



G1020 series Online Manual

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Using Online Manual

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

Symbols Used in This Document

Warning

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

Caution

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

Important

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

Note

Instructions including notes for operation and additional explanations.

Basics

Instructions explaining basic operations of your product.

Note

- Icons may vary depending on your product.

Touch-enabled Device Users (Windows)

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

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►►► Note

- The formal name of Windows Vista is Microsoft Windows Vista operating system.

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Version 2.0, January 2004

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2006-Jan-27

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David Turner, Robert Wilhelm, and Werner Lemberg

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o freetype-devel@nongnu.org

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

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Handling Paper, Ink Tanks, etc.

- Loading Paper
- Refilling Ink Tanks

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

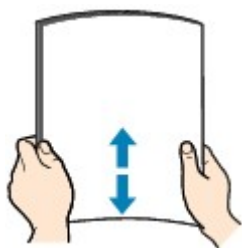
Note

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

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

1. Prepare paper.

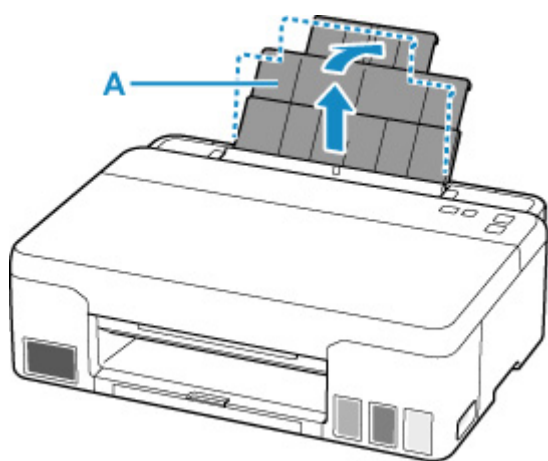
Align the edges of paper. If paper is curled, flatten it.



Note

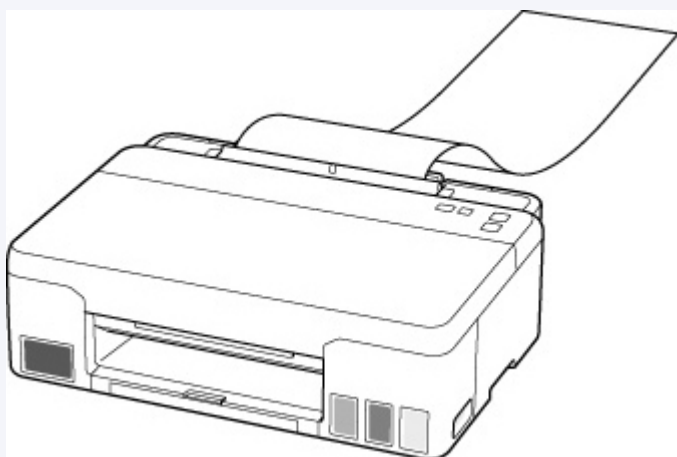
- Align the edges of paper neatly before loading. Loading paper without aligning the edges may cause paper jams.
- If paper is curled, hold the curled corners and gently bend them in the opposite direction until the paper becomes completely flat.
For details on how to flatten curled paper, see [Check3](#)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

2. Pull straight up and fold back paper support (A).

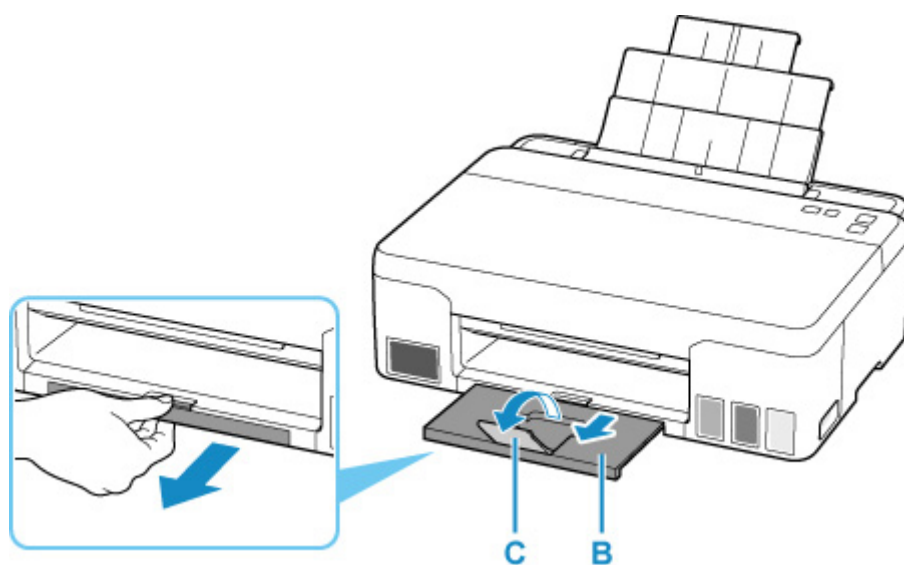


▶▶▶ Note

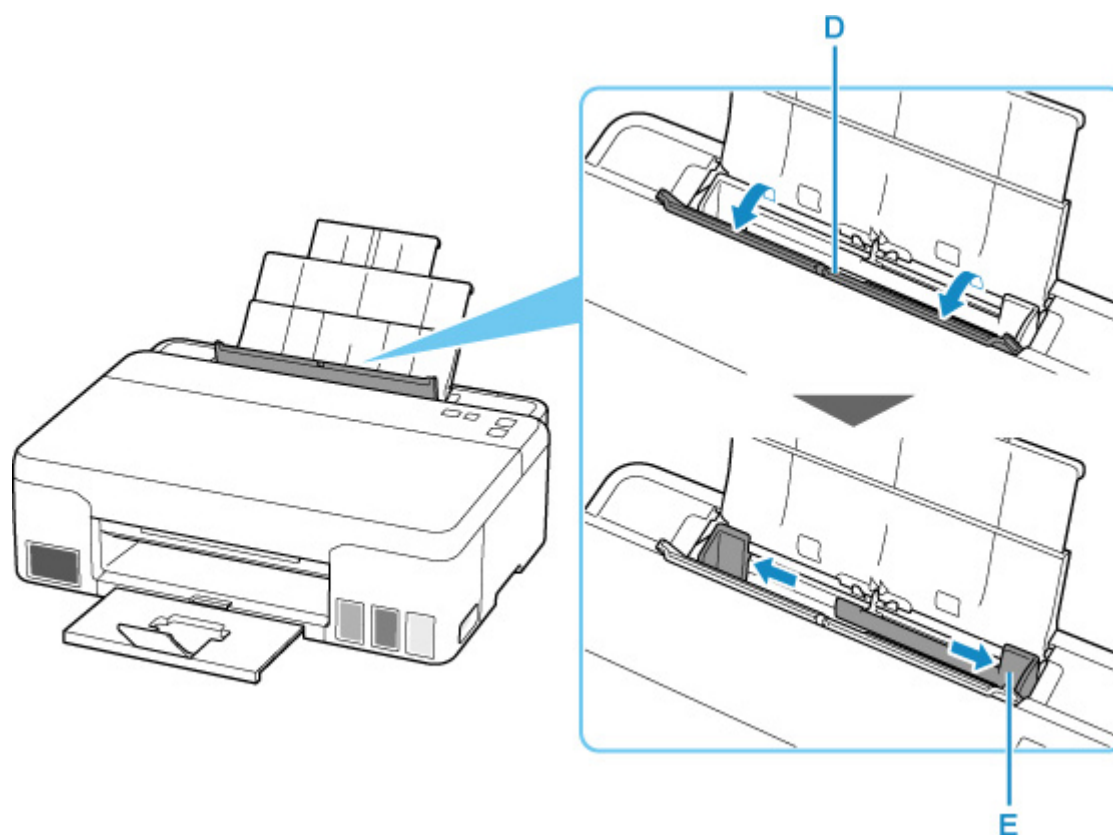
- Load long-length paper without opening the paper support. Depending on the weight of the paper, the leading edge may rise and printing may be shifted. Make sure that the leading edge of the paper does not rise, such as by holding the part that protrudes from the rear tray.



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

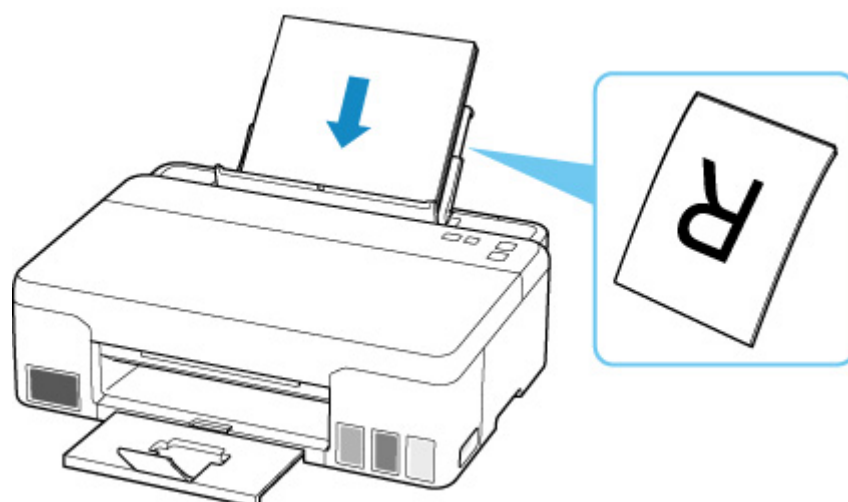


4. Open the feed slot cover (D).
5. Slide right paper guide (E) to open both paper guides.



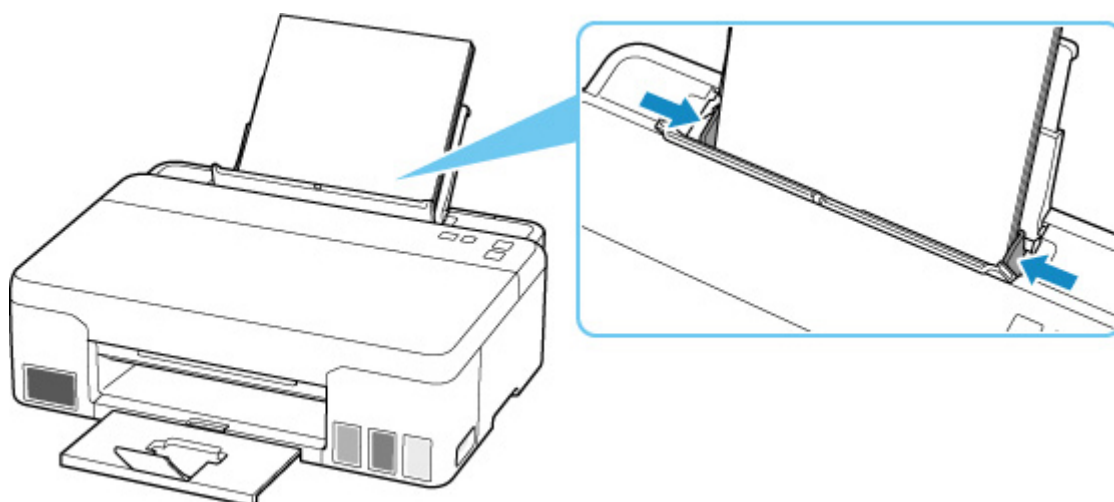
6. Load paper stack in portrait orientation WITH PRINT SIDE FACING UP.

After loading paper on the rear tray, the **Paper** lamp flashes.



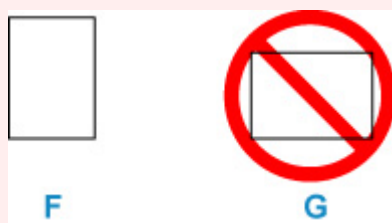
7. Slide right paper guide to align with both sides of paper stack.

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



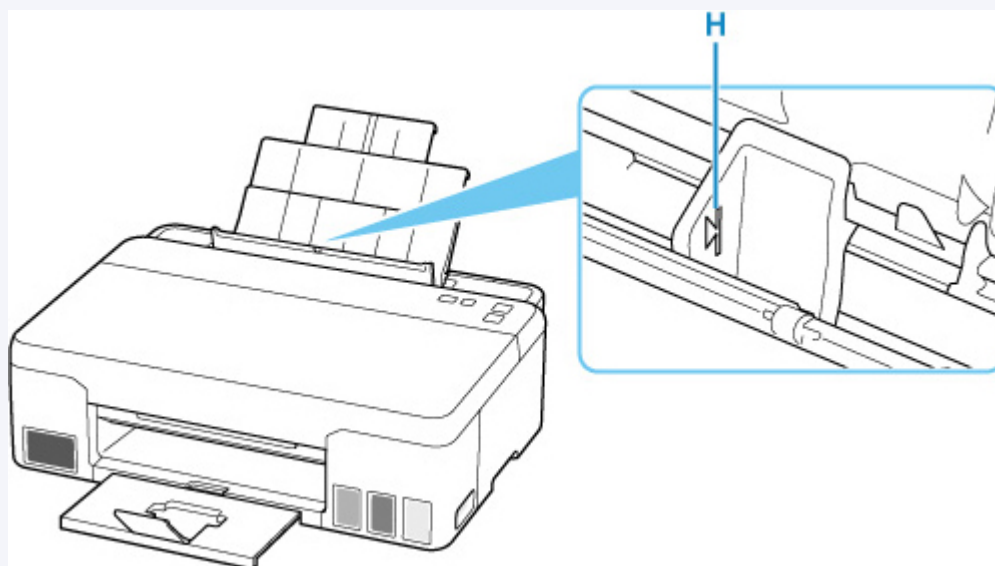
»»» Important

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

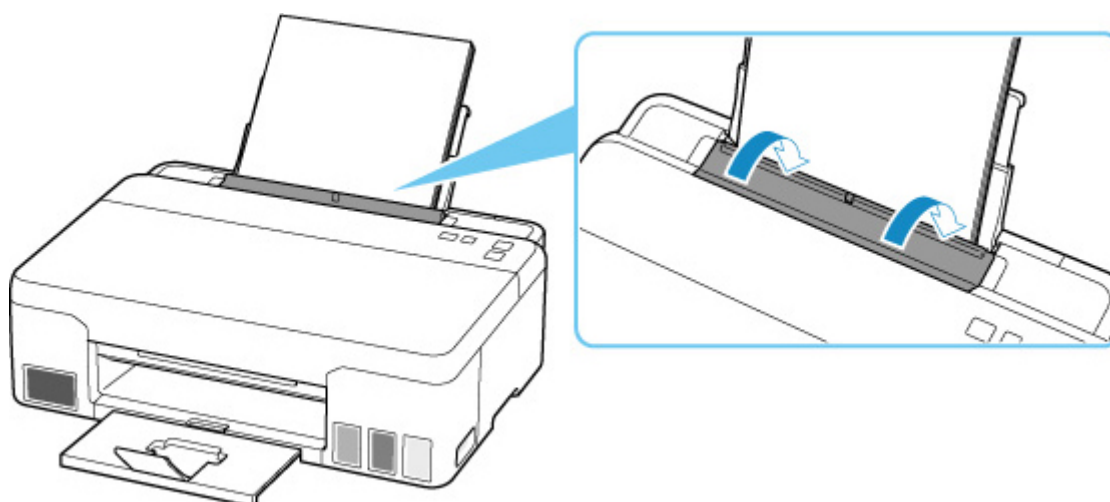


»»» Note

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

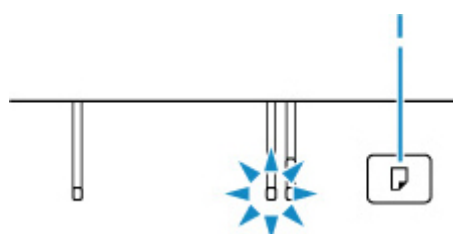


8. Close feed slot cover gently.



9. Set the paper size.

Press the **Paper Select** button (I) to switch to the same size as the loaded paper, then press the **OK** button.



►► Note

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

Refilling Ink Tanks

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

Refilling Ink Tanks

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



Important

- If the function for notifying the remaining ink level (remaining ink level notification function) is enabled, resetting the remaining ink level count is required before refilling ink tanks up to the upper limit line.

If the remaining ink level count is reset when the ink tanks are not full, the printer cannot detect the ink level correctly.

From the printer

- [Ink level monitor](#)

From the computer

- [Changing the remaining ink level notification setting](#)

- If the remaining ink level notification function is disabled, visually inspect the remaining ink and refill the ink tanks as necessary. Continuing printing with ink below the lower limit line of an ink tank may prevent satisfactory print quality.

Note

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

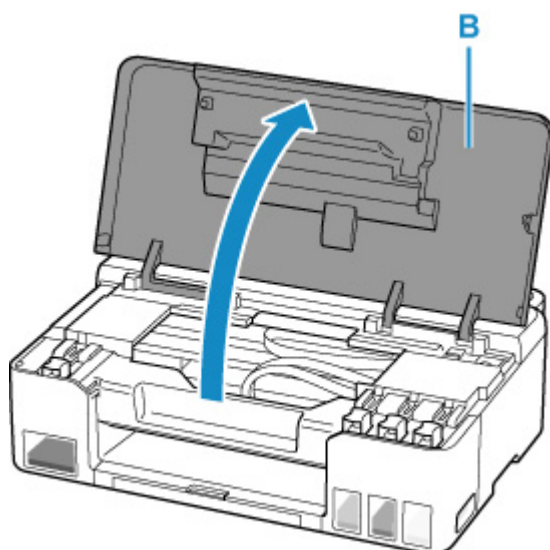
Refilling Procedure

When you refill ink tanks, follow the steps below.

Important

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

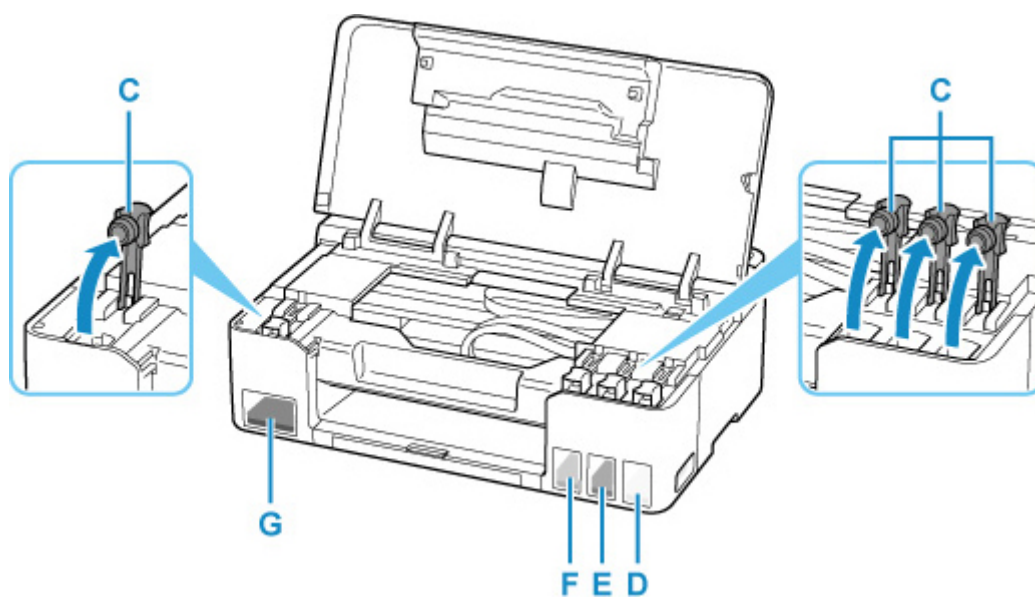
1. [Check that printer is turned on.](#)
2. Open the top cover (B).



