



TS5000 series Online Manual

Overview
Printing
Copying
Scanning
Frequently Asked Questions

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Using This Online Manual

- [Symbols Used in This Document](#)
- [Touch-enabled Device Users \(Windows\)](#)

Symbols Used in This Document

Warning

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

Caution

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

Important

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

Note

Instructions including notes for operation and additional explanations.

Basics

Instructions explaining basic operations of your product.

Note

-
- Icons may vary depending on your product.
-

Touch-enabled Device Users (Windows)

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

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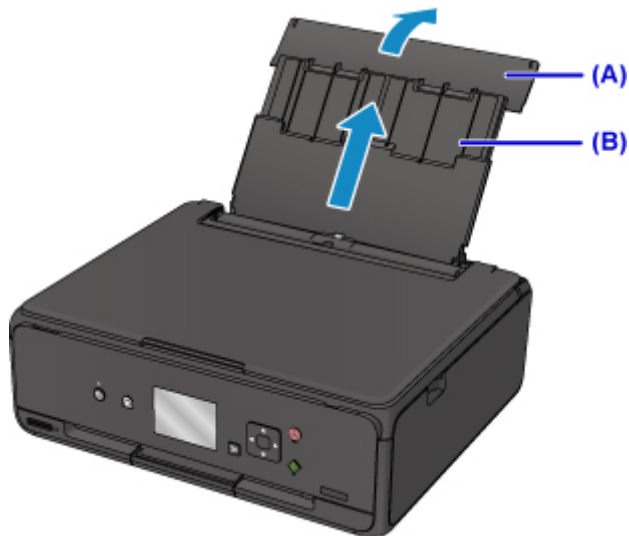
Basic Operation

- ▶ **Printing Photos from a Computer**
- ▶ **Copying**
- ▶ **Printing Photos**

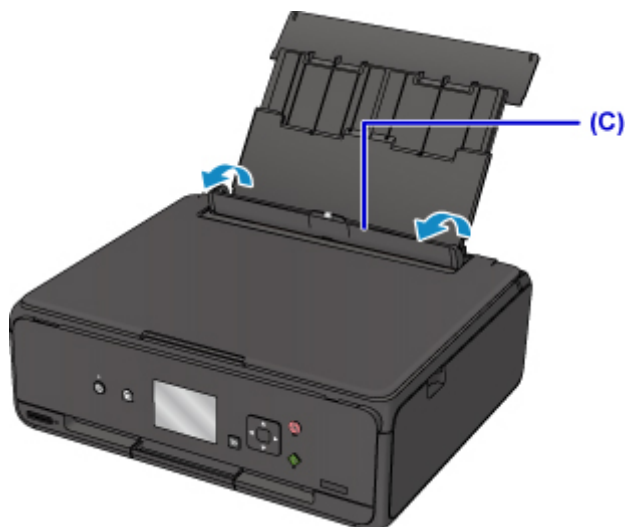
Printing Photos from a Computer

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

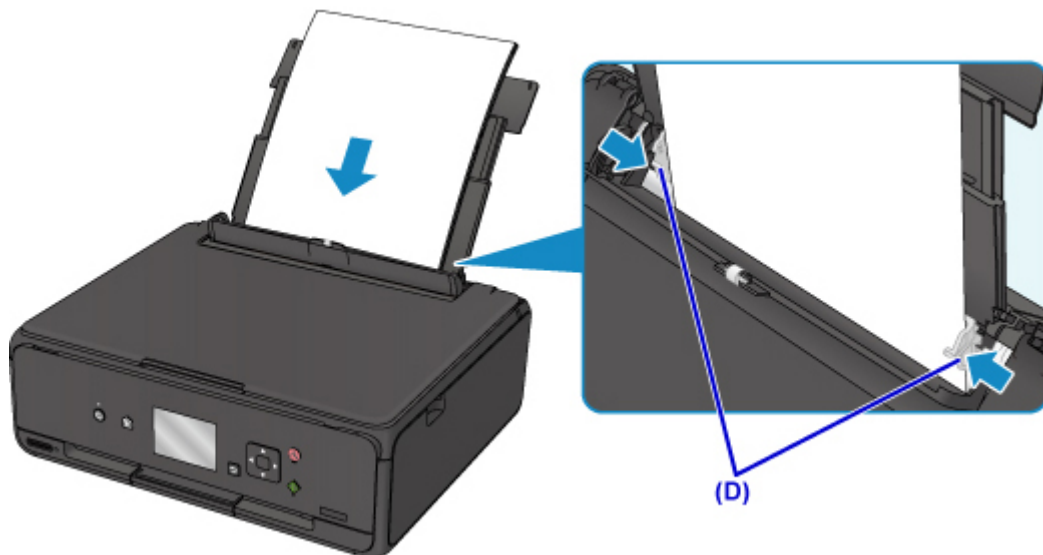
1. Open the rear tray cover (A) and then pull up the paper support (B).



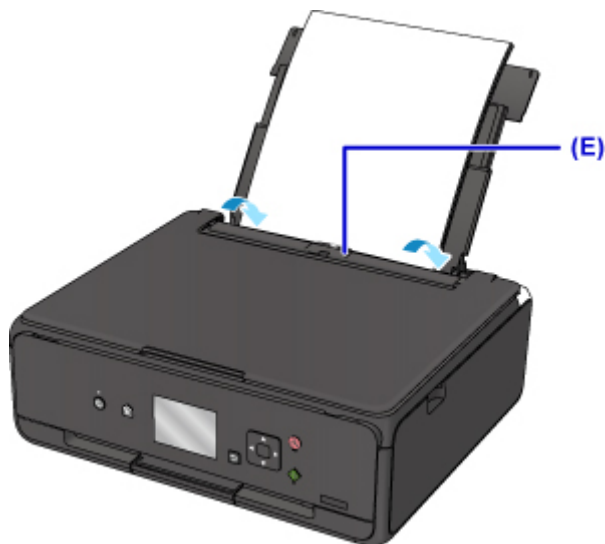
2. Open the feed slot cover (C).



3. Load paper vertically WITH THE PRINT SIDE FACING UP.
4. Align the paper guides (D) with the paper width.

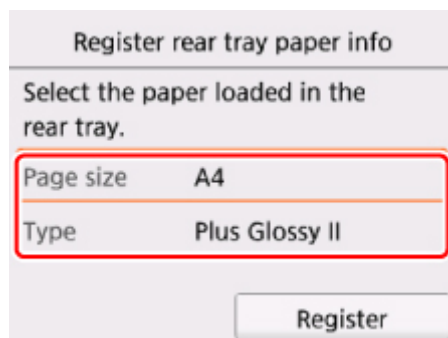


5. Close the feed slot cover (E) gently.



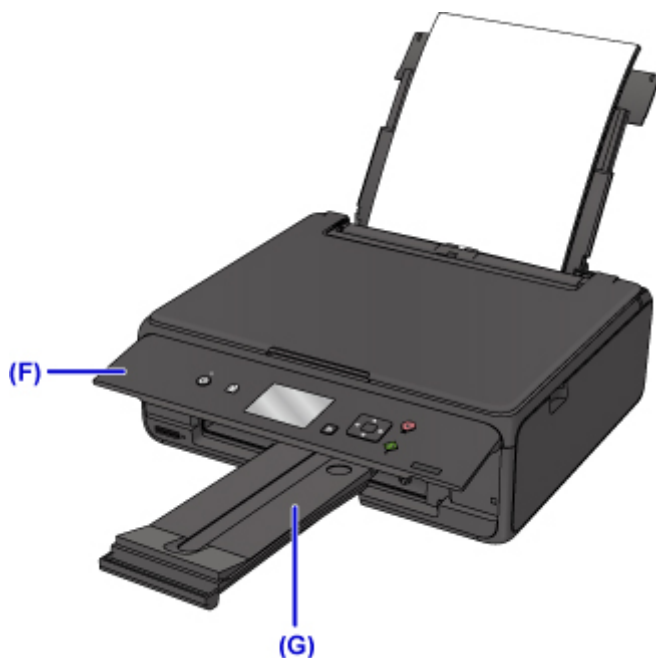
After closing the feed slot cover, the paper information registration screen for the rear tray is displayed on the LCD.

6. Select the size and type of the loaded paper in the rear tray at **Page size** and **Type**, and then select **Register**.



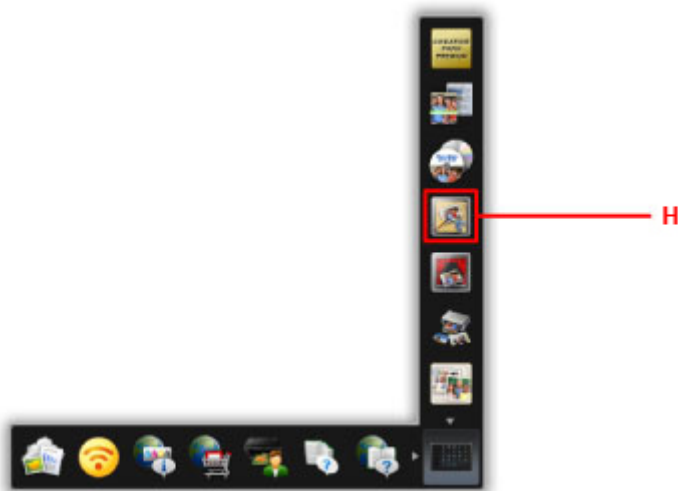
7. Open the operation panel (F) and then pull out the paper output tray (G).

Be sure to open the operation panel before printing. If the operation panel is close, the printer does not start printing.



8. Click the My Image Garden icon (H) in Quick Menu.

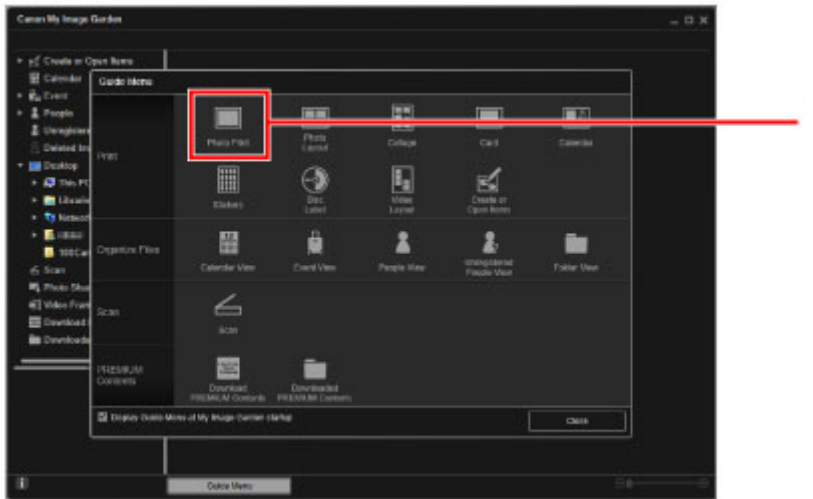
The **Guide Menu** screen is displayed.



▶▶▶ Note

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

9. Click the **Photo Print** icon (I).



10. Click the folder (J) with photos you want to print.

11. Click the photos (K) you want to print.

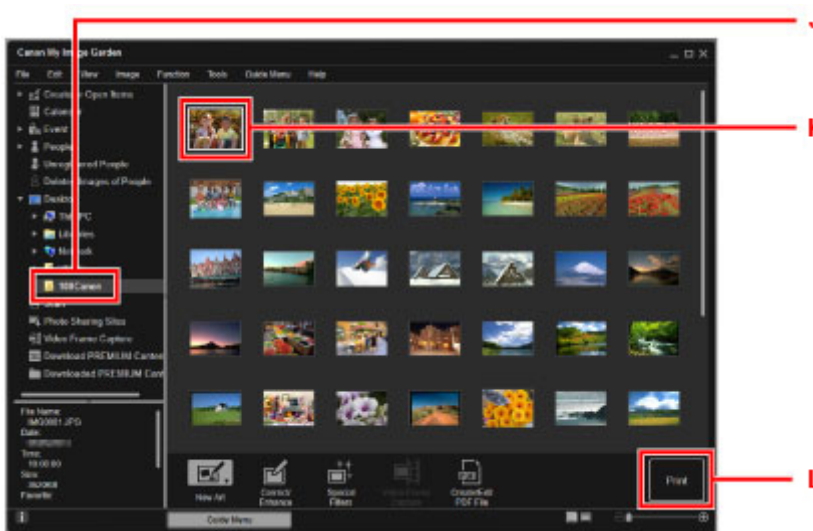
For Windows:

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

For Mac OS:

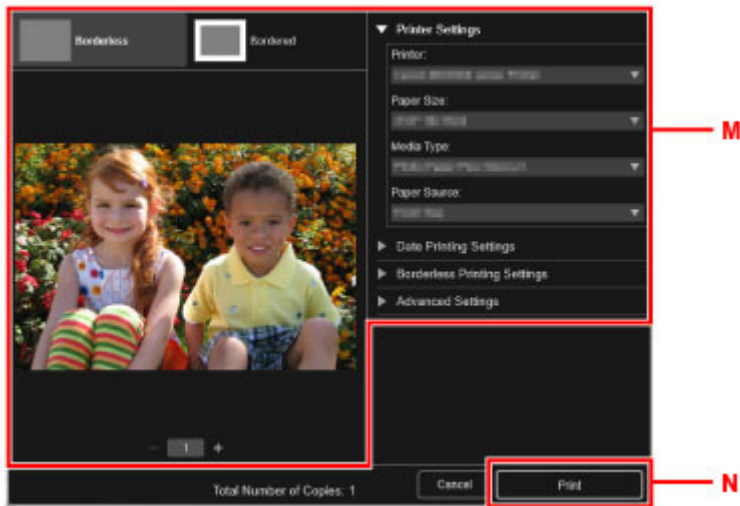
To select two or more photos at a time, click photos while pressing the command key.

12. Click **Print** (L).



13. Specify the number of copies, your printer name, media type, etc. (M).

14. Click **Print** (N).



For Mac OS:

Click **OK** when the confirmation message appears, then click **Print**.

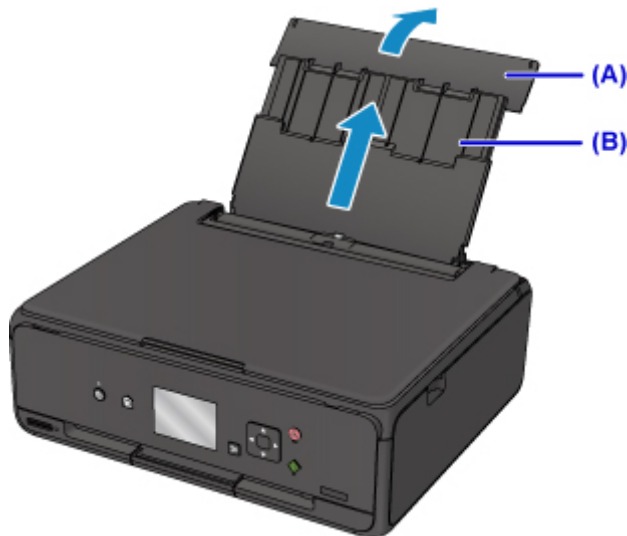
►►► Note

- My Image Garden lets you use images on your computer, such as photos taken with a digital camera, in a number of ways.
 - For Windows:
 - My Image Garden Guide
 - For Mac OS:
 - My Image Garden Guide

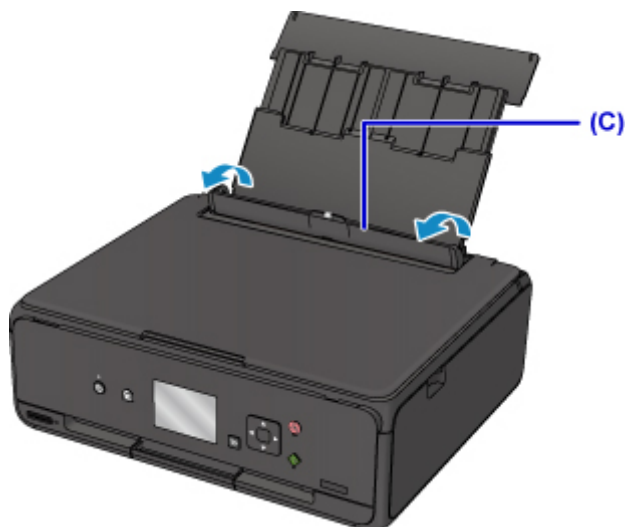
Copying

This section describes how to load originals and copy them to plain paper.

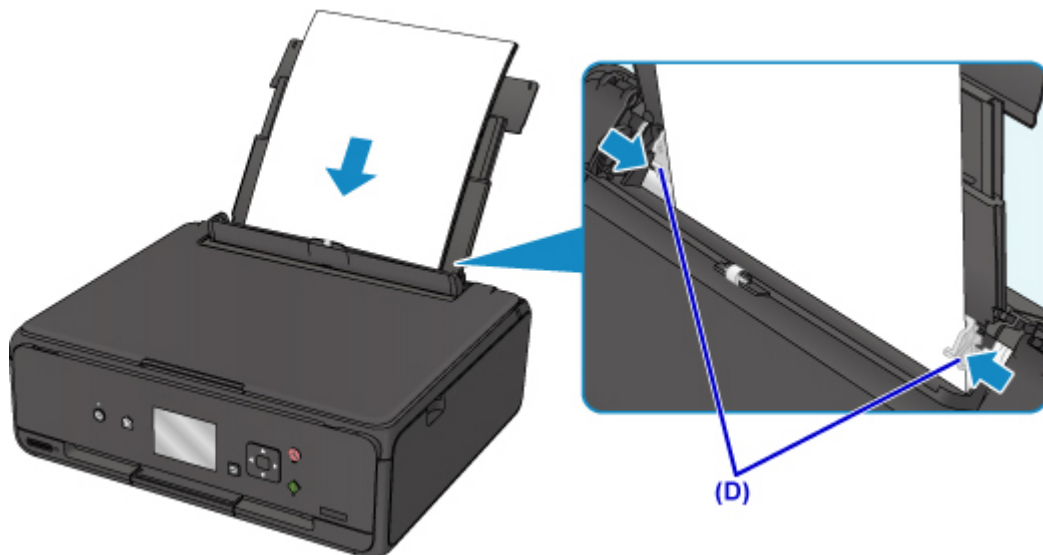
1. Open the rear tray cover (A) and then pull up the paper support (B).



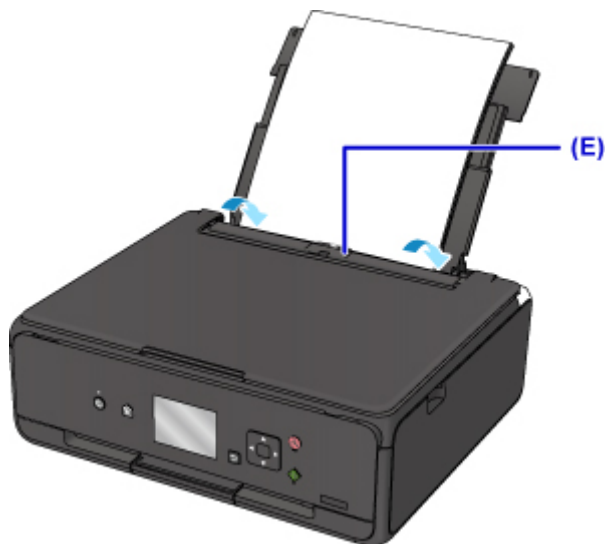
2. Open the feed slot cover (C).



3. Load paper vertically WITH THE PRINT SIDE FACING UP.
4. Align the paper guides (D) with the paper width.

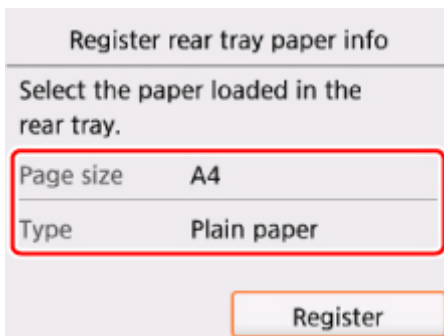


5. Close the feed slot cover (E) gently.



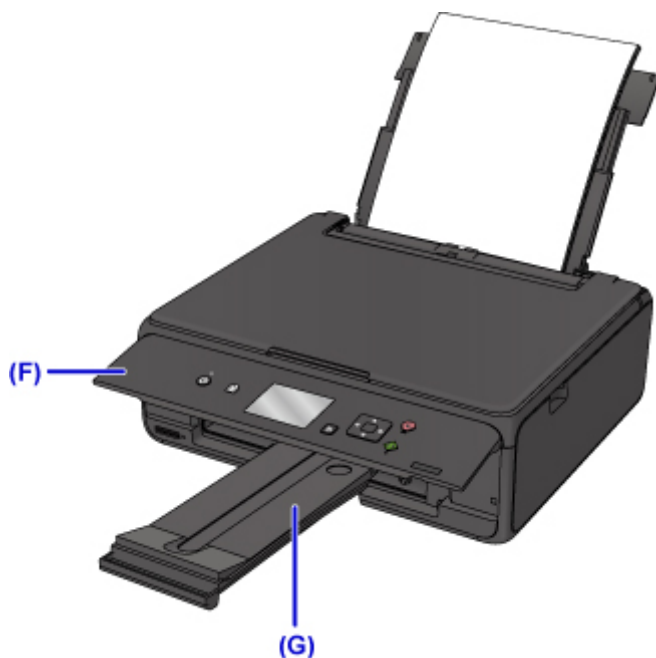
After closing the feed slot cover, the paper information registration screen for the rear tray is displayed on the LCD.

6. Select the size and type of the loaded paper in the rear tray at **Page size** and **Type**, and then select **Register**.



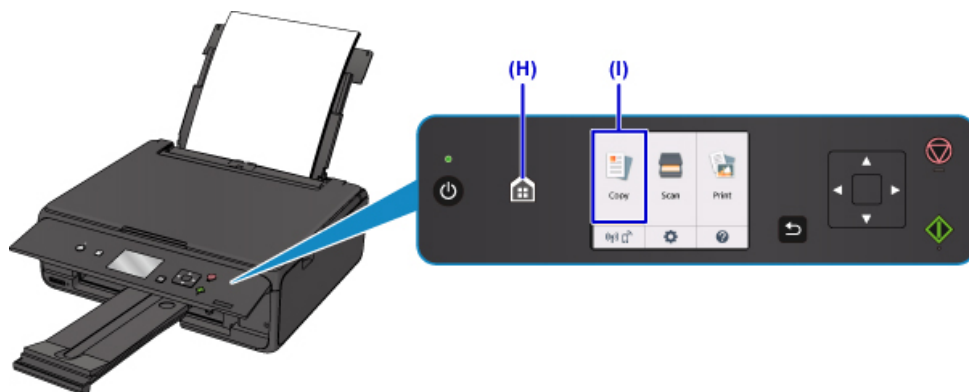
7. Open the operation panel (F) and then pull out the paper output tray (G).

Be sure to open the operation panel before printing. If the operation panel is close, the printer does not start printing.



8. Press the **HOME** button (H).

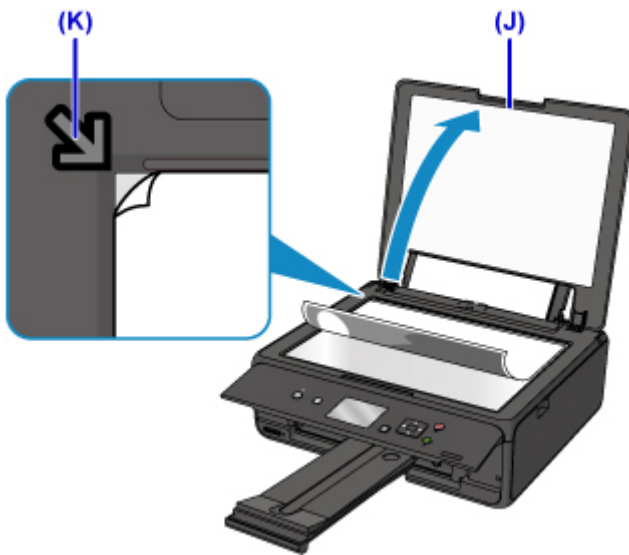
9. Select  **Copy** (I).



10. Select  **Standard copy**.

11. Open the document cover (J).

12. Load the original WITH THE SIDE TO COPY FACING DOWN and align it with the alignment mark (K).



13. Close the document cover.

14. Confirm the paper settings, then press the **Start** button (L).



▶▶▶ Important

- Do not open the document cover until copying is complete.

▶▶▶ Note

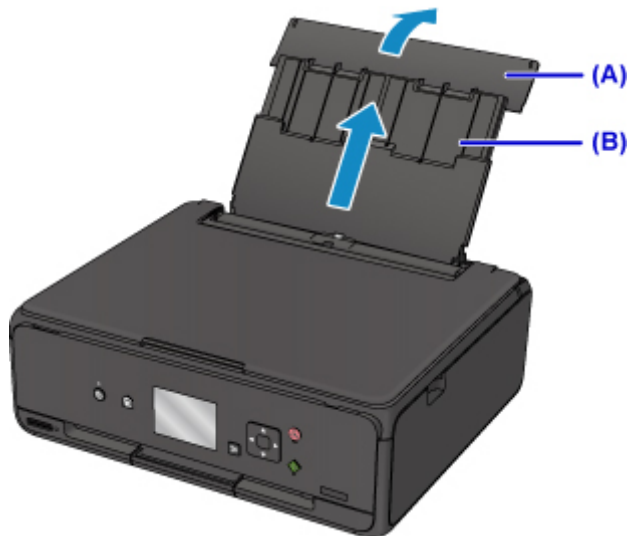
- Your printer is equipped with many other convenient copy features.

■ Copying

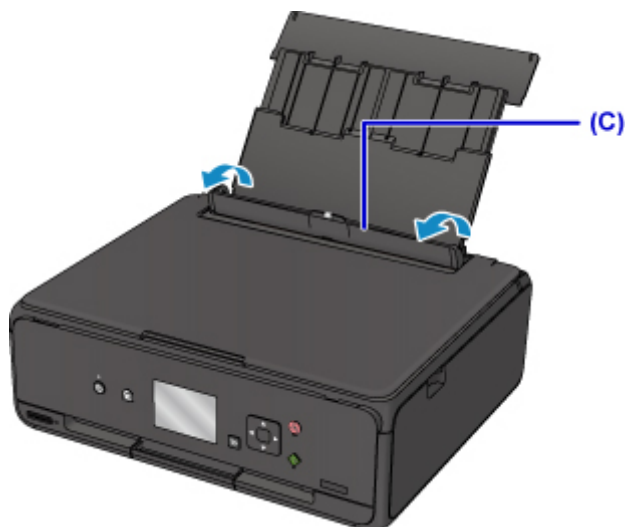
Printing Photos

This section describes how to print photos on a memory card.

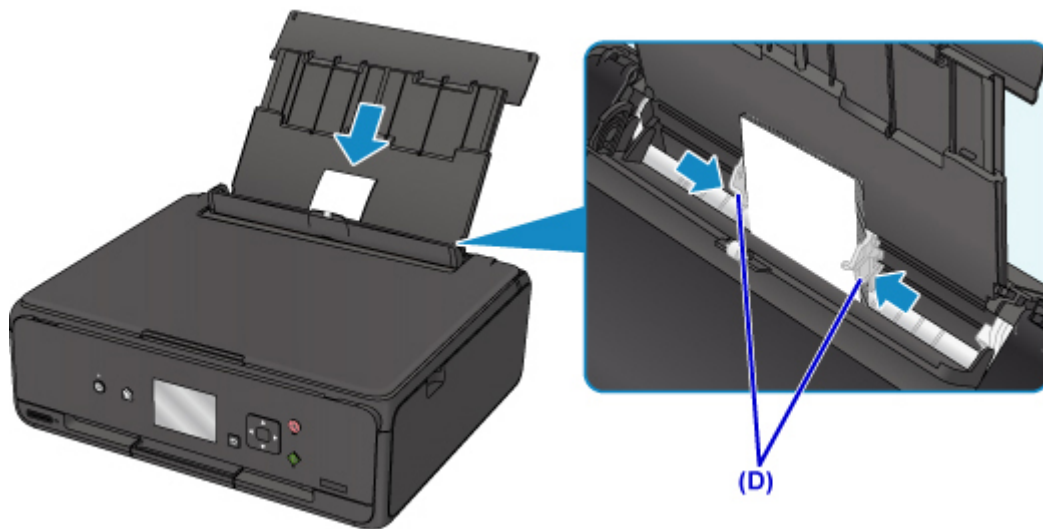
1. Open the rear tray cover (A) and then pull up the paper support (B).



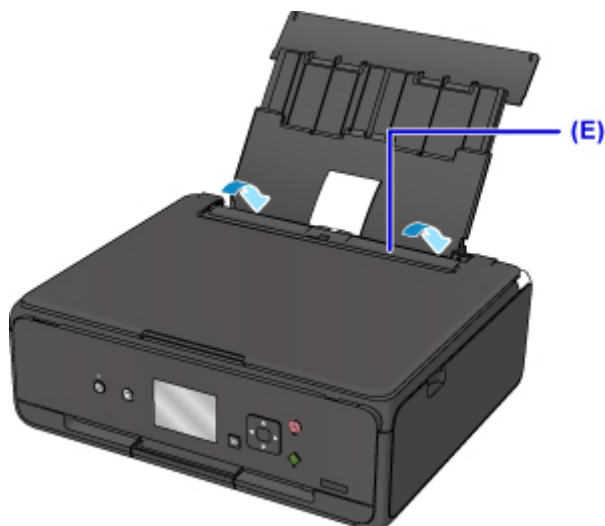
2. Open the feed slot cover (C).



3. Load paper vertically WITH THE PRINT SIDE FACING UP.
4. Align the paper guides (D) with the paper width.

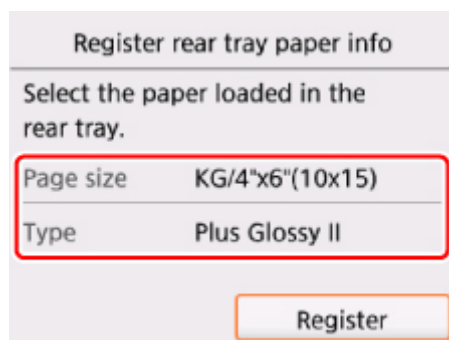


5. Close the feed slot cover (E) gently.



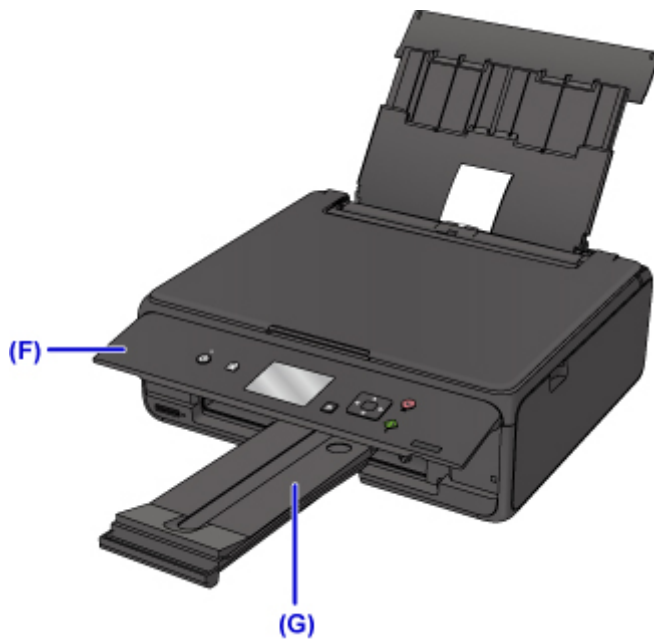
After closing the feed slot cover, the paper information registration screen for the rear tray is displayed on the LCD.

6. Select the size and type of the loaded paper in the rear tray at **Page size** and **Type**, and then select **Register**.



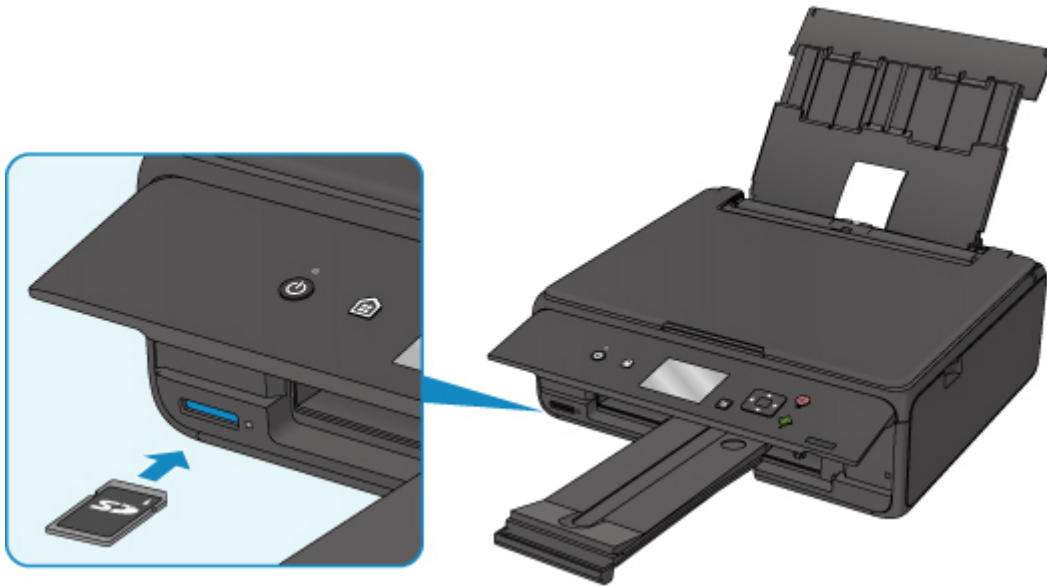
7. Open the operation panel (F) and then pull out the paper output tray (G).

