have not been applied, apply all **Windows Updates**.

After confirming **Windows Update**, perform the following operations to install the MP Drivers.

1. Open screen to uninstall MP Drivers.

**For Windows 10:**

Select **Settings > Apps**.

**For Windows 8.1 / Windows 7:**

Select **Control Panel > Programs and Features**.

2. Check if there is "**Canon XXX series MP Drivers**" you want to install in list.

"XXX" is the model name.

3. If you find MP Drivers for printer you want to install, uninstall it.

If not found, proceed to the next step.

4. Restart computer.

After restarting, install the latest MP Drivers.



## Updating MP Drivers in Network Environment (Windows)

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Download the latest MP Drivers in advance.

Download the latest MP Drivers for your model on the download page of the Canon website.

After the download is completed, overwrite and install the new version of the MP Drivers according to the specified installation procedure.

### **Note**

- The network settings on the printer are not affected, so the printer can be used on the network without redoing settings.

## **Errors and Messages**

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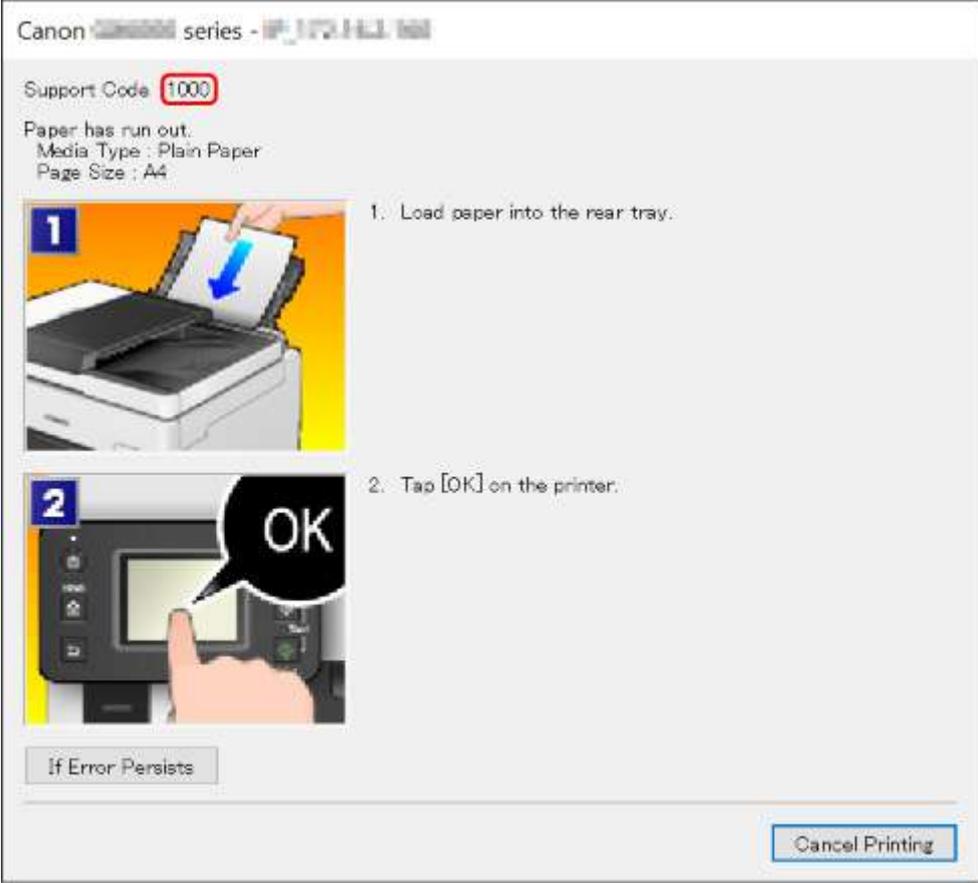
- **When Error Occurred**
- **Message (Support Code) Appears**

## When Error Occurred

If an error occurs in printing, for example, if the paper runs out or jams, a troubleshooting message appears automatically. For some errors, a support code (error number) is also displayed.

Take the appropriate action described in the message.

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



Canon  series - IP\_172.16.1.100

Support Code **1000**

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

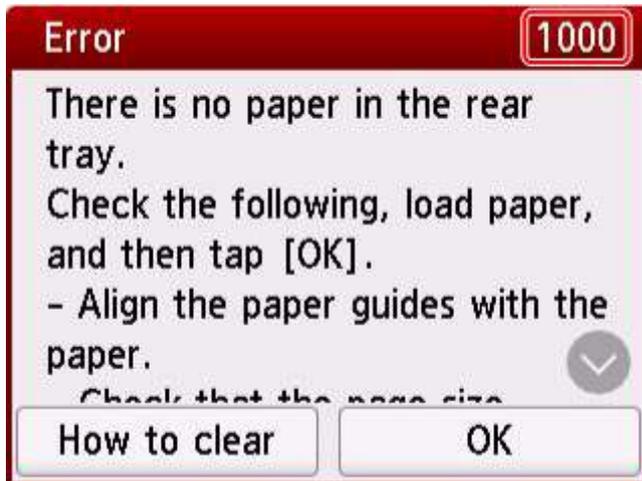
**1**  1. Load paper into the rear tray.

**2**  2. Tap [OK] on the printer.

If Error Persists

Cancel Printing

**When a Support Code and a Message are displayed on the Printer's Touch Screen:**



For details on how to resolve errors with Support Codes, see [List of Support Code for Error](#).

For details on how to resolve errors without Support Codes, see [Message \(Support Code\) Appears](#).

## Message (Support Code) Appears

This section describes some of the messages that may appear.

### ►► Note

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

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

➔ [Message Appears on the Printer's Touch Screen](#)

If a message appears on the computer, see below.

➔ [Error Regarding Automatic Duplex Printing Is Displayed](#)

➔ [Error Regarding Power Cord Being Unplugged Is Displayed \(Windows\)](#)

➔ [Writing Error/Output Error/Communication Error \(Windows\)](#)

➔ [Other Error Messages \(Windows\)](#)

## Message Appears on the Printer's Touch Screen

Check the message and take the appropriate action.

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

The printer may have been unplugged while the power was still on.

Select **OK** on the printer's touch screen to cancel the error.

See [Unplugging the Printer](#) to unplug the printer correctly.

- **Cannot print the specified PDF file because an error has occurred while scanning the file, the format is not supported, or the file is too large.**

- Make sure the PDF file is printable from a USB flash drive. For more information, see [Printing Documents \(PDF File\) Saved on USB Flash Drive](#).

### ►► Note

- The names of the PDF files are displayed even though they cannot be printed from the USB flash drive. We recommend that you check whether they are printable.

- Data edited or processed on a computer must be printed from the computer.

- **The specified PDF file contains unprintable data. Some portions may not be printed.**

PDF file which contain lot of graphics or hi-resolution images may lose that data or stop before printing is completed. In this case, print from the computer.

- **Saved data is not of a supported type.**

- There is no image data or document data saved on the USB flash drive that can be read by this printer.
- The printer may not recognize the file if the file name or folder path contains certain characters. Use only alphanumeric characters.

- Image data edited or processed on a computer must be printed from the computer.

### ▶▶▶ Note

- When a photo which has been processed on a computer is selected, "?" is displayed on the printer's touch screen.

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

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

Select **OK** on the printer's touch screen to cancel the error and try again after a while.

## Error Regarding Automatic Duplex Printing Is Displayed

**Check** See Automatic Duplex Printing Problems and take the appropriate action.

## Error Regarding Power Cord Being Unplugged Is Displayed (Windows)

The printer may have been unplugged while it was on.

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

The printer starts printing.

See [Unplugging the Printer](#) to unplug the printer correctly.

## Writing Error/Output Error/Communication Error (Windows)

**Check1** If the **ON** lamp is off, make sure printer is plugged in and turn on.

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

**Check2** Make sure printer is properly connected to computer.

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

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

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

**Check3** Make sure MP Drivers are installed correctly.

Uninstall the MP Drivers following the procedure described in [Deleting the Unnecessary MP Drivers](#) and click [here](#) to reinstall them.

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

Follow the procedure below to check the device status.