>>> Important

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

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

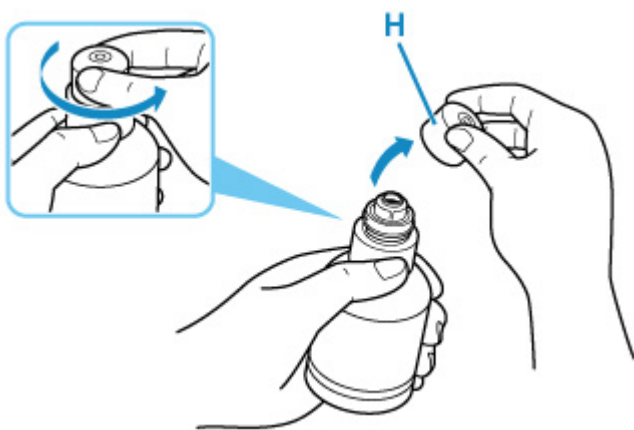


D: Yellow
 E: Magenta
 F: Cyan
 G: Black

>>> Important

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

4. Hold the ink bottle upright and gently twist the bottle cap (H) to remove.



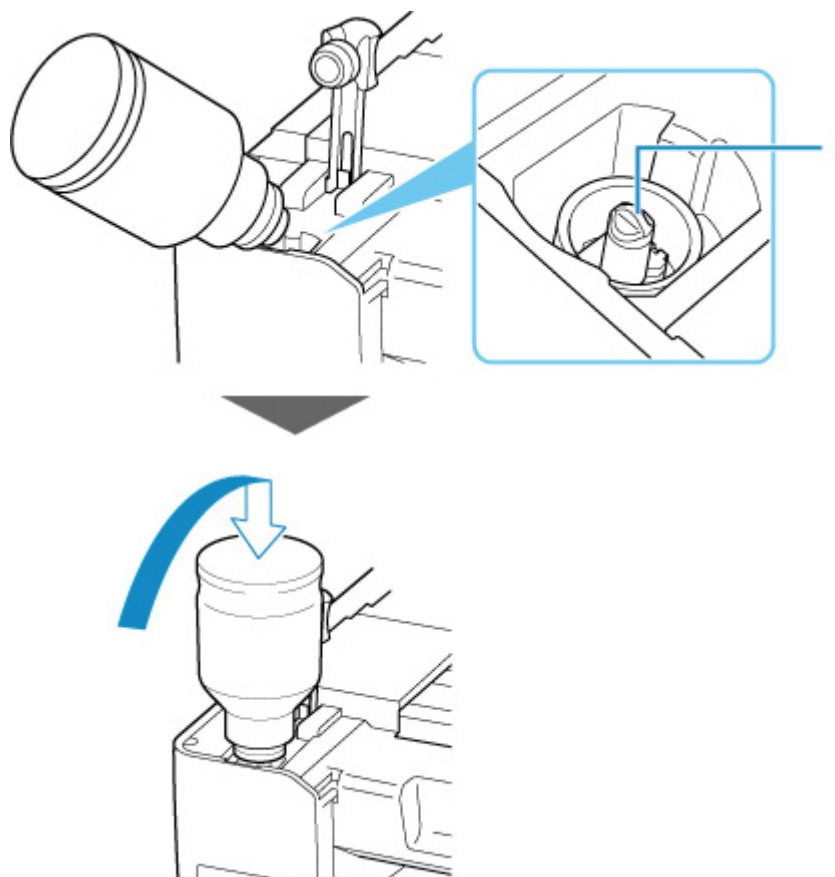
►► Important

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

5. Refill the ink tank.

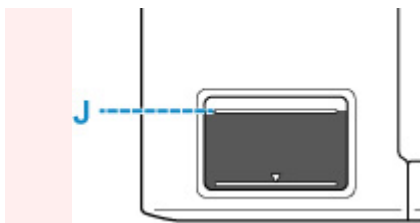
Aligning the ink bottle's tip with the ink tank's inlet (I), slowly stand the bottle upside down, and push the bottle into the inlet.

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



►► Important

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



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

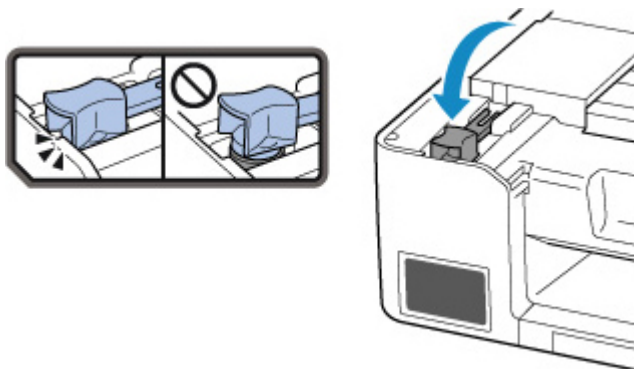
Hold up the ink bottle slightly and remove the bottle from the inlet while slowly tilting it.

Important

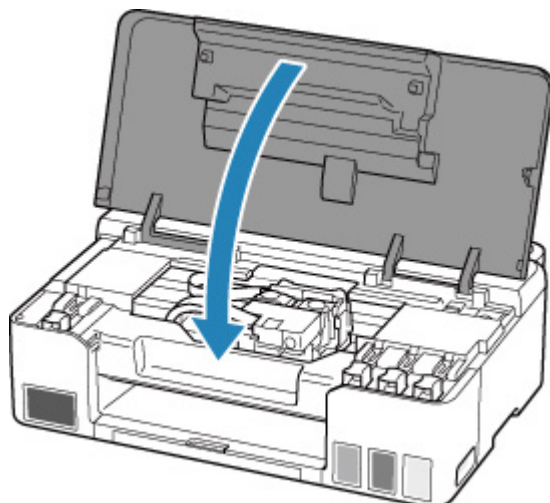
- Do not leave ink bottles in ink tanks.
- Close the bottle cap of the ink bottle securely and store the ink bottle upright.

7. Close the tank cap of the ink tank.

Make sure the tank cap is completely inserted.



8. Close the top cover.



Note

- If the **Alarm** lamp flashes after the top cover is closed, take appropriate action.

■ [When Error Occurred](#)

Notes on ink bottles

Important

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

For details on how to reset, see [Ink level monitor](#).

Note

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

When ink runs low, promptly refill it.

■ [Ink Tips](#)

Checking Ink Level

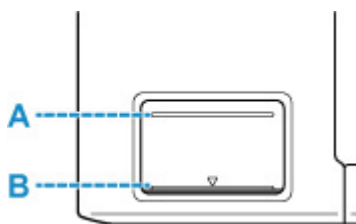
Check ink level with the ink tank indicator on the front of the printer.

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

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

▶▶▶ Note

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



▶▶▶ Important

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

▶▶▶ Note

- This printer has a function for notifying the remaining ink level, called the remaining ink level notification function. If you refill the ink tank when the remaining ink level notification function is enabled or when a remaining ink error occurs, refill the ink tank until the ink reaches the upper limit line. If ink does not reach the upper limit line, the remaining ink level is not detected correctly.

For details on the remaining ink level notification function, see below.

■ [Ink level monitor](#)

- If a remaining ink error occurs, the **Alarm** lamp flashes.

■ [When Error Occurred](#)

- The remaining ink level notification function works from initial printing to the time when one of the inks reaches the lower limit line shown on the ink tank. For the remaining ink level notification function to work appropriately, each ink tank must be filled with entire contents of the corresponding color ink bottle bundled with the printer before printing. After the initial filling, if either of the ink tanks is refilled before the remaining ink level reaches the lower limit line, a significant error may occur in the accuracy of the remaining ink level notification function. If you want to refill an ink tank before the remaining ink level reaches the lower limit line, be sure to follow the procedure in the manual.
- To ensure you receive premium print quality and to help protect your print head, a certain amount of ink remains in the ink tank when the printer indicates to refill the ink tank. The estimated page yields of the ink bottle do not include this amount.
- Ink flows from the ink tanks to the inside of the printer. Ink may seem to run out fast due to this procedure when you start using the printer or after transporting it.

Ink Tips

How is ink used for various purposes other than printing?

Ink may be used for purposes other than printing.

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

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

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

[Cleaning function]

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

»» Important

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

■ [Replacing Maintenance Cartridge](#)

Does black-and-white printing use color ink?

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

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

If Printing Is Faint or Uneven

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

Maintenance Procedure

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

►►► Important

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

►►► Note

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

When the Print Results Are Blurred or Uneven:

Step1 Print the nozzle check pattern.

From the printer

- [Printing the Nozzle Check Pattern](#)

From the computer

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

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

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



Step3 Clean the print head.

From the printer

- [Cleaning the Print Head](#)

From the computer

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

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

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



Step 4 Clean the print head deeply.

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

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

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

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

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

Important

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

■ Ink Flush

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

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

Step Align the print head.

- 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. If the remaining ink level is low, [refill ink tanks](#).

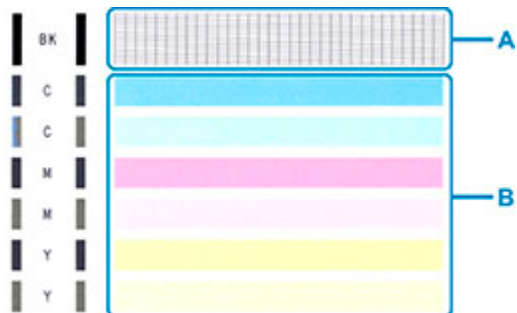
You need to prepare: a sheet of A4 or Letter-sized plain paper

1. [Check that printer is turned on.](#)
2. Load a sheet of A4 or Letter-sized plain paper in the rear tray.
 [Loading Plain Paper / Photo Paper](#)
3. Press and hold the **Stop** button and release it when the **Alarm** lamp flashes 2 times.
The nozzle check pattern will be printed.
Do not perform any other operations until the printer completes the printing of the nozzle check pattern.
4. [Examine the nozzle check pattern.](#)

Examining the Nozzle Check Pattern

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

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



If there are missing lines in the pattern A:



C: Good

D: Bad (lines are missing)

If there are horizontal white streaks in the pattern B:



E: Good

F: Bad (horizontal white streaks are present)

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



(Example: Magenta pattern is not printed)

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

Cleaning the Print Head

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

1. [Check that printer is turned on.](#)
2. Press and hold the **Stop** button and release it when the **Alarm** lamp flashes once.

The printer starts cleaning the print head.

When the **ON** lamp flashes and then lights up, the cleaning is complete.

Do not perform any other operations until the printer completes the 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](#).

▶▶▶ Note

- If the problem is not resolved after cleaning the print head twice, clean the print head deeply.

■ Cleaning the Print Heads (Windows)

■ [Cleaning the Print Heads](#) (macOS)

Performing Maintenance Functions from Your Computer (macOS)

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

Opening Remote UI for Maintenance

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

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

Remote UI starts.

▶▶▶ Note

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

Related Topics

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

Cleaning the Print Heads

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

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

Cleaning

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

2. Click **Cleaning**

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

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

- [Is there ink remaining?](#)

3. Perform Cleaning

Click **Yes**.

Print head Cleaning starts.

4. Complete Cleaning

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

5. Check the results

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

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

»» Important

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

Deep Cleaning

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

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

2. Click **Deep Cleaning**

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

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

- [Is there ink remaining?](#)

3. Perform Deep Cleaning

Click **Yes**.

Print head Deep Cleaning starts.

4. Complete Deep Cleaning

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

5. Check the results

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

»» Important

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

Ink Flush

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

1. Select **Utilities** from Remote UI

2. Click **Ink Flush**

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

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

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

- [Is there ink remaining?](#)

3. Perform Ink Flush

Click **Yes**.

Ink Flush starts.

4. Complete Ink Flush

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

5. Check the results

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

»» Important

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

»» Note

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

Related Topic

- Printing a Nozzle Check Pattern

Adjusting Print Head Position

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

Load three sheets of A4 size or Letter size plain paper into the rear tray.

4. Run head position adjustment

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

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

►► Important

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

►► Note

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

Cleaning

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

Cleaning Paper Feed Rollers

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

In this case, clean the paper feed roller.

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

1. [Check that printer is turned on.](#)
2. Remove any paper from the rear tray.
3. Clean the paper feed rollers without paper.

Press and hold the **Stop** button and release it when the **Alarm** lamp flashes 3 times.

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

4. Clean the paper feed rollers with paper.

1. Make sure that the paper feed rollers have stopped rotating, and then load three sheets of A4 or Letter-sized plain paper in the rear tray.

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

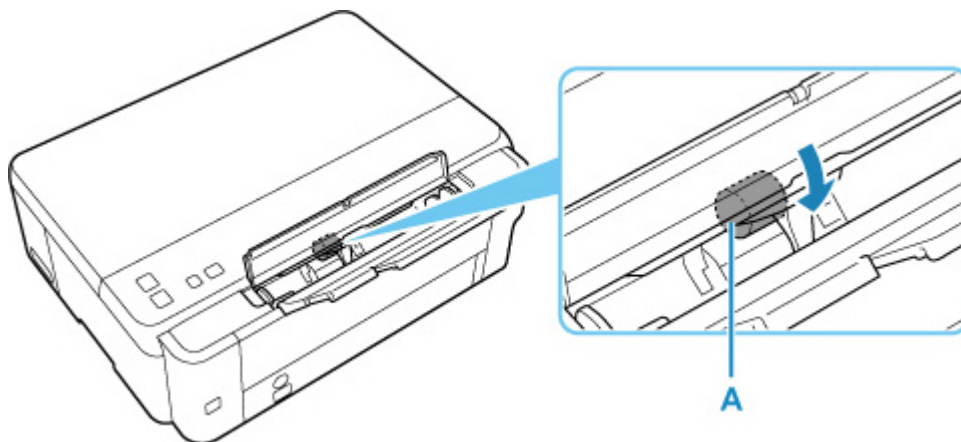
2. Press and hold the **Stop** button and release it when the **Alarm** lamp flashes 3 times.

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

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

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

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



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

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

Cleaning Inside the Printer (Bottom Plate Cleaning)

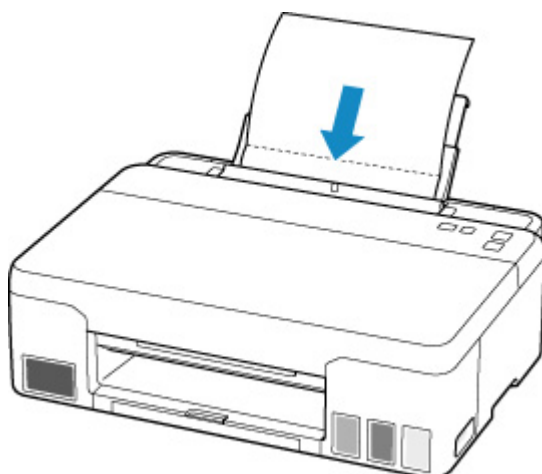
Remove stains from the inside of the printer. If the inside of the printer becomes dirty, printed paper may get dirty, so we recommend performing cleaning regularly.

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

* Be sure to use a new piece of paper.

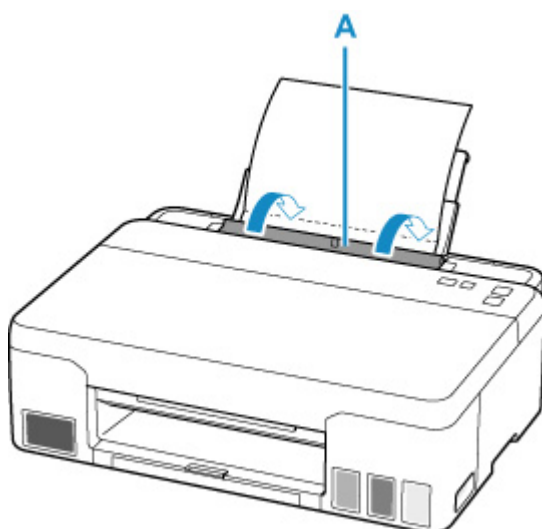
1. Make sure that the power is turned on, then remove any paper from the rear tray.
2. Prepare paper.

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.

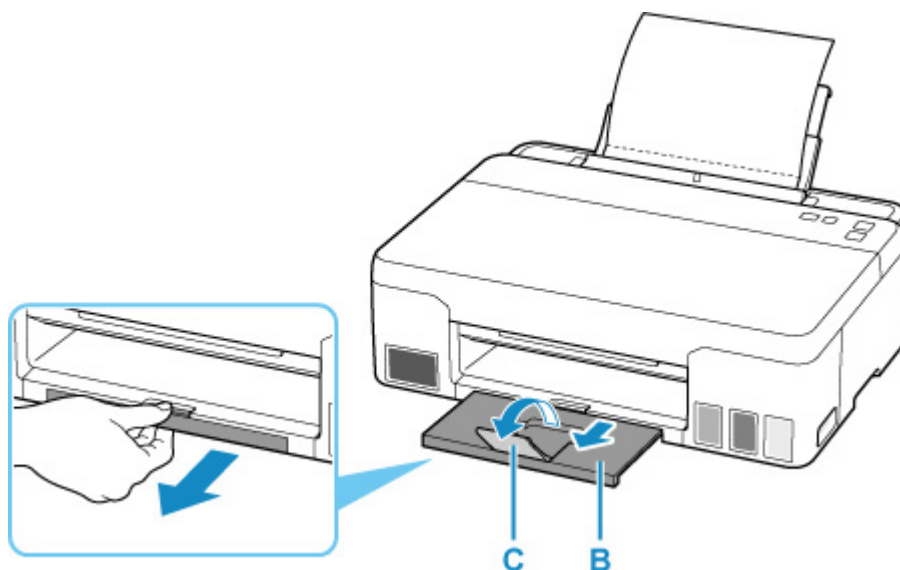


If the flashing **Paper** lamp and the size of the paper loaded in the rear tray are different, press the **Paper Select** button to switch.

3. Close the feed slot cover(A) gently.



4. Pull out paper output tray (B), and then open output tray extension (C).



3. Press and hold the **Stop** button and release it when the **Alarm** lamp flashes 4 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.

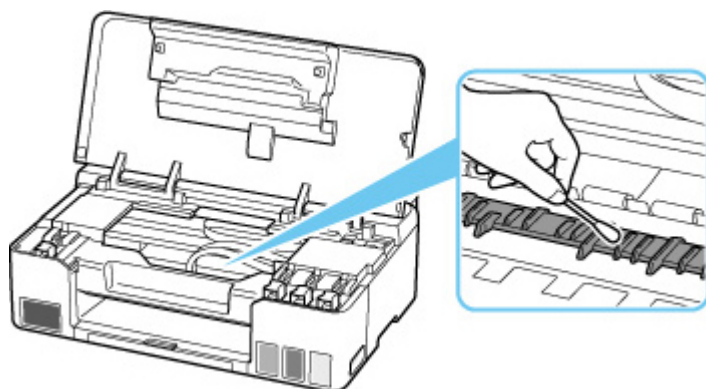
►►► Note

- 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

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



Replacing Maintenance Cartridge

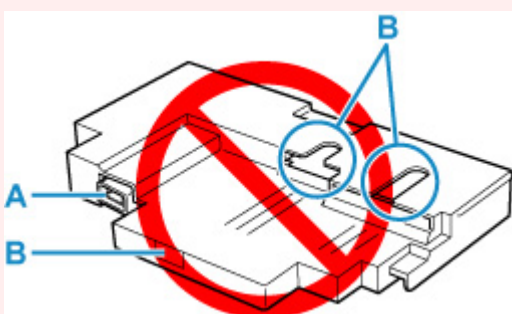
In case of cautions or errors concerning the maintenance cartridge, the **Alarm** lamp of the printer flashes and a message is displayed on the computer screen.

Check the **Alarm** lamp status and message and take appropriate action for the error.