Be sure to open the operation panel before printing. If the operation panel is close, the printer does not start printing.



8. Insert the memory card.

* The figure below shows the SD/SDHC memory card as an example.



▶▶▶ Note

- For details on inserting memory cards other than SD/SDHC, see below.

■ [Inserting the Memory Card](#)

9. Use the ◀ ▶ buttons (H) to select photos.

10. Confirm the paper settings, then press the **Start** button (I).



»» Important

- Do not remove the memory card during printing. Data on the memory card may be damaged.

»» Note

- Your printer is equipped with many other convenient photo print features.

■ [Printing Photo Data](#)

Handling Paper, Originals, Ink Tanks, Memory Card, etc.

- ▶ **Loading Paper**
- ▶ **Loading Originals**
- ▶ **Inserting the Memory Card**
- ▶ **Replacing Ink Tanks**

Loading Paper

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

Loading Plain Paper / Photo Paper

You can load plain paper or photo paper.

▶▶▶ Important

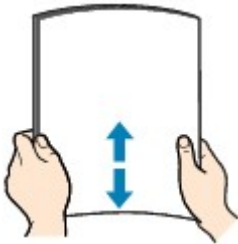
- If you cut plain paper into small size such as 4" x 6" (10 x 15 cm) or 5" x 7" (13 x 18 cm) to perform trial print, it can cause paper jams.

▶▶▶ Note

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

1. Prepare paper.

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

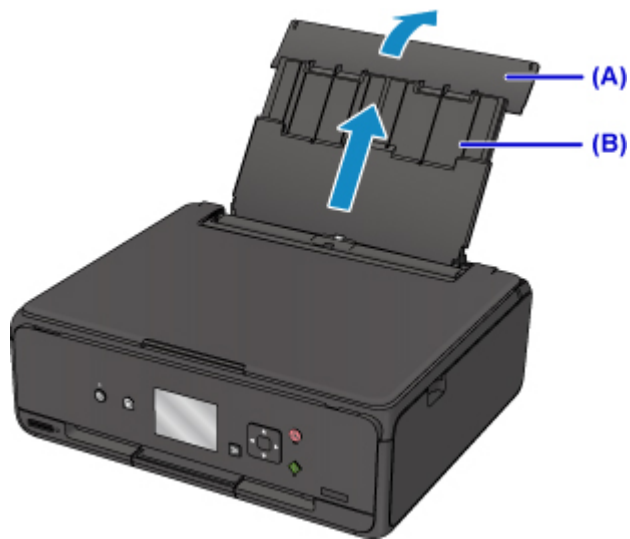


▶▶▶ Note

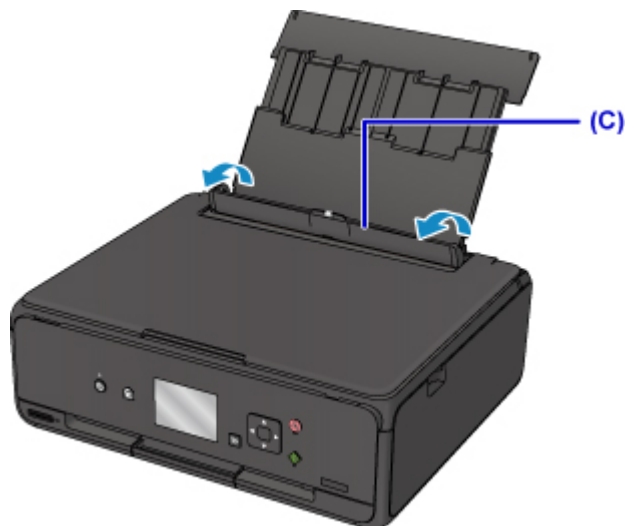
- Align the edges of paper neatly before loading. Loading paper without aligning the edges may cause paper jams.
- If paper is curled, hold the curled corners and gently bend them in the opposite direction until the paper becomes completely flat.
For details on how to flatten curled paper, see [Is the paper curled?](#)

2. Load paper.

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



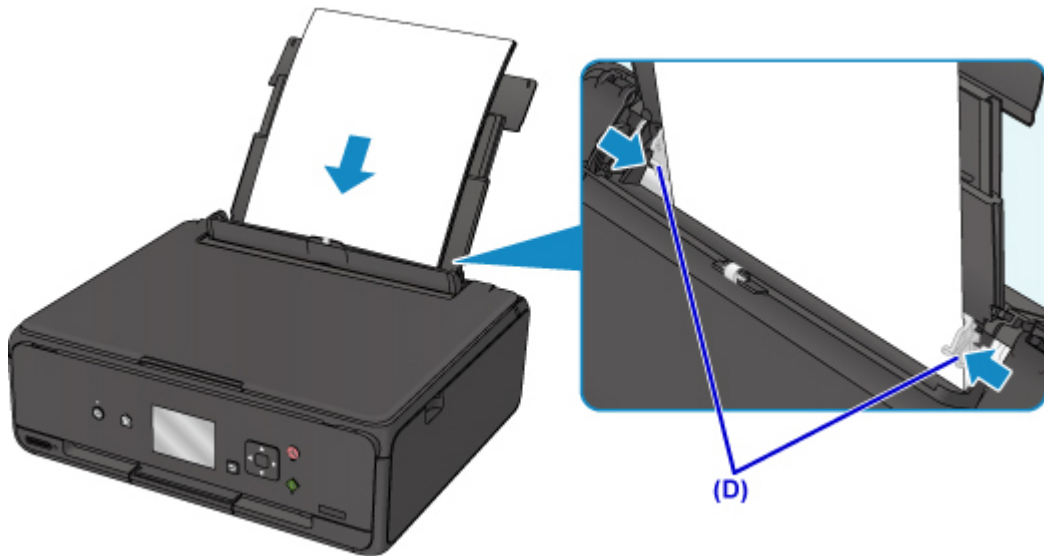
2. Open the feed slot cover (C).



3. Slide the paper guides (D) to open them, and load the paper in the center of the rear tray WITH THE PRINT SIDE FACING UP.

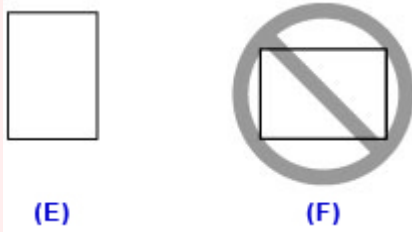
4. Slide the paper guides to align them with both sides of the paper stack.

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



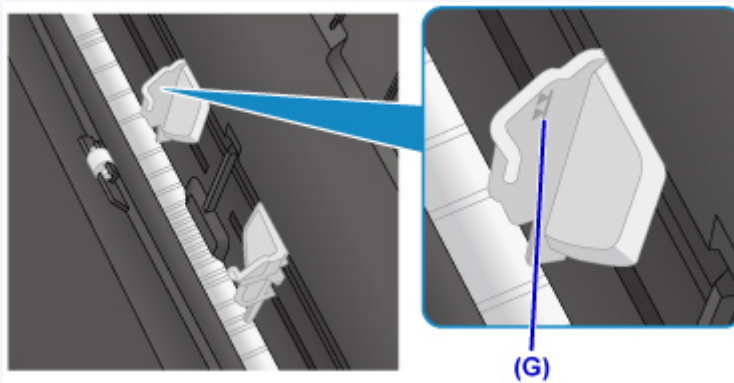
Important

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



Note

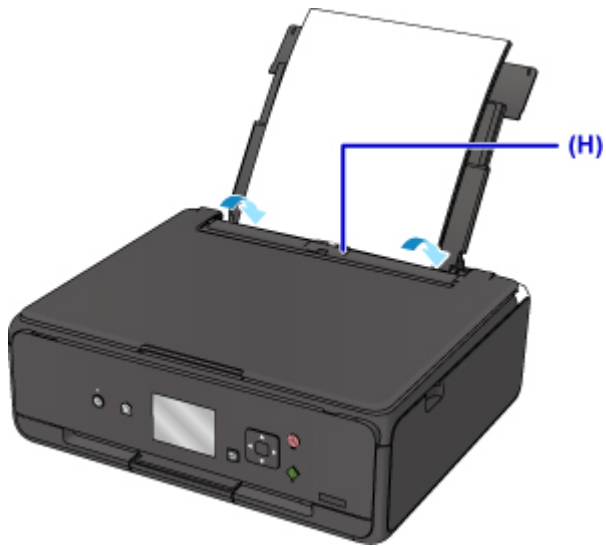
- Do not load sheets of paper higher than the load limit mark (G).



5. Close the feed slot cover (H) gently.

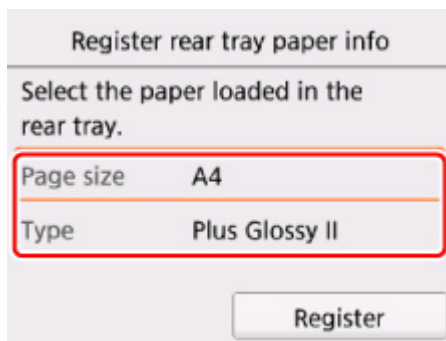
Important

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



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

6. Select the size and type of the loaded paper in the rear tray at **Page size** and **Type**, and then select **Register**.



7. Open the operation panel (I) and then pull out the paper output tray (J).

Be sure to open the operation panel before printing. If the operation panel is close, the printer does not start printing.



»» Note

- When printing, select the size and type of the loaded paper on the print settings screen of the operation panel or printer driver.

Loading Envelopes

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

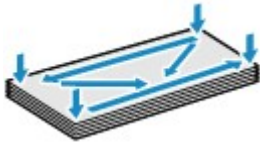
The address is automatically rotated and printed according to the envelope's direction by specifying with the printer driver properly.

▶▶▶ Important

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

1. Prepare envelopes.

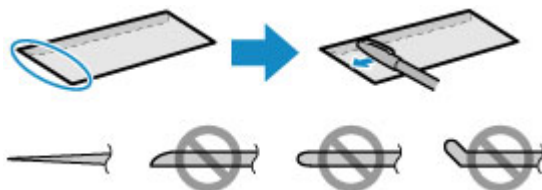
- Press down on all four corners and edges of the envelopes to flatten them.



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



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



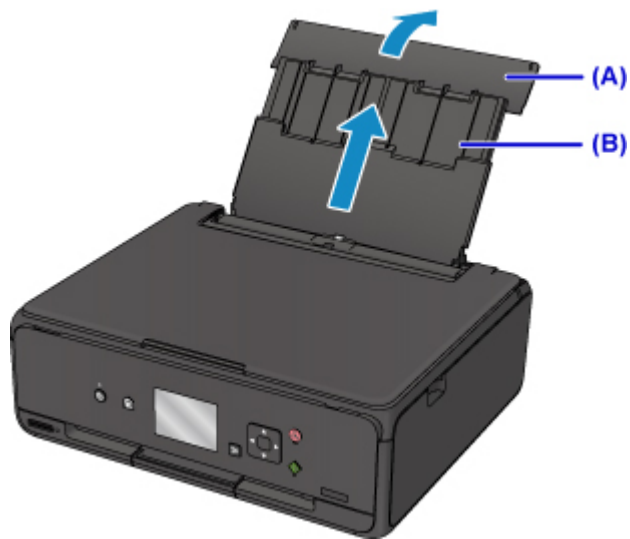
The figures above show a side view of the leading edge of the envelope.

▶▶▶ Important

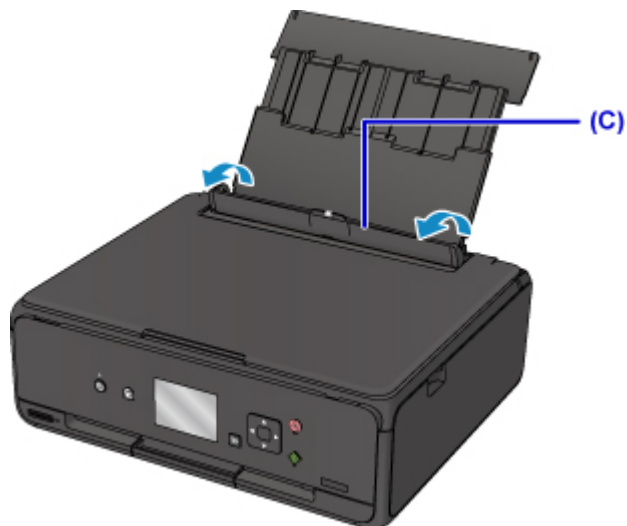
- The envelopes may jam in the printer if they are not flat or the edges are not aligned. Make sure that no curl or puff exceeds 0.12 inch (3 mm).

2. Load envelopes.

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



2. Open the feed slot cover (C).

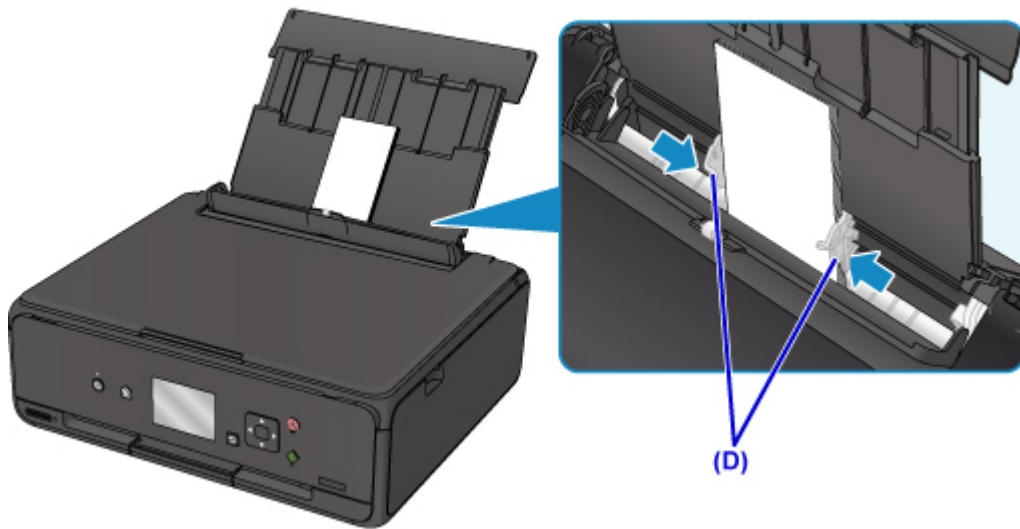


3. Slide the paper guides to open them, and load the envelopes in the center of the rear tray **WITH THE PRINT SIDE FACING UP.**

Fold flap of the envelope and load the envelope in the portrait orientation with the address side facing up.
Up to 10 envelopes can be loaded at once.

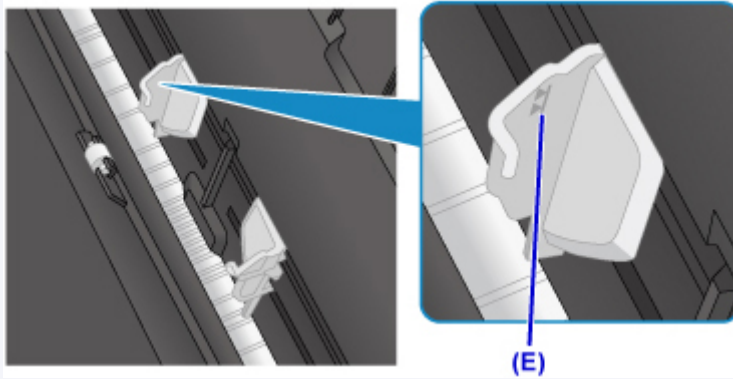
4. Slide the paper guides (D) to align them with both sides of the envelopes.

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



►► Note

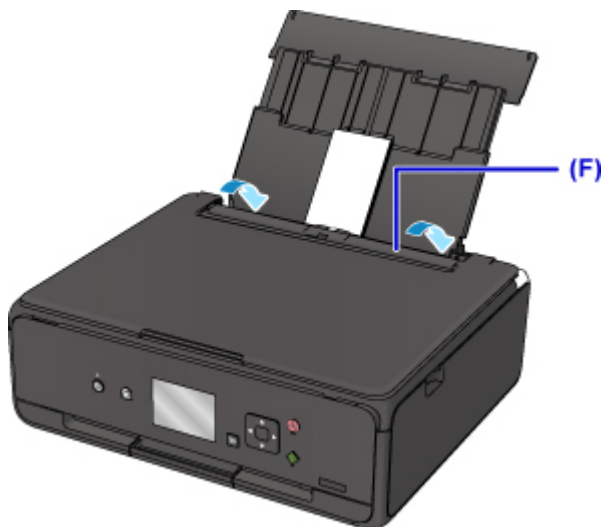
- Do not load envelopes higher than the load limit mark (E).



5. Close the feed slot cover (F) gently.

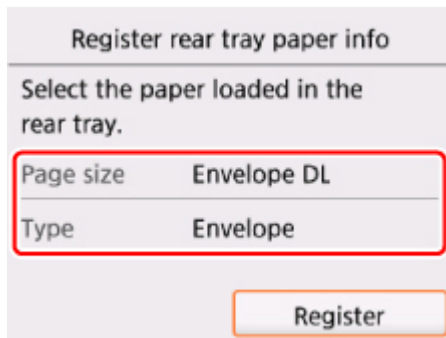
►► Important

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



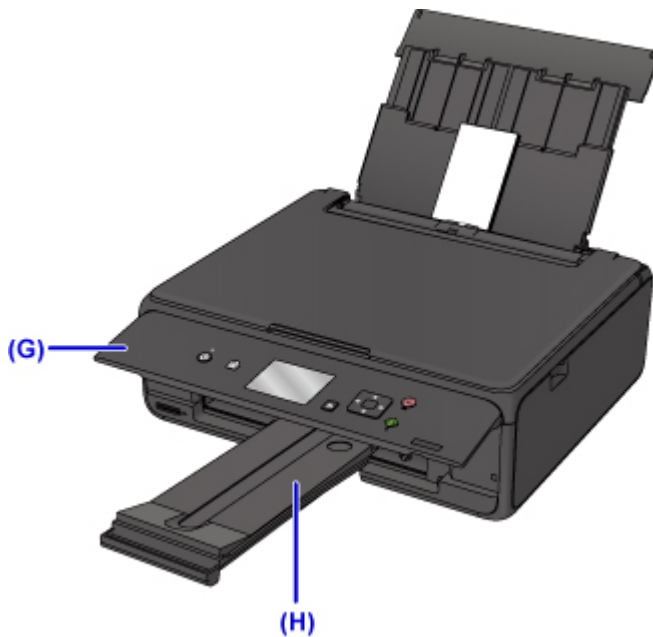
After closing the feed slot cover, the paper information registration screen for the rear tray is displayed on the LCD.

6. Select the size and type of the loaded envelopes in the rear tray at **Page size** and **Type**, and then select **Register**.



7. Open the operation panel (G) and then pull out the paper output tray (H).

Be sure to open the operation panel before printing. If the operation panel is close, the printer does not start printing.



▶▶▶ Note

- The printer may make operating noise when feeding envelopes.
- After loading envelopes, select the size and type of the loaded envelopes on the print settings screen of the printer driver.

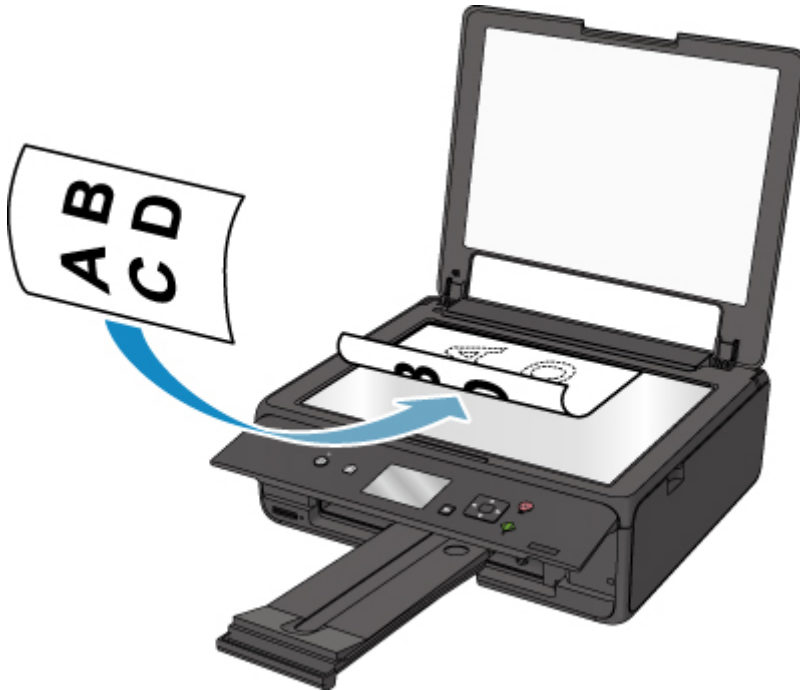
Loading Originals

- ▶ **Loading Originals on the Platen Glass**
- ▶ **Loading Based on Use**
- ▶ **Supported Originals**
- ▶ **How to Detach / Attach the Document Cover**

Loading Originals on the Platen Glass

1. Open the document cover.
2. Load the original WITH THE SIDE TO SCAN FACING DOWN on the platen glass.

■ [Loading Based on Use](#)



▶▶▶ Important

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

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

3. Close the document cover gently.



»» Important


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

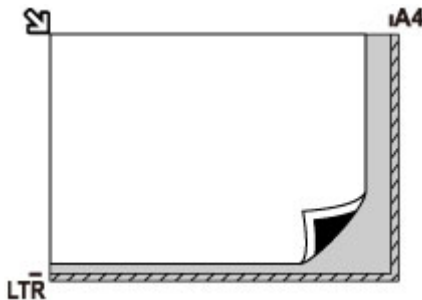
Loading Based on Use

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

Loading the Original to Be Aligned with the alignment mark

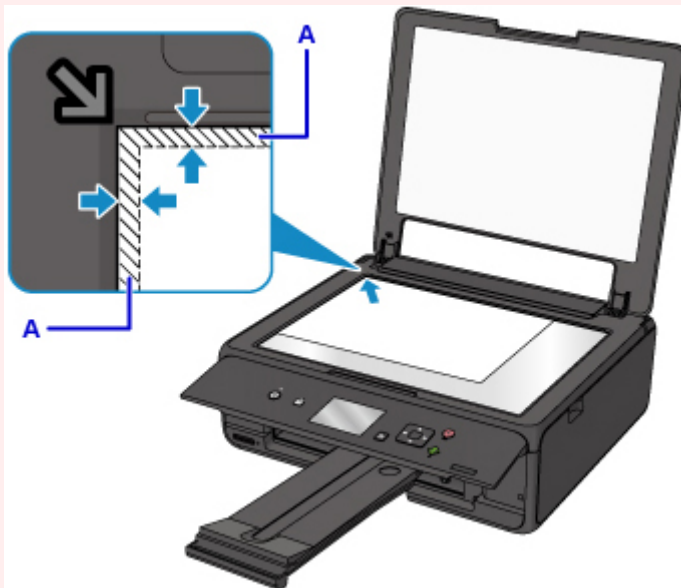
- Load originals to copy
- In **Scan**,
 - select **Auto scan** for **Doc.type** to scan text documents, magazines, or newspapers
 - select **Document** or **Photo** for **Doc.type** and specify a standard size (A4, Letter, etc.) for **Scan size** to scan originals
- With a software application on a computer,
 - scan text documents, magazines, or newspapers
 - select a standard size (A4, Letter, etc.) to scan originals

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



Important

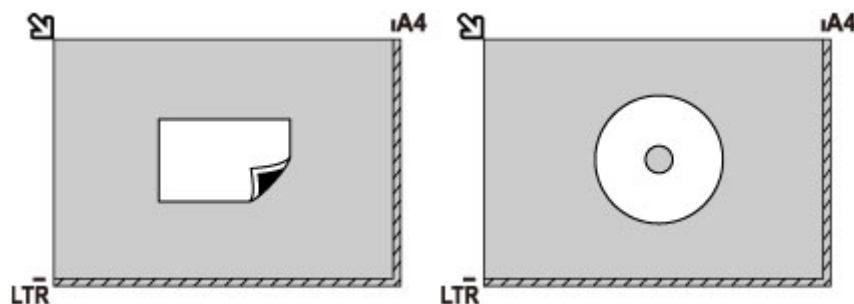
- The printer cannot scan the striped area (A) (0.04 inch (1 mm) from the edges of the platen glass).



Loading Only One Original in the Center of the platen glass

- Scan only one printed photo in **Photo copy**
- In **Scan**,
 - select **Auto scan** for **Doc.type** to scan one printed photo, postcard, business card, or disc (BD/DVD/CD)
 - select **Photo** for **Doc.type** and specify **Auto scan** for **Scan size** to scan one original

Place the original WITH THE SIDE TO SCAN FACING DOWN, with 0.4 inch (1 cm) or more space between the edges (diagonally striped area) of the platen glass. Portions placed on the diagonally striped area cannot be scanned.

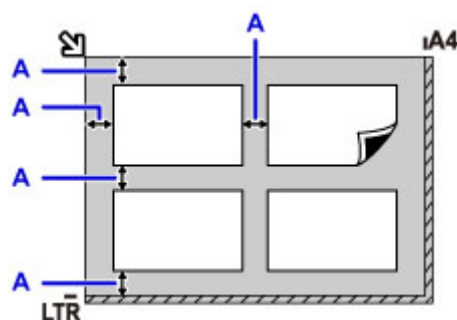


Loading Two or More Originals on the platen glass

- Scan two or more printed photos in **Photo copy**
- In **Scan**,
 - select **Auto scan** for **Doc.type** to scan two or more printed photos, postcards, or business cards
 - select **Photo** for **Doc.type** and specify **Auto multi scan** for **Scan size** to scan two or more originals
- Scan two or more printed photos, postcards, or business cards with a software application on a computer

Place the originals WITH THE SIDE TO SCAN FACING DOWN. Allow 0.4 inch (1 cm) or more space between the edges (diagonally striped area) of the platen glass and the originals, and between the originals. Portions placed on the diagonally striped area cannot be scanned.

You can place up to 12 items.



A: More than 0.4 inch (1 cm)

▶▶ Note

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

Supported Originals

Item	Details
Types of originals	- Text document, magazine, or newspaper - Printed photo, postcard, business card, or disc (BD/DVD/CD, etc.)
Size (width x height)	Max. 8.5 x 11.7 inches (216 x 297 mm)

▶▶▶ Note

- When loading a thick original such as a book on the platen glass, you can load it by removing the document cover from the printer.

■ [How to Detach / Attach the Document Cover](#)

How to Detach / Attach the Document Cover

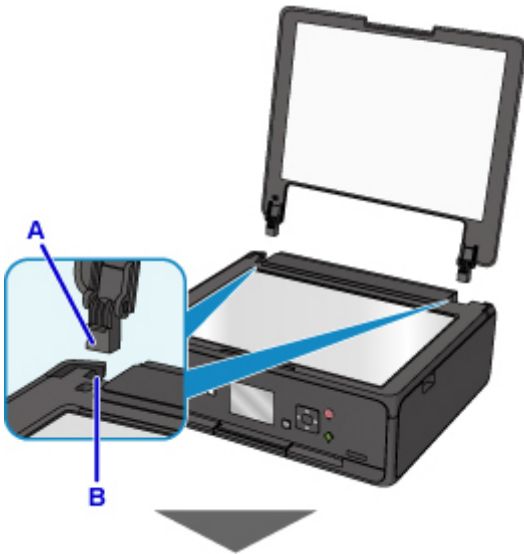
Detaching the document cover:

Hold up the document cover vertically and then tip it back.



Attaching the document cover:

Fit both hinges (A) of the document cover into the holder (B) and insert both hinges of the document cover vertically as illustrated below.





Inserting the Memory Card

- ▶ **Before Inserting the Memory Card**
- ▶ **Inserting the Memory Card**
- ▶ **Removing the Memory Card**

Before Inserting the Memory Card

The following types of memory cards and image data are compatible with the printer.

▶▶▶ Important

- If you took and saved photos on a type of memory card that does not guarantee the operation on your PictBridge (Wireless LAN) compliant device, the image data may be unreadable on the printer or damaged. For information on memory cards that your PictBridge (Wireless LAN) compliant device guarantees operation, refer to the instruction manual supplied with your PictBridge (Wireless LAN) compliant device.
- Format the memory card using a digital camera compliant with the Design rule for Camera File system (Exif 2.2/2.21/2.3 compliant), TIFF (Exif 2.2/2.21/2.3 compliant). The memory card may not be compatible with the printer if it is formatted on a computer.

Memory Cards that Do Not Require a Card Adapter

- SD Secure Digital memory card, SDHC memory card



Memory Cards that Require a Card Adapter

Be sure to attach the special card adapters to the following memory cards before inserting into the card slot.

- miniSD Card, miniSDHC Card

Use the special "SD Card Adapter".



- microSD Card, microSDHC Card

Use the special "SD Card Adapter".



▶▶▶ Important

- If one of the following memory cards is inserted without the card adapter, you may not be able to remove the memory card.

■ Cannot Remove Memory Card

Printable Image Data

- This printer accepts images taken with a camera compliant with the Design rule for Camera File system (Exif 2.2/2.21/2.3 compliant), TIFF (Exif 2.2/2.21/2.3 compliant). Other image or movie types such as RAW images cannot be printed.

- The printer accepts images scanned and saved with the printer when **Doc.type** is set to **Photo** and **Format** is set to **JPEG** (file extension ".jpg").

»» Note

- This device incorporates exFAT technology licensed from Microsoft.

Inserting the Memory Card

▶▶▶ Important

- When a memory card is inserted into the card slot, the **Access** lamp is lit. When the **Access** lamp is flashing, the printer is accessing the memory card. In this case, do not touch the area around the card slot.

▶▶▶ Note

- When **Read/write attribute** is set to **Writable from USB PC**, you cannot print image data from the memory card using the operation panel of the printer. After using the card slot as the memory card drive of a computer, remove the memory card, select **Device user settings** in **Device settings**, then set **Read/write attribute** to **Not writable from PC**.
 - **Setting Up Card Slot as Memory Card Drive of Computer**
- When you use a computer to edit or enhance photos saved on a memory card, be sure to print them from the computer. If you use the operation panel, the photos may not be printed properly.

1. Prepare your memory card.

Attach a special card adapter if your memory card requires one.

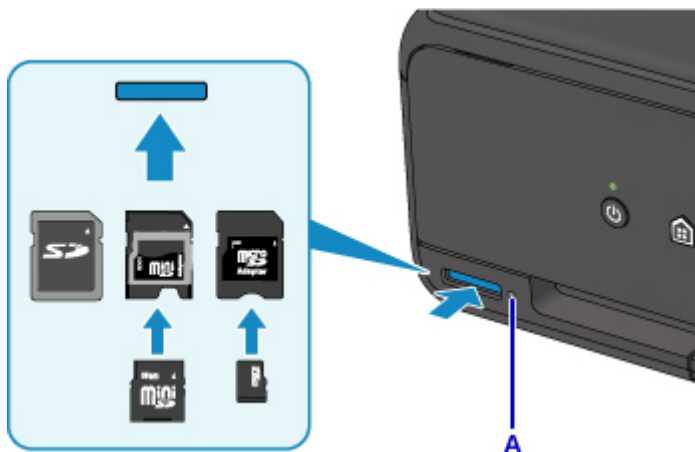
■ [Before Inserting the Memory Card](#)

2. Turn on the power.

3. Insert the memory card into the card slot.

Insert your memory card straightforward WITH THE LABELED SIDE FACING UP into the card slot.

When the memory card is inserted properly, the **Access** lamp (A) will light up.



Be sure to attach the card adapter to the following types of memory card before inserting to the card slot.

- miniSD Card, miniSDHC Card
- microSD Card, microSDHC Card

»» Important

- Part of the memory card will protrude from the card slot, but do not force it into the slot any further. This can damage the printer or the memory card.
- Make sure that the memory card is correctly oriented before inserting it into the card slot. If you force the memory card into the card slot in the wrong orientation, the memory card or the printer can be damaged.

Removing the Memory Card

»» Important

- If you used the card slot as the memory card drive of a computer, you must perform the "safe removal" operation on your computer before physically removing the memory card from the printer.
 - Setting Up Card Slot as Memory Card Drive of Computer

1. Make sure that the **Access** lamp is lit, and remove the memory card.

Hold the part of the memory card that is protruding and remove it straightforward from the printer.

»» Important

- Do not remove the memory card while the **Access** lamp is flashing. The **Access** lamp flashes while the printer is reading or writing data from/to the memory card. If you remove the memory card or turn off the power while the **Access** lamp is flashing, the data saved on the memory card can be damaged.