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

#### ▶▶▶ Note

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

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

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

#### ▶▶▶ Note

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

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

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

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

## Other Error Messages (Windows)

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

- **"Could not spool successfully due to insufficient disk space"**  
Delete any unnecessary files to increase the amount of free space on the disk.
- **"Could not spool successfully due to insufficient memory"**  
Close other applications to increase the available memory.  
If you still cannot print, restart your computer and retry the printing.
- **"Printer driver could not be found"**  
Uninstall the MP Drivers following the procedure described in [Deleting the Unnecessary MP Drivers](#) and click here to reinstall them.
- **"Could not print Application name - File name"**  
Try printing again once the current job is complete.

## List of Support Code for Error

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

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

When an error occurs, check the support code and take the appropriate action in response.

### Support Code Appears on Printer's Touch Screen and Computer Screen

- **1000 to 1ZZZ**

[1000](#) [1003](#) [1070](#) [1200](#) 1215 1262

[1300](#) [1303](#) [1304](#) 1309 1310 [1313](#)

1369 136A [1401](#) 1403 1405 140B

1434 147C 147D [1496](#) 15A1 15A2

1643 [1723](#) [1724](#) [1725](#) [1726](#) [1727](#)

1871 [1890](#)

- **2000 to 2ZZZ**

2001 2002 [2110](#) [2113](#) [2114](#) 2120

2123 21F0 [2200](#) 2500 2700 2801

2802 2803

- **3000 to 3ZZZ**

[3252](#) 3402 3403 3404 3405 3406

3407 3408 340A 340B 340C 340D

340E 3410 3411 3412 3413 3414

3415 3416 3417 3418 3419 3420

3421 3422 3423 3424 3425 3438

3439 3440 3441 3442 3443 3444

3445 3446 3447

- **4000 to 4ZZZ**

[4103](#) 4104 495A

- **5000 to 5ZZZ**

[5011](#) [5012](#) 5040 5050 [5100](#) [5200](#)

5207 5400 5700 5C02 5C30

- **6000 to 6ZZZ**

[6000](#) 6001 6004 6500 6700 6701

6800 6801 6830 6831 6832 6833

6900 6901 6902 6910 6920 6921

6930 6931 6932 6933 6936 6937

6938 6940 6941 6942 6943 6944

6945 6946 6A80 6A81 6A83 6D01

- **7000 to 7ZZZ**

7500 7600 7700 7800

- **9000 to 9ZZZ**

9000

- **A000 to ZZZZ**

B506 B508 B509 [C000](#)

## **»» Note**

- For information on how to deal with paper jams, see [What to Do When Paper Is Jammed](#).

## What to Do When Paper Is Jammed

---

If paper jams, remove it following the appropriate procedure as shown below.

- If you can see the jammed paper at the paper output slot or the rear tray:
  - ➔ [1300](#)
- If you cannot see the jammed paper at the paper output slot or the rear tray:
  - If the paper fed from the cassette is jammed:
    - ➔ [1303](#)
  - If the paper is jammed when performing automatic duplex printing:
    - ➔ [1304](#)
  - If the paper is jammed as the printer pulled in the printed paper:
    - ➔ [1313](#)
  - If the paper tears and you cannot remove it from the paper output slot or if the paper is jammed inside the printer:
    - ➔ [Paper Is Jammed inside Printer](#)
- If the document is jammed in the ADF (Auto Document Feeder):
  - ➔ 2801
- If the small size paper is jammed:
  - ➔ 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

Remove the jammed paper following the instructions below.

Here, the explanation uses the example of a 2-cassette printer in the illustrations.

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 you cannot remove the paper from inside the printer, try to pull the paper out from the rear side of the printer.

➔ [Removing Jammed Paper from Rear Side](#)

2. Reload paper and select **OK** on printer's touch screen.

The printer resumes printing. Reprint the page you were printing if it was not printed properly due to the paper jam.

If you turned off the printer in step 1, all jobs in the print queue are canceled. Redo the printing.

### **▶▶ Note**

- When reloading the paper, make sure you are using suitable paper and loading it correctly.
- We recommend using paper sizes other than A5 to print documents with photos or graphics. A5 paper may curl and jam as it leaves the printer.

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

### **▶▶ Important**

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see [Repairing Your Printer](#).

## Cause

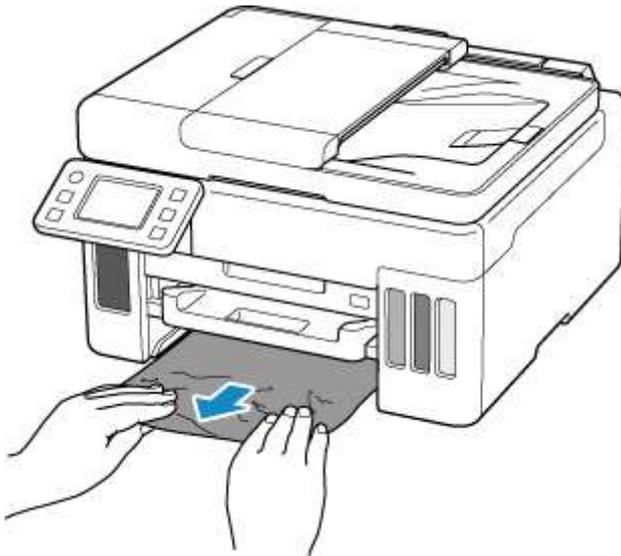
Paper is jammed when feeding paper from cassette.

## What to Do

### 1. Remove jammed paper.

- If the paper is jammed at the paper output slot:
  - ➔ [1300](#)
- If the paper is jammed inside the printer:
  - ➔ [Paper Is Jammed inside Printer](#)
- If the paper is jammed at the feed slot of the cassette:

After storing the paper output tray, pull out the cassette and remove the jammed paper slowly with both hands.



### ▶▶▶ Important

- When checking the feed slot of the cassette or removing the jammed paper, do not turn the printer upside down or tilt it. The ink may leak out.
- If the measures above do not solve the problem:
  - ➔ [Removing Jammed Paper from Rear Side](#)

### 2. Load paper in cassette properly.

- ➔ [Loading Plain Paper in Cassette](#)

### 3. Select **OK** on printer's touch screen.

The printer resumes printing. Reprint the page you were printing if it was not printed properly due to the paper jam.

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

**▶▶ Important**

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see [Repairing Your Printer](#).

## Cause

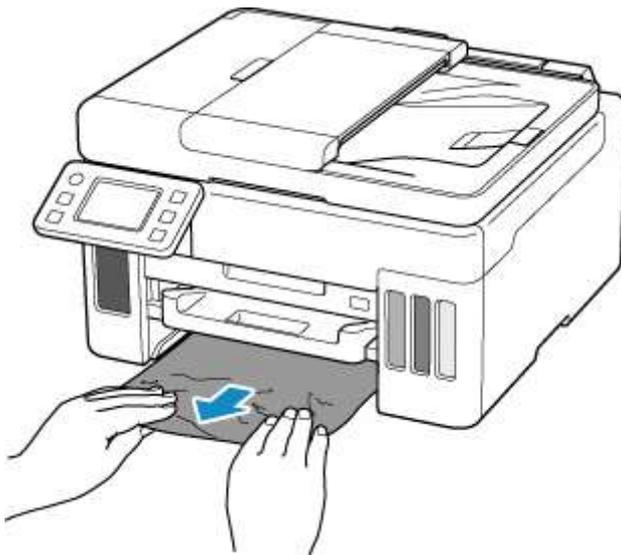
Paper is jammed when performing automatic duplex printing.

## What to Do

### 1. Remove jammed paper.

- If the paper is jammed at the paper output slot:
  - ➔ [1300](#)
- If the paper is jammed inside the printer:
  - ➔ [Paper Is Jammed inside Printer](#)
- If the paper is jammed at the feed slot of the cassette:

After storing the paper output tray, pull out the cassette and remove the jammed paper slowly with both hands.



### ▶▶▶ Important

- When checking the feed slot of the cassette or removing the jammed paper, do not turn the printer upside down or tilt it. The ink may leak out.
- If the measures above do not solve the problem:
  - ➔ [Removing Jammed Paper from Rear Side](#)

### 2. Load paper properly.

- ➔ [Loading Plain Paper in Cassette](#)
- ➔ [Loading Plain Paper / Photo Paper in Rear Tray](#)

### 3. Select **OK** on printer's touch screen.

The printer resumes printing. Reprint the page you were printing if it was not printed properly due to the paper jam.