■ [When Error Occurred](#)

▶▶▶ Important

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



▶▶▶ Note

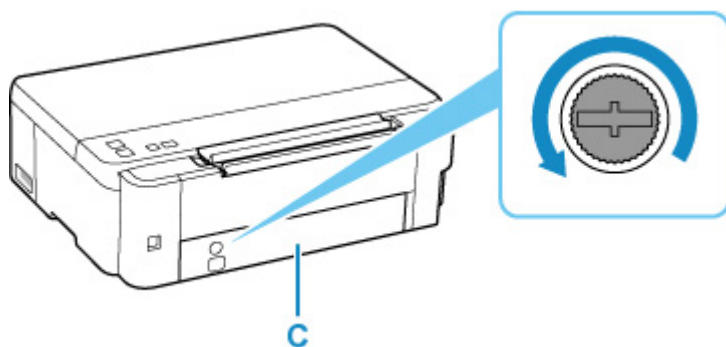
- When purchasing a new maintenance cartridge, order the following cartridge number.
Maintenance Cartridge MC-G02

1. Prepare a new maintenance cartridge.

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

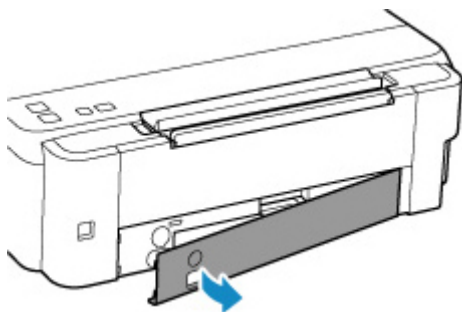
2. [Turn the printer off.](#)

3. Unlock the coin screw from the maintenance cover (C).

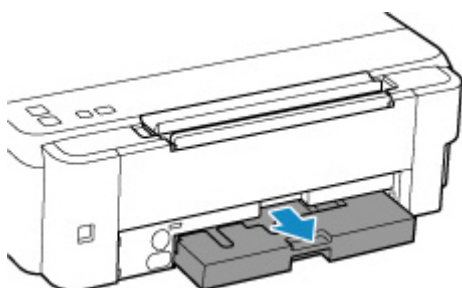


4. Remove the maintenance cover.

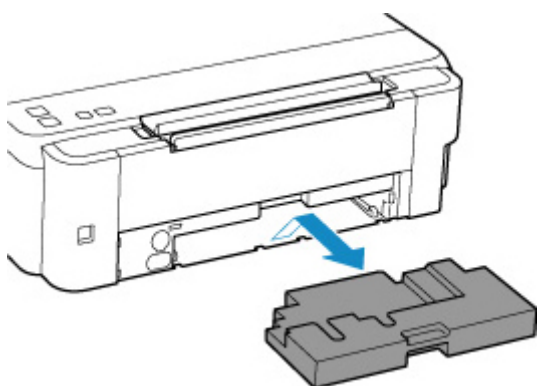
Put your finger on the hole of the maintenance cover and remove it.



5. Pull out the maintenance cartridge until it stops.

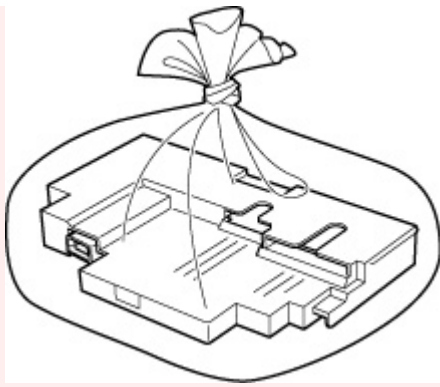


6. Lift the maintenance cartridge a little and pull it out.



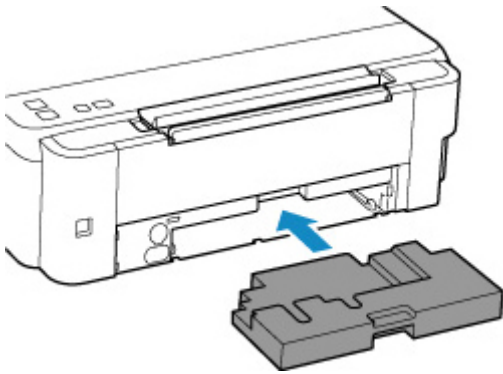
Important

- Be careful not to drop or place the removed maintenance cartridge on a desk or something. Dirt on the bottom may adhere to it or the ink inside may be scattered.
- Put the used one immediately into the plastic bag attached to the new maintenance cartridge and seal the bag by tying the opening tightly to prevent the ink from leaking.



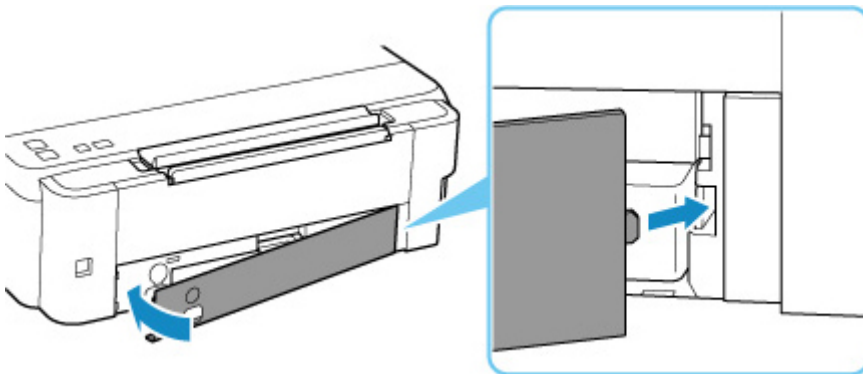
- Do not put your hands inside the printer, as ink may adhere to your hands.
- Dispose of the removed maintenance cartridge according to local regulations.

7. Insert the new maintenance cartridge straight until it stops.

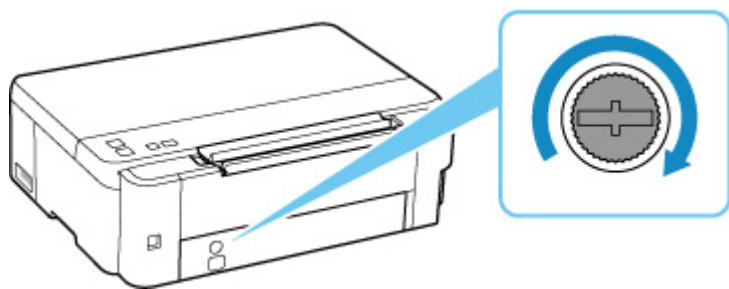


8. Attach the maintenance cover.

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



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



10. [Turn the printer on.](#)

Overview

➤ **Safety**

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

➤ **Handling Precautions**

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

➤ **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

Safety Precautions

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

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

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

Warning

- Do not use the printer in the following cases:

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

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

Caution

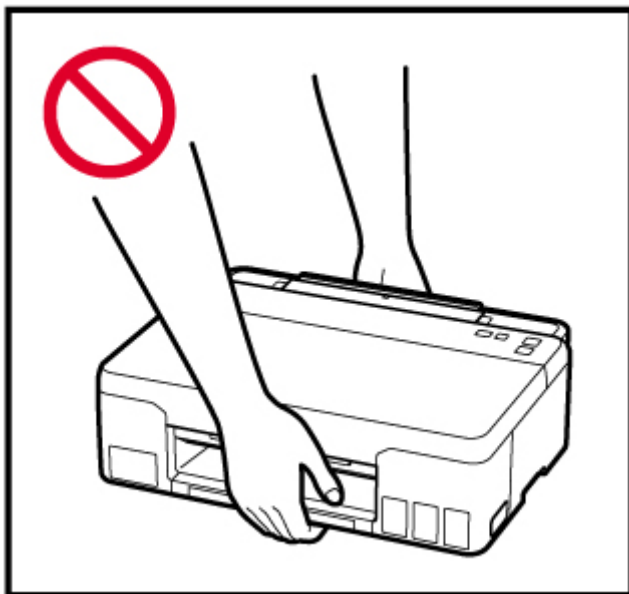
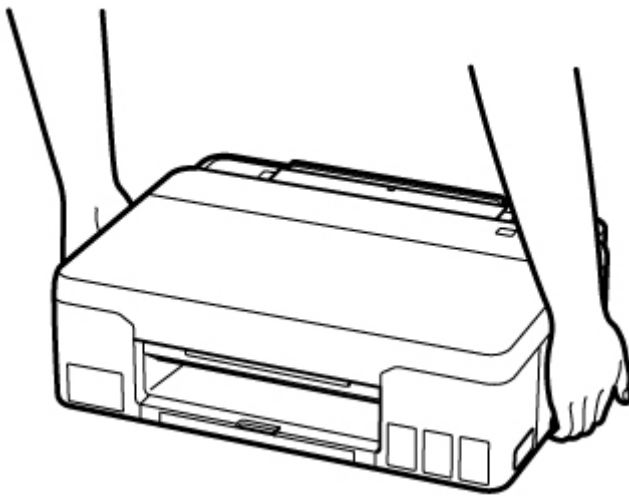
- Do not put your hands inside the printer while printing.
- Do not touch the metal parts of the print head immediately after printing.
- Ink bottles

- Keep out of reach of children.
- Do not drink ink.

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

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

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



General Notices

Choosing a Location

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

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

Power Supply

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

General Notices

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

Regulatory Information

Users in the U.S.A.

FCC Notice (U.S.A. Only)

For 120V, 60Hz model

Model Number: K10522

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.

Canon U.S.A., Inc.

One Canon Park

Melville, New York 11747

1-800-652-2666

Interference

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

WEEE (EU&EEA)

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



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

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



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

Union Européenne, Norvège, Islande et Liechtenstein uniquement.



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

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



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

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



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

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.

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



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

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



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

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



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

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



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

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



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

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



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

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



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

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

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



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

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



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

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



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

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



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

Platí 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 využívání přírodních zdrojů. Další informace o místě recyklace opotřebovaných zařízení získáte od místního úřadu, úřadu životního prostředí, ze schváleného plánu OEEZ alebo od spoločnosti, ktorá zaisťuje likvidáciu komunálneho odpadu. Viac informácií nájdete aj na webovej stránke: www.canon-europe.com/weee.

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



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

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



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

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



Šis ženklas 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 gaminytis, arba į

elektros ir elektroninės įrangos (EEĮ) 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 EEĮ atliekų sistemų arba jūsų buitinių atliekų tvarkymo įstaigų atstovus. Išsamesnės informacijos apie EEĮ atliekų grąžinimo ir perdirbimo tvarką galite rasti apsilankę tinklalapyje www.canon-europe.com/weee.

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



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

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



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

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



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

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



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

Korisnici u Srbiji



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

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

Handling Precautions

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

Legal Restrictions on Printing

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

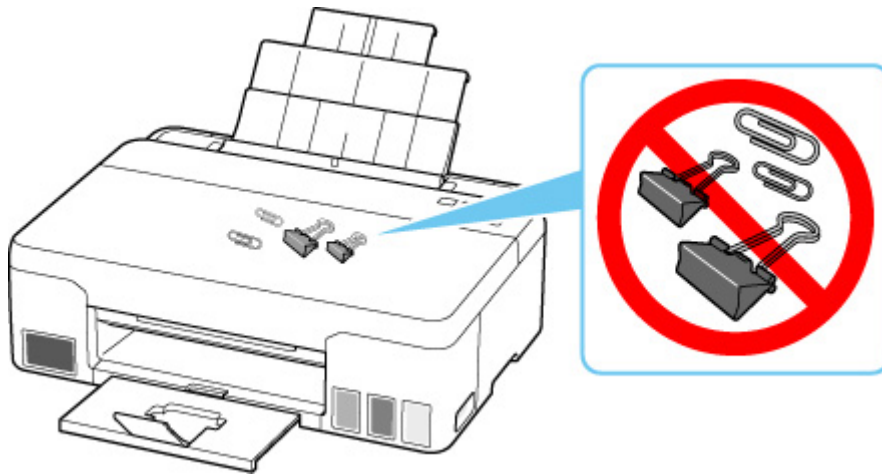
This list is non-exhaustive. When in doubt, check with a local legal representative.

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

Printer Handling Precautions

Do not place any object on the top cover!

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



Transporting Your Printer

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

»» Important

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



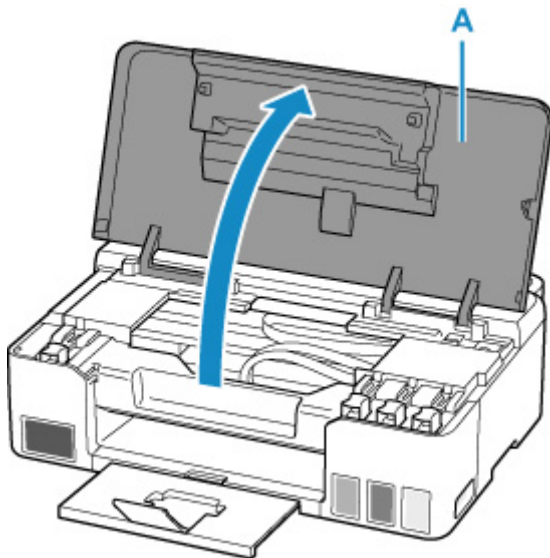
- Please handle with care and ensure the box remains flat and NOT turned upside down or on its side, as the printer may be damaged and ink in the printer may leak.

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

»» Important

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

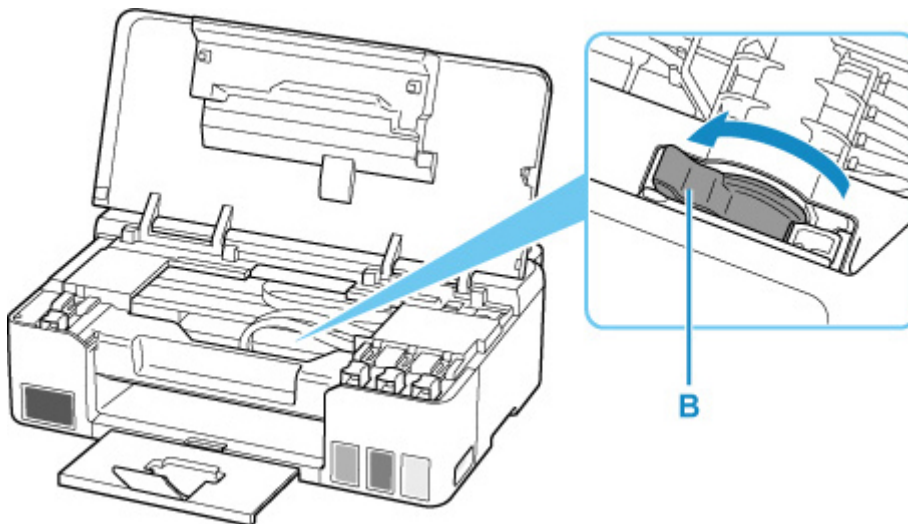
3. Open the top cover (A).



»» Important

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

4. Turn the ink valve lever (B) to the left.

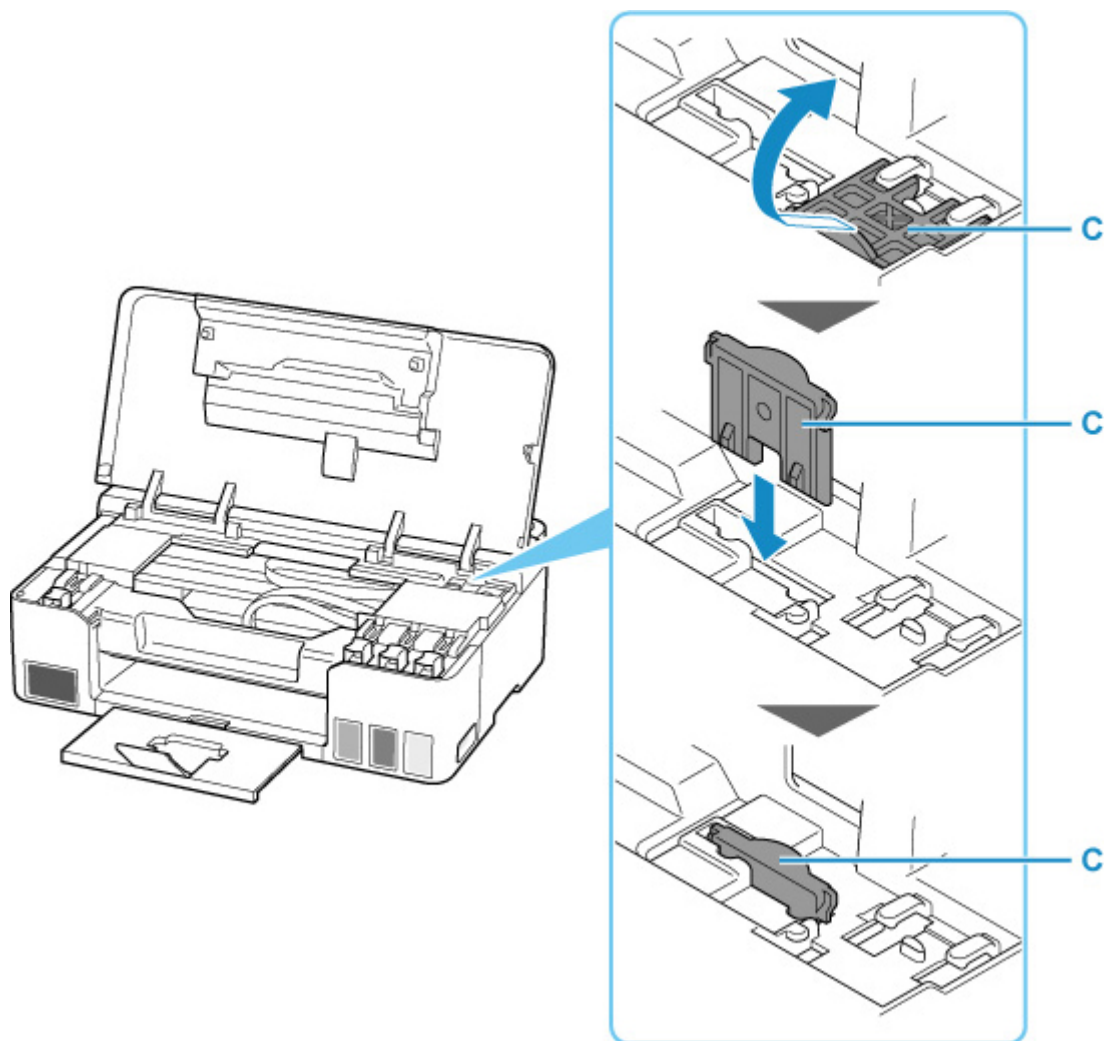


»» Important

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

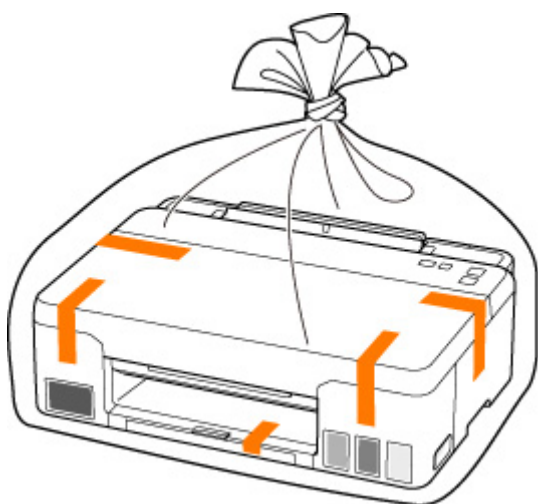
5. Remove the carriage stopper (C) and insert it all the way into the hole in the printer side.

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



6. Close the top cover.
7. Retract output tray extension and paper output tray.
8. Retract paper support.
9. Unplug the printer cable from the computer and from the printer, then unplug the power cord from the printer.
10. Use adhesive tape to secure all the covers on the printer to keep them from opening during transportation. Then pack the printer in the plastic bag.

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



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

Important

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

When Repairing, Lending, or Disposing of the Printer

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

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

- Press and hold the **Stop** button and release it when the **Alarm** lamp flashes 11 times.

Keeping Print Quality High

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

»» Note

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

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

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

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

Print periodically!

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

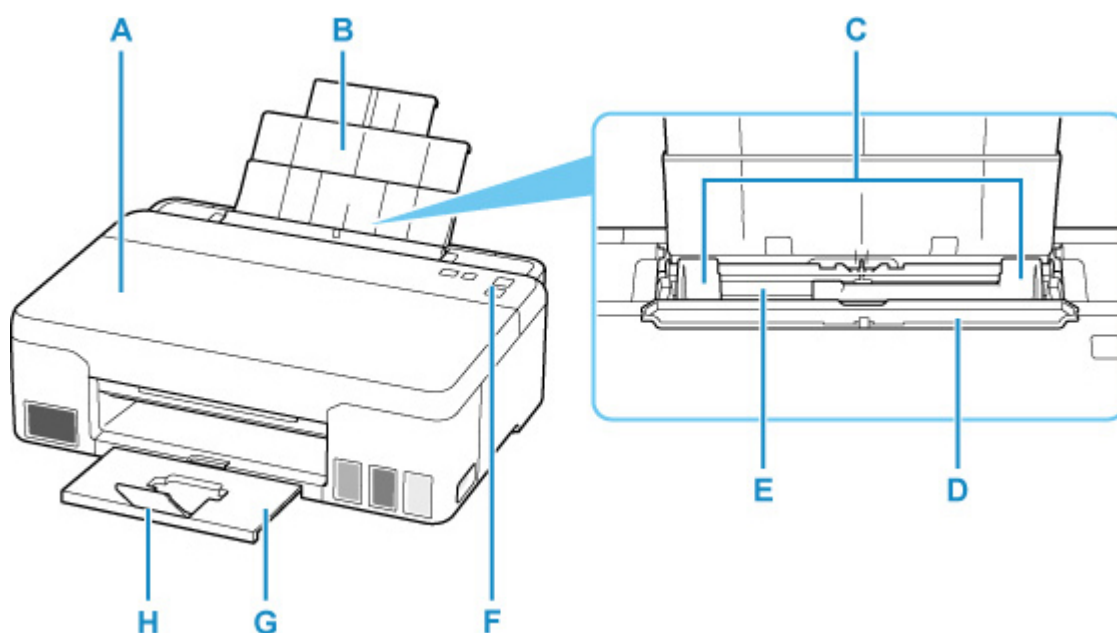
Main Components and Their Use

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

Main Components

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

Front View



A: Top Cover

Open to refill ink tanks and to remove jammed paper.