Replacing Ink Tanks

- ▶ **Replacing Ink Tanks**
- ▶ **Checking Ink Status on the LCD**
- ▶ **Checking the Ink Status with the Ink Lamps**

Replacing Ink Tanks

When remaining ink cautions or errors occur, the message will appear on the LCD to inform you of the error. In this state, the printer cannot print or scan. Take appropriate action according to the message.

■ [An Error Occurs](#)

▶▶▶ Note

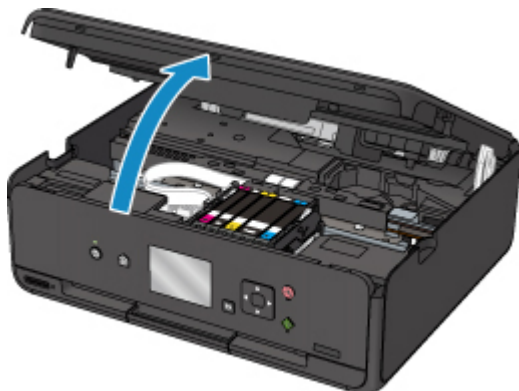
- If print results become faint or white streaks appear despite sufficient ink levels, see [Maintenance Procedure](#).
- For precautionary notes on handling ink tanks, see [Notes on ink tanks](#).

Replacing Procedure

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

1. Make sure that the power is turned on.
2. Open the scanning unit / cover.

The print head holder moves to the replacement position.



⚠ Caution

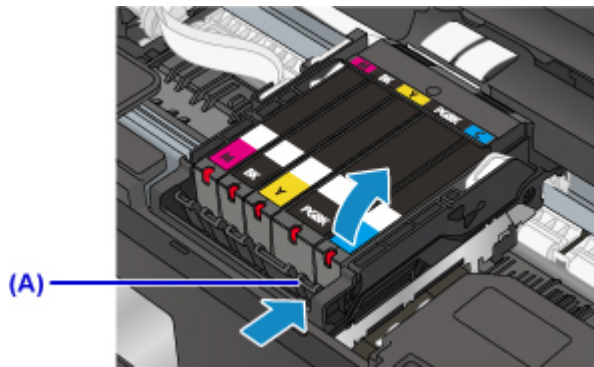
- Do not hold the print head holder to stop or move it forcibly. Do not touch the print head holder until it stops completely.

▶▶▶ Important

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

3. Remove the ink tank with the lamp flashing fast.

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



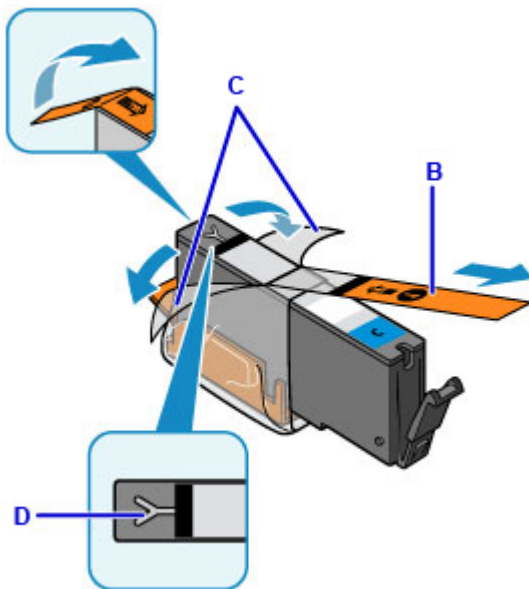
»» Important

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

»» Note

- Do not remove two or more ink tanks at the same time. Be sure to replace ink tanks one by one when replacing two or more ink tanks.
- For details on ink lamp flashing speed, see [Checking the Ink Status with the Ink Lamps](#).

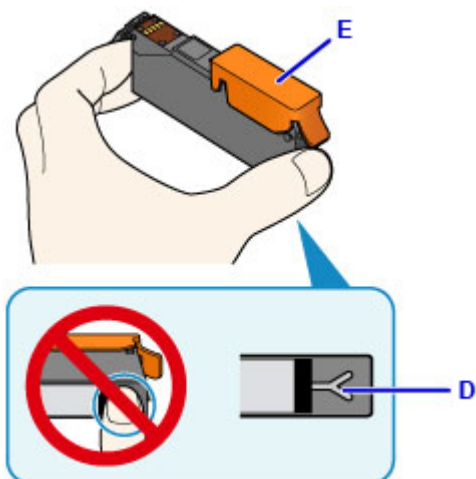
4. Take a new ink tank out of its package, remove the orange tape (B) completely, then remove the protective film (C) completely.



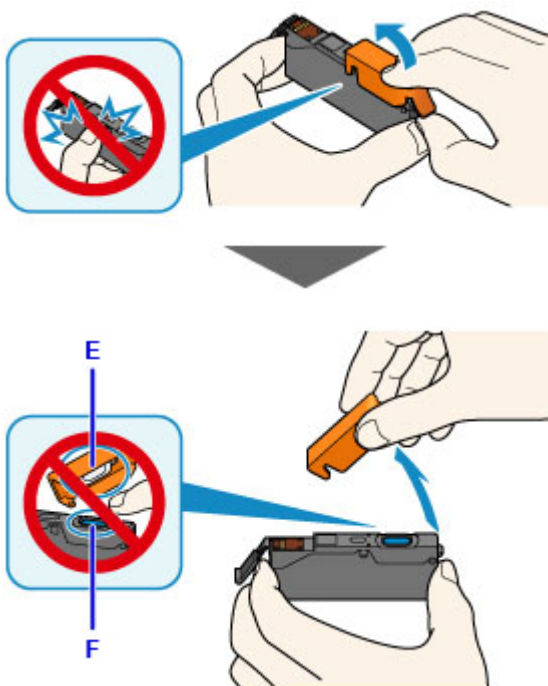
»» Important

- Handle an ink tank carefully. Do not drop or apply excessive pressure to it.
- If the orange tape remains on the Y-shape air hole (D), ink may splash or the printer may not print properly.

5. Hold the ink tank with the orange protective cap (E) pointing up while being careful not to block the Y-shape air hole (D).



6. Lift up the tab on the orange protective cap (E) to remove it off GENTLY.

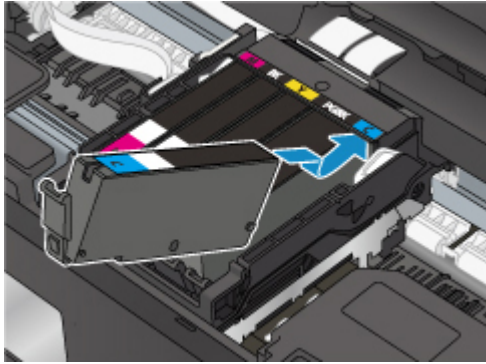


»» Important

- Do not push the sides of the ink tank. If you push the sides of the ink tank with the Y-shape air hole (D) blocked, ink may splash.
- Do not touch the inside of the orange protective cap (E) or the open ink port (F). The ink may stain your hands if you touch them.
- Do not reattach the protective cap (E) once you have removed it. Discard it according to the local laws and regulations regarding disposal of consumables.

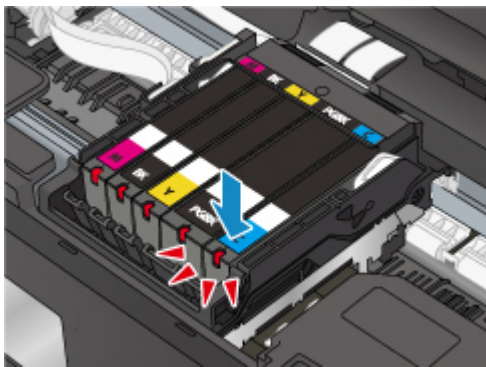
7. Insert the front end of the ink tank into the print head at a slant.

Make sure that the position of the ink tank matches the label.



8. Press on the top of the ink tank until the ink tank snaps firmly into place.

Make sure that the ink lamp lights up.

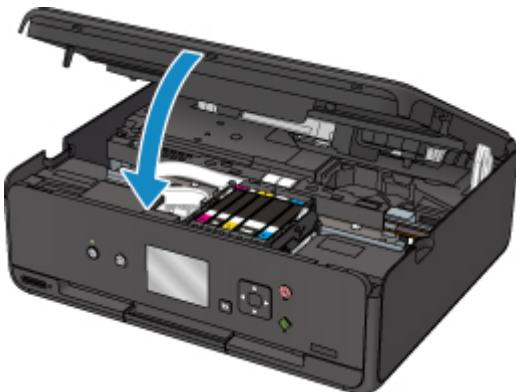


►► Important

- You cannot print if the ink tank is installed in the wrong position. Be sure to install the ink tank in the correct position according to the label on the print head holder.
- You cannot print unless all the ink tanks are installed. Be sure to install all the ink tanks.

9. Close the scanning unit / cover firmly.

If a message is displayed on the LCD, select **OK**.



⚠ Caution

- When closing the scanning unit / cover, be careful not to get your fingers caught.

►► Note

- If the error message appears after the scanning unit / cover is closed, take appropriate action.
 - [An Error Occurs](#)
- When you start printing after replacing the ink tank, the printer starts cleaning the print head automatically. Do not perform any other operations until the printer completes the cleaning of the print head.
- If the print head is out of alignment, as indicated by misaligned printed ruled lines or similar symptoms, [align the print head](#).
- The printer may make a noise during these operations, but this does not indicate a problem.

Notes on ink tanks

►► Important

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

►► Note

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

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

■ Ink Tips

Checking Ink Status on the LCD

1. Make sure that the power is turned on, and display the HOME screen.

If the HOME screen is not displayed, press the **HOME** button to display it.

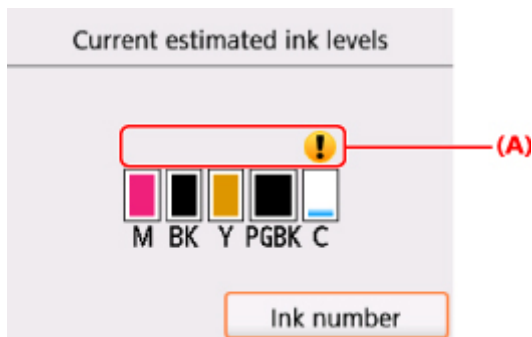
2. Select  **Setup** on the HOME screen.

■ [LCD and Operation Panel](#)

The setup menu screen will appear.

3. Select  **Estimated ink levels**.

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



Example: 

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

The resulting print quality may not be satisfactory, if printing is continued under this condition.

▶▶▶ Note

- The above screen shows estimated ink levels.
- Selecting **Ink number** displays the **Ink number** screen for checking ink numbers. Selecting **Print no.** on this screen enables you to print ink numbers. Selecting **Order ink now** displays the QR code for accessing the ink purchasing site. Cost of connecting to Internet is to be born by the customer.
- You can also check the ink status on a screen of the LCD displayed while printing.
- You can also check the ink status on the computer screen.
 - For Windows:
 - [Checking Ink Status from Your Computer](#)
 - For Mac OS:
 - [Checking Ink Status from Your Computer](#)

Checking the Ink Status with the Ink Lamps

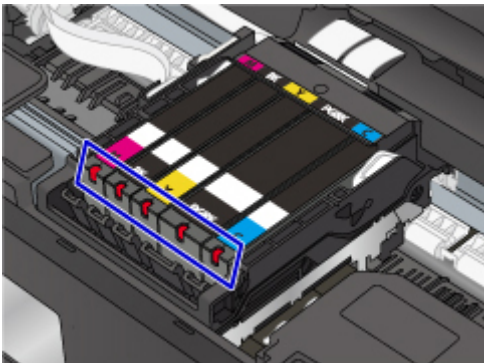
1. Make sure that the power is turned on.
2. Open the scanning unit / cover.

■ [Replacing Procedure](#)

3. Check the ink lamp.

Close the scanning unit / cover after checking the ink lamp status.

■ [Replacing Procedure](#)



- The ink lamp is on.
The ink tank is correctly installed.
- The ink lamp is flashing.

Flashing slowly (at around 3-second intervals)



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

The resulting print quality may not be satisfactory, if printing is continued under this condition.

Flashing fast (at around 1-second intervals)



- The ink tank is installed in the wrong position.

Or

- The ink has run out.

Make sure that the ink tank is installed in the correct position as indicated by the label on the print head holder. If the position is correct but the lamp flashes, there has been an error and the printer cannot print. Check the error message displayed on the LCD.

■ [An Error Occurs](#)

- The ink lamp is off.

The ink tank is not installed properly or the function for detecting the remaining ink level is disabled. If the ink tank is not firmly in place, make sure that the orange protective cap has been removed from the bottom of the ink tank, then press on the top of the ink tank until the ink tank clicks into place.

If the ink lamp is still off after reinstalling the ink tank, there has been an error and the printer cannot print. Check the error message displayed on the LCD.

■ [An Error Occurs](#)

▶▶ Note

- You can also check the ink status on the computer screen.
 - For Windows:
 - [Checking Ink Status from Your Computer](#)
 - For Mac OS:
 - [Checking Ink Status from Your Computer](#)

Maintenance

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

If Printing Is Faint or Uneven

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

Maintenance Procedure

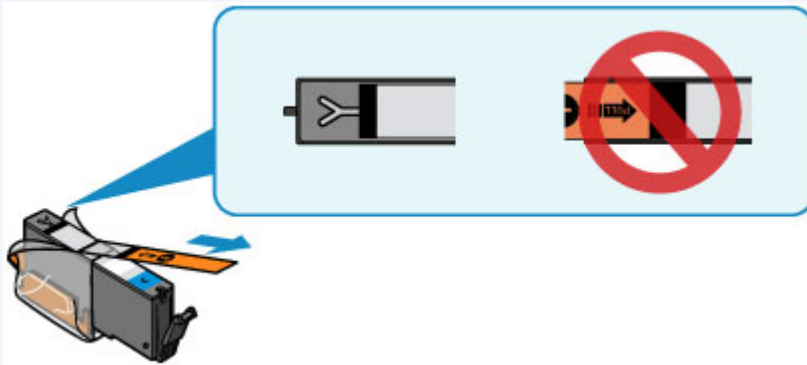
If print results are blurred, colors are not printed correctly, or print results are unsatisfactory (e.g. misaligned printed ruled lines), perform the maintenance procedure below.

▶▶▶ Important

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

▶▶▶ Note

- Make sure that the orange protective tape does not remain on the ink tank.



- Open the scanning unit / cover and make sure that the lamp on the ink tank is lit. If the lamp is flashing or off, take appropriate action.

■ [Checking the Ink Status with the Ink Lamps](#)

- Increasing the print quality setting in the printer driver may improve the print result.
 - For Windows:
 - [Changing the Print Quality and Correcting Image Data](#)
 - For Mac OS:
 - [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 Mac OS:
 - [Printing a Nozzle Check Pattern](#)

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

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



Step 3 Clean the print head.

From the printer

- [Cleaning the Print Head](#)

From the computer

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

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

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



Step 4 Clean the print head deeply.

From the printer

- [Deep Print Head Cleaning](#)

From the computer

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

➤➤➤ Note

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

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

Step Align the print head.

From the printer

- [Aligning the Print Head](#)

From the computer

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

- For Mac OS:

- Adjusting Print Head Position

Printing the Nozzle Check Pattern

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

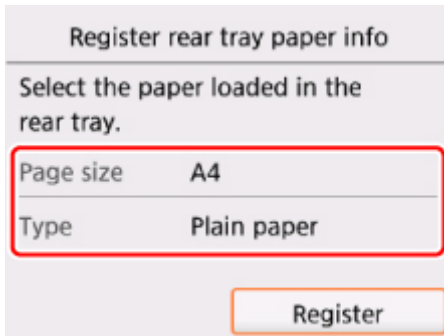
▶▶▶ Note

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

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

1. Make sure that the power is turned on.
2. Load a sheet of A4 or Letter-sized plain paper.

After closing the feed slot cover, the paper information registration screen is displayed on the LCD. Select **A4** or **Letter** for **Page size** and **Plain paper** for **Type**, then select **Register**.



If a message is displayed on the LCD, follow the directions in the message to complete registration.

3. Open the operation panel, then pull out the paper output tray.

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

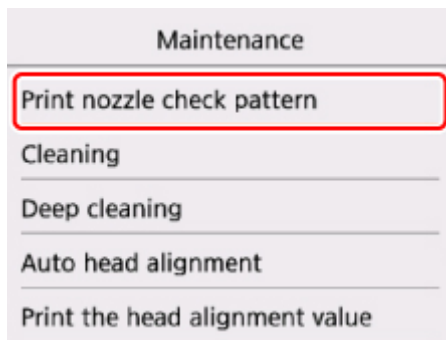
■ [LCD and Operation Panel](#)

The setup menu screen will appear.

5. Select  **Maintenance**.

The **Maintenance** screen will appear.

6. Select **Print nozzle check pattern**.



The confirmation screen will appear.

7. Select **Yes**.

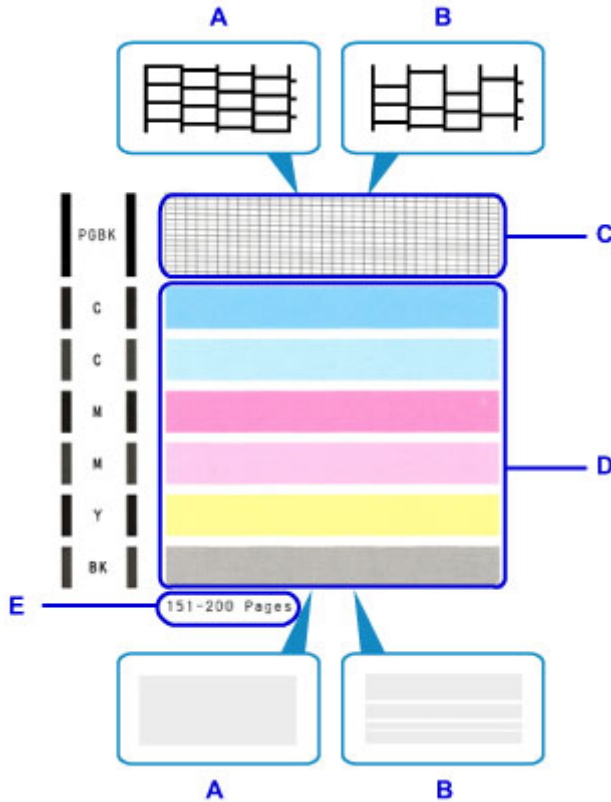
The nozzle check pattern will be printed and two pattern confirmation screens will appear on the LCD.

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

Examining the Nozzle Check Pattern

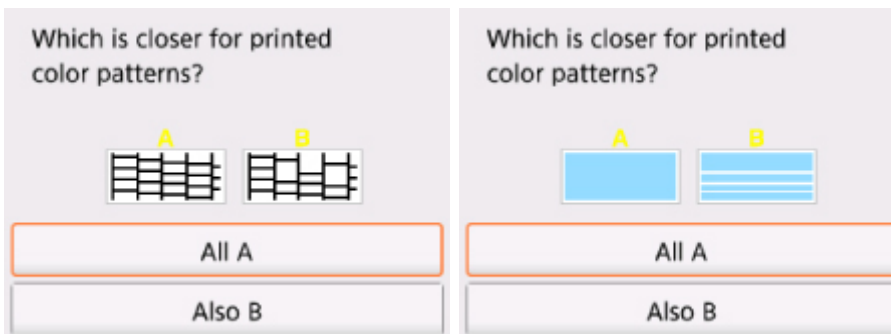
Examine the nozzle check pattern, and clean the print head if necessary.

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



- A: No missing lines/No horizontal white streaks
- B: Lines are missing/Horizontal white streaks are present
- E: Number of sheets printed so far

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



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

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

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

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

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

The printer starts cleaning the print head.

■ [Cleaning the Print Head](#)

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



(Example: Magenta pattern is not printed)

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

The printer starts cleaning the print head.

■ [Cleaning the Print Head](#)

▶▶▶ Note

- The total number of sheets printed so far is shown in increments of 50 sheets on the printout of the nozzle check pattern.

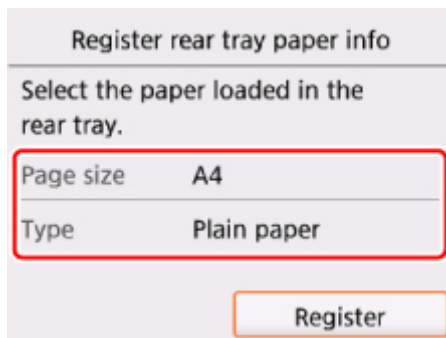
Cleaning the Print Head

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

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

1. Make sure that the power is turned on.
2. Load a sheet of A4 or Letter-sized plain paper.

After closing the feed slot cover, the paper information registration screen is displayed on the LCD. Select **A4** or **Letter** for **Page size** and **Plain paper** for **Type**, then select **Register**.



If a message is displayed on the LCD, follow the directions in the message to complete registration.

3. Open the operation panel, then pull out the paper output tray.

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

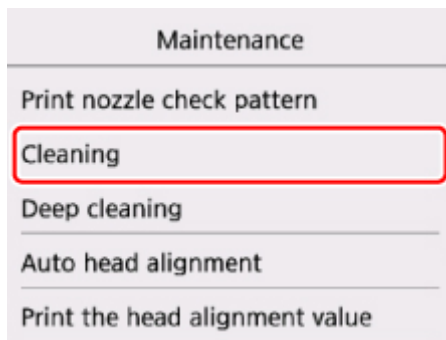
■ [LCD and Operation Panel](#)

The setup menu screen will appear.

5. Select  **Maintenance**.

The **Maintenance** screen will appear.

6. Select **Cleaning**.



The confirmation screen will appear.

7. Select **Yes**.

The printer starts cleaning the print head.

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

The pattern print confirmation screen will appear.

8. Select **Yes**.

The nozzle check pattern will be printed.

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

▶▶ Note

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

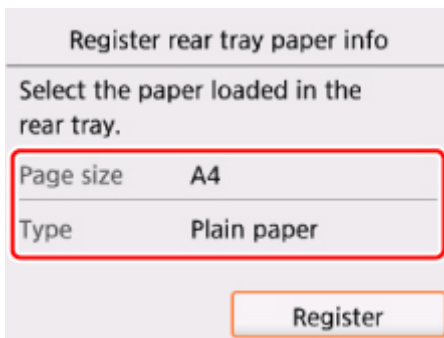
Deep Print Head Cleaning

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

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

1. Make sure that the power is turned on.
2. Load a sheet of A4 or Letter-sized plain paper.

After closing the feed slot cover, the paper information registration screen is displayed on the LCD. Select **A4** or **Letter** for **Page size** and **Plain paper** for **Type**, then select **Register**.



If a message is displayed on the LCD, follow the directions in the message to complete registration.

3. Open the operation panel, then pull out the paper output tray.

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

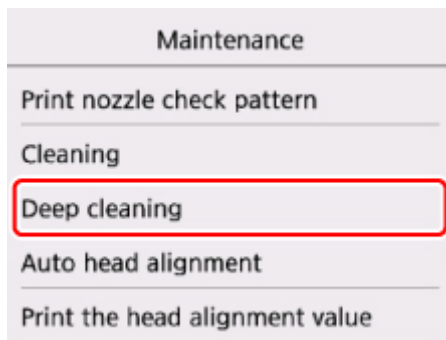
■ [LCD and Operation Panel](#)

The setup menu screen will appear.

5. Select  **Maintenance**.

The **Maintenance** screen will appear.

6. Select **Deep cleaning**.



The confirmation screen will appear.

7. Select **Yes**.

The printer starts cleaning the print head deeply.

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

The pattern print confirmation screen will appear.

8. Select **Yes**.

The nozzle check pattern will be printed.

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

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

If a particular color is not printed properly, [replace the ink tank](#) of that color.

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

If the problem is still not resolved, the print head may be damaged. Contact the service center.

Aligning the Print Head

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

▶▶▶ Note

- If the remaining ink level is low, the print head alignment sheet will not be printed correctly.

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

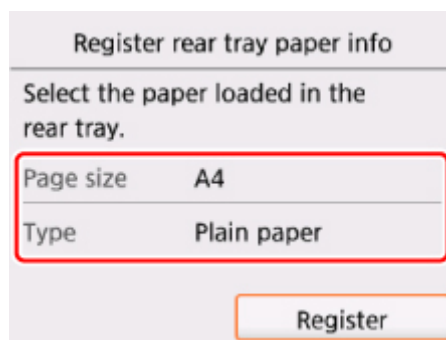
You need to prepare: a sheet of A4 or Letter-sized plain paper (including recycled paper)*

* Be sure to use paper that is white and clean on both sides.

1. Make sure that the power is turned on.
2. Load a sheet of A4 or Letter-sized plain paper.

After closing the feed slot cover, the paper information registration screen is displayed on the LCD.

Select **A4** or **Letter** for **Page size** and **Plain paper** for **Type**, then select **Register**.



If a message is displayed on the LCD, follow the directions in the message to complete registration.

3. Open the operation panel, then pull out the paper output tray.

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

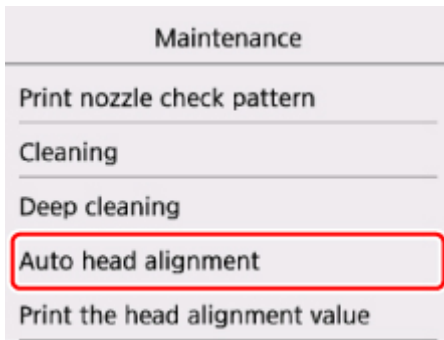
■ [LCD and Operation Panel](#)

The setup menu screen will appear.

5. Select  **Maintenance**.

The **Maintenance** screen will appear.

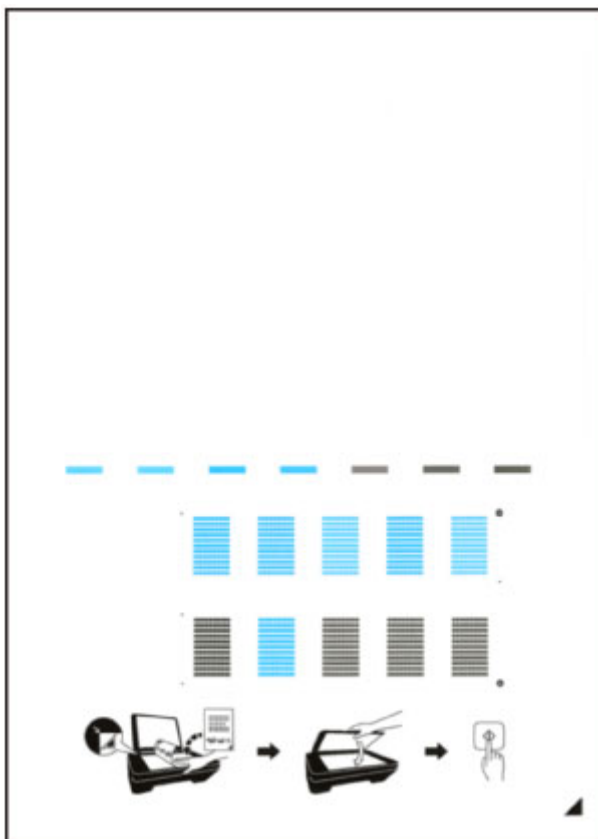
6. Select **Auto head alignment**.



The confirmation screen will appear.

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

The print head alignment sheet will be printed.

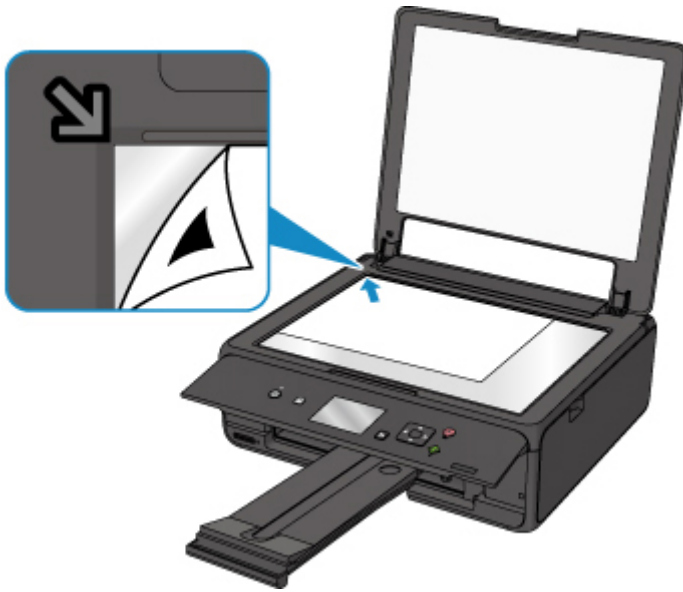


►► Important

- Do not touch any printed part on the print head alignment sheet. If the sheet is stained or wrinkled, it may not be scanned properly.

8. When the message "**Did the patterns print correctly?**" appears, confirm that the pattern is printed correctly, then select **Yes**.
9. Confirm the message, then load the print head alignment sheet on the platen glass.

Load the print head alignment sheet WITH THE PRINTED SIDE FACING DOWN and align the mark ▲ on the bottom right corner of the sheet with the alignment mark ▼.



10. Close the document cover gently, then select **OK**.

The printer starts scanning the print head alignment sheet, and the print head position will be adjusted automatically.

►►► Important

- Do not open the document cover or move the print head alignment sheet on the platen glass until adjusting the print head position is complete.
- If the error message appears on the LCD, select **OK** to release the error, then take appropriate action.

■ [An Error Occurs](#)

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

Remove the print head alignment sheet on the platen glass.

►►► Note

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

Checking Ink Status from Your Computer

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

When you select **Ink Level Information** from the [Canon IJ Printer Utility2](#) pop-up window, an illustration showing the status of the ink appears.


Estimated ink levels

You can check the types and levels of ink.

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

If you place the cursor on the ink tank, it will display the ink model number and the ink levels.

▶▶▶ Note

- Click  to check which ink tanks the printer uses.
- Click **Update** to display the current remaining ink level.

Cleaning

- ▶ **Cleaning Exterior Surfaces**
- ▶ **Cleaning the Platen Glass and Document Cover**
- ▶ **Cleaning Paper Feed Rollers**
- ▶ **Cleaning Inside the Printer (Bottom Plate Cleaning)**

Cleaning Paper Feed Rollers

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

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

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

1. Make sure that the power is turned on.

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

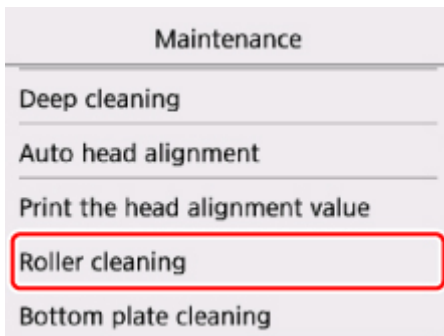
 [LCD and Operation Panel](#)

The setup menu screen will appear.

3. Select  **Maintenance**.

The **Maintenance** screen will appear.

4. Select **Roller cleaning**.



The confirmation screen will appear.

5. Select **Yes**.
6. Follow the message to remove any paper from the rear tray.
7. Select **OK**.

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

8. Make sure that the paper feed roller has stopped rotating, then follow the message to load three sheets of A4 or Letter-sized plain paper.
9. Open the operation panel, then pull out the paper output tray.

10. Select **OK**.

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

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

If the problem is not resolved after cleaning the paper feed roller, contact the service center.

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.
2. Open the operation panel, then pull out the paper output tray.

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

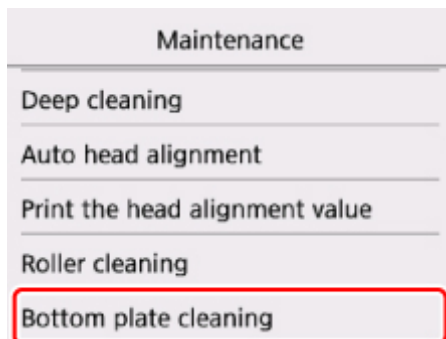
 [LCD and Operation Panel](#)

The setup menu screen will appear.

4. Select  **Maintenance**.

The **Maintenance** screen will appear.

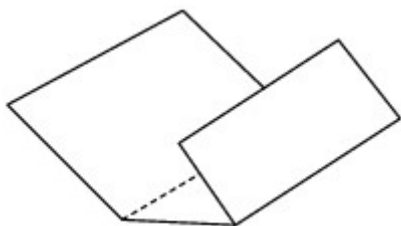
5. Select **Bottom plate cleaning**.



The confirmation screen will appear.

6. Select **Yes**.
7. Follow the message to remove any paper from the rear tray.
8. Press the **OK** button.
9. Fold a single sheet of A4 or Letter-sized plain paper in half widthwise, then unfold the paper.

10. Fold one side of the opened paper in another half, aligning the edge with the center crease, unfold the paper, then press the **OK** button.