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

**▶▶ Important**

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see [Repairing Your Printer](#).

## 1313

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### Cause

Paper is jammed as printer pulled in printed paper.

### What to Do

Depending on where the paper is jammed, decide on the countermeasure.

- If the paper is jammed at the paper output slot:
  - ➔ [1300](#)
- If the paper is jammed inside the printer:
  - ➔ [Paper Is Jammed inside Printer](#)
- If the measures above do not solve the problem:
  - ➔ [Removing Jammed Paper from Rear Side](#)

## Paper Is Jammed inside Printer

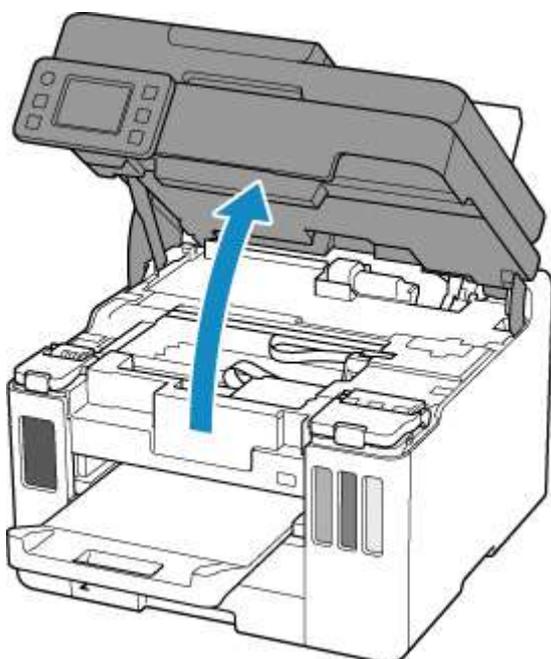
If the jammed paper tears and you cannot remove the paper either from the paper output slot or the feed slot, or if the jammed paper remains inside the printer, remove the paper following the instructions below.

Here, the explanation uses the example of a 2-cassette printer in the illustrations.

### ▶▶▶ Note

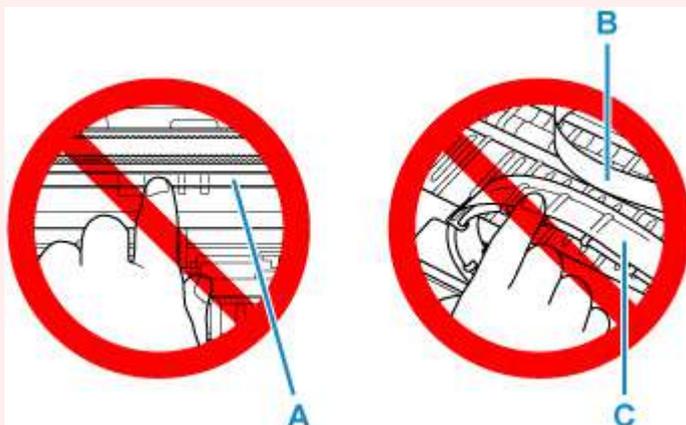
- If paper becomes jammed during printing and you need to turn off the printer to remove it, press the printer's **Stop** button to stop the printing before you turn off the printer.

1. Turn off printer and unplug it.
2. Open scanning unit / cover.



### ▶▶▶ Important

- Do not touch clear film (A), white belt (B), or tubes (C).

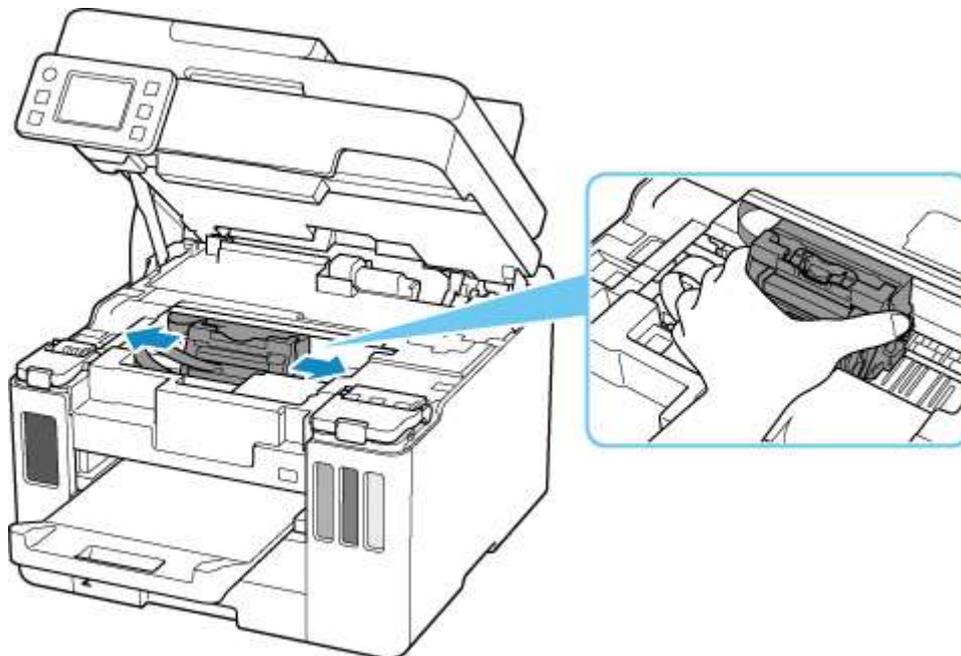


If you soil or scratch this part by touching it with paper or your hand, it could damage the printer.

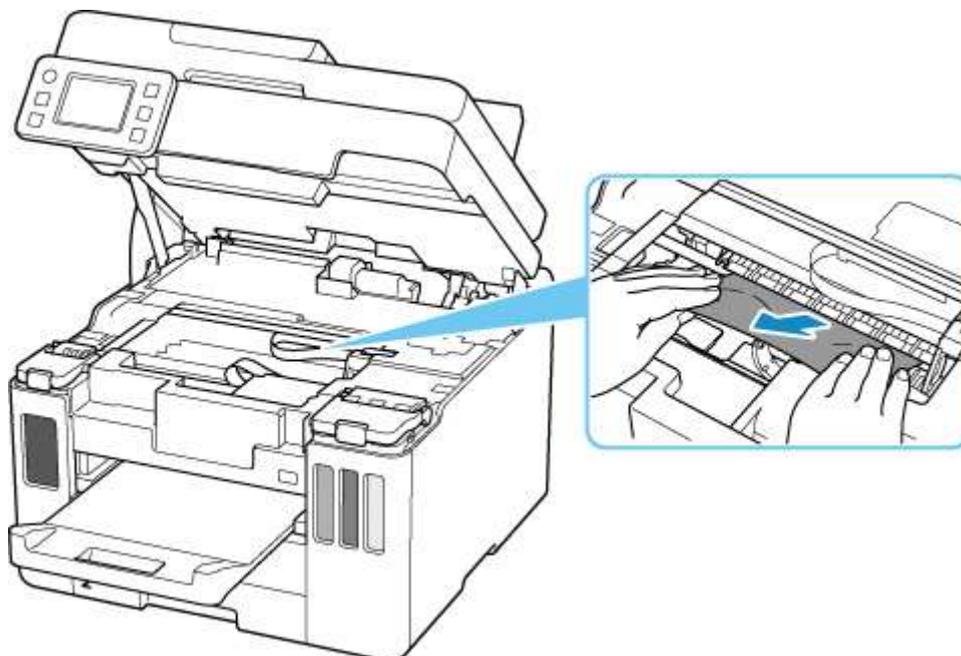
**3. Check if jammed paper is under print head holder.**

If the jammed paper is under the print head holder, move the print head holder to the far right or left, whichever makes it easier to remove the paper.

