



# TS300 series Online Manual

Basic Operation  
Network  
Maintenance  
Overview of the Machine  
Information about Paper  
Printing  
Copying  
Scanning  
Frequently Asked Questions  
List of Support Code for Error

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## Using Online Manual

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

## Symbols Used in This Document

### **Warning**

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

### **Important**

Instructions including important information. To avoid damage and injury or improper use of the product, be sure to read these indications.

### **Note**

Instructions including notes for operation and additional explanations.

### **Basics**

Instructions explaining basic operations of your product.

### **Note**

- Icons may vary depending on your product.

## **Touch-enabled Device Users (Windows)**

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

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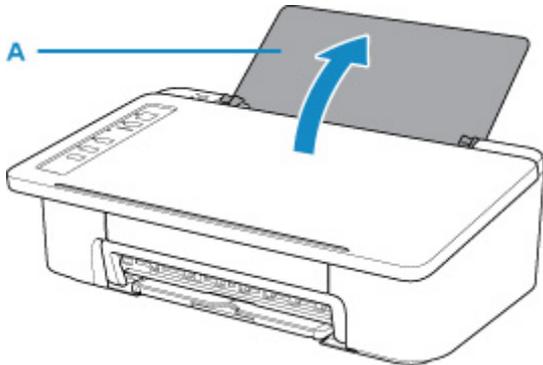
## **Basic Operation**

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

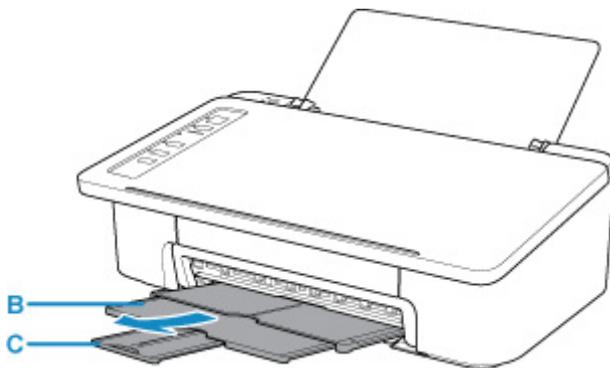
## Printing Photos from a Computer

This section describes how to print photos with My Image Garden.

1. Open the paper support (A).

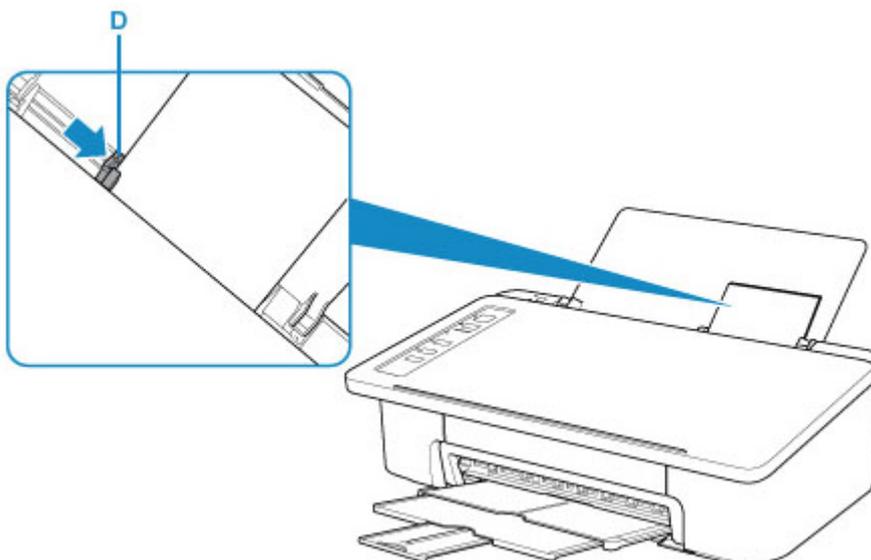


2. Pull out the paper output tray (B) and the output tray extension (C).



3. Load paper vertically WITH THE PRINT SIDE FACING YOU.

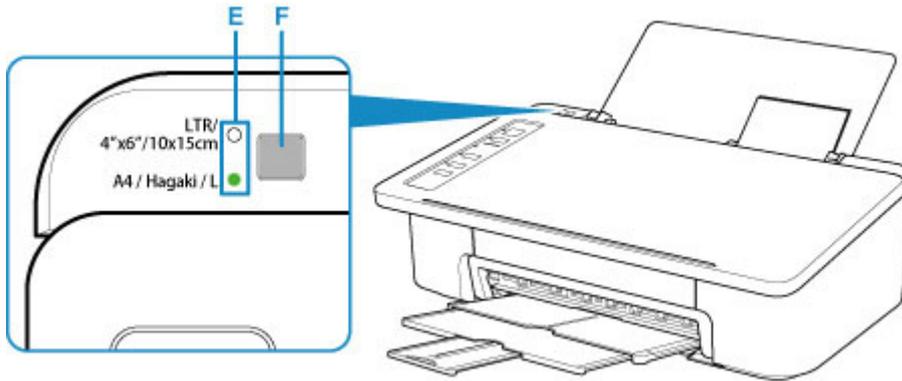
4. Adjust the paper guide (D) with the paper left side.



After loading paper on the rear tray, either of the **Paper** lamp lights up.

5. Check paper size setting.

If the paper size loaded on the rear tray is different from the **Paper** lamp indication (E), press the **Paper Select** button (F) to change the selection.



6. Click the My Image Garden icon (G) in Quick Menu.

The **Guide Menu** screen is displayed.



▶▶▶ **Note**

- The number and types of icons displayed vary depending on your region, the registered printer/ scanner and the installed applications.

7. Click the **Photo Print** icon (H).



**For macOS:**

Specify the number of copies.

12. Start printing.

**For Windows:**

Click **Print**.

**For macOS:**

Click **Print**.

When the Print dialog starts, specify your printer name, paper size, etc., then click **Print**.

**▶▶▶ Note**

- My Image Garden lets you use images on your computer, such as photos taken with a digital camera, in a number of ways.
  - For Windows:
    - My Image Garden Guide
  - For macOS:
    - My Image Garden Guide
- If your printer is not displayed on macOS, the AirPrint setting in My Image Garden may not be correct. For details on how to set correctly, refer to a heading for AirPrint-enabled Printer on below page.
  - Making Settings According to Printer Status

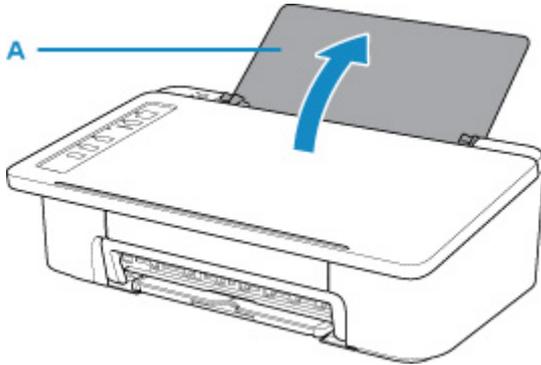
## Printing Photos from a Smartphone/Tablet

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

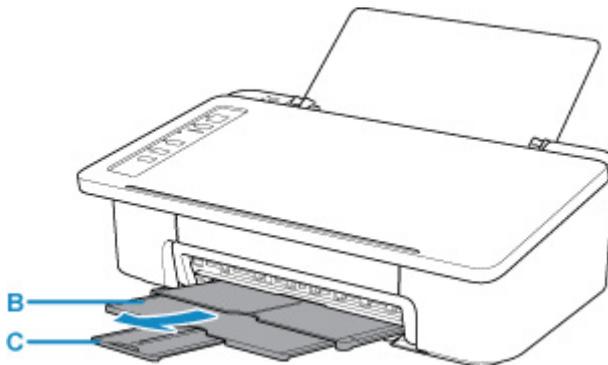
For details on how to download Canon PRINT Inkjet/SELPHY, see below.

### ■ Print Easily from a Smartphone or Tablet with Canon PRINT Inkjet/SELPHY

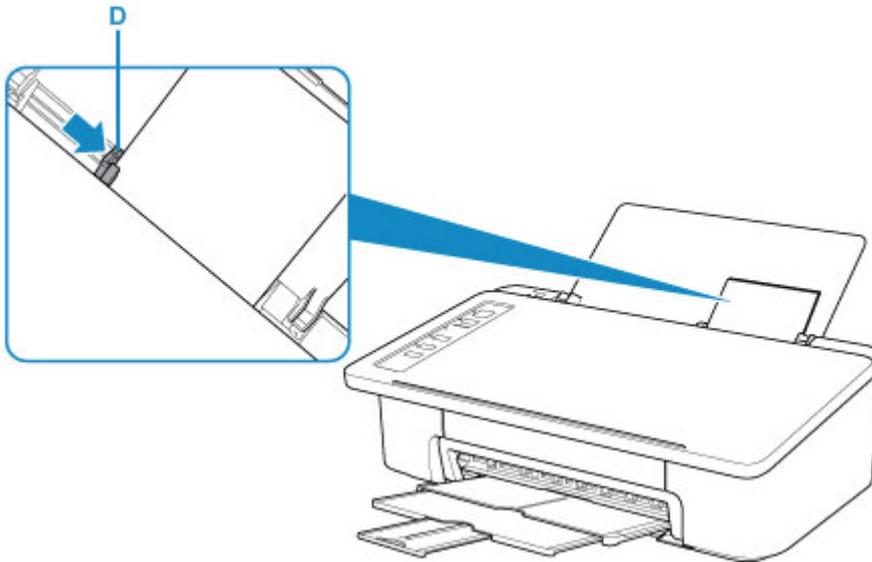
1. Open the paper support (A).



2. Pull out the paper output tray (B) and the output tray extension (C).



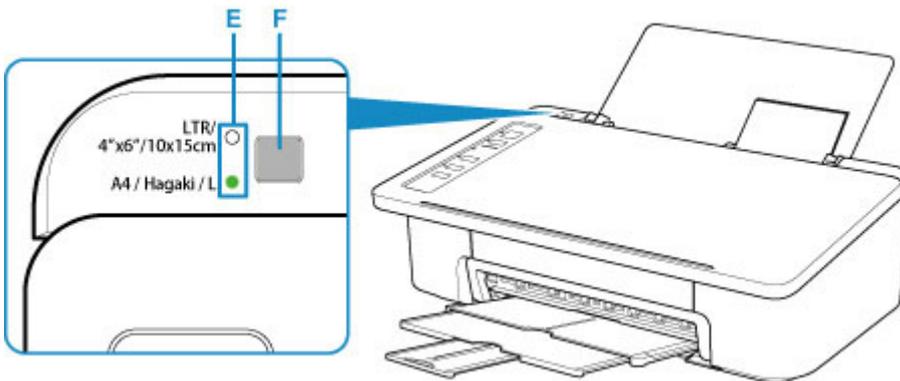
3. Load paper vertically WITH THE PRINT SIDE FACING YOU.
4. Adjust the paper guide (D) with the paper left side.



After loading paper on the rear tray, either of the **Paper** lamp lights up.

5. Check paper size setting.

If the paper size loaded on the rear tray is different from the **Paper** lamp indication (E), press the **Paper Select** button (F) to change the selection.



6. Start  (Canon PRINT Inkjet/SELPHY) from your smartphone/tablet.

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

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

8. Select a photo.

You can also select multiple photos at once.

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

10. Select **Print**.

## What Is Easy-PhotoPrint+?

» Easy-PhotoPrint+ Features

» Starting Easy-PhotoPrint+

## Easy-PhotoPrint+ Screens

» Top Menu Screen

» **Select template** Screen

» **Image source list** Screen

» Item Edit Screen

» Print Settings Screen

## Troubleshooting

## What Is Easy-PhotoPrint+?

» Easy-PhotoPrint+ Features

» Starting Easy-PhotoPrint+

## Easy-PhotoPrint+ Screens

» Top Menu Screen

» **Select template** Screen

» **Image source list** Screen

» Item Edit Screen

» Print Settings Screen

## Troubleshooting

# 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 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 SSID and security protocol are specified automatically.

### Note

- You can connect the printer and computer using a USB cable (USB connection). Prepare a USB cable. For details, see [Connecting to Another Computer via LAN/Changing 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:

## ■ [Changing Wireless LAN Connection Method](#)

### ■ Changing Connection Mode

- To add computer/smartphone/tablet to the printer:
  - [Connecting to Another Computer via LAN/Changing from USB to LAN Connection](#)
- To use Wireless Direct temporarily:
  - [Printing with Wireless Direct](#)

## IJ Network Device Setup Utility

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

### ■ For Windows

### ■ For macOS

- 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 \(Mac OS\)](#)

## Network Connection Tips

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

### ■ [Network Connection Tips](#)

### ■ [Changing Printer's Setting Using Web Browser](#)

## Troubleshooting

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

## Notice/Restriction

See below for details.

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

## Restrictions

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

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

### Connect via wireless router

- Make sure your device and the wireless router are connected. For details on checking these settings, see the manual supplied with the wireless router or contact its manufacturer.

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

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

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

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

### Wireless Direct (Access Point Mode)

#### 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 checking or changing the wireless router settings, see the wireless router manual or contact its manufacturer.

- If you connect a device and the printer using Wireless Direct, Internet connection may become unavailable depending on your environment. In that case, web services for the printer cannot be used.

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

## **Network Connection Tips**

- ▶ **Default Network Settings**
- ▶ **Another Printer Found with Same Name**
- ▶ **Connecting to Another Computer via LAN/Changing from USB to LAN Connection**
- ▶ **Printing Network Settings**
- ▶ **Changing Wireless LAN Connection Method**

# Default Network Settings

## LAN Connection Defaults

Item	Default
Change LAN	Disable LAN
SSID	BJNPSETUP
Wireless LAN security	Disable
IP address (IPv4)	Auto setup
IP address (IPv6)	Auto setup
Set printer name*	XXXXXXXXXXXX
Enable/disable IPv6	Enable
Enable/disable WSD	Enable
Timeout setting	15 minutes
Enable/disable Bonjour	Enable
Service name	Canon TS300 series
LPR protocol setting	Enable
RAW protocol	Enable
LLMNR	Active
PictBridge communication	Enable

("XX" represents alphanumeric characters.)

\* Default value depends on printer.

## Wireless Direct Defaults

Item	Default
SSID (Identifier for Wireless Direct)	XXXXXX-TS300series *
Password	Printer serial number
Wireless LAN security	WPA2-PSK (AES)

\*(XXXXXX is the last six digits of MAC address of the printer.)

## Another Printer Found with Same Name

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

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

- 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 using the operation panel.

- [Printing Network Settings](#)

## Connecting to Another Computer via LAN/Changing from USB to LAN Connection

■ [For Windows:](#)

■ [For macOS:](#)

### **For Windows:**

To add a computer to connect to the printer on a LAN or to change from USB to LAN connection, perform setup using the Setup CD-ROM or from the web page.

### **For macOS:**

To connect an additional computer to the printer via LAN, or to change from USB to LAN connection, perform setup from the web page.

# Printing Network Settings

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

## ▶▶▶ Important

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

1. [Make sure printer is turned on.](#)
2. [Load three sheets of A4 or Letter-sized plain paper.](#)
3. Press **Information** button.

The printer starts printing the network setting information.

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

Item Number	Item	Description	Setting
1	Product Information	Product information	—
1-1	Product Name	Product name	XXXXXXXXX
1-2	ROM Version	ROM version	XXXXXXXXX
1-3	Serial Number	Serial number	XXXXXXXXX
2	Network Diagnostics	Network diagnostics	—
2-1	Diagnostic Result	Diagnostic result	XXXXXXXXX
2-2	Result Codes	Result codes	XXXXXXXXX
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
3-1	WPS PIN CODE	WPS PIN code	XXXXXXXXX
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 SSID

3-2-7	Channel	Channel	XX (1 to 13)
3-2-8	Encryption	Encryption method	None/WEP/TKIP/AES
3-2-9	WEP Key Length	WEP key length (bits)	Inactive/128/64
3-2-10	Authentication	Authentication method	None/auto/open/shared/WPA-PSK/WPA2-PSK
3-2-11	TCP/IPv4	TCP/IPv4	Enable
3-2-12	IP Address	IP address	XXX.XXX.XXX.XXX
3-2-13	Subnet Mask	Subnet mask	XXX.XXX.XXX.XXX
3-2-14	Default Gateway	Default gateway	XXX.XXX.XXX.XXX
3-2-15	TCP/IPv6	TCP/IPv6	Enable/Disable
3-2-16	Link Local Address	Link local address	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
3-2-17	Link Local Prefix Length	Link local prefix length	XXX
3-2-18	Stateless Address1	Stateless address 1	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
3-2-19	Stateless Prefix Length1	Stateless prefix length 1	XXX
3-2-20	Stateless Address2	Stateless address 2	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
3-2-21	Stateless Prefix Length2	Stateless prefix length 2	XXX
3-2-22	Stateless Address3	Stateless address 3	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
3-2-23	Stateless Prefix Length3	Stateless prefix length 3	XXX
3-2-24	Stateless Address4	Stateless address 4	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
3-2-25	Stateless Prefix Length4	Stateless prefix length 4	XXX
3-2-26	Default Gateway1	Default gateway 1	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
3-2-27	Default Gateway2	Default gateway 2	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX

3-2-28	Default Gateway3	Default gateway 3	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
3-2-29	Default Gateway4	Default gateway 4	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
3-2-33	IPsec	IPsec setting	Active
3-2-34	Security Protocol	Security method	ESP/ESP & AH/AH
3-3	Access Point Mode	Operation mode for Wireless Direct	Enable/Disable
3-3-1	MAC Address	MAC address	XX:XX:XX:XX:XX:XX
3-3-2	Connection	Connection status	Active/Inactive
3-3-3	SSID	SSID	Wireless Direct SSID
3-3-4	Password	Password	Wireless Direct password (10 alphanumeric characters)
3-3-5	Channel	Channel	3
3-3-6	Encryption	Encryption method	AES
3-3-7	Authentication	Authentication method	WPA2-PSK
3-3-8	TCP/IPv4	TCP/IPv4	Enable
3-3-9	IP Address	IP address	XXX.XXX.XXX.XXX
3-3-10	Subnet Mask	Subnet mask	XXX.XXX.XXX.XXX
3-3-11	Default Gateway	Default gateway	XXX.XXX.XXX.XXX
3-3-12	TCP/IPv6	TCP/IPv6	Enable/Disable
3-3-13	Link Local Address	Link local address	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
3-3-14	Link Local Prefix Length	Link local prefix length	XXX
3-3-15	IPsec	IPsec setting	Active
3-3-16	Security Protocol	Security method	–
5	Other Settings	Other settings	–
5-1	Printer Name	Printer name	Printer name (Up to 15 alphanumeric characters)
5-4	WSD Printing	WSD printing setting	Enable/Disable
5-5	WSD Timeout	Timeout	1/5/10/15/20 [min]
5-6	LPD Printing	LPD printing setting	Enable/Disable

5-7	RAW Printing	RAW printing setting	Enable/Disable
5-9	Bonjour	Bonjour setting	Enable/Disable
5-10	Bonjour Service Name	Bonjour service name	Bonjour service name (Up to 52 alphanumeric characters)
5-11	LLMNR	LLMNR setting	Enable/Disable
5-12	SNMP	SNMP setting	Enable/Disable
5-13	PictBridge Commun.	PictBridge Communication	Enable/Disable
5-14	DNS Server	Obtain DNS server address automatically	Auto/Manual
5-15	Primary Server	Primary server address	XXX.XXX.XXX.XXX
5-16	Secondary Server	Secondary server address	XXX.XXX.XXX.XXX
5-17	Proxy Server	Proxy server setting	Enable/Disable
5-18	Proxy Address	Proxy address	XXXXXXXXXXXXXXXXXXXXXX
5-19	Proxy Port	Proxy port specification	1 to 65535
5-20	Cert. Fingerprt(SHA-1)	Certificate fingerprint(SHA-1)	XXXXXXXXXX XXXXXXXXXX XXXXXXXXXX XXXXXXXXXX XXXXXXXXXX
5-21	Cert. Fingerprt(SHA-256)	Certificate fingerprint(SHA-256)	XXXXXXXXXX XXXXXXXXXX XXXXXXXXXX XXXXXXXXXX XXXXXXXXXX XXXXXXXXXX XXXXXXXXXX XXXXXXXXXX
6	Bluetooth	Bluetooth settings	—
6-1	Bluetooth Setting	Bluetooth	Enable/Disable
6-2	Bluetooth PIN Code	Bluetooth PIN code	XXXXXXXXXX
6-3	Bluetooth Device Address	Bluetooth device address of the printer	XXXXXXXXXX
6-4	Peer Device Address	Device address of paired device	XXXXXXXXXX
6-5	Bluetooth Device Name	Bluetooth device name of the printer	XXXXXXXXXX

("XX" represents alphanumeric characters.)

## Changing Wireless LAN Connection Method

Follow either procedure below to change wireless LAN connection method (infrastructure or Wireless Direct).

- **For Windows:**

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

### **Important**

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

1. [Make sure printer is turned on.](#)
2. Press **Direct** button and release it when **Direct** lamp flashes.

Follow instructions on your smartphone or tablet.

- **For macOS:**

Redo setup from the web page.

## Handling Paper, FINE Cartridges, etc.

- ▶ [Loading Paper](#)
- ▶ [Replacing a FINE Cartridge](#)

## **Loading Paper**

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

# Loading Plain Paper / Photo Paper

You can load plain paper or photo paper.

## ▶▶▶ Important

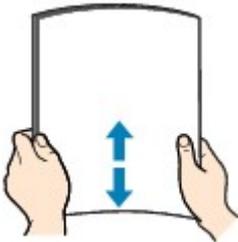
- If you cut plain paper into small size such as 4" x 6" (10 x 15 cm) to perform trial print, it can cause paper jams.

## ▶▶▶ Note

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

### 1. Prepare paper.

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



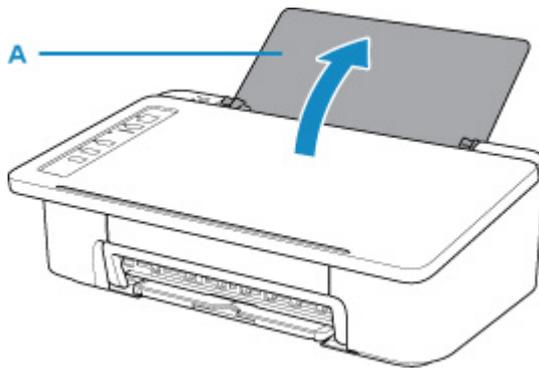
## ▶▶▶ Note

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

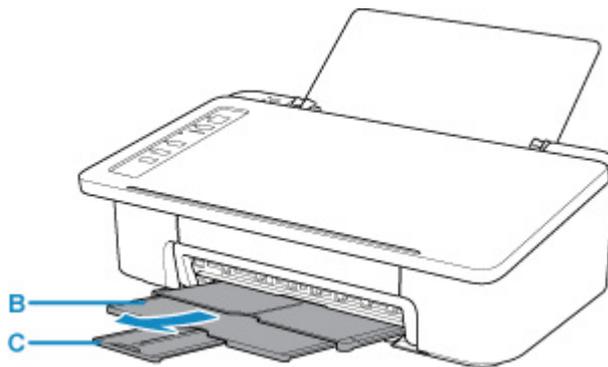
For details on how to flatten curled paper, see [Check3](#) in [Paper Is Smudged / Printed Surface Is Scratched](#).

### 2. Load paper.

1. Open the paper support (A).

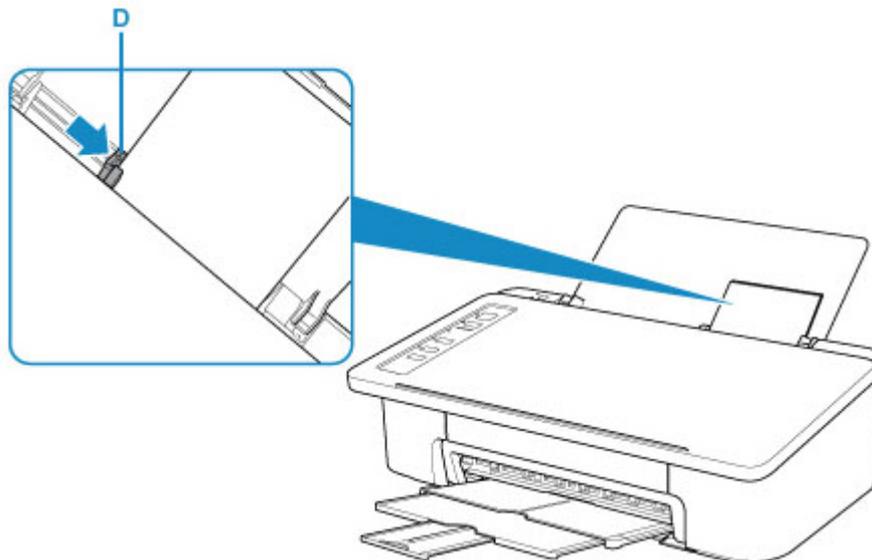


2. Pull out the paper output tray (B) and the output tray extension (C).



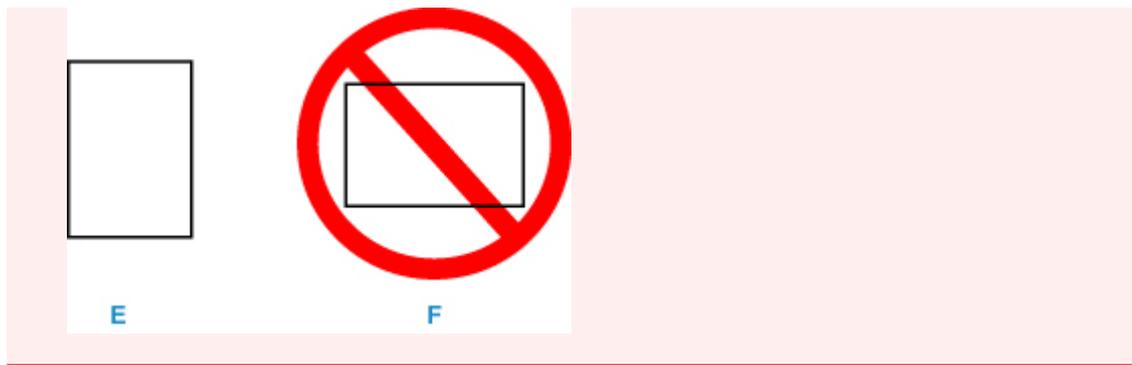
3. Load paper vertically against the far right of the rear tray WITH THE PRINT SIDE FACING YOU.
4. Adjust the paper guide (D) with the paper left side.

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



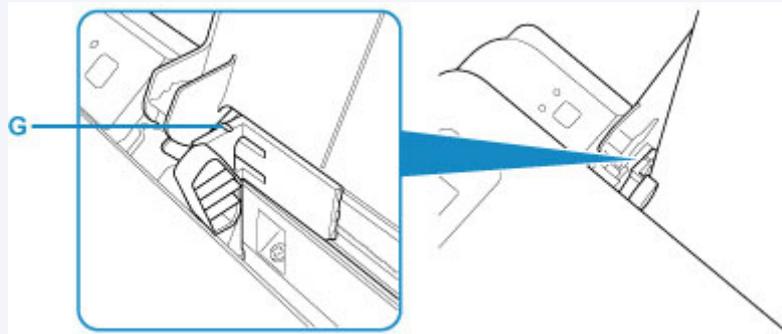
### **»» Important**

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



▶▶▶ **Note**

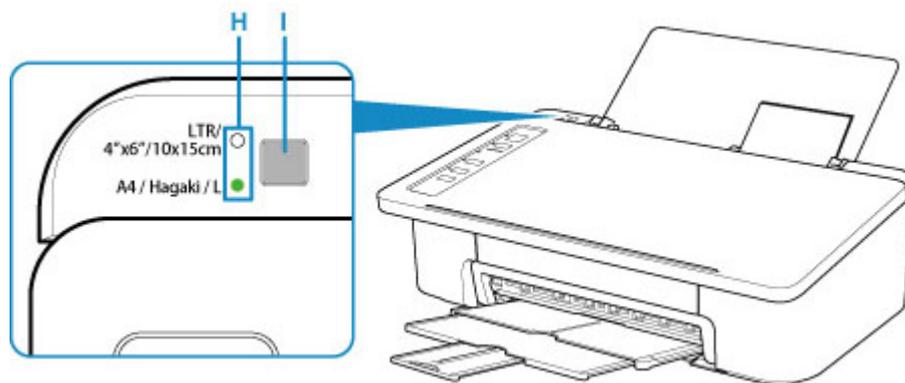
- Do not load sheets of paper higher than the load limit mark (G).



After loading paper on the rear tray, either of the **Paper** lamp lights up according to the paper size loaded last.

5. Check paper size setting.

If the paper size loaded on the rear tray is different from the **Paper** lamp indication (H), press the **Paper Select** button (I) to change the selection.



▶▶▶ **Note**

- After loading paper, select the size and type of the loaded paper on the print settings screen of the computer.
  - 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 size set for the paper loaded on the rear tray matches the paper settings. Before printing, make paper settings in accordance with the rear tray paper size setting. When this function is enabled, the **Alarm** lamp flashes if these settings do not match to prevent incorrect printing. When the **Alarm** lamp flashes, check and correct the paper settings.

## Replacing a FINE Cartridge

- ▶ [Replacing a FINE Cartridge](#)
- ▶ [Ink Tips](#)

## Replacing a FINE Cartridge

When remaining ink cautions or errors occur, the **Alarm** lamp will flash to inform you of the error. In this state, the printer cannot print. Count the number of flashes and take appropriate action.

### ■ [An Error Occurs](#)

While using the printer, the periphery of the paper output slot may become dirty with ink.

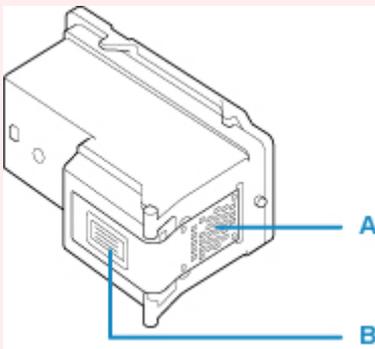
Before replacing the FINE Cartridge, clean the periphery of the paper output slot.

## Replacing Procedure

When you need to replace a FINE cartridge, follow the procedure below.