B: Paper Support

Extend to load paper in the rear tray.

C: Paper Guides

Align with both sides of the paper stack.

D: Feed Slot Cover

Prevents anything from falling into the feed slot.

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

E: 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](#)

F: Operation Panel

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

■ [Operation Panel](#)

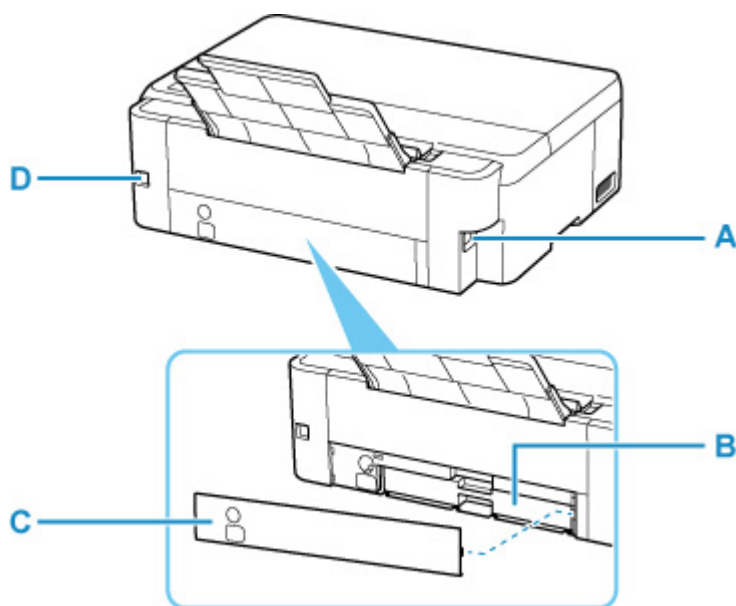
G: Paper Output Tray

Printed paper is ejected. Pull out it before printing.

H: Output Tray Extension

Open to support ejected paper.

Rear View



A: Power Cord Connector

Plug in the supplied power cord.

B: Maintenance Cartridge

Absorbs ink used for cleaning.

»» Note

- For details on how to replace the maintenance cartridge, see [Replacing Maintenance Cartridge](#).

C: Maintenance Cover

Open when replacing the maintenance cartridge.

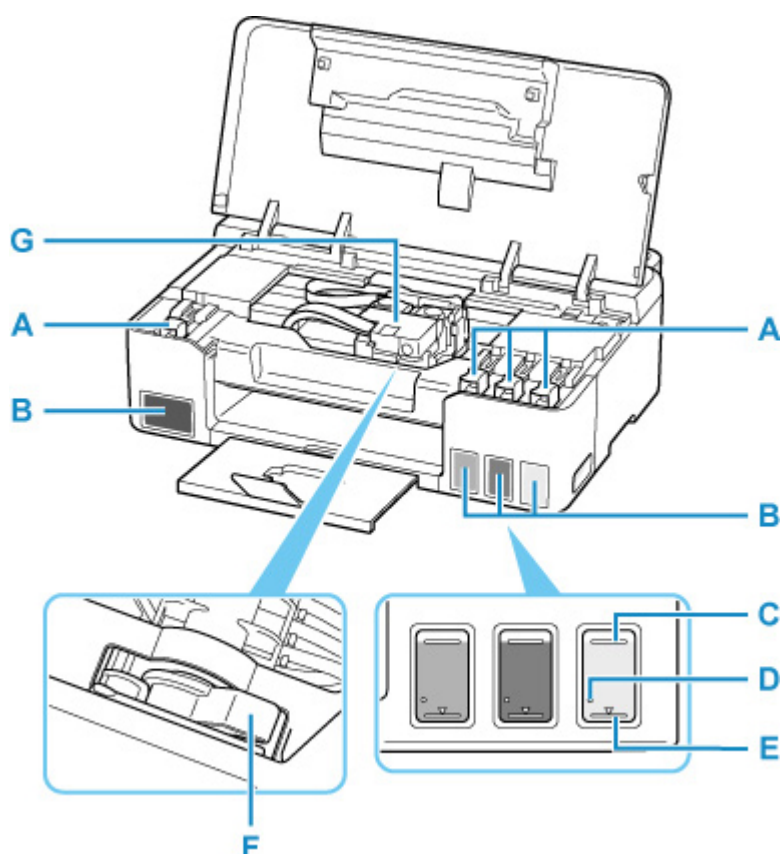
D: USB Port

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

»» Important

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

Inside View



A: Tank Cap

Open to refill ink tanks.

B: Ink Tanks

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

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

■ [Refilling Ink Tanks](#)

C: Upper limit line

Indicates the maximum capacity of the ink.

D: Single dot

Indicates the amount of ink required when performing ink flush.

E: Lower limit line

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

F: Ink Valve Lever

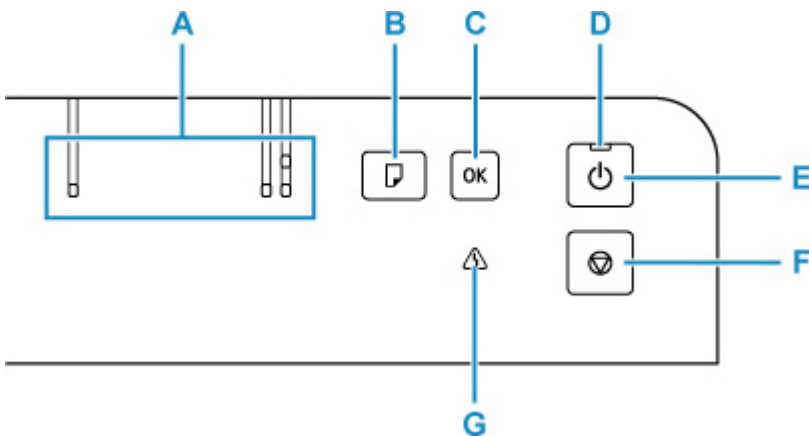
Operate when transporting a printer.

■ [Transporting Your Printer](#)

G: Print Head Holder

The print head is pre-installed.

Operation Panel



A: Paper lamp

Lights depending on the current paper size.

B: Paper Select button

Press to switch the paper size.

C: OK button

Finalizes the paper size. Also used to resolve errors.

D: ON lamp

Lights after flashing when the power is turned on.

E: ON button

Turns the power on or off.

■ [Turning the Printer On and Off](#)

F: Stop button

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

G: Alarm lamp

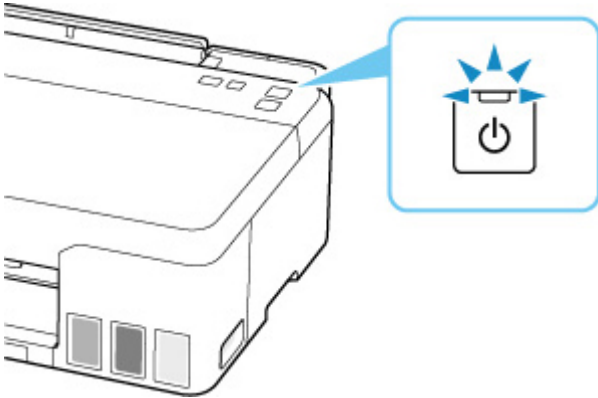
Lights or flashes when an error occurs.

Power Supply

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

Checking that Power Is On

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



»» Note

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

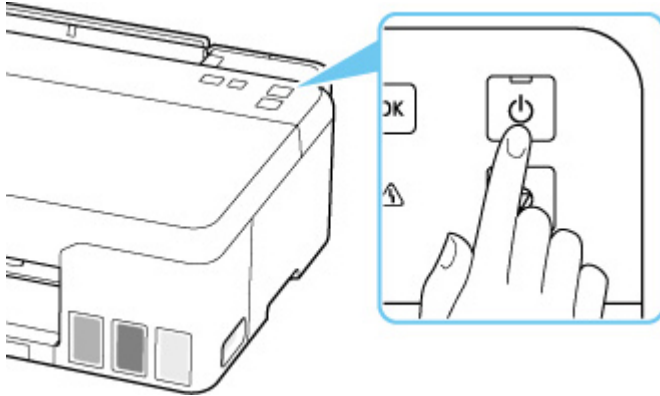
Turning the Printer On and Off

Turning on the printer

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

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

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



▶▶▶ **Note**

- It may take a while for the printer to start printing immediately after you turn on the printer.
- If the **Alarm** lamp lights or flashes, see [When Error Occurred](#).
- You can set the printer to automatically turn on when a print operation is performed from a computer. This feature is set to off by default.

■ ■ For Windows:

■ ■ [Managing the Printer Power](#)

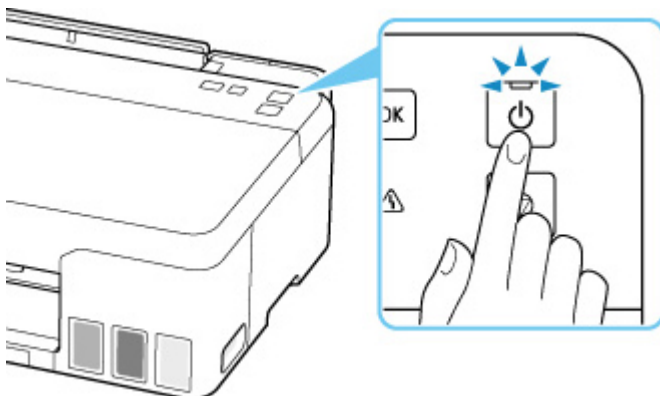
■ ■ For macOS:

■ ■ [Managing the Printer Power](#)

Turning off the printer

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

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



Important

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

Note

- You can set the printer to automatically turn off when no operations are performed or no print jobs are sent to the printer for a certain interval. This feature is set to on by default.
 - For Windows:
 - [Managing the Printer Power](#)
 - For macOS:
 - [Managing the Printer Power](#)

Checking the Power Plug/Power Cord

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

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

Caution

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

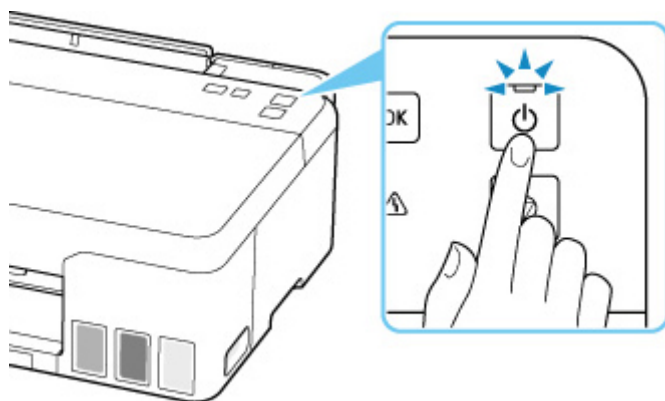
Unplugging the Printer

To unplug the power cord, follow the procedure below.

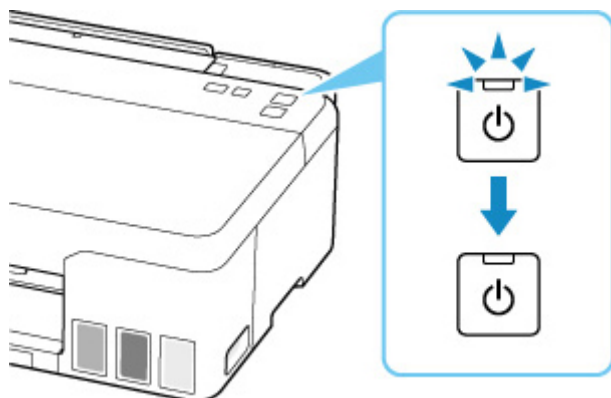
Important

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

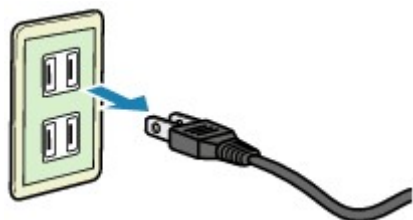
1. Press the **ON** button to turn the printer off.



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



3. Unplug the power cord.



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

Changing Settings

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

Changing Printer Settings from Your Computer (macOS)

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

Managing the Printer Power

Printer power supply is operated from Remote UI.

Energy saving settings

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

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

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

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

2. Click **Energy saving settings**

3. Complete the following settings:

Auto power off

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 **Printer settings** from [Remote UI](#)

2. If necessary, complete the following settings:

Print settings - Prevent paper abrasion

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

Check this check box to prevent paper abrasion.

Custom settings - Detect paper setting mismatch

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

- **Setting Items on Operation Panel**
- **Ink level monitor**
- **Initializing Printer Settings**

Setting Items on Operation Panel

Number of Flashes of Alarm Lamp	Details
1	Cleaning
2	Nozzle Check
3	Roller cleaning
4	Bottom plate cleaning
5	Improving paper rubbing
6	Resetting ink remaining count
7	Ink level notification: Enabled
8	Ink level notification: Disabled
9	Paper mismatch detection: Enabled
10	Paper mismatch detection: Disabled
11	Resetting all settings

Ink level monitor

Enabling the remaining ink level notification function

1. [Check that printer is turned on.](#)
2. Press and hold the **Stop** button and release it when the **Alarm** lamp flashes 7 times.
The remaining ink level notification function is enabled.

Disabling the remaining ink level notification function

»» Important

- If the remaining ink level notification function is disabled, visually inspect the remaining ink and refill the ink tanks as necessary. Continuing printing with ink below the lower limit line of an ink tank may prevent satisfactory print quality.
- When changing the remaining ink level notification function from disabled to enabled, it is necessary to refill all ink tanks up to the upper limit line.

■ [Refilling Ink Tanks](#)

1. [Check that printer is turned on.](#)
2. Press and hold the **Stop** button and release it when the **Alarm** lamp flashes 8 times.
The remaining ink level notification function is disabled.

Resetting the remaining ink level count

»» Important

- After refilling the ink to the upper limit line of the ink tank, reset the remaining ink count.
If the remaining ink count is reset when the ink tank is not full, the remaining ink level cannot be detected properly.

1. [Check that printer is turned on.](#)
2. Press and hold the **Stop** button and release it when the **Alarm** lamp flashes 6 times.
The remaining ink level count is reset.

Initializing Printer Settings

You can initialize the printer settings.

»» Important

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

Follow the procedure below to initialize the printer settings.

1. [Check that printer is turned on.](#)
2. Press and hold the **Stop** button and release it when the **Alarm** lamp flashes 11 times.

All the printer settings are initialized. The administrator password specified by Remote UI or IJ Network Device Setup Utility reverts to the default setting.

After resetting, perform setup again as necessary.

»» Note

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

Specifications

General Specifications

Interface	USB Port: Hi-Speed USB * * 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.
Operating environment	Temperature: 41 to 95 °F (5 to 35 °C) Humidity: 10 to 90 % RH (no condensation) * The performance of the printer may be reduced under certain temperature and humidity conditions. Recommended conditions: Temperature: 59 to 86 °F (15 to 30 °C) Humidity: 10 to 80 % RH (no condensation) * For the temperature and humidity conditions of papers such as photo paper, refer to the paper's packaging or the supplied instructions.
Storage environment	Temperature: 32 to 104 °F (0 to 40 °C) Humidity: 5 to 95 % RH (no condensation)
Power supply	AC 100-240 V, 50/60 Hz (The supplied power cord is only for the country or region you purchased.)
Power consumption	Printing: 15 W or less *1 Standby (minimum): 0.6 W or less *1*2 OFF: 0.2 W or less *1 USB connection to a PC *2 The wait time for standby cannot be changed.
External dimensions (W x D x H)	Approx. 17.6 x 13 x 5.4 in. (Approx. 445 x 330 x 135 mm) * With the trays retracted.
Weight	Approx. 10.6 lb (Approx. 4.8 kg) * With the Print Head installed.

Minimum System Requirements

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

Windows

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

macOS

Operating System	macOS 10.12.6 - macOS 10.15
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Other Supported OS

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

Information about Paper

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

Supported Media Types

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

■ [Media Types](#)

■ [Page Sizes](#)

■ [Paper Weight](#)

Media Types

Genuine Canon paper

►► Note

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

Paper for printing documents:

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

Paper for printing photos:

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

Paper for making original goods:

- Restickable Photo Paper <RP-101>
- Removable Photo Stickers <PS-308R>
- Magnetic Photo Paper <MG-101/PS-508>
- Light Fabric Iron-on Transfers <LF-101>
- Dark Fabric Iron-on Transfers <DF-101>
- Double sided Matte Paper <MP-101D>

Paper other than genuine Canon paper

- Plain Paper (including recycled paper)
- Greeting Card
- Card Stock

■ [Paper Load Limit](#)

■ Paper Settings on the Printer Driver (Windows)

Page Sizes

You can use the following page sizes.

▶▶ Note

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

Standard sizes:

- Letter
- Legal
- A4
- KG/4"x6"(10x15)

Special sizes

- Minimum size: 4.00 x 6.00 in. (101.6 x 152.4 mm)
- Maximum size: 8.50 x 47.24 in. (216.0 x 1200.0 mm) *

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

Paper Weight

You can use paper in the following weight range.

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

Paper Load Limit

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

■ [Paper Load Limits of Rear Tray](#)

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

Note

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

Paper Load Limits of Rear Tray

Genuine Canon Paper

Paper for printing documents:

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

Paper for printing photos:

Media Name <Model No.>	Rear Tray
Glossy Photo Paper "Everyday Use" <GP-501/GP-508> *2	A4, Letter: 10 sheets
Photo Paper Glossy <GP-701> *2	KG/4"x6"(10x15): 20 sheets
Photo Paper Plus Glossy II <PP-201/PP-208/PP-301> *2	
Photo Paper Pro Luster <LU-101> *2	
Photo Paper Plus Semi-gloss <SG-201> *2	
Matte Photo Paper <MP-101>	

Paper for making original goods:

Media Name <Model No.>	Rear Tray
Restickable Photo Paper <RP-101>	1 sheet
Removable Photo Stickers <PS-308R>	
Magnetic Photo Paper <MG-101/PS-508>	
Light Fabric Iron-on Transfers <LF-101>	
Dark Fabric Iron-on Transfers <DF-101>	
Double sided Matte Paper <MP-101D>	

Paper other than Genuine Canon Paper

Common Name	Rear Tray
Plain Paper (including recycled paper)*1	Approx. 100 sheets (Legal: 10 sheets)
Greeting Card	1 sheet
Card Stock	1 sheet

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

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

Paper Load Limit of Paper Output Tray

Genuine Canon Paper

Paper for printing documents:

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

Paper other than Genuine Canon Paper

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

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

Unsupported Media Types

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

- Folded, curled, or wrinkled paper
- Damp paper
- Plain paper or notepad paper cut to a small size
- Picture postcards
- Postcards
- 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.

Economy Mode

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

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

- **Number of printable sheets**

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

Standard mode: 6,000 sheets

Economy mode: 7,600 sheets

- **Measurement conditions**

- Measurement images:

Color printing: A4 color document ISO/IEC24712

- Measurement method:

Canon original

- Paper type:

Plain paper

- Print driver setting:

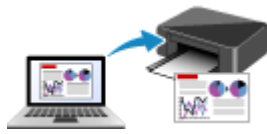
Setting to the default for plain paper (setting **Print Quality** to **Economy**).

- Borderless printing :

OFF

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

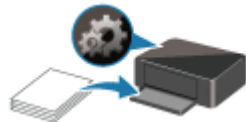
Printing



Printing from Computer



Using PIXMA/MAXIFY Cloud Link



Paper Settings

Printing from Computer

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

Printing from Application Software (macOS)

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

Printing

With this printer, you can start printing right away after connecting it to your Mac without installing any special software.

Checking Your Environment

First, check your environment.