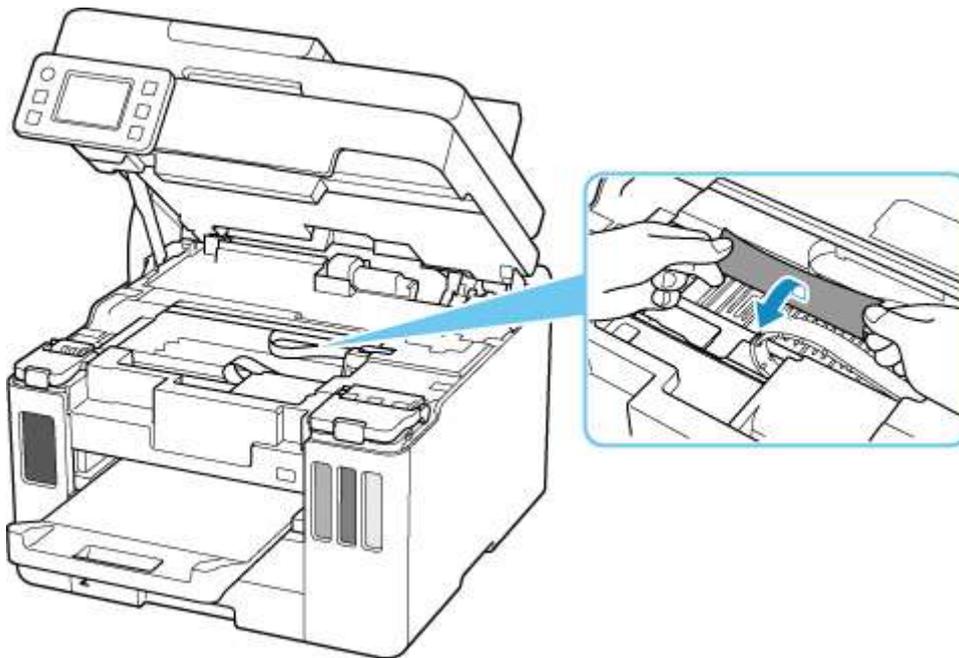
When moving the print head holder, hold the top of the print head holder and slide it slowly to the far right or left.



**4. Hold jammed paper firmly in both hands.**

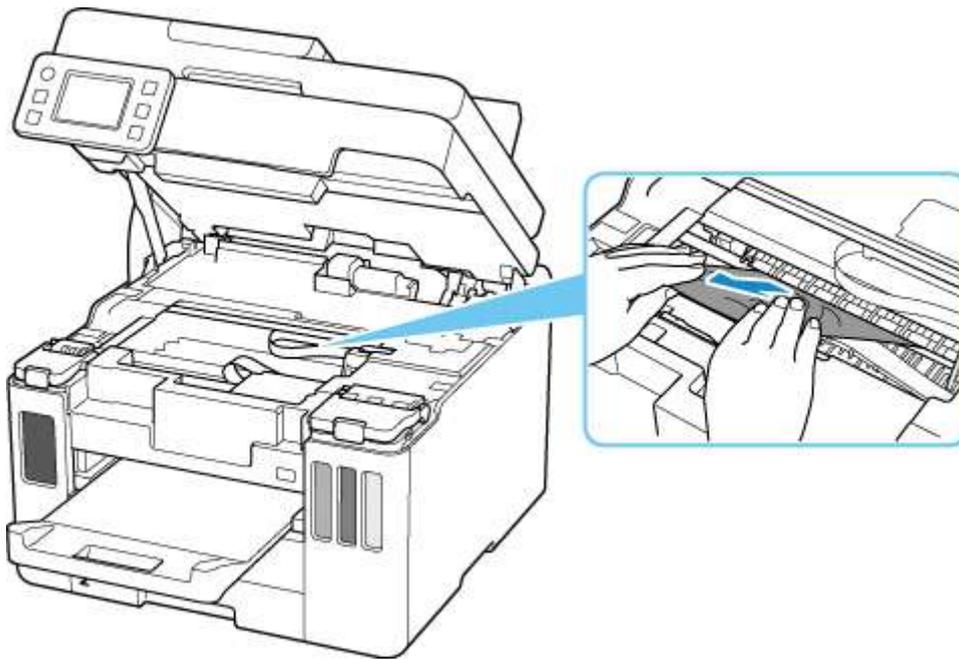


If the paper is rolled up, pull out it.



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

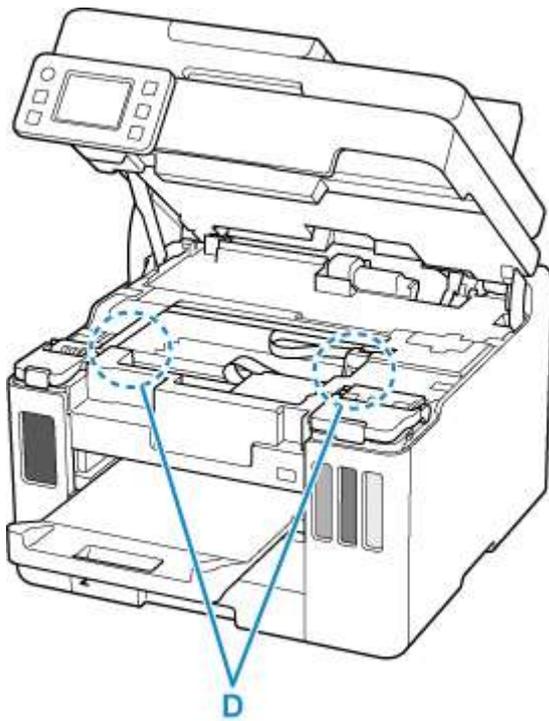
Pull out the paper at an angle of about 45 degrees.



**6. Make sure all jammed paper is removed.**

If the paper tears when you pull out it, a bit of paper may remain in the printer. Check the following and remove any remaining paper.

- Any paper left under the print head holder?
- Any small bits of paper left in the printer?
- Any paper left in the left and right empty spaces (D) in the printer?



**7. Close scanning unit / cover gently.**

To close the scanning unit / cover, hold it up once, and then take it down gently.

**8. Plug in the printer again and turn it back on.**

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

**▶▶▶ Note**

- When reloading the paper, make sure you are using suitable paper and loading it correctly.

If a paper jam message appears on the printer's touch screen or on your computer screen when you resume printing after removing all the jammed paper, there may be some paper still inside the printer. Check the printer again for any remaining bits of paper.

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

**▶▶▶ Important**

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see *Repairing Your Printer*.

## Removing Jammed Paper from Rear Side

Here, the explanation uses the example of a 2-cassette printer in the illustrations.

### ▶▶▶ Note

- If paper becomes jammed during printing and you need to turn off the printer to remove it, press the printer's **Stop** button to stop the printing before you turn off the printer.

1. Make sure you have unplugged the power cord.
2. Rotate printer so that rear side of printer faces toward you.

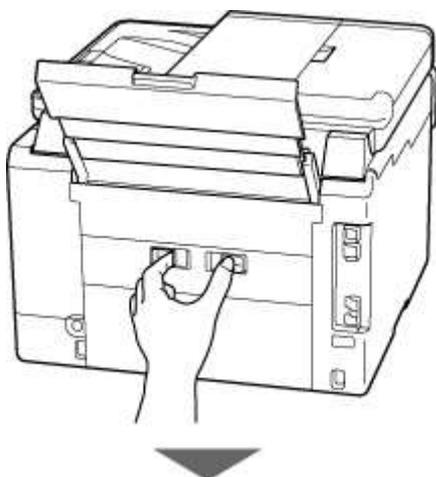


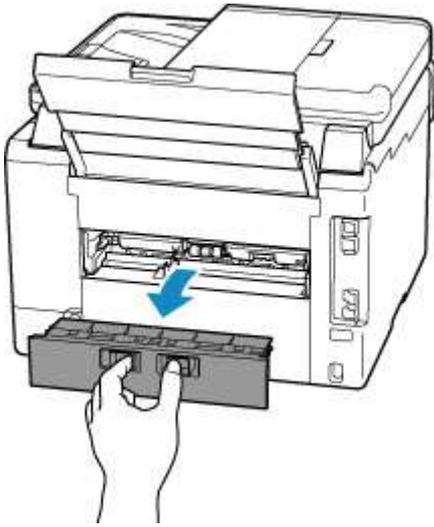
### ▶▶▶ Important

- When changing the orientation of the printer, do not turn the printer upside down or tilt it. The ink may leak out.

3. Detach rear cover.

Pull out the rear cover.