### ▶▶▶ Important

- Do not touch the electrical contacts (A) or print head nozzle (B) on a FINE cartridge. The printer may not print properly if you touch them.



- If you remove a FINE cartridge, replace it immediately. Do not leave the printer with the FINE cartridge removed.
- Use a new FINE cartridge for replacement. Installing a used FINE cartridge may cause the nozzles to clog.

Furthermore, with such a FINE cartridge, the printer will not be able to inform you when to replace the FINE cartridge properly.

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

### ▶▶▶ Note

- For Windows, if a FINE cartridge runs out of ink, you can print with either color or black FINE cartridge, in whichever ink remains, only for a while. However the print quality may be reduced compared to when printing with both cartridges. We recommend to use a new FINE cartridge in order to obtain optimum qualities.

Even when printing with one ink only, print with leaving the empty FINE cartridge installed. If either of the color FINE cartridge or black FINE cartridge is not installed, an error occurs and the printer cannot print.

For information on how to configure this setting, see below.

- [Setting the FINE Cartridge to be Used](#)

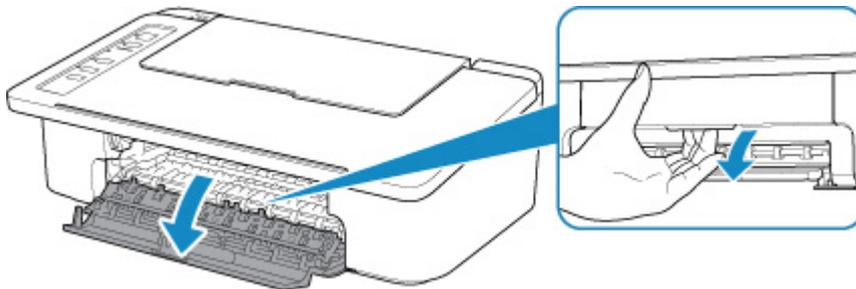
- Color ink may be consumed even when printing a black-and-white document or when black-and-white printing is specified.

Both color ink and black ink are 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 out, replace the FINE cartridge immediately with a new one.

■ [Ink Tips](#)

1. Make sure that the power is turned on.
2. Retract the paper output tray and the output tray extension.
3. Open the cover.

The FINE cartridge holder moves to the replacement position.



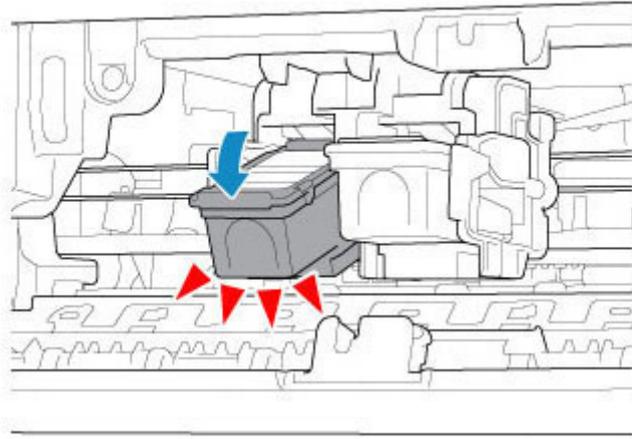
**⚠ Caution**

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

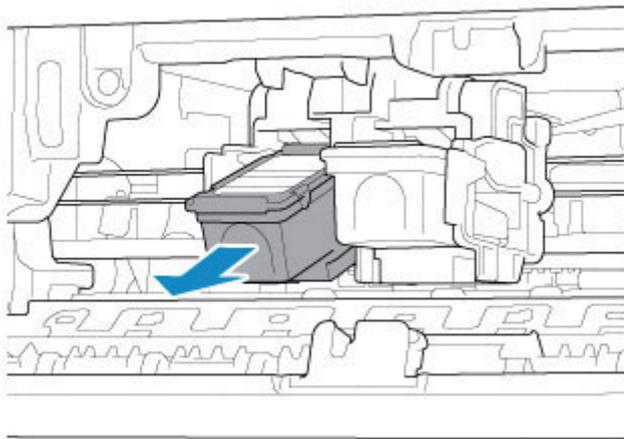
**➤➤ Important**

- The inside of the printer may be stained with ink. Be careful not to stain your hands or clothing when replacing the FINE cartridge. You can easily wipe off the ink from the inside of the printer with tissue paper or the like.
- Do not touch the metallic parts or other parts inside the printer.
- If the cover is left open for more than 10 minutes, the FINE cartridge holder moves to the far left and an error occurs. In this case, close the cover, then open it again.

4. Remove the empty FINE cartridge.
  1. Push down the FINE cartridge until it clicks.



2. Remove the FINE cartridge.

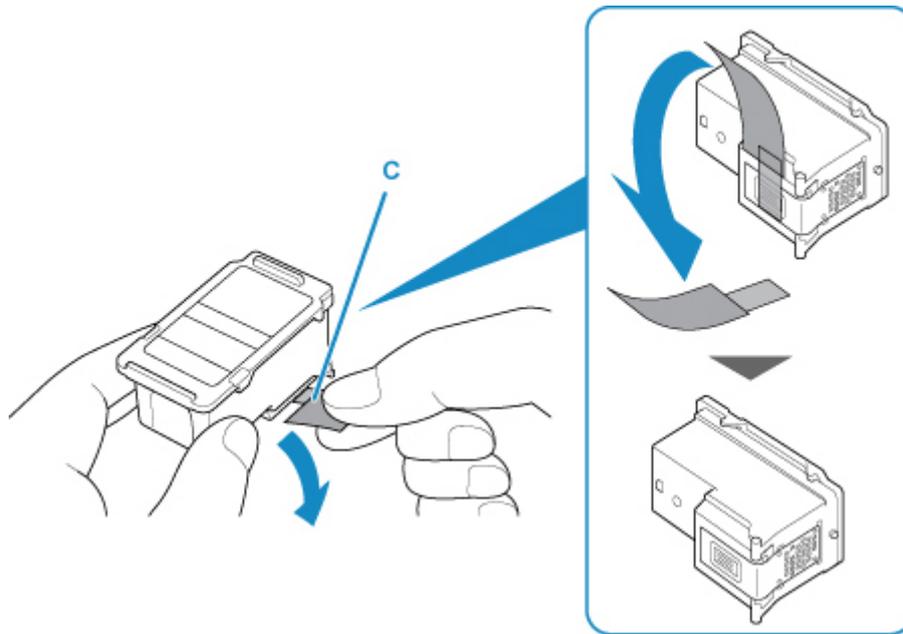


**»» Important**

- Handle the FINE cartridge carefully to avoid staining of clothing or the surrounding area.
- Discard the empty FINE cartridge according to the local laws and regulations regarding disposal of consumables.

5. Prepare a new FINE cartridge.

1. Take a new FINE cartridge out of its package and remove the protective tape (C) gently.



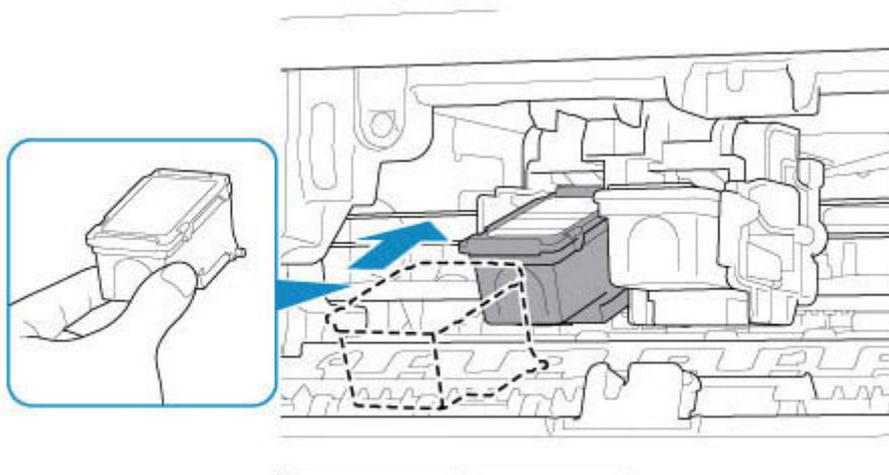
### ►► Important

- If you shake a FINE cartridge, ink may spill out and stain your hands and the surrounding area. Handle a FINE cartridge carefully.
- Be careful not to stain your hands and the surrounding area with ink on the removed protective tape.
- Do not reattach the protective tape once you have removed it. Discard it according to the local laws and regulations regarding disposal of consumables.
- Do not touch the electrical contacts or print head nozzle on a FINE cartridge. The printer may not print properly if you touch them.

## 6. Install the FINE cartridge.

1. Insert the new FINE cartridge at a slant into the FINE cartridge holder.

The color FINE cartridge should be installed into the left slot and the black FINE cartridge should be installed into the right slot.

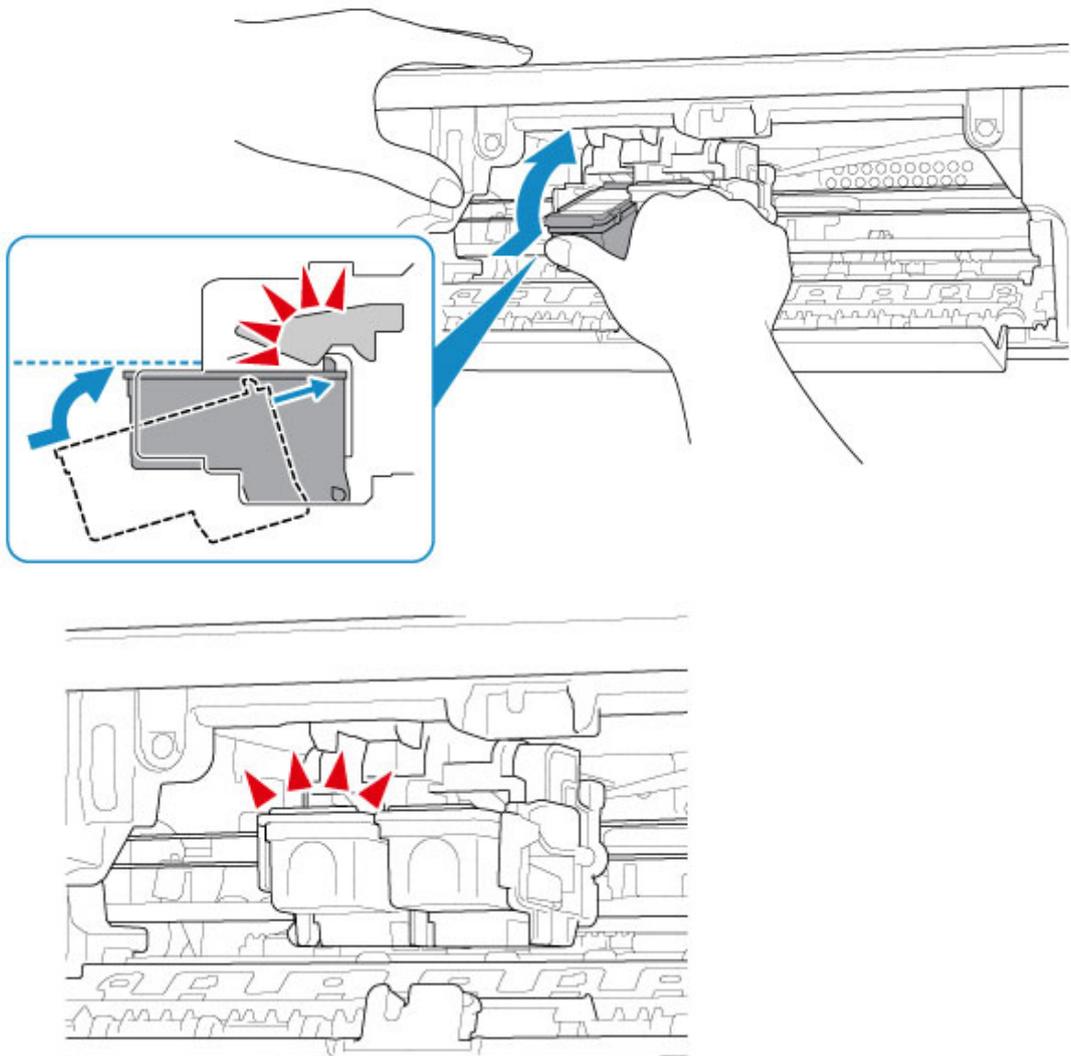


**»» Important**

- Insert the FINE cartridge gently so that it does not hit the electrical contacts on the FINE cartridge holder, or cause trouble with the FINE cartridge.



2. Push the FINE cartridge in and up firmly until it snaps into place.



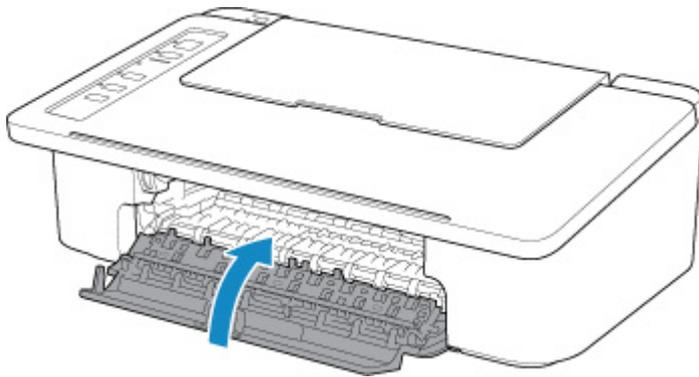
**»» Important**

- Check if the FINE cartridge is installed correctly.



- The printer cannot print unless both the color FINE cartridge and black FINE cartridge are installed. Be sure to install both cartridges.

7. Close the cover.



►►► **Note**

- If the **Alarm** lamp flashes after the cover is closed, take appropriate action.
  - [An Error Occurs](#)
- The printer may make noise during operation.

8. Adjust the print head position.

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

After replacing the FINE cartridge, align the print head.

►►► **Note**

- When print head alignment is performed, the printer starts cleaning the print head automatically before printing the print head alignment sheet. Do not perform any other operations until the printer completes the cleaning of the print head.

## **Ink Tips**

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

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

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

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

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

## **Maintenance**

- ▶ **If Printing Is Faint or Uneven**
- ▶ **Performing Maintenance Functions from Your Computer (Windows)**
- ▶ **Performing Maintenance Functions from Your Computer (macOS)**
- ▶ **Cleaning**

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

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

## 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 FINE cartridge. This can cause trouble with the FINE cartridge.

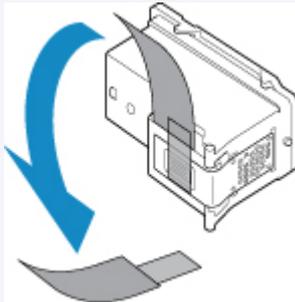
### ►►► Note

- Check if ink remains in the FINE cartridge.
  - For Windows:
    - [Checking Ink Status from Your Computer](#)
  - For macOS:
    - [Checking Ink Status from Your Computer](#)

Check if the FINE cartridge is installed correctly.

- [Replacing Procedure](#)

Also check if the protective tape on the bottom of the FINE cartridge is removed.



- If the **Alarm** lamp lights or flashes, see [An Error Occurs](#).
- Changing settings on the computer may improve the print result.
  - [Changing the Print Quality and Correcting Image Data](#)

## When the Print Results Are Blurred or Uneven:

**Step1** Print the nozzle check pattern.

From the printer

- [Printing the Nozzle Check Pattern](#)

From the computer

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

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

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



**Step3** Clean the print head.

From the printer

- [Cleaning the Print Head](#)

From the computer

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

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

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



**Step4** Clean the print head deeply.

From the printer

- [Deep Print Head Cleaning](#)

From the computer

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

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

If the problem is still not resolved:



**Step5** Replace the FINE cartridge.

- [Replacing a FINE Cartridge](#)

### ➤➤➤ Note

- If the problem is still not resolved after replacing the FINE cartridge, contact your nearest Canon service center to request a repair.

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

|| Step | Align the print head.

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

## Printing the Nozzle Check Pattern

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

### ▶▶▶ Note

- If the remaining ink level is low, the nozzle check pattern will not be printed correctly. [Replace the FINE cartridge](#) whose ink is low.

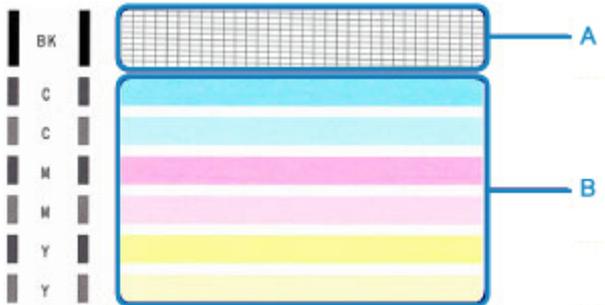
**You need to prepare: a sheet of A4 or Letter-sized plain paper**

1. Make sure that the power is turned on.
2. Load a sheet of A4 or Letter-sized plain paper on the rear tray.
3. Pull out the paper output tray and the output tray extension.
4. Press and hold **RESUME** button and release it when **Alarm** lamp flashes 1 time.  
The nozzle check pattern will be printed.  
Do not perform any other operations until the printer completes the printing of the nozzle check pattern.
5. [Examine the nozzle check pattern.](#)

# Examining the Nozzle Check Pattern

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

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



**If there are missing lines in the pattern (A):**



(C) Good

(D) Bad (lines are missing)

**If there are horizontal white streaks in the pattern (B):**



(E) Good

(F) Bad (horizontal white streaks are present)

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



(Example: Magenta pattern is not printed)

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

## Cleaning the Print Head

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

1. Make sure that the power is turned on.
2. Press and hold **RESUME** button and release it when **Alarm** lamp flashes 2 times.

The printer starts cleaning the print head.

The cleaning will be complete when the **ON** lamp lights after flashing.

Do not perform any other operations until the printer completes the cleaning of the print head. This takes about 30 seconds.

3. Check the print head condition.

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

### ▶▶ Note

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

## Deep Print Head Cleaning

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

1. Make sure that the power is turned on.
2. Press and hold **RESUME** button and release it when **Alarm** lamp flashes 3 times.

The printer starts cleaning the print head deeply.

The cleaning will be complete when the **ON** lamp lights after flashing.

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

3. Check the print head condition.

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

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

If the problem is still not resolved, [replace the FINE cartridge](#) with a new one.

If the problem is still not resolved after replacing the FINE cartridge, contact your nearest Canon service center to request a repair.

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

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

## Opening Remote UI for Maintenance

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

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

Remote UI starts.

### ▶▶▶ Note

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

## Related Topics

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

## Cleaning the Print Heads

The print head cleaning function allows you to clear up clogged print head nozzle. Perform print head cleaning if printing is faint or a specific color fails to print, even though there is enough ink.

### Cleaning

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

2. Click **Cleaning**

Before running the cleaning, check the following items:

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

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

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

3. Execute cleaning

Make sure that the printer is on and then 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. Consequently, perform cleaning only when necessary.

### Deep cleaning

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

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

2. Click **Deep cleaning**

Before running the deep cleaning, check the following items:

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

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

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

### 3. Execute deep cleaning

Make sure that the printer is on and then 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. Consequently, perform cleaning only when necessary.

#### ▶▶ Note

- If there is no sign of improvement after **Deep cleaning**, turn off the printer, wait 24 hours, and then perform **Deep cleaning** again. If there is still no sign of improvement, see "[Ink Is Not Coming Out.](#)"

## Related Topic

- Printing a Nozzle Check Pattern

# Adjusting Print Head Position

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

## Manual head alignment

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

2. Click **Manual head alignment**

A message appears.

3. Load paper in printer

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

4. Run head position adjustment

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

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

### **Important**

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

### **Note**

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

## **Cleaning**

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

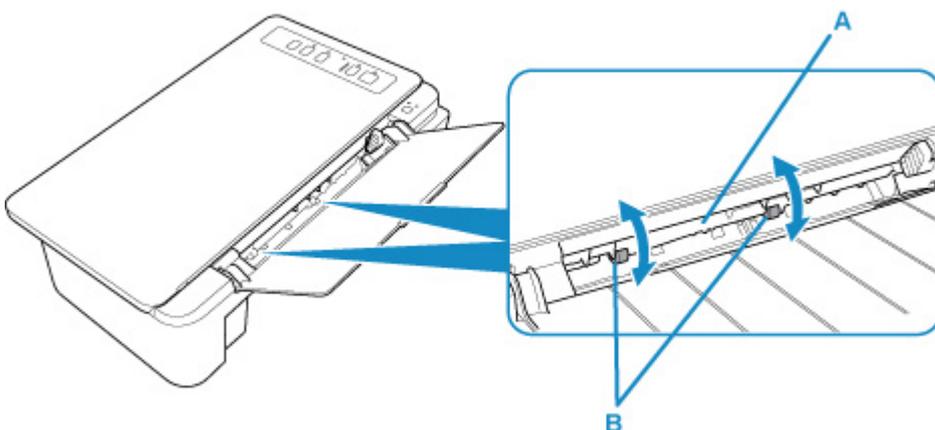
## Cleaning Paper Feed Rollers

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

**You need to prepare: a sheet of A4 or Letter-sized plain paper or cleaning sheet available on the market**

1. Make sure that the power is turned on.
2. Remove any paper from the rear tray.
3. Clean the paper feed rollers without paper.
  1. Press and hold **RESUME** button and release it when **Alarm** lamp flashes 4 times.  
The paper feed rollers will rotate as it is cleaned.
4. Clean the paper feed rollers with paper.
  1. Make sure that the paper feed rollers have stopped rotating, load a sheet of A4 or Letter-sized plain paper or cleaning sheet available on the market on the rear tray.
  2. Pull out the paper output tray and the output tray extension.
  3. Press and hold **RESUME** button and release it when **Alarm** lamp flashes 4 times.  
The printer starts cleaning. The cleaning will be complete when the paper is ejected.

If the problem is not resolved after cleaning the paper feed rollers on the rear tray, turn off the power, unplug the power cord, then wipe the paper feed rollers (B) with a moistened cotton swab or the like while rotating the white plastic part (A) manually. Repeat this at least twice. Do not touch the rollers with your fingers.



After cleaning the paper feed rollers, turn on the power, then clean the paper feed rollers again.

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

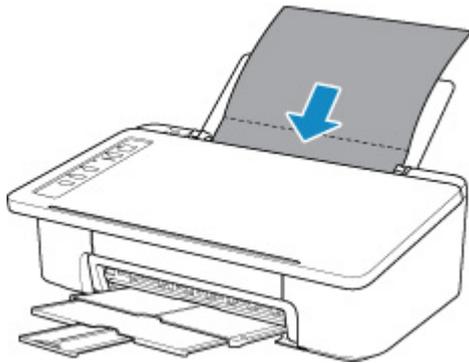
## Cleaning Inside the Printer (Bottom Plate Cleaning)

Remove stains caused by ink from the inside of the printer. To prevent a printed paper from staining with ink, we recommend performing cleaning regularly.

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

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

1. Make sure that the power is turned on and remove any paper from the rear tray.
2. Prepare paper.
  1. Fold a single sheet of A4 or Letter-sized plain paper in half widthwise, then unfold the paper.
  2. Load only this sheet of paper on the rear tray with the open side facing you.



3. Pull out the paper output tray and the output tray extension.
3. Press and hold **RESUME** button and release it when **Alarm** lamp flashes 5 times.

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

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

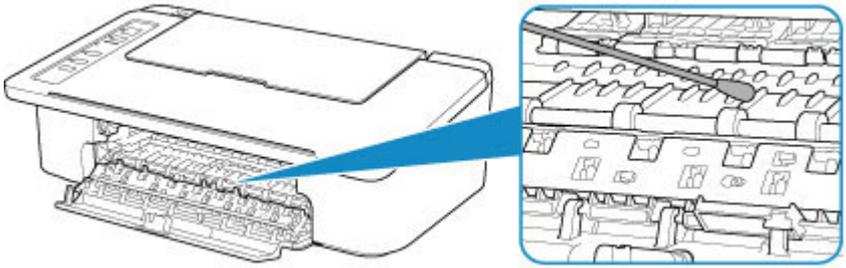
### ▶▶▶ Note

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

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

### ▶▶▶ Important

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



## Overview

### ▶ Safety

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

### ▶ Handling Precautions

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

### ▶ Main Components and Their Use

- Main Components
- Power Supply

### ▶ Changing Settings

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

### ▶ Specifications

## **Safety**

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

# Safety Precautions

## Choosing a location

- Do not install the printer in a location that is unstable or subject to excessive vibration.
- Do not install the printer in locations that are very humid or dusty, in direct sunlight, outdoors, or close to a heating source.  
To avoid the risk of fire or electric shocks, use the printer under the operating environment specified in the [Specifications](#).
- Do not place the printer on a thick rug or carpet.
- Do not place the printer with its back attached to the wall.

## Power Supply

- Ensure that the area around the power outlet is kept clear at all times so you can easily unplug the power cord if necessary.
- Never remove the plug by pulling on the cord.  
Pulling the cord may damage the power cord, leading to possible fire or electrical shock.
- Do not use an extension lead/cord.

## Working Around the Printer

- Never put your hands or fingers in the printer while it is printing.
- When moving the printer, carry the printer at both ends. In case the printer weighs more than 14 kg, it is recommended to have two people lifting the printer. Accidental dropping of the printer may cause injury. For the printer's weight, refer to the [Specifications](#).
- Do not place any object on the printer. Especially do not place metal objects (paper clips, staples, etc.) or containers of flammable solvents (alcohol, thinners, etc.) on top of the printer.
- Do not transport or use the printer on a slant, vertically or upside-down, as the ink may leak and damage the printer.

## Print Heads/Ink Tanks/FINE Cartridges

- Keep ink tanks out of the reach of children. In case ink is accidentally licked or swallowed, rinse out mouth or give one or two glasses of water to drink. If irritation or discomfort occurs, obtain medical advice immediately.
- In case ink gets in contact with eyes, rinse with water immediately. In case ink gets in contact with skin, wash with soap and water immediately. If irritation to eyes or skin persists, obtain medical advice immediately.
- Never touch the electrical contacts on a print head or FINE cartridges after printing.  
The metal parts may be very hot and could cause burns.
- Do not throw ink tanks and FINE cartridges into fire.
- Do not attempt to disassemble or modify the print head, ink tanks, and FINE cartridges.

## Regulatory Information

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

FCC Notice (U.S.A. Only)

For 120V, 60Hz model

Model Number: K10464 (Contains FCC Approved WLAN Module K30365, FCC Approved Bluetooth K30375)

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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

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

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

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

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

FCC ID:AZDK30365, AZDK30375

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

## About Radio Waves

Do not use this product near medical equipment or electronic equipment. Radio wave interference can affect the operation or performance of the equipment.

## Users in Canada

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

(1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment and meets RSS-102 of the IC radio frequency (RF) Exposure rules. This equipment should be installed and operated keeping the radiator at least 20cm or more away from person's body (excluding extremities: hands, wrists, feet and ankles).

## Pour les usagers résidant au Canada

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

(1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Cet équipement est conforme aux limites d'exposition aux rayonnements énoncées pour un environnement non contrôlé et respecte les règles d'exposition aux fréquences radioélectriques (RF) CNR-102 de l'IC. Cet équipement doit être installé et utilisé en gardant une distance de 20 cm ou plus entre le dispositif rayonnant et le corps (à l'exception des extrémités : mains, poignets, pieds et chevilles).

## Environmental Information

Reducing your environmental impact

### Power Consumption and Operational Modes

The amount of electricity a device consumes depends on the way the device is used. This product is designed and set in a way to allow you to reduce the power consumption. After the last print it switches to Ready Mode. In this mode it can print again immediately if required. If the product is not used for a time, the device switches to its Sleep Mode. The devices consume less power (Watt) in these modes.

### Energy Star®

The Energy Star® programme is a voluntary scheme to promote the development and purchase of energy efficient models, which help to minimise environmental impact.

Products which meet the stringent requirements of the Energy Star® programme for both environmental benefits and the amount of energy consumption will carry the Energy Star® logo accordingly.

## Paper types

This product can be used to print on both recycled and virgin paper (certified to an environmental stewardship scheme), which complies with EN12281 or a similar quality standard. In addition it can support printing on media down to a weight of 64g/m<sup>2</sup>, lighter paper means less resources used and a lower environmental footprint for your printing needs.



## WEEE (EU&EEA)

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



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

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



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

### Union Européenne, Norvège, Islande et Liechtenstein uniquement.



Ce symbole indique que ce produit ne doit pas être jeté avec les ordures ménagères, conformément à la directive DEEE (2012/19/UE) et à la réglementation de votre pays. Ce produit doit être confié au distributeur à chaque fois que vous achetez un produit neuf similaire, ou à un point de collecte mis en

place par les collectivités locales pour le recyclage des Déchets des Équipements Électriques et Électroniques (DEEE). Le traitement inapproprié de ce type de déchet risque d'avoir des répercussions sur l'environnement et la santé humaine, du fait de la présence de substances potentiellement dangereuses généralement associées aux équipements électriques et électroniques. Parallèlement, votre entière coopération dans le cadre de la mise au rebut correcte de ce produit favorisera une meilleure utilisation des ressources naturelles. Pour plus d'informations sur les points de collecte des équipements à recycler, contactez vos services municipaux, les autorités locales compétentes, le plan DEEE approuvé ou le service d'enlèvement des ordures ménagères. Pour plus d'informations sur le retour et le recyclage des produits DEEE, consultez le site: [www.canon-europe.com/weee](http://www.canon-europe.com/weee).

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



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

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



Este símbolo indica que este producto no debe desecharse con los desperdicios domésticos, de acuerdo con la directiva RAEE (2012/19/UE) y con la legislación nacional. Este producto debe entregarse en uno de los puntos de recogida designados, como por ejemplo, entregándolo en el lugar de venta al comprar un producto similar o depositándolo en un lugar de recogida autorizado para el reciclado de residuos de aparatos eléctricos y electrónicos (RAEE). La manipulación inapropiada de este tipo de desechos podría tener un impacto negativo en el entorno y la salud humana, debido a las sustancias potencialmente peligrosas que normalmente están asociadas con los RAEE. Al mismo tiempo, su cooperación a la hora de desechar correctamente este producto contribuirá a la utilización eficaz de los recursos naturales. Para más información sobre cómo puede eliminar el equipo para su reciclado, póngase en contacto con las autoridades locales, con las autoridades encargadas de los desechos, con un sistema de gestión RAEE

autorizado o con el servicio de recogida de basuras doméstico. Si desea más información acerca de la devolución y reciclado de RAEE, visite la web [www.canon-europe.com/weee](http://www.canon-europe.com/weee).