- Operating environment
Mac running the latest version of OS
- Requirement
USB connection between your Mac and the printer

Print from a Mac

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

▶▶▶ Note

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

2. [Load paper](#) in printer

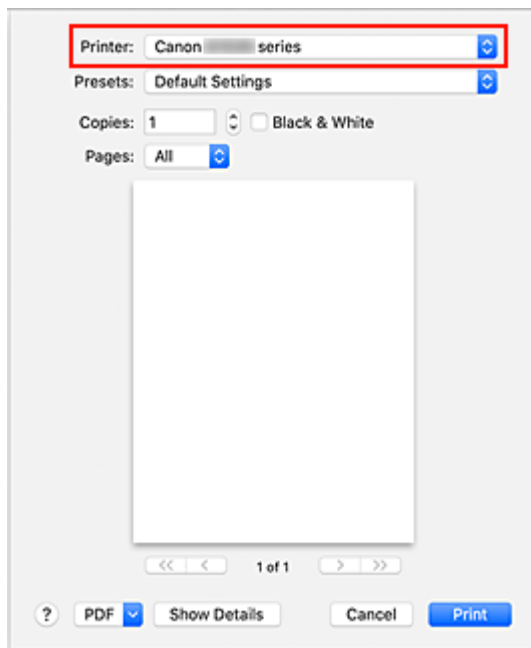
Configure the set paper size in **Paper Select** button on the printer.
The paper type will be set automatically according to the set paper size.

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.

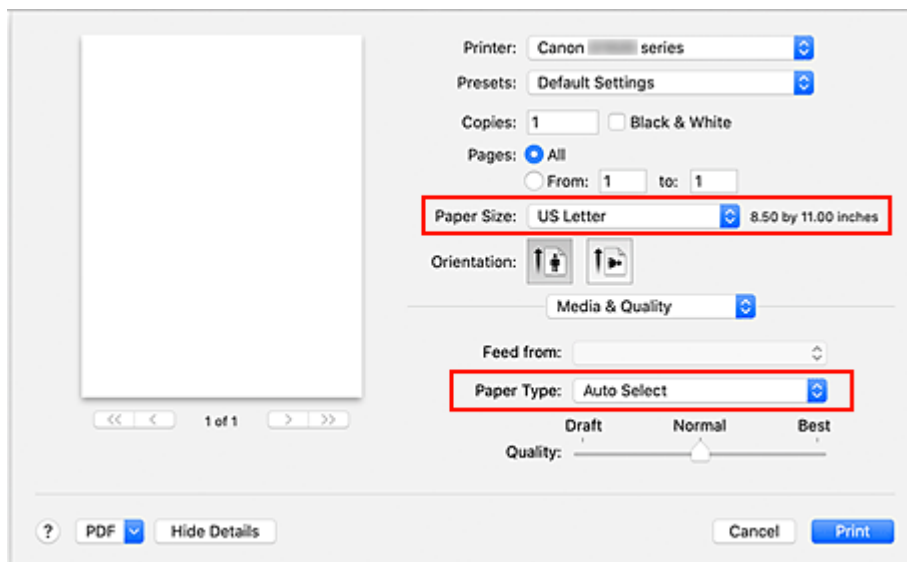


➤➤➤ Note

- 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 **Paper Type** from **Media & Quality** of the pop-up menu.



➤➤➤ Important

- An error may occur if the paper size set in the print dialog is different from the paper size configured 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**

The printer prints according to the specified settings.

»» Important

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

»» Note

- The display of the settings screen may differ depending on the application software you are using.

How to Open Printer Settings Screen

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

Opening the Page Setup Dialog

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

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

The Page Setup dialog opens.

Opening the Print Dialog

Use this procedure to set the print settings before printing.

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

The Print dialog opens.

Displaying the Printing Status Screen

Check the print progress according to the following procedure:

1. Launch the printing status screen

- If the print data has been sent to the printer

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

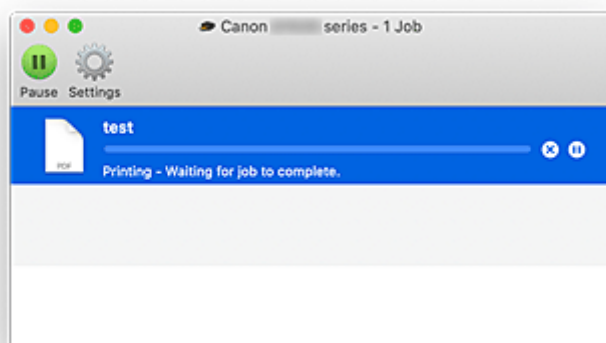
- If the print data has not been sent to the printer

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

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

2. Check the printing status

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



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

»» Important

- If an error occurs, an error message will appear on the printing progress confirmation screen.
- The content of the error message may differ depending on the OS version.
- The printer part names in the error message may differ from what is listed in this manual.
- If the content of the error message is difficult to understand, check how many times the error indicator on the printer flashes, and check the corresponding support number.

For details on the number of times the error indicator flashes and the support numbers, see "When Error Occurred."

Deleting the Undesired Print Job

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

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

The print status check screen appears.

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

The selected print jobs will be deleted.

Removing Printer That Is No Longer Required from List of Printers

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

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

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

2. Delete printer from list of printers

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

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

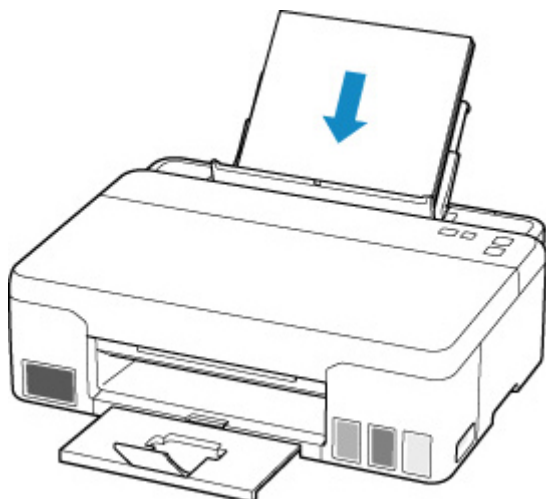
Printing Using Canon Application Software

- ▶ **Easy-PhotoPrint Editor Guide**

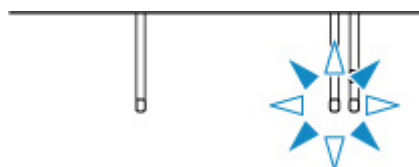
Paper Settings

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

After loading paper:



The **Paper** lamp flashes.



Set the paper size according to the loaded paper.

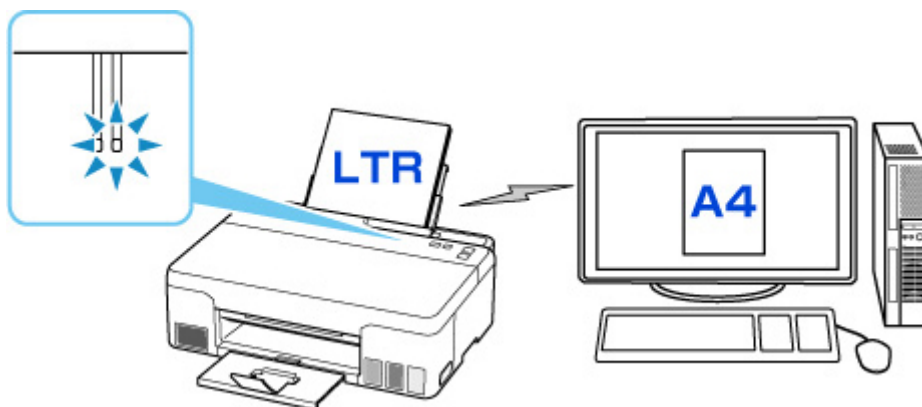
Media type is set depending on the paper size.

Paper size	Media type
A4, Letter, Legal	Plain paper
KG/4"x6"(10x15)	Photo paper

When the paper size setting for printing is different from the paper size setting set to the printer:

Ex:

- Paper size setting for printing: A4
- Paper size setting set to the printer: Letter



When you start printing, the **Alarm** lamp and the **Paper** lamp for the paper size set when printing will flash.

Select one of the operations below.

Printing by paper size setting for printing

You print on the paper loaded without changing the paper size setting. Press the **OK** button.

For example, when the paper size setting for printing is A4 and the paper size setting set to Letter on the printer, the printer starts printing with A4 on the paper loaded.

Printing after replacing paper

You print after replacing paper loaded on the rear tray.

For example, when the paper size setting for printing is A4 and the paper size setting set to Letter on the printer, you load A4 sized paper before you start printing.

Set the paper size setting depending on the loaded paper on the rear tray after replacing paper.

Cancel printing

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

Default Setting for Displaying the Error Code which Prevents Misprinting

• When you print from the smartphone or the tablet:

The error code which prevents misprinting is enabled by default.

To change the setting:

1. [Check that printer is turned on.](#)
2. Press and hold the **Stop** button and release it when the **Alarm** lamp flashes 10 times.

The function which displays the error code is disabled.

▶▶▶ Note

- To enable the paper mismatch detection function, press and hold the **Stop** button and release it when the **Alarm** lamp flashes 9 times.

- **When you print from Windows:**

The error code which prevents misprinting is disabled by default.

To change the setting:

■ [Changing the Printer Operation Mode](#)

- **When you print from macOS:**

The error code which prevents misprinting is enabled by default.

To change the setting:

■ [Changing the Printer Operation Mode](#)

»» Important

- The printer starts printing even though the paper size setting for printing and the paper size setting set to the printer are different, if the message which prevents misprinting is disabled.

Frequently Asked Questions



Print

- [Printer Does Not Print](#)
 - [Printouts Are Blank/Blurry or Fuzzy/Inaccurate or Bleeding Colors/Streaks or Lines](#)
 - [Printout Results Are Unsatisfactory](#)
 - [What to Do When Paper Is Jammed](#)
-



Installation

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



Error

- [When Error Occurred](#)
 - [Message \(Support Code\) Appears](#)
 - [Repairing Your Printer](#)
-

Solve Problems

Printer Does Not Work

- [Printer Does Not Turn On](#)
 - [Printer Turns Off Unexpectedly or Repeatedly](#)
 - [USB Connection Problems](#)
 - [Cannot Communicate with Printer via USB](#)
 - [Printer Does Not Print](#)
 - [Printing Stops](#)
 - [Ink Does Not Come Out](#)
 - [What to Do When Paper Is Jammed](#)
 - [Printer Does Not Pick up or Feed the Paper/"No Paper" Error](#)
 - [Printout Results Are Unsatisfactory](#)
-

Cannot Set Correctly (Installation)

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

Error or Message Appears

- [When Error Occurred](#)
 - [Message \(Support Code\) Appears](#)
 - [List of Support Code for Error](#)
-

Operation Problems

- [Printing Problems](#)
- [Mechanical Problems](#)
- [Installation and Download Problems](#)
- [Errors and Messages](#)

- If You Cannot Solve a Problem
- Repairing Your Printer
- Check the State of the Print Head

Printing Problems

- **Printer Does Not Print**
- **Ink Does Not Come Out**
- **Ink Runs Out Fast**
- **Printer Does Not Pick up or Feed the Paper/"No Paper" Error**
- **Printout Results Are Unsatisfactory**



Printer Does Not Print



Check1 Make sure printer is turned on.

If not, make sure the printer is securely plugged in and press the **ON** button to turn on.

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

»» Note

- If you are printing large data such as photos or other graphics, printing may take longer to start. The **ON** lamp flashes while the computer is processing data and sending it to the printer. Wait until printing starts.

Check2 Make sure printer is properly connected to computer.

Make sure the USB cable 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.

Check3 Make sure paper size specified when printing matches paper size registered in your printer.

If the paper settings specified when printing differ from the paper size registered in the printer, an error will occur.

If the paper size registered in the printer is larger than the paper size specified when printing, press the **OK** button on the printer to print.

If the error is not canceled even if you press the **OK** button, press the **Stop** button to stop printing, make the paper sizes match, and then try printing again.

Check4 If printing from a computer, delete unnecessary print jobs.

• For Windows:

- [Deleting the Undesired Print Job](#)

• For macOS:

- [Deleting the Undesired Print Job](#)

Check5 Is your printer's printer driver selected when printing?

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

- **For Windows:**

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

➤➤➤ **Note**

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

- **For macOS:**

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

➤➤➤ **Note**

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

Check6 Are you trying to print a large data file? (Windows)

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

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

For details, refer to Page Setup Tab Description.

➤➤➤ **Important**

- Selecting **On** for **Prevention of Print Data Loss** may reduce print quality.
- After printing is completed, select **Off** for **Prevention of Print Data Loss**.

Check7 Restart the computer.

Restart the computer and try printing again.

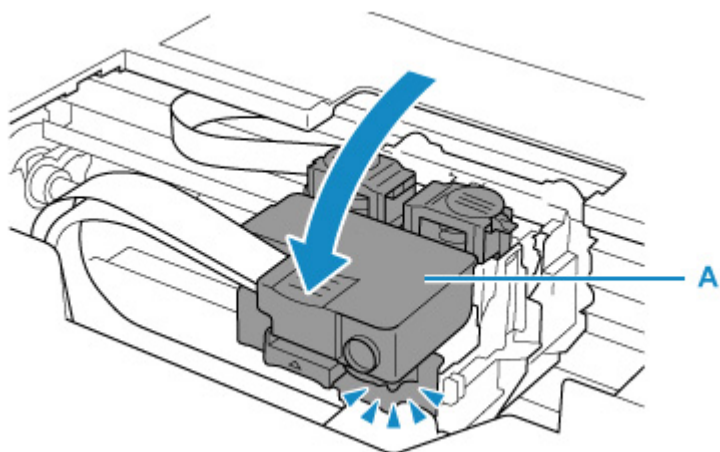


Ink Does Not Come Out

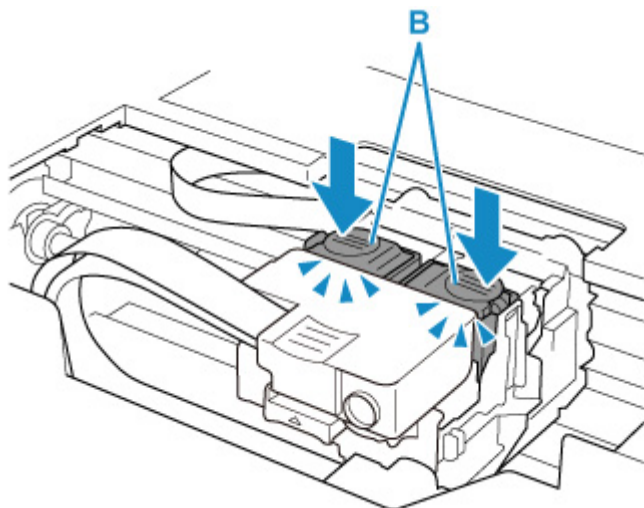


Check1 Make sure joint button is not lifted up.

Push the print head locking cover (A) to make sure the print head is installed properly.



Next, push the joint buttons (B) firmly to the end.



Important

- Make sure that the orange label and the protective tape have been removed, when installing the print head.
- Do not open the print head locking cover (A) carelessly. The ink may leak out.

■ Check Installation of Print Head

Check2 Check the remaining ink level.

[Checking Ink Level](#)

Check3 Are the print head nozzles clogged?

Print the nozzle check pattern and make sure that the ink is coming out normally.

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

Step1 Print the nozzle check pattern.

After printing the nozzle check pattern, examine the pattern.

- From the printer

[Printing the Nozzle Check Pattern](#)

- From the computer

- **For Windows:**

[Printing a Nozzle Check Pattern](#)

- **For macOS:**

[Printing a Nozzle Check Pattern](#)

If the pattern is not printed correctly, go to the next step.

Step2 Clean the print head.

After cleaning the print head, print the nozzle check pattern and check the result.

- From the printer

[Cleaning the Print Head](#)

- From the computer

- **For Windows:**

[Cleaning](#)

- **For macOS:**

[Cleaning](#)

If it still does not improve, go to the next step.

Step3 Clean the print head again.

After cleaning the print head again, print the nozzle check pattern and check the result.

If it still does not improve, go to the next step.

Step4 Clean the print head deeply.

After cleaning the print head deeply, print the nozzle check pattern and check the result.

- From the computer

- **For Windows:**

[Deep Cleaning](#)

- **For macOS:**

[Deep Cleaning](#)

If it does not improve, turn off the printer, wait for more than 24 hours, and go to the next step.

Step5 Clean the print head deeply again.

After cleaning the print head deeply again, print the nozzle check pattern and check the result.

If it still does not improve, go to the next step.

Step6 Perform ink flush.

After performing ink flush, print the nozzle check pattern and check the result.

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

- **For Windows:**

 Ink Flush

- **For macOS:**

 [Ink Flush](#)

If the nozzle check pattern is not printed correctly even after performing ink flush, check the installing condition of the print head.

 Check Installation of Print Head

Important

- Performing ink flush when the remaining ink level is not enough may damage the printer.

Before performing ink flush, check the remaining ink level of all colors.

- **For Windows:**

 Ink Flush

- **For macOS:**

 [Ink Flush](#)

Note

- Although some air may enter the ink tube, it is not a malfunction. No problem if the nozzle check pattern is printed correctly.



Ink Runs Out Fast



After you refill the ink tank, the printer takes in ink from the ink tank and ink flows into the printer.

Ink may seem to run out fast due to this procedure.



Printer Does Not Pick up or Feed the Paper/"No Paper" Error



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, place the print side facing UP and align the right and left paper guides with the paper stack.

■ [Loading Paper](#)

Check3 Is paper too thick or curled?

■ [Unsupported Media Types](#)

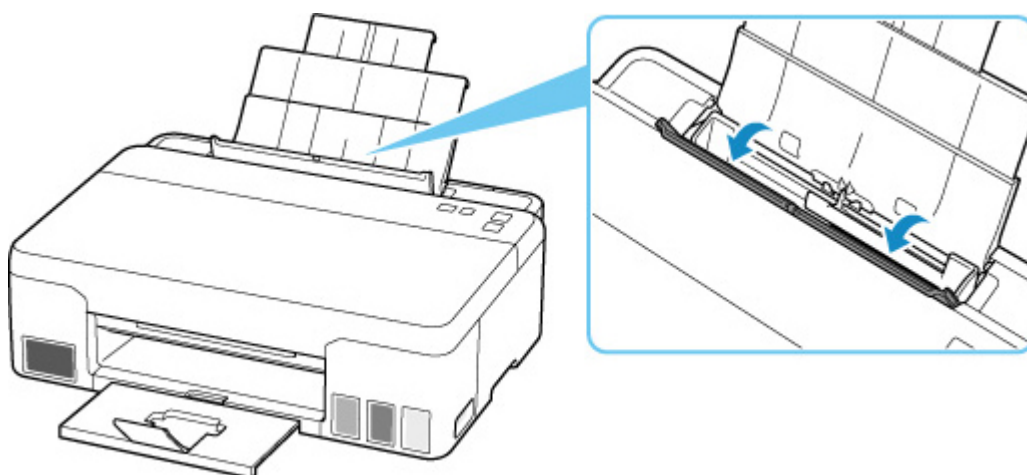
Check4 Make sure media type and paper size settings match with loaded paper.

Check5 Make sure that there are not any foreign objects in the rear tray.

If the paper tears in the rear tray, see [What to Do When Paper Is Jammed](#) to remove it.

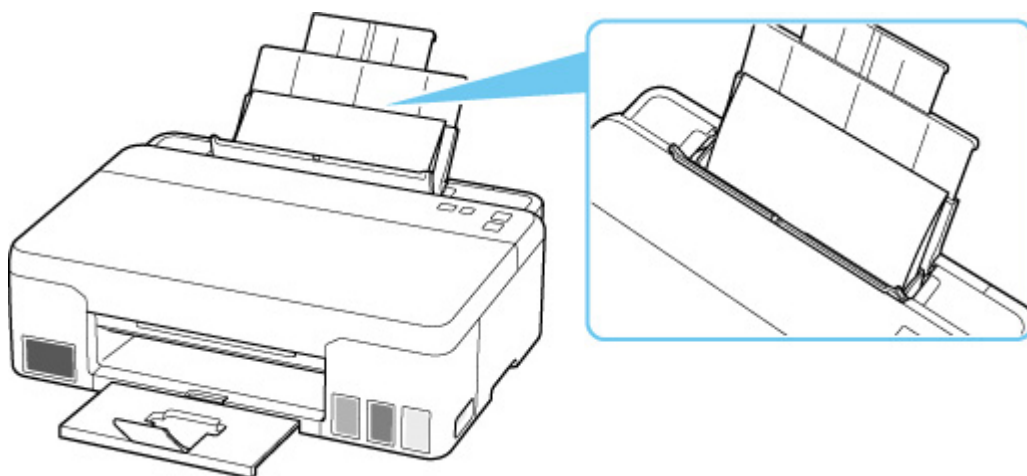
If foreign object is in the rear tray, remove it according to the following procedure.