4. Slowly pull out paper.



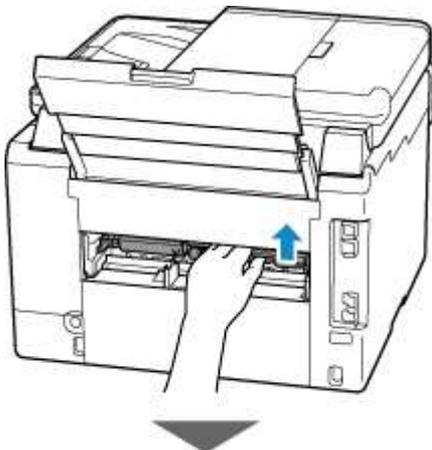
►►► **Note**

- Do not touch the inner parts of the printer.

If you were not able to remove the paper in this step, detach the transport unit cover and remove the paper by following these steps.

1. Detach transport unit cover.

Lift up the transport unit cover and pull out it.





2. Slowly pull out paper.

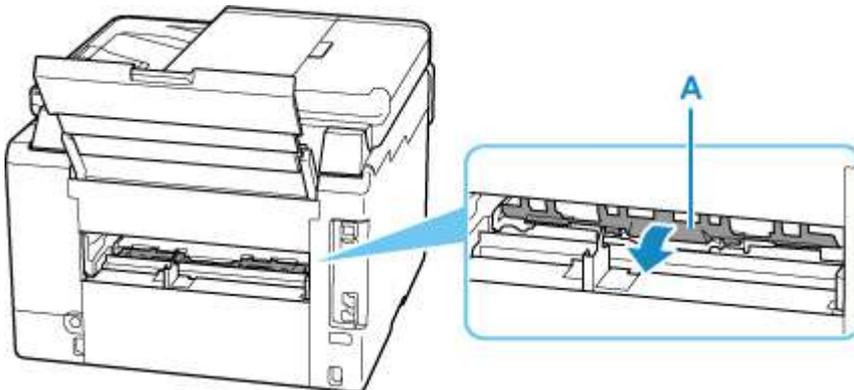


►►► **Note**

- Do not touch the inner parts of the printer.

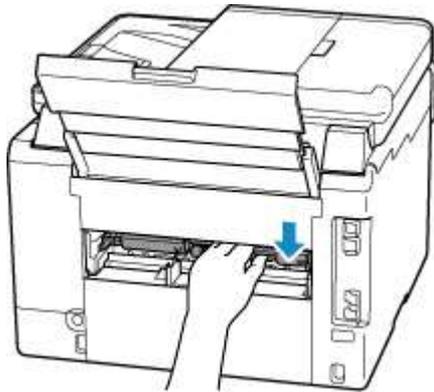
3. Make sure all jammed paper is removed.

4. If parts (A) are raised, lower them toward you.



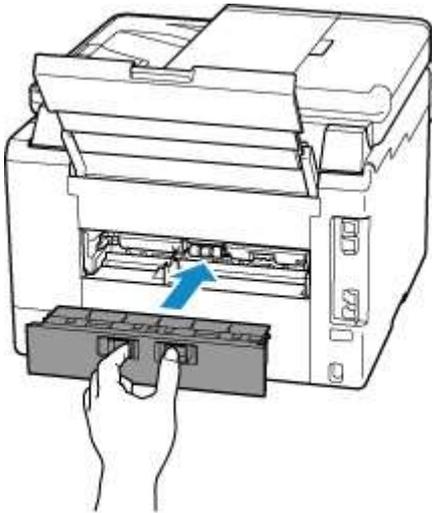
5. Attach transport unit cover.

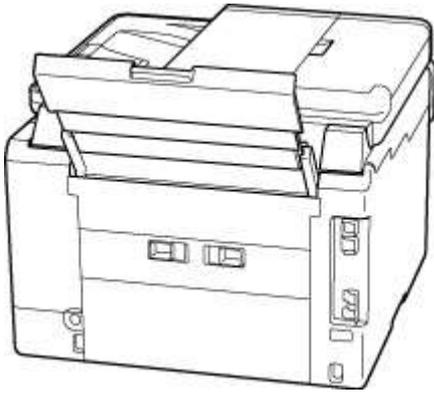
Insert the transport unit cover slowly all the way into printer and take down the transport unit cover.



**5. Attach rear cover.**

Push in the rear cover until it is closed completely.





**6. Plug in the printer again and turn it back on.**

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

**▶▶▶ Note**

- When reloading the paper, make sure you are using suitable paper and loading it correctly.
- Before printing, pull out the paper output tray.

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

**▶▶▶ Important**

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see [Repairing Your Printer](#).

## Cause

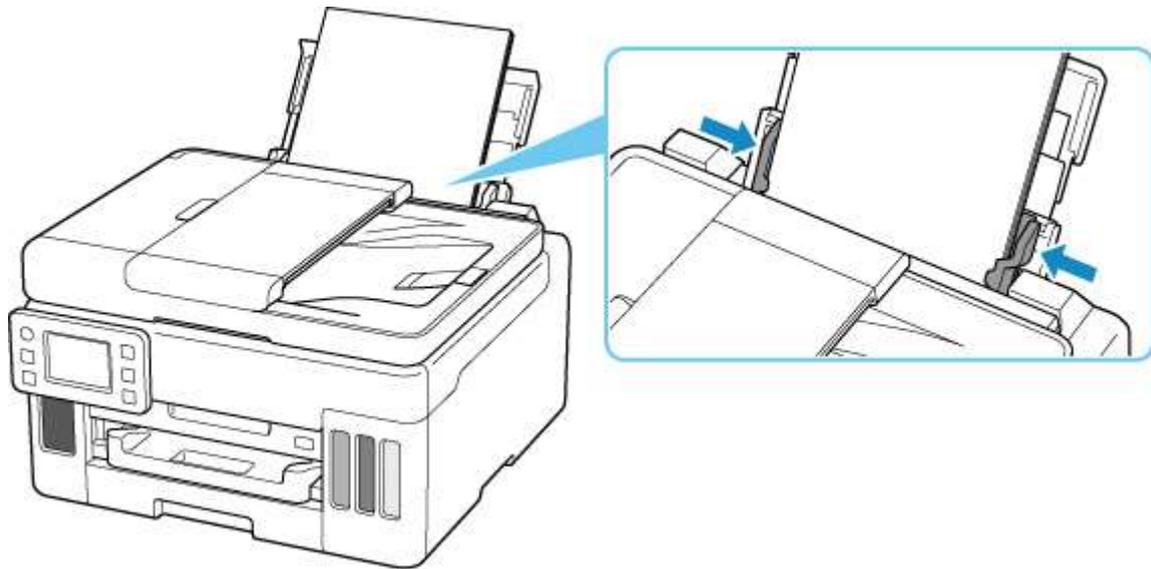
Possible causes include the following.

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

## What to Do

Take the corresponding actions below.

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



After carrying out the above measures, select **OK** on the printer's touch screen to cancel the error.

### ▶▶ Note

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

## Cause

Possible causes include the following.

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

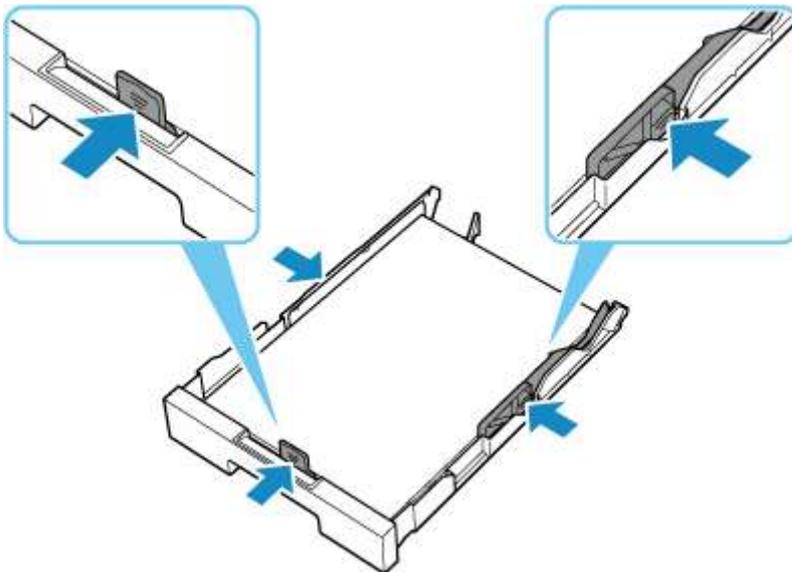
## What to Do

Take the corresponding actions below.