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



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

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



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

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



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

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



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

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



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

ανακύκλωση, επικοινωνήστε με το τοπικό γραφείο της πόλης σας, την υπηρεσία απορριμμάτων, το εγκεκριμένο σχήμα ΑΗΗΕ ή την υπηρεσία απόρριψης οικιακών αποβλήτων. Για περισσότερες πληροφορίες σχετικά με την επιστροφή και την ανακύκλωση των προϊόντων ΑΗΗΕ, επισκεφθείτε την τοποθεσία [www.canon-europe.com/weee](http://www.canon-europe.com/weee).

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



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

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



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

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



Den här symbolen visar att produkten enligt WEEE-direktivet (2012/19/EU) och nationell lagstiftning inte får sorteras och slängas som hushållsavfall. Den här produkten ska lämnas in på en därför avsedd insamlingsplats, t.ex. på en återvinningsstation auktoriserad att hantera elektrisk och elektronisk utrustning (EE-utrustning) eller hos handlare som är auktoriserade att byta in varor då nya, motsvarande

köps (en mot en). Olämplig hantering av avfall av den här typen kan ha en negativ inverkan på miljön och människors hälsa på grund av de potentiellt farliga ämnen som kan återfinnas i elektrisk och elektronisk utrustning. Din medverkan till en korrekt avfallshantering av den här produkten bidrar dessutom till en effektiv användning av naturresurserna. Kontakta ditt lokala kommunkontor, berörd myndighet, företag för avfallshantering eller ta del av en godkänd WEEE-organisation om du vill ha mer information om var du kan lämna den kasserade produkten för återvinning. För mer information om inlämning och återvinning av WEEE-produkter, se [www.canon-europe.com/weee](http://www.canon-europe.com/weee).

## Pouze Evropská unie a EHP (Norsko, Island a Lichtenštejsko)



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

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



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

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



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

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



Tento symbol znamená, že podľa Smernice 2012/19/EÚ o odpade z elektrických a elektronických zariadení (OEEZ) a podľa platnej legislatívy Slovenskej republiky sa tento produkt nesmie likvidovať spolu s komunálnym odpadom. Produkt je potrebné odovzdať do určenej zberne, napr. prostredníctvom výmeny za kúpu nového podobného produktu, alebo na autorizované zberné miesto, ktoré spracúva odpad z elektrických a elektronických zariadení (EEZ). Nesprávna manipulácia s takýmto typom odpadu môže mať negatívny vplyv na životné prostredie a ľudské zdravie, pretože elektrické a elektronické zariadenia obsahujú potenciálne nebezpečné látky. Spoluprácou na správnej likvidácii produktu prispějete k účinnému využívaniu prírodných zdrojov. Ďalšie informácie o mieste recyklácie opotrebovaných zariadení získate od miestneho úradu, úradu životného prostredia, zo schváleného plánu OEEZ alebo od spoločnosti, ktorá zaisťuje likvidáciu komunálneho odpadu. Viac informácií nájdete aj na webovej stránke: [www.canon-europe.com/weee](http://www.canon-europe.com/weee).

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



See sümbol näitab, et antud toodet ei tohi vastavalt elektri- ja elektroonikaseadmete jäätmeid käsitlevale direktiivile (2012/19/EL) ning teie riigis kehtivatele õigusaktidele utiliseerida koos olmejäätmetega. Antud toode tuleb anda selleks määratud kogumispunkti, nt müügipunkt, mis on volitatud üks ühe vastu vahetama, kui ostate uue sarnase toote, või elektri- ja elektroonikaseadmete jäätmete ümbertöötlemiseks

mõeldud kogumispunkti. Täiendava teabe saamiseks elektri- ja elektroonikaseadmetest tekkinud jäätmete tagastamise ja ümbertöötlemise kohta võtke ühendust kohaliku omavalitsusega, asjakohase valitsusasutusega, asjakohase tootjavastutusorganisatsiooniga või olmejäätmete käitlejaga. Lisateavet leitate ka Interneti-leheküljelt [www.canon-europe.com/weee](http://www.canon-europe.com/weee).

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



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

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



Šis ženkla reiškia, kad gaminio negalima išmesti su buitinėmis atliekomis, kaip yra nustatyta Direktyvoje (2012/19/ES) ir nacionaliniuose teisė aktuose dėl EEJ atliekų tvarkymo. Šį gaminį reikia atiduoti į tam skirtą surinkimo punktą, pvz., pagal patvirtintą keitimo sistemą, kai perkamas panašus gaminys, arba į elektros ir elektroninės įrangos (EEJ) atliekų perdirbimo punktą. Netinkamas tokios rūšies atliekų tvarkymas dėl elektros ir elektroninėje įrangoje esančių pavojingų medžiagų gali pakenkti aplinkai ir žmonių sveikatai. Padėdami užtikrinti tinkamą šio gaminio šalinimo tvarką, kartu prisidėsite prie veiksmingo gamtos išteklių naudojimo. Jei reikia daugiau informacijos, kaip šalinti tokias atliekas, kad jos būtų toliau perdirbamos, kreipkitės į savo miesto valdžios institucijas, atliekų tvarkymo organizacijas, patvirtintų EEJ atliekų sistemų arba jūsų buitinių atliekų tvarkymo įstaigų atstovus. Išsamesnės informacijos apie EEJ atliekų grąžinimo ir perdirbimo tvarką galite rasti apsilankę tinklalapyje [www.canon-europe.com/weee](http://www.canon-europe.com/weee).

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



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

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



Този символ показва, че този продукт не трябва да се изхвърля заедно с битовите отпадъци, съгласно Директивата за ИУЕЕО (2012/19/ЕС) и Вашето национално законодателство. Този продукт трябва да бъде предаден в предназначен за целта пункт за събиране, например на база размяна, когато купувате нов подобен продукт, или в одобрен събирателен пункт за рециклиране на излязло от употреба електрическо и електронно оборудване (ИУЕЕО). Неправилното третиране на този тип отпадъци може да доведе до евентуални отрицателни 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. Повече информация относно местата, където може да предавате излязло от употреба оборудване за рециклиране, може да получите от местните власти, от органа, отговорен за отпадъците и от одобрена система за излязло от употреба ЕЕО или от Вашата местна служба за битови отпадъци. За повече информация относно връщането и рециклирането на продукти от излязло от употреба ЕЕО посетете [www.canon-europe.com/weee](http://www.canon-europe.com/weee).

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



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

mai multe informații privind returnarea și reciclarea produselor DEEE, vizitați [www.canon-europe.com/weee](http://www.canon-europe.com/weee).

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



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

## Korisnici u Srbiji



Ovaj simbol označava da ovaj proizvod ne sme da se odlaže sa ostalim kućnim otpadom, u skladu sa WEEE Direktivom (2012/19/EU) i nacionalnim zakonima. Ovaj proizvod treba predati određenom centru za prikupljanje, npr. na osnovi "jedan-za-jedan" kada kupujete sličan novi proizvod, ili ovlašćenom centru za prikupljanje za reciklažu istrošene električne i elektronske opreme (EEE). Nepravilno rukovanje ovom vrstom otpada može da ima moguće negativne posledice po životnu sredinu i ljudsko zdravlje usled potencijalno opasnih materijala koji se uglavnom vezuju za EEE. U isto vreme, vaša saradnja na ispravnom odlaganju ovog proizvoda će doprineti efikasnom korišćenju prirodnih resursa. Za više informacija o tome gde možete da predate vašu staru opremu radi recikliranja, vas molimo, da kontaktirate lokalne gradske vlasti, komunalne službe, odobreni plan reciklaže ili Gradsku čistoću. Za više informacija o vraćanju i recikliranju WEEE proizvoda, posetite stranicu [www.canon-europe.com/weee](http://www.canon-europe.com/weee).

## **Handling Precautions**

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

## Legal Restrictions on Printing/Copying

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

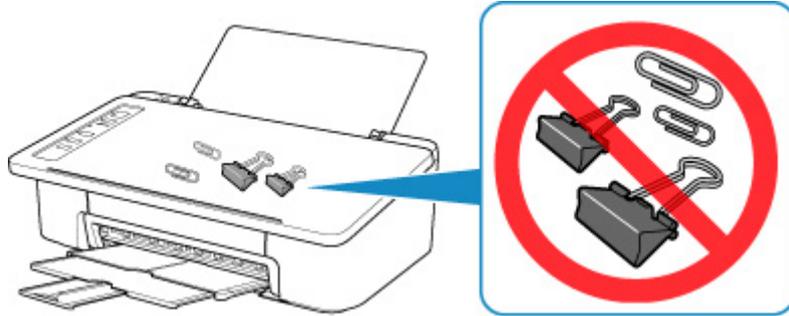
This list is non-exhaustive. When in doubt, check with a local legal representative.

- Paper money
- Money orders
- Certificates of deposit
- Postage stamps (canceled or uncanceled)
- Identification badges or insignia
- Selective service or draft papers
- Checks or drafts issued by governmental agencies
- Motor vehicle licenses and certificates of title
- Traveler's checks
- Food stamps
- Passports
- Immigration papers
- Internal revenue stamps (canceled or uncanceled)
- Bonds or other certificates of indebtedness
- Stock certificates
- Copyrighted works or works of art, without the owner's consent

## Printer Handling Precautions

### Do not place any object on the printer!

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

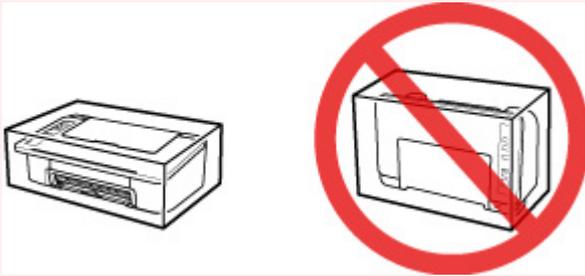


## Transporting Your Printer

When relocating the printer, make sure of the following.

### ▶▶▶ Important

- With the FINE cartridge left installed in the printer, press the **ON/Stop** button to turn off the power. This allows the printer to automatically cap the print head, thus preventing it from drying.
- 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.
- 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".



- After packing, do not tilt the box containing the printer or turn it on its side or upside down. Doing so may cause the ink to leak during transport and cause damage to the printer.

1. Turn the printer off.
2. Confirm that the **ON** lamp is off and [unplugging the power cord](#).

### ▶▶▶ Important

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

3. Retract the paper output tray and the output tray extension, then close the paper support.
4. Unplug the printer cable from the computer and from the printer, then unplug the power cord from the printer.
5. Use adhesive tape to secure all the covers on the printer to keep them from opening during transportation. Then pack the printer in the plastic bag.
6. Attach the protective material to the printer when packing the printer in the box.

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

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

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

1. Press and hold **RESUME** button and release it when **Alarm** lamp flashes 13 times.

All the printer settings are initialized. The administrator password specified by Remote UI reverts to the default setting.

## Keeping Print Quality High

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

### »» Note

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

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

If you press the **ON/Stop** 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 Printer](#), make sure that the **ON** lamp is not lit.

### Print periodically!

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

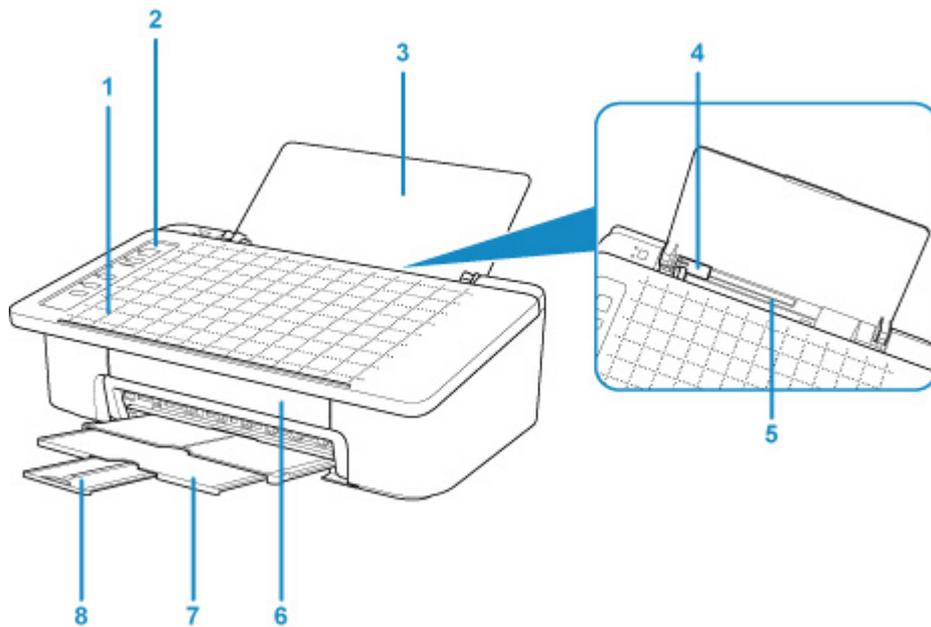
## **Main Components and Their Use**

- ▶ **Main Components**
- ▶ **Power Supply**

## **Main Components**

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

## Front View



**(1) Smartphone Copy Grid**

Use to place an original for smartphone copy.

**(2) operation panel**

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

■ [Operation Panel](#)

**(3) paper support**

Open to load paper on the rear tray.

**(4) paper guides**

Align with the left side of the paper stack.

**(5) rear tray**

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

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

**(6) cover**

Open to replace the FINE cartridge or remove jammed paper inside the printer.

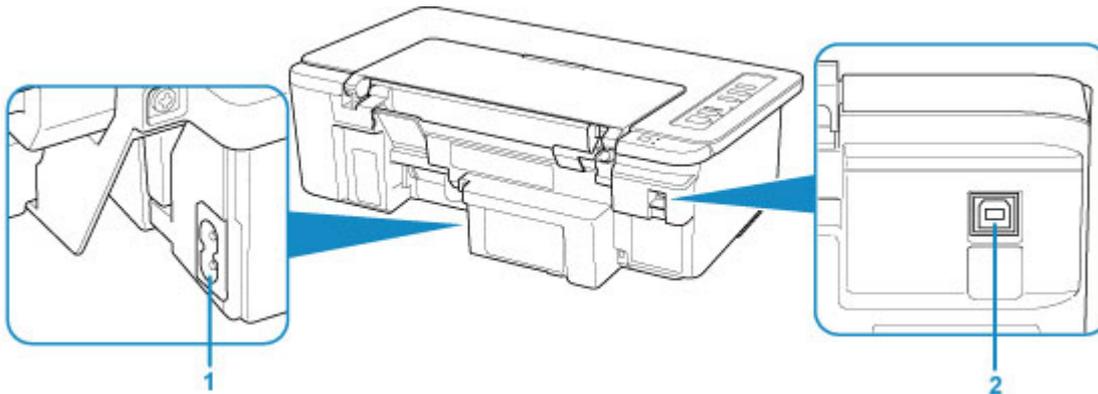
**(7) paper output tray**

Printed paper is ejected. Pull out it before printing.

**(8) output tray extension**

Extend to support ejected paper. Extend it when printing.

## Rear View



### (1) power cord connector

Plug in the supplied power cord.

### (2) USB port

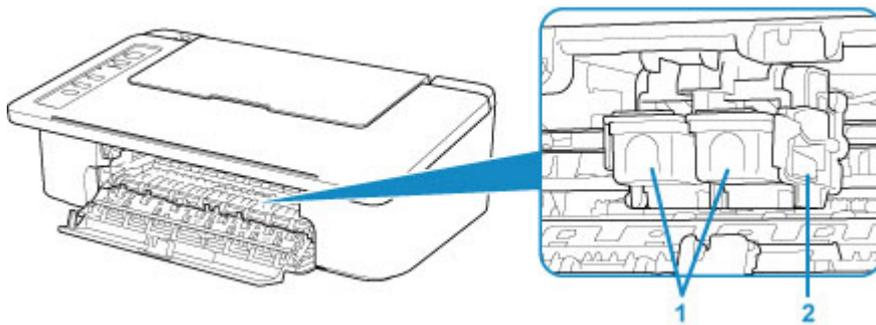
Plug in the USB cable.

Make sure the terminal orientation is correct when you plug in the USB cable.

### »» Important

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

## Inside View



### (1) FINE cartridge (ink cartridges)

A replaceable cartridge that integrates print head and ink tank.

### (2) FINE cartridge holder

Install the FINE cartridge.

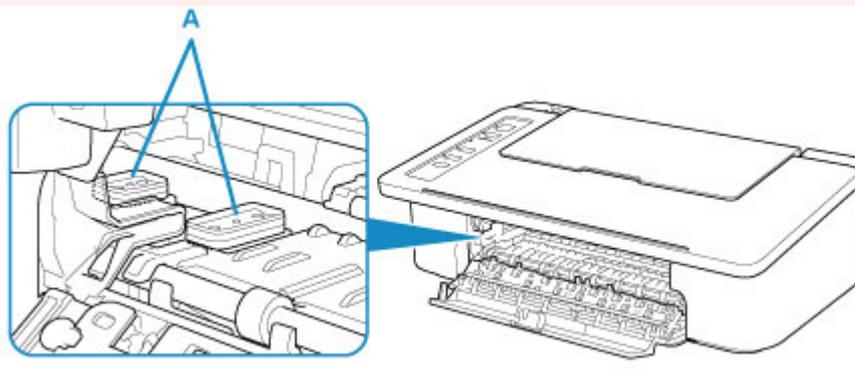
The color FINE cartridge should be installed into the left slot and the black FINE cartridge should be installed into the right slot.

### ▶▶▶ Note

- For details on replacing a FINE cartridge, see [Replacing a FINE Cartridge](#).

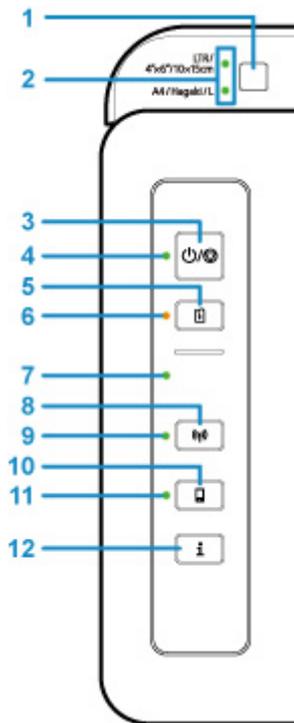
### ▶▶▶ Important

- The area around the parts (A) may be splattered with ink. This does not affect the performance of the printer.
- Do not touch the parts (A). The printer may not print properly if you touch them.



# Operation Panel

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



## (1) Paper Select button

Select the paper size of the printer.

## (2) Paper lamp

When you load paper on the rear tray, either of the **Paper** lamp lights up. Pressing the **Paper Select** button (1) switches the lamp indication.

### ▶▶▶ Note

- "L" means the standard photo paper size in Japan.
- "Hagaki" means the standard postcard size in Japan.

## (3) ON/Stop button

Turns the power on or off. Pressing this button also cancels operations or printing.

## (4) ON lamp

Lights after flashing when the power is turned on.

## (5) RESUME button

Changes printer settings, turns off the **Alarm** lamp, or selects a printer maintenance menu.

## (6) Alarm lamp

Lights or flashes when an error occurs.

## (7) Wireless lamp

Flashes according to wireless LAN connection status.

## (8) Network button

Perform wireless LAN settings or activates/deactivates wireless LAN.

**(9) Network lamp**

Lights up when wireless LAN is activated.

**(10) Direct button**

Perform Wireless Direct settings or activates/deactivates Wireless Direct.

**(11) Direct lamp**

Lights up when Wireless Direct is activated.

**(12) Information button**

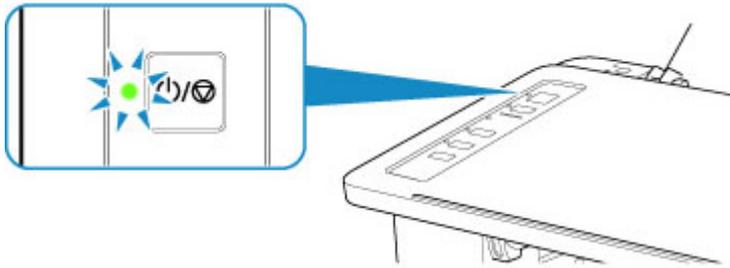
Starts printing network settings information.

## **Power Supply**

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

## Confirming that the Power Is On

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



### ▶▶ Note

- It may take a while for the printer to start printing immediately after you turn on the printer.

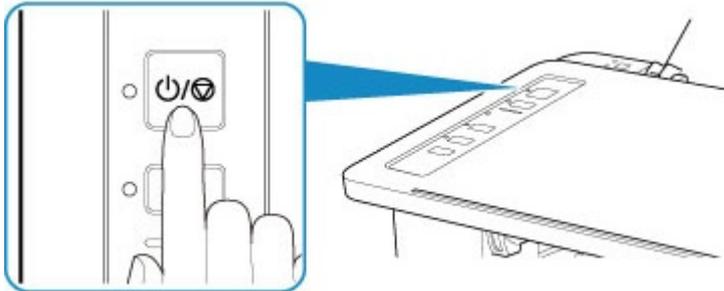
# Turning the Printer On and Off

## Turning on the printer

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

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

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



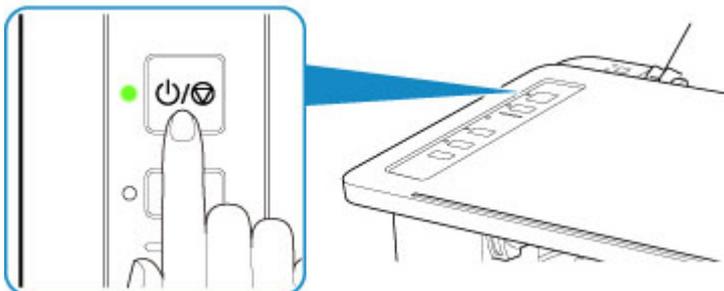
### ►► Note

- It may take a while for the printer to start printing immediately after you turn on the printer.
- If the **Alarm** lamp flashes, see [An Error Occurs](#).
- You can set the printer to automatically turn on when a print operation is performed from a computer connected by USB cable or wireless network. This feature is set to off by default. For details on the auto power on feature, see below.
  - For Windows:
    - [Managing the Printer Power](#)
  - For macOS:
    - [Managing the Printer Power](#)

## Turning off the printer

1. Press the **ON/Stop** 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 is the default setting. For details on the auto power off feature, see below.
  - For Windows:
    - [Managing the Printer Power](#)
  - For macOS:
    - [Managing the Printer Power](#)

## Checking the Power Plug/Power Cord

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

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

### **Caution**

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

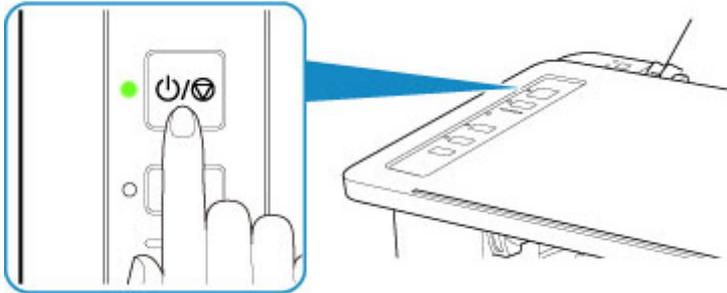
## Unplugging the Printer

To unplug the power cord, follow the procedure below.

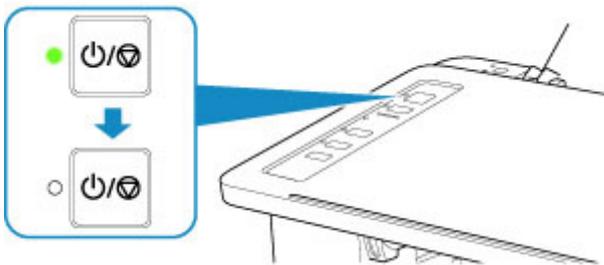
### ▶▶▶ Important

- When you unplug the power cord, press the **ON/Stop** 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.

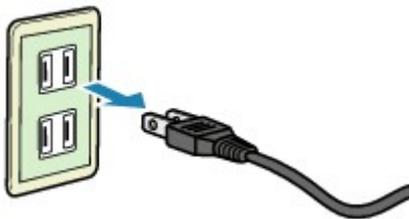
1. Press the **ON/Stop** button to turn the printer off.



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.

## **Changing Settings**

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

## Changing Printer Settings from Your Computer (macOS)

- [Managing the Printer Power](#)
- [Changing the Printer Operation Mode](#)

# Managing the Printer Power

Printer power supply is operated from Remote UI.

## Energy saving settings

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

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

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

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

2. Click **Energy saving settings**

3. Complete the following settings:

### **Auto power off**

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

### **Auto power on**

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

4. Apply the settings

Click **OK**.

The printer will operate with the changed settings hereafter.

# Changing the Printer Operation Mode

If necessary, switch between various modes of printer operation.

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

2. If necessary, complete the following settings:

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

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

### **Ink drying wait time**

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

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

Reducing the ink drying wait time speeds up printing.

3. Apply the settings

Click **OK**.

The printer operates with the modified settings hereafter.

## **Changing Settings from Operation Panel**

- ▶ **Initializing Printer Settings**
- ▶ **Switching/Disabling Wireless Connection Function**

# Initializing Printer Settings

You can initialize the printer settings.

## ►► Important

- For Windows:

When using the printer over wireless LAN, note that initialization erases all network settings on the printer, and printing operation from a computer over network may become impossible. To use the printer over network, perform setup with the Setup CD-ROM or perform it according to the instructions on our website.

- For macOS, Smartphone, or Tablet:

When using the printer over wireless LAN, note that initialization erases all network settings on the printer, and printing operation from a computer over network may become impossible. To use the printer over network, perform setup according to the instructions on our website.

Follow the procedure below to initialize the printer settings.

1. [Make sure that the printer is turned on.](#)
2. Press and hold **RESUME** button and release it when **Alarm** lamp flashes 13 times.

All the printer settings are initialized. The administrator password specified by Remote UI reverts to the default setting.

After resetting, perform setup again as necessary.

## ►► Note

- You cannot set the current position of the print head back to the default:

## Switching/Disabling Wireless Connection Function

Follow the procedure below to switch the wireless connection function or to disable it.

1. [Make sure that the printer is turned on.](#)
2. Press the **Network** button.
3. Confirm that the **Network** lamp is off.

# Specifications

## General Specifications

<b>Printing resolution (dpi)</b>	4800* (horizontal) x 1200 (vertical) * Ink droplets can be placed with a pitch of 1/4800 inch at minimum.
<b>Interface</b>	<b>USB Port:</b> Hi-Speed USB *1 <b>LAN Port:</b> Wireless LAN: IEEE802.11n / IEEE802.11g / IEEE802.11b *2  *1 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. *2 Setup possible through Standard setup, WPS (Wi-Fi Protected Setup), WCN (Windows Connect Now) or Easy wireless connect. USB and LAN can be used at the same time.
<b>Print width</b>	8 inches/203.2 mm (for Borderless Printing: 8.5 inches/216 mm)
<b>Printable area</b>	<b>Borderless printing:</b> Top/Bottom/Left/Right margin: 0.0 inch (0.0 mm) <b>Standard printing:</b> -Top margin: • 0.12 inches (3.0 mm) -Bottom margin: • 0.20 inches (5.0 mm) -Left margin: • Letter: 0.26 inches (6.4 mm) • Other sizes: 0.14 inches (3.4 mm) -Right margin: • Letter: 0.25 inches (6.3 mm) • Other sizes: 0.14 inches (3.4 mm)
<b>Operating environment</b>	<b>Temperature:</b> 41 to 95 °F (5 to 35 °C) <b>Humidity:</b> 10 to 90 % RH (no condensation) * The performance of the printer may be reduced under certain temperature and humidity conditions. Recommended conditions: <b>Temperature:</b> 59 to 86 °F (15 to 30 °C) <b>Humidity:</b> 10 to 80 % RH (no condensation) * For the temperature and humidity conditions of papers such as photo paper, refer to the paper's packaging or the supplied instructions.

<b>Storage environment</b>	<b>Temperature:</b> 32 to 104 °F (0 to 40 °C) <b>Humidity:</b> 5 to 95 % RH (no condensation)
<b>Power supply</b>	AC 100-240 V, 50/60 Hz (The supplied power cord is only for the country or region you purchased.)
<b>Power consumption</b>	<b>Printing (Copy):</b> Approx. 10 W <b>Standby (minimum):</b> Approx. 2.1 W *1*2 <b>OFF:</b> Approx. 0.2 W *1 *1 Wireless LAN is active. *2 The wait time for standby cannot be changed.
<b>External dimensions</b>	Approx. 17 (W) x 11.1 (D) x 5.7 (H) inches Approx. 430 (W) x 282 (D) x 143 (H) mm * With the Paper Support and Paper Output Tray retracted.
<b>Weight</b>	Approx. 6.4 lb (Approx. 2.9 kg) * With the FINE Cartridges installed.
<b>Canon FINE Cartridge</b>	Total 1280 nozzles (BK 320 nozzles, C/M/Y each 320 nozzles)

## Network Specifications

<b>Communication protocol</b>	TCP/IP
<b>Wireless LAN</b>	<b>Supported Standards:</b> IEEE802.11n / IEEE802.11g / IEEE802.11b <b>Frequency bandwidth:</b> 2.4 GHz <b>Channel:</b> 1-11 or 1-13 * 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) WCN (WCN-NET) Easy wireless connect <b>Other Features:</b> Administration password

## 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. .NET Framework 4.5.2 or 4.6 is required.
<b>Hard Disk Space</b>	3.1 GB Note: For bundled software installation. The necessary amount of hard disk space may be changed without notice.
<b>Display</b>	XGA 1024 x 768

## macOS

<b>Operating System</b>	OS X 10.10.5 - OS X 10.11, macOS 10.12
<b>Hard Disk Space</b>	1.5 GB Note: For bundled software installation. The necessary amount of hard disk space may be changed without notice.
<b>Display</b>	XGA 1024 x 768

## Other Supported OS

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

## Mobile Printing Capability

Apple AirPrint
Google Cloud Print
PIXMA Cloud Link

- Internet connection or CD-ROM drive is required to install the software for Windows.
- Internet connection is required to use Easy-WebPrint EX and all the user's guide.
- Easy-WebPrint EX: Internet Explorer 8, 9, 10 and 11\* (for Windows) is required.
- Windows: Some functions may not be available with Windows Media Center.
- macOS: For macOS, an internet connection is required during software installation.
- In an in-house network environment, the 5222 port must be open. Contact the network administrator for details.