1. Turn off the power of the printer and disconnect the power plug from the outlet.
2. Open the feed slot cover.



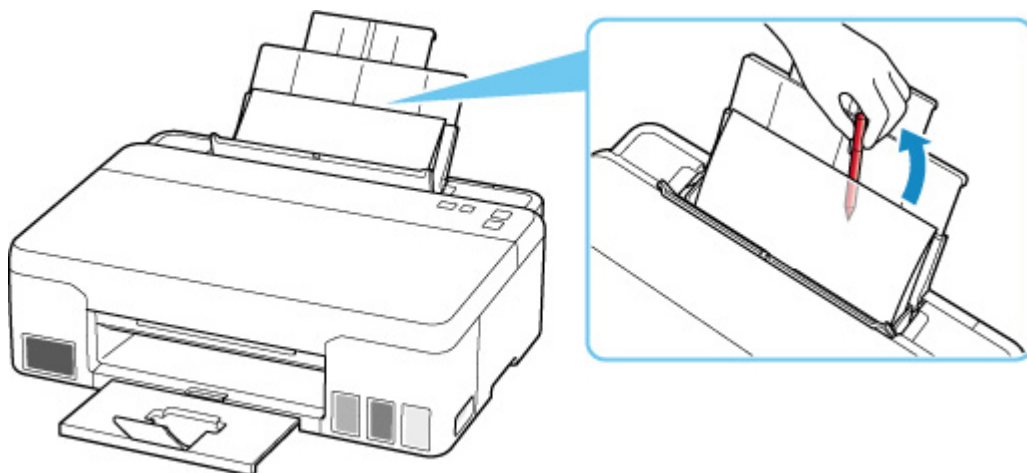
3. Fold one A4 sheet in half and insert it horizontally into the rear tray.

Insert the paper so that your hand does not directly touch the part in the center of the rear tray when removing the foreign object.



4. Remove foreign object by hand with paper inserted.

Put your hand between the paper you inserted and the rear tray to remove the foreign object.



5. Remove the folded paper inserted in step 3.

6. Close the feed slot cover slowly.

Important

- Do not tilt the printer or do not it upside down. Doing so may cause the ink to leak.

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.

Important

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see [Repairing Your Printer](#).



Printout Results Are Unsatisfactory



If the print results are unsatisfactory due to white streaks, misaligned/distorted lines, or uneven colors, check the paper and print quality settings first.

Check1 Do page size and media type settings match size and type of loaded paper?

If these settings do not match, it is not possible to obtain the proper result.

If you are printing a photograph or an illustration, an incorrect paper type setting may reduce the quality of the printout color.

Also, if you print with an incorrect paper type setting, the printed surface may be scratched.

In borderless printing, uneven coloring may occur depending on the combination of the paper type setting and the loaded paper.

The method for checking the paper and print quality settings differs depending on what you are using your printer for.

You can check media type settings using the printer driver.

Basic Printing Setup

Check2 Make sure appropriate print quality is selected on the computer.

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.

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 also the sections below.

See also the sections below:

-  [Printouts Are Blank/Blurry or Fuzzy/Inaccurate or Bleeding Colors/Streaks or Lines](#)
-  [Colors Are Unclear](#)
-  [Lines Are Misaligned/Distorted](#)
-  [Paper Is Smudged / Printed Surface Is Scratched](#)
-  [Vertical Line Next to Image](#)
-  Cannot Complete Printing
-  Lines Incomplete or Missing (Windows)
-  Images Incomplete or Missing (Windows)
-  Ink Blots / Paper Curl
-  Back of Paper Is Smudged
-  Uneven or Streaked Colors



Printouts Are Blank/Blurry or Fuzzy/Inaccurate or Bleeding Colors/ Streaks or Lines



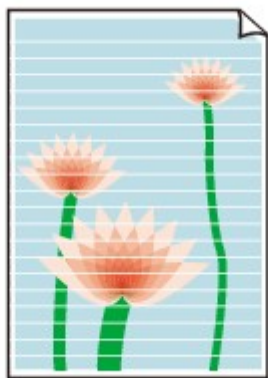
Printing Is Blurry



Colors Are Wrong



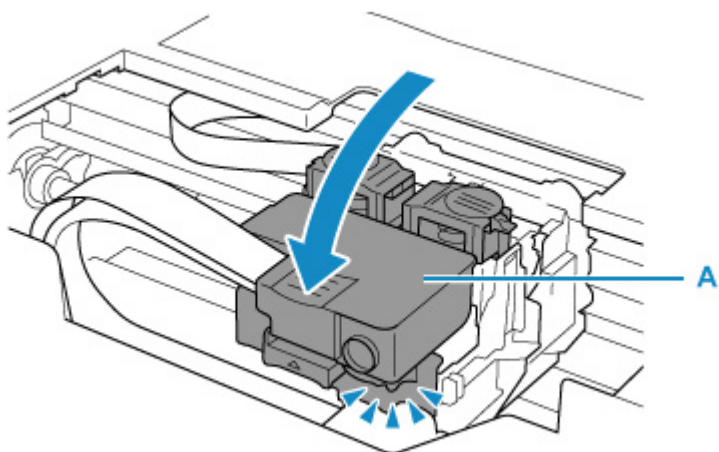
White Streaks Appear



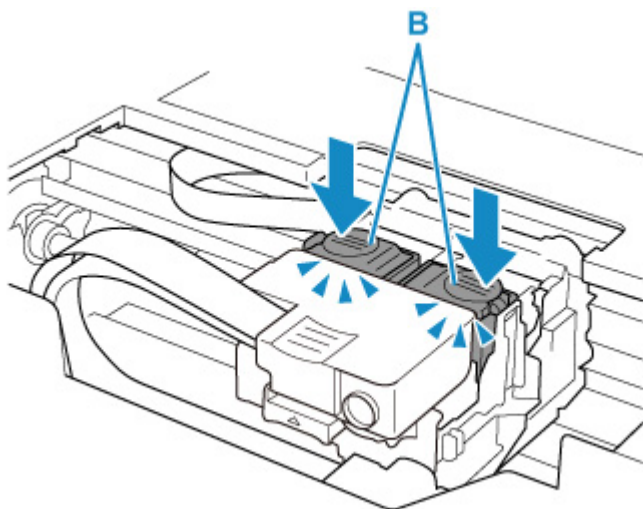
A

Check1 Make sure joint button is not lifted up.

Push the print head locking cover (A) to make sure the print head is installed properly.



Next, push the joint buttons (B) firmly to the end.



Important

- Make sure that the orange label and the protective tape have been removed, when installing the print head.
- Do not open the print head locking cover (A) carelessly. The ink may leak out.

Check Installation of Print Head

Check2 Check paper and print quality settings.

[Printout Results Are Unsatisfactory](#)

Check3 Are the print head nozzles clogged?

Print the nozzle check pattern and make sure that the ink is coming out normally.

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

Step1 Print the nozzle check pattern.

After printing the nozzle check pattern, examine the pattern.

- From the printer

[Printing the Nozzle Check Pattern](#)

- From the computer

- **For Windows:**

Printing a Nozzle Check Pattern

- **For macOS:**

Printing a Nozzle Check Pattern

If the pattern is not printed correctly, go to the next step.

Step2 Clean the print head.

After cleaning the print head, print the nozzle check pattern and check the result.

- From the printer

[Cleaning the Print Head](#)

- From the computer

- **For Windows:**

Cleaning

- **For macOS:**

[Cleaning](#)

If it still does not improve, go to the next step.

Step3 Clean the print head again.

After cleaning the print head again, print the nozzle check pattern and check the result.

If it still does not improve, go to the next step.

Step4 Clean the print head deeply.

After cleaning the print head deeply, print the nozzle check pattern and check the result.

- From the computer

- **For Windows:**

-  [Deep Cleaning](#)

- **For macOS:**

-  [Deep Cleaning](#)

If it does not improve, turn off the printer, wait for more than 24 hours, and go to the next step.

Step5 Clean the print head deeply again.

After cleaning the print head deeply again, print the nozzle check pattern and check the result.

If it still does not improve, go to the next step.

Step6 Perform ink flush.

After performing ink flush, print the nozzle check pattern and check the result.

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

- **For Windows:**

-  [Ink Flush](#)

- **For macOS:**

-  [Ink Flush](#)

If the nozzle check pattern is not printed correctly even after performing ink flush, check the installing condition of the print head.

-  [Check Installation of Print Head](#)

Important

- Performing ink flush when the remaining ink level is not enough may damage the printer.

Before performing ink flush, check the remaining ink level of all colors.

- **For Windows:**

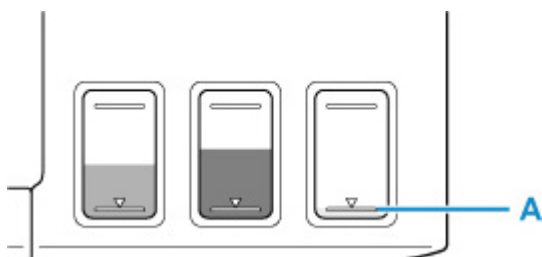
-  [Ink Flush](#)

- **For macOS:**

-  [Ink Flush](#)

Check4 When an ink tank runs out of ink, refill the ink tank.

If the remaining ink level is below the lower limit line (A), refill the ink tank with the corresponding color of ink.



If you use the printer until the ink tank becomes empty, perform ink flush after refilling the ink tank.

-  [Refilling Ink Tanks](#)

- **For Windows:**

-  [Ink Flush](#)

- **For macOS:**

■ [Ink Flush](#)

Check5 When using paper with one printable surface, check the correct printable side of the paper.

Printing on the wrong side of such paper may cause unclear prints or prints with reduced quality.

When you load paper on the rear tray, load paper with the printable side facing up.

Refer to the instruction manual supplied with the paper for detailed information on the printable side.

»» Note

- Although some air may enter the ink tube, it is not a malfunction. No problem if the nozzle check pattern is printed correctly.

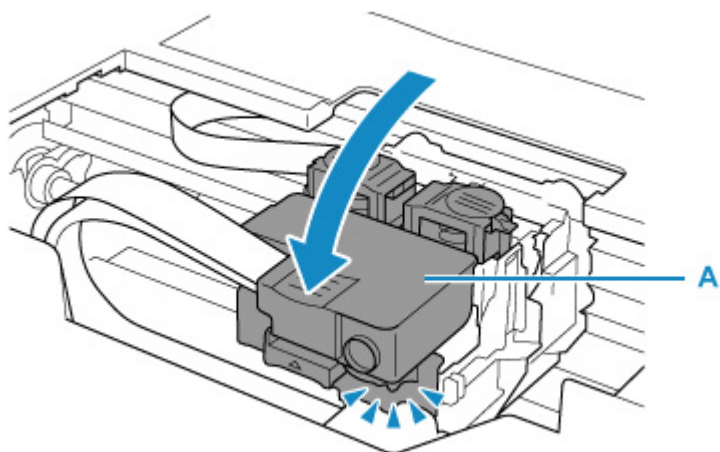


Colors Are Unclear

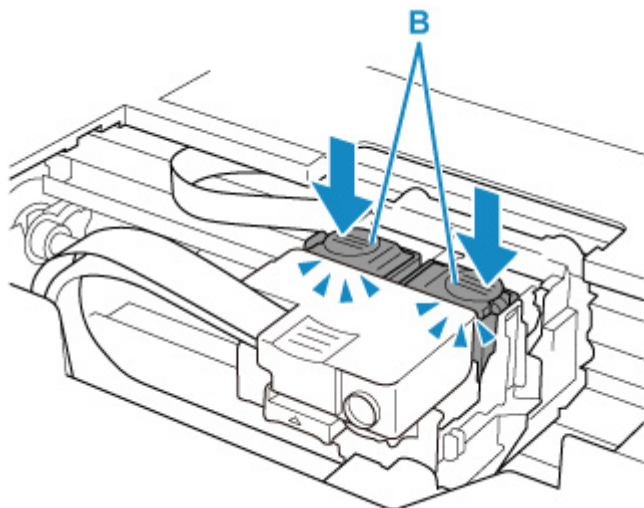


Check1 Make sure joint button is not lifted up.

Push the print head locking cover (A) to make sure the print head is installed properly.



Next, push the joint buttons (B) firmly to the end.



Important

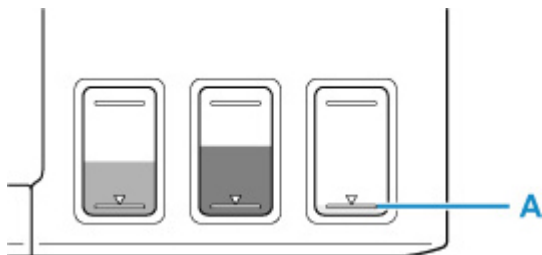
- Make sure that the orange label and the protective tape have been removed, when installing the print head.
- Do not open the print head locking cover (A) carelessly. The ink may leak out.

■ Check Installation of Print Head

Check2 Check the remaining ink level.

When an ink tank runs out of ink, refill the ink tank.

If the remaining ink level is below the lower limit line (A), refill the ink tank with the corresponding color of ink.



»» Note

- Printed colors may not match screen colors due to basic differences in the methods used to produce colors. Color control settings and environmental differences can also affect how colors appear on the screen. Therefore, colors of printing results may be different from those on the screen.

Check3 Are the print head nozzles clogged?

Print the nozzle check pattern and make sure that the ink is coming out normally.

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

[Step1] Print the nozzle check pattern.

After printing the nozzle check pattern, examine the pattern.

- From the printer
 - [Printing the Nozzle Check Pattern](#)
- From the computer
 - **For Windows:**
 - [Printing a Nozzle Check Pattern](#)
 - **For macOS:**
 - [Printing a Nozzle Check Pattern](#)

If the pattern is not printed correctly, go to the next step.

[Step2] Clean the print head.

After cleaning the print head, print the nozzle check pattern and check the result.

- From the printer
 - [Cleaning the Print Head](#)
- From the computer
 - **For Windows:**
 - [Cleaning](#)
 - **For macOS:**
 - [Cleaning](#)

If it still does not improve, go to the next step.

[Step3] Clean the print head again.

After cleaning the print head again, print the nozzle check pattern and check the result.

If it still does not improve, go to the next step.

Step4 Clean the print head deeply.

After cleaning the print head deeply, print the nozzle check pattern and check the result.

- From the computer
 - **For Windows:**
 [Deep Cleaning](#)
 - **For macOS:**
 [Deep Cleaning](#)

If it does not improve, turn off the printer, wait for more than 24 hours, and go to the next step.

Step5 Clean the print head deeply again.

After cleaning the print head deeply again, print the nozzle check pattern and check the result.

If it still does not improve, go to the next step.

Step6 Perform ink flush.

After performing ink flush, print the nozzle check pattern and check the result.

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

- **For Windows:**
 [Ink Flush](#)
- **For macOS:**
 [Ink Flush](#)

If the nozzle check pattern is not printed correctly even after performing ink flush, check the installing condition of the print head.

-  [Check Installation of Print Head](#)

Important

- Performing ink flush when the remaining ink level is not enough may damage the printer.
Before performing ink flush, check the remaining ink level of all colors.

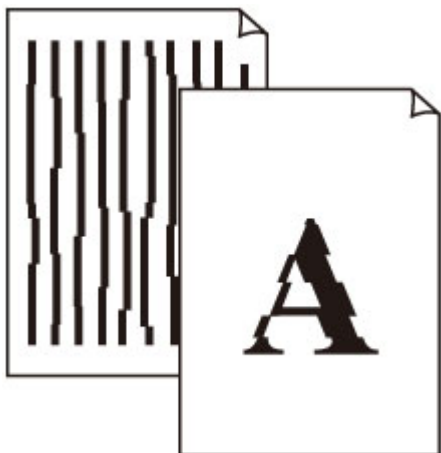
- **For Windows:**
 [Ink Flush](#)
- **For macOS:**
 [Ink Flush](#)

Note

- Although some air may enter the ink tube, it is not a malfunction. No problem if the nozzle check pattern is printed correctly.



Lines Are Misaligned/Distorted



Check1 Check paper and print quality settings.

■ [Printout Results Are Unsatisfactory](#)

Check2 Perform print head alignment.

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

- **For Windows:**

■ [Adjusting Print Head Position](#)

- **For macOS:**

■ [Adjusting Print Head Position](#)

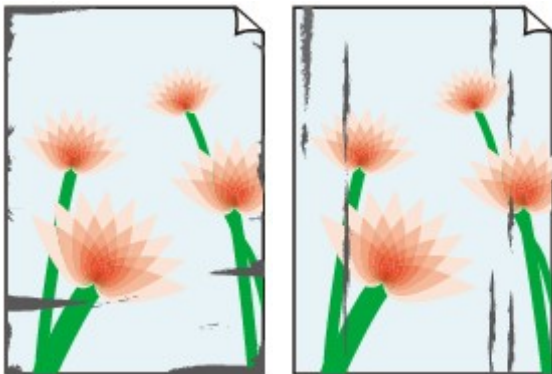
Check3 Increase print quality and try printing again.

Increasing the print quality using the printer driver may improve the print result.



Paper Is Smudged / Printed Surface Is Scratched

Paper Is Smudged



Smudged Edges

Smudged Surface



Printed Surface Is Scratched



Check1 Check paper and print quality settings.

 [Printout Results Are Unsatisfactory](#)

Check2 Check paper type.

Make sure you are using the right paper for what you are printing.

 [Supported Media Types](#)

Check3 Correct curl before loading paper.

When using Photo Paper Plus Semi-gloss, even if the sheet is curled, load one sheet at a time as it is. Rolling this paper in the opposite direction to flatten it may crack the paper surface and reduce the print quality.

We recommend putting unused paper back into the package and storing it flat.

- **Plain Paper**

Turn the paper over and reload it to print on the other side.

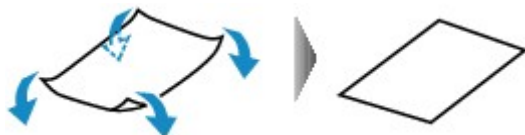
Leaving the paper loaded on the rear tray for a long time may cause the paper to curl. In this case, load the paper with the other side facing up. It may resolve the problem.

• Other Paper

If the paper corners curl more than 0.1 in. / 3 mm (A) in height, the paper may smudge or may not feed properly. Follow the instructions below to correct the paper curl.



1. Roll up paper in opposite direction to paper curl as shown below.

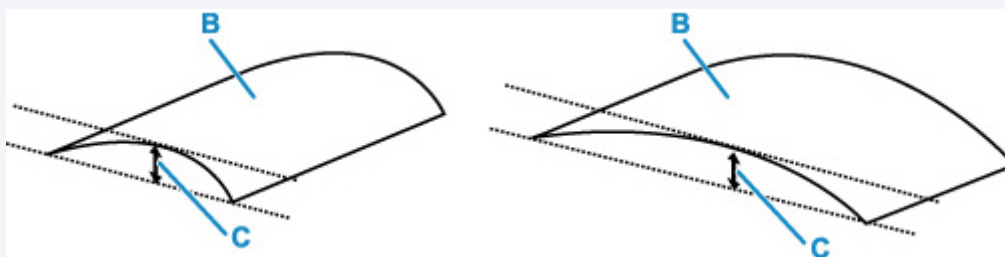


2. Check that paper is now flat.

We recommend printing curl-corrected paper one sheet at a time.

►► Note

- Depending on paper type, the paper may smudge or may not feed properly even if it is not curled inward. Follow the instructions below to curl the paper outward up to 0.1 in. / 3 mm (C) in height before printing. This may improve the print result.



(B) Print side

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

Check4 Set printer to prevent paper abrasion.

Adjusting the setting to prevent paper abrasion will widen the clearance between the print head and the paper. If you notice abrasion even with the media type set correctly to match the paper, set the printer to prevent paper abrasion using the operation panel or the computer.

This may reduce the print speed.

* Once you have finished printing, undo this setting. Otherwise, it will apply to subsequent print jobs.