- Load paper in the cassette.
  - ➔ [Loading Plain Paper in Cassette](#)

### ▶▶▶ Note

- The loadable paper differs depending on the paper source. The loadable paper in the cassette is A4, Letter, A5, B5 or Executive size plain paper.
- Align the paper guides of the cassette with the edges of the paper.



After carrying out the above measures, select **OK** on the printer's touch screen to cancel the error.

### ▶▶▶ Important

- When checking the feed slot of the cassette or removing the jammed paper, do not turn the printer upside down or tilt it. The ink may leak out.

### ▶▶▶ Note

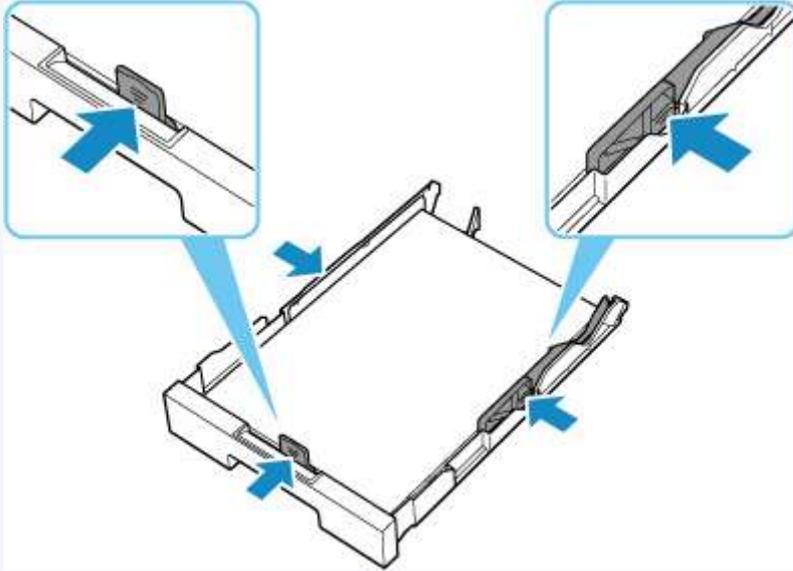
- To cancel printing, press the printer's **Stop** button.
- When the jammed paper is removed from the rear side of the printer, the transport unit cover may not be installed correctly. Refer to the following page.
  - ➔ [Removing Jammed Paper from Rear Side](#)

## No Paper in Cassette during Printer Setup

Load one or more sheets of A4 or Letter size plain paper in the cassette.

### ▶▶▶ Note

- After loading the paper, align the paper guides of the cassette with the edges of the paper.



Select **OK** on the printer's touch screen to cancel the error.

### ▶▶▶ Note

- If you are printing a print head alignment sheet during printer setup, do not cancel printing.

## 1070

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### Cause

Paper cannot be fed because the paper feed rollers are dirty.

### What to Do

Press the printer's **Stop** button to cancel printing.

Then perform the paper feed roller cleaning of rear tray.

- From the printer's operation panel:

- ➔ [Cleaning Paper Feed Rollers](#)

## 1200

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### Cause

Scanning unit / cover is open.

### What to Do

Close the scanning unit / cover and wait for a while.

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

## 1401

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### Cause

Print head may be damaged.

### What to Do

Turn off the printer and turn it back on.

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

### ▶▶ Important

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see [Repairing Your Printer](#).

## 1496

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### Cause

The maintenance cartridge cannot be recognized.

The maintenance cartridge may not be installed properly or may not be compatible with this printer.

### What to Do

Remove the maintenance cartridge, and then reinstall it correctly.

Refer to [Replacing Maintenance Cartridge](#) for details on removing and installing the maintenance cartridge.

## 1723

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### Cause

The maintenance cartridge is not installed.

### What to Do

Install the maintenance cartridge.

Refer to [Replacing Maintenance Cartridge](#) for details on installing the maintenance cartridge.

## 1724

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### Cause

The currently installed maintenance cartridge cannot be used.

This printer cannot use maintenance cartridges that have been installed in other printers.

### What to Do

Replace with a new maintenance cartridge.

➔ [Replacing Maintenance Cartridge](#)

## 1725

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### Cause

The maintenance cartridge cannot be recognized.

The maintenance cartridge may not be installed properly or may not be compatible with this printer.

### What to Do

Remove the maintenance cartridge, and then reinstall it correctly.

Refer to [Replacing Maintenance Cartridge](#) for details on removing and installing the maintenance cartridge.

## 1726

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### Cause

The maintenance cartridge is full.

### What to Do

Replace the maintenance cartridge.

➔ [Replacing Maintenance Cartridge](#)

### ➤➤ Note

- The condition of the maintenance cartridge when this error is displayed will depend on where and how the printer is used.

When this message is displayed, you must replace the maintenance cartridge.

## 1727

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### Cause

The maintenance cartridge is almost full.

### What to Do

The printer will not be able to print with a full maintenance cartridge.

Tap the printer's **OK** button to cancel the error and then prepare a new maintenance cartridge.

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

## Shipping Tape etc. Are Still Attached (1890)

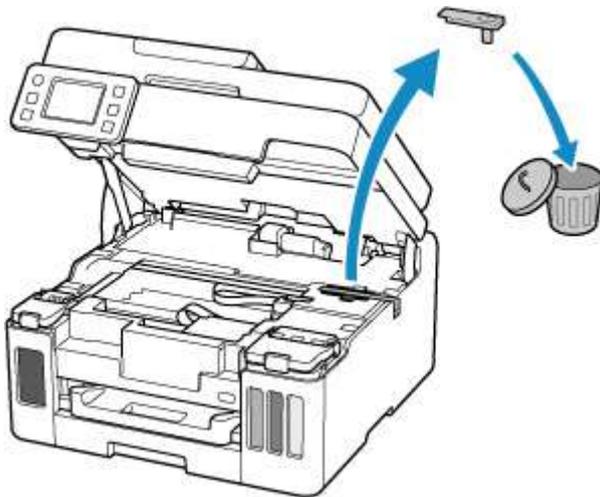
### Cause

Shipping tape or protective material may still be attached to print head holder.

### What to Do

Open the scanning unit / cover and make sure that shipping tape and protective material have been removed from the print head holder.

If the shipping tape or protective material is still there, remove it and close the scanning unit / cover.



In the case of the first printer setup, click [here](#), select your printer name on the page, and follow the instructions.

## Cause

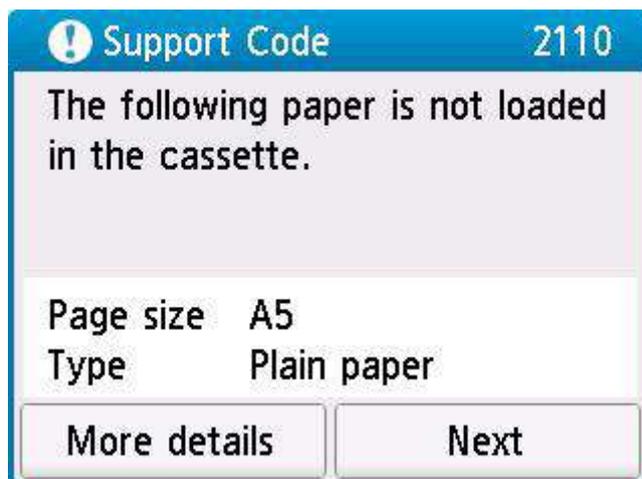
Paper settings specified when printing/copying do not match the paper information for the cassette registered on the printer.