11. Load only this sheet of paper in the rear tray with the open side facing you.



12. Select **OK**.

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

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

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

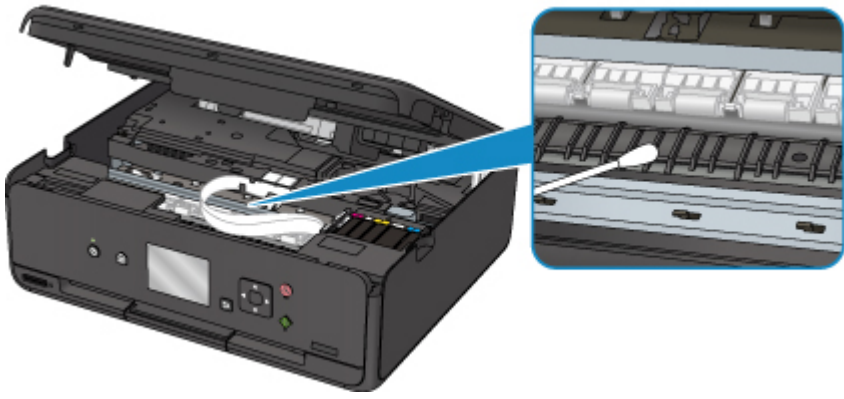
▶▶▶ **Note**

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

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

▶▶▶ **Important**

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



Overview

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Safety

- ▶ **Safety Precautions**
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Safety Precautions

Choosing a location

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

Power Supply

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

Working Around the Printer

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

Print Heads/Ink Tanks/FINE Cartridges

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

Regulatory Information

Users in the U.S.A.

FCC Notice (U.S.A. Only)

For 120V, 60Hz model

Model Number: K10445 (Contains FCC Approved WLAN Module K30365)

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

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

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

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

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

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

FCC ID:AZDK30365

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

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

The equipment complies with FCC radiation exposure limits for uncontrolled equipment. This equipment should be installed and operated with minimum distance at least 20cm between the radiator and persons body (excluding extremities: hands, wrists, feet and ankles) and must not be colocated or operated with any other antenna or transmitter.

Canon U.S.A., Inc.

One Canon Park

Melville, New York 11747

1-800-652-2666

Users in Canada

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

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

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

Pour les usagers résidant au Canada

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

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

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

Environmental Information

Reducing your environmental impact

Power Consumption and Operational Modes

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

Energy Star®

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

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

Paper types

This product can be used to print on both recycled and virgin paper (certified to an environmental stewardship scheme), which complies with EN12281 or a similar quality standard. In addition it can support printing on media down to a weight of 64g/m², lighter paper means less resources used and a lower environmental footprint for your printing needs.



WEEE (EU&EEA)

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



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

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 recyclen van afgedankte elektrische en elektronische apparatuur naar www.canon-europe.com/weee.

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



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



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

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



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

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



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

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



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

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 Lichtenšteinai)



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

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



Ta simbol pomeni, da tega izdelka v skladu z direktivo OEE0 (2012/19/EU) in državno zakonodajo ne smete odvreči v gospodinjske odpadke. Ta izdelek morate odložiti na ustrezno zbiralno mesto, na primer pri pooblaščenem prodajalcu, ko kupite podoben nov izdelek ali na zbiralno mesto za recikliranje električne in elektronske opreme. Neprimerno ravnanje s takšnimi odpadki lahko negativno vpliva na okolje in človekovo zdravje zaradi nevarnih snovi, ki so povezane z električno in elektronsko opremo. S pravilno odstranitvijo izdelka hkrati prispevate tudi k učinkoviti porabi naravnih virov. Če želite več informacij o tem, kje lahko odložite odpadno opremo za recikliranje, pokličite občinski urad, komunalno podjetje ali službo, ki skrbi za odstranjevanje odpadkov, ali si oglejte načrt OEE0. Če želite več informacij o vračanju in recikliranju izdelkov v skladu z direktivo OEE0, 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 последици за околната среда и човешкото здраве поради потенциално опасните вещества, които обикновено са свързани с ЕЕО. В същото време Вашето съдействие за правилното изхвърляне на този продукт ще допринесе за ефективното използване на природните ресурси. Повече информация относно местата, където може да предавате излязло от употреба оборудване за рециклиране, може да получите от местните власти, от органа, отговорен за отпадъците и от одобрена система за излязло от употреба ЕЕО или от Вашата местна служба за битови отпадъци. За повече информация относно връщането и рециклирането на продукти от излязло от употреба ЕЕО посетете www.canon-europe.com/weee.

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



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

mai multe informații privind returnarea și reciclarea produselor DEEE, vizitați www.canon-europe.com/weee.

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



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

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.

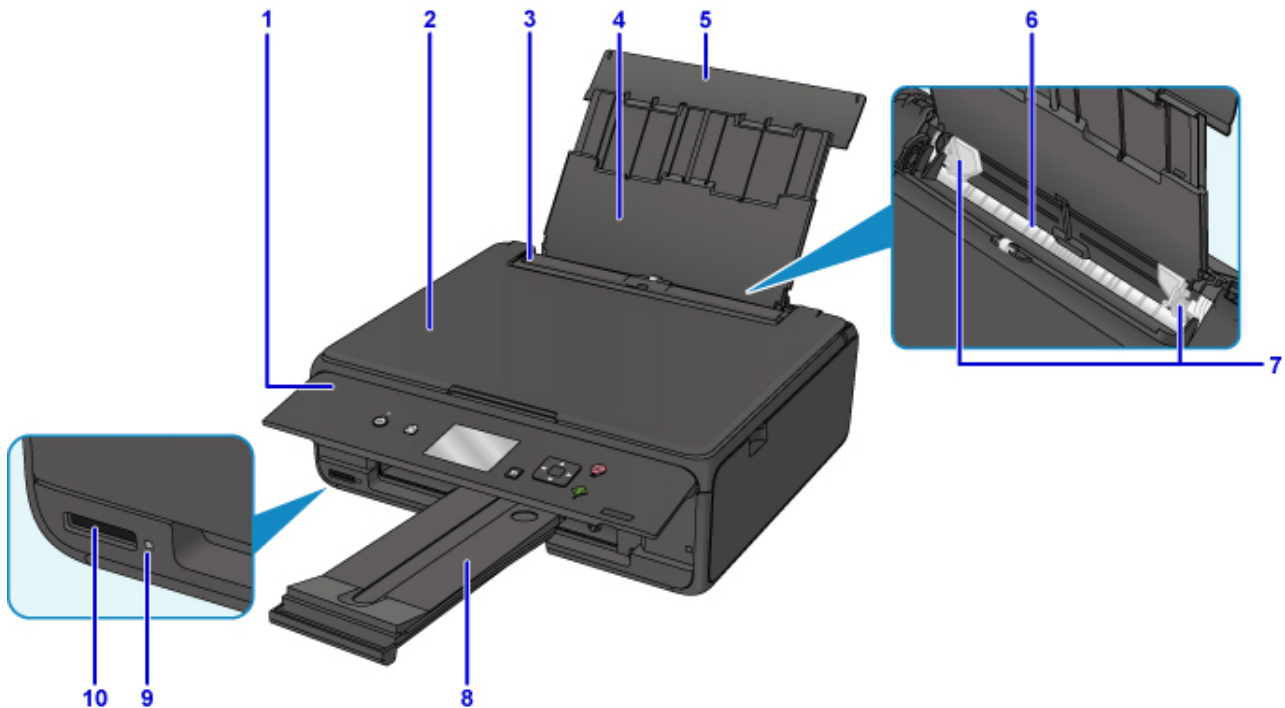
Main Components and Their Use

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

Main Components

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

Front View



(1) operation panel

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

■ [Operation Panel](#)

(2) document cover

Open to load an original on the platen glass.

(3) feed slot cover

Prevents anything from falling into the feed slot.

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

(4) paper support

Extend to load paper in the rear tray.

(5) rear tray cover

Open to load paper in the rear tray.

(6) rear tray

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

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

■ [Loading Envelopes](#)

(7) paper guides

Align with both sides of the paper stack.

(8) paper output tray

Printed paper is ejected. Pull out it before printing.

(9) Access lamp

Lights or flashes to indicate the memory card status.

■ [Inserting the Memory Card](#)

(10) card slot

Insert a memory card.

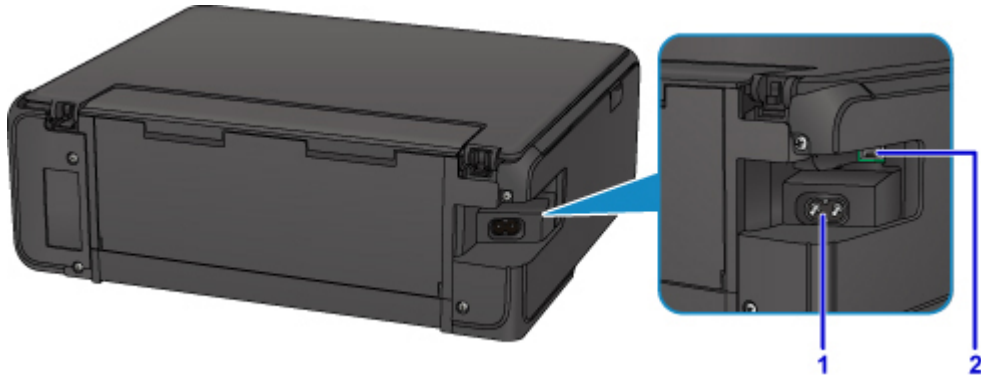
■ [Before Inserting the Memory Card](#)



(11) platen glass

Load an original here.

Rear View

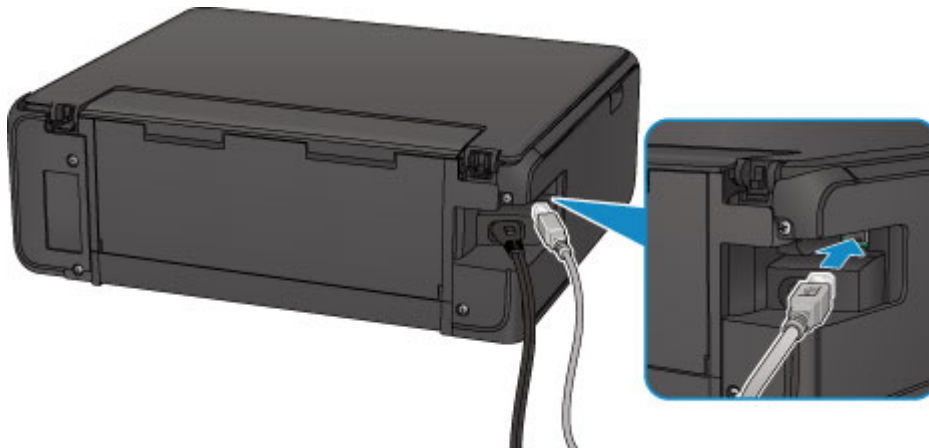


(1) power cord connector

Plug in the supplied power cord.

(2) USB port

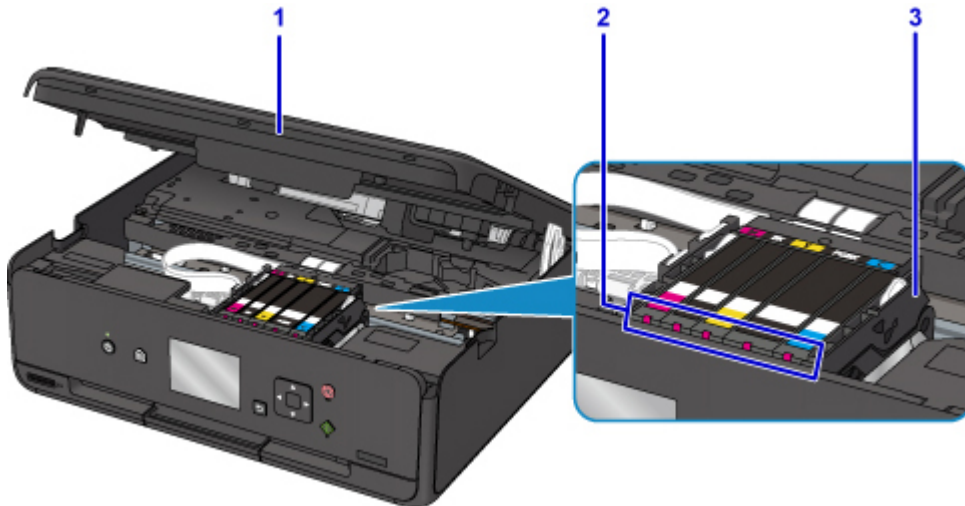
Plug in the USB cable to connect the printer with a computer.



»» Important

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

Inside View



(1) scanning unit / cover

Scans originals. Also, lift and open it to replace an ink tank, to check the ink lamp, or to remove jammed paper inside the printer.

(2) ink lamps

Lights or flashes to indicate the ink tank status.

■ [Checking the Ink Status with the Ink Lamps](#)

(3) print head holder

The print head is pre-installed.

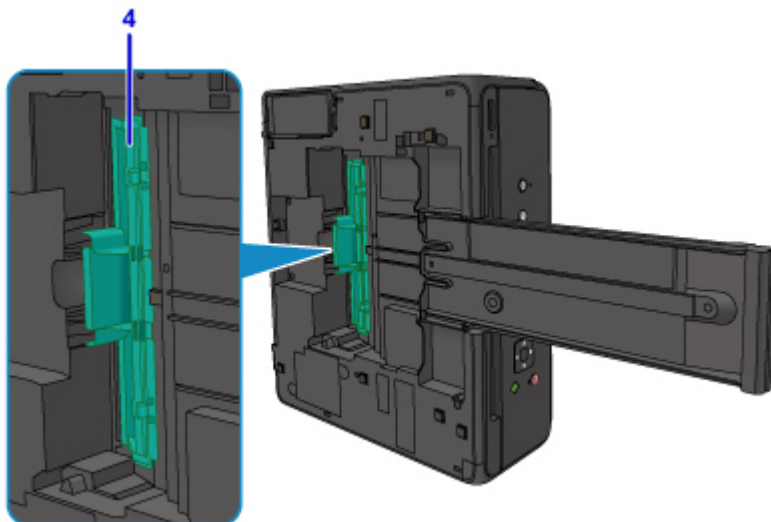
►► Note

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

Bottom Side

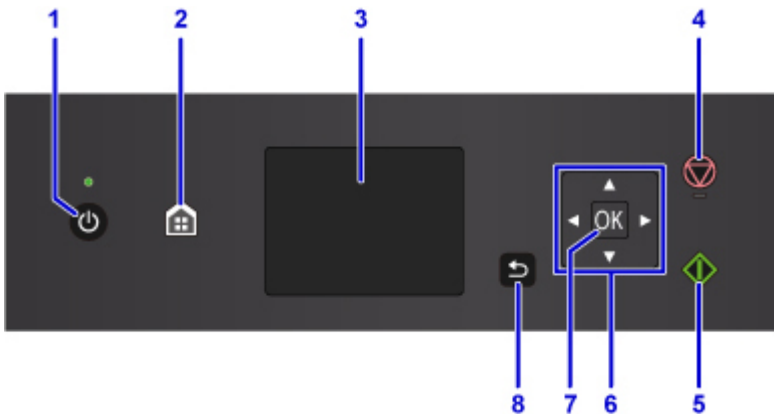
(4) bottom cover

Open when removing jammed paper.



Operation Panel

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



(1) ON button/POWER lamp

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

(2) HOME button

Used to display the HOME screen.

■ [LCD and Operation Panel](#)

(3) LCD

Displays messages, menu items, and the operational status.

(4) Stop button

Cancels operation when print, copy, or scan job is in progress.

(5) Start button

Starts copying, scanning, etc.

(6) ▲, ▼, ◀, and ▶ buttons

Used to select a menu or setting item.

■ [LCD and Operation Panel](#)

(7) OK button

Finalizes the selection of a menu or setting item. This button is also used to resolve an error.

(8) Back button

Returns the LCD to the previous screen.

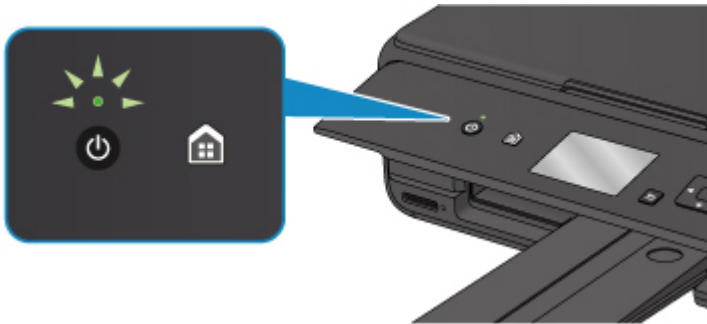
Power Supply

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

Confirming that the Power Is On

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

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



▶▶▶ Note

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

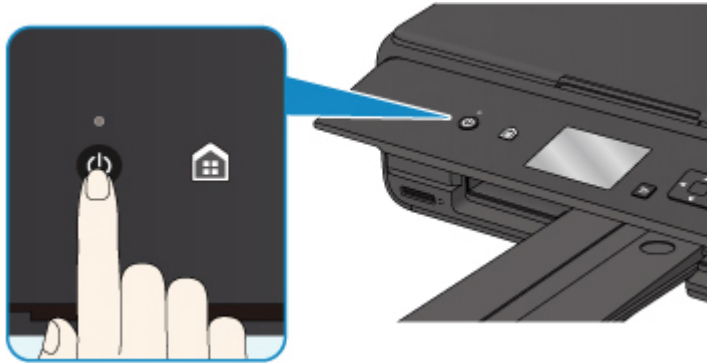
Turning the Printer On and Off

Turning on the printer

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

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

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



➤➤ Note

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

From the printer

- [ECO settings](#)

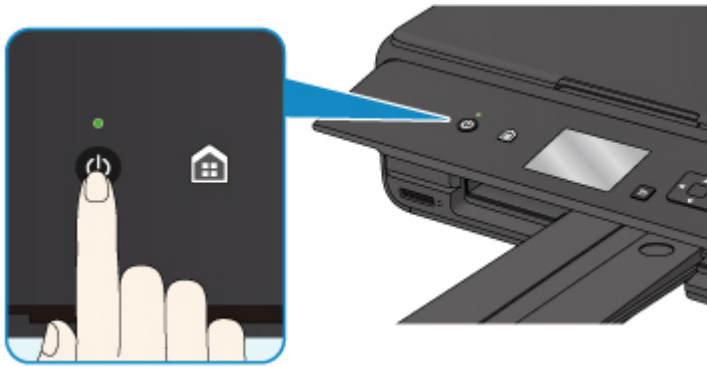
From the computer

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

Turning off the printer

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

When the **POWER** 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 **POWER** lamp is off.

▶▶ Note

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

From the printer

- [ECO settings](#)

From the computer

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

Checking the Power Plug/Power Cord

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

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

Caution

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

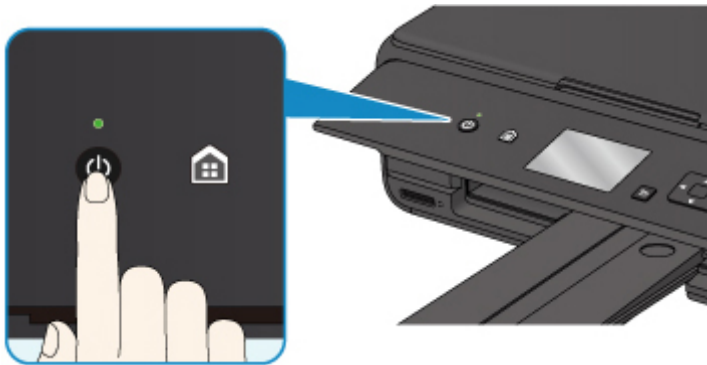
Unplugging the Printer

To unplug the power cord, follow the procedure below.

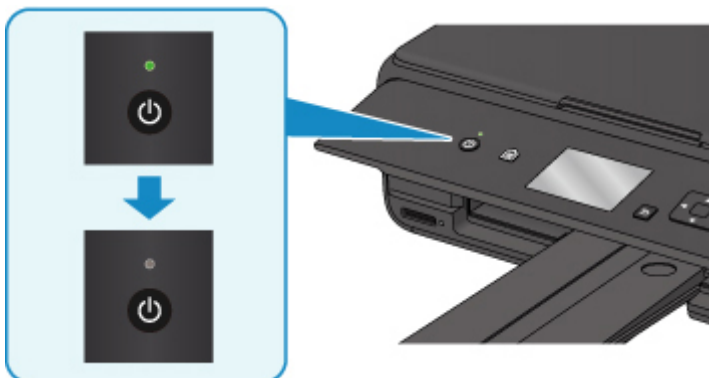
▶▶▶ Important

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

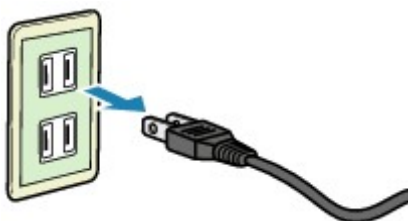
1. Press the **ON** button to turn the printer off.



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



3. Unplug the power cord.



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

LCD and Operation Panel

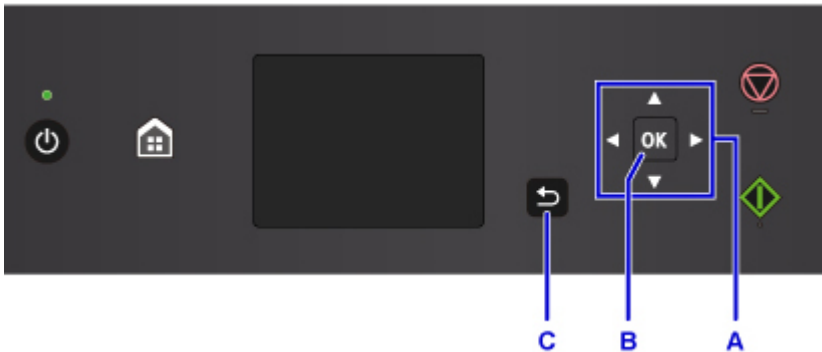
You can select the function such as copy or scan from the HOME screen on the LCD.

Select a menu on the HOME screen, then select an item or option on the menu screen or settings screen.

■ [Operations on the Home Screen](#)

Use the ▲, ▼, ◀, or ▶ button (A) to select a menu, an item, or an option, then press the **OK** button (B) to finalize the selection or to proceed with the procedure.

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



Operations on the Home Screen

Display the menu screen or the settings screen from the Home screen.



D. Basic menu

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

E. **Network status**

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

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



Wireless LAN is enabled and the printer is connected to the wireless router.

▶▶▶ **Note**

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



(Signal strength: 81 % or more): You can use the printer over a wireless LAN without any problems.



(Signal strength: 51 % or more): The problem such as the printer cannot print may occur according to the network status. We recommends placing the printer near the wireless router.



(Signal strength: 50 % or less): The problem such as the printer cannot print may occur. Place the printer near the wireless router.



Wireless LAN is enabled but the printer is not connected to the wireless router.



Wireless Direct is enabled.



Wireless LAN is disabled.

F. **Setup**

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

G. **Quick guide**

Displays the guides how to loading paper or how to replace the ink tank, or the troubleshooting.

Changing Settings

- ▶ **Changing Printer Settings from Your Computer (Windows)**
- ▶ **Changing Printer Settings from Your Computer (Mac OS)**
- ▶ **Changing Settings from Operation Panel**
- ▶ **Changing Printer's Setting Using Web Browser**

Changing Printer Settings from Your Computer (Mac OS)

- **Registering a Changed Printing Profile**
- **Managing the Printer Power**
- **Changing the Printer Operation Mode**

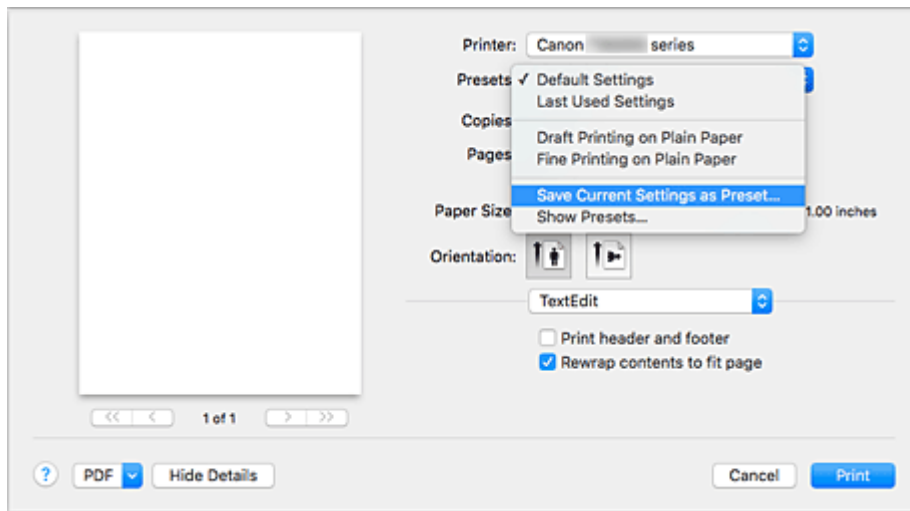
Registering a Changed Printing Profile

You can name and register the printing profile you made in the [Print Dialog](#). The registered printing profile can be called up from **Presets** to be used. You can also delete the unnecessary printing profile.

The procedure for registering a printing profile is as follows:

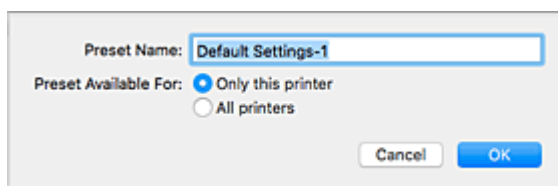
Registering a Printing Profile

1. In the Print dialog, set the necessary items
2. Select **Save Current Settings as Preset...** from the **Presets**



3. Save the settings

In the displayed dialog, enter a name in **Preset Name**, and if necessary, set **Preset Available For**. Then click **OK**.



Important

- There are also print settings that cannot be saved to preset.

Using Registered Printing Profile

1. On **Presets** in the Print dialog, select the name of printing profile you want to use
Printing profile in the Print dialog will be updated to the called profile.

Deleting Unnecessary Printing Profile

1. Select the printing profile to be deleted

In the print dialog, select **Show Presets...** in the **Presets** section. Then in the dialog that appears, select the name of the printing profile to be deleted.

2. Delete the printing profile

Click **Delete**, and click **OK**. The selected printing profiles will be deleted from **Presets**.

Managing the Printer Power

This function allows you to manage the printer power from the printer driver.

The procedure for managing the printer power is as follows:



Power Off

The **Power Off** function turns off the printer. When you use this function, you will not be able to turn the printer on from the printer driver.

1. Select **Power Settings** from the pop-up menu on the [Canon IJ Printer Utility2](#)
2. Execute power off

Click **Power Off**, and when the confirmation message appears, click **OK**.
The printer power switches off.



Auto Power

Auto Power allows you to set **Auto Power On** and **Auto Power Off**.

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

The **Auto Power Off** function automatically turns off the printer when there are no operations from the printer driver or the printer for a specified period of time.

1. Select **Power Settings** from the pop-up menu on the [Canon IJ Printer Utility2](#)
2. Check that the printer is on, and then click **Auto Power**

A dialog appears.

▶▶▶ Note

- If the printer is off or if communication between the printer and the computer is disabled, an error message may appear because the computer cannot collect the printer status.

3. If necessary, complete the following settings:

Auto Power On

Specifying **Enable** from the list and clicking **OK** will turn the printer on upon receipt of print data.

Auto Power Off

Specify the time from the list. When this time lapses without any operations from the printer driver or the printer, the printer is turned off automatically.

4. Apply the settings

When the confirmation message appears, click **OK**.

The setting is enabled after this. When you want to disable this function, select **Disable** from the list according to the same procedure.

Changing the Printer Operation Mode

If necessary, switch between various modes of printer operation.

The procedure for configuring **Custom Settings** is as follows:

1. Make sure that the printer is on, and then select **Custom Settings** from the pop-up menu on the [Canon IJ Printer Utility2](#)

▶▶▶ Note

- If the computer is unable to communicate with the printer, a message may be displayed because the computer cannot access the function information that was set on the printer. If this happens, click **Cancel** to display the most recent settings specified on your computer.

2. If necessary, complete the following settings:

Ink Drying Wait Time

You can set the length of the printer rest time until printing of the next page begins. Moving the slider to the right increases the pause time, and moving the slider to the left decreases the time.

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.

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.

Align heads manually

Usually, the **Print Head Alignment** function of **Test Print** on the pop-up menu in the Canon IJ Printer Utility2 is set to automatic head alignment, but you can change it to manual head alignment. If the printing results of automatic print head alignment are not satisfactory, perform manual head alignment.

Check this check box to perform the manual head alignment. Uncheck this check box to perform the automatic head alignment.

Don't detect mismatch of paper settings when printing from computer

When you print documents from your computer and the paper settings in the print dialog and the paper information registered on the printer do not match, this setting disables the message display and allows you to continue printing.

To disable detection of paper setting mismatches, select this check box.

3. Apply the settings

Click **Apply** and when the confirmation message appears, click **OK**.

The printer operates with the modified settings hereafter.

Changing Settings from Operation Panel

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

Changing Settings from Operation Panel

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

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

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

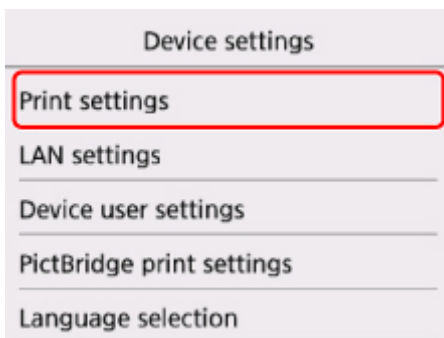
■ [LCD and Operation Panel](#)

3. Select  **Settings**.

4. Select  **Device settings**.

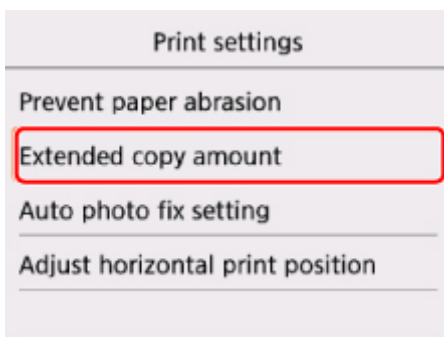
The **Device settings** screen is displayed.

5. Select a setting item to adjust.

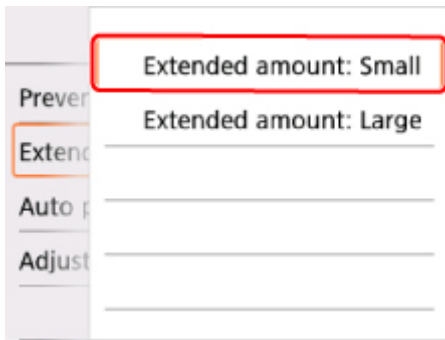


The setting screen for the selected item is displayed.

6. Select a setting item.



7. Select a setting to specify.



For more on setting items on the operation panel:

- [Setting Items on Operation Panel](#)

Setting Items on Operation Panel

Items for Printer

- [Device user settings](#)
- Web service setup
- [Language selection](#)
- [ECO settings](#)
- Quiet setting

Items for Paper/Printing

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

Items for Maintenance/Management

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

Print settings

- **Prevent paper abrasion**

Use this setting only if the print surface becomes smudged.

▶▶▶ Important

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

- **Extended copy amount**

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

Slight cropping may occur at the edges since the copied image is enlarged to fill the whole page. You can change the width to be cropped from the borders of the original image as needed.

▶▶▶ Important

- This setting can be applied under the following conditions:
 - Performing borderless copying
 - Borderless is selected for Border when copying printed photos

▶▶▶ Note

- If printouts contain margins even though you are printing in Borderless, specifying **Extended amount: Large** for this setting may help solve the problem.

- **Auto photo fix setting**

When **ON** is selected, you can select whether to print photos using the Exif information recorded in the image files in the following cases.

- **Auto photo fix** is selected for **Photo fix** when printing from a memory card.
- The print setting on the PictBridge (Wireless LAN) compliant device is set to **Default*** or **On** when printing with a PictBridge (Wireless LAN) compliant device.

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

- **Adjust horizontal print position**

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

You can adjust the left/right margins in increments of 0.01 inch/0.1 mm between -0.12 inch/-3 mm and +0.12 inch/+3 mm centered on the horizontal center of the paper.

▶▶▶ Important

- For Letter-sized or Legal-sized paper, you can adjust the left/right margins between -0.06 inch/-1.5 mm and +0.06 inch/+1.5 mm even if you specify the value over 0.06 inch/1.5 mm.

LAN settings

- [Wireless LAN](#)
- [Wireless Direct](#)
- [Common settings](#)

Wireless LAN

- **WLAN active/inactive**

Enables/disables wireless LAN.

- **Wireless LAN setup**

Selects the setup method for wireless LAN connection.

- **Easy wireless connect**

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

- **Manual connect**

Select when you perform settings for wireless LAN manually using the operation panel of the printer.

- **WPS (Push button method)**

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

- **Other setup**

- **Advanced setup**

Select when you perform settings for wireless LAN manually. You can specify multiple WEP keys.

- **WPS (PIN code method)**

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

- **WLAN setting list**

The list of wireless LAN settings of this printer is displayed on the LCD.