• From operation panel

Press and hold the **Stop** button and release it when the Alarm lamp flashes 5 times.

■ [Changing Settings from Operation Panel](#)

- **From computer (Windows):**

1. Check that printer is turned on.
2. Open Canon IJ Printer Assistant Tool.
 - [Opening the Maintenance Tool \(Canon IJ Printer Assistant Tool\)](#)
3. Select **Custom Settings**.
4. Select **Prevents paper abrasion** check box and select **OK**.
5. Check message and select **OK**.

- **From computer (macOS):**

Adjust the setting to prevent paper abrasion from Remote UI.

- [Opening Remote UI for Maintenance](#)

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

(Windows)

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

- [Adjusting Brightness](#)

Check6 Is paper feed roller dirty?

Clean paper feed roller.

- [Cleaning Paper Feed Rollers](#)

Check7 Is inside of printer dirty?

During duplex printing, ink may stain the inside of the printer, smudging the printout.

Perform bottom plate cleaning to clean inside of printer.

- [Cleaning Inside the Printer \(Bottom Plate Cleaning\)](#)

▶▶▶ Note

- To prevent staining inside the printer, be sure to set the correct paper size.

Check8 Set longer ink drying time.

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

- **For Windows:**

1. Check that printer is turned on.

2. Open Canon IJ Printer Assistant Tool.

■ Opening the Maintenance Tool (Canon IJ Printer Assistant Tool)

3. Select **Custom Settings**.

4. Drag **Ink Drying Wait Time** slide bar to set the wait time and select **OK**.

5. Check message and select **OK**.

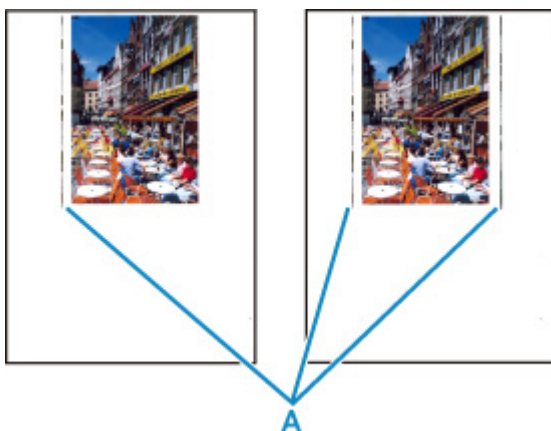
- **For macOS:**

Set the waiting time using Remote UI.

■ [Opening Remote UI for Maintenance](#)



Vertical Line Next to Image



Check Is loaded paper size correct?

If the loaded paper is larger than the size you specified, vertical lines (A) may appear in the left margin or the both margin.

Set the paper size to match the loaded paper.

 [Printout Results Are Unsatisfactory](#)

Note

- The direction or pattern of the vertical lines (A) may vary depending on the image data or the print setting.
- This printer performs automatic cleaning when necessary to keep printouts clean. A small amount of ink is ejected for cleaning.

Although the ink is normally ejected onto the ink absorber at the outer edge of the paper, it may get onto the paper if the loaded paper is larger than the set size.

Mechanical Problems

- **Printer Does Not Turn On**
- **Printer Turns Off Unexpectedly or Repeatedly**
- **USB Connection Problems**
- **Cannot Communicate with Printer via USB**



Printer Does Not Turn On



Check1 Press **ON** button.

■ [Power Supply](#)

Check2 Make sure power plug is securely connected to printer, and then turn on again.

Check3 Unplug printer, leave it for at least 2 minutes, and then plug it back in and turn on again.

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

»» Important

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see [Repairing Your Printer](#).



Printer Turns Off Unexpectedly or Repeatedly



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

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

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.

■ Opening the Maintenance Tool (Canon IJ Printer Assistant Tool)

2. Select **Auto Power**.
3. Select **Disable** for **Auto Power Off**.
4. Select **OK**.
5. Select **OK** on displayed screen.

The setting to shut off the power automatically is disabled.

- **For macOS:**

Use Remote UI to disable the setting.

■ Managing the Printer Power



USB Connection Problems



Make sure of the checking item below when you find one of the followings.

- Printing is slow.
- Hi-Speed USB connection does not work.
- A message such as **"This device can perform faster"** appears. (Windows)

▶▶▶ Note

- If your system environment does not support Hi-Speed USB, the printer operates at the slower speed of Full-Speed or Low-Speed. 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.



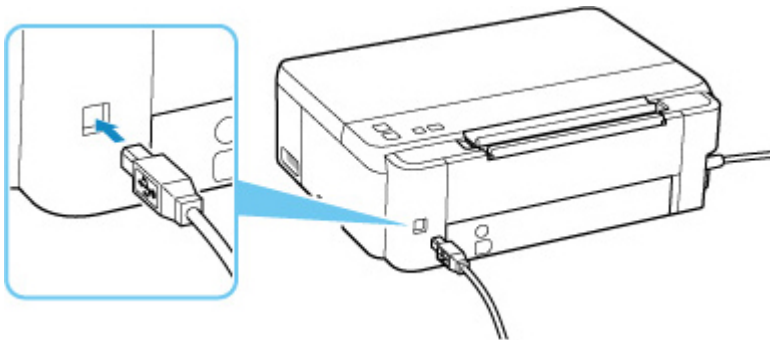
Cannot Communicate with Printer via USB



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

- Check the orientation of the "Type-B" connector and connect to the printer. For details, refer to the instruction manual supplied with the USB cable.

Check3 Make sure **Enable bidirectional support** is selected in the **Ports** sheet of the **Printer properties** dialog box. (Windows)

If not, select it to enable bidirectional support.

- Opening Printer Driver's Setup Screen

Installation and Download Problems

- **Failed to Printer Driver Installation (Windows)**



Failed to Printer Driver Installation (Windows)



If the Printer Driver was not installed correctly, make sure that all **Windows Updates** have been applied.
If all **Windows Updates** have not been applied, apply all **Windows Updates**.

After confirming **Windows Update**, perform the following operations to install the Printer Driver.

1. Open screen to uninstall Printer Driver.

For Windows 10:

Select **Settings > Apps**.

For Windows 8.1 / Windows 7:

Select **Control Panel > Programs and Features**.

2. Check if there is "**Canon XXX series Printer Driver**" you want to install in list.

"XXX" is the model name.

3. If you find Printer Driver for printer you want to install, uninstall it.

If not found, proceed to the next step.

4. Restart computer.

After restarting, install the latest Printer Driver.



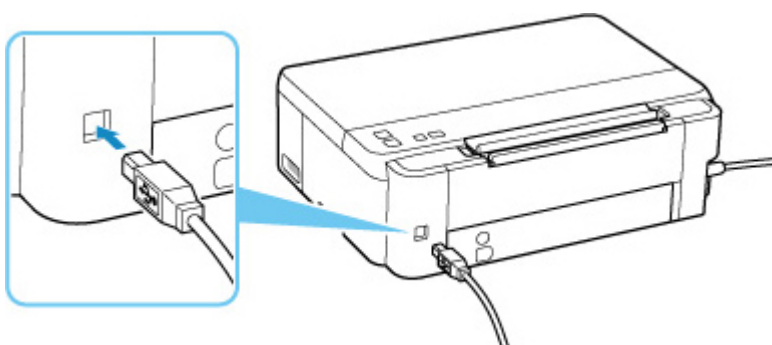
Cannot Proceed beyond Printer Connection Screen (Cannot Find Printer Connected via USB)



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

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

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



Important

- Check the orientation of the "Type-B" connector and connect to the printer. For details, refer to the instruction manual supplied with the USB cable.

Check2 Follow procedure below to connect printer and computer again.

Important

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

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

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

Check3 Follow the steps below to install Printer Driver again.

1. Download the latest Printer Driver.

2. Turn off printer.
3. Shut down computer.

After shutting down, restart your computer and install the latest Printer Driver downloaded in step 1.

Errors and Messages

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

When Error Occurred

If an error occurs in printing, for example, if the paper runs out or jams, the **Alarm** lamp flashes, or the **ON** lamp and the **Alarm** lamp flashes alternately.

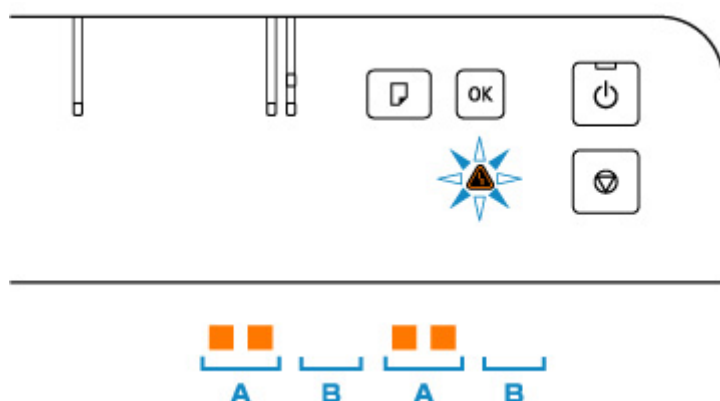
For Windows, a support code (error number) may appear on the computer screen.

For macOS, you can check the support code (error number) on the [Remote UI](#).

Check the status of the lamps and the message, and take the appropriate action.

Support Code Corresponding to Number of Flashes of Alarm Lamp

Example of 2 times flashing:



(A) Flashes

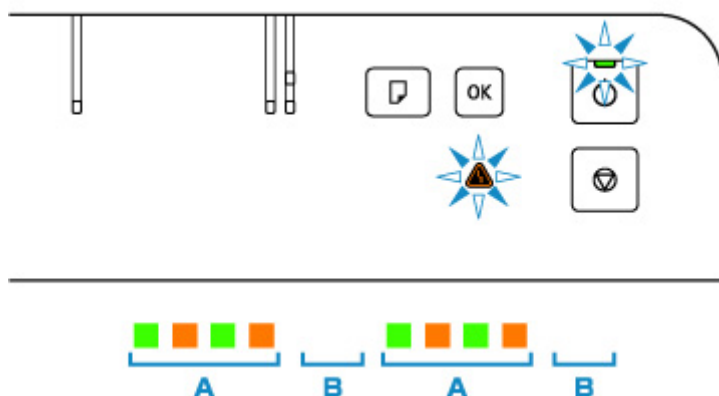
(B) Goes off

Number of flashes	Cause	Support Code
2 flashes	Printer is out of paper or paper does not feed.	1000
	Paper cannot be fed because the paper feed rollers are dirty.	1070
	If the Paper lamp is also flashing: Paper size settings at printer driver do not match the paper size registered in the printer.	2114
3 flashes	Paper is jammed at the paper output tray or on the rear tray.	1300
4 flashes	Print head is not installed properly.	1470
5 flashes	Ink valve is closed.	1366
	Print head cannot be recognized.	1431
		1432
		1471
	Appropriate print heads are not installed.	1476

8 flashes	The maintenance cartridge is not installed.	1723
	The currently installed maintenance cartridge cannot be used with this printer.	1724
	The maintenance cartridge cannot be recognized.	1496 1725
	The maintenance cartridge is almost full.	1727
	The maintenance cartridge is full.	1726
9 flashes	Shipping tape or protective material may still be attached to print head holder.	1890 1892
11 flashes	Cannot perform printing with current print settings.	4103
	Paper size that cannot be fed is specified.	4104
14 flashes	Print head cannot be recognized.	1473
15 flashes	Print head cannot be recognized.	1472
25 flashes	The time for replacement of internal parts is approaching.	2200

Support Code Corresponding to Number of Alternate Flashes of ON Lamp and Alarm Lamp

Example of 2 times flashing:



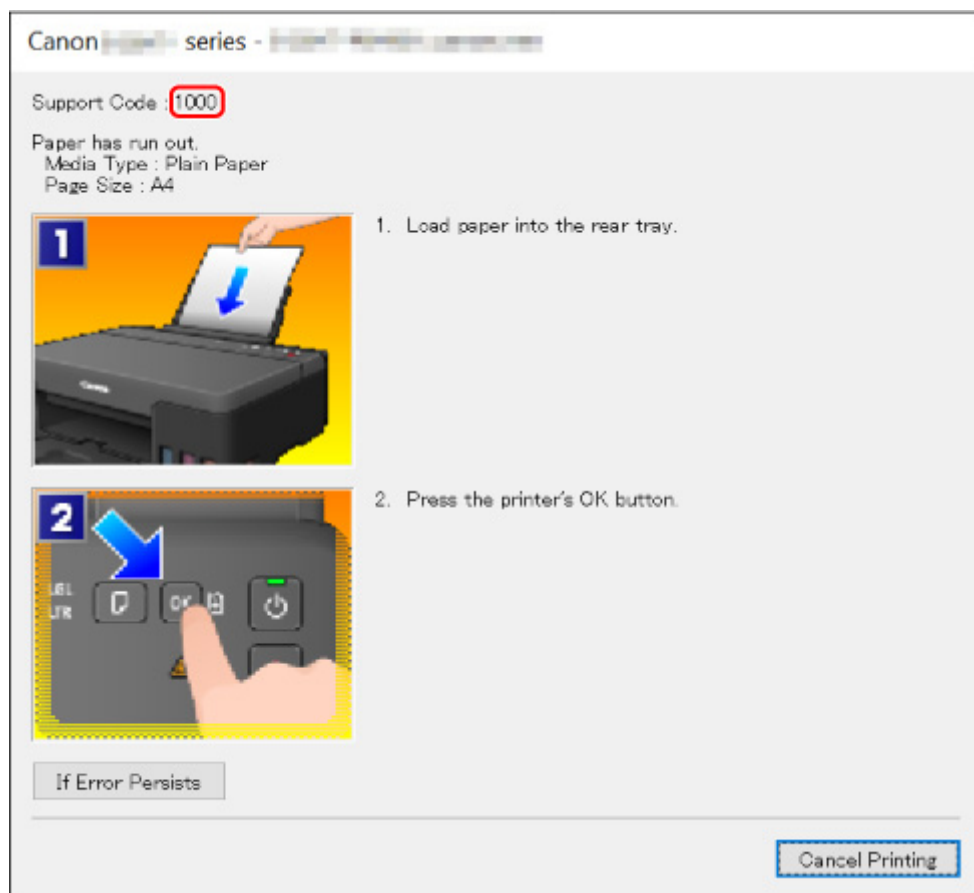
(A) Alternately flashes

(B) Goes off

Number of flashes	Cause	Support Code
2 flashes	Printer error has occurred.	5100
3 flashes	Printer error has occurred.	6000
4 flashes	Printer error has occurred.	5C30
5 flashes	Printer error has occurred.	5700

6 flashes	Printer error has occurred.	5400 6D01
8 flashes	Printer error has occurred.	5200 5205 5206
9 flashes	Printer error has occurred.	6800 6801
10 flashes	An error requiring a repair has occurred.	7500 7600 7700 7800 B20B
Other cases than above	Printer error has occurred.	6500 6930 6931 6932 6933 6940 6941 6942 6943 6944 6945 6946

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



For details on how to resolve errors with Support Codes, see [List of Support Code for Error](#).

For details on how to resolve errors without Support Codes, see [Message \(Support Code\) Appears](#).

Message (Support Code) Appears

This section describes some of the messages that may appear.

►►► Note

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

If a message appears on the computer, see below.

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

Error Regarding Power Cord Being Unplugged Is Displayed (Windows)

The printer may have been unplugged while it was on.

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

The printer starts printing.

See [Unplugging the Printer](#) to unplug the printer correctly.

Writing Error/Output Error/Communication Error (Windows)

Check1 If the **ON** lamp is off, make sure printer is plugged in and turn on.

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

Check2 Make sure USB cable is securely plugged in to printer and 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.

Check3 Make sure Printer Driver is installed correctly.

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

Check4 Check device status from your computer.

Follow the procedure below to check the device status.

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

►►► Note

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

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

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

»»» **Note**

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

■ **Check2** [Make sure USB cable is securely plugged in to printer and computer.](#)

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

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

Other Error Messages (Windows)

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

- **"Could not spool successfully due to insufficient disk space"**
Delete any unnecessary files to increase the amount of free space on the disk.
- **"Could not spool successfully due to insufficient memory"**
Close other applications to increase the available memory.
If you still cannot print, restart your computer and retry the printing.
- **"Printer driver could not be found"**
Uninstall the Printer Driver following the procedure described in [Deleting the Unnecessary Printer Driver](#) and click [here](#) to reinstall it.
- **"Could not print Application name - File name"**
Try printing again once the current job is complete.

List of Support Code for Error

Support code appears on your computer screen when errors occur.

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

When an error occurs, check the support code and take the appropriate action in response.

Support Code Appears on Printer's LCD and Computer Screen

- **1000 to 1ZZZ**

[1000](#) [1070](#) [1200](#) 1215 [1300](#) 1366

[1368](#) 1431 1432 1470 1471 1472

1473 1476 [1496](#) 15A0 [1640](#) [1723](#)

[1724](#) [1725](#) [1726](#) [1727](#) [1890](#) 1892

- **2000 to 2ZZZ**

[2114](#) 2123 [2200](#)

- **3000 to 3ZZZ**

3442 3443 3444 3445

- **4000 to 4ZZZ**

[4103](#) 4104

- **5000 to 5ZZZ**

[5100](#) [5200](#) 5205 5206 5400 5700

5C30

- **6000 to 6ZZZ**

[6000](#) 6500 6800 6801 6930 6931

6932 6933 6940 6941 6942 6943

6944 6945 6946 6D01

- **7000 to 7ZZZ**

7500 7600 7700 7800

- **A000 to ZZZZ**

B20B

»» **Note**

- For information on how to deal with paper jams, see [What to Do When Paper Is Jammed](#).

What to Do When Paper Is Jammed

If paper jams, remove it following the appropriate procedure as shown below.

- If you can see the jammed paper at the paper output slot or the rear tray:
 - [1300](#)
- If the paper tears and you cannot remove it from the paper output slot or if the paper is jammed inside the printer:
 - [Paper Is Jammed inside Printer](#)
- Cases other than above:
 - Other Cases

Cause

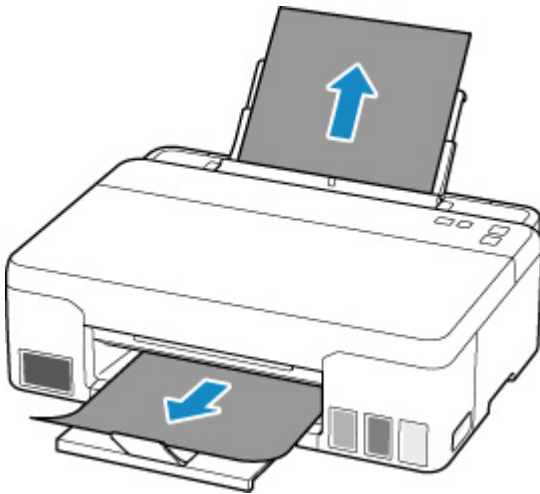
Paper is jammed when feeding paper from rear tray.

What to Do

Remove the jammed paper following the instructions below.

1. Slowly pull out paper, either from paper output slot or from rear tray, whichever is easier.

Hold the paper with both hands, and pull it out slowly so as not to tear it.



►► Note

- If you cannot pull out the paper, turn the printer back on without pulling forcibly. The paper may be ejected automatically.
- If paper becomes jammed during printing and you need to turn off the printer to remove it, press the printer's **Stop** button to stop the printing before you turn off the printer.
- If the paper tears and you cannot remove the jammed paper from the paper output slot or the rear tray, remove the paper from inside the printer.

■ [Paper Is Jammed inside Printer](#)

2. Reload paper and press printer's **OK** button.

The printer resumes printing. Reprint the page you were printing if it was not printed properly due to the paper jam.

If you turned off the printer in step 1, all jobs in the print queue are canceled. Redo the printing.

►► Note

- When reloading the paper, make sure you are using suitable paper and loading it correctly.
- We recommend using paper sizes other than A5 to print documents with photos or graphics. A5 paper may curl and jam as it leaves the printer.

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

»» Important

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see [Repairing Your Printer](#).