## Note

- For the appropriate combination of the paper settings specified on the printer driver and the paper information registered on the printer, refer to the following.
  - ➔ Paper Settings on the Printer Driver and the Printer (Media Type) (Windows)
  - ➔ Paper Settings on the Printer Driver and the Printer (Paper Size) (Windows)
- For copying, make the paper settings for copying match the paper information for the cassette registered on the printer.
- For how to register paper information on the printer, refer to the following.
  - ➔ [Paper Settings](#)

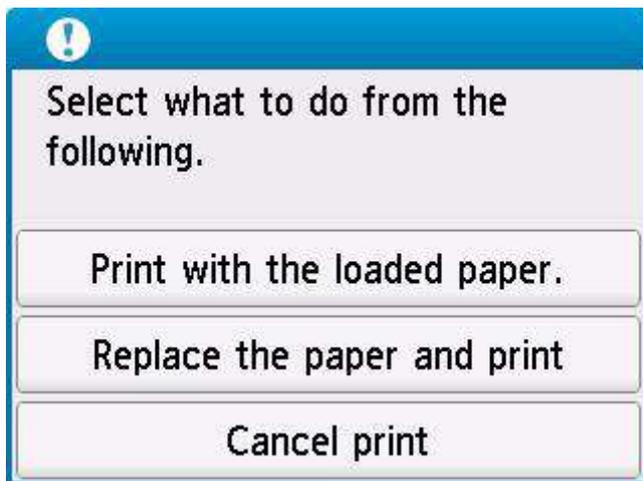
If the paper settings specified when printing differ from the paper information for the cassette registered on the printer, the following message appears on the printer's touch screen.

- Paper settings specified on the printer driver when printing:  
Paper size: **A5**  
Media type: **Plain paper**
- Paper information for the cassette registered on the printer:  
Paper size: **A4**  
Media type: **Plain paper**



## What to Do

Select **Next** on the printer's touch screen to display the screen below.



Select the appropriate action.

### ▶▶▶ Note

- Depending on the settings, some of the options below may not be displayed.

#### **Print with the loaded paper.**

Select this option to print/copy on the loaded paper with the paper settings specified when printing/copying.

For example, when the paper size specified when printing is A5 and the paper information for the cassette is registered as A4, select this option to print on an A4 paper loaded in the cassette with the A5 setting.

#### **Replace the paper and print**

Select this option to print/copy after changing the paper in the cassette.

For example, when the paper size specified when printing is A5 and the paper information for the cassette is registered as A4, select this option to print after changing the paper in the cassette with an A5 paper.

After changing the paper and inserting the cassette, the paper information registration screen for the cassette appears. Register the paper information on the printer according to the loaded paper.

### ▶▶▶ Note

- If you do not know the paper size and media type to be loaded in the cassette, press the printer's **Back** button. The paper size and media type are displayed.
- For the appropriate combination of the paper settings specified on the printer driver and the paper information registered on the printer, refer to the following.
  - ➔ Paper Settings on the Printer Driver and the Printer (Media Type) (Windows)
  - ➔ Paper Settings on the Printer Driver and the Printer (Paper Size) (Windows)

#### **Cancel print**

Cancels printing/copying.

Select this option when you want to change the paper settings specified when printing/copying. Change the paper settings and try printing/copying again.

## ▶▶▶ Note

- You can configure the setting to hide the misprint prevention message. When set to hide the message, printing/copying begins regardless of whether the paper settings specified when printing/copying and the paper information of the cassette registered on the printer match.
  - To change whether to display the misprint prevention message when printing/copying without using the printer driver:
    - ➔ [Feed settings](#)
  - To change whether to display the misprint prevention message when printing using the printer driver:
    - ➔ Changing the Printer Operation Mode (Windows)
    - ➔ [Changing the Printer Operation Mode](#) (macOS)

## Cause

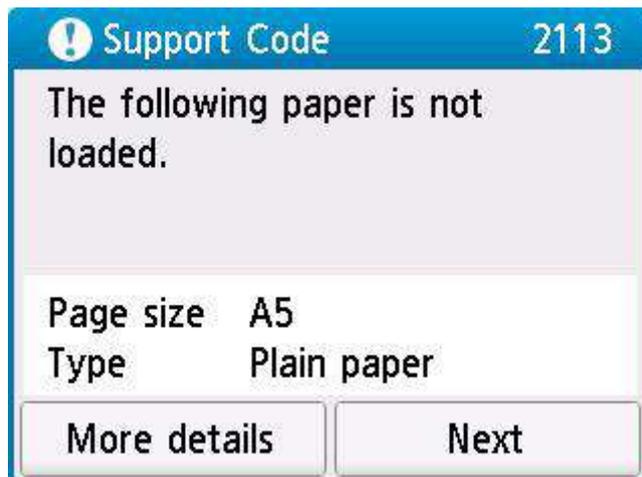
Paper settings specified when printing/copying do not match either the rear tray or the cassette paper information registered on the printer.

## Note

- For the appropriate combination of the paper settings specified on the printer driver and the paper information registered on the printer, refer to the following.
  - ➔ Paper Settings on the Printer Driver and the Printer (Media Type) (Windows)
  - ➔ Paper Settings on the Printer Driver and the Printer (Paper Size) (Windows)
- For copying, make the paper settings for copying match either the rear tray or the cassette paper information registered on the printer.
- For how to register paper information on the printer, refer to the following.
  - ➔ [Paper Settings](#)

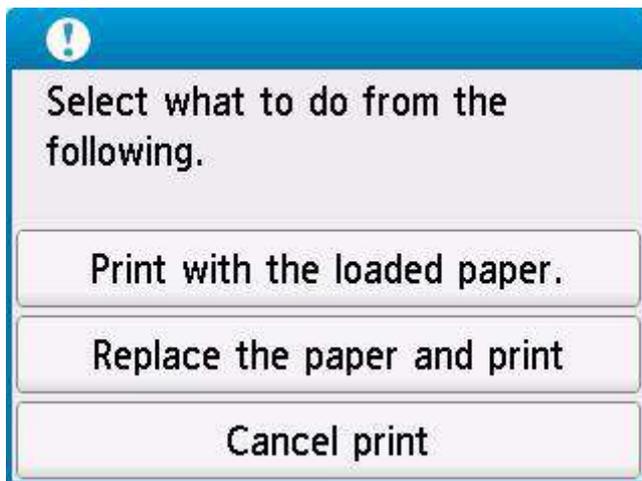
If the paper source is set to be selected automatically and the paper settings specified when printing differ from either the rear tray or the cassette paper information registered on the printer, the following message appears on the printer's touch screen.

- Paper settings specified on the printer driver when printing:  
Paper size: **A5**  
Media type: **Plain paper**
- Paper information for the rear tray and the cassette registered on the printer:  
Paper size: **A4**  
Media type: **Plain paper**



## What to Do

Select **Next** on the printer's touch screen to display the screen below.



Select the appropriate action.

### ▶▶▶ Note

- Depending on the settings, some of the options below may not be displayed.

#### **Print with the loaded paper.**

Select this option to print/copy on the loaded paper with the paper settings specified when printing/copying.

For example, when the paper size specified when printing is A5 and both the paper information for the rear tray and the paper information for the cassette are registered as A4, select this option to print on an A4 paper with the A5 setting.

#### **Replace the paper and print**

Select this option to print/copy after changing the paper in the rear tray or the cassette.

For example, when the paper size specified when printing is A5 and both the paper information for the rear tray and the paper information for the cassette are registered as A4, select this option to print after changing the paper in the rear tray or the cassette with an A5 paper.

After changing the paper, the paper information registration screen appears. Register the paper information on the printer according to the loaded paper.

### ▶▶▶ Note

- If you do not know the paper size and media type to be loaded in the rear tray or cassette, press the printer's **Back** button. The paper size and media type are displayed.
- For the appropriate combination of the paper settings specified on the printer driver and the paper information registered on the printer, refer to the following.
  - ➔ Paper Settings on the Printer Driver and the Printer (Media Type) (Windows)
  - ➔ Paper Settings on the Printer Driver and the Printer (Paper Size) (Windows)

#### **Cancel print**

Cancels printing/copying.

Select this option when you want to change the paper settings specified when printing/copying. Change the paper settings and try printing/copying again.