Information in this guide is subject to change without notice.

## Information about Paper

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

# Supported Media Types

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

## Media Types

### Genuine Canon paper

#### ▶▶▶ Note

- For warnings on use of the non-printable side, see each product's usage information.
- 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>

#### Paper for printing photos:

- Glossy Photo Paper "Everyday Use" <GP-501>
- Photo Paper Glossy <GP-701>
- Photo Paper Plus Glossy II <PP-201>
- Photo Paper Plus Glossy II <PP-301>

### Paper other than genuine Canon paper

- Plain Paper (including recycled paper)

■ [Paper Load Limit](#)

## 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
- A4
- L(89x127mm)
- KG/4"x6"(10x15)
- Hagaki

#### Special sizes:

Special page sizes must be within the following limits:

- Minimum size: 3.50 x 5.00 inches (89.0 x 127.0 mm)
- Maximum size: 8.50 x 26.61 inches (215.9 x 676.0 mm)

## **Paper Weight**

You can use paper in the following weight range.

- 17 to 28 lb (64 to 105 g /m<sup>2</sup>) (plain paper other than genuine Canon paper)

# Paper Load Limit

## Genuine Canon Paper

### Paper for printing documents:

Media Name <Model No.>	Rear Tray	Paper Output Tray
Canon Red Label Superior <WOP111>	Approx. 60 sheets	Approx. 10 sheets
Canon Océ Office Colour Paper <SAT213>	Approx. 50 sheets	Approx. 10 sheets

### Paper for printing photos:

#### ▶▶▶ Note

- For best results in continuous printing, remove printed sheets from the paper output tray to avoid smearing or discoloration.

Media Name <Model No.>	Rear Tray	Paper Output Tray
Glossy Photo Paper "Everyday Use" <GP-501>*1	4" x 6" (10 x 15 cm): 20 sheets	*2
Photo Paper Glossy <GP-701>*1	4" x 6" (10 x 15 cm): 20 sheets	*2
Photo Paper Plus Glossy II <PP-201>*1	4" x 6" (10 x 15 cm): 20 sheets	*2
Photo Paper Plus Glossy II <PP-301>*1	4" x 6" (10 x 15 cm): 20 sheets	*2

## Paper other than Genuine Canon Paper

Common Name	Rear Tray	Paper Output Tray
Plain Paper (including recycled paper)*3	Approx. 60 sheets	Approx. 10 sheets

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

\*2 For best results in continuous printing, remove printed paper from the paper output tray to avoid smearing or discoloration.

\*3 Normal feeding at maximum capacity may not be possible with some types of paper, or under very high or low temperature or humidity. In this case, load half the amount of paper or less.

## Unsupported Media Types

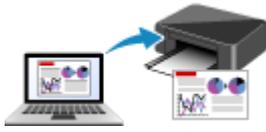
Do not use the following types of paper. Using such paper will cause not only unsatisfactory results, but also the printer to jam or malfunction.

- Folded, curled, or wrinkled paper
- Damp paper
- Paper that is too thin (weighing less than 17 lb (64 g /m<sup>2</sup>))
- Paper that is too thick (plain paper weighing more than 28 lb (105 g /m<sup>2</sup>), except for Canon genuine paper)
- Paper thinner than a postcard, including plain paper or notepad paper cut to a small size (when printing on paper smaller than A5)
- Picture postcards
- Postcards affixed with photos or stickers
- Envelopes
- Any type of paper with holes
- Paper that is not rectangular
- Paper bound with staples or glue
- Paper with an adhesive surface on the back such as label seal
- Paper decorated with glitter, etc.

## Handling Paper

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

# Printing



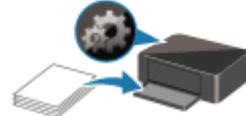
**Printing from Computer**



**Printing from Smartphone/Tablet**



**Printing from Digital Camera**



**Paper Settings**

## **Printing from Computer**

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

## Printing from Application Software (AirPrint)

- **Printing Using AirPrint** 📌 **Basic**
- **Adding AirPrint Printer**
- **How to Open AirPrint Printer Settings Screen**
- **Display the Printing Status Screen**
- **Deleting the Undesired Print Job**
- **Removing AirPrint Printer That Is No Longer Required from List of Printers**

# Printing Using AirPrint

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

## Print with AirPrint from a Mac



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

### ➤➤➤ Note

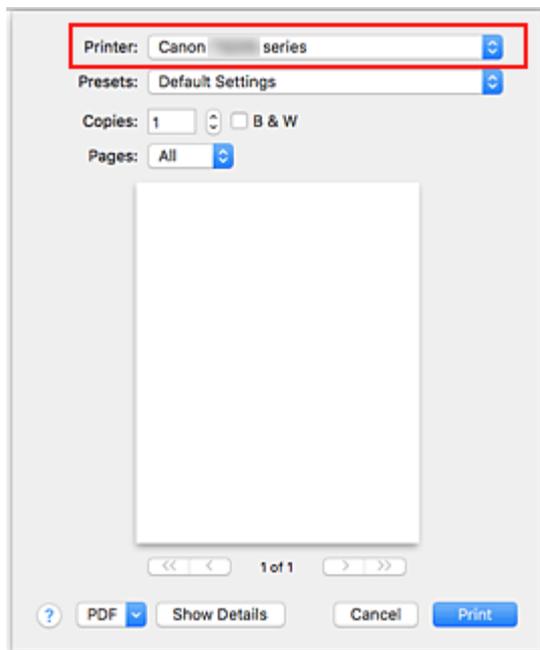
- If **Auto power on** is enabled, printer automatically turns itself on when receiving a print job.

2. [Load paper](#) in printer
3. Start printing from your application software

The Print dialog opens.

4. Select printer

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

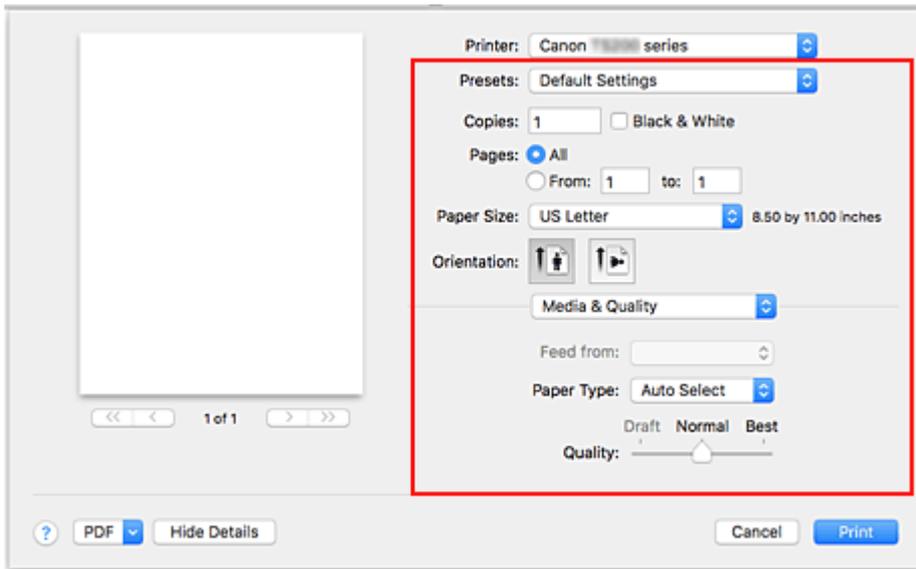


### ➤➤➤ Note

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

5. Check print settings

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



### ►►► Important

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

### ►►► Note

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

## 6. Click **Print**

When you execute printing, the printer prints according to the specified settings.

### ►►► Note

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

## Adding AirPrint Printer

Procedure for adding AirPrint printer to your Mac is explained.

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

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

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

### ▶▶▶ Note

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

2. Select the printer

Select the printer listed as **Bonjour**.

### ▶▶▶ Note

- Check the following if printer does not appear.
  - Printer is on
  - Firewall function of the security software is off
  - Printer is either connected to the wireless router or directly connected to the PC

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

4. Click **Add**

AirPrint printer is added to your Mac.

## How to Open AirPrint Printer Settings Screen

The settings screen of the AirPrint 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.

# Display the Printing Status Screen

Check the print progress according to the following procedure:

## 1. Launch the printing status screen

- If the print data has been sent to the printer

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

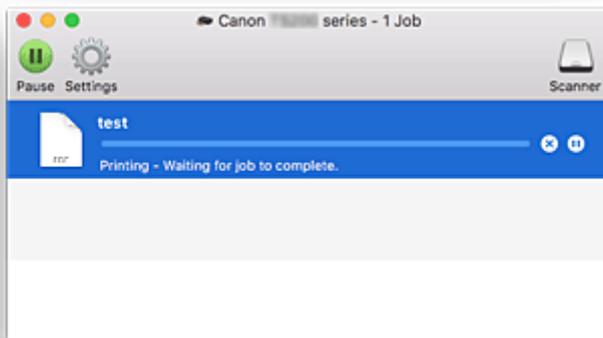
- If the print data has not been sent to the printer

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

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

## 2. Check the printing status

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



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

## Deleting the Undesired Print Job

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

1. Open **System Preferences**, and select **Printers & Scanners**
2. Select your model, and then click **Open Print Queue...**

The print status check screen appears.

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

The selected print jobs will be deleted.

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

AirPrint printer that is no longer in use can be removed from the list of printers.

Before removing AirPrint printer, remove the cable connecting the printer and PC.

You cannot remove the AirPrint printer if not logged in as the administrator. For information about an administrative user, refer to the user's manual for the macOS.

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

2. Delete AirPrint printer from list of printers

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

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

## Printing Using Canon Application Software

- ▶ [Easy-PhotoPrint+ Guide](#)
- ▶ [My Image Garden Guide](#)
- ▶ [Quick Menu Guide](#)

## What Is Easy-PhotoPrint+?

» Easy-PhotoPrint+ Features

» Starting Easy-PhotoPrint+

## Easy-PhotoPrint+ Screens

» Top Menu Screen

» **Select template** Screen

» **Image source list** Screen

» Item Edit Screen

» Print Settings Screen

## Troubleshooting

## **Printing Using a Web Service**

- ▶ **Using PIXMA/MAXIFY Cloud Link**
- ▶ **Printing with Google Cloud Print**

## **Printing from Smartphone/Tablet**

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

## Printing from iPhone/iPad/iPod touch (iOS)

- ▶ **Print Easily from a Smartphone or Tablet with Canon PRINT Inkjet/SELPHY**
- ▶ **Printing from iOS Device (AirPrint)**
- ▶ **Printing with Google Cloud Print**
- ▶ **Printing with Easy-PhotoPrint+**
- ▶ **Using PIXMA/MAXIFY Cloud Link**
- ▶ **Printing with Message in Print**

## **Printing from Smartphone/Tablet (Android)**

- ▶ **Print Easily from a Smartphone or Tablet with Canon PRINT Inkjet/SELPHY**
- ▶ **Printing with Google Cloud Print**
- ▶ **Printing with Easy-PhotoPrint+**
- ▶ **Using PIXMA/MAXIFY Cloud Link**
- ▶ **Printing with Mopria Print Service**
- ▶ **Printing with Canon Print Service**

## Printing with Wireless Direct

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

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

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

Follow the procedure below to use Wireless Direct.

1. [Enable Wireless Direct.](#)
2. [Connect devices to printer.](#)
3. [Perform printing operation.](#)

### ►► Important

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

■ [Restrictions](#)

## Preparing for Wireless Direct

Change settings below to prepare for Wireless Direct.

- Printer's LAN settings
  - [Enabling Wireless Direct of Printer](#)
- Settings of a device to connect
  - [Connecting the Device to the Printer](#)

## Enabling Wireless Direct of Printer

1. [Make sure that the printer is turned on.](#)
2. Press the **Direct** button.

The **Direct** lamp lights up.

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

### ►► Note

- To check the printer's MAC address and the current Wireless Direct settings, print out the network setting information.

■ [Printing Network Settings](#)

## Connecting the Device to the Printer

1. Turn on wireless communication on your device.

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

For more on turning on wireless communication, see your device's instruction manual.

2. Select "XXXXXX-TS300 series" ("XXXXXX" represents last six digits of printer's MAC address.) from list displayed on device.

**»» Note**

- If "XXXXXX-TS300 series" does not appear on the list, Wireless Direct is not enabled.  
See [Enabling Wireless Direct of Printer](#) to enable Wireless Direct.

3. Enter password.

Your device is connected to the printer.

**»» Note**

- You can check the printer's password by printing the network setting information.  
■ [Printing Network Settings](#)
- Depending on the device you are using, entering the password is required to connect a device to the printer via wireless LAN. Enter the password specified for the printer.

## Printing with Wireless Direct

Connect a device and the printer and start printing from the device's application.

**»» Note**

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

■ For iOS

■ For Android

## Paper Settings

By registering the size of the paper loaded on the rear tray, you can prevent the printer from misprinting by flashing **Alarm** lamp and **Paper** lamp before printing starts when the paper size of the loaded paper differs from the print settings.

### ▶▶▶ Note

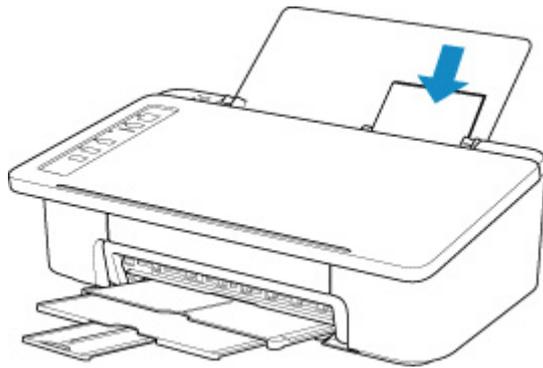
- The default setting for flashing **Alarm** lamp which prevents misprinting differs when printing from the PictBridge (Wireless LAN) compliant device, the smartphone or the tablet, printing from Windows, printing from macOS.

■ [Default Setting for Flashing Alarm Lamp which Prevents Misprinting](#)

Media type is set depending on the paper size registered in the printer.

Paper size	Media type
A4, LTR	Plain paper
KG, 4"x6"/10x15cm	Photo paper

**To register the size of the paper loaded on the rear tray in the printer:**



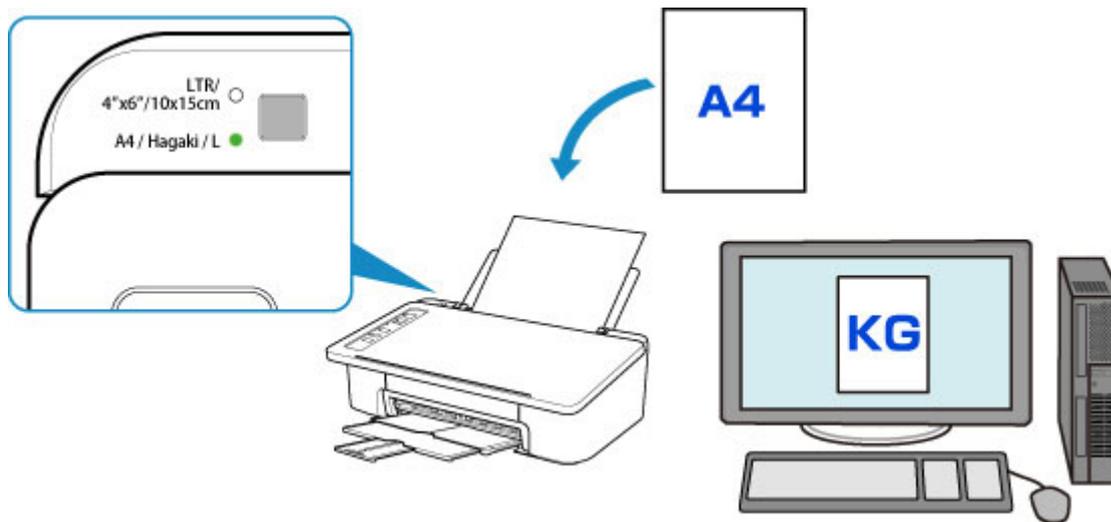
After loading paper on the rear tray, either of the **Paper** lamp lights up according to the paper size loaded last.

If the paper size loaded on the rear tray is different from the **Paper** lamp indication, press the **Paper Select** button to change the selection.

**When the paper size setting for printing is different from the paper size registered in the printer:**

Ex:

- Paper size setting for printing: KG
- Paper size registered in the printer: A4



When you start printing, the **Alarm** lamp and the **Paper** lamp indicating the paper size setting for printing flashes in synchronization.

Select one of the operations below.

- Printing on the paper loaded on the rear tray

You print on the paper loaded without changing the paper size setting for printing. Press the **RESUME** button.

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

- Printing after replacing paper

You print after replacing paper loaded on the rear tray.

For example, when the paper size setting for printing is KG and the paper size registered in the printer is A4, you load KG sized paper before you start printing.

After replacing the paper, register the size of the paper loaded on the rear tray in the printer.

- Cancel printing

Press the **ON/Stop** button to cancel printing and change the paper size setting for printing. Try printing again.

## Default Setting for Flashing Alarm Lamp which Prevents Misprinting

- **When you print from the PictBridge (Wireless LAN) compliant device, the smartphone, or the tablet:**

The **Alarm** lamp flashing which prevents misprinting is enabled by default.

To change the setting:

- To enable the **Alarm** lamp flashing which prevents misprinting, press and hold **RESUME** button and release it when **Alarm** lamp flashes 9 times.
- To disable the **Alarm** lamp flashing which prevents misprinting, press and hold **RESUME** button and release it when **Alarm** lamp flashes 10 times.

- **When you print from Windows:**

The **Alarm** lamp flashing which prevents misprinting is disabled by default.

To change the setting:

- [Changing the Printer Operation Mode](#)

- **When you print from macOS:**

The **Alarm** lamp flashing which prevents misprinting is enabled by default.

To change the setting:

- [Changing the Printer Operation Mode](#)

### **»» Important**

- When the **Alarm** lamp flashing which prevents misprinting is disabled:

The printer starts printing even though the paper size setting for printing and the paper size registered in the printer are different.

## Making Copy Using Smartphone/Tablet (Smartphone Copy)

The printer allows you to make a copy using a camera on your smartphone/tablet (**Smartphone Copy**).

### ▶▶▶ Note

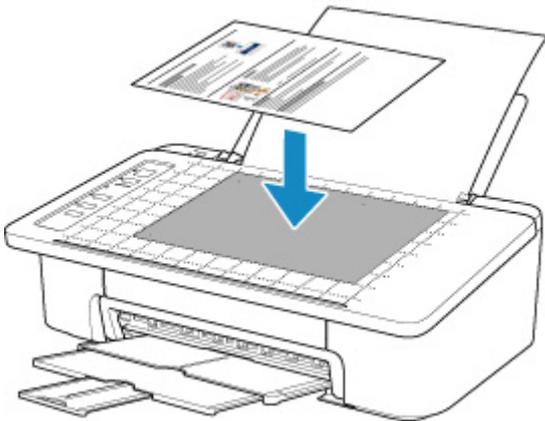
- For **Smartphone Copy**, install Canon PRINT Inkjet/SELPHY on your device and register the printer to it in advance.

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

- Print Easily from a Smartphone or Tablet with Canon PRINT Inkjet/SELPHY

- Button names may differ depending on your smartphone/tablet.

1. [Make sure that the printer is turned on.](#)
2. [Load paper.](#)
3. Load original on Smartphone Copy Grid.



### ▶▶▶ Important

- Load the original so that it does not protrude from Smartphone Copy Grid.
- The original may not be taken properly if it is warped, folded, or wrinkled. Get rid of wrinkles or flatten the original before taking a shot.



4. Start up  (Canon PRINT Inkjet/SELPHY) on your smartphone/tablet.

5. Select **Smartphone Copy** from main menu.

6. Take a shot of original using your smartphone/tablet.

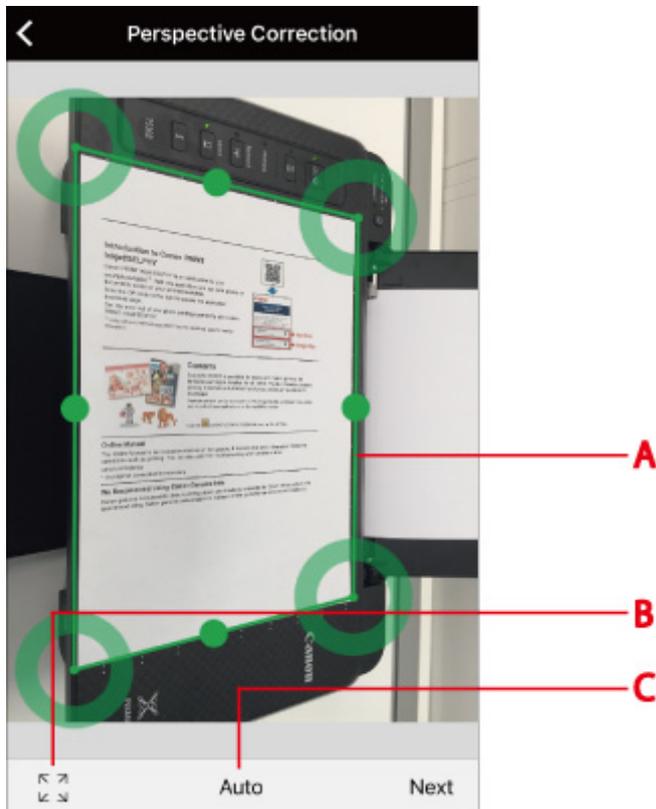
Hold your smartphone/tablet horizontally to take a shot of original. Make sure you can see the whole of original on the screen.

The **Perspective Correction** screen appears and the **Perspective Correction** frame is set automatically.

## ▶▶▶ Note

- Depending on your smartphone/tablet, operation to confirm the image after shooting is necessary.
- The image may be rotate automatically depending on your smartphone/tablet.

### 7. Modify outer shape of image.



#### (A) Perspective Correction frame

Drag the frame to fit the outline of the original if the frame does not along with.

#### (B) Perspective Correction frame switch

Tap to display the **Perspective Correction** frame fully on the screen. Tap again to set to automatic setting mode.

#### (C) Aspect ratio setting button

Select from **Auto**, **A4**, or **Letter**. **Auto** is set as a default.

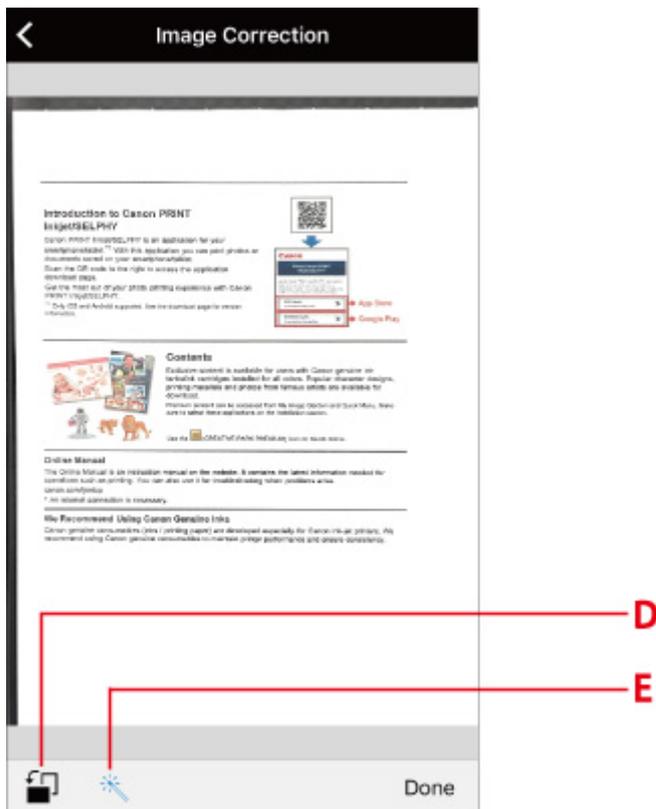
## ▶▶▶ Note

- If you are using iOS, you can load and modify the shape of a picture taken past.

### 8. Select **Next**.

The outer shape of the image is corrected automatically and the **Image Correction** screen appears.

### 9. Correct brightness and orientation of image.



**(D) Rotate**

Tap to rotate the image by 90 degrees. However, the image on the screen only rotates, it will not be reflected in the print result.

**(E) Brightness correction**

Select whether to correct image brightness automatically (  ) or not (  ).

10. Select **Done**.

The **Document Print** screen appears.

**▶▶▶ Note**

- Depending on your smartphone/tablet, the screen for setting the number of copies, paper size, paper type, etc. is displayed. In this case, proceed to step 12.

11. Select **Next**.

The **Print Settings** screen appears.

12. Print image from your smartphone/tablet.

1. Specify the number of copies, paper size, paper type, etc.
2. Select **Print**.

## Changing Settings Using Web Browser

You can check the printer status and change the printer settings using the web browser on your smartphone, tablet, or computer.

To check the printer status and to change the printer settings, display "Remote UI" on the web browser.

### ▶▶▶ Note

- Remote UI is a software that enables you to perform operations, which are usually performed on the printer's operation panel, using a Web browser over a network.

LAN connection with the printer is required to use Remote UI.

- You can use Remote UI on the following OS and the web browser.

- iOS device

OS: iOS 8.0 or later

Web browser: iOS standard Web browser (Mobile Safari)

- Android device

OS: Android 4.1 or later

Web browser: Android standard Web browser (Browser or Chrome)

- macOS device

OS: Mac OS X 10.9 or later

Web browser: Safari 7.0 or later

- Windows device

OS: Windows 7 SP1 or later

Web browser: Internet Explorer 11 or later, Google Chrome, or Mozilla Firefox

1. [Make sure printer is turned on.](#)

2. Check printer's IP address.

Check the printer's IP address by printing network settings information.

■ [Printing Network Settings](#)

3. Open web browser on your smartphone, tablet, or computer and enter IP address.

Enter as following in the URL field of the web browser.

http://XXX.XXX.XXX.XXX

Enter the IP address in "XXX.XXX.XXX.XXX".

When you access, "Remote UI" will be displayed on the web browser on your smartphone, tablet, or computer.

4. If you display Remote UI for the first time on your smartphone, tablet, or computer, select **For secure communication.**

Download the root certificate, and then register it.

#### ■ Registering Printer's Root Certificate to Web Browser

#### ▶▶▶ Note

- Once you register the root certificate to the web browser on your smartphone, tablet, or computer, this step is not necessary after the next time.  
If all settings are set back to the default from the printer's operation panel, download the root certificate again, and then register it.
- If the root certificate is not registered, a message to warn you that the secure connection is not guaranteed may appear.

#### 5. Select **Log in**.

The password authentication screen appears.

#### 6. Enter password.

When the password authentication is complete, the menus that can be utilized are displayed on the web browser.

#### ▶▶▶ Important

- The password is set at the time of purchase. The password is the printer serial number. The printer serial number is printed on the sticker attached on the printer. It consists of 9 alphanumeric characters (four alphabets followed by five numbers).  
For details on setting password, see Setting Password.

#### 7. Check printer status and change printer settings.

For changeable setting items, see below.