Paper Is Jammed inside Printer

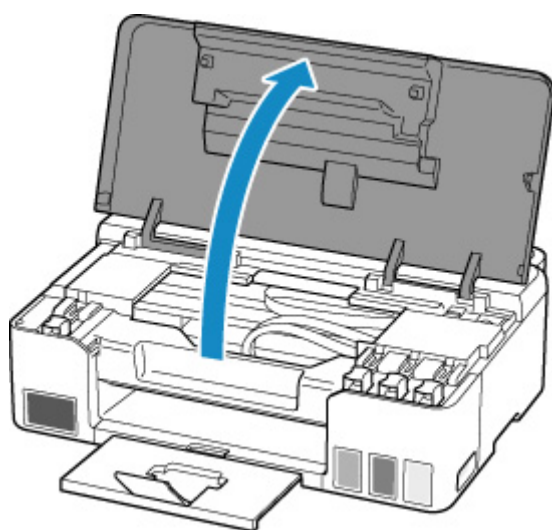
If the jammed paper tears and you cannot remove the paper either from the paper output slot or the feed slot, or if the jammed paper remains inside the printer, remove the paper following the instructions below.

▶▶▶ Note

- If paper becomes jammed during printing and you need to turn off the printer to remove it, press the printer's **Stop** button to stop the printing before you turn off the printer.

1. Turn off printer and unplug it.

2. Open top cover.



▶▶▶ Important

- Do not touch clear film (A), white belt (B), or tubes (C).

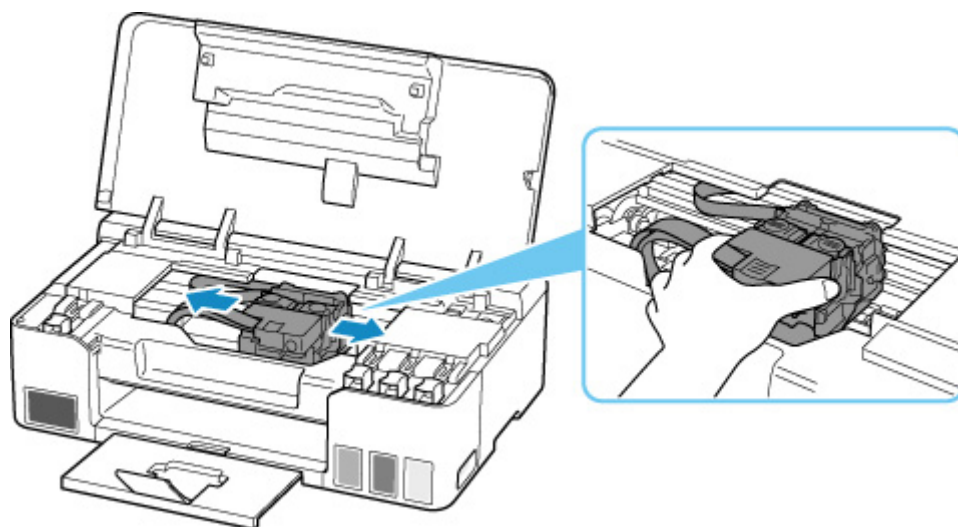


If you soil or scratch this part by touching it with paper or your hand, it could damage the printer.

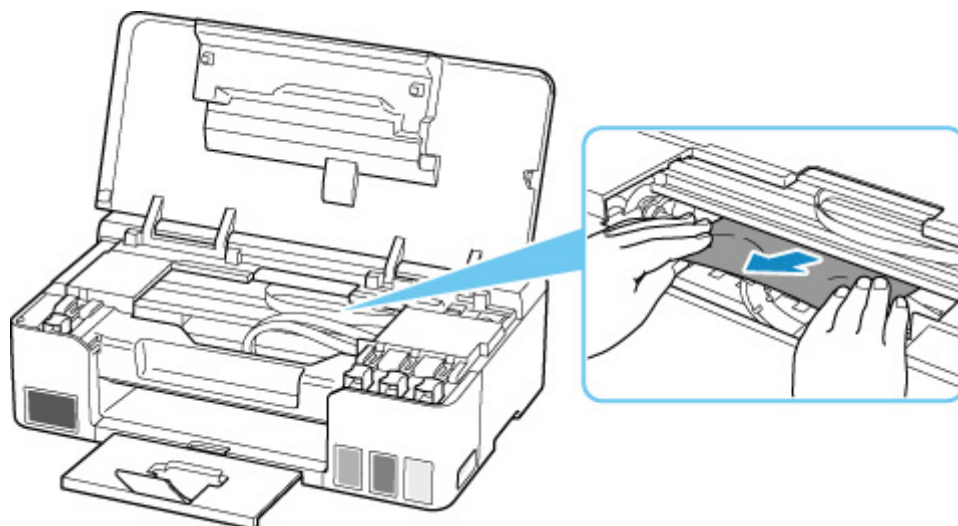
3. Check if jammed paper is under print head holder.

If the jammed paper is under the print head holder, move the print head holder to the far right or left, whichever makes it easier to remove the paper.

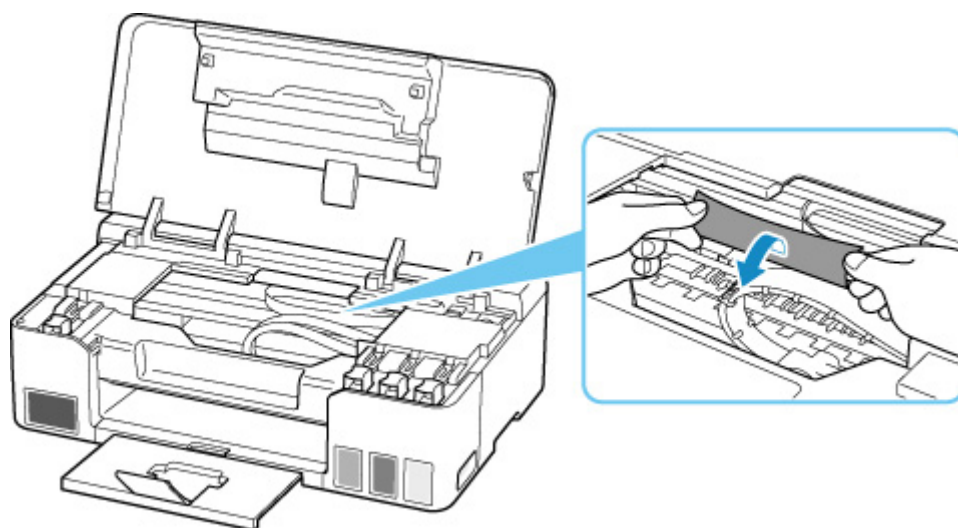
When moving the print head holder, hold the top of the print head holder and slide it slowly to the far right or left.



4. Hold jammed paper firmly in both hands.

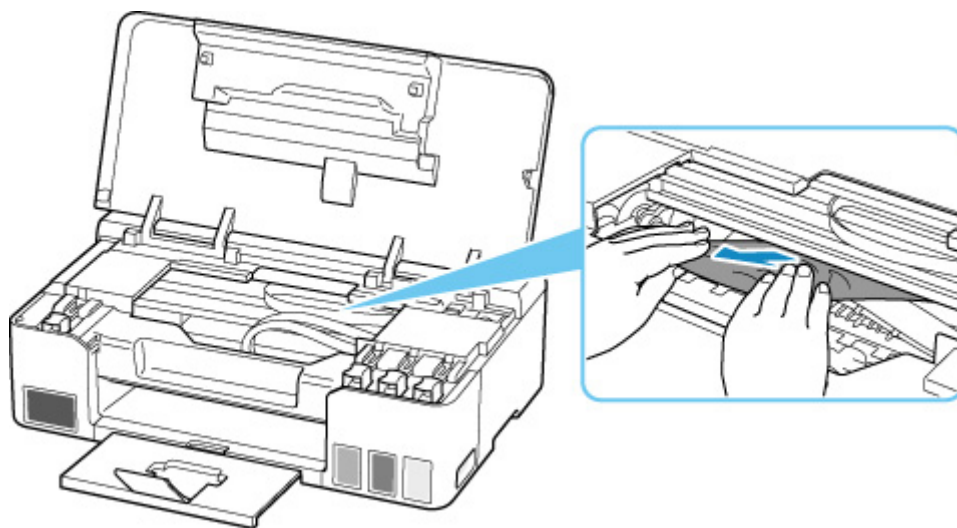


If the paper is rolled up, pull out it.



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

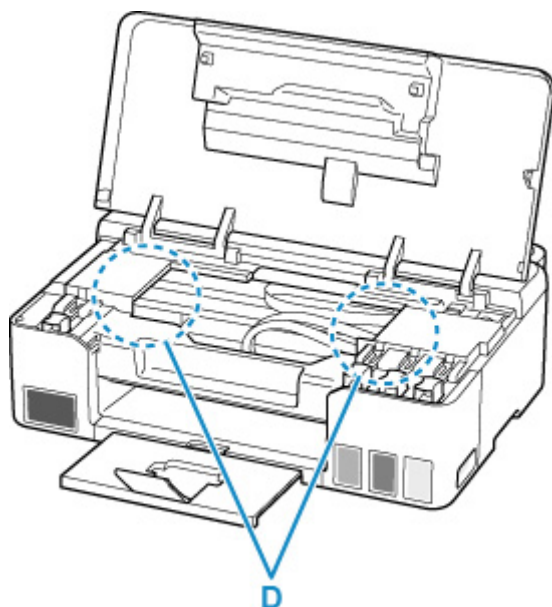
Pull out the paper at an angle of about 45 degrees.



6. Make sure all jammed paper is removed.

If the paper tears when you pull out it, a bit of paper may remain in the printer. Check the following and remove any remaining paper.

- Any paper left under the print head holder?
- Any small bits of paper left in the printer?
- Any paper left in the left and right empty spaces (D) in the printer?



7. Close top cover.

8. Plug in the printer again and turn it back on.

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

Note

- When reloading the paper, make sure you are using suitable paper and loading it correctly.

If a paper jam message appears on your computer screen when you resume printing after removing all the jammed paper, there may be some paper still inside the printer. Check the printer again for any remaining bits of paper.

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

Important

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see [Repairing Your Printer](#).

Cause

Possible causes include the following.

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

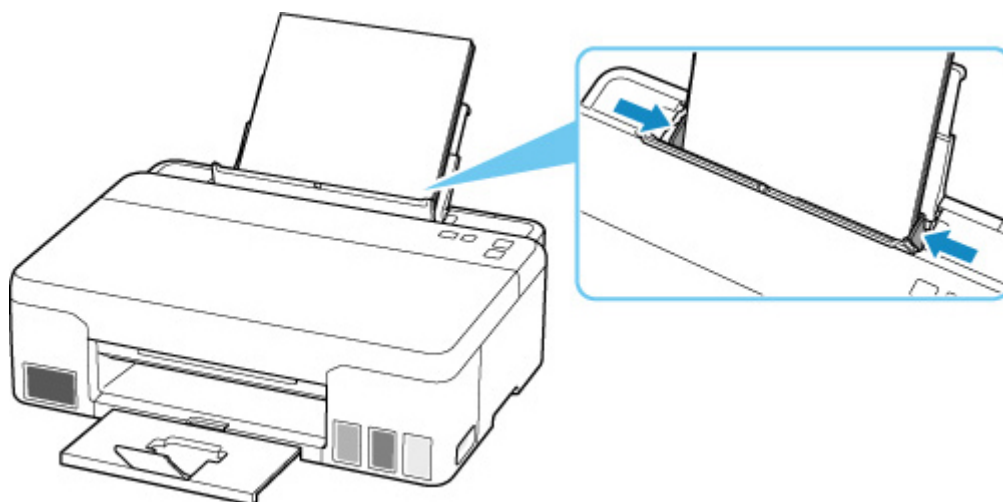
What to Do

Take the corresponding actions below.

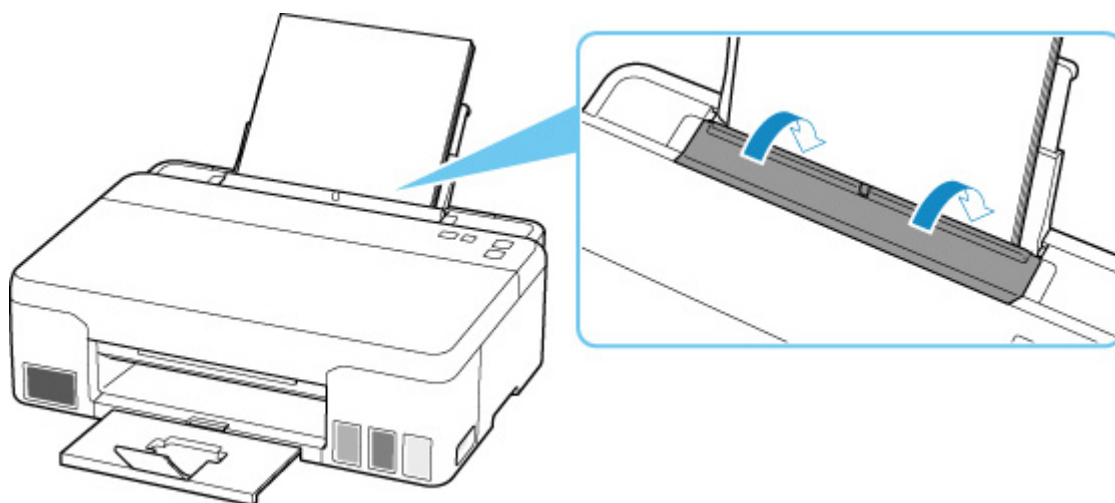
- Load paper in the rear tray.

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

- Align the paper guides of the rear tray with both edges of the paper.



- Close the feed slot cover.



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

»» Note

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

Cause

Paper cannot be fed because the paper feed rollers are dirty.

What to Do

Press the printer's **Stop** button to cancel printing, and then perform the paper feed roller cleaning.

- From Windows:
 - Cleaning the Paper Feed Rollers
- From the printer's operation panel:
 - [Cleaning Paper Feed Rollers](#)

1200

Cause

Top cover is open.

What to Do

Close the top cover and wait for a while.

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

1368

Cause

Ink Flush cannot be performed because the maintenance cartridge is almost full.

What to Do

To perform Ink Flush, first turn off the printer and then replace the maintenance cartridge.

■ [Replacing Maintenance Cartridge](#)

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

Cause

The maintenance cartridge cannot be recognized.

The maintenance cartridge may not be installed properly or may not be compatible with this printer.

What to Do

Turn off the printer, remove the maintenance cartridge, and then reinstall it correctly.

Refer to [Replacing Maintenance Cartridge](#) for details on removing and installing the maintenance cartridge.

Cause

The remaining ink level in one of the ink tanks may have reached the lower limit line shown on the ink tank.

What to Do

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

If the remaining ink level is below the lower limit line, refill the ink tank with the corresponding color of ink.

■ [Refilling Ink Tanks](#)

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

To continue printing, press the printer's OK button.

Cause

The maintenance cartridge is not installed.

What to Do

Turn off the printer and then install the maintenance cartridge.

Refer to [Replacing Maintenance Cartridge](#) for details on installing the maintenance cartridge.

Cause

The currently installed maintenance cartridge cannot be used.

This printer cannot use maintenance cartridges that have been installed in other printers.

What to Do

Turn off the printer and then replace with a new maintenance cartridge.

■ [Replacing Maintenance Cartridge](#)

Cause

The maintenance cartridge cannot be recognized.

The maintenance cartridge may not be installed properly or may not be compatible with this printer.

What to Do

Turn off the printer, remove the maintenance cartridge, and then reinstall it correctly.

Refer to [Replacing Maintenance Cartridge](#) for details on removing and installing the maintenance cartridge.

Cause

The maintenance cartridge is full.

What to Do

Turn off the printer and then replace the maintenance cartridge.

■ [Replacing Maintenance Cartridge](#)

»» Note

- The condition of the maintenance cartridge when this error is displayed will depend on where and how the printer is used.

When this message is displayed, you must replace the maintenance cartridge.

Cause

The maintenance cartridge is almost full.

What to Do

The printer will not be able to print with a full maintenance cartridge.

Press the printer's **OK** button to cancel the error and then prepare a new maintenance cartridge.

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

Shipping Tape etc. Are Still Attached (1890)

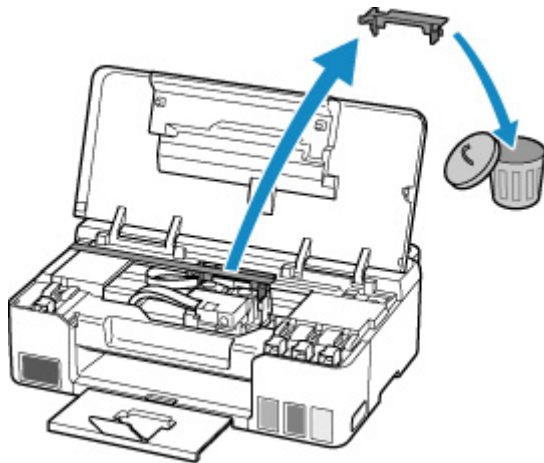
Cause

Shipping tape or protective material may still be attached to print head holder.

What to Do

Open the top cover and make sure that shipping tape and protective material have been removed from the print head holder.

If the shipping tape or protective material is still there, remove it and close the top cover.



In the case of the first printer setup, [click here](#), select your printer name on the page, and follow the instructions.

Cause

Paper size settings at printer driver do not match the paper size registered in the printer.

What to Do

Press the printer's **Stop** button to cancel printing.

Match the paper loaded in the rear tray with the paper size registered on the printer using the printer's **Paper Select** button.

Specify the paper size registered on the printer to the printer driver, and retry printing.

Note

- If the paper size loaded in the rear tray is larger than the paper size set at the printer driver, you can continue the printing without changing the paper size settings. Press the printer's **OK** button.
- See below for paper sizes that can be registered in the printer using the printer's **Paper Select** button.

■ [Paper Settings](#)

- You can disable the function to prevent printing error. When this function is disabled, the printer uses the paper settings for printing onto the paper in the rear tray regardless of whether or not the paper matches these settings.

See below for the printing error prevention setting.

■ [Changing the Printer Operation Mode \(Windows\)](#)

■ [Changing the Printer Operation Mode \(macOS\)](#)

2200

Cause

An internal part will need replacing soon.

What to Do

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

Contact your nearest Canon service center to request a repair as soon as possible.

You cannot replace the internal parts of the printer yourself.

»» Important

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repair, see [Repairing Your Printer](#).

4103

Cause

Cannot perform printing with current print settings.

What to Do

Press the printer's **Stop** button to cancel printing.

Change the print settings specified when printing and retry printing.

Cause

Printer error has occurred.

What to Do

If you are printing, press the printer's **Stop** button to cancel printing, then turn off the printer.

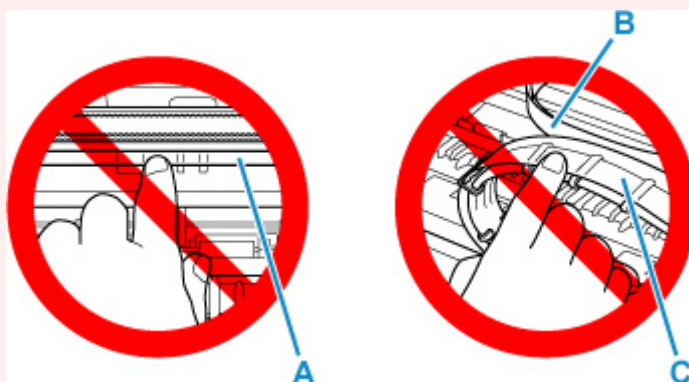
Check the following:

- Make sure print head holder motion is not impeded by protective material and tape for securing the print head holder, jammed paper, etc.

Remove any impediment.

Important

- When clearing an impediment to print head holder motion, be careful not to touch clear film (A), white belt (B), or tubes (C).



If you soil or scratch this part by touching it with paper or your hand, it could damage the printer.

Turn the printer back on.

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

Important

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see [Repairing Your Printer](#).

Cause

Printer error has occurred.

What to Do

Check the remaining ink level, and then refill the ink tank if necessary.

Turn off the printer and unplug it.

Wait about 10 minutes and then plug in the printer again and turn it back on.

If the ink tank is refilled because it runs out of ink, perform ink flush.

- From Windows:

- [Cleaning the Print Heads](#)

- From macOS:

- [Cleaning the Print Heads](#)

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

Important

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see [Repairing Your Printer](#).

Cause

Printer error has occurred.

What to Do

If the paper is jammed, remove it depending on the jammed location and cause.

■ [What to Do When Paper Is Jammed](#)

Turn off the printer and unplug it.

Plug in the printer again and turn it back on.

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

»» Important

- Do not tilt the printer when moving it since the ink may leak out.
- When transporting the printer for repairing it, see [Repairing Your Printer](#).