Select **Print details** and then **Yes** to print the list.

- [Printing Network Settings](#)

Important

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

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

Items	Setting
SSID	XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX (up to 32 characters)
Wireless LAN security	Inactive/WEP(64bit)/WEP(128bit)/WPA-PSK(TKIP)/WPA-PSK(AES)/WPA2-PSK(TKIP)/WPA2-PSK(AES)
Signal strength (%)	XXX
IPv4 address	XXX. XXX. XXX. XXX (12 characters)
IPv4 subnet mask	XXX. XXX. XXX. XXX (12 characters)
IPv4 default gateway	XXX. XXX. XXX. XXX (12 characters)
IPv6 address	XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX (32 characters)
MAC address of wireless LAN	XX:XX:XX:XX:XX:XX (12 characters)
Printer name	XXXXXXXXXXXXXXXXXXXX (up to 15 characters)
Bonjour service name	XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX (up to 52 characters)
Root cert. thumbprint (SHA-1)	XXXXXXXXXX XXXXXXXXXXXX XXXXXXXXXXXX XXXXXXXXXX XXXXXXXXXXXX
Root cert. thumbprint (SHA-256)	XXXXXXXXXX XXXXXXXXXXXX XXXXXXXXXXXX XXXXXXXXXXXX XXXXXXXXXX XXXXXXXXXXXX XXXXXXXXXXXX XXXXXXXXXXXX

("XX" represents alphanumeric characters.)

Wireless Direct

- **Wireless Direct active/inactive**

Enables/disables Wireless Direct.

- **Update SSID/password**

Selecting **Yes** updates the identifier (SSID) and password for Wireless Direct.

- **Change device name**

Changes the printer's name displayed on a Wi-Fi Direct compatible device.

- **Connection request confirmation**

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

- **Wireless Direct setting list**

The list of Wireless Direct settings of this printer is displayed on the LCD.

Select **Print details** and then **Yes** to print the list.

■ [Printing Network Settings](#)

▶▶▶ **Important**

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

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

Items	Setting
SSID	DIRECT-XXXX-TS5000series
Password	XXXXXXXXXX (10 characters)
Wireless LAN security	WPA2-PSK(AES)
IPv4 address	XXX. XXX. XXX. XXX (12 characters)
IPv4 subnet mask	XXX. XXX. XXX. XXX (12 characters)
IPv4 default gateway	XXX. XXX. XXX. XXX (12 characters)
IPv6 address	XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX: XXXX (32 characters)
MAC address of wireless LAN	XX:XX:XX:XX:XX:XX (12 characters)
Printer name	XXXXXXXXXXXXXXXXXX (up to 15 characters)
Bonjour service name	XXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXX (up to 52 characters)
Wireless Direct device name	XXXXXX-XXXXXXseries
No. of devices connected now	XX/XX
Root cert. thumbprint (SHA-1)	XXXXXXXX XXXXXXXX XXXXXXXX XXXXXXXX XXXXXXXX
Root cert. thumbprint (SHA-256)	XXXXXXXX XXXXXXXX XXXXXXXX XXXXXXXX XXXXXXXX XXXXXXXX XXXXXXXX XXXXXXXX

("XX" represents alphanumeric characters.)

Common settings

- **Set printer name**

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

►► Note

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

• **TCP/IP settings**

Performs IPv4 or IPv6 setting.

• **WSD setting**

Setting items when you use WSD (one of the network protocols supported in Windows 8.1, Windows 8, Windows 7, and Windows Vista).

◦ **Enable/disable WSD**

Selects whether WSD is enabled or disabled.

►► Note

- When this setting is enabled, the printer icon is displayed on the Network Explorer in Windows 8.1, Windows 8, Windows 7, and Windows Vista.

◦ **Optimize inbound WSD**

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

◦ **WSD scan from this device**

Selecting **Enable** allows you to transfer the scanned data to the computer using WSD.

◦ **Timeout setting**

Specifies the timeout length.

• **Bonjour settings**

Setting items for LAN using Bonjour for Mac OS.

◦ **Enable/disable Bonjour**

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

◦ **Service name**

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

►► Note

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

• **LPR protocol setting**

Enables/disables the LPR setting.

• **RAW protocol**

Enables/disables RAW printing.

• **LLMNR**

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

• **PictBridge communication**

Setting items for printing from a PictBridge (Wireless LAN) compliant device.

- **Enable/disable communication**

Selecting **Enable** allows you to print from a PictBridge (Wireless LAN) compliant device.

- **Timeout setting**

Specifies the timeout length.

- **IPsec settings**

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

Device user settings

- **Date display format**

Changes the display format of dates when printed.

▶▶▶ Note

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

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

- **Read/write attribute**

Selects whether to allow data to be written onto memory cards from a computer.

▶▶▶ Important

- Remove the memory card before changing this setting.
 - [Setting Up Card Slot as Memory Card Drive of Computer](#)
- If you set this setting to **Writable from USB PC**, you cannot print photos on a memory card using the operation panel of the machine. After you finish operation of the memory card dedicated drive, be sure to set it back to **Not writable from PC**. When you turn off the machine, **Writable from USB PC** will be canceled and the setting is returned to **Not writable from PC** when you turn on the machine next time.
- When **Writable from USB PC** is selected, the auto power off setting is inactive.

For more on the auto power off setting:

■ [ECO settings](#)

- **Key repeat**

Enables/Disables continuous input by pressing and holding down the ▲, ▼, ◀, or ▶ button when setting the number of copies, changing the photo displayed on the LCD, setting the zoom ratio, etc.

- **Device info sending setting**

Selects whether you will send the printer usage information to Canon server. The information sent to Canon will be utilized to develop better products. Select **Agree** to send the printer usage information to Canon server.

- **Energy saving settings**

Allows you to turn on/off the printer automatically to save electricity.

- **Auto power off**

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

- **Auto power on**

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

- You can also enter this setting menu by selecting **ECO settings** and **Energy saving settings** on the HOME screen.

■ [ECO settings](#)

- **Document removal reminder**

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

»» Important

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

Language selection

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

Firmware update

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

▶▶▶ Note

- Only **Check current version** is available when **Inactive** is selected for **WLAN active/inactive** of **Wireless LAN** in **LAN settings**.

• Install update

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

▶▶▶ Important

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

▶▶▶ Note

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

• Check current version

You can check the current firmware version.

• Update notification setting

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

• DNS server setup

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

• Proxy server setup

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

Feed settings

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

For details:

■ [Paper Settings](#)

• Register paper information

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

▶▶▶ Note

- For more on the combination of paper settings you can specify by the printer driver or on the LCD:
 - For Windows:
 - [Paper Settings on the Printer Driver and the Printer \(Media Type\)](#)
 - [Paper Settings on the Printer Driver and the Printer \(Paper Size\)](#)
 - For Mac OS:
 - [Paper Settings on the Printer Driver and the Printer \(Media Type\)](#)
 - [Paper Settings on the Printer Driver and the Printer \(Paper Size\)](#)

• Detect paper setting mismatch

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

▶▶▶ Note

- When **No** is selected, **Register paper information** is disabled.

Reset setting

You can set the settings back to the default.

- **Web service setup only**

Sets the Web service settings back to the default.

- **LAN settings only**

Sets the LAN settings back to the default.

- **Settings only**

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

- **Device info sending setting only**

Sets only the device information sending settings back to the default.

- **Reset all**

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

Note

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

System information



To display this menu, select **System information** on



Setup.

- **Current version**

Displays the current firmware version.

- **Printer name**

Displays the printer name currently specified.

- **Serial number**

Displays the printer serial number.

- **MAC address of wireless LAN**

Displays the MAC address for wireless LAN.

ECO settings

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

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

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

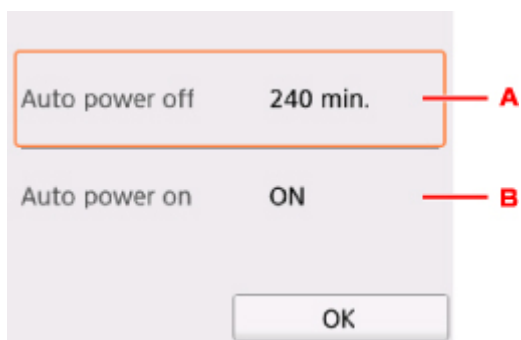
■ [LCD and Operation Panel](#)

3. Select  **Settings**.

4. Select  **ECO**.

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

6. Specify settings as necessary.



- A. Specify the length of time to turn the printer off automatically when no operation is made or no printing data is sent to the printer.
- B. Selecting **ON** enables the printer to turn on automatically when a scanning command from a computer or printing data is sent to the printer.

Network Connection

- ▶ [Network Connection Tips](#)

Network Connection Tips

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

Default Network Settings

LAN Connection Defaults

Item	Default
Enable/Disable LAN	Disable LAN
SSID	BJNPSETUP
Wireless LAN security	Disable
IP address (IPv4)	Auto setup
IP address (IPv6)	Auto setup
Set printer name*	XXXXXXXXXXXXXX
Enable/disable IPv6	Enable
Enable/disable WSD	Enable
Timeout setting	15 minutes
Enable/disable Bonjour	Enable
Service name	Canon TS5000 series
LPR protocol setting	Enable
RAW protocol	Enable
LLMNR	Active
PictBridge communication	Enable

("XX" represents alphanumeric characters.)

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

■ [LAN settings](#)

Wireless Direct Defaults

Item	Default
SSID (Identifier for wireless direct)	DIRECT-abXX-TS5000series *1
Password	YYYYYYYYYY *2
Wireless LAN security	WPA2-PSK (AES)
Wireless Direct device name	ZZZZZZ-TS5000series *3
Connection request confirmation	Displayed

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

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

*3 "ZZZZZZ" represents last six digits of printer's MAC address.

Another Printer Found with Same Name

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

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

- For Windows:

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

- For Mac OS:

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

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

▶▶▶ Note

- Serial number may not appear on result screen.

Check the printer's MAC address and the serial number by one of the following methods.

- Display on the LCD.

MAC address

- [LAN settings](#)

Serial number

- [System information](#)

- Print the network settings.

- [Printing Network Settings](#)

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

■ [For Windows:](#)

■ [For Mac OS:](#)

For Windows:

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

For Mac OS:

To connect an additional computer to the printer via LAN, or to change from USB to LAN connection, follow the instructions on the Canon website.

Printing Network Settings

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

▶▶▶ Important

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

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

If the HOME screen is not displayed, press the HOME button.

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

3. Select  (**Network status**) icon.

■ [Using the Operation Panel](#)

The menu screen appears.

4. Check message and select **Yes**.

5. Select **Print details**.

6. Select **Yes**.

The printer starts printing network settings information.

The printed network settings information is as follows: (Some setting values are not displayed depending on the printer settings.)

Item	Description	Setting
Product Information	Product information	–
Product Name	Product name	XXXXXXXX
ROM Version	ROM version	XXXXXXXX
Serial Number	Serial number	XXXXXXXX
Wireless LAN	Wireless LAN	Enable/Disable
MAC Address	MAC address	XX:XX:XX:XX:XX:XX
Infrastructure	Infrastructure	Enable/Disable
Connection	Connection status	Active/Inactive
SSID	SSID	Wireless LAN SSID
Channel	Channel	XX (1 to 11)

Encryption	Encryption method	None/WEP/TKIP/AES
WEP Key Length	WEP key length (bits)	Inactive/128/64
Authentication	Authentication method	None/auto/open/shared/WPA-PSK/WPA2-PSK
Signal Strength	Signal strength	0 to 100 [%]
TCP/IPv4	TCP/IPv4	Enable
IP Address	IP address	XXX.XXX.XXX.XXX
Subnet Mask	Subnet mask	XXX.XXX.XXX.XXX
Default Gateway	Default gateway	XXX.XXX.XXX.XXX
TCP/IPv6	TCP/IPv6	Enable/Disable
Link Local Address	Link local address	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
Link Local Prefix Length	Link local prefix length	XXX
Stateless Address1	Stateless address 1	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
Stateless Prefix Length1	Stateless prefix length 1	XXX
Stateless Address2	Stateless address	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
Stateless Prefix Length2	Stateless prefix length 2	XXX
Stateless Address3	Stateless address 3	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
Stateless Prefix Length3	Stateless prefix length 3	XXX
Stateless Address4	Stateless address 4	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
Stateless Prefix Length4	Stateless prefix length 4	XXX
Default Gateway1	Default gateway 1	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
Default Gateway2	Default gateway 2	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
Default Gateway3	Default gateway 3	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
Default Gateway4	Default gateway 4	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX

IPsec	IPsec setting	Active
Security Protocol	Security method	ESP/ESP & AH/AH
Wireless Direct	Wireless direct	Enable/Disable
Connection	Connection status	Active/Inactive
SSID	SSID	Wireless Direct SSID
Password	Password	Wireless Direct password (10 alphanumeric characters)
Channel	Channel	3
Encryption	Encryption method	AES
Authentication	Authentication method	WPA2-PSK
TCP/IPv4	TCP/IPv4	Enable
IP Address	IP address	XXX.XXX.XXX.XXX
Subnet Mask	Subnet mask	XXX.XXX.XXX.XXX
Default Gateway	Default gateway	XXX.XXX.XXX.XXX
TCP/IPv6	TCP/IPv6	Enable/Disable
Link Local Address	Link local address	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
Link Local Prefix Length	Link local prefix length	XXX
IPsec	IPsec setting	Active
Security Protocol	Security method	–
Other Settings	Other settings	–
Printer Name	Printer name	Printer name (Up to 15 alphanumeric characters)
Direct Conn. DevName	Device name for wireless direct (Up to 32 characters)	Device name for wireless direct
WSD Printing	WSD printing setting	Enable/Disable
WSD Timeout	Timeout	1/5/10/15/20 [min]
LPD Printing	LPD printing setting	Enable/Disable
RAW Printing	RAW printing setting	Enable/Disable
Bonjour	Bonjour setting	Enable/Disable

Bonjour Service Name	Bonjour service name	Bonjour service name (Up to 52 alphanumeric characters)
LLMNR	LLMNR setting	Enable/Disable
SNMP	SNMP setting	Enable/Disable
PictBridge Commun.	PictBridge communication	Enable/Disable
DNS Server	Obtain DNS server address automatically	Auto/Manual
Primary Server	Primary server address	XXX.XXX.XXX.XXX
Secondary Server	Secondary server address	XXX.XXX.XXX.XXX
Proxy Server	Proxy server setting	Enable/Disable
Proxy Address	Proxy address	XXXXXXXXXXXXXXXXXXXX
Proxy Port	Proxy port specification	1 to 65535
Cert. Fingerprt(SHA-1)	Certificate fingerprint(SHA-1)	XXXXXXXXXX XXXXXXXXXXX XXXXXXXXXXX XXXXXXXXXX XXXXXXXXXXX
Cert. Fingerprt(SHA-256)	Certificate fingerprint(SHA-256)	XXXXXXXXXX XXXXXXXXXXX XXXXXXXXXXX XXXXXXXXXX XXXXXXXXXX XXXXXXXXXXX XXXXXXXXXXX XXXXXXXXXX

("XX" represents alphanumeric characters.)

Changing Wireless LAN Connection Method

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

- **For Windows:**

- Use the Setup CD-ROM or follow the instructions on the Canon website to redo setup.
- Perform settings on the **Network Settings** screen on IJ Network Device Setup Utility.

▶▶▶ Important

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

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

If the HOME screen is not displayed, press the HOME button.

2. Select  (**Network status**) icon.

■ [Using the Operation Panel](#)

3. Check message and select **Yes**.
4. Select **LAN settings**.
5. Select **Wireless LAN**.
6. Select **Wireless LAN setup**.
7. Select **Easy wireless connect**.
8. Check message and select **Yes**.

Follow instructions on your smartphone or tablet.

9. If message saying setup is completed appears, select **OK**.

- **For Mac OS:**

Follow the instructions on the Canon website to redo setup.

Ensuring Optimal Printing Results

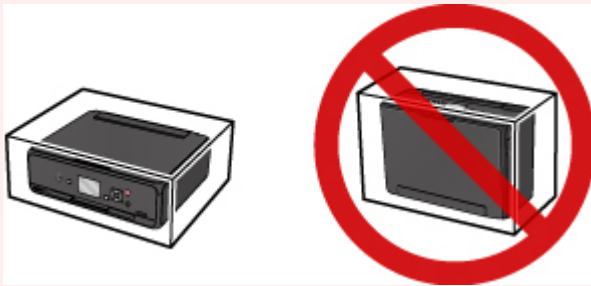
- ▶ Ink Tips
- ▶ Printing Tips
- ▶ Check Paper Settings Before Printing
- ▶ Canceling Print Jobs
- ▶ Printer Handling Precautions
- ▶ Set Rear Tray Paper Information After Loading Paper
- ▶ Keeping Print Quality High
- ▶ [Transporting Your Printer](#)

Transporting Your Printer

When relocating the printer, make sure of the following.

▶▶▶ Important

- 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.
- With the print head and ink tank left installed in the printer, press the **ON** button to turn off the power. This allows the printer to automatically cap the print head, thus preventing it from drying.
- After packing, do not tilt the box containing the printer or turn it on its side or upside down. Doing so may cause the ink to leak during transport and cause damage to the printer.
- 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".



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

▶▶▶ Important

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

3. Retract the paper output tray, then close the operation panel.
4. Close the rear tray.
5. Unplug the printer cable from the computer and from the printer, then unplug the power cord from the printer.
6. 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.
7. Attach the protective material to the printer when packing the printer in the box.

Legal Restrictions on Scanning/Copying

Scanning, printing, copying, or modifying copies of the following may be punishable under law.

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

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

Specifications

General Specifications

Printing resolution (dpi)	4800* (horizontal) x 1200 (vertical) * Ink droplets can be placed with a pitch of 1/4800 inch at minimum.
Interface	USB Port: Hi-Speed USB *1 LAN Port: Wireless LAN: IEEE802.11n / IEEE802.11g / IEEE802.11b *2 *1 A computer that complies with Hi-Speed USB standard is required. Since the Hi-Speed USB interface is fully upwardly compatible with USB 1.1, it can be used at USB 1.1. *2 Setup possible through Standard setup, WPS (Wi-Fi Protected Setup), WCN (Windows Connect Now) or Easy wireless connect. USB and LAN can be used at the same time.
Print width	8 inches/203.2 mm (for Borderless Printing: 8.5 inches/216 mm)
Printable area	Borderless printing: Top/Bottom/Left/Right margin: 0.00 inch (0.0 mm) Standard printing: -Top margin: 0.12 inch (3.0 mm) -Bottom margin: 0.20 inch (5.0 mm) -Left margin: <ul style="list-style-type: none"> • Letter/Legal: 0.26 inch (6.4 mm) • Other sizes: 0.14 inch (3.4 mm) -Right margin: <ul style="list-style-type: none"> • Letter/Legal: 0.25 inch (6.3 mm) • Other sizes: 0.14 inch (3.4 mm)
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

Power consumption	Printing (Copy): Approx. 12 W Standby (minimum): Approx. 0.8 W *1*2 OFF: Approx. 0.2 W *1 *1 USB connection to PC *2 The wait time for standby cannot be changed.
External dimensions	Approx. 14.7 (W) x 12.5 (D) x 5.0 (H) inches Approx. 372 (W) x 315 (D) x 126 (H) mm * With the Paper Output Tray retracted.
Weight	Approx. 12.1 lb (Approx. 5.5 kg) * With the Print Head and ink tanks installed.
Print Head/Ink	Total 4096 nozzles (P/BK 1024 nozzles, Y/DyeBK each 512 nozzles, C/M each 1024 nozzles)

Copy Specifications

Multiple copy	max. 99 pages
Intensity adjustment	9 positions, Auto intensity (AE copy)
Reduction / Enlargement	25 % - 400 % (1 % unit)

Scan Specifications

Scanner driver	Windows: TWAIN 1.9 Specification, WIA Mac OS: ICA
Maximum scanning size	A4/Letter, 8.5" x 11.7"/216 x 297 mm
Scanning resolution	Optical resolution (horizontal x vertical) max: 1200 x 2400 dpi *1 Interpolated resolution max: 19200 x 19200 dpi *2 *1 Optical Resolution represents the maximum sampling rate based on ISO 14473. *2 Increasing the scanning resolution will limit the maximum possible scanning area.
Gradation (Input / Output)	Gray: 16 bit/8 bit Color: 48 bit/24 bit (RGB each 16 bit/8 bit)

Network Specifications

Communication protocol	TCP/IP
Wireless LAN	Supported Standards: IEEE802.11n / IEEE802.11g / IEEE802.11b Frequency bandwidth: 2.4 GHz Channel: 1-11 or 1-13

	<p>* Frequency bandwidth and available channels differ depending on country or region.</p> <p>Communication distance: Indoors 164 feet/50 m</p> <p>* Effective range varies depending on the installation environment and location.</p> <p>Security:</p> <p>WEP (64/128 bits)</p> <p>WPA-PSK (TKIP/AES)</p> <p>WPA2-PSK (TKIP/AES)</p> <p>Setup:</p> <p>WPS (Push button configuration/PIN code method)</p> <p>WCN (WCN-NET)</p> <p>Easy wireless connect</p> <p>Other Features: Administration password</p>
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Minimum System Requirements

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

Windows

Operating System	<p>Windows 10, Windows 8.1*, Windows 8</p> <p>Windows 7 SP1</p> <p>Windows Vista SP2</p> <p>* Windows 8.1 includes Windows 8.1 Update.</p>
Hard Disk Space	<p>3.1 GB</p> <p>Note: For bundled software installation.</p> <p>The necessary amount of hard disk space may be changed without notice.</p>
Display	XGA 1024 x 768

Mac OS

Operating System	OS X v10.8.5 - OS X v10.11
Hard Disk Space	<p>1.5 GB</p> <p>Note: For bundled software installation.</p> <p>The necessary amount of hard disk space may be changed without notice.</p>
Display	XGA 1024 x 768

Other Supported OS

Some functions may not be available with each OS. Refer to the Canon web site for details on operation with iOS, Android, Windows RT, and Windows 10 Mobile.

Mobile Printing Capability

Apple AirPrint
Google Cloud Print
PIXMA Cloud Link

- An internet connection is required to use Easy-WebPrint EX and all the Online Manual.
- Windows: Operation can only be guaranteed on a PC with pre-installed Windows Vista or later.
- Windows: A CD-ROM Drive or internet connection is required during software installation.
- Windows: Internet Explorer 8, 9, 10 or 11 is required to install Easy-WebPrint EX.
- Windows: Some functions may not be available with Windows Media Center.
- Windows: .NET Framework 4.5.2 or 4.6 must be installed to use the Windows software.
- Windows: The TWAIN driver (ScanGear) is based on the TWAIN 1.9 Specification and requires the Data Source Manager bundled with the operating system.
- Mac OS: For Mac OS, an internet connection is required during software installation.
- In an in-house network environment, the 5222 port must be open. Contact the network administrator for details.

Information in this guide is subject to change without notice.

Information about Paper

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

Supported Media Types

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

Media Types

Genuine Canon paper

▶▶▶ Note

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

Paper for printing documents:

- Canon Red Label Superior <WOP111>
- Canon Océ Office Colour Paper <SAT213>
- High Resolution Paper <HR-101N>^{*1}

Paper for printing photos:

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

Paper other than genuine Canon paper

- Plain Paper (including recycled paper)
- Envelopes^{*1}
- T-Shirt Transfers^{*1}

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

■ [Paper Load Limit](#)

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

■ [Paper Settings on the Printer Driver and the Printer \(Media Type\)](#) (Mac OS)

▶▶▶ Note

- When printing photos saved on a PictBridge (Wireless LAN) compliant device, you must specify the page size and media type.
 - Printing from Digital Camera

Page Sizes

You can use the following page sizes.

►► Note

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

Standard sizes:

- Letter
- Legal
- A4
- B5
- A5
- L(89x127mm)
- KG/4"x6"(10x15)
- 2L/5"x7"(13x18)
- Hagaki
- Hagaki 2
- 8"x10"(20x25cm)
- Square 5"x5" 127x127mm
- Envelope Com 10
- Envelope DL
- Nagagata 3
- Nagagata 4
- Yougata 4
- Yougata 6

Special sizes

Special page sizes must be within the following limits:

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

Paper Weight

You can use paper in the following weight range.

- 17 to 28 lb (64 to 105 g /m²) (plain paper other than genuine Canon paper)

Paper Load Limit

Genuine Canon Paper

Paper for printing documents:

Media Name <Model No.>	Rear Tray	Paper Output Tray
Canon Red Label Superior <WOP111>	Approx. 100 sheets	Approx. 50 sheets
Canon Océ Office Colour Paper <SAT213>	Approx. 80 sheets	Approx. 50 sheets
High Resolution Paper <HR-101N> *1	Approx. 80 sheets	Approx. 50 sheets

Paper for printing photos:

Media Name <Model No.>	Rear Tray	Paper Output Tray
Photo Paper Pro Platinum <PT-101> *2	10 sheets: A4, Letter, and 8" x 10" (20 x 25 cm) 20 sheets: 4" x 6" (10 x 15 cm)	*3
Glossy Photo Paper "Everyday Use" <GP-501> *2	A4, Letter: 10 sheets 4" x 6" (10 x 15 cm): 20 sheets	*3
Photo Paper Glossy <GP-701> *2	A4, Letter: 10 sheets 4" x 6" (10 x 15 cm): 20 sheets	*3
Photo Paper Plus Glossy II <PP-201> *2	A4, Letter, 5" x 7" (13 x 18 cm), 8" x 10" (20 x 25 cm): 10 sheets 4" x 6" (10 x 15 cm), Square 5" x 5" (127 x 127 mm): 20 sheets	*3
Photo Paper Plus Glossy II <PP-301> *2	A4, Letter, 5" x 7" (13 x 18 cm), 8" x 10" (20 x 25 cm): 10 sheets 4" x 6" (10 x 15 cm), Square 5" x 5" (127 x 127 mm): 20 sheets	*3
Photo Paper Pro Luster <LU-101> *2	A4, Letter: 10 sheets	*3
Photo Paper Plus Semi-gloss <SG-201> *2	A4, Letter, 5" x 7" (13 x 18 cm), 8" x 10" (20 x 25 cm): 10 sheets 4" x 6" (10 x 15 cm): 20 sheets	*3
Matte Photo Paper <MP-101>	A4, Letter: 10 sheets 4" x 6" (10 x 15 cm): 20 sheets	*3

Paper other than Genuine Canon Paper

Common Name	Rear Tray	Paper Output Tray
Plain Paper (including recycled paper)* 1	Approx. 100 sheets (10 sheets: Legal)	Approx. 50 sheets (10 sheets: Legal)
Envelopes	10 envelopes	*3
T-Shirt Transfers	1 sheet : A4	*3

*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.

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

Unsupported Media Types

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

- Folded, curled, or wrinkled paper
- Damp paper
- Paper that is too thin (weighing less than 17 lb (64 g /m²))
- Paper that is too thick (plain paper weighing more than 28 lb (105 g /m²), except for Canon genuine paper)
- Paper thinner than a postcard, including plain paper or notepad paper cut to a small size (when printing on paper smaller than A5)
- Picture postcards
- Postcards
- Envelopes with a double flap
- Envelopes with an embossed or treated surface
- Envelopes whose gummed flaps are already moistened and adhesive
- Any type of paper with holes
- Paper that is not rectangular
- Paper bound with staples or glue
- Paper with an adhesive surface on the back such as label seal
- Paper decorated with glitter, etc.

Handling Paper

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

Printing from Computer

- ▶ **Printing from Application Software (Windows Printer Driver)**
- ▶ **Printing from Application Software (Mac OS Printer Driver)**
- ▶ **Printing Using Canon Application Software**
- ▶ **Printing Using a Web Service**
- ▶ **Printing from an AirPrint-enabled Printer with Mac**

Printing from Application Software (Mac OS Printer Driver)

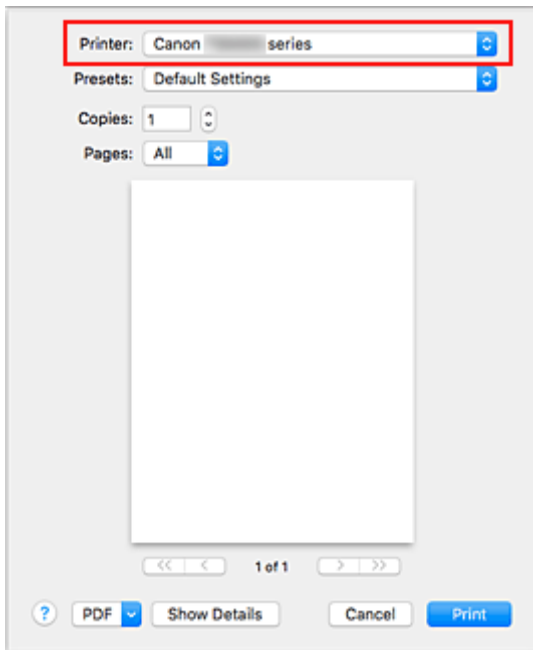
- ▶ **Basic Printing Setup** 📌 **Basic**
- ▶ **Various Printing Methods**
- ▶ **Changing the Print Quality and Correcting Image Data**
- ▶ **Overview of the Printer Driver**
- ▶ **Updating the Printer Driver**

Basic Printing Setup

This section describes the simple setup procedure so that the printer prints properly.

1. [Check that printer power is on](#)
2. [Load paper](#) in printer
3. Select printer

Select your model from the **Printer** list in the [Print Dialog](#).



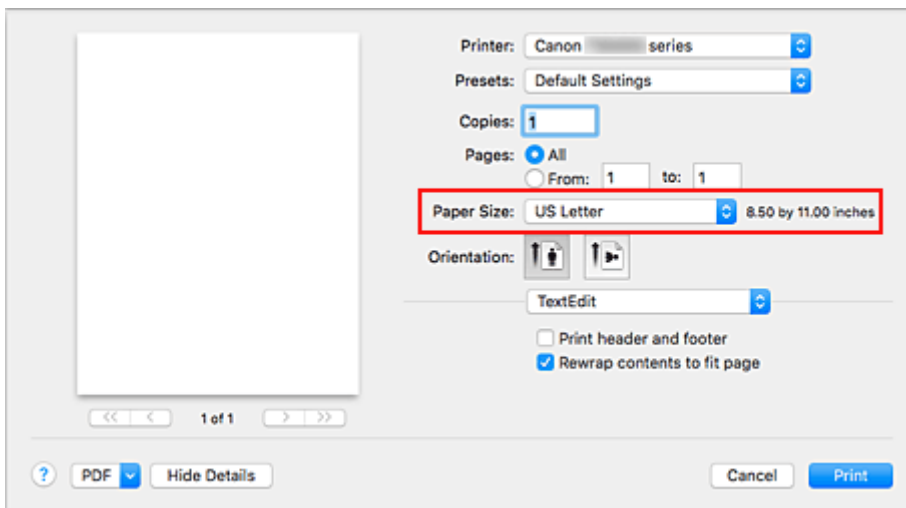
►► Note

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

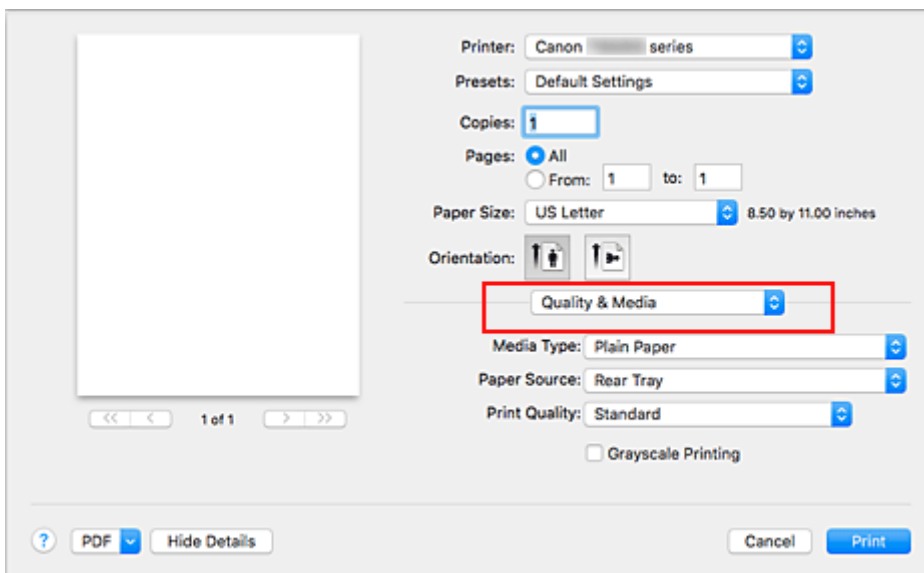
4. Select the paper size

For **Paper Size**, select the paper size to be used.

You can also set the number of copies, the printing range, and the printing direction.