#### ■ Changeable Setting Items Using Web Browser

#### 8. When you finish checking printer status and changing printer settings, select **Log out**.

#### 9. Close web browser.

# Frequently Asked Questions



Network

- [Cannot Find Printer on Network](#)
- [Cannot Find Printer while Using Wireless LAN](#)
- [Network Key Unknown](#)
- [Cannot Print or Connect](#)

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



Print

- [Printing Does Not Start](#)
- [Paper Is Blank/Printing Is Blurry/Colors Are Wrong/White Streaks Appear](#)
- [Print Results Are Unsatisfactory](#)
- [List of Support Code for Error \(Paper Jams\)](#)
- [Cannot Print or Connect](#)



Installation

- [Cannot Install Printer Driver \(Windows\)](#)



Error

- [An Error Occurs](#)
- [Message \(Support Code\) Appears](#)

## Examples of Problems

### Printer Does Not Work

- [Printer Does Not Turn On](#)
- [Power Shuts Off By Itself](#)
- [USB Connection Problems](#)
- [Cannot Communicate with Printer via USB](#)

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- [Printing Does Not Start](#)
- [Printing Stops](#)
- [Cannot Print Using AirPrint](#)
- [Printing Is Slow](#)
- [Ink Is Not Coming Out](#)
- [List of Support Code for Error \(Paper Jams\)](#)
- [Paper Does Not Feed Properly/"No Paper" Error](#)
- [Print Results Are Unsatisfactory](#)

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- [Cannot Print from Smartphone/Tablet](#)

### Cannot Set Correctly (Network)

- [Cannot Find Printer on Check Printer Settings Screen During Setup \(Windows\)](#)

- [Cannot Find Printer while Using Wireless LAN](#)

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- [Printer Suddenly Stopped Working for Some Reason](#)
- [Network Key Unknown](#)
- [Administrator Password Set for Printer Unknown](#)
- [Printer Cannot Be Used After Replacing Wireless Router or Changing Its Settings](#)

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- [Message Appears on Computer During Setup](#)
- [Checking Network Information](#)
- [Restoring to Factory Defaults](#)

#### Cannot Set Correctly (Installation)

- [Cannot Install Printer Driver \(Windows\)](#)
- [Easy-WebPrint EX Does Not Start or Easy-WebPrint EX Menu Does Not Appear \(Windows\)](#)
- [Updating Printer Driver in Network Environment \(Windows\)](#)

#### Error or Message Appears

- [An Error Occurs](#)
- [Message \(Support Code\) Appears](#)
- [Error Message Appears on PictBridge \(Wireless LAN\) Compliant Device](#)

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- [List of Support Code for Error](#)

### Operation Problems

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- [Network Communication Problems](#)
- [Printing Problems](#)
- [Problems while Printing from Smartphone/Tablet](#)
- [Mechanical Problems](#)
- [Installation and Download Problems](#)
- [Errors and Messages](#)
- [If You Cannot Solve a Problem](#)

# Network Settings and Common Problems

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



## Wireless LAN

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### Cannot Find Printer

- [Cannot Find Printer while Using Wireless LAN](#)
- [Cannot Find Printer on Check Printer Settings Screen During Setup \(Windows\)](#)
- [Cannot Proceed beyond Printer Connection Screen](#)
- [Cannot Find Printer after Searching it on Printer Detection Screen During Setup](#)
- [Searching Printer by IP Address or Host Name During Setup](#)
- [Error Occurs During Wireless LAN Setup](#)
- [Another Printer Found with Same Name](#)
- [Changing Wireless LAN Connection Method](#)

### Cannot Print or Connect

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

### LAN Setting Tips/Changing LAN Settings

- [Network Key Unknown](#)
- [Administrator Password Set for Printer Unknown](#)
- [Checking Network Information](#)
- [Restoring to Factory Defaults](#)
- [Checking Wireless Router SSID/Key](#)
- [Checking Wireless Router SSID for Smartphone/Tablet](#)
- [Privacy Separator/SSID Separator/Network Separation Function](#)
- [Default Network Settings](#)
- [Connecting to Another Computer via LAN/Changing from USB to LAN Connection](#)
- [Printing Network Settings](#)
- [Changing Wireless LAN Connection Method](#)
- [Checking Status Code](#)

## Printing from Smartphone/Tablet

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

## Problems while Using Printer

- [Message Appears on Computer During Setup](#)
- [Printing Is Slow](#)
- [Ink Level Not Shown on Printer Status Monitor \(Windows\)](#)

## Wireless Direct

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### Cannot Print or Connect

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

### LAN Setting Tips/Changing LAN Settings

- [Network Key Unknown](#)
- [Administrator Password Set for Printer Unknown](#)
- [Checking Network Information](#)
- [Restoring to Factory Defaults](#)
- [Printing Network Settings](#)
- [Default Network Settings](#)
- [Changing Wireless LAN Connection Method](#)
- [Checking Status Code](#)

## Printing from Smartphone/Tablet

- [Cannot Print from Smartphone/Tablet](#)
- [Cannot Find Printer from Smartphone/Tablet while Using Bluetooth](#)
- [Downloading Canon PRINT Inkjet/SELPHY](#)

## Problems while Using Printer

- [Message Appears on Computer During Setup](#)
- [Printing Is Slow](#)
- [Ink Level Not Shown on Printer Status Monitor \(Windows\)](#)

## **Network Communication Problems**

- **Cannot Find Printer on Network**
- **Network Connection Problems**
- **Other Network Problems**

## **Cannot Find Printer on Network**

### **While performing printer setup:**

- ▶ **Cannot Find Printer on Check Printer Settings Screen During Setup (Windows)**
- ▶ **Cannot Proceed beyond Printer Connection Screen**

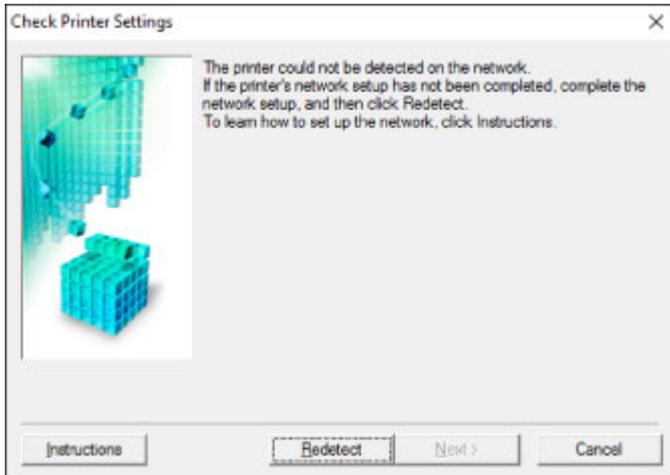
### **While using printer:**

- ▶ **Cannot Find Printer while Using Wireless LAN**

## Cannot Find Printer on Check Printer Settings Screen During Setup (Windows)

If the printer cannot be found and the **Check Printer Settings** screen appears after searching the printer by **Automatic search** on the **Search for Printers** screen, click **Redetect** and search for the printer again by the IP address on the **Search for Printers** screen.

If the printer has not been found after searching it by the IP address, check network settings.



- [Cannot Find Printer on Check Printer Settings Screen During Wireless LAN Setup \(Windows\)-  
Checking Power Status](#)
- [Cannot Find Printer on Check Printer Settings Screen During Wireless LAN Setup \(Windows\)-  
Checking PC Network Connection](#)
- [Cannot Find Printer on Check Printer Settings Screen During Wireless LAN Setup \(Windows\)-  
Checking Printer's Wireless LAN Settings](#)
- [Cannot Find Printer on Check Printer Settings Screen During Wireless LAN Setup \(Windows\)-  
Checking Wireless LAN Environment](#)
- [Cannot Find Printer on Check Printer Settings Screen During Wireless LAN Setup \(Windows\)-  
Checking Printer's IP Address](#)
- [Cannot Find Printer on Check Printer Settings Screen During Wireless LAN Setup \(Windows\)-  
Checking Security Software Settings](#)
- [Cannot Find Printer on Check Printer Settings Screen During Wireless LAN Setup \(Windows\)-  
Checking Wireless Router Settings](#)



## Cannot Find Printer on Check Printer Settings Screen During Wireless LAN Setup (Windows)-Checking Power Status

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### **Are printer and network device (router, etc.) turned on?**

Make sure the printer is turned on.

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

Make sure network device (router, etc.) is turned on.

### **If printer or network device is off:**

Turn on printer or network device.

It may take a while for the printer and network device to become ready for use once they are turned on.

Wait a while after turning on the printer or network device, and then click **Redetect** on the **Check Printer Settings** screen to redetect the printer.

If the printer is found, follow the instructions on the screen to continue to set up network communication.

### **If printer and network device are on:**

If the network devices are on, turn them off and on again.

If above does not solve the problem:

#### ■ [Cannot Find Printer on Check Printer Settings Screen During Wireless LAN Setup \(Windows\)-Checking PC Network Connection](#)



## Cannot Find Printer on Check Printer Settings Screen During Wireless LAN Setup (Windows)-Checking PC Network Connection

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### Can you view any web pages on your computer?

Make sure the computer and network device (router, etc.) are configured and the computer is connected to the network.

### If you cannot view any web pages:

Click **Cancel** on the **Check Printer Settings** screen to cancel to set up the network communication.

After that, configure the computer and network device.

For the procedures, refer to the instruction manuals supplied with the computer and network device, or contact their manufacturers.

If you can view web pages after configuring the computer and network device, try to set up the network communication from the beginning.

If above does not solve the problem:

- [Cannot Find Printer on Check Printer Settings Screen During Wireless LAN Setup \(Windows\)-Checking Printer's Wireless LAN Settings](#)



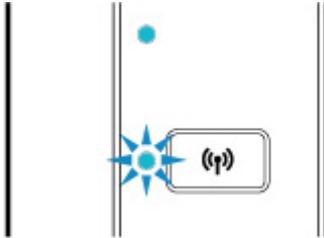
## Cannot Find Printer on Check Printer Settings Screen During Wireless LAN Setup (Windows)-Checking Printer's Wireless LAN Settings

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### Is printer set to allow wireless communication?

Make sure the **Network** lamp is lit.



### If lamp is not lit:

The printer is not set to allow wireless communication. Turn on wireless communication on the printer.

### If lamp is lit:

- [Cannot Find Printer on Check Printer Settings Screen During Wireless LAN Setup \(Windows\)-Checking Wireless LAN Environment](#)

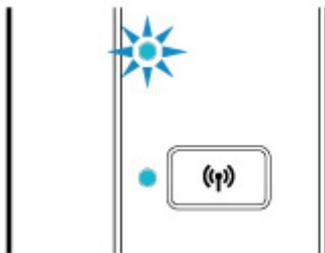


## Cannot Find Printer on Check Printer Settings Screen During Wireless LAN Setup (Windows)-Checking Wireless LAN Environment



### Is the printer connected to the wireless router?

Check the connection status between the printer and wireless router using the **Wireless** lamp on the printer.



### If Wireless lamp is not lit:

- Check wireless router configuration.

After checking the wireless router setting, make sure the printer is not placed far away from the wireless router.

The printer can be up to 50 m (164 ft) from the wireless router indoors. Make sure the printer is close enough to the wireless router to be used.

Place the wireless router and printer 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 wireless LAN due to a wall, place the printer and the computer in the same room.

In addition, if a device like a microwave oven that emits radio waves of the same frequency bandwidth as a wireless router is nearby, it may cause interference. Place the wireless router as far away from interference sources as possible.

#### ▶▶▶ Note

- Though an antenna is attached to most wireless routers, note that some of them have it inside.

- Check wireless router setting.

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

## **»» Important**

- Note that some wireless routers distinguish SSIDs by the last alphanumeric character according to their bandwidth (2.4 GHz or 5 GHz) or purpose (for computer or game machine).

To check the SSID of the wireless router the printer is connected to, print the network settings.

### ■ [Printing Network Settings](#)

For details, see the instruction manual supplied with the wireless router or contact the manufacturer.

After taking measures above, click **Redetect** on the **Check Printer Settings** screen to redetect the printer.

If the printer is found, follow the instructions on the screen to continue to set up network communication.

If the printer cannot be detected, the printer is not connected to the wireless router. Connect the printer to the wireless router.

After connecting the printer to the wireless router, set up the network communication from the beginning.

## **If Wireless lamp is lit:**

- [Cannot Find Printer on Check Printer Settings Screen During Wireless LAN Setup \(Windows\)-  
Checking Printer's IP Address](#)



## Cannot Find Printer on Check Printer Settings Screen During Wireless LAN Setup (Windows)-Checking Printer's IP Address

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### Is printer's IP address specified correctly?

If printer's IP address is not specified correctly, the printer may not be found. Make sure whether printer's IP address is not used for another device.

To check the printer's IP address, print out the network settings information.

■ [Printing Network Settings](#)

### If the IP address is not specified correctly:

See [If an error screen appears](#): and specify the IP address.

### If the IP address is specified correctly:

■ [Cannot Find Printer on Check Printer Settings Screen During Wireless LAN Setup \(Windows\)-Checking Security Software Settings](#)



## Cannot Find Printer on Check Printer Settings Screen During Wireless LAN Setup (Windows)-Checking Security Software Settings



### Disable block in firewall function temporarily.

The firewall of your security software or operation system for computer may limit communication between the printer and your computer. Check the firewall setting of your security software or operation system or the message shown on your computer and disable block temporarily.

### If firewall interferes with setup:

- **If message appears:**

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

After allowing the software to access, click **Redetect** on the **Check Printer Settings** screen to redetect the printer.

If the printer is found, follow the instructions on the screen to continue to set up network communication.

- **If no message appears:**

Cancel the setup, and then set the security software to allow Canon software to access the network.

The file **Setup.exe** or **Setup64.exe** in the **win > Driver > DrvSetup** folder on the Setup CD-ROM

After setting the security software, redo the network communication setup from the beginning.

After setup is completed, enable firewall.

### ▶▶▶ Note

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

If above does not solve the problem:

- [Cannot Find Printer on Check Printer Settings Screen During Wireless LAN Setup \(Windows\)-Checking Wireless Router Settings](#)



## Cannot Find Printer on Check Printer Settings Screen During Wireless LAN Setup (Windows)-Checking Wireless Router Settings

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### Check wireless router settings.

Check wireless router network connection settings, such as IP address filtering, MAC address filtering, encryption key, and DHCP function.

Make sure the same radio channel is assigned to the wireless router and the printer.

To check the settings of the wireless router, see the instruction manual supplied with the wireless router or contact the manufacturer.

In addition, make sure the wireless router you are using is configured to use 2.4 GHz bandwidth.

### ►► Important

- Depending on the wireless router, note that different 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 SSID.

After checking the wireless router settings, click **Redetect** on the **Check Printer Settings** screen to redetect the printer.

If the printer is found, follow the instructions on the screen to continue to set up network communication.



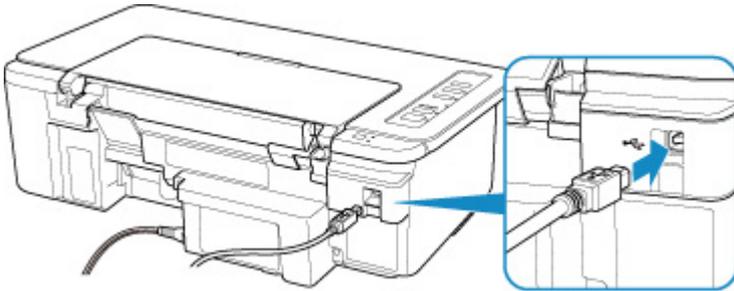
## Cannot Proceed beyond Printer Connection Screen



If you cannot proceed beyond the **Printer Connection** screen, check the following.

**Check1** Make sure USB cable is securely plugged in to printer and computer.

Connect the printer and the computer using a USB cable as the illustration below. The USB port is located at the back of the printer.



### ►► Important

- Connect the "Type-B" terminal to the printer with the notched side facing UP. For details, refer to the instruction manual supplied with the USB cable.

**Check2** Follow procedure below to connect printer and computer again.

### ►► Important

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

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

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

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

- For Windows:
  1. Click **Cancel**.
  2. Click **Back to Top** on **Setup Canceled** screen.
  3. Click **Exit** on **Start Setup** screen and finish setup.
  4. Turn off printer.
  5. Restart computer.

6. Make sure you have no application software running.
7. Perform setup on web page.

**▶▶▶ Note**

- You can use the Setup CD-ROM to redo setup.

- For macOS:

1. Click **Next**.
  - If the screen telling you that installation has not been completed appears, click **Abort** on displayed screen and finish setup.
  - If the **Connection failed.** screen appears:
    1. Click **Next**.
    2. Click **Next** on displayed screen.
    3. Click **Back to Top** on **Select Printer** screen.
    4. Click **Exit** on **Start Setup** screen and finish setup.
3. Turn off printer.
4. Restart computer.
5. Make sure you have no application software running.
6. Perform setup on web page.



## Cannot Find Printer while Using Wireless LAN

---



**Check1** Make sure the printer is turned on.

**Check2** Make sure the **Network** lamp is lit on the printer.

If not, press the **Network** button once to enable wireless LAN.

If the **Network** lamp is lit, see Check 3 or later checking items to make sure whether printer setup is complete or the settings of wireless router to connect are correct.

**Check3** Make sure computer setup is complete.

If it is not, perform setup.

- For Windows:  
Perform setup using the Setup CD-ROM or from the web page.
- For macOS:  
Perform setup from the web page.

### ▶▶▶ Note

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

**Check4** Make sure printer and wireless router network settings match.

Make sure the network settings of the printer (e.g. wireless router name, SSID, network key, etc.) are identical with those of the wireless router.

To check the settings of the wireless router, refer to the instruction manual provided with it or contact its manufacturer.

### ▶▶▶ Note

- Use 2.4 GHz frequency band to connect to a wireless router. Match the SSID set for the printer with that for 2.4 GHz frequency band of the wireless router.

To check the SSID set for the printer, print out the network setting information.

■ [Printing Network Settings](#)

### ▶▶▶ Note

- IJ Network Device Setup Utility allows you to diagnose and repair the network status.  
Select the link below to download IJ Network Device Setup Utility and install it.

#### ■ Checking Printer Connection Status Using IJ Network Device Setup Utility

See below for starting up IJ Network Device Setup Utility.

- For Windows:

#### ■ Starting Up IJ Network Device Setup Utility

- For macOS:

#### ■ Starting Up IJ Network Device Setup Utility

### Check5 Make sure the printer is not placed too far away from the wireless router.

If the distance between the printer and wireless router is too far, wireless communication becomes poor. Place the printer and wireless router close to each other.

#### ▶▶▶ Note

- Though an antenna is attached to most wireless routers, note that some of them have it inside.

### Check6 Make sure wireless signal is strong. Monitor signal strength and move printer and wireless router as necessary.

Place the wireless router and printer 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 wireless LAN due to a wall, place the printer and the computer in the same room.

In addition, if a device like a microwave oven that emits radio waves of the same frequency bandwidth as a wireless router is nearby, it may cause interference. Place the wireless router as far away from interference sources as possible.

#### ▶▶▶ Note

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

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

#### ■ Checking Printer Connection Status Using IJ Network Device Setup Utility

See below for starting up IJ Network Device Setup Utility.

- For Windows:

#### ■ Starting Up IJ Network Device Setup Utility

- For macOS:

#### ■ Starting Up IJ Network Device Setup Utility

### Check7 Make sure the computer is connected to the wireless router.

For more on how to check the computer settings or connection status, see your computer instruction manual or contact its manufacturer.

#### ▶▶▶ Note

- If you use a smartphone or tablet, make sure the Wi-Fi is enabled on the device.

**Check8** Make sure **Enable bidirectional support** is selected in the **Ports** sheet of the properties dialog box of the printer driver. (Windows)

If not, select it to enable bidirectional support.

**Check9** Check the settings of security software's firewall.

If your security software's firewall is on, a message may appear warning you that Canon software is attempting to access the network. If this warning message appears, set security software to always allow access.

If you are using any programs that switch between network environments, check their settings. Some programs use a firewall by default.

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

**If the problem is not resolved, redo setup.**

- For Windows:

Perform setup using the Setup CD-ROM or from the web page.

- For macOS:

Perform setup from the web page.



## Cannot Find Printer after Searching it on Printer Detection Screen During Setup



The printer could not be detected with the current setup method.

Select **Set up the network connection according to the guide** radio button and click **Next**. The screen to show another setup method is displayed.

Canon series

1 2 3 4

### Select Printer

Select from the list  
The serial number can be found on the Letter of Guarantee and on the printer.

IPv4 Device IPv6 Device

Product Name	Serial Number (Last 5 Digits)	IP Address	MAC Address
--------------	-------------------------------	------------	-------------

Serial Number Location Update

Specify the IP address and run the search

Set up the network connection according to the guide  
Select this option if the printer is not displayed on the list or if it cannot be found by specifying the IP address.

Back to Top Next

Perform setup following the instructions on the screen.

### ▶▶▶ Note

- You can search for printers by an IP address or host name.
  - [Searching Printer by IP Address or Host Name During Setup](#)

## Searching Printer by IP Address or Host Name During Setup

If the printer cannot be found on the **Select Printer** screen, search for the printer by an IP address or host name. Select **Specify the IP address and run the search** radio button and click **Next**. The screen to select searching criteria appears.

1. Check printer's IP address or host name.

To check the printer's IP Address or host name, print out the network settings information.

■ [Printing Network Settings](#)

### ▶▶▶ Note

- If you use the printer in an office, ask the network administrator.

2. Specify searching method.

Select one of the method below.

The screenshot shows a Windows-style window titled 'Printer Search Method Selection'. It has a progress bar at the top with four steps, where step 2 is active. The main content area contains three radio button options, each with a text input field below it. The first option, 'Search by IPv4 address', is selected and its input field is highlighted with a red box and a red line labeled '1'. The second option, 'Search by IPv6 address', is unselected and its input field is highlighted with a red box and a red line labeled '2'. The third option, 'Search by host name', is unselected and its input field is highlighted with a red box and a red line labeled '3'. At the bottom of the window, there are 'Back' and 'Next' buttons, and an 'Online Manual' button. A note at the bottom states: 'To specify an IP address and run the search, you must assign an IP address to the printer beforehand. For more details, click [Online Manual].'

The Windows screen is used as an example above.

1. **Search by IPv4 address**

Select to search for printers by IPv4 address.

2. **Search by IPv6 address**

Select to search for printers by IPv6 address.

3. **Search by host name**

Select to search for printers by host name. A host name is referred to as LLMNR host name or Bonjour service name.

3. Enter IP address or host name and click **Next**.

Printer search starts.

### **If an error screen appears:**

Resolve the error according to the instruction on the screen.

If the IP address you entered is already used for another device, specify printer's IP address. For Windows, you can specify it using IJ Network Device Setup Utility.

### **»» Important**

- If firewall is enabled on the computer, printers on a different subnet may not be detected. Disable firewall.

### **If firewall interferes with printer search:**

- **If message appears:**

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

After allowing the software to access, specify the IP address or host name and search for printers again.

If the printer is found, follow the instructions on the screen to continue to set up the network communication.

- **If no message appears:**

Cancel searching printers, and then set the security software to allow Canon software below to access the network.

- For Windows:

The following downloaded files or those on the Setup CD-ROM

- **Setup.exe** or **Setup64.exe** in the **win > Driver > DrvSetup** folder
- **MSetup64.exe**
- **win > MSetup64.exe**
- **win > MSetup.exe**

- For macOS:

Downloaded **Setup.app**

After setting the security software, specify the IP address or host name and search for printers again.

### **»» Note**

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

## **Network Connection Problems**

- ▶ **Printer Suddenly Stopped Working for Some Reason**
- ▶ **Network Key Unknown**
- ▶ **Printer Cannot Be Used After Replacing Wireless Router or Changing Its Settings**

# Printer Suddenly Stopped Working for Some Reason

- [Cannot Connect to Printer after Network Configuration Change](#)
- [Cannot Connect to Printer via Wireless LAN](#)
- [Cannot Connect to Printer through Wireless Direct](#)
- [Cannot Print through Network](#)

## Cannot Connect to Printer after Network Configuration Change

---

### A

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

## Cannot Connect to Printer via Wireless LAN

---

### A

**Check1** Check the power status of printer, network devices (e.g. wireless router), and smartphone/tablet.

Turn on the printer or devices.

If the power is already turned on, turn it off and on again.

It may be necessary to resolve wireless router problems (e.g. update interval of a key, problems of DHCP update interval, energy saving mode, etc.) or to update the wireless router firmware.

For details, contact the manufacturer of your wireless router.

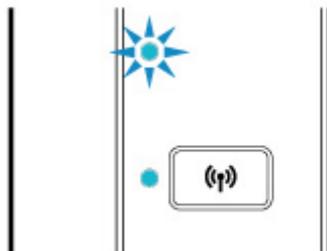
**Check2** Can you view any web pages on your computer?

Make sure your computer is connected to the wireless router properly.

For more on checking computer settings or connection status, see the instruction manual supplied with the wireless router or contact the manufacturer.

**Check3** Is the printer connected to the wireless router?

Use the **Wireless** lamp to check the connection status between the printer and wireless router.



If the **Wireless** lamp is not lit, the printer is not connected to the wireless router. Check the environment or settings of the wireless router.

#### **Check4** Make sure the printer and wireless router network settings match.

Make sure the network settings of the printer (e.g. wireless router name, SSID, network key, etc.) are identical with those of the wireless router.

To check the settings of the wireless router, refer to the instruction manual provided with it or contact its manufacturer.

#### **▶▶▶ Note**

- Use 2.4 GHz frequency band to connect to a wireless router. Match the SSID set for the printer with that for 2.4 GHz frequency band of the wireless router.

To check the current network settings of the printer, print out the network setting information.

■ [Printing Network Settings](#)

#### **▶▶▶ Note**

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

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

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

See below for starting up IJ Network Device Setup Utility.

- For Windows:

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

- For macOS:

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

#### **Check5** Make sure the printer is not placed too far away from the wireless router.

If the distance between the printer and wireless router is too far, wireless communication becomes poor. Place the printer and wireless router close to each other.

#### **▶▶▶ Note**

- Though an antenna is attached to most wireless routers, note that some of them have it inside.

#### **Check6** Make sure wireless signal is strong. Monitor signal status and move printer and wireless router as necessary.

Place the wireless router and printer 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 wireless LAN due to a wall, place the printer and the computer in the same room.

In addition, if a device like a microwave oven that emits radio waves of the same frequency bandwidth as a wireless router is nearby, it may cause interference. Place the wireless router as far away from interference sources as possible.

## ▶▶ Note

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

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

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

See below for starting up IJ Network Device Setup Utility.

- For Windows:
  - [Starting Up IJ Network Device Setup Utility](#)
- For macOS:
  - [Starting Up IJ Network Device Setup Utility](#)

### Check7 Make sure you are using a valid channel.

Usable wireless channels may be limited depending on wireless network device used by your computer. See the instruction manual provided with your computer or wireless network device to check usable wireless channels.

### Check8 Make sure channel set on wireless router is a usable channel as confirmed in Check 7.

If it is not, change the channel set on the wireless router.

### Check9 Check the settings of security software's firewall.

If your security software's firewall is on, a message may appear warning you that Canon software is attempting to access the network. If this warning message appears, set security software to always allow access.

If you are using any programs that switch between network environments, check their settings. Some programs use a firewall by default.

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

#### If the problem is not resolved, redo setup.

- For Windows:

Perform setup using the Setup CD-ROM or from the web page.
- For macOS:

Perform setup from the web page.
- **Positioning:**

Make sure there are no obstacles between the wireless router and the printer.



## Cannot Connect to Printer through Wireless Direct



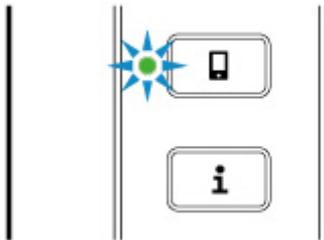
**Check1** Check the power status of printer and other devices (smartphone or tablet).

Turn on the printer or devices.

If the power is already turned on, turn it off and on again.

**Check2** Check printer settings.

Make sure the **Direct** lamp is lit.



If not, press the **Direct** button once to enable Wireless Direct.

**Check3** Check the settings of your device (smartphone/tablet).

Make sure wireless LAN 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 identifier for Wireless Direct (SSID) specified for the printer as the connection destination for devices.

Check the destination on your device.

For details, refer to your device's instruction manual or visit the manufacturer's website.

To check the identifier for Wireless Direct (SSID) specified for the printer, print out the network setting information of the printer.

■ [Printing Network Settings](#)

**Check5** Have you entered the proper password specified for the Wireless Direct?

To check the password specified for the printer, print out the network setting information of the printer.

■ [Printing Network Settings](#)

**Check6** Make sure the printer is not placed too far away from the device.

If the distance between the printer and wireless router is too far, wireless communication becomes poor. Place the printer and wireless router close to each other.

## ►► Note

- Though an antenna is attached to most wireless routers, note that some of them have it inside.

**Check7** Make sure 5 devices are already connected.

Wireless Direct does not allow more than 5 devices to be connected.

## Q Cannot Print through Network

### A

**Check1** Make sure the computer is connected to the wireless router.

For more on how to check the computer settings or connection status, see your computer instruction manual or contact its manufacturer.

**Check2** If printer driver is not installed, install it. (Windows)

Install the printer driver using the Setup CD-ROM or install it from the Canon website.

**Check3** Make sure wireless router does not restrict which computers can access it.

For more on connecting to and setting up your wireless router, see the wireless router instruction manual or contact its manufacturer.

## ►► Note

- To check the MAC address or IP address of your computer, see [Checking Computer IP Address or MAC Address](#).

## Network Key Unknown

- [WPA/WPA2 or WEP Key Set for Wireless Router Unknown, Cannot Connect](#)
- [Setting an Encryption Key](#)

### WPA/WPA2 or WEP Key Set for Wireless Router Unknown, Cannot Connect

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#### 

For more on setting up a wireless router, see the instruction manual provided with the wireless router or contact its manufacturer. Make sure your computer can communicate with the wireless router.

#### Note

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

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

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

See below for starting up IJ Network Device Setup Utility.

- For Windows:
    - [Starting Up IJ Network Device Setup Utility](#)
  - For macOS:
    - [Starting Up IJ Network Device Setup Utility](#)
- 

### Setting an Encryption Key

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#### 

For more on setting up a wireless router, see the instruction manual provided with the wireless router or contact its manufacturer. Make sure your computer can communicate with the wireless router.

#### Note

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

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

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

See below for starting up IJ Network Device Setup Utility.

- For Windows:
    - [Starting Up IJ Network Device Setup Utility](#)
  - For macOS:
    - [Starting Up IJ Network Device Setup Utility](#)
-

Selecting WPA, WPA2, or WPA/WPA2 is recommended for security reason. If your wireless router is compatible with WPA/WPA2, you can also use WPA2 or WPA.

- **Using WPA/WPA2**

The authentication method, passphrase, and dynamic encryption type must be the same for the wireless router, the printer, and your computer.

Enter the passphrase configured on the wireless router (a sequence of between 8 and 63 alphanumeric characters, or a 64-character hexadecimal number).

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 key length, key format, key to use (one of 1 to 4), and authentication method must be the same for the wireless router, the printer, and your computer.

To communicate with a wireless router that uses automatically generated WEP keys, you must set the printer to use the key generated by the wireless router, entering it in hexadecimal format.

- For Windows:

When the **WEP Details** screen appears after you click **Search...** on the **Network Settings (Wireless LAN)** screen in IJ Network Device Setup Utility, follow the on-screen instructions to set the WEP key length, format, and the number.

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 key length in AirPort Base Station.
- Select **1** for **Key ID**. Otherwise, computer will not be able to communicate with printer via the wireless router.



## Printer Cannot Be Used After Replacing Wireless Router or Changing Its Settings

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When you replace a wireless router, redo the network setup for the printer.

- For Windows:  
Perform setup using the Setup CD-ROM or from the web page.
- For macOS:  
Perform setup from the web page.

### ▶▶▶ 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 or WEP key, make sure encryption key for computer, network device, and printer matches key set for wireless router.

Not only the WEP key itself, but also the key length, key format, the key ID to use, and the authentication method must be the same for the printer, the wireless router, and the computer.

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

## **Q** With Encryption On, Cannot Communicate with Printer After Changing Encryption Type at Wireless Router

---

### **A**

If you change the encryption type for the printer and it subsequently cannot communicate with the computer, make sure the encryption type for the computer and the wireless router matches the type set for the printer.

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



## Administrator Password Set for Printer Unknown

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Initialize the printer settings.

### ■ ■ [Initializing Printer Settings](#)

After initializing the printer settings, redo setup.

- For Windows:  
Perform setup using the Setup CD-ROM or from the web page.
- For macOS:  
Perform setup from the web page.



## Printing Is Slow

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**Check1** Printer may be printing a large job from another computer.

**Check2** Make sure the printer is not placed too far away from the wireless router.

Place the wireless router and printer 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 wireless LAN due to a wall, place the printer and the computer in the same room.

In addition, if a device like a microwave oven that emits radio waves of the same frequency bandwidth as a wireless router is nearby, it may cause interference. Place the wireless router as far away from interference sources as possible.

### ▶▶▶ Note

- Though an antenna is attached to most wireless routers, note that some of them have it inside.