## ▶▶▶ Note

- You can configure the setting to hide the misprint prevention message. When set to hide the message, printing/copying begins regardless of whether the paper settings specified when printing/copying and the paper information of the rear tray registered on the printer or the cassette match.
  - To change whether to display the misprint prevention message when printing/copying without using the printer driver:
    - ➔ [Feed settings](#)
  - To change whether to display the misprint prevention message when printing using the printer driver:
    - ➔ Changing the Printer Operation Mode (Windows)
    - ➔ [Changing the Printer Operation Mode](#) (macOS)

## Cause

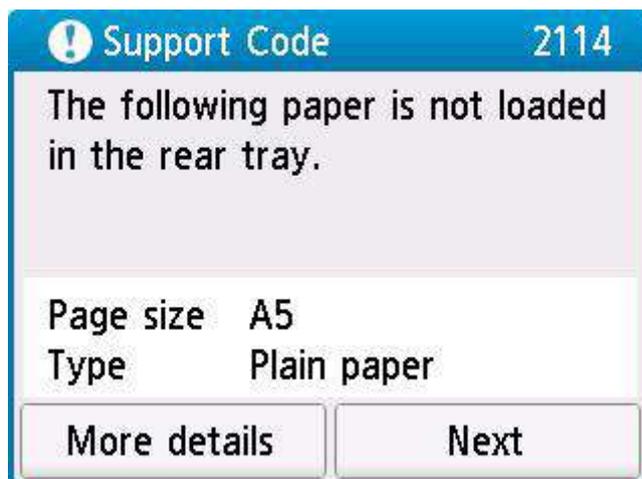
Paper settings specified when printing/copying do not match the paper information for the rear tray registered on the printer.

## Note

- For the appropriate combination of the paper settings specified on the printer driver and the paper information registered on the printer, refer to the following.
  - ➔ Paper Settings on the Printer Driver and the Printer (Media Type) (Windows)
  - ➔ Paper Settings on the Printer Driver and the Printer (Paper Size) (Windows)
- For copying, make the paper settings for copying match the paper information for the rear tray registered on the printer.
- For how to register paper information on the printer, refer to the following.
  - ➔ [Paper Settings](#)

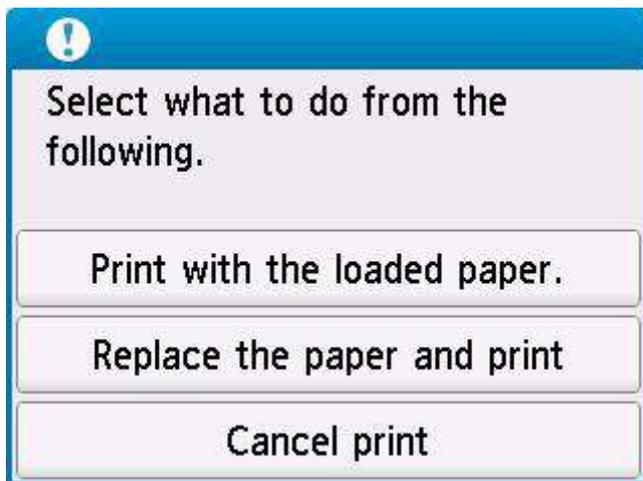
If the paper settings specified when printing differ from the paper information for the rear tray registered on the printer, the following message appears on the printer's touch screen.

- Paper settings specified on the printer driver when printing:  
Paper size: **A5**  
Media type: **Plain paper**
- Paper information for the rear tray registered on the printer:  
Paper size: **A4**  
Media type: **Plain paper**



## What to Do

Select **Next** on the printer's touch screen to display the screen below.



Select the appropriate action.

### ▶▶▶ Note

- Depending on the settings, some of the options below may not be displayed.

#### **Print with the loaded paper.**

Select this option to print/copy on the loaded paper with the paper settings specified when printing/copying.

For example, when the paper size specified when printing is A5 and the paper information for the rear tray is registered as A4, select this option to print on an A4 paper loaded in the rear tray with the A5 setting.

#### **Replace the paper and print**

Select this option to print/copy after changing the paper in the rear tray.

For example, when the paper size specified when printing is A5 and the paper information for the rear tray is registered as A4, select this option to print after changing the paper in the rear tray with an A5 paper.

After changing the paper, the paper information registration screen for the rear tray appears. Register the paper information on the printer according to the loaded paper.

### ▶▶▶ Note

- If you do not know the paper size and media type to be loaded in the rear tray, press the printer's **Back** button. The paper size and media type are displayed.
- For the appropriate combination of the paper settings specified on the printer driver and the paper information registered on the printer, refer to the following.
  - ➔ Paper Settings on the Printer Driver and the Printer (Media Type) (Windows)
  - ➔ Paper Settings on the Printer Driver and the Printer (Paper Size) (Windows)

#### **Cancel print**

Cancels printing/copying.

Select this option when you want to change the paper settings specified when printing/copying. Change the paper settings and try printing/copying again.

## ▶▶▶ Note

- You can configure the setting to hide the misprint prevention message. When set to hide the message, printing/copying begins regardless of whether the paper settings specified when printing/copying and the paper information of the rear tray registered on the printer match.
  - To change whether to display the misprint prevention message when printing/copying without using the printer driver:
    - ➔ [Feed settings](#)
  - To change whether to display the misprint prevention message when printing using the printer driver:
    - ➔ Changing the Printer Operation Mode (Windows)
    - ➔ [Changing the Printer Operation Mode](#) (macOS)

## 2200

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### Cause

An internal part will need replacing soon.

### What to Do

Select **OK** on the printer's touch screen to cancel the error.

Contact your nearest Canon service center to request a repair as soon as possible.

You cannot replace the internal parts of the printer yourself.

### ▶▶ Important

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repair, see [Repairing Your Printer](#).

## 3252

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### Cause

The maintenance cartridge is almost full.

### What to Do

The printer will not be able to print with a full maintenance cartridge.

Tap the printer's **OK** button to clear the error message.

## 4103

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### Cause

Cannot perform printing with current print settings.

### What to Do

Press the printer's **Stop** button to cancel printing.

Change the print settings specified when printing and retry printing.

## 5011

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### Cause

Printer error has occurred.

### What to Do

Turn off the printer and unplug it.

Plug in the printer again and turn it back on.

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

### ▶▶ Important

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see [Repairing Your Printer](#).

## 5012

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### Cause

Printer error has occurred.

### What to Do

Turn off the printer and unplug it.

Plug in the printer again and turn it back on.

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

### ▶▶ Important

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see [Repairing Your Printer](#).

## Cause

Printer error has occurred.

## What to Do

If you are printing, press the printer's **Stop** button to cancel printing, then turn off the printer.

Check the following:

- Make sure print head holder motion is not impeded by protective material and tape for securing the print head holder, jammed paper, etc.

Remove any impediment.

### Important

- When clearing an impediment to print head holder motion, be careful not to touch clear film (A), white belt (B), or tubes (C).



If you soil or scratch this part by touching it with paper or your hand, it could damage the printer.

Turn the printer back on.

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

### Important

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see [Repairing Your Printer](#).

### Cause

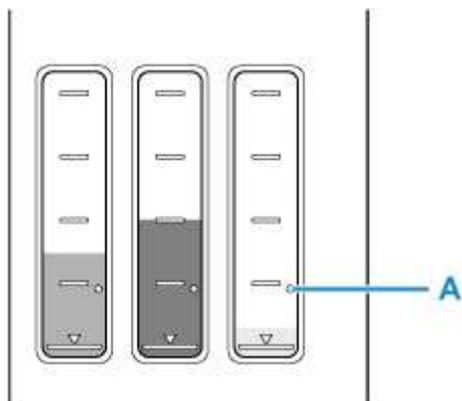
Printer error has occurred.

### What to Do

Turn off the printer and unplug it.

Wait about 10 minutes and then plug in the printer again and turn it back on.

Make sure that the ink of each color up to the position above the single dot (A), perform ink flush.



- From Windows:
  - ➔ [Cleaning the Print Heads](#)
- From macOS:
  - ➔ [Cleaning the Print Heads](#)
- From the operation panel of the printer:
  - ➔ [How to Perform Ink Flush](#)

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

### Important

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see [Repairing Your Printer](#).

## 6000

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### Cause

Printer error has occurred.

### What to Do

Turn off the printer and unplug it.

Plug in the printer again and turn it back on.

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

### ▶▶ Important

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see [Repairing Your Printer](#).

## C000

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### Cause

Printer error has occurred.

### What to Do

Turn off the printer and unplug it.

Plug in the printer again and turn it back on.

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

### ▶▶ Important

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see [Repairing Your Printer](#).