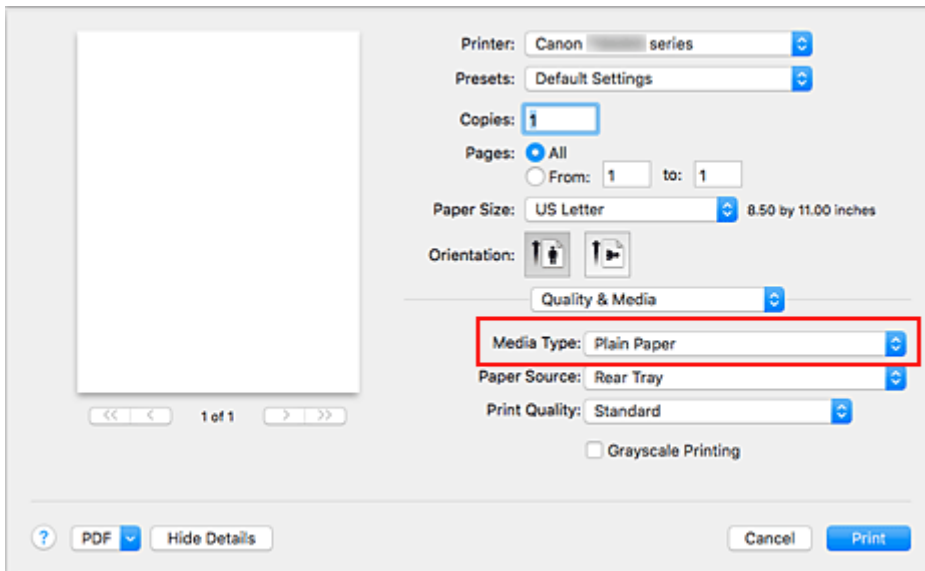


5. From the pop-up menu, select **Quality & Media**



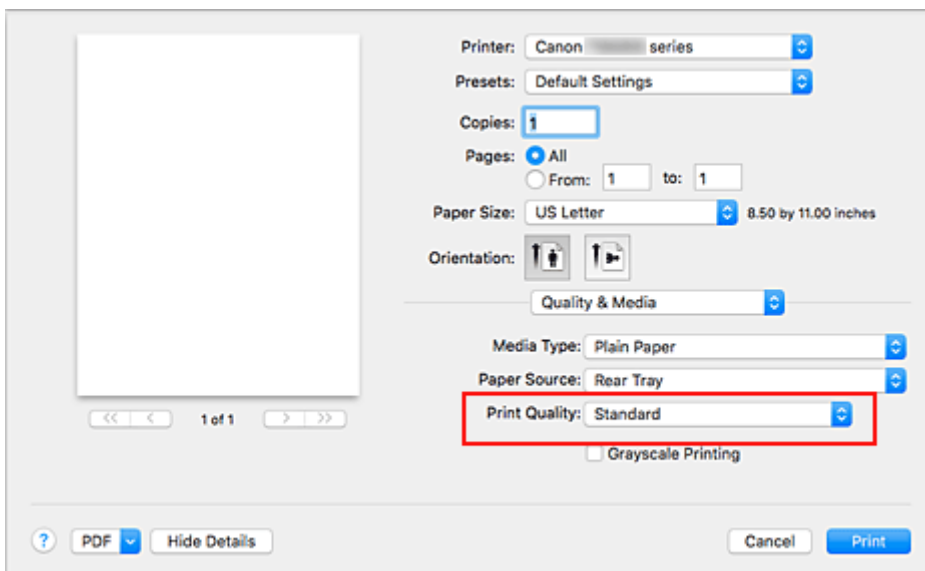
6. Select media type

Select the media type that is loaded in the printer.



7. Select print quality

For **Print Quality**, select **High**, **Standard**, or **Draft**, whichever matches the purpose.

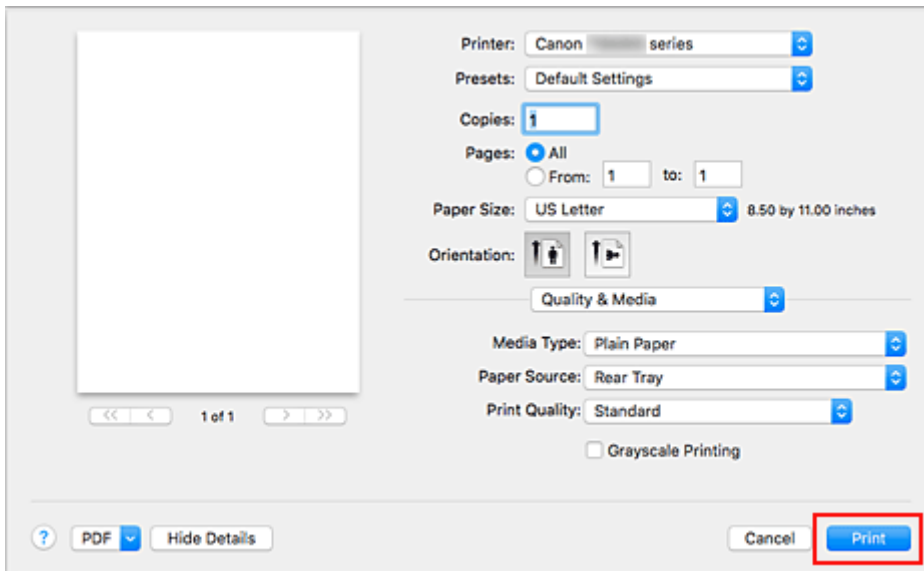


►►► Important

- The print quality selections will differ depending on which print setting you select.

8. Click **Print**

When you execute printing, the printer prints the document to match the media type and paper size.



»»» Important

- If you check the **Do not show again** check box when a guide message is displayed before printing starts, this will stop any more guide messages from being displayed.
- In the **Presets** section, click **Save Current Settings as Preset...** to [register the specified settings](#).

»»» Note

- If the paper settings in the print dialog differ from the paper information registered on the printer, an error may occur. For instructions on what to do if an error occurs, see "[Paper Settings](#)." To check the current printer settings, select **Quality & Media** and click **Printer Media Information**. For details about the paper information to be registered on the printer, see the following:
 - [Paper Settings on the Printer Driver and the Printer \(Media Type\)](#)
 - [Paper Settings on the Printer Driver and the Printer \(Paper Size\)](#)

Checking Printer Settings and Applying Settings to Printer Driver

1. On Print Dialog screen, open pop-up menu, and select **Quality & Media**
2. Click **Printer Media Information**

On the **Printer Media Information** screen, click ► (open/close button) or ⌂ (update button). The information display area displays the media information and paper size that are currently set on the printer.

»»» Note

- If communication with the printer is disabled, the **Printer Media Information** will not appear or the printer driver will not be able to obtain printer media information from the printer.

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

When you use this printer, selecting a media type and [paper size](#) that matches the print purpose will help you achieve the best print results.

You can use the following media types on this printer.

Canon genuine papers (Document Printing)

Media name <Model No.>	Media Type in the printer driver	Paper information registered on the printer
Canon Red Label Superior <WOP111>	Plain Paper	Plain paper
Canon Océ Office Colour Paper <SAT213>	Plain Paper	Plain paper

Canon genuine papers (Photo Printing)

Media name <Model No.>	Media Type in the printer driver	Paper information registered on the printer
Photo Paper Plus Glossy II <PP-201/PP-301>	Photo Paper Plus Glossy II	Plus Glossy II
Photo Paper Pro Platinum <PT-101>	Photo Paper Pro Platinum	Pro Platinum
Photo Paper Pro Luster <LU-101>	Photo Paper Pro Luster	Pro Luster
Photo Paper Plus Semi-gloss <SG-201>	Photo Paper Plus Semi-gloss	Plus Semi-gloss
Glossy Photo Paper "Everyday Use" <GP-501>	Glossy Photo Paper	Glossy
Photo Paper Glossy <GP-701>	Glossy Photo Paper	Glossy
Matte Photo Paper <MP-101>	Matte Photo Paper	Matte

Canon genuine papers (Business Letter Printing)

Media name <Model No.>	Media Type in the printer driver	Paper information registered on the printer
High Resolution Paper <HR-101N>	High Resolution Paper	High-Res Paper

Commercially available papers

Media name	Media Type in the printer driver	Paper information registered on the printer
Plain Paper (including recycled paper)	Plain Paper	Plain paper
Envelopes	Envelope	Envelope
Other Photo Paper	Other Photo Paper	Other Photo Paper
T-Shirt Transfers	T-Shirt Transfers	Others

Paper Settings on the Printer Driver and the Printer (Paper Size)

When you use this printer, selecting a paper size that matches the print purpose will help you achieve the best print results.

You can use the following paper sizes on this printer.

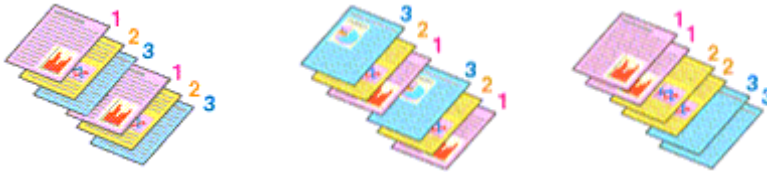
Paper Size in the printer driver	Paper information registered on the printer
US Letter	Letter
US Legal	Legal or B-Oficio
A5	A5
A4	A4
JIS B5	B5
4 x 6	KG/4"x6"(10x15)
5 x 7	2L/5"x7"(13x18)
8 x 10	8"x10"(20x25cm)
L	L(89x127mm)
Square 5"x5" 13x13cm	Square 5"x5"
Envelope #10	Envelope Com 10
Envelope DL	Envelope DL
Envelope You4	Yougata 4
Envelope You6	Yougata 6
Custom Size	Others

Various Printing Methods

- ▶ **Setting the Number of Copies and Printing Order**
- ▶ **Execute Borderless Printing**
- ▶ **Scaled Printing**
- ▶ **Page Layout Printing**
- ▶ **Setting Up Envelope Printing**
- ▶ **Printing on Postcards**
- ▶ **Setting Paper Dimensions (Custom Size)**

Setting the Number of Copies and Printing Order

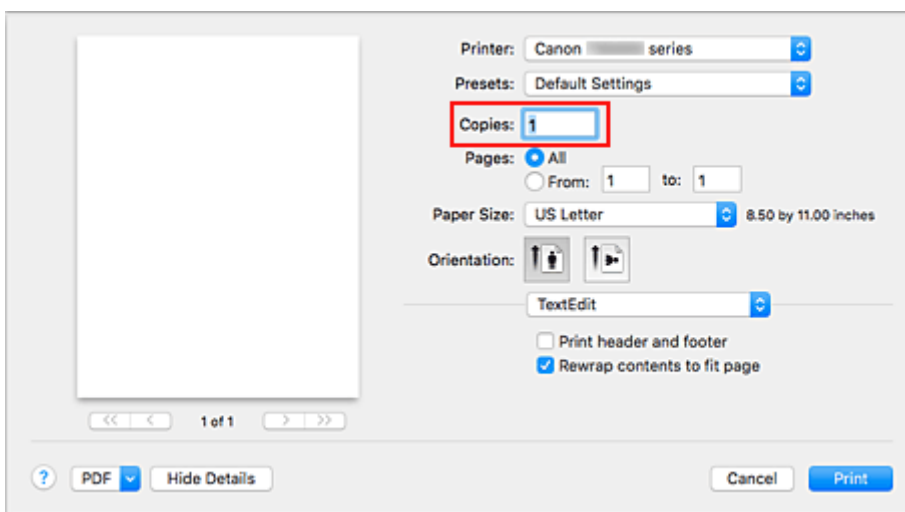
Collate pages + Reverse **Collate pages + Normal** **Reverse**



The procedure for specifying the number of copies and printing order is as follows:

1. Specify the number of copies to be printed

Specify the number of copies to print from the **Copies** in the [Print Dialog](#).



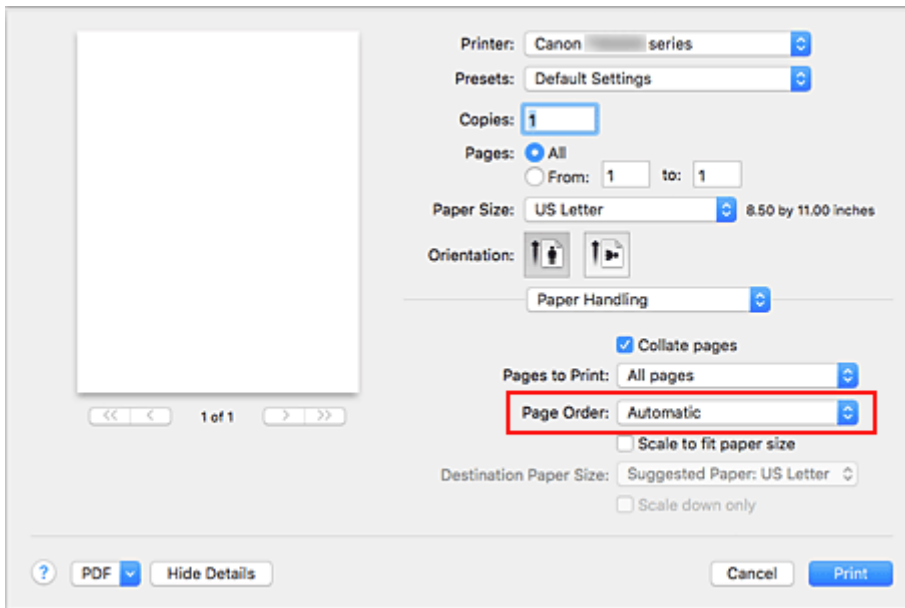
2. Select **Paper Handling** from the pop-up menu
3. Check the **Collate pages** check box when you are specifying multiple copies in the **Copies** box

Check the **Collate pages** check box to print all the pages of a single copy together.
Uncheck this check box to print all pages with the same page number together.

4. Specify the print order

Check **Page Order**.

When you select **Automatic** or **Reverse**, printing starts from the last page.
When you select **Normal**, printing starts from the first page.



5. Click **Print**

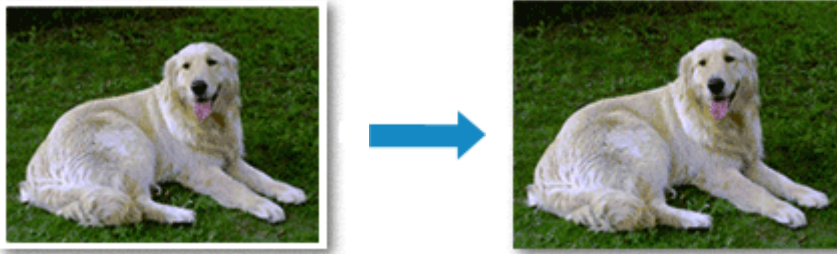
When you execute print, the specified number of copies will be printed with the specified printing order.

»»» Important

- When the application software that you used to create the document has the same function, specify the settings on the printer driver. However, if the print results are not acceptable, specify the function settings on the application software. When you specify the number of copies and the printing order with both the application software and this printer driver, the number of copies may be multiplied numbers of the two settings or the specified printing order may not be enabled.

Execute Borderless Printing

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

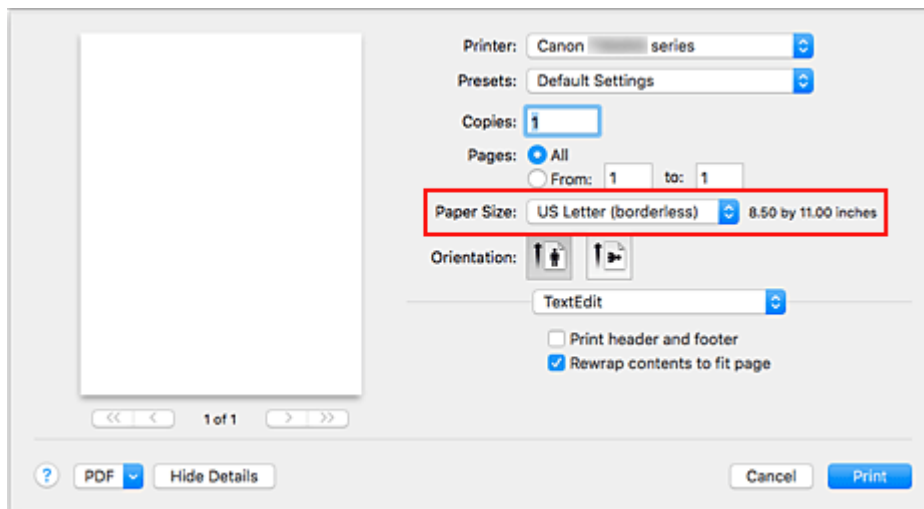


The procedure for performing borderless printing is as follows:

Setting Borderless Printing

1. Select the size of the paper for borderless printing

Select "XXX (borderless)" from the **Paper Size** in the [Print Dialog](#).



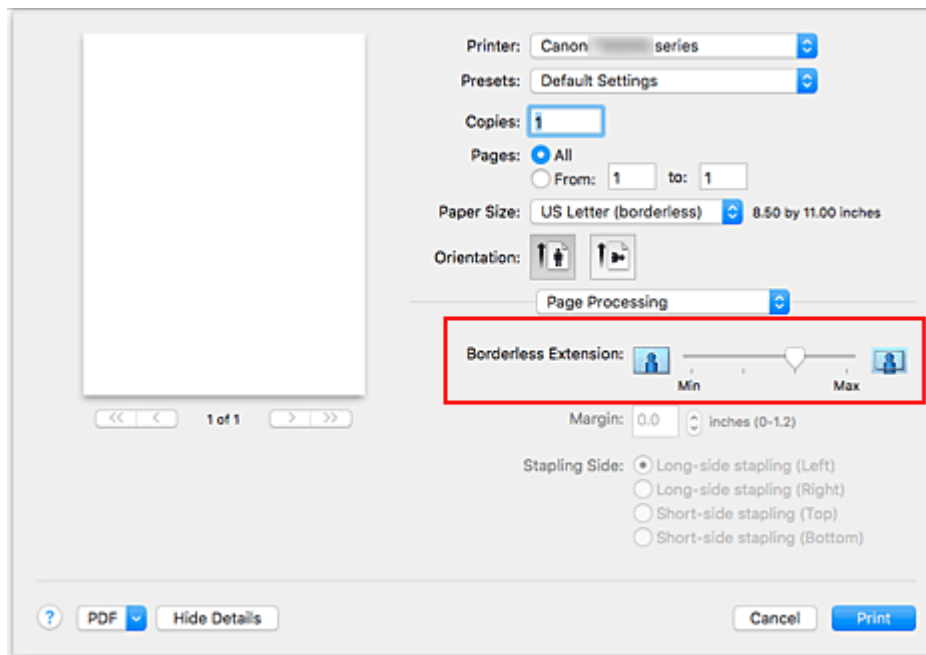
2. Select **Page Processing** from the pop-up menu

3. Adjust the amount of extension from the paper

If necessary, adjust the amount of extension using the **Borderless Extension** slider.

Moving the slider to the right increases the amount extending off the paper, and moving the slider to the left decreases the amount.

It is recommended to set the slider at the second position from the right for most cases.



»»» Important

- When the **Borderless Extension** slider is set to the rightmost position, the back side of the paper may become smudged.

4. Click **Print**

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

»»» Important

- Borderless printing only supports specific paper sizes. Make sure to select a paper size with the wording "(borderless)" from the **Paper Size**.
- When borderless printing is enabled, **Envelope**, **High Resolution Paper**, and **T-Shirt Transfers** appear grayed out and are unavailable in **Media Type** list of **Quality & Media** of the pop-up menu in the Print dialog.
- Print quality may deteriorate or the sheet may be stained at the top and bottom depending on the type of paper used.
- When the ratio of the height to the width differs from the image data, a portion of the image may not be printed depending on the size of the media used.
In this case, crop the image data with an application software according to the paper size.
- When scaled printing or page layout printing is enabled, you cannot perform borderless printing.

»»» Note

- When **Plain Paper** is selected from the **Media Type** menu of the **Quality & Media**, borderless printing is not recommended.

Expanding the Range of the Document to Print

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

When you are not satisfied with the result of borderless printing, reduce the amount of extension. The extension amount decreases as the **Borderless Extension** slider is moved to the left.

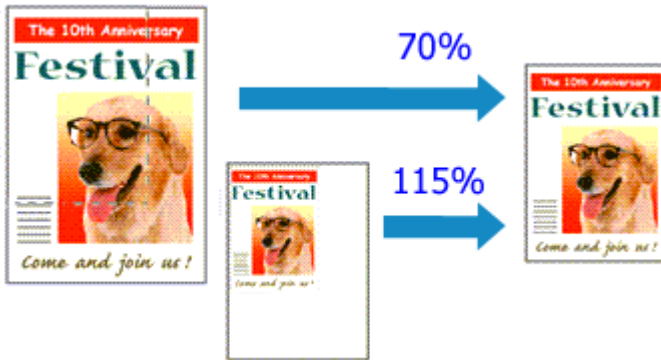
»» Important

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

»» Note

- When the **Borderless Extension** slider is set to the leftmost position, image data will be printed in the full size. If you set this when printing the address side of a postcard, the postal code of the sender is printed in the correct position.

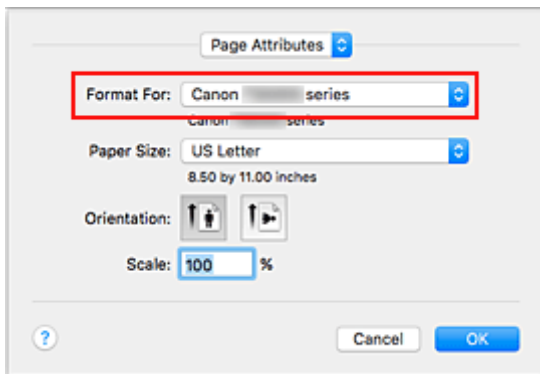
Scaled Printing



The procedure for printing a document with pages enlarged or reduced is as follows:

1. Select the printer

In the [Page Setup Dialog](#), select your model name from the **Format For** list.



2. Set scaled printing

Specify the scaling factor in the **Scale** box, and click **OK**.

▶▶▶ Note

- Depending on the **Scale** value that you set, an error message may be displayed.

3. Complete the setup

On the [Print Dialog](#), click **Print**.

When you execute print, the document will be printed with the specified scale.

▶▶▶ Important

- When the application software which you used to create the original has the scaled printing function, configure the settings on your application software. You do not need to configure the same setting in the Page Setup dialog.

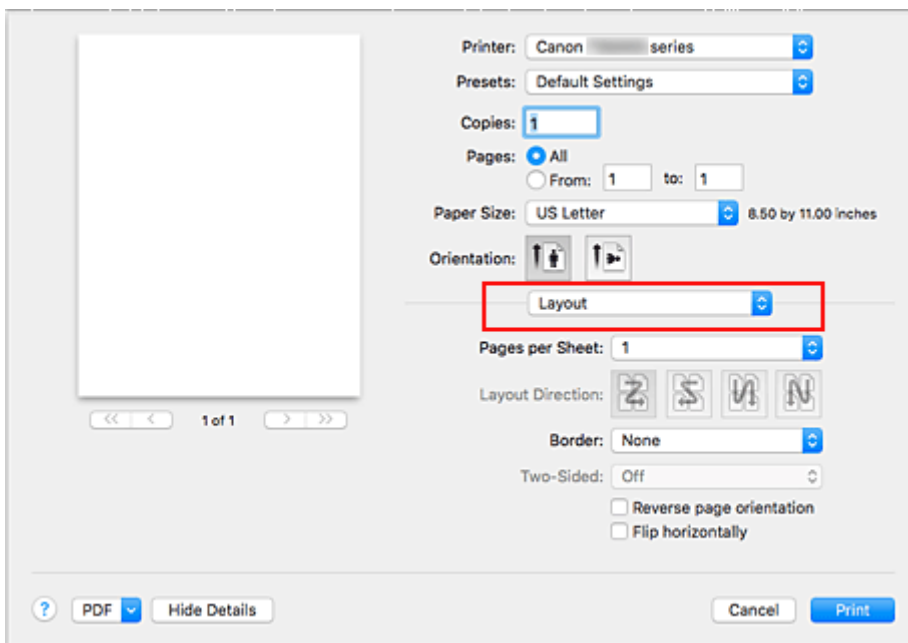
Page Layout Printing

The page layout printing function allows you to print more than one page image on a single sheet of paper.



The procedure for performing page layout printing is as follows:

1. Select **Layout** from the pop-up menu in the [Print Dialog](#)



2. Set the number of original you print on one page

In **Pages per Sheet**, specify the number of page you print on one page.

3. If necessary, set the following items

Layout Direction

To change the page placement order, select an icon from the list.

Border

To print a page border around each document page, select a type of page border.

Reverse page orientation

Select this check box to change the paper orientation.

Flip horizontally

Select this check box to reverse left and right of the document.

4. Click Print

When you execute print, the specified number of pages will be arranged on each sheet of paper in the specified order.

Setting Up Envelope Printing

The procedure for performing envelope printing is as follows:

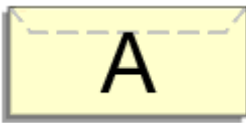
1. [Load envelope](#) into printer

2. Select paper size in [print dialog](#)

For Paper Size, select **Envelope #10**, **Envelope DL**, **Envelope You4**, or **Envelope You6**.

3. Set printing orientation

To print the addressee information horizontally, select Horizontal for **Orientation**. Then check the **Reverse page orientation** from the **Layout** pop-up menu in the Print dialogue.



4. From pop-up menu, select **Quality & Media**

5. Select media type

For **Media Type**, select **Envelope**.

6. Select print quality

For **Print Quality**, select **High** or **Standard**, whichever matches your purpose.

7. Complete settings

Click **Print**.

When you execute printing, the information is printed on the envelope.

►► Important

- When printing on an envelope, always select the print settings from the print dialog.

►► Note

- If the paper settings in the print dialog differ from the paper information registered on the printer, an error may occur.

For instructions on what to do if an error occurs, see "[Paper Settings](#)."

To check the current printer settings, select **Quality & Media** and click **Printer Media Information**.

For details about the paper information to be registered on the printer, see the following:

- [Paper Settings on the Printer Driver and the Printer \(Media Type\)](#)
- [Paper Settings on the Printer Driver and the Printer \(Paper Size\)](#)

Printing on Postcards

This section describes the procedure for postcard printing.

1. [Load postcard](#) on the printer
2. Select paper size in the [Print Dialog](#)

Select **Postcard** or **Postcard Double** from the **Paper Size** menu.

»» Important

- Return postcards can be used only when you print them from the computer.
- When printing a return postcard, always set the paper size to **Postcard Double** from your application software or the printer driver.
- Do not fold the return postcard. If a crease is formed, the printer will not be able to feed the postcard properly, and this condition will cause line shifts or a paper jam.
- With return postcards, borderless printing cannot be used.

3. Select **Quality & Media** from the pop-up menu
4. Select the media type

For **Media Type**, select the same paper type loaded in the printer.

»» Important

- This printer cannot print on postcards that have photos or stickers attached.
- When printing on each side of a postcard separately, you will get cleaner printing if you print the message side first and then print the address side.
- The paper settings in the print dialog are different, depending on whether you are printing on the address side or the message side.

To check the current printer settings, select **Quality & Media** and click **Printer Media Information**.

For details about the paper information to be registered in the print dialog and on the printer, see the following:

- [Paper Settings on the Printer Driver and the Printer \(Media Type\)](#)
- [Paper Settings on the Printer Driver and the Printer \(Paper Size\)](#)

5. Click **Print**

When you execute printing, the data will be printed onto the postcard.

»» Important

- If you check the **Do not show again** check box when a guide message is displayed before printing starts, this will stop any more guide messages from being displayed.

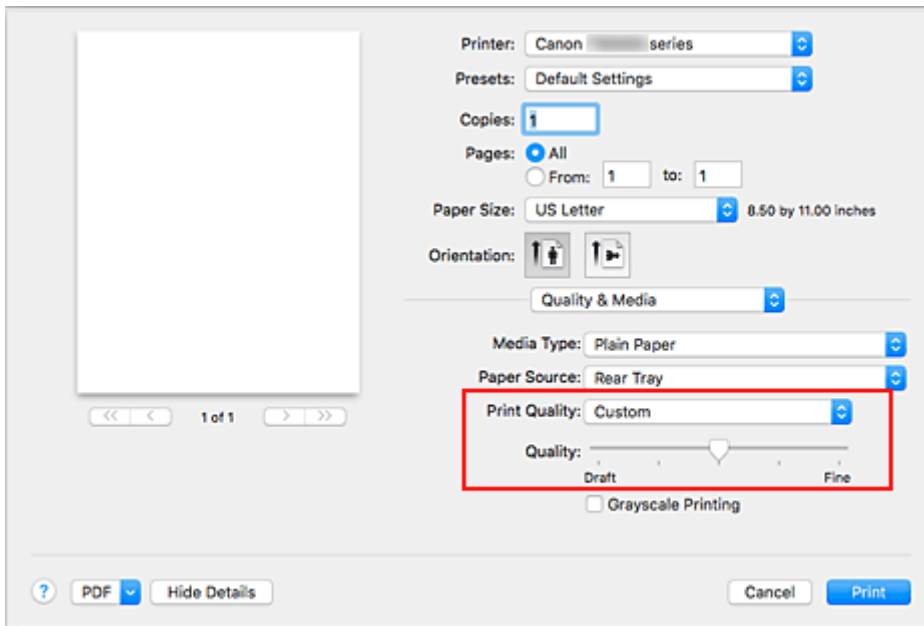
Setting the Print Quality Level (Custom)

The print quality level can be set in the **Custom**.

The procedure for setting the print quality level is as follows:

1. Select **Quality & Media** from the pop-up menu on the [Print Dialog](#)
2. Select the print quality

Select **Custom** for **Print Quality**.



3. Setting the print quality level

Move the **Quality** slider to select the print quality level.

4. Click **Print**

When you execute print, the image data is printed with the selected print quality level.

»»» Important

- Certain print quality levels cannot be selected depending on the settings of **Media Type**.

Related Topics

- Specifying Color Correction
- Adjusting Color Balance
- Adjusting Brightness
- Adjusting Intensity
- Adjusting Contrast

Overview of the Printer Driver

- ▶ **Canon IJ Printer Driver**
- ▶ **How to Open the Printer Driver Setup Window**
- ▶ **Page Setup Dialog**
- ▶ **Print Dialog**
- ▶ **Canon IJ Printer Utility2**
- ▶ **Display the Printing Status Screen**
- ▶ **Deleting the Undesired Print Job**
- ▶ **Instructions for Use (Printer Driver)**

Canon IJ Printer Driver


The Canon IJ printer driver (called printer driver below) is a software that is installed on your computer for printing data with this printer.

The printer driver converts the print data created by your application software into data that your printer can understand, and sends the converted data to the printer.

Because different models support different print data formats, you need a printer driver for the specific model you are using.

Using Help of the Printer Driver

You can display Help function from the [Print Dialog](#).

Select a setup item from the pop-up menu in the Print dialog. Then click  at the bottom left of the screen to display an explanation of the item.

Help for the printer driver is displayed when the following pop-up menu item is selected:

- **Quality & Media**
- **Color Options**
- **Page Processing**

How to Open the Printer Driver Setup Window

You can display the printer driver setup window from the application software you are using.

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.

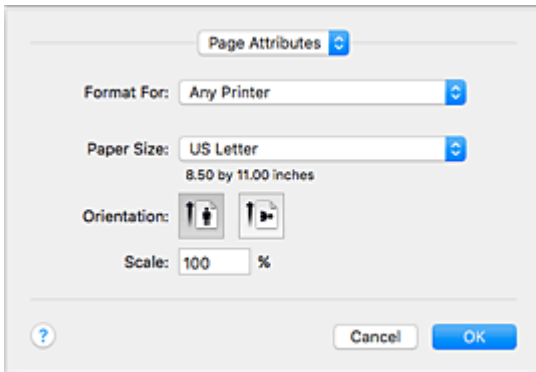
1. Select **Print...** from the **File** menu of the application software

The [Print Dialog](#) opens.

Page Setup Dialog

In the Page Setup dialog, you configure the basic print settings such as the size of paper loaded in the printer or the scaling ratio.

To open the Page Setup dialog, you typically select **Page Setup...** from the **File** menu of your application software.



Settings

Click the pop-up menu, and then select the following items:

Page Attributes

Set the paper size or scaled printing.

Save as Default

You can save the attributes of the displayed page as the default settings.

»» Important

- If you are using OS X El Capitan v10.11, you cannot use **Save as Default**.

Format For

Select the model to be used for printing.

Paper Size

Select the size of the paper to be used for printing.

To set a non-standard size, select **Manage Custom Sizes....**

Orientation

Select the print orientation.