**Check3** Make sure wireless signal is strong. Monitor signal status and move printer and wireless router as necessary. (Windows)

### ▶▶▶ Note

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

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

#### ■ Checking Printer Connection Status Using IJ Network Device Setup Utility

See below for starting up IJ Network Device Setup Utility.

- For Windows:

#### ■ Starting Up IJ Network Device Setup Utility

- For macOS:

#### ■ Starting Up IJ Network Device Setup Utility



## Cannot Access to Internet on Wireless LAN from Communication Device

---



**Check1** Is your device connected to printer using Wireless Direct?

If your device is connected to the printer using Wireless Direct, you cannot access to the Internet. Turn off Wireless Direct and connect your device to the wireless router.

For details, see the instruction manual provided with your device and wireless router.

**Check2** Is wireless router on?

**Check3** Is wireless router configured properly?

For more on checking wireless router settings, see the instruction manual provided with the wireless router or contact its manufacturer.

**Check4** Check your device and wireless router location.

Check the distance between your device and wireless router, and check for obstruction or source of radio wave interference nearby.



## Ink Level Not Shown on Printer Status Monitor (Windows)

---



Use the printer driver with bidirectional communication.

Select **Enable bidirectional support** in the **Ports** sheet of the properties dialog box of the printer driver.

- Opening Printer Driver's Setup Screen



## Cannot Print or Connect

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Redo printer setup if one of conditions below is applied.

- if you have replaced a computer or wireless router
- if you have changed wireless router settings
- if you have changed the printer connection method (wireless LAN/USB)
- if you have forgotten the administrator password specified for the printer

If you have forgotten the password, initialize the printer to restore the password to default, and then redo printer setup.

■ [Initializing Printer Settings](#)

Visit [here](#) for more on the setup procedure.

If none of the above is applied, see [Printer Suddenly Stopped Working for Some Reason](#).

## Other Network Problems

- ▶ [Checking Network Information](#)
- ▶ [Restoring to Factory Defaults](#)

## Checking Network Information

- [Checking Printer IP Address or MAC Address](#)
- [Checking Computer IP Address or MAC Address](#)
- [Checking Communication Between the Computer, the Printer, and the Wireless Router](#)
- [Checking Network Setting Information](#)

### Checking Printer IP Address or MAC Address

---

#### 

To check the printer's IP Address or MAC address, print out the network settings information.

- [Printing Network Settings](#)

For Windows, you can check the network setting information on the computer screen.

- Canon IJ Network Device Setup Utility Screen

### Checking Computer IP Address or MAC Address

---

#### 

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

- For Windows:

1. Select **Command Prompt** as shown below.

In Windows 10, right-click **Start** button and select **Command Prompt**.

In Windows 8.1, select **Command Prompt** from the **Start** screen. If **Command Prompt** is not displayed on the **Start** screen, select the **Search** charm and search for "**Command Prompt**".

In Windows 7, click **Start > All Programs > Accessories > Command Prompt**.

2. Enter "ipconfig/all" and press **Enter**.

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

- For macOS:

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

Make sure **Wi-Fi** is selected as network interface.

3. Check the IP address or MAC address.

Click **TCP/IP** to check the IP address.

Click **Hardware** to check the MAC address.

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

---

### A

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

- For Windows:

1. Select **Command Prompt** as shown below.

In Windows 10, right-click **Start** button and select **Command Prompt**.

In Windows 8.1, select **Command Prompt** from the **Start** screen. If **Command Prompt** is not displayed on the **Start** screen, select the **Search** charm and search for "**Command Prompt**".

In Windows 7, click **Start > All Programs > Accessories > Command Prompt**.

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

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

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

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

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

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

- For macOS:

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

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

2. Click **Ping**.

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

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

5. Click **Ping**.

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

A message such as the following appears.

64 bytes from XXX.XXX.XXX.XXX: icmp\_seq=0 ttl=64 time=3.394 ms

64 bytes from XXX.XXX.XXX.XXX: icmp\_seq=1 ttl=64 time=1.786 ms

64 bytes from XXX.XXX.XXX.XXX: icmp\_seq=2 ttl=64 time=1.739 ms

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

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

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

## **Q** Checking Network Setting Information

---

### **A**

To check the printer's network settings information, print out the network settings information.

- [Printing Network Settings](#)



## Restoring to Factory Defaults

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### »» Important

- For Windows:

Initialization erases all network settings on the printer, making printing operation from a computer over a network impossible. To use the printer over a network again after restoring it to the factory defaults, redo setup using the Setup CD-ROM or from the web page.

- For macOS:

Initialization erases all network settings on the printer, making printing operation from a computer over a network impossible. To use the printer over a network again after restoring it to the factory defaults, redo setup from the web page.

Press and hold the **RESUME** button and release it when the **Alarm** lamp flashes 8 times.

The network settings are initialized.

## Message Appears on Computer During Setup

- [Screen to Enter Password Appears During Setup \(Windows\)](#)
- [Encryption Settings Screen Appears When Wireless Router Selected \(Windows\)](#)
- ["You have connected the printer to the non encrypted wireless network" Appears](#)



### Screen to Enter Password Appears During Setup (Windows)

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If the printer is set up for use with a network and an administrator password has been set, a screen asking you to enter the password appears.

Enter the same password as that specified for the printer.

#### »» Note

- An administrator password is already set for the printer at the time of purchase.

For details:

- Administrator Password

For improved security, we recommend that you change the administrator password.

- Changing Administrator Password



### Encryption Settings Screen Appears When Wireless Router Selected (Windows)

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This screen appears automatically if the selected wireless router is encrypted. Set the same encryption settings as those set for the wireless router.

For more on encryption settings, see [Performing/Changing Wireless LAN Settings](#).



### "You have connected the printer to the non encrypted wireless network" Appears

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Security is not configured on the wireless router. The printer can still be used, so continue the setup procedure and complete it.

#### »» Important

- If you connect to a network that is not protected with security measures, there is a risk of disclosing data such as your personal information to a third party.



## Connecting Printer and Wireless Router Using Easy wireless connect

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Using "Easy wireless connect" allows you to register wireless router information to the printer directly via a device (e.g. smartphone or tablet). Turn the printer and the device on and perform connection setup.

For details:

- Easy wireless connect

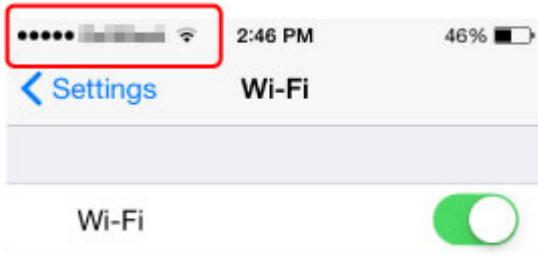


## Cannot Connect Smartphone/Tablet to Wireless Router



**Check** Is the wireless LAN antenna displayed on your smartphone/tablet?

Example:



If the antenna is not displayed, your device's wireless function is disabled. Enable wireless LAN on your device and connect it to a wireless router. For more on the procedure, refer to your device's instruction manual or visit the manufacturer's website.

### ▶▶▶ Note

- If you perform setup for your smartphone/tablet to use the printer, connect the printer and wireless router in advance and complete setup on the computer so that the setup is easier.



## Downloading Canon PRINT Inkjet/SELPHY

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Download Canon PRINT Inkjet/SELPHY from App Store and Google Play.

- For iOS
- For Android

You can use AirPrint if you use an iOS device.

- Printing from iOS Device (AirPrint)

You can also use Canon Print Service (printing plug-in) if you use an Android 4.4.2 or later.

- Canon Print Service



## Checking Wireless Router SSID/Key

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Though an antenna is attached to most wireless routers, note that some of them have it inside.

For details, refer to your wireless router's instruction manual or visit the manufacturer's website.

### **»» Important**

- Some wireless routers distinguish SSIDs by the last alphanumeric character according to their bandwidth (2.4 GHz or 5 GHz) or purpose (for computer or game machine). Make sure you are using the SSID for 2.4 GHz bandwidth or IEEE802.11g/IEEE802.11n.



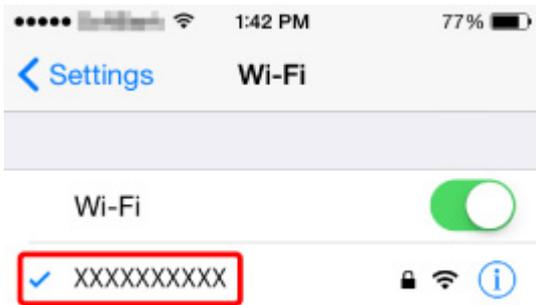
## Checking Wireless Router SSID for Smartphone/Tablet

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Check it from the setting screen of your smartphone/tablet.

Example:



For details on how to display the setting screen, refer to your device's instruction manual or visit the manufacturer's website.

### ▶▶▶ Important

- Make sure your device is selecting the wireless router with the same SSID as that the printer is connected to, and connect your device to the wireless router.



## Privacy Separator/SSID Separator/Network Separation Function

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If a privacy separator, SSID separator, or Network separation function is enabled on the wireless router, you cannot perform setup. Before performing setup, disable these functions. For the procedure, refer to your wireless router's instruction manual or visit the manufacturer's website.



## Setting Up Using Smartphone/Tablet

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Refer to Getting Started or visit [here](#) to perform setup.

### **Note**

- Before performing setup, we recommend you connect the printer and computer via a wireless router and make sure you can print from the computer.



## Error Occurs During Wireless LAN Setup



### Check1 Check wireless router location

Make sure the printer is not placed far away from the wireless router.

The printer can be up to 50 m (164 ft) from the wireless router indoors. Make sure the printer is close enough to the wireless router to be used.

Place the wireless router and printer 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 wireless LAN due to a wall, place the printer and the computer in the same room.

In addition, if a device like a microwave oven that emits radio waves of the same frequency bandwidth as a wireless router is nearby, it may cause interference. Place the wireless router as far away from interference sources as possible.

### ▶▶▶ Note

- Though an antenna is attached to most wireless routers, note that some of them have it inside.

### Check2 Check wireless router settings

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

### ▶▶▶ Important

- Note that some wireless routers distinguish SSIDs by the last alphanumeric character according to their bandwidth (2.4 GHz or 5 GHz) or purpose (for computer or game machine).

To check the SSID of the wireless router the printer is connected to, print the network settings.

#### ■ [Printing Network Settings](#)

For details, see the instruction manual supplied with the wireless router or contact the manufacturer.

If you use an encryption key, specify it for the SSID you are using.

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

### ▶▶▶ Note

- Pressing a button on the wireless router allows you to connect the printer and wireless router.



#### ■ WPS Connection

- For manual setup:

- WPS (PIN Code) Connection

If the measures above do not resolve the problem, make sure the DHCP of the wireless router is enabled.



## Checking Status Code



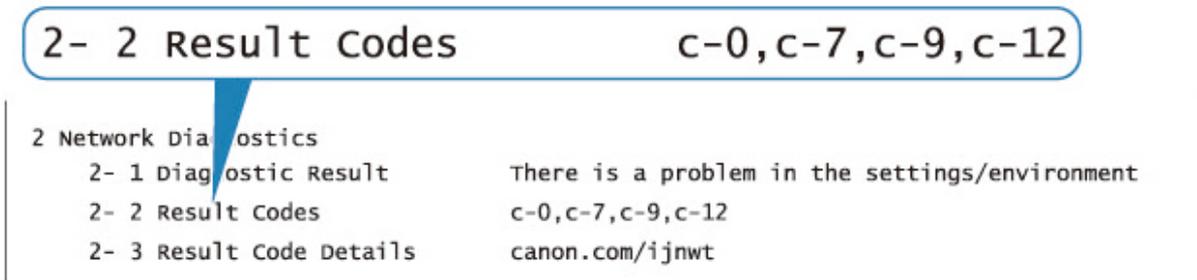
You can check the current network status by printing network information. "Status Code" represents the network status.

Follow the procedure below to check the status code.

1. Print out network settings.

■ [Printing Network Settings](#)

2. Check "2-2 Result Codes" on printout.



3. Visit <http://canon.com/ijnwt> to check details on displayed status code (c-xx: "xx" represents numeric characters).

## **Problems while Printing from Smartphone/Tablet**

- ▶ **Cannot Print from Smartphone/Tablet**

## Cannot Print from Smartphone/Tablet

If you cannot print from your smartphone/tablet, it is possible that your smartphone/tablet cannot communicate with the printer.

Check the cause of your problem according to the connection method.

- [Cannot Communicate with Printer over Wireless LAN](#)
- [Cannot Communicate with Printer while It Is in Wireless Direct](#)

### ▶▶▶ Note

- For problems on printing with other connection methods or more on performing settings of each connection method:
  - Using PIXMA/MAXIFY Cloud Link
  - Printing with Google Cloud Print
  - Printing from iOS Device (AirPrint)



### Cannot Communicate with Printer over Wireless LAN



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

**Check1** Check the power status of printer, network devices (e.g. wireless router), and smartphone/tablet.

Turn on the printer or devices.

If the power is already turned on, turn it off and on again.

It may be necessary to resolve wireless router problems (e.g. update interval of a key, problems of DHCP update interval, energy saving mode, etc.) or to update the wireless router firmware.

For details, contact the manufacturer of your wireless router.

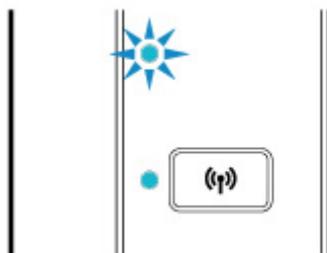
**Check2** Check the settings of your device (smartphone/tablet).

Make sure wireless LAN 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 **Wireless** lamp to check the connection status between the printer and wireless router.



If the **Wireless** lamp is not lit, the printer is not connected to the wireless router. Check the environment or settings of the wireless router.

#### **Check4** Are network settings of printer identical with those of wireless router?

Make sure the network settings of the printer (e.g. wireless router name, SSID, network key, etc.) are identical with those of the wireless router.

To check the settings of the wireless router, refer to the instruction manual provided with it or contact its manufacturer.

To check the current network settings of the printer, print out the network setting information.

■ [Printing Network Settings](#)

#### **▶▶▶ Note**

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

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

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

See below for starting up IJ Network Device Setup Utility.

- For Windows:
  - [Starting Up IJ Network Device Setup Utility](#)
- For macOS:
  - [Starting Up IJ Network Device Setup Utility](#)

#### **Check5** Are network settings of your smartphone/tablet identical with those of wireless router?

Make sure the network settings of your smartphone/tablet (e.g. wireless router name, SSID, network key, etc.) are identical with those of the wireless router.

To check the settings of your smartphone/tablet, refer to the instruction manual provided with it.

If the network settings of your smartphone/tablet are not identical with those of the wireless router, change the network settings of it to match with those of the wireless router.

#### **Check6** Make sure the printer is not placed too far away from the wireless router.

If the distance between the printer and wireless router is too far, wireless communication becomes poor. Place the printer and wireless router close to each other.

#### **▶▶▶ Note**

- Though an antenna is attached to most wireless routers, note that some of them have it inside.

#### **Check7** Make sure wireless signal is strong. Monitor signal status and move printer and wireless router as necessary.

Place the wireless router and printer 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 wireless LAN due to a wall, place the printer and the computer in the same room.

In addition, if a device like a microwave oven that emits radio waves of the same frequency bandwidth as a wireless router is nearby, it may cause interference. Place the wireless router as far away from interference sources as possible.

### ▶▶▶ Note

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

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

- Checking Printer Connection Status Using IJ Network Device Setup Utility

See below for starting up IJ Network Device Setup Utility.

- For Windows:
  - Starting Up IJ Network Device Setup Utility
- For macOS:
  - Starting Up IJ Network Device Setup Utility

## Q Cannot Communicate with Printer while It Is in Wireless Direct

### A

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

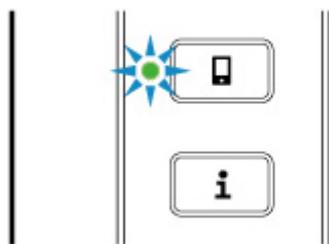
**Check1** Check the power status of printer and other devices (smartphone or tablet).

Turn on the printer or devices.

If the power is already turned on, turn it off and on again.

**Check2** Is Wireless Direct enabled?

Make sure the **Direct** lamp is lit.



If not, press the **Direct** button once to enable Wireless Direct.

**Check3** Check the settings of your device (smartphone/tablet).

Make sure wireless LAN 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 identifier for Wireless Direct (SSID) specified for the printer as the connection destination for devices.

Check the destination on your device.

For details, refer to your device's instruction manual or visit the manufacturer's website.

To check the identifier for Wireless Direct (SSID) specified for the printer, print out the network setting information of the printer.

■ [Printing Network Settings](#)

**Check5** Have you entered the proper password specified for the Wireless Direct?

To check the password specified for the printer, print out the network setting information of the printer.

■ [Printing Network Settings](#)

**Check6** Make sure the printer is not placed too far away from the device.

If the distance between the printer and wireless router is too far, wireless communication becomes poor. Place the printer and wireless router close to each other.

**▶▶ Note**

- Though an antenna is attached to most wireless routers, note that some of them have it inside.

**Check7** Make sure 5 devices are already connected.

Wireless Direct does not allow more than 5 devices to be connected.



## Cannot Find Printer from Smartphone/Tablet while Using Bluetooth



If you cannot find the printer from your smartphone/tablet, it is possible that your smartphone/tablet cannot communicate with the printer.

### ▶▶▶ Note

- For problems on printing with other connection methods or more on performing settings of each connection method:
  - Using PIXMA/MAXIFY Cloud Link
  - Printing with Google Cloud Print
  - Printing from iOS Device (AirPrint)

**Check1** If you are using an Android smartphone/tablet, check the Android version of your smartphone/tablet.

Make sure the Android version of your smartphone/tablet is not 5.0, 4.2, or 4.1.

To check the version, refer to your device's instruction manual.

**Check2** Make sure the printer is turned on.

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

**Check3** Make sure the printer is configured to use Bluetooth connection.

Check the setting from the operation panel following the procedure below.

1. [Make sure printer is turned on.](#)
2. [Load three sheets of A4 or Letter-sized plain paper.](#)
3. Press **Information** button.

The printer starts printing the network setting information.

4. Make sure "Enable" is printed at "Bluetooth Setting" on "6-1".

If "Disable" is printed, press and hold the Resume button and release it when the Alarm lamp flashes 11 times.

Bluetooth connection is enabled.

**Check4** Make sure your smartphone/tablet is configured to use Bluetooth connection.

Make sure the Bluetooth function is enabled on your smartphone/tablet.

To check whether the Bluetooth function is enabled, refer to your device's instruction manual.

**Check5** Is the printer connected to another device via Bluetooth?

You can connect only one device to the printer via Bluetooth at the same time.

If another device is connected to the printer, wait for a while or turn off the printer and turn it on, and then connect the device again from the top screen of Canon PRINT Inkjet/SELPHY.

#### Check6 Is the printer operation in progress?

You cannot use Bluetooth connection while the printer setup or printing is in progress.

Wait until the setup or printing is complete.

#### Check7 Make sure you do not cancel pairing on Remote UI.

Pairing is canceled if you delete a paired device or change the PIN code on the Bluetooth setting screen of Remote UI.

Delete pairing information of the printer also on the Bluetooth setting screen of your smartphone/tablet. Use Canon PRINT Inkjet/SELPHY to perform settings and pairing.

#### Check8 Make sure the setting to turn on the printer automatically is enabled.

If the setting is disabled, you may not use the Bluetooth function of the printer.

Enable the setting to turn on the printer automatically.

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

#### ▶▶▶ Note

- If you are using a smartphone/tablet:
  - [Changing Settings Using Web Browser](#)
  - [Changeable Setting Items Using Web Browser](#)

#### Check9 If you are using an Android smartphone/tablet, make sure you do not select another printer on Canon PRINT Inkjet/SELPHY.

If you select another printer on Canon PRINT Inkjet/SELPHY, you fail in pairing even though you select the printer properly on the Bluetooth setting screen of the Android device.

Return to the top screen of Canon PRINT Inkjet/SELPHY and select the printer properly.

#### Check10 Make sure you do not change the Bluetooth device name on Remote UI.

The printer name may be displayed on the printer list of Canon PRINT Inkjet/SELPHY by the previous name even though you change the Bluetooth device name on Remote UI.

If the printer name is displayed on the list by the previous name, select it instead of the current name.

#### Check11 Is only part of the printer's device name displayed on Canon PRINT Inkjet/SELPHY?

If you changed the device name of the printer on Remote UI, only the initial part of the device name may be displayed on Canon PRINT Inkjet/SELPHY.

In this case, select the device name whose initial part matches the current name.

## **Printing Problems**

- **Printing Does Not Start**
- **Ink Is Not Coming Out**
- **Paper Does Not Feed Properly/"No Paper" Error**
- **Print Results Are Unsatisfactory**



## Printing Does Not Start

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### Check1 Make sure printer is turned on.

If not, make sure the printer is securely plugged in and press **ON/Stop** button to turn on.

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

#### ▶▶▶ Note

- If you are printing large data such as photos or other graphics, printing may take longer to start. The **ON** lamp flashes while the computer is processing data and sending it to the printer. Wait until printing starts.

### Check2 Make sure printer is properly connected to computer.

When the printer is connected to your computer with a USB cable, check the following:

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

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

■ [Cannot Find Printer while Using Wireless LAN](#)

#### ▶▶▶ Note

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

### Check3 Make sure paper settings match information set for rear tray.

If the **Alarm** lamp and **Paper** lamp flash at the same time, the paper settings and paper size do not match the information set for the rear tray.

Press the **ON/Stop** button to stop printing and check the settings.

■ [An Error Occurs](#)

### Check4 If printing from a computer, delete jobs stuck in print queue.

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

#### Check5 Is your printer's printer driver selected when printing?

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

- For Windows:

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

#### ▶▶▶ Note

- To make the printer the one selected by default, select **Set as Default Printer**.

- For macOS:

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

#### ▶▶▶ Note

- To make the printer the one selected by default, select the printer for **Default printer**.

#### Check6 Is print data extremely large? (Windows)

If the print data is large, part of image data may be cut off and printing failure may occur.

Click **Print Options** on **Page Setup** sheet of the printer driver. Then set **Prevention of Print Data Loss** to **On** in the dialog that appears.

#### ▶▶▶ Important

- Selecting **On** for **Prevention of Print Data Loss** may reduce print quality.

#### Check7 If printing from a computer, restart the computer.

Restart the computer and try printing again.



## Ink Is Not Coming Out



### Check1 Check the estimated ink levels.

- For Windows:
  - [Checking the Ink Status from Your Computer \(Windows\)](#)
- For macOS:
  - [Checking the Ink Status from Your Computer \(macOS\)](#)

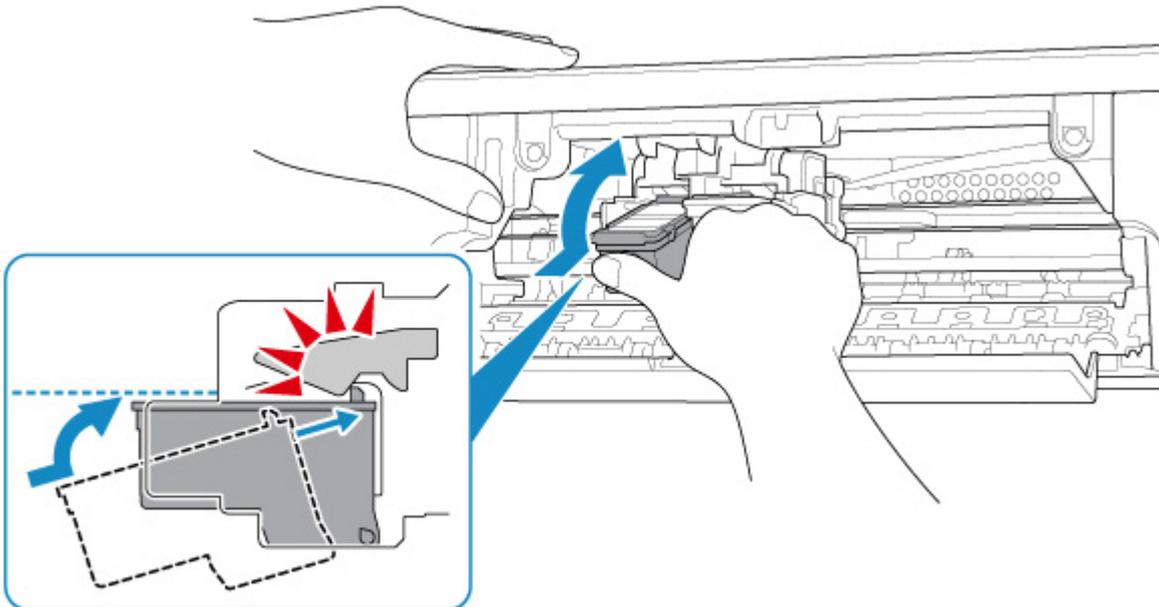
Replace an empty FINE cartridge with a new one.

### Check2 Is the FINE cartridge installed properly?

If the FINE cartridge is not installed securely, ink may not be ejected correctly.

Retract the output tray extension and the paper output tray, open the cover, then remove the FINE cartridges.

Then install the FINE cartridges again. Push up the FINE cartridge until it clicks into place.



After confirming that the FINE cartridge is installed properly, close the cover.

### Check3 Are the print head nozzles clogged?

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

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

- If nozzle check pattern is not printed correctly:

After performing the print head cleaning, print the nozzle check pattern and examine the pattern.

- If problem is not resolved after performing print head cleaning twice:

Perform print head deep cleaning.

If the problem is not resolved after performing print head deep cleaning, turn off the printer and perform print head deep cleaning again 24 hours later.

- If problem is not resolved after performing print head deep cleaning twice:

Ink may have run out. Replace the FINE cartridge.



## Paper Does Not Feed Properly/"No Paper" Error



**Check1** Make sure paper is loaded.

■ [Loading Paper](#)

**Check2** When loading paper, consider the following.

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

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

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

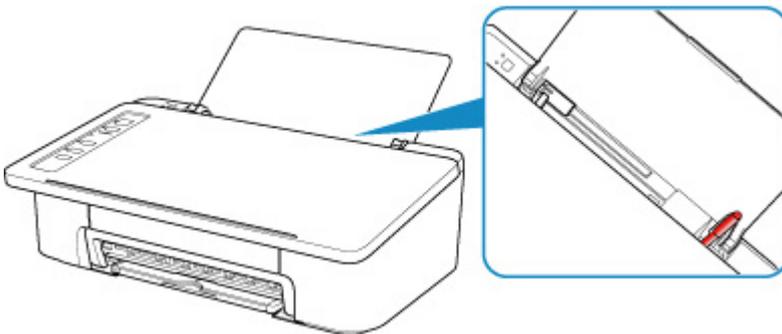
■ [Loading Paper](#)

**Check3** Is paper too thick or curled?

■ [Unsupported Media Types](#)

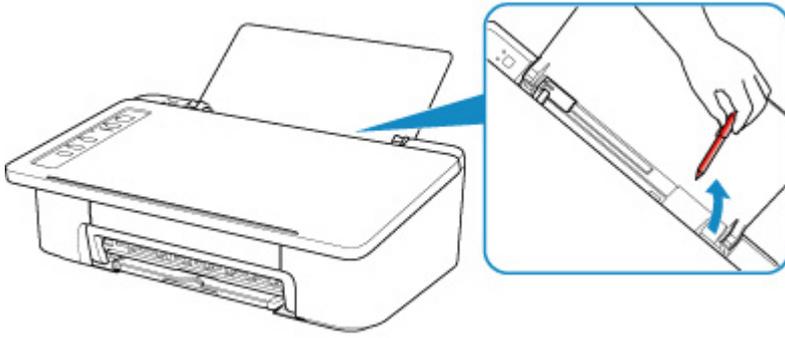
**Check4** Make sure media type and paper size settings match with loaded paper.

**Check5** Make sure that there are not any foreign objects in the rear tray.



If the paper tears in the rear tray, see [List of Support Code for Error \(Paper Jams\)](#) to remove it.

If there are any foreign objects in the rear tray, be sure to turn off the printer, unplug it from the power supply, then remove the foreign object.



**Check6** Clean paper feed roller.

■ [Cleaning Paper Feed Rollers](#)

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



## Print Results Are Unsatisfactory



If the print results are unsatisfactory due to white streaks, misaligned lines, or uneven colors, check the paper and print quality settings first.

### Check1 Do page size and media type settings match size and type of loaded paper?

If these settings do not match, it is not possible to obtain the proper result.

If you are printing a photograph or an illustration, an incorrect paper type setting may reduce the quality of the printout color.

Also, if you print with an incorrect paper type setting, the printed surface may be scratched.

In borderless printing, uneven coloring may occur depending on the combination of the paper type setting and the loaded paper.

The method for checking the paper and print quality settings differs depending on what you are using your printer for.

Printing from a PictBridge (Wireless LAN) compliant device	Check the settings on your PictBridge (Wireless LAN) compliant device. ■ PictBridge (Wireless LAN) Print Settings
Printing from your computer (Windows)	Check the settings using the printer driver. ■ Basic Printing Setup

### Check2 Make sure appropriate print quality is selected (see table 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.

For Windows, you can check print quality settings using the printer driver.

- Changing the Print Quality and Correcting Image Data

### Check3 If problem is not resolved, check other causes.

See also the sections below:

- [Paper Is Blank/Printing Is Blurry/Colors Are Wrong/White Streaks Appear](#)
- [Colors Are Unclear](#)
- [Lines Are Misaligned](#)
- [Paper Is Smudged / Printed Surface Is Scratched](#)
- [Cannot Complete Printing](#)
- [Lines Incomplete or Missing \(Windows\)](#)
- [Images Incomplete or Missing \(Windows\)](#)
- [Ink Blots / Paper Curl](#)
- [Back of Paper Is Smudged](#)
- [Uneven or Streaked Colors](#)

## **If Printed Paper Has Been Discolored**

Colors may fade with time if the printed paper is left for a long period of time.

After printing, dry the paper sufficiently, avoid high temperatures, high humidity, and direct sunlight, and store or display indoors at room temperature and normal humidity.