Scale

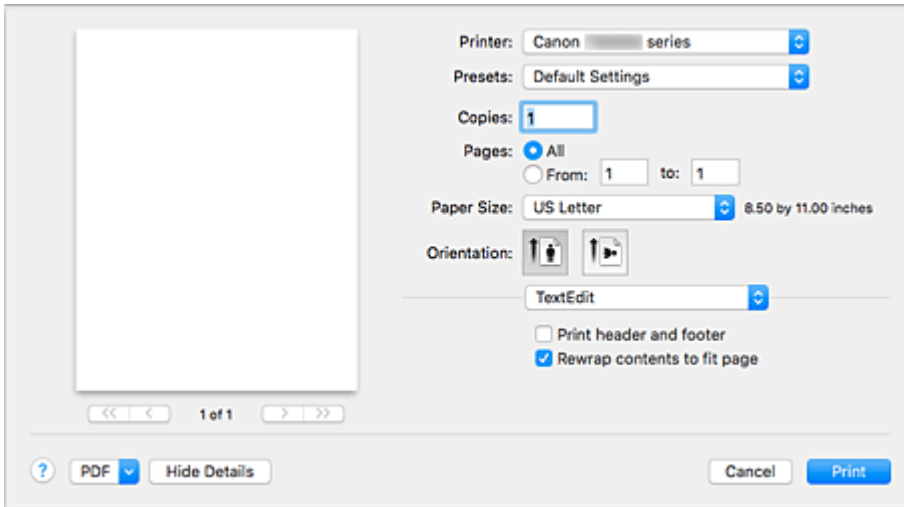
Set the scaling percentage.

You can expand or reduce the size of the document when printing.

Print Dialog

In the Print dialog, you can set paper type and print quality to start printing.

To open the Print dialog, you typically select **Print...** from the **File** menu of your application software.



Printer

Select the model to be used for printing.

When you click **Add Printer...**, a dialog for specifying the printer opens.

Presets

You can save or delete the settings of the Print dialog.

»» Note

- You can select **Show Presets...** to check the print settings that are set in the Print dialog.

Copies

You can set the number of copies to be printed.

»» Note

- You can set collated printing by choosing **Paper Handling** from the pop-up menu.

Pages

You can set the range of pages to be printed.

Paper Size

Select the size of the paper to be used for printing.

To set a non-standard size, select **Manage Custom Sizes...**

Orientation

Select the print orientation.

Pop-up Menu

You can switch between pages in the Print dialog by the pop-up menu. The first menu to appear differs depending on the application software that opened the Print dialog.

You can choose one of the following items from the pop-up menu.

Layout

You can set page layout printing.

Use **Reverse page orientation** to change the paper orientation, and use **Flip horizontally** to print a mirror image of the document.

Color Matching

You can select the color correction method.

Paper Handling

You can set the pages to be printed on paper and the print order.

Cover Page

You can output cover pages both before and after a document.

Quality & Media

You can set basic print settings that match the printer.

Color Options

You can adjust the print colors as you desire.

Page Processing

Adjusts how much of the document extends outside the paper when full-page borderless printing is used, and specifies the stapling side and stapling margin when multiple sheets of paper are being stapled together.

Supply Levels

A rough indication of the remaining ink level is displayed.

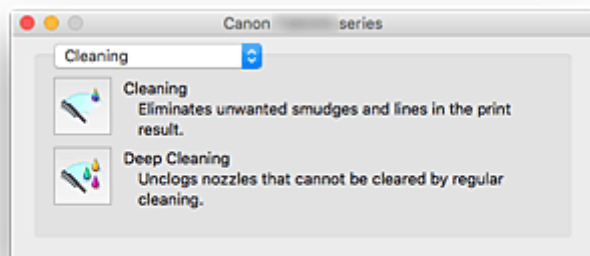
PDF

You can save a document in PDF (Portable Document Format) format.

Canon IJ Printer Utility2

The Canon IJ Printer Utility2 allows you to perform printer maintenance or change the settings of the printer.

What You Can Do with the Canon IJ Printer Utility2



You can switch between pages in Canon IJ Printer Utility2 by the pop-up menu. You can choose one of the following items from the pop-up menu.

Cleaning

Clean the printer to clear up clogged print head nozzle.

Test Print

Execute a test print to check the condition of the print head nozzle and to adjust the print head position.

- Adjusting Print Head Position
- Printing a Nozzle Check Pattern

[Power Settings](#)

Operate the power of this printer from the printer driver.

[Quiet Settings](#)

You can reduce the operating noise of the printer.

[Custom Settings](#)

Change the settings of this printer.

[Ink Level Information](#)

Check the remaining ink levels.

▶▶▶ Note


- To operate the Canon IJ Printer Utility2, you must first turn on the printer.
- Depending on the items selected, the computer communicates with the printer to obtain information. If the computer is unable to communicate with the printer, an error message may be displayed. If this happens, click **Cancel** to display the most recent settings specified on your computer.

Display the Printing Status Screen

Check the print progress according to the following procedure:

1. Launch the printing status screen

- If the print data has been sent to the printer

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

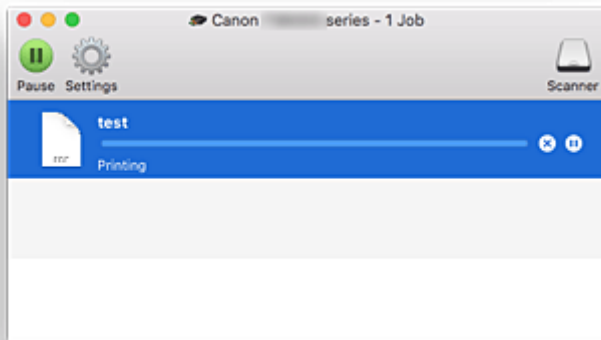
- If the print data has not been sent to the printer






Open **System Preferences**, and select **Printers & Scanners (Print & Scan)**.

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

2. Checking 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.

Instructions for Use (Printer Driver)

This printer driver is subject to the following restrictions. Keep the following points in mind when using the printer driver.

Restrictions on the Printer Driver

- When you set up the Page Setup dialog, be sure to begin by selecting the model you are using from the **Format For** list. If you select another printer, printing may not be performed properly.
- If the Canon IJ Printer Utility2 does not display the remaining ink level in the **Ink Level Information**, check whether the print head and the ink tank are properly installed.
- When the Canon IJ Printer Utility2 displays the **Ink Level Information**, close the scanning unit / cover of the printer.
- The following functions cannot be used in Mac OS, though they can be used in Windows computers.
 - Duplex Printing
 - Booklet Printing
 - Tiling/Poster Printing
- Depending on the application software that you are using, a preview may not be displayed on the left side of the Print dialog.
- If you connect this printer and AirPort with a USB cable and print, you must install the latest AirPort firmware.
- If you are using OS X Mavericks v10.9, close the print status check window when you perform printer maintenance from the Canon IJ Printer Utility2.

Notes on Adding a Printer

- If you will be installing the Canon printer driver on a Mac OS and using the printer through a network connection, select the printer name that contains Bonjour in the **Add** dialog.
If several options are displayed under **Use** in the **Add** dialog, choose Canon XXX series (where "XXX" is your model name) in order to maximize your ability to control settings during printing.
- If you install a Canon printer driver to OS X El Capitan v10.11, OS X Yosemite v10.10 or OS X Mavericks v10.9 and use a USB connection, the **Add** dialog may display several selections for **Use**. We recommend that you use Canon XXX series (XXX is the model) so that you can specify detailed print settings.

Installing Printer Driver

You can access our web site through the Internet and download the latest printer driver for your model.

This section explains the procedure for installing the downloaded printer driver.

1. Mount disk

Double-click the disk image file that you downloaded.

The file unzips, and the disk is mounted.

2. Start Installer

In the unzipped disk, double-click "PrinterDriver_XXX_YYY.pkg" ("XXX" is the model and "YYY" is the version).

3. Open Installer

Install the printer driver by following the screen messages.

When the usage agreement screen appears, read the contents, and then click **Continue**. Unless you agree to the conditions of the usage agreement, you will not be able to install this software.

4. Select installation destination

If necessary, change the installation destination, and click **Continue**.

5. Continue installation

Click **Install**.

When the authentication screen is displayed, enter the name and password of the administrator, and then click **Install Software**.

6. Finish installation

Follow the installation completion message, and click **Close**.

This completes the installation of the printer driver.

Important

- If the Installer does not operate normally, from the **Installer** menu of Finder, select **Quit Installer**. After the Installer ends, repeat the installation procedure.
- The printer driver is available free of charge. Internet connection fees apply.

Related Topics

- Downloading Latest Printer Driver
- Delete the Unnecessary Canon IJ Printer from the Printer List
- Before Installing the Printer Driver

Printing Directly from Smartphone/Tablet

- ▶ **Android Print**
- ▶ **Printing from an AirPrint-enabled Printer with iOS Device**
- ▶ **Printing from a Device Equipped with Windows 10 Mobile**
- ▶ **Using Printer with Wireless Direct**

Using Printer with Wireless Direct

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

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

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

Follow the procedure below to use Wireless Direct.

1. [Changing Printer's Settings](#)
2. [Changing Settings of a Device and Connecting It to the Printer](#)
3. [Printing/Scanning with Wireless Direct](#)

This section also describes changing Wireless Direct to wireless LAN.

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

▶▶▶ Important

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

■ [Restrictions](#)

Preparing for Wireless Direct

Change settings below to prepare for Wireless Direct.

- Printer's LAN settings
 - [Changing Printer's Settings](#)
- Settings of a device to connect
 - [Changing Settings of a Device and Connecting It to the Printer](#)

Changing Printer's Settings

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

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

■ [LCD and Operation Panel](#)

3. Select  **Settings**.

4. Select  **Device settings**.

5. Select **LAN settings**.
6. Select **Wireless Direct**.
7. Select **Wireless Direct active/inactive**.
8. Select **ON**.

The confirmation screen asking if you display the password information appears.

9. Select **Yes** or **No**.

The list of Wireless Direct settings is displayed.

The device detects the printer by the identifier (SSID).

▶▶▶ **Note**

- You can check the following.

- SSID
- Security setting
- Password
- Printer's name which appears on a Wi-Fi Direct compatible device

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

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

- The identifier (SSID) and the security setting are specified automatically. To update them, see below.

■ [Changing Wireless Direct Setting](#)

10. Select **OK**.

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

Changing Settings of a Device and Connecting It to the Printer

1. Turn on wireless communication on your device.

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

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

2. Select "DIRECT-XXXX-TS5000series" ("X" represents alphanumeric characters) from list displayed on device.

▶▶▶ **Note**

- If "DIRECT-XXXX-TS5000series" does not appear on the list, Wireless Direct is not enabled.

See [Changing Printer's Settings](#) to enable Wireless Direct.

3. Enter password.

Your device is connected to the printer.

▶▶▶ Note

- Check the password for the Wireless Direct.

Check by one of the following methods.

- Display on the LCD.

■ [LAN settings](#)

- Print the network settings.

■ [Printing Network Settings](#)

- Depending on the device you are using, entering the password is required to connect a device to the printer via wireless LAN. Enter the password specified for the printer.
- If your Wi-Fi Direct compatible device is set to prioritize using Wi-Fi Direct and it is connecting to the printer, the printer displays a confirmation screen asking if you allow the device to connect to the printer.

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

Printing/Scanning with Wireless Direct

Connect a device and the printer and start printing/scanning.

▶▶▶ Note

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

■ For iOS

■ For Android

Changing Printer Setting to Use Wireless LAN

Follow the procedure below to change the printer setting to use wireless LAN.



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

■ [LCD and Operation Panel](#)



2. Select **Settings**.

3. Select  **Device settings**.

4. Select **LAN settings**.

5. Select **Wireless LAN**.

6. Select **WLAN active/inactive**.

7. Select **Active**.

If you do not use the printer over wireless LAN, select **Inactive**.

Changing Wireless Direct Setting

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

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

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

■ [LCD and Operation Panel](#)

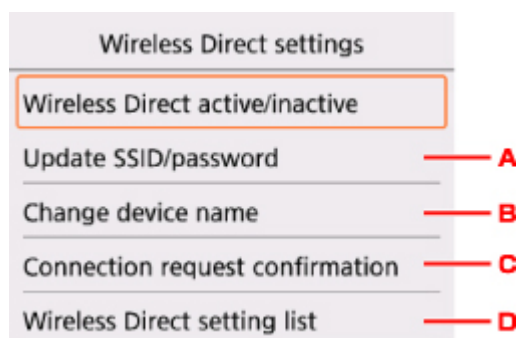
3. Select  **Settings**.

4. Select  **Device settings**.

5. Select **LAN settings**.

6. Select **Wireless Direct**.

7. Select a setting item.



- To update the identifier (SSID) and the password for Wireless Direct

Select A to display the confirmation screen. To update the identifier (SSID) and the password, select **Yes**.

To check the security setting and the updated password, select **Details** and select **Yes** on the screen displayed next.

- To change the printer's name displayed on the Wi-Fi Direct compatible device

Select B to display the printer's name (device name) displayed on a Wi-Fi Direct compatible device.

Follow the procedure below to change the name.

1. Select the entry field.
 2. Enter device name (up to 32 characters).
 3. Select **OK** to finish entering device name.
 4. Select **OK** to finish specifying device name.
- To change the confirmation screen setting when a Wi-Fi Direct compatible device is connecting to the printer
Select C to display the confirmation screen. If you want the printer to display the screen to inform you a Wi-Fi direct compatible device is connecting to the printer, select **Yes**.

▶▶▶ Important

- To prevent an unauthorized access, we recommend you should not change the setting from the default.

- To check the current Wireless Direct settings

Select D to display the confirmation screen. To check the current Wireless Direct settings, select **Yes**.

▶▶▶ Note

- If you select **Print details**, you can print the network settings.

8. Press **HOME** button.

The HOME screen is displayed.

▶▶▶ Note

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

Printing Photo Data

- ▶ **Printing Photographs Saved on Memory Card**
- ▶ **Special Photo Menu**
- ▶ **Setting Items for Photo Printing Using Operation Panel**

Printing Photographs Saved on Memory Card

You can print the photograph saved on the memory card easily.

This section describes the procedure to print the photograph in **Select photo print**.

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

2. [Load photo paper.](#)

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

■ [LCD and Operation Panel](#)

4. Select  **From mem. card**.

The memory card print menus are displayed.

5. Select  **Select photo print**.

6. [Insert memory card into card slot.](#)

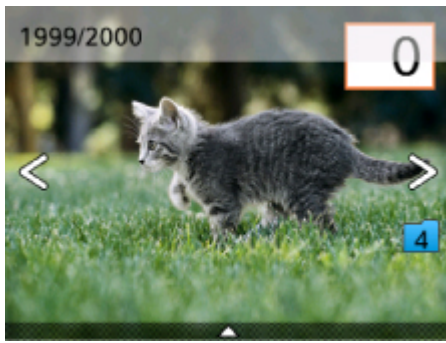
The photo selection screen is displayed.

▶▶▶ Note

- When you insert the memory card before you displays the memory card print menus, the photo selection screen is displayed.
- If no printable photo data is saved on the memory card, **Data of supported types are not saved.** is displayed on the LCD.
- If more than 2,000 photo data are saved on the memory card, the photo data is split by group per 2,000 photos in reverse chronological order (date last modified) automatically. Check the message displayed on the LCD and select **OK**.

7. Specify settings as necessary.

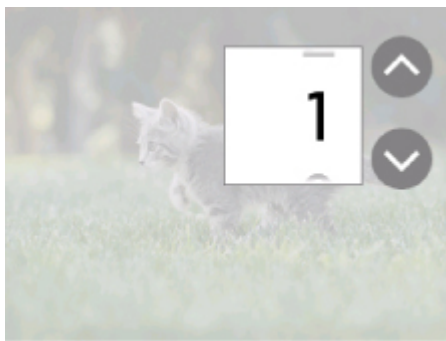
- To select the photo to print:
Use the ◀▶ button to select the photo.



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

- To specify the the number of copies:

Press the **OK** button to display the screen to specify the number of copies when the photo you want to print is displayed.

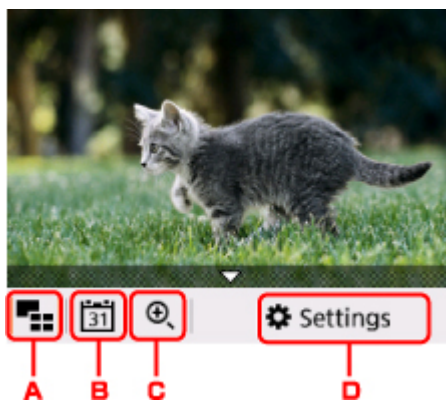


Use the ▲▼ button to specify the the number of copies.

- To change the display method or the print settings:

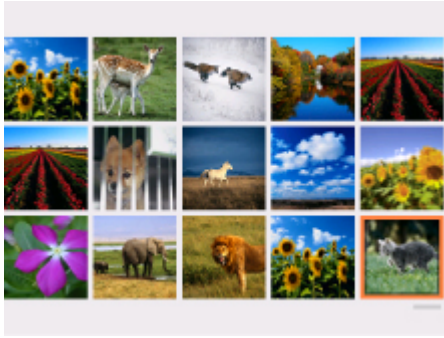
Press the ▲ button to display the menus. Use the ◀▶ button to select a menu.

Press the ▼ button to hide the menus.



A. Multi display

Displays the multiple photos at once.



For more on the display method:

- Using Useful Display Functions

B. Date specification

Selects photo with specifying the date (last modified date of data).



For details:

- Using Useful Display Functions

C. Zooming in

Zooms in on the photo.



For details:

- Using Useful Display Functions

D. **Settings**

Displays the **Settings** screen.

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

Settings	
Page size	4"x6"(10x15cm)
Type	Plus Glossy II
Print qlty	Standard
Border	Borderless
Photo fix	Auto photo fix

For more on the setting items:

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

8. Press the **Start** button.

The printer starts printing.

▶▶▶ Note

- Press the **Stop** button to cancel printing.
- While processing the print job, you can add the print job (Reserve photo print).

- [Adding Print Job](#)

Adding Print Job


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

Follow the procedure below to add the print job.

1. Use the ◀▶ button to select next photo while printing.

▶▶▶ Note

- While you select the photo, the printer prints the reserved photos.

- The  reserved photo icon appears on the photo included in the print job.

2. Specify the number of copies for each photo.

▶▶▶ Note

- While processing the print job, you cannot change the setting for **Page size** or **Type** on print settings confirmation screen. The setting is the same as the setting for the photo included in the print job.

3. Press the **Start** button.

The reserved photo is printed next to the photo that has already been started printing.

If you want to print more photos, operate from step 1 again.

▶▶ Note

- While processing the print job, you cannot display the HOME screen, change the print menu, or print from the computer or other devices.
- While processing the print job, the photo in other group is not selected.
- If you press the **Stop** button while processing the print job, the screen to select a method to cancel reservation is displayed. If you select **Cancel all reservations**, you can cancel printing all photos. If you select **Cancel the last reservation**, you can cancel the last printing job.
- If there are many print jobs, **Cannot reserve more print jobs. Please wait a while and redo the operation.** may be displayed on the LCD. In this case, wait a while and add the print job.

Setting Items for Photo Printing Using Operation Panel

You can specify the setting of page size, media type, photo fix and so on to print the photos saved on the memory card.

Print Settings Screen

How to display the print settings screen varies with the print menu.

- **In Select photo print:**

The following screen is displayed by selecting **Settings**.

Settings	
Page size	4"x6"(10x15cm)
Type	Plus Glossy II
Print qlty	Standard
Border	Borderless
Photo fix	Auto photo fix

- **In Trimming print:**

The following screen is displayed before printing.

Start print	
Copies	1
Page size	4"x6"(10x15cm)
Type	Plus Glossy II
Print qlty	Standard
Border	Borderless

Setting Items

You can specify the following setting items.



Use the ▲▼ button to select a setting item and press the **OK** button to display the settings. Use the ▲▼ button to specify the setting and press the **OK** button to finalize selection.

Settings		
Page size	4"x6"(10x15cm)	1
Type	Plus Glossy II	2
Print qlty	Standard	3
Border	Borderless	4
Photo fix	Auto photo fix	5
Red-EyeCorrection	OFF	6
Print date	OFF	7

▶▶▶ Note

- Depending on the print menu, some setting items cannot be selected. This section describes the setting items in **Select photo print**.

The setting item which cannot be selected is displayed grayed out or not displayed.

- Some settings cannot be specified in combination with the other setting items or the print menus. If the setting which cannot be specified in combination is selected,  and **Error details** are displayed on the LCD. In this case, select  on the upper left on the LCD to check the message and change the setting.
- The settings of the page size, media type, etc. are retained even if another print menu is selected or the printer is turned off.

1. **Page size**

Select the page size of the loaded paper.

2. **Type** (Media type)

Select the media type of the loaded paper.

3. **Print qlty** (Print quality)

Select print quality according to the photo.

4. **Border** (Bordered/Borderless print)

Select bordered or borderless print.

5. **Photo fix**

When **Auto photo fix** is selected, the scene or person's face of a shot photo is recognized and the most suitable correction for each photo is made automatically. It makes a darkened face by backlight brighter to print. It also analyzes a scene such as scenery, night scene, person, etc. and corrects each scene with the most suitable color, brightness, or contrasts automatically to print.

▶▶▶ Note

- As a default, photos on the memory card are printed with auto correction applied.
- If **No correction** is selected, photos are printed without correction.

6. **Red-EyeCorrection**

Corrects red eyes in portraits caused by flash photography.

Depending on the type of the photo, red eyes may not be corrected or parts other than the eyes may be corrected.

7. **Print date**

Activates/deactivates to print the date (shooting date) on a photo.

▶▶ Note

- The shooting date is printed according to the settings of **Date display format** in **Device user settings** under **Device settings** under **Settings**.

■ [Device user settings](#)

Paper Settings

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

▶▶▶ Note

- The default display setting is different between when you print or copy from the operation panel of the printer and when you print using the printer driver.

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

After loading paper:

When you close the feed slot cover:



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

Register rear tray paper info	
Select the paper loaded in the rear tray.	
Page size	A4
Type	Plain paper
<input type="button" value="Register"/>	

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

▶▶▶ Important

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

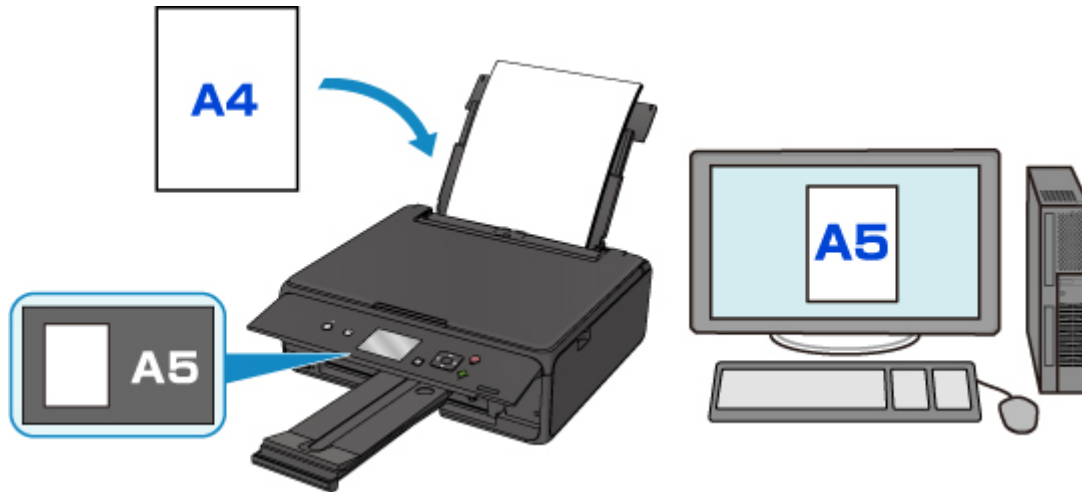
- For Mac OS:

- [Paper Settings on the Printer Driver and the Printer \(Media Type\)](#)
- [Paper Settings on the Printer Driver and the Printer \(Paper Size\)](#)

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

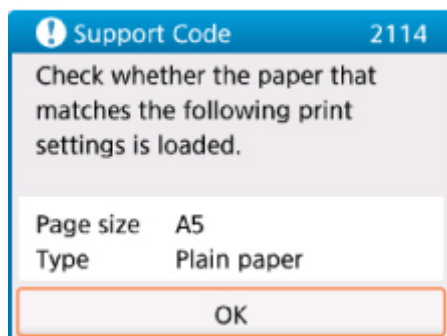
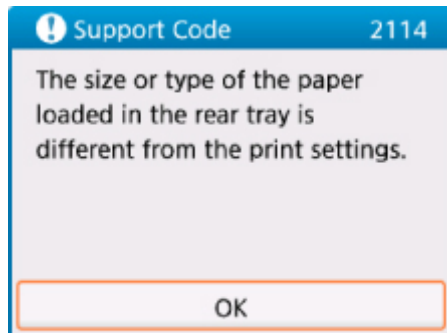
Ex:

- Paper setting for printing or copying: A5
- Paper information registered to the printer: A4



When you start printing or copying, a message is displayed.

Selecting **OK** on the LCD displays the paper setting specified for printing or copying under the message.



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

▶▶▶ Note

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

Print with the loaded paper.

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

For example, when the paper setting for printing or copying is A5 and the paper information registered to the printer is A4, the printer starts printing or copying with A5 on the paper loaded.

Replace the paper and print

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

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

The paper information registration screen is displayed after replacing the paper and closing the feed slot cover. Register the paper information according to the paper that you loaded.

▶▶▶ Note

- If you do not know what paper information to register to the printer, press the **Back** button when the screen to select the operation is displayed. When the previous screen is displayed, check the paper size and the media type and register them to the printer.
- For more on the proper combination of paper settings you can specify by the printer driver or on the LCD:
 - For Windows:
 - [Paper Settings on the Printer Driver and the Printer \(Media Type\)](#)
 - [Paper Settings on the Printer Driver and the Printer \(Paper Size\)](#)
 - For Mac OS:
 - [Paper Settings on the Printer Driver and the Printer \(Media Type\)](#)
 - [Paper Settings on the Printer Driver and the Printer \(Paper Size\)](#)

Cancel

Cancels printing.

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

Default Setting for Displaying the Message which Prevents Misprinting

• When you print using the operation panel of the printer:

The message which prevents misprinting is enabled by default.

To change the display setting when you copy or print using the operation panel of the printer:

- [Feed settings](#)

• When you print using the printer driver:

The message which prevents misprinting is disabled by default.

To change the display setting when you print using the printer driver:

- For Windows:
 - Changing the Printer Operation Mode
- For Mac OS:
 - [Changing the Printer Operation Mode](#)

»» Important

- When the message which prevents misprinting is disabled:

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

Making Copies

This section describes the procedure to copy with **Standard copy**.

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

2. [Load paper.](#)

3. Select  **Copy** on the HOME screen.

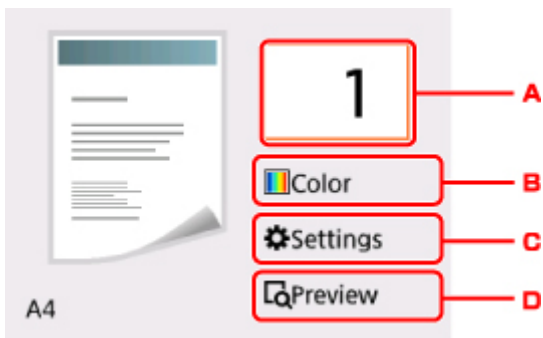
■ [LCD and Operation Panel](#)

4. Select  **Standard copy**.

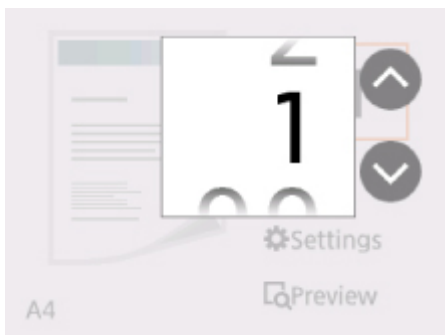
The Copy standby screen is displayed.

5. [Load original on platen glass.](#)

6. Specify settings as necessary.



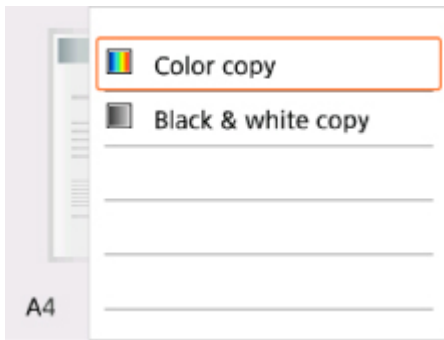
A. Displays the screen to specify the number of copies.



Use the ▲▼ buttons to specify the number of copies and use the **OK** button to finalize.

You can specify the number of copies after selecting **Settings**.

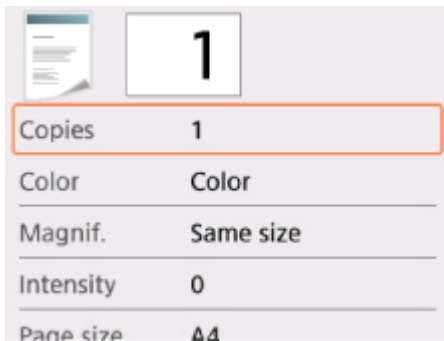
B. Displays the screen to specify the color mode.



Use the ▲▼ buttons to specify the color mode and use the **OK** button to finalize.

You can specify the color mode after selecting **Settings**.

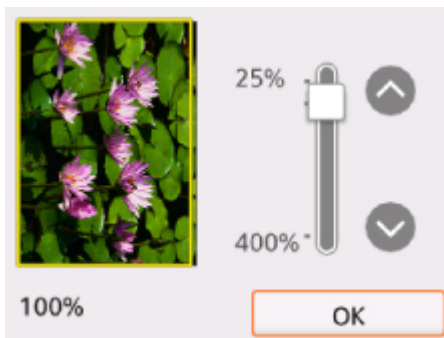
C. Displays the print setting items.



For more on the setting items:

■ [Setting Items for Copying](#)

D. Displays the preview screen to preview an image of the printout.



For details:

■ [Displaying Preview Screen](#)

7. Press **Start** button.

The printer starts copying.

Remove the original on the platen glass after copying is complete.

▶▶▶ Important

- Do not open the document cover or remove the original from the platen glass until scanning is completed.

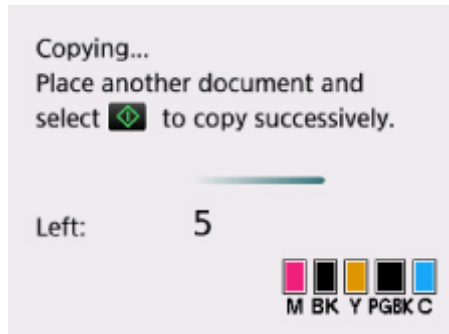
▶▶▶ Note

- To cancel copying, press the **Stop** button.

Adding Copying Job (Reserve copy)

You can add the copying job while printing (Reserve copy).

The screen below is displayed when you can add the copying job.



Load the original on the platen glass and press the **Start** button.

▶▶▶ Important

- When you load the original on the platen glass, move the document cover gently.

▶▶▶ Note

- When **Print qlty** (print quality) is set **High**, you cannot add the copying job.
- When you add the copying job, the number of copies or the settings such as the page size or media type cannot be changed.
- If you press the **Stop** button while reserve copying is in progress, the screen to select the method to cancel copying is displayed. If you select **Cancel all reservations**, you can cancel copying all scanned data. If you select **Cancel the last reservation**, you can cancel the last copying job.
- If you set a document of too many pages to add the copying job, **Cannot add more copy jobs. Please wait a while and redo the operation.** may appear on the LCD. Select **OK** and wait a while, and then try copying again.
- If **Failed to reserve the copy job. Start over from the beginning.** appears on the LCD when scanning, select **OK** and press the **Stop** button to cancel copying. After that, copy the documents that have not been finished copying.

Setting Items for Copying

You can change the copy settings such as magnification and intensity.

Print Settings Screen

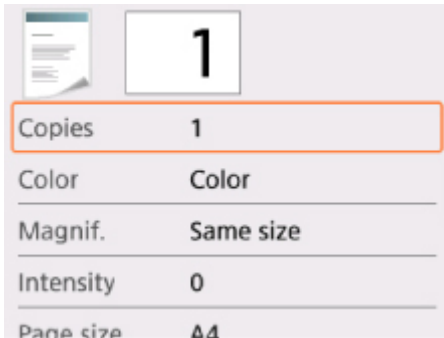
▶▶▶ Note

- For more on the print setting screen or the setting item for **Photo copy**, see Copying Photos.

How to display the print setting screen varies with the copy menu.

- In **Standard copy**:

The following screen is displayed by selecting **Settings** on the Copy standby screen.



- In **Borderless copy**:

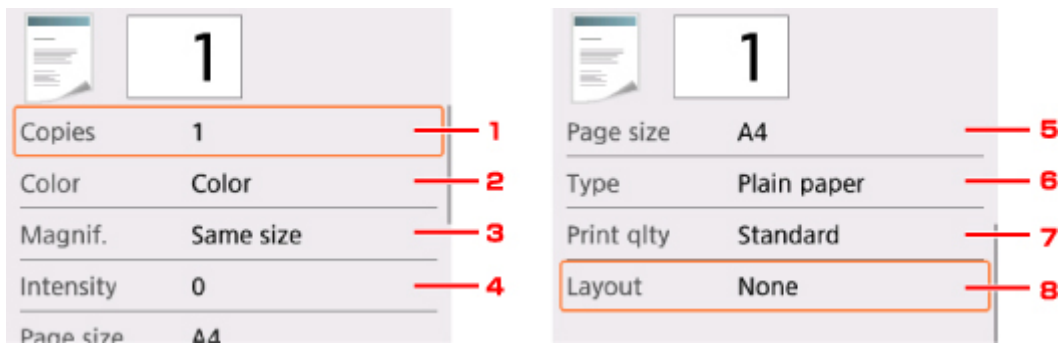
The following screen is displayed before copying.