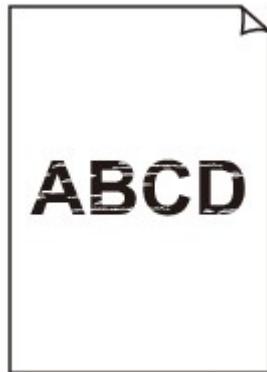
To avoid direct exposure to air, we recommend that you store the paper in an album, plastic folder, photo frame, etc.



# Paper Is Blank/Printing Is Blurry/Colors Are Wrong/White Streaks Appear



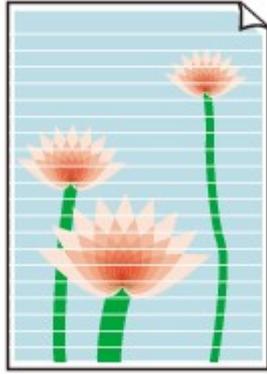
## Printing Is Blurry



## Colors Are Wrong



## White Streaks Appear



## A

**Check1** Check paper and print quality settings.

■ [Print Results Are Unsatisfactory](#)

**Check2** Are the print head nozzles clogged?

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

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

- If nozzle check pattern is not printed correctly:  
After performing the print head cleaning, print the nozzle check pattern and examine the pattern.
- If problem is not resolved after performing print head cleaning twice:  
Perform print head deep cleaning.  
If the problem is not resolved after performing print head deep cleaning, turn off the printer and perform print head deep cleaning again 24 hours later.
- If problem is not resolved after performing print head deep cleaning twice:  
Ink may have run out. Replace the FINE cartridge.

**Check3** Make sure the ink is sufficient.

- For Windows:  
■ [Checking the Ink Status from Your Computer \(Windows\)](#)
- For macOS:  
■ [Checking the Ink Status from Your Computer \(macOS\)](#)

When a FINE cartridge runs out of ink, replace it with a new one.

**Check4** When using paper with one printable surface, make sure paper is loaded with printable side facing up.

Printing on the wrong side of such paper may cause unclear prints or prints with reduced quality.

Load paper with the printable side facing up.

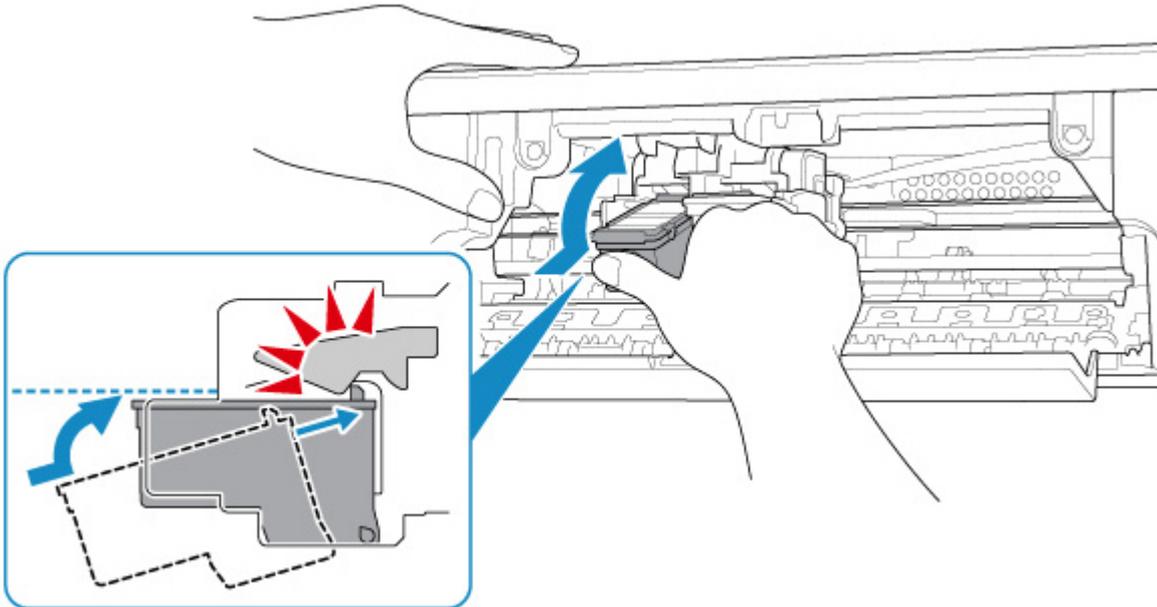
Refer to the instruction manual supplied with the paper for detailed information on the printable side.

**Check5** Is the FINE cartridge installed properly?

If the FINE cartridge is not installed securely, ink may not be ejected correctly.

Retract the output tray extension and the paper output tray, open the cover, then remove the FINE cartridges.

Then install the FINE cartridges again. Push up the FINE cartridge until it clicks into place.



After confirming that the FINE cartridge is installed properly, close the cover.



## Colors Are Unclear

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### Check1 Are the print head nozzles clogged?

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

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

- If nozzle check pattern is not printed correctly:  
After performing the print head cleaning, print the nozzle check pattern and examine the pattern.
- If problem is not resolved after performing print head cleaning twice:  
Perform print head deep cleaning.  
If the problem is not resolved after performing print head deep cleaning, turn off the printer and perform print head deep cleaning again 24 hours later.
- If problem is not resolved after performing print head deep cleaning twice:  
Ink may have run out. Replace the FINE cartridge.

### Check2 Make sure the ink is sufficient.

- For Windows:
  - Checking the Ink Status from Your Computer (Windows)
- For macOS:
  - Checking the Ink Status from Your Computer (macOS)

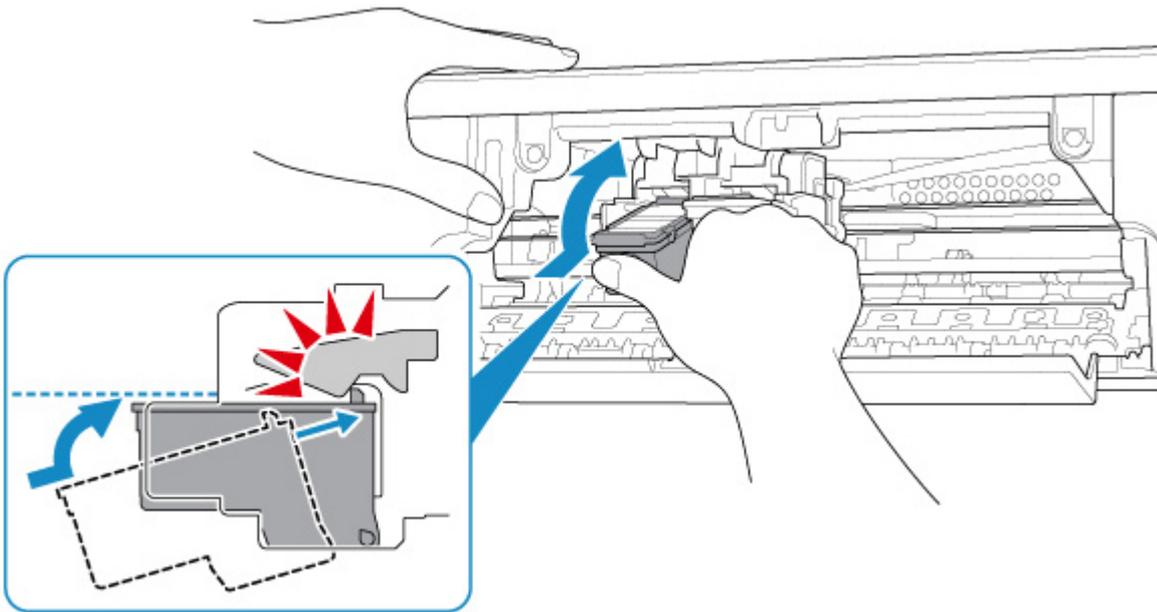
When a FINE cartridge runs out of ink, replace it with a new one.

### Check3 Is FINE cartridge installed properly?

If the FINE cartridge is not installed securely, ink may not be ejected correctly.

Retract the output tray extension and the paper output tray, open the cover, then remove the FINE cartridges.

Then install the FINE cartridges again. Push up the FINE cartridge until it clicks into place.



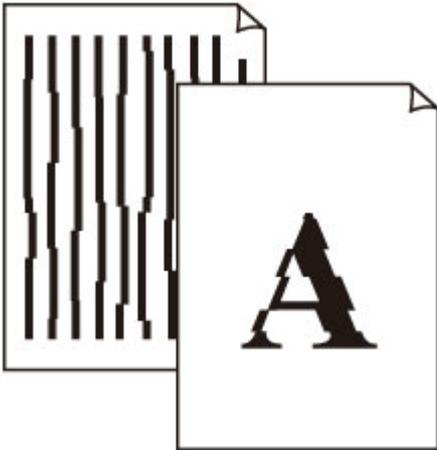
After confirming that the FINE cartridge is installed properly, close the cover.

**▶▶▶ Note**

- Printed colors may not match screen colors due to basic differences in the methods used to produce colors. Color control settings and environmental differences can also affect how colors appear on the screen. Therefore, colors of printing results may be different from those on the screen.



## Lines Are Misaligned



**Check1** Check paper and print quality settings.

- [Print Results Are Unsatisfactory](#)

**Check2** Perform print head alignment.

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

- For Windows:
  - [Aligning the Print Head Position from Your Computer \(Windows\)](#)
- For macOS:
  - [Aligning the Print Head Position from Your Computer \(macOS\)](#)

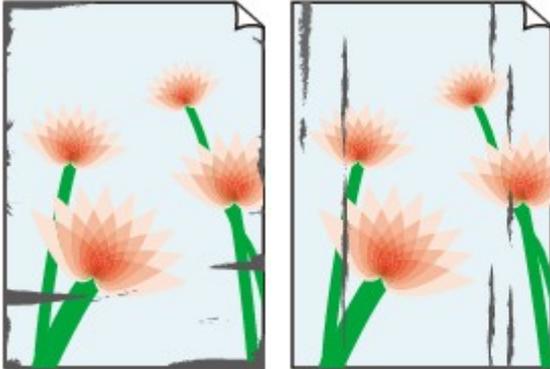
**Check3** Increase print quality and try printing again.

Increasing the print quality may improve the print result.



## Paper Is Smudged / Printed Surface Is Scratched

### Paper Is Smudged



Smudged Edges

Smudged Surface



### Printed Surface Is Scratched

---



**Check1** Check paper and print quality settings.

 [Print 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.

We recommend putting unused paper back into the package and storing it flat.

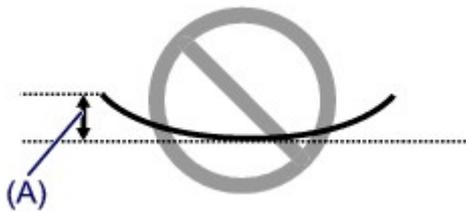
- **Plain Paper**

Turn the paper over and reload it to print on the other side.

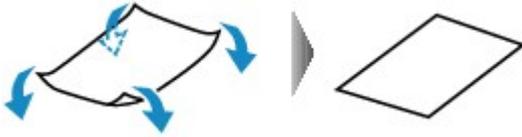
Leaving the paper loaded on the rear tray for a long time may cause the paper to curl. In this case, load the paper with the other side facing up. It may resolve the problem.

- **Other Paper**

If the paper corners curl more than 0.1 inch / 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.

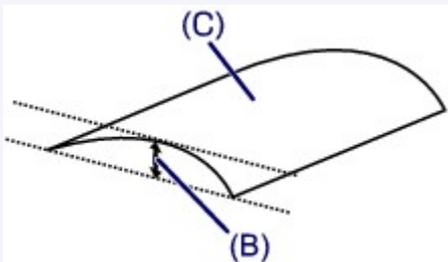


2. Check that paper is now flat.

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 inch / 3 mm (B) in height before printing. This may improve the print result.



(C) Print side

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

### Check4 Set printer to prevent paper abrasion. (Windows)

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 following the procedure below.

1. Make sure printer is turned on.
2. Open printer driver setup window.
  - Opening Printer Driver's Setup Screen
3. Click **Maintenance** tab and **Custom Settings**.
4. Select **Prevent paper abrasion** check box and click **OK**.

This may reduce the print speed.

\* Once you have finished printing, undo this setting. Otherwise, it will apply to subsequent print jobs.

### Check5 If intensity is set high, reduce intensity setting and try printing again. (Windows)

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

Check the intensity setting in the printer driver.

■ Adjusting Intensity

**Check6** Do not print outside recommended printing area.

If you print outside the recommended printing area of your paper, ink may stain the lower edge of the paper.

Resize the document using application software.

■ Print Area

**Check7** Is paper feed roller dirty?

Clean paper feed roller.

■ [Cleaning the Paper Feed Rollers](#)

**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. Make sure printer is turned on.
  2. Open printer driver setup window.
    - Opening Printer Driver's Setup Screen
  3. Click **Maintenance** tab and **Custom Settings**.
  4. Drag **Ink Drying Wait Time** slide bar to set the wait time and click **OK**.
  5. Check message and click **OK**.

- For macOS:

Set the waiting time using Remote UI.

■ [Changing the Printer Operation Mode](#)



## Cannot Complete Printing

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### Check1 Select setting not to compress printing data. (Windows)

If you select the setting not to compress the printing data with an application software you are using, the printing result may be improved.

Click **Print Options** on **Page Setup** sheet of the printer driver. Select the **Do not allow application software to compress print data** check box and click **OK**.

\* Clear the check box once printing is complete.

### Check2 Is print data extremely large? (Windows)

If the print data is large, part of image data may be cut off and printing failure may occur.

Click **Print Options** on **Page Setup** sheet of the printer driver. Then set **Prevention of Print Data Loss** to **On** in the dialog that appears.

### ▶▶ Important

- Selecting **On** for **Prevention of Print Data Loss** may reduce print quality.

### Check3 Your hard disk may not have sufficient free space to store job.

Delete unnecessary files to free up disk space.



## Lines Incomplete or Missing (Windows)

---



**Check1** Are you using Page Layout Printing or Binding Margin function?

When the Page Layout Printing or Binding margin function is in use, thin lines may not be printed. Try thickening the lines in the document.

**Check2** Is print data extremely large?

If the print data is large, part of image data may be cut off and printing failure may occur.

Click **Print Options** on **Page Setup** sheet of the printer driver. Then set **Prevention of Print Data Loss** to **On** in the dialog that appears.

### **Important**

- Selecting **On** for **Prevention of Print Data Loss** may reduce print quality.



## Images Incomplete or Missing (Windows)

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**Check1** Select setting not to compress printing data.

If you select the setting not to compress the printing data with an application software you are using, the printing result may be improved.

Click **Print Options** on **Page Setup** sheet of the printer driver. Select **Do not allow application software to compress print data** check box and click **OK**.

\* Clear the check box once printing is complete.

**Check2** Is print data extremely large?

If the print data is large, part of image data may be cut off and printing failure may occur.

Click **Print Options** on **Page Setup** sheet of the printer driver. Then set **Prevention of Print Data Loss** to **On** in the dialog that appears.

### **Important**

- Selecting **On** for **Prevention of Print Data Loss** may reduce print quality.

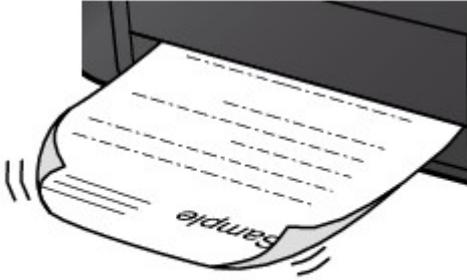


## Ink Blots / Paper Curl

### Ink Blots



### Paper Curl



**Check1** Check paper and print quality settings.

■ [Print Results Are Unsatisfactory](#)

**Check2** If intensity is set high, reduce intensity setting and try printing again. (Windows)

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

Check the intensity setting in the printer driver.

■ [Adjusting Intensity](#)

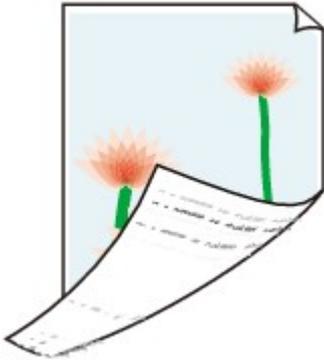
**Check3** Use Photo Paper to print photos.

To print data with high color saturation such as photographs or images with dark colors, we recommend that you use Photo Paper Plus Glossy II or other Canon specialty paper.

■ [Supported Media Types](#)



## Back of Paper Is Smudged



**Check1** Check paper and print quality settings.

■ [Print Results Are Unsatisfactory](#)

**Check2** Perform bottom plate cleaning to clean inside of printer.

■ [Cleaning Inside the Printer \(Bottom Plate Cleaning\)](#)

### ▶▶ Note

- During borderless printing, duplex printing, or too much printing, ink may stain the inside of the printer.

# Q

## Uneven or Streaked Colors

### Uneven Colors



### Streaked Colors



# A

**Check1** Check paper and print quality settings.

■ [Print Results Are Unsatisfactory](#)

**Check2** Are the print head nozzles clogged?

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

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

- If nozzle check pattern is not printed correctly:  
After performing the print head cleaning, print the nozzle check pattern and examine the pattern.
- If problem is not resolved after performing print head cleaning twice:

Perform print head deep cleaning.

If the problem is not resolved after performing print head deep cleaning, turn off the printer and perform print head deep cleaning again 24 hours later.

- If problem is not resolved after performing print head deep cleaning twice:

Ink may have run out. Replace the FINE cartridge.

### **Check3** Perform print head alignment.

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

- For Windows:
  - [Aligning the Print Head Position from Your Computer \(Windows\)](#)
- For macOS:
  - [Aligning the Print Head Position from Your Computer \(macOS\)](#)



## Printing Stops

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### Check1 Is paper loaded?

Make sure paper is loaded.

If necessary, load paper.

### Check2 Do documents to be printed have many photographs or illustrations?

It takes time for the printer and the computer to process large data such as photos or other graphics, so it may seem that the printer is not working.

Also, if you are printing data that requires a lot of ink on successive sheets of plain paper, the printer may pause temporarily. In either case, wait until the process is complete.

### ▶▶▶ Note

- If you are printing a document with a large printing area or printing several copies, printing may pause to allow the ink to dry.

### Check3 Has printer been printing continuously for a long period?

If the printer has been printing continuously for a long time, the print head or other parts around it may overheat. The printer may stop printing at a line break for a period of time and then resume printing.

In this case, wait a while without doing anything. If the printing does not resume, interrupt your print session and turn the printer off for at least 15 minutes.

### ⚠ Caution

- Print head and surrounding area can become extremely hot. Never touch print head or nearby components.



## Cannot Print Using AirPrint

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**Check1** Make sure printer is turned on.

If the printer is turned on, turn it off and back on, and then check whether the issue is resolved.

**Check2** Make sure printer is registered to your computer.

**Check3** Make sure printer is connected by LAN to same network subnet as AirPrint compliant device when printing over LAN.

**Check4** Make sure printer has enough paper and ink.

**Check5** Make sure no error message is displayed on the computer.

## **Mechanical Problems**

- ▶ **Printer Does Not Turn On**
- ▶ **Power Shuts Off By Itself**
- ▶ **USB Connection Problems**
- ▶ **Cannot Communicate with Printer via USB**



## Printer Does Not Turn On

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**Check1** Press **ON/Stop** button.

**Check2** Make sure power plug is securely connected to printer, and then turn it back on.

**Check3** Unplug printer, leave it for at least 2 minutes, and then plug it back in and turn it on again.

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



## Power Shuts Off By Itself

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**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.

Disable the setting from the computer.

- For Windows:

Use Canon IJ Printer Assistant Tool to disable the setting following the procedure below.

1. Open Canon IJ Printer Assistant Tool.

■ Maintenance tab Description

2. Select printer you are using from pulldown menu and select **OK**.

The menu screen appears.

3. Select **Auto Power**.

4. Select **Disable** for **Auto Power Off**.

The setting to shut off the power automatically is disabled.

- For macOS:

Use Remote UI to disable the setting.

■ [Opening Remote UI for Maintenance](#)

## USB Connection Problems

### **Q** Printing Is Slow/Hi-Speed USB Connection Does Not Work/"This device can perform faster" Message Appears (Windows)

---

### **A**

If your system environment does not support Hi-Speed USB, the printer operates at the slower speed of USB 1.1. In this case, the printer works properly but printing speed may slow down due to the communication speed.

**Check** Check following to make sure your system environment supports Hi-Speed USB connection.

- Does the USB port on your computer support Hi-Speed USB connection?
- Does the USB cable or the USB hub support Hi-Speed USB connection?

Be sure to use a certified Hi-Speed USB cable. We recommend that the USB cable be no longer than 10 feet / 3 meters or so.

- Is the Hi-Speed USB driver working properly on your computer?

Make sure the latest Hi-Speed USB driver is working properly and obtain and install the latest version of the Hi-Speed USB driver for your computer, if necessary.

### **»» Important**

- For more information, contact the manufacturer of your computer, USB cable, or USB hub.



## Cannot Communicate with Printer via USB

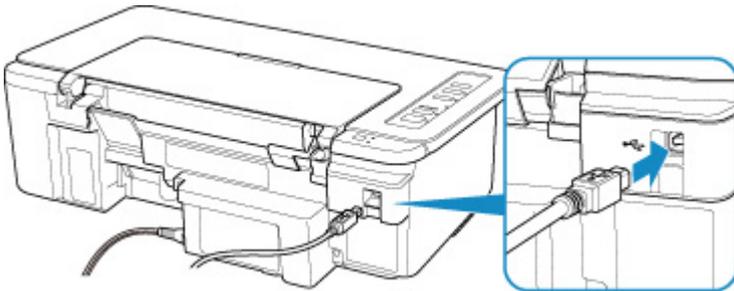
---



**Check1** Make sure printer is turned on.

**Check2** Connect USB cable properly.

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



### ▶▶ Important

- Connect the "Type-B" terminal to the printer with the notched side facing UP. For details, refer to the instruction manual supplied with the USB cable.

**Check3** Make sure **Enable bidirectional support** is selected in the **Ports** sheet of the properties dialog box of the printer driver. (Windows)

If not, select it to enable bidirectional support.

- Opening Printer Driver's Setup Screen

## Installation and Download Problems

- ▶ [Cannot Install Printer Driver \(Windows\)](#)
- ▶ [Updating Printer Driver in Network Environment \(Windows\)](#)



## Cannot Install Printer Driver (Windows)

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- **If installation does not start when you insert Setup CD-ROM:**

Follow the instructions below to start the installation.

1. Make the following settings.

- In Windows 10, click **Start** button > **File Explorer**, and then click **This PC** from list on left.
- In Windows 8.1, select **Explorer** icon in **Taskbar** on **Desktop**, and then select **This PC** from list on left.
- In Windows 7, click **Start**, and then click **Computer**.

2. Double-click the  CD-ROM icon in the window that appears.

If the contents of the CD-ROM appear, double-click **MSETUP4.EXE**.

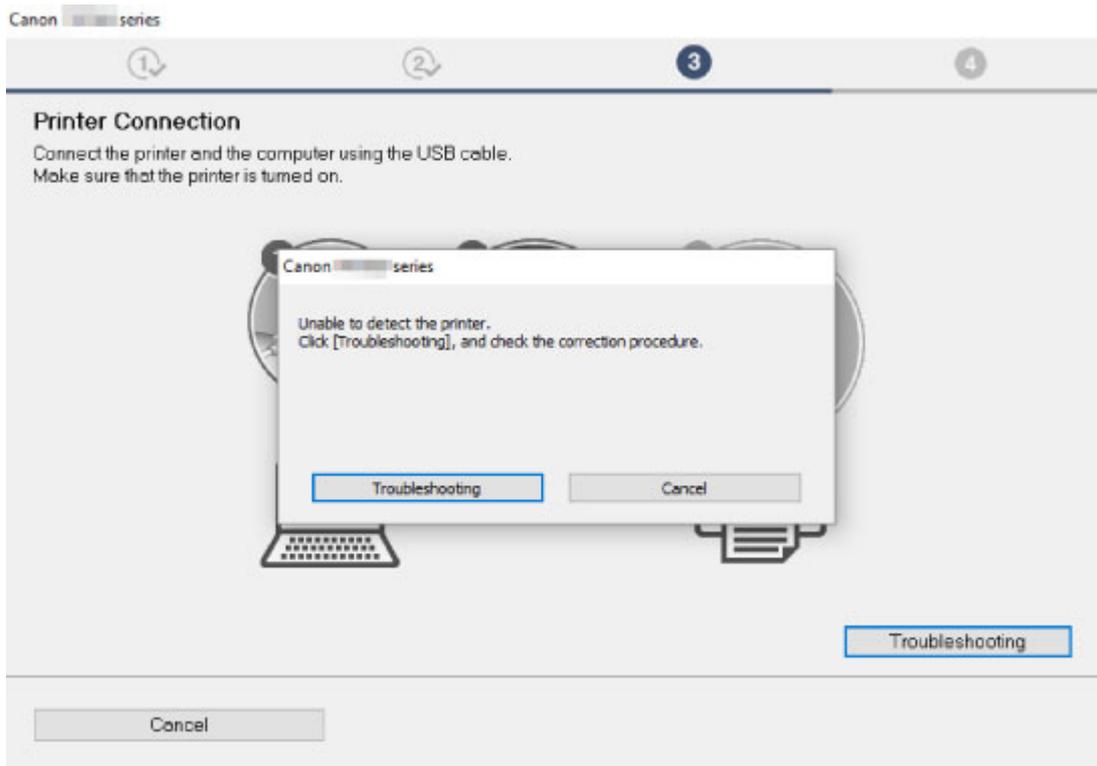
If you cannot install the printer driver with the Setup CD-ROM, install it from the Canon website.

### ▶▶▶ Note

- If the CD-ROM icon does not appear, try the following:
  - Remove the CD-ROM from your computer and reinsert it.
  - Restart your computer.

If the icon still does not appear, try a different disc and see if it appears. If it does, there is a problem with the Setup CD-ROM. Contact your nearest Canon service center to request a repair.

- **If you cannot get past the Printer Connection screen:**



#### ■ [Cannot Proceed beyond Printer Connection Screen](#)

- **Other cases:**

Reinstall the printer driver.

If the printer driver was not installed correctly, uninstall the printer driver, restart your computer, and then reinstall the printer driver.

#### ■ [Deleting the Unnecessary Printer Driver](#)

Reinstall the printer driver with the Setup CD-ROM or install it from the Canon website.

#### ▶▶▶ **Note**

- If the installer was stopped due to a Windows error, Windows operation may be unstable, and you may not be able to install the drivers. Restart your computer and then reinstall the drivers.

## **Errors and Messages**

- ▶ **An Error Occurs**
- ▶ **Message (Support Code) Appears**

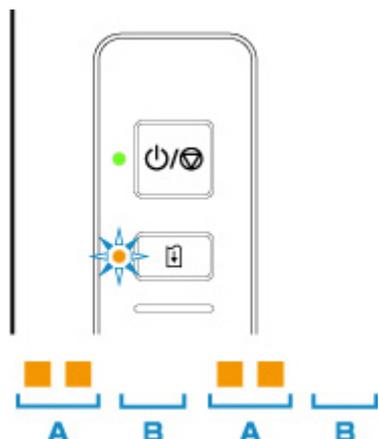
## An Error Occurs

When an error occurs in printing such as the printer is out of paper or paper is jammed, the **Alarm** lamp flashes or **ON** lamp and **Alarm** lamp flash alternately. For Windows, a Support Code (error number) is displayed on the computer screen shown as below.

Check the status of the **Alarm** lamp and the message, then take the appropriate action.

### Support Code Corresponding to Number of Flashes of Alarm Lamp

Example of 2 times flashing:



(A) Flashes

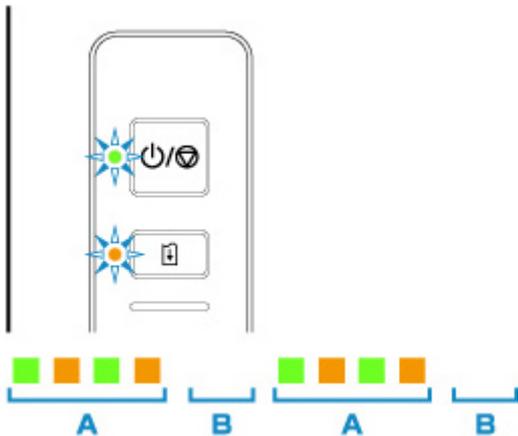
(B) Goes off

Number of flashes	Cause	Support Code
2 flashes	Printer is out of paper or paper does not feed.	<a href="#">1000</a>
	If the <b>Paper</b> lamp is also flashing: Paper settings are different from those for the rear tray registered to the printer.	2114
3 flashes	The cover is open.	<a href="#">1203</a>
	Paper is jammed at the paper output tray or on the rear tray.	<a href="#">1300</a>
4 flashes	FINE cartridge is not installed properly, or FINE cartridge not compatible with this printer is installed.	<a href="#">168A</a>
5 flashes	FINE cartridge is not installed.	<a href="#">1401</a>
	FINE cartridge cannot be recognized.	1403
	A problem has occurred to FINE cartridge.	<a href="#">1430</a>
	Appropriate ink cartridge is not installed.	<a href="#">1485</a>
8 flashes	Ink absorber is almost full.	1701
		1712

		1714
9 flashes	Protective material or tape may still be attached to FINE cartridge holder.	<a href="#">1890</a>
11 flashes	Paper type and size settings are not correct.	<a href="#">4102</a>
	Cannot perform printing with current print settings.	<a href="#">4103</a>
12 flashes	Specified data cannot be printed.	<a href="#">4100</a>
13 flashes	The ink may have run out.	<a href="#">1686</a>
14 flashes	Ink cartridge cannot be recognized.	1684
15 flashes	FINE cartridge cannot be recognized.	<a href="#">1682</a>
16 flashes	The ink has run out.	<a href="#">1688</a>

## Support Code Corresponding to Number of Alternate Flashes of ON Lamp and Alarm Lamp

Example of 2 times flashing:



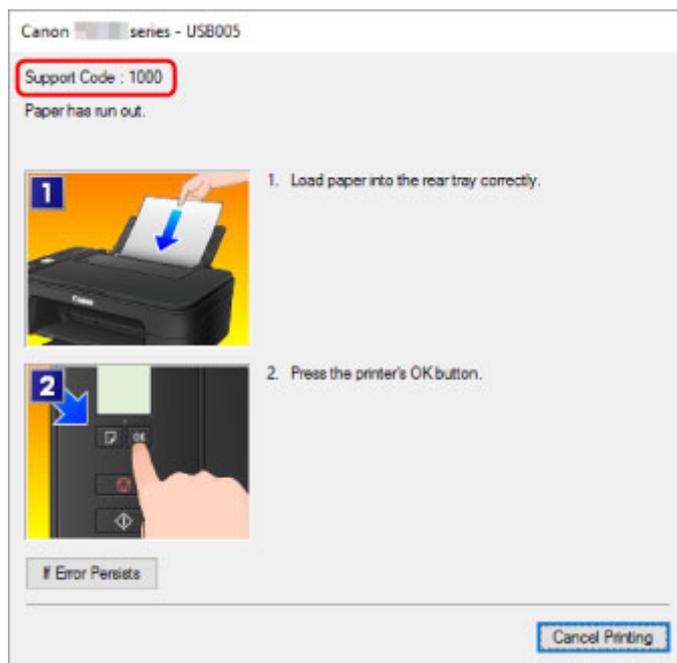
(A) Alternately flashes

(B) Goes off

Number of flashes	Cause	Support Code
2 flashes	Printer error has occurred.	<a href="#">5100</a>
3 flashes	Printer error has occurred.	<a href="#">6000</a>
7 flashes	Printer error has occurred.	<a href="#">5B00</a> 5B12 5B14
8 flashes	Printer error has occurred.	<a href="#">5200</a> 5205 5206

9 flashes	Printer error has occurred.	6800 6801
10 flashes	An error requiring a repair has occurred.	B202 B203 B204 B205
Other cases than above	Printer error has occurred.	6500 6900 6901 6902 6910 6911 6930 6931 6932 6933 6940 6941 6942 6943 6944 6945 6946 6951

## When a Support Code and a message are displayed on the computer screen (Windows):



### ►► Note

- For details on how to resolve errors without Support Codes, see [Message \(Support Code\) Appears.](#)

## Message (Support Code) Appears

This section describes some of the errors and messages that may appear.

### ►► Note

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

- [Error Regarding Power Cord Being Unplugged Is Displayed \(Windows\)](#)
- [Writing Error/Output Error/Communication Error \(Windows\)](#)
- [Other Error Messages \(Windows\)](#)
- [Inkjet Printer/Scanner/Fax Extended Survey Program Screen Is Displayed \(Windows\)](#)
- [Inkjet Printer/Scanner/Fax Extended Survey Program Icon Appears \(macOS\)](#)

### Error Regarding Power Cord Being Unplugged Is Displayed (Windows)

#### A

The printer may have been unplugged while it was on.

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

The printer starts printing.

See [Unplugging the Printer](#) for unplugging the power cord.

### Writing Error/Output Error/Communication Error (Windows)

#### A

**Check1** If the **ON** lamp is off, make sure printer is plugged in and turn it on.

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

**Check2** Make sure printer is properly connected to computer.

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

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

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

**Check3** Make sure printer driver is installed correctly.

Uninstall the printer driver following the procedure described in [Deleting the Unnecessary Printer Driver](#) and reinstall it from the Setup CD-ROM or the Canon website.

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

Follow the procedure below to check the device status.

1. Open the Device Manager on your computer as shown below.

If **User Account Control** screen is displayed, follow the on-screen instructions.

- In Windows 10, right-click **Start** button and select **Device Manager**.
  - In Windows 8.1, select **Control Panel** from **Settings** charm on **Desktop > Hardware and Sound > Device Manager**.
  - In Windows 7, click **Control Panel, Hardware and Sound, and Device Manager**.
2. Double-click **Universal Serial Bus controllers** and **USB Printing Support**.

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

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

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

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

## Other Error Messages (Windows)

---

### A

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

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

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

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

Close other applications to increase the available memory.

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

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

Uninstall the printer driver following the procedure described in [Deleting the Unnecessary Printer Driver](#) and reinstall it from the Setup CD-ROM or the Canon website.

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

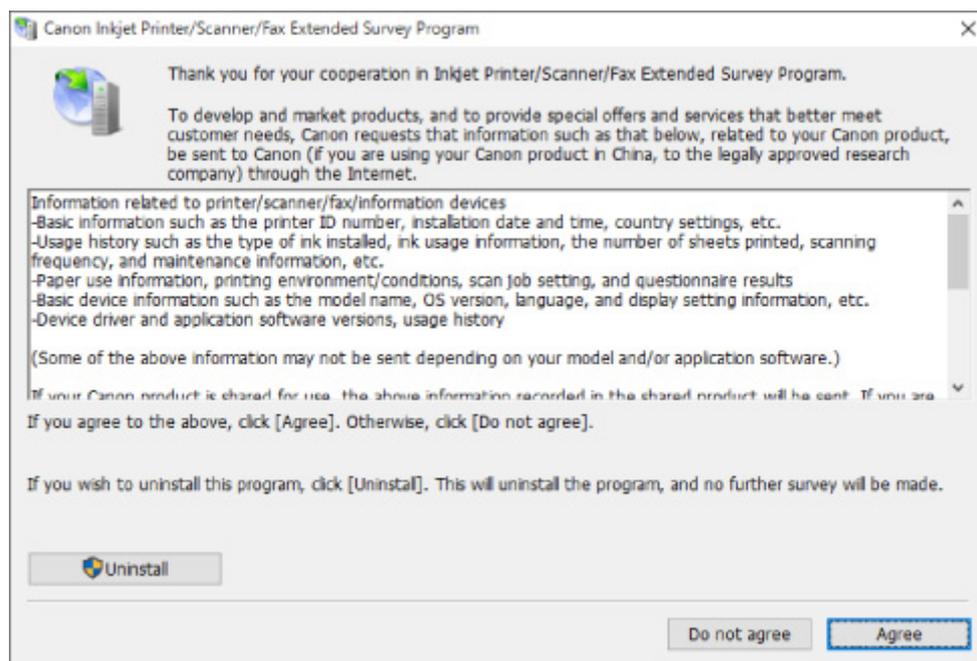
Try printing again once the current job is complete.

## Inkjet Printer/Scanner/Fax Extended Survey Program Screen Is Displayed (Windows)

### 

If the Inkjet Printer/Scanner/Fax Extended Survey Program is installed, a screen appears asking for permission to send the printer and application usage information every month for about ten years.

Read the information on the screen and follow the instructions below.



- **If you agree to participate in survey program:**

Click **Agree** and follow the on-screen instructions. The printer usage information is sent via the Internet. Once you have completed the procedure, the information is subsequently sent automatically and the confirmation screen does not reappear.

#### **Note**

- When the information is being sent, a warning such as an Internet security message may appear. Make sure the program name is "IJPLMUI.exe" and allow it.
- If you clear **Send automatically from the next time** check box, the information will not be sent automatically from next time and a confirmation screen will appear at the time of the next survey. To send the information automatically, see [Changing confirmation screen setting:](#).

- **If you do not agree to participate in survey program:**

Click **Do not agree**. The confirmation screen closes and the survey is skipped. The confirmation screen will reappear one month later.

- **To uninstall Inkjet Printer/Scanner/Fax Extended Survey Program:**

To uninstall the Inkjet Printer/Scanner/Fax Extended Survey Program, click **Uninstall** and follow the on-screen instructions.

• **Changing confirmation screen setting:**

1. Make the following settings.
  - In Windows 10, right-click **Start** button and select **Programs and Features**.
  - In Windows 8.1, select **Control Panel** from **Settings** charm on **Desktop > Programs > Programs and Features**.
  - In Windows 7, select **Start** menu > **Control Panel > Programs > Programs and Features**.

▶▶▶ **Note**

- A confirmation/warning dialog box may appear when installing, uninstalling or starting up software.

This dialog box appears when administrative rights are required to perform a task.

If you are logged in on an account with administrator privileges, follow the on-screen instructions.

2. Select **Canon Inkjet Printer/Scanner/Fax Extended Survey Program**.
3. Select **Change**.

If you select **Yes** after you have followed the on-screen instructions, the confirmation screen will appear at the time of the next survey.

If you select **No**, the information will be sent automatically.

▶▶▶ **Note**

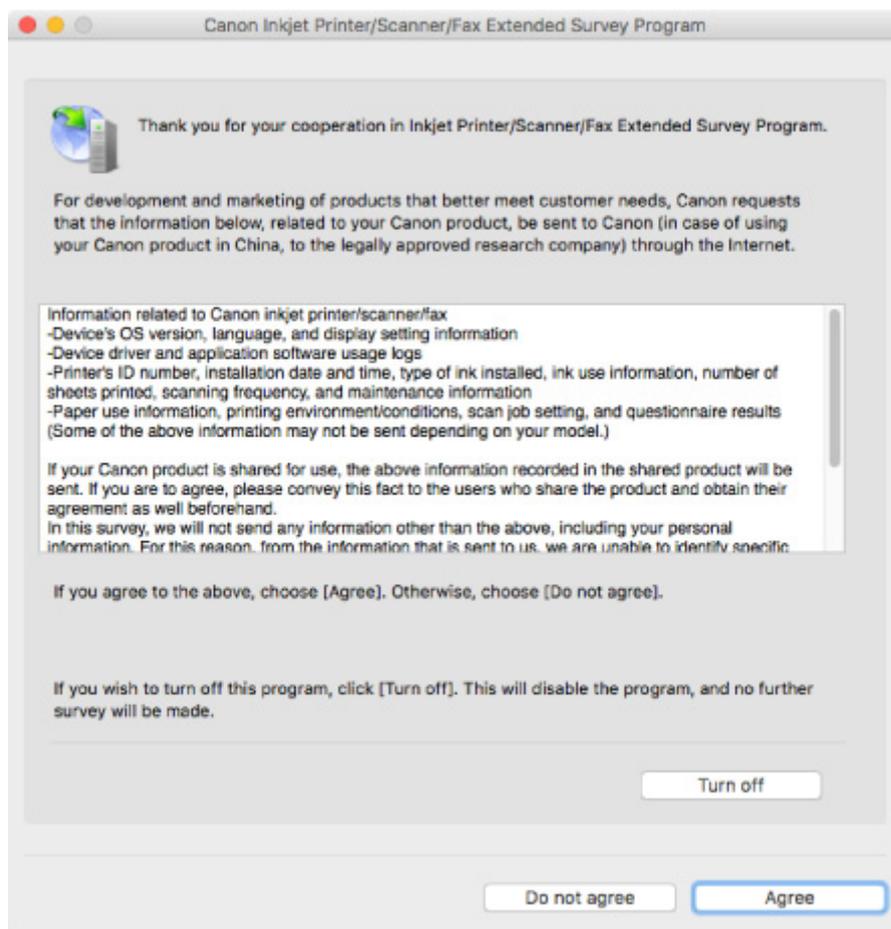
- If you select **Uninstall**, the Inkjet Printer/Scanner/Fax Extended Survey Program is uninstalled. Follow the on-screen instructions.

## **Inkjet Printer/Scanner/Fax Extended Survey Program Icon Appears (macOS)**

### **A**

If the Inkjet Printer/Scanner/Fax Extended Survey Program is installed, the printer and application software usage information is sent every month for about ten years. The **Inkjet Printer/Scanner/Fax Extended Survey Program** icon appears in the Dock when it is time to send the printer usage information.

Click the icon, read the information that appears, and then follow the instructions below.



- **If you agree to participate in survey program:**

Click **Agree** and follow the on-screen instructions. The printer usage information is sent via the Internet. Once you have completed the procedure, the information is subsequently sent automatically and the confirmation screen does not reappear.

➤➤➤ **Note**

- If you clear the **Send automatically from the next time** check box, the information will not be sent automatically the next time and the **Inkjet Printer/Scanner/Fax Extended Survey Program** icon will appear in the Dock at the time of the next survey.

- **If you do not agree to participate in survey program:**

Click **Do not agree**. The confirmation screen closes and the survey is skipped. The confirmation screen will reappear one month later.

- **To stop sending the information:**

Click **Turn off**. This stops the Inkjet Printer/Scanner/Fax Extended Survey Program, and information is not sent. To resume the survey, see [Changing setting:](#)

- **To uninstall Inkjet Printer/Scanner/Fax Extended Survey Program:**

1. Stop Inkjet Printer/Scanner/Fax Extended Survey Program.

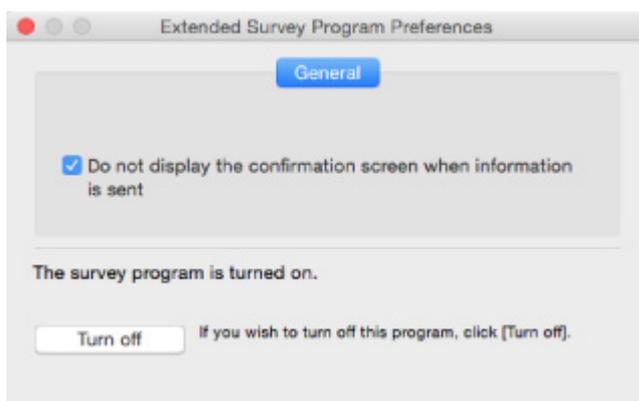
■ [Changing setting:](#)

2. Select **Applications** from **Go** menu of Finder, double-click the **Canon Utilities** folder and **Inkjet Extended Survey Program** folder.
3. Move **Canon Inkjet Printer/Scanner/Fax Extended Survey Program.app** to **Trash**.
4. Restart computer.  
Empty **Trash** and restart your computer.

- **Changing setting:**

To display the confirmation screen every time the printer usage information is sent or to resume surveying, follow the procedure below.

1. Select **Applications** from **Go** menu of Finder, double-click the **Canon Utilities** folder and **Inkjet Extended Survey Program** folder.
2. Double-click **Canon Inkjet Printer/Scanner/Fax Extended Survey Program** icon.



- **Do not display the confirmation screen when information is sent:**

If the check box is selected, the information will be sent automatically.

If the check box is not selected, **Inkjet Printer/Scanner/Fax Extended Survey Program** icon will appear in the Dock at the time of the next survey. Click the icon and follow the on-screen instructions.

- **Turn off/Turn on** button:

Click the **Turn off** button to stop the Inkjet Printer/Scanner/Fax Extended Survey Program.

Click the **Turn on** button to restart the Inkjet Printer/Scanner/Fax Extended Survey Program.

## List of Support Code for Error

Support code appears on your computer screen when errors occur.

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

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

### Support Code Appears on Computer Screen

- **1000 to 1ZZZ**

[1000](#) [1200](#) [1203](#) [1300](#) [1401](#) 1403

[1430](#) [1485](#) [1682](#) 1684 [1686](#) [1688](#)

[168A](#) [1700](#) 1701 1712 1713 1714

1715 [1890](#)

- **2000 to 2ZZZ**

2114 2123

- **3000 to 3ZZZ**

3439 3440 3441 3442 3443 3444

3445 3446

- **4000 to 4ZZZ**

4100 [4102](#) [4103](#) 495A

- **5000 to 5ZZZ**

[5100](#) [5200](#) 5205 5206 [5B00](#) 5B01

5B12 5B13 5B14 5B15

- **6000 to 6ZZZ**

[6000](#) 6500 6800 6801 6900 6901

6902 6910 6911 6930 6931 6932

6933 6940 6941 6942 6943 6944

6945 6946 6951

- **A000 to ZZZZ**

B202 B203 B204 B205

For paper jam support codes, see also [List of Support Code for Error \(Paper Jams\)](#).

## List of Support Code for Error (Paper Jams)

If paper jams, remove it following the appropriate procedure as shown below.

- If you can see the jammed paper at the paper output slot or the rear tray:
  - [1300](#)
- If you cannot see the jammed paper at the paper output slot or the rear tray:
  - [Paper Is Jammed inside Printer](#)
- Cases other than above:
  - Other Cases

# 1300

## Cause

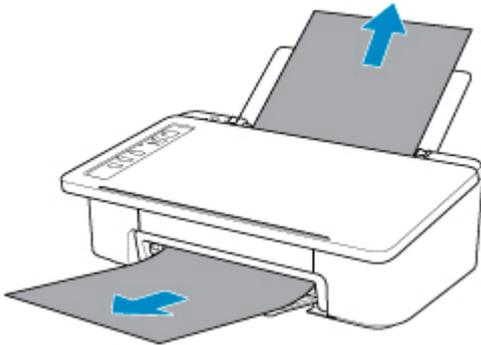
Paper is jammed when feeding paper from rear tray.

## What to Do

If the paper fed from the rear tray is jammed, remove the jammed paper from the paper output slot or from the rear tray following the instructions below.

1. Slowly pull out paper, either from paper output slot or from rear tray, whichever is easier.

Hold the paper with both hands, and pull it out slowly so as not to tear it.



### ▶▶▶ Note

- If you cannot pull out the paper, turn the printer back on without pulling forcibly. The paper may be ejected automatically.
- If paper becomes jammed during printing and you need to turn off the printer to remove it, press the **ON/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](#)

2. Reload paper and press printer's **RESUME** button.

The printer resumes printing. Reprint the page you were printing if it was not printed properly due to the paper jam.

If you turned off the printer in step 1, the print data that was sent to the printer is erased. Redo the printing.

### ▶▶▶ Note

- When reloading the paper, make sure you are using suitable paper and loading it correctly.

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

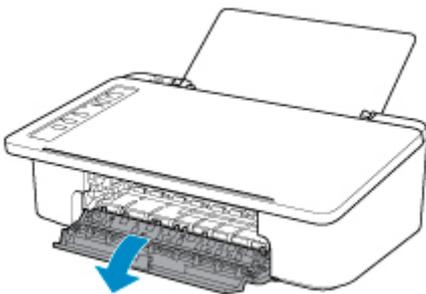
## Paper Is Jammed inside Printer

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

### ▶▶▶ Note

- If paper becomes jammed during printing and you need to turn off the printer to remove it, press the **ON/Stop** button to stop the printing before you turn off the printer.

1. Turn off printer and unplug it.
2. Retract paper output tray and open cover.



### ▶▶▶ Important

- Do not touch clear film (A).

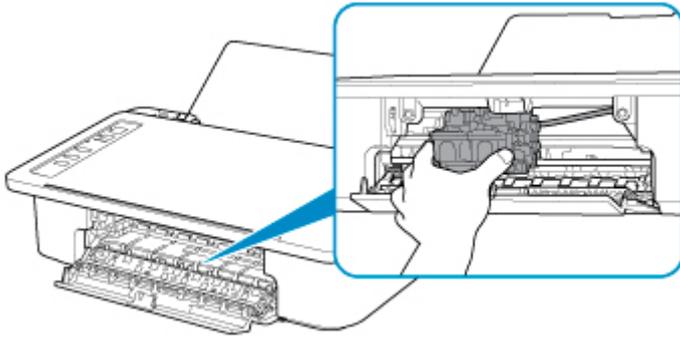


If you soil or scratch this part by touching it with paper or your hand, it could damage the printer.

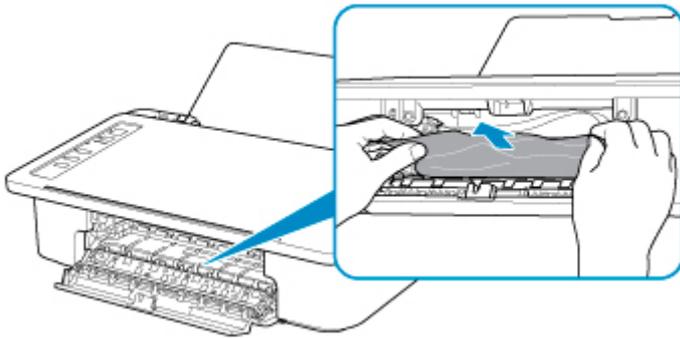
3. Check if jammed paper is under FINE cartridge holder.

If the jammed paper is under the FINE cartridge holder, move the FINE cartridge holder to the far right or left, whichever makes it easier to remove the paper.

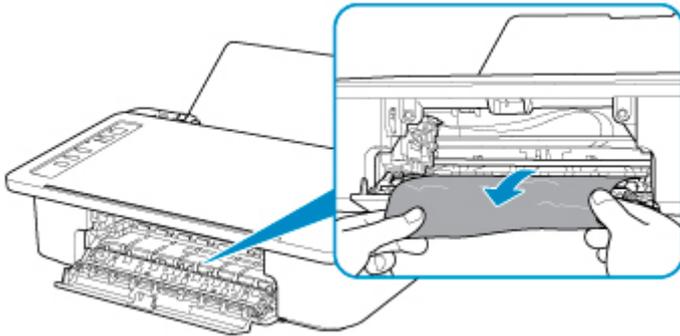
When moving the FINE cartridge holder, hold the FINE cartridge holder and slide it slowly to the far right or left.



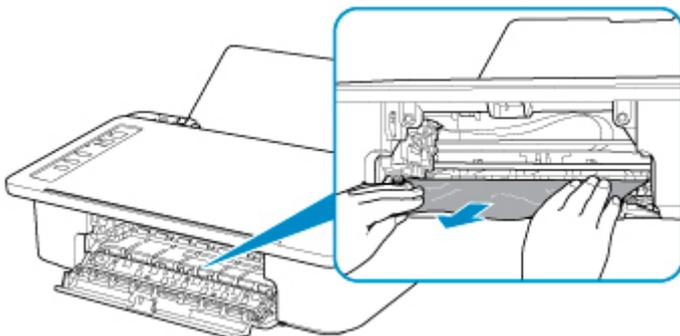
4. Hold jammed paper firmly in both hands.



If the paper is rolled up, pull out it.



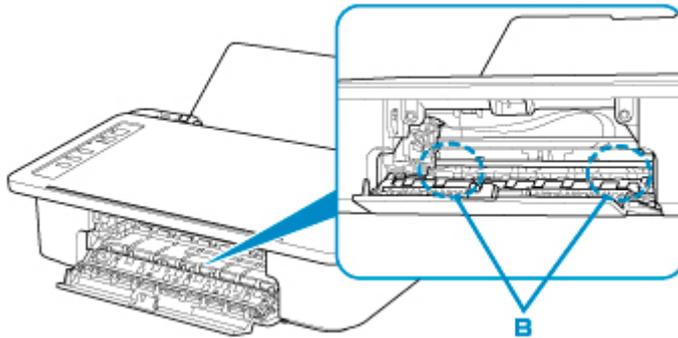
5. Slowly pull out paper, so as not to tear it.



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 FINE cartridge holder?
- Any small bits of paper left in the printer?
- Any paper left in the left and right empty spaces (B) in the printer?



7. Close cover.

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

**▶▶ Note**

- When reloading the paper, make sure you are using suitable paper and loading it correctly. If a paper jam message appears on 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.

# 1000

## Cause

Possible causes include the following.

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

## What to Do

Take the corresponding actions below.

- Load paper in the rear tray.
- Align the paper guide with the paper stack when you load paper.
- Select a paper size for the paper in the rear tray by pressing the printer's **Paper Select** button.

After carrying out the above measures, press the printer's **RESUME** button.

### ▶▶▶ Note

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

## **1200**

### **Cause**

Cover is open.

### **What to Do**

Close the cover and wait for a while.

Do not close it while you are replacing a FINE cartridge.

## 1203

### Cause

Cover is opened during printing.

### What to Do

If paper remains inside the printer, slowly pull out the paper with both hands and close the cover.

Press the printer's **RESUME** button to resolve the error.

The printer ejects one blank sheet of paper and resumes printing from the next paper.

The printer will not reprint the page that was printed when the cover is opened. Retry printing.

### ►► Important

- Do not open or close the cover during printing, as this can damage the printer.

## **1401**

### **Cause**

FINE cartridge is not installed.

### **What to Do**

Install the FINE cartridge.

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

## 1430

### **Cause**

FINE cartridge cannot be recognized.

### **What to Do**

Remove the FINE cartridge and reinstall it.

If the error is not resolved, the FINE cartridge may be damaged. Replace the FINE cartridge with a new one.

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

## 1485

### Cause

Appropriate ink cartridge is not installed.

### What to Do

Printing cannot be executed because the ink cartridge is not compatible with this printer.

Install the appropriate ink cartridge.

If you want to cancel printing, press the printer's **ON/Stop** button.

## **1682**

### **Cause**

FINE cartridge cannot be recognized.

### **What to Do**

Replace the FINE cartridge.

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

## 1686

### Cause

The ink may have run out.

### What to Do

The function for detecting the remaining ink level will be disabled since the ink level cannot be correctly detected.

If you want to continue printing without this function, press the printer's **RESUME** button for at least 5 seconds.

Canon recommends to use new genuine Canon cartridges in order to obtain optimum qualities.

Please be advised that Canon shall not be liable for any malfunction or trouble caused by continuation of printing under the ink out condition.

## 1688

### Cause

The ink has run out.

### What to Do

Replace the ink cartridge and close the cover.

If printing is in progress and you want to continue printing, press the printer's **RESUME** button for at least 5 seconds with the ink cartridge installed. Then printing can continue under the ink out condition.

The function for detecting the remaining ink level will be disabled.

Replace the empty ink cartridge immediately after the printing. The resulting print quality is not satisfactory, if printing is continued under the ink out condition.

## 168A

### Cause

FINE cartridge is not installed properly, or FINE cartridge not compatible with this printer is installed.

### What to Do

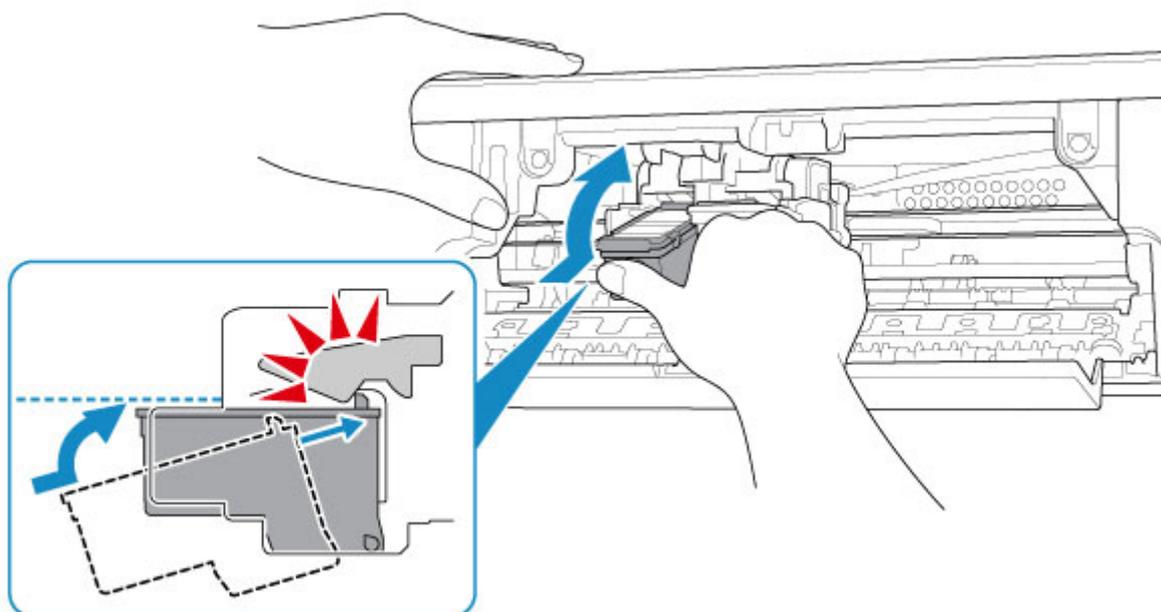
Retract the output tray extension and the paper output tray, open the cover, and then remove the FINE cartridges.

Make sure the FINE cartridge compatible with the printer is installed.

Then install the FINE cartridges again.

#### ■ [Replacing a FINE Cartridge](#)

Push up the FINE cartridge until it clicks into place.



After installing, close the cover.

## 1700

### Cause

Ink absorber is almost full.

### What to Do

Press the printer's **RESUME** button to continue printing. Contact your nearest Canon service center to request a repair.

## 1890

### Cause

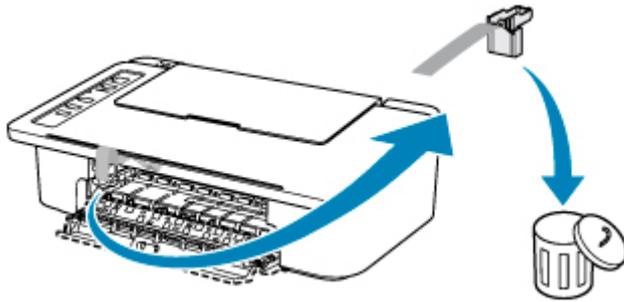
Protective material or tape may still be attached to FINE cartridge holder.

### What to Do

Make sure the protective material and tape have been removed from the FINE cartridge holder.

If the protective material or tape is still there, retract the output tray extension and the paper output tray to remove it.

Pull down the tape to remove the protective material.



If the cover is open, close it.

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

## 4102

### Cause

Media type and paper size are not set correctly.

### What to Do

Press the printer's **ON/Stop** button to cancel printing, change the media type or paper size setting, and then retry printing.

- When the media type is set to Photo Paper Plus Glossy II:  
Set the paper size to 4" x 6" (10 x 15 cm).
- When the media type is set to Glossy Photo Paper:  
Set the paper size to 4" x 6" (10 x 15 cm).

## 4103

### **Cause**

Cannot perform printing with current print settings.

### **What to Do**

Press the printer's **ON/Stop** button to cancel printing.

Then change the print settings and retry printing.

## 5100

### Cause

Printer error has occurred.

### What to Do

Cancel printing and turn off the printer.

Check the following:

- Make sure FINE cartridge holder motion is not impeded by stabilizer, jammed paper, etc.  
Remove any impediment.
- Make sure the FINE cartridges are properly installed.  
Push up the FINE cartridge until it clicks into place.

Turn the printer back on.

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

### ▶▶ Important

- When clearing an impediment to FINE cartridge holder motion, be careful not to touch clear film (A).



If you soil or scratch this part by touching it with paper or your hand, it could damage the printer.

## **5200**

### **Cause**

Printer error has occurred.

### **What to Do**

Turn off the printer and unplug it.

After a while, 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.

## **5B00**

### **Cause**

Printer error has occurred.

### **What to Do**

Contact your nearest Canon service center to request a repair.

## 6000

### Cause

Printer error has occurred.

### What to Do

If the paper is jammed, remove it depending on the jammed location and cause.

■ [List of Support Code for Error \(Paper Jams\)](#)

Turn off the printer and unplug it.

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.