Setting Items

You can specify the following setting items.

Use the ▲▼ button to select a setting item and press the **OK** button to display the settings. Use the ▲▼ button to specify the setting and press the **OK** button to finalize selection.



►► Note

- Depending on the copy menu, some setting items cannot be selected. This section describes the setting items in **Copy**.
The setting item which cannot be selected is displayed grayed out.
For more on the setting items for **Photo copy**, see Copying Photos.
- Some settings cannot be specified in combination with the setting of other setting item or the copy menu. If the setting which cannot be specified in combination is selected,  and **Error details** are displayed on the LCD. In this case, select  on the upper left on the LCD to check the message and change the setting.
- The settings of the page size, media type, etc. are retained even if the printer is turned off.
- When copying starts in the copy menu that is not available with the specified setting, **The specified function is not available with current settings.** is displayed on the LCD. Change the setting, following the on-screen instructions.

1. Copies

Specify the number of copies.

2. Color

Specify the color mode.

3. Magnif. (Magnification)

Specify the reduction/enlargement method.

- Reducing/Enlarging Copies

4. Intensity

Specify the intensity.

When **Auto** is selected, the intensity is adjusted automatically according to the originals loaded on the platen glass.

5. Page size

Select the page size of the loaded paper.

6. **Type** (Media type)

Select the media type of the loaded paper.

7. **Print qlty** (Print quality)

Adjust print quality according to the original.

▶▶ Important

- If you use **Draft** with **Type** set to **Plain paper** and the quality is not as good as expected, select **Standard** or **High** for **Print qlty** and try copying again.
- Select **High** for **Print qlty** to copy in grayscale. Grayscale renders tones in a range of grays instead of black or white.

8. **Layout**

Select the layout.

- Copying Two Pages onto Single Page

Scanning from Computer (Mac OS)

▶ Scanning Using Scanner Driver (ICA Driver)

- Using IJ Scan Utility
- Using Scanner Driver (ICA Driver)

▶ Scanning Using AirPrint

- Using IJ Scan Utility Lite

▶ Scanning Tips

- Positioning Originals (Scanning from Computer)
- Network Scan Settings

Scanning Using Scanner Driver (ICA Driver)

- ▶ [Using IJ Scan Utility](#)
- ▶ [Using Scanner Driver \(ICA Driver\)](#)

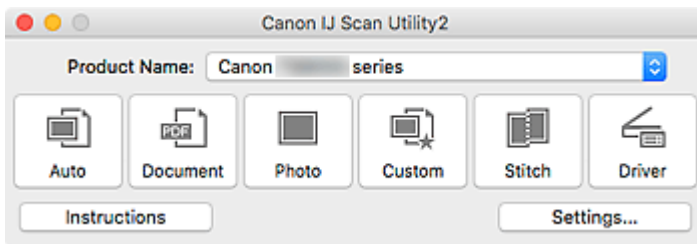
Using IJ Scan Utility

- ▶ **What Is IJ Scan Utility (Scanner Software)?**
- ▶ **Starting IJ Scan Utility**
- ▶ **Using Auto Scan Function** 📄 **Basics**
- ▶ **Scanning Documents**
- ▶ **Scanning Photos**
- ▶ **Scanning with Favorite Settings**
- ▶ **Scanning Originals Larger than the Platen (Image Stitch)**
 - Adjusting Cropping Frames in the Image Stitch Window
- ▶ **Scanning Multiple Originals at One Time**
- ▶ **Saving after Checking Scan Results**
- ▶ **Sending Scanned Images via E-mail**
- ▶ **Extracting Text from Scanned Images (OCR)**
- ▶ **IJ Scan Utility Screens**

What Is IJ Scan Utility (Scanner Software)?

IJ Scan Utility is an application for scanning documents, photos, and other items.

Access all scanning functions to scan and save directly, from the icons in the IJ Scan Utility main screen.



IJ Scan Utility Features

Multiple Scanning Modes

Auto allows for one click scanning with default settings for various items. **Document** will sharpen text in a document or magazine for better readability, and **Photo** is best suited for scanning photos.

»» Note

- For details on the IJ Scan Utility main screen, see [IJ Scan Utility Main Screen](#).

Save Scanned Images Automatically

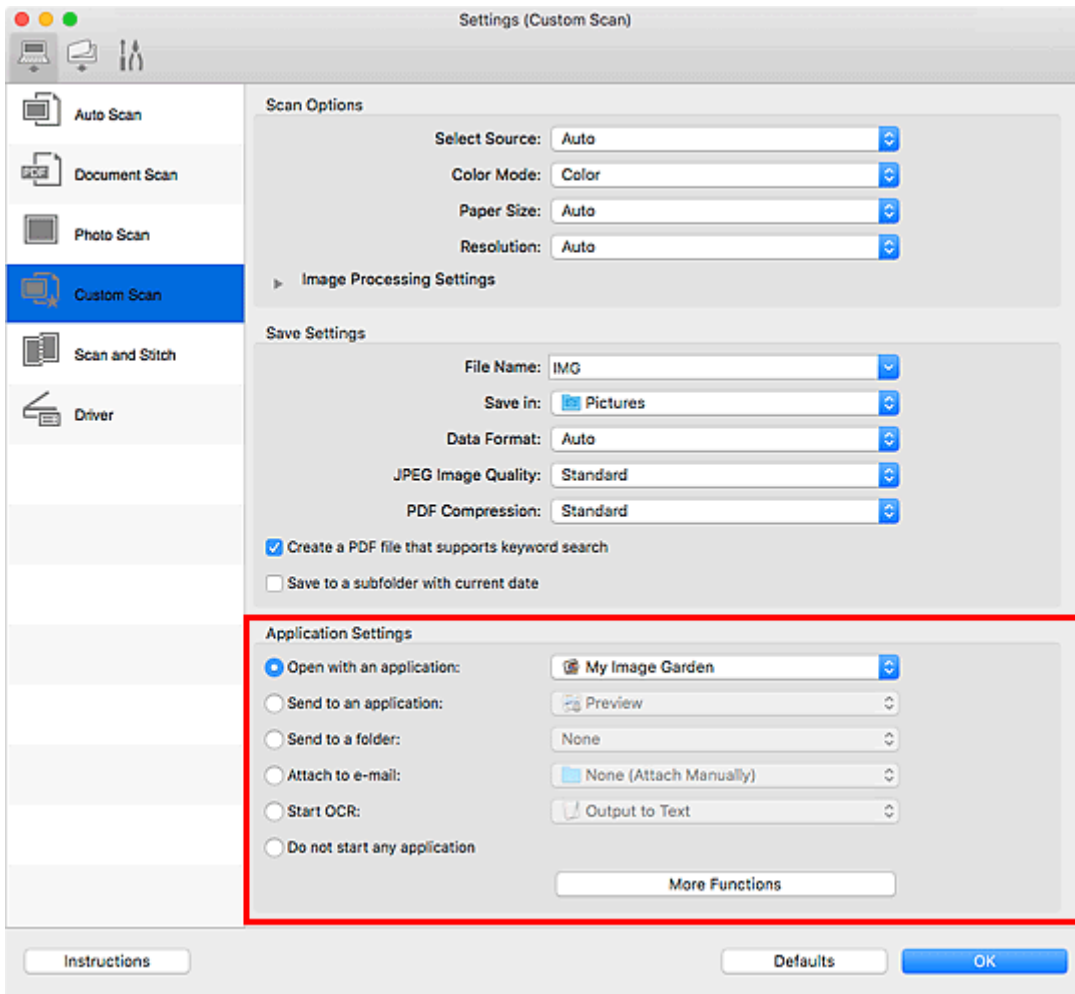
Scanned images are automatically saved to a preset folder. The folder can be changed as needed.

»» Note

- The default save folder is the **Pictures** folder.
- To change folder, see [Settings Dialog](#).

Application Integration

Scanned images can be sent to other applications. For example, display scanned images in your favorite graphics application, attach them to e-mails, or extract text from images.



»»» Important

- Some functions are available only when My Image Garden is installed.

»»» Note

- To set the applications to integrate with, see [Settings Dialog](#).

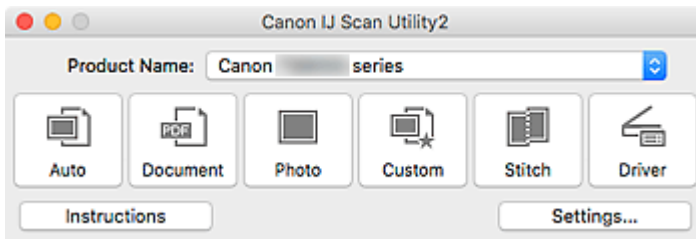
Starting IJ Scan Utility

▶▶▶ Note

- If you have more than one scanner or have changed from USB to network connection, set up the network environment from IJ Scan Utility.

■ [Network Scan Settings](#)

Select **Applications** from **Go** menu of Finder, and then double-click **Canon Utilities > IJ Scan Utility > Canon IJ Scan Utility2** icon to start IJ Scan Utility.



Using Auto Scan Function

Auto Scan allows for automatic detection of the item type.

▶▶▶ Important

- The following types of items may not be scanned correctly. In that case, adjust the cropping frames (selection boxes; scan areas) in the screen displayed by clicking **Driver** in the IJ Scan Utility main screen, and then scan again.
 - Photos with a whitish background
 - Items printed on white paper, hand-written text, business cards, and other unclear items
 - Thin items
 - Thick items

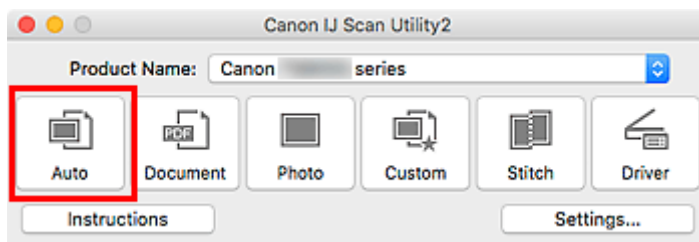
1. Make sure scanner or printer is turned on.

2. Place items on platen.

■ [Positioning Originals \(Scanning from Computer\)](#)

3. [Start IJ Scan Utility.](#)

4. Click **Auto**.



Scanning starts.

▶▶▶ Note

- To cancel the scan, click **Cancel**.
- To apply suitable corrections based on the item type, click **Settings...**, and then select the **Apply recommended image correction** checkbox in the **Settings (Auto Scan)** dialog.
- Scanned images are saved in the folder set for **Save in** in the [Settings \(Auto Scan\) dialog](#) displayed by clicking **Settings...**. In the **Settings (Auto Scan)** dialog, advanced scan settings can also be made.
- To scan a specific item type, see the following pages.
 - Scanning Photos
 - Scanning Documents
 - Scanning with Favorite Settings

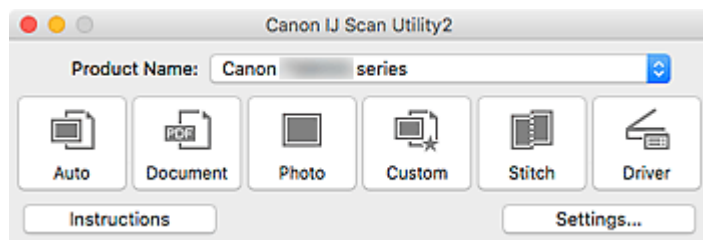
IJ Scan Utility Screens

- ▶ **IJ Scan Utility Main Screen**
- ▶ **Settings Dialog**
 - **Settings (Auto Scan) Dialog**
 - **Settings (Document Scan) Dialog**
 - Settings (Photo Scan) Dialog
 - **Settings (Save to PC (Auto)) Dialog**
 - **Settings (General Settings) Dialog**

IJ Scan Utility Main Screen

Select **Applications** from **Go** menu of Finder, and then double-click **Canon Utilities > IJ Scan Utility > Canon IJ Scan Utility2** icon to start IJ Scan Utility.

You can complete from scanning to saving at one time by simply clicking the corresponding icon.



Product Name

Displays the name of the product that IJ Scan Utility is currently set to use.

If the displayed product is not the one you want to use, select the desired product from the list.

In addition, for network connection, select one with "Network" after the product name.

►►► Note

- Refer to "[Network Scan Settings](#)" for how to set up a network environment.

Auto

Detects the item type automatically and saves them to a computer. The data format for saving will also be set automatically.

Save settings and the response after scanning can be specified in the [Settings \(Auto Scan\) dialog](#).

Document

Scans items as documents and saves them to a computer.

Scan/save settings and the response after scanning can be specified in the [Settings \(Document Scan\) dialog](#).

Photo

Scans items as photos and saves them to a computer.

Scan/save settings and the response after scanning can be specified in the Settings (Photo Scan) dialog.

Custom

Scans items with your favorite settings and saves the images to a computer. The item type can be automatically detected.

Scan/save settings and the response after scanning can be specified in the Settings (Custom Scan) dialog.

Stitch

Displays the **Image Stitch** window in which you can scan the left and right halves of an item larger than the platen and combine the scanned images back into one image.

Scan/save settings and the response after scanning can be specified in the Settings (Scan and Stitch) dialog.

Driver

Allows you to make image corrections and color adjustments when scanning.

Save settings and the response after scanning can be specified in the Settings (Driver) dialog.




Instructions

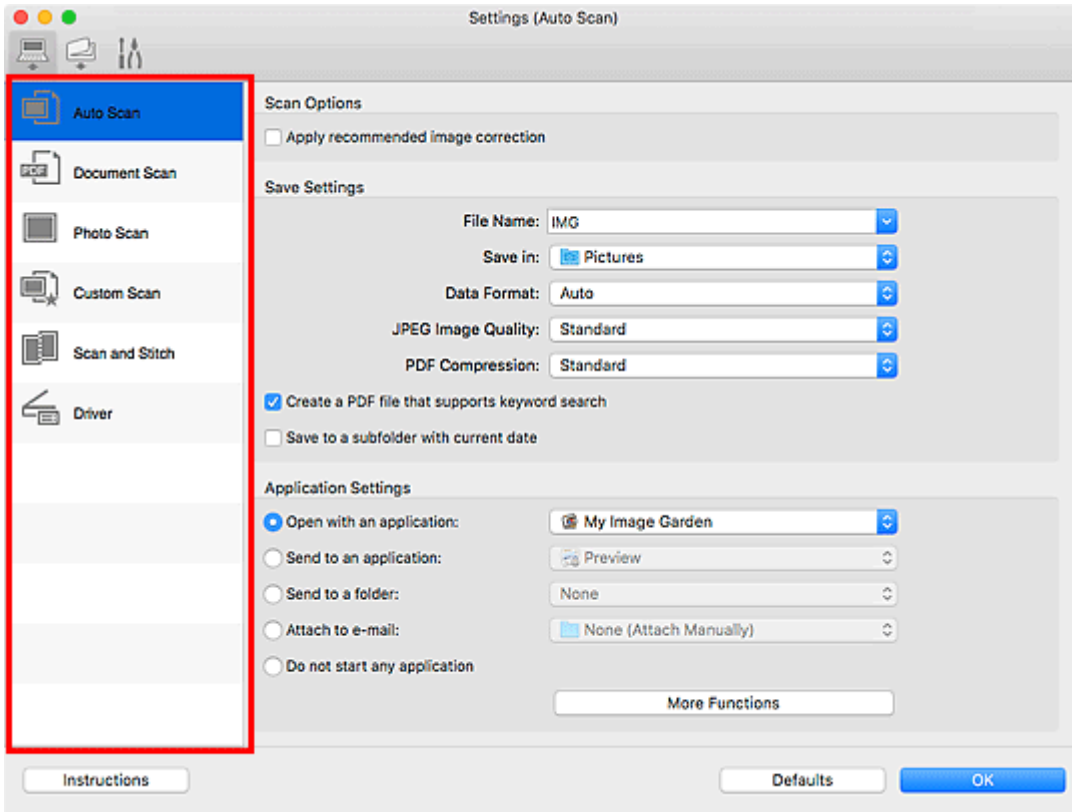
Opens this guide.

Settings...

Displays the [Settings dialog](#) in which you can specify the scan/save settings and the response after scanning.

Settings Dialog

The Settings dialog has three tabs:  (Scanning from a Computer),  (Scanning from the Operation Panel), and  (General Settings). When you click a tab, the options available in the red frame switches; set the details of each function on each tab as needed.



(Scanning from a Computer) Tab

Set the default actions when scanning from IJ Scan Utility or My Image Garden.

- [Settings \(Auto Scan\) Dialog](#)
- [Settings \(Document Scan\) Dialog](#)
- Settings (Photo Scan) Dialog
- Settings (Custom Scan) Dialog
- Settings (Scan and Stitch) Dialog
- Settings (Driver) Dialog




(Scanning from the Operation Panel) Tab

Set the default actions when scanning from the operation panel.

- [Settings \(Save to PC \(Auto\)\) Dialog](#)
- Settings (Save to PC (Document)) Dialog
- Settings (Save to PC (Photo)) Dialog

- Settings (Attach to E-mail (Auto)) Dialog
- Settings (Attach to E-mail (Document)) Dialog
- Settings (Attach to E-mail (Photo)) Dialog

▶▶ Important

- When the Settings dialog is displayed from My Image Garden, the  (Scanning from the Operation Panel) tab does not appear.




(General Settings) Tab

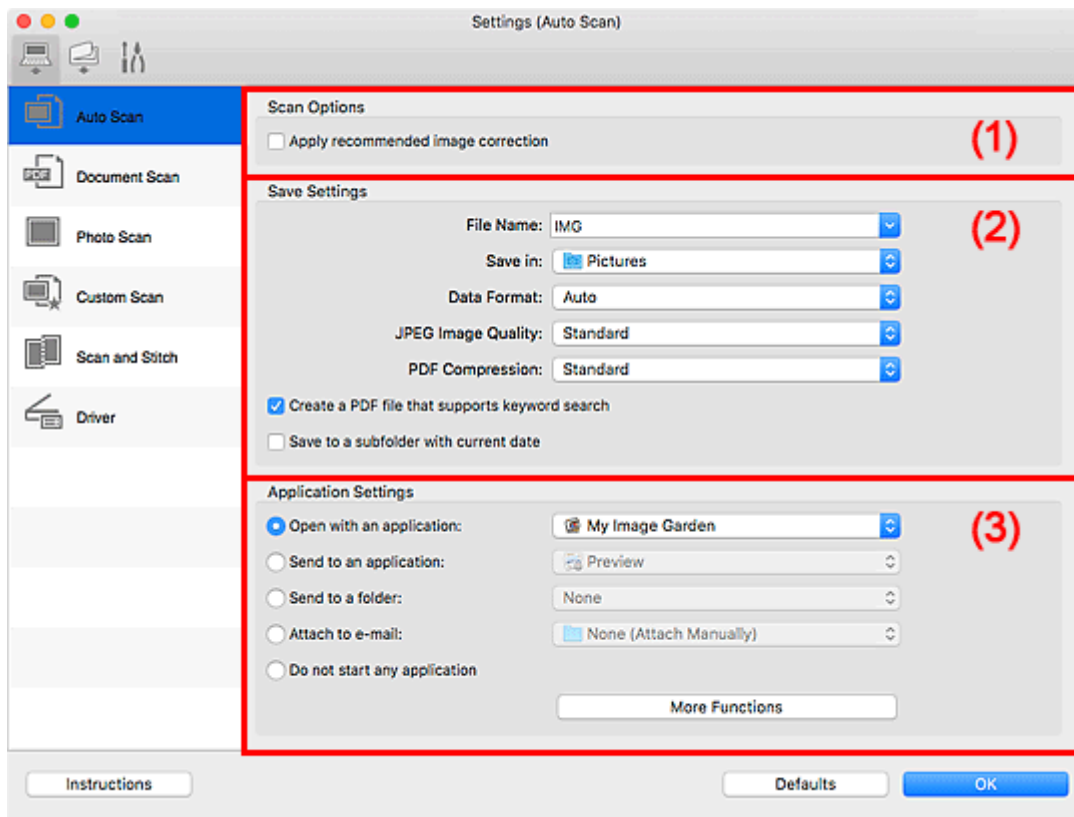
Set the model to use, file size restriction on e-mail attachment, language for detecting text in images, and the folder in which to save images temporarily.

- [Settings \(General Settings\) Dialog](#)

Settings (Auto Scan) Dialog

Click **Auto Scan** on the  (Scanning from a Computer) tab to display the **Settings (Auto Scan)** dialog.

In the **Settings (Auto Scan)** dialog, you can make advanced scan settings to scan by automatically detecting the item type.



■ [\(1\) Scan Options Area](#)

■ [\(2\) Save Settings Area](#)

■ [\(3\) Application Settings Area](#)

»»» Important

- When the Settings dialog is displayed from My Image Garden, the setting items for **Application Settings** do not appear.

Supported Items

Photos, postcards, business cards, magazines, newspapers, documents, and BD/DVD/CD.

»»» Important

- To scan the following types of items, specify the item type and size in the **Settings (Document Scan)** dialog, **Settings (Photo Scan)** dialog, or **Settings (Custom Scan)** dialog, then click **Photo**, **Document**, or **Custom** in the IJ Scan Utility main screen. You cannot scan correctly with **Auto**.
 - A4 size photos
 - Text documents smaller than 2L (5 inches x 7 inches) (127 mm x 178 mm), such as paperback pages with the spine cut off
 - Items printed on thin white paper

- Long narrow items such as panoramic photos
 - Reflective disc labels may not be scanned as expected.
 - Place items to be scanned on the platen correctly. Otherwise, items may not be scanned correctly.
- Refer to "[Positioning Originals \(Scanning from Computer\)](#)" for how to place items.

▶▶▶ Note

- To reduce moire in scans, set **Select Source** to **Magazine** in the **Settings (Document Scan)** dialog or **Settings (Custom Scan)** dialog, then click **Document** or **Custom** in the IJ Scan Utility main screen.

(1) Scan Options Area

Apply recommended image correction

Applies suitable corrections automatically based on the item type.

▶▶▶ Important

- The color tone may differ from the source image due to corrections. In that case, deselect the checkbox and scan.

▶▶▶ Note

- Scanning takes longer than usual when you enable this function.

(2) Save Settings Area

File Name

Enter the file name of the image to be saved. When you save a file, the date and four digits are appended to the set file name in the "_20XX0101_0001" format.

▶▶▶ Note

- When you select the **Save to a subfolder with current date** checkbox, the date and four digits are appended to the set file name.

Save in

Displays the folder in which to save the scanned images. To add a folder, select **Add...** from the pop-up menu, then click (Plus) in the displayed dialog and specify the destination folder.

The default save folder is the **Pictures** folder.

▶▶▶ Important

- When the Settings dialog is displayed from My Image Garden, this option does not appear.

Data Format

Auto is selected. The following data formats are automatically applied according to the item type when saving.

- Photos, postcards, BD/DVD/CD, and business cards: JPEG
- Magazines, newspapers, and documents: PDF

▶▶▶ Important

- The save format may differ depending on how you place the item.

JPEG Image Quality

You can specify the image quality of JPEG files.

PDF Compression

Select the compression type for saving PDF files.

Standard

It is recommended that you normally select this setting.


High

Compresses the file size when saving, allowing you to reduce the load on your network/server.

Create a PDF file that supports keyword search

Select this checkbox to convert text in images into text data and create PDF files that support keyword search.

»» Note

- PDF files that are searchable in the language selected in **Document Language** on the  (General Settings) tab of the Settings dialog are created.

Save to a subfolder with current date

Select this checkbox to create a current date folder in the folder specified in **Save in** and save scanned images in it. The folder will be created with a name such as "20XX_01_01" (Year_Month_Date).

If this checkbox is not selected, files are saved directly in the folder specified in **Save in**.

(3) Application Settings Area

Open with an application

Select this when you want to enhance or correct the scanned images.

You can specify the application from the pop-up menu.

Send to an application

Select this when you want to use the scanned images as they are in an application that allows you to browse or organize images.

You can specify the application from the pop-up menu.

Send to a folder

Select this when you also want to save the scanned images to a folder other than the one specified in **Save in**.

You can specify the folder from the pop-up menu.

Attach to e-mail


Select this when you want to send e-mails with the scanned images attached.

You can specify the e-mail client you want to start from the pop-up menu.

Do not start any application

Saves to the folder specified in **Save in**.

▶▶▶ Note

- To add an application or folder to the pop-up menu, select **Add...** from the pop-up menu, then click  (Plus) in the displayed dialog and specify the application or folder.


Instructions

Opens this guide.

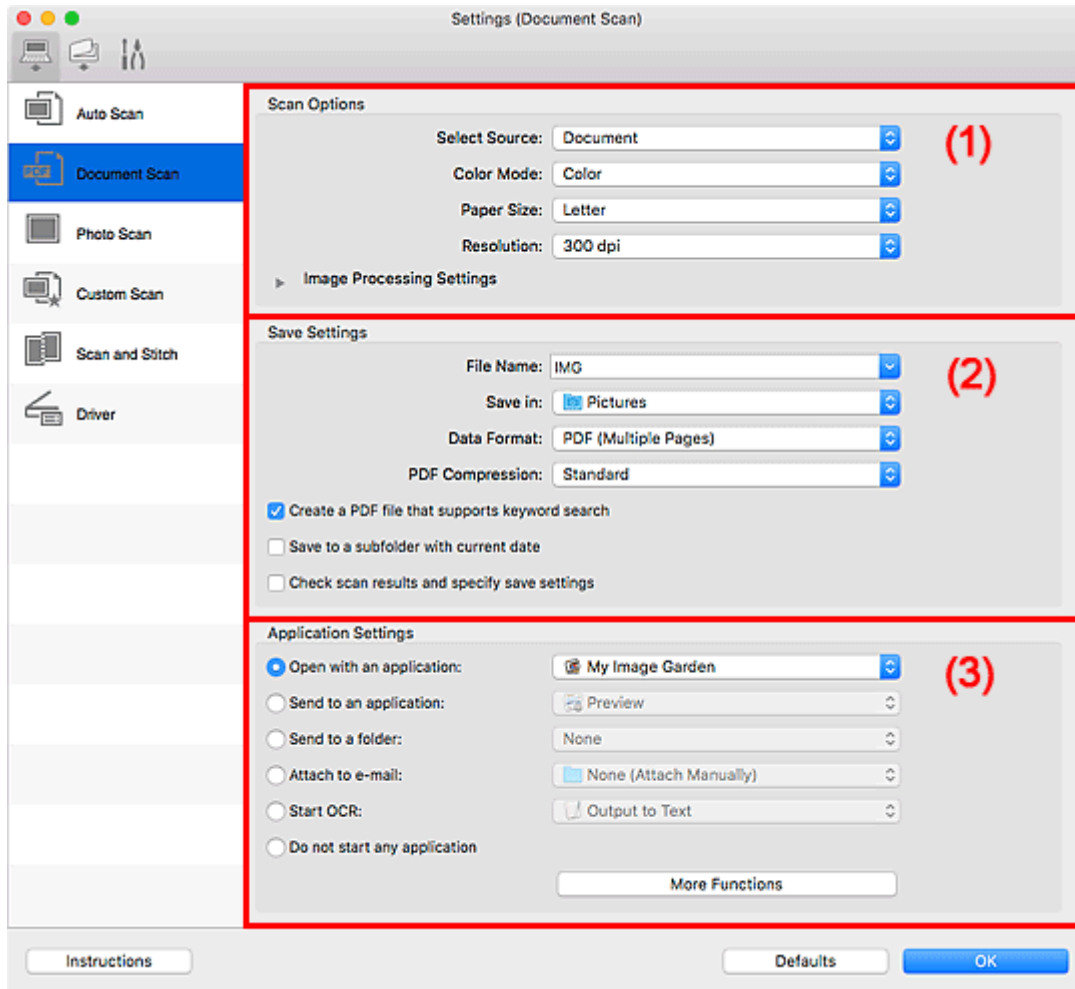
Defaults

You can restore the settings in the displayed screen to the default settings.

Settings (Document Scan) Dialog

Click **Document Scan** on the  (Scanning from a Computer) tab to display the **Settings (Document Scan)** dialog.

In the **Settings (Document Scan)** dialog, you can make advanced scan settings to scan items as documents.



- [\(1\) Scan Options Area](#)
- [\(2\) Save Settings Area](#)
- [\(3\) Application Settings Area](#)

►►► Important

- When the Settings dialog is displayed from the Scan screen of My Image Garden, the setting items for **Application Settings** do not appear.

(1) Scan Options Area

Select Source

Select the type of item to be scanned.

- Scanning documents: **Document**
- Scanning magazines: **Magazine**

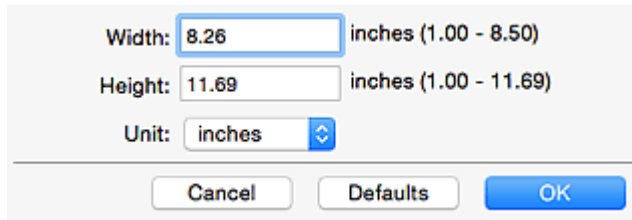
Color Mode


Select the color mode in which to scan the item.

Paper Size

Select the size of the item to be scanned.

When you select **Custom**, a screen in which you can specify the paper size appears. Select a **Unit**, then enter the **Width** and **Height**, and then click **OK**.



Width: inches (1.00 - 8.50)
Height: inches (1.00 - 11.69)
Unit: 

»»» Note

- Click **Defaults** to restore the specified settings to the default settings.

Resolution

Select the resolution of the item to be scanned.


The higher the resolution (value), the more detail in your image.

- Resolution

»»» Note

- Only **300 dpi** or **400 dpi** can be set when **Start OCR** is selected in **Application Settings**.

Image Processing Settings

Click  (Right Arrow) to set the following.

»»» Note

- When **Color Mode** is **Black and White**, only **Reduce gutter shadow**, **Correct slanted text document**, and **Detect the orientation of text document and rotate image** appear.

Apply Auto Document Fix

Select this checkbox to sharpen text in a document or magazine for better readability.

»»» Important

- The color tone may differ from the source image due to corrections. In that case, deselect the checkbox and scan.

»»» Note

- Scanning takes longer than usual when you enable this function.

Sharpen outline

Emphasizes the outline of the subjects to sharpen the image.

Reduce show-through

Sharpens text in an item or reduces show-through in newspapers, etc.

Reduce moire

Reduces moire patterns.

Printed materials are displayed as a collection of fine dots. "Moire" is a phenomenon where uneven gradation or a stripe pattern appears when such photos or pictures printed with fine dots are scanned.

▶▶▶ Note

- Scanning takes longer than usual when you enable **Reduce moire**.

Reduce gutter shadow

Reduces gutter shadows that appear between pages when scanning open booklets.

▶▶▶ Note

- Click **Driver** in the IJ Scan Utility main screen and scan to correct gutter shadows when scanning non-standard size items or specified areas.
Refer to "[Gutter Correction](#)" for details.
- When you enable this function, scanning may take longer than usual with network connection.

Correct slanted text document

Detects the scanned text and corrects the angle (within -0.1 to -10 degrees or +0.1 to +10 degrees) of the document.

▶▶▶ Important

- The following types of documents may not be corrected properly since the text cannot be detected correctly.
 - Documents in which the text lines are inclined more than 10 degrees or the angles vary by line
 - Documents containing both vertical and horizontal text
 - Documents with extremely large or small fonts
 - Documents with small amount of text
 - Documents containing figures/images
 - Hand-written text
 - Documents containing both vertical and horizontal lines (tables)

▶▶▶ Note

- Scanning takes longer than usual when you enable **Correct slanted text document**.

Detect the orientation of text document and rotate image

Automatically rotates the image to the correct orientation by detecting the orientation of text in the scanned document.

▶▶▶ Important

- Only text documents written in the language selected from **Document Language** in the [Settings \(General Settings\) dialog](#) are supported.
- The orientation may not be detected for the following types of settings or documents since the text cannot be detected correctly.
 - Resolution is outside the range of 300 dpi to 600 dpi
 - Font size is outside the range of 8 points to 48 points
 - Documents containing special fonts, effects, italics, or hand-written text

- Documents with patterned backgrounds

In that case, select the **Check scan results and specify save settings** checkbox, and then rotate the image in the Save Settings dialog.

(2) Save Settings Area

File Name

Enter the file name of the image to be saved. When you save a file, the date and four digits are appended to the set file name in the "_20XX0101_0001" format.

▶▶▶ Note

- When you select the **Save to a subfolder with current date** checkbox, the date and four digits are appended to the set file name.

Save in

Displays the folder in which to save the scanned images. To add a folder, select **Add...** from the pop-up menu, then click (Plus) in the displayed dialog and specify the destination folder.

The default save folder is the **Pictures** folder.

▶▶▶ Important

- When the Settings dialog is displayed from My Image Garden, this option does not appear.

Data Format

Select the data format in which to save the scanned images.

You can select **JPEG/Exif**, **TIFF**, **PNG**, **PDF**, or **PDF (Multiple Pages)**.

▶▶▶ Important

- You cannot select **JPEG/Exif** when **Color Mode** is **Black and White**.
- When **Start OCR** is selected in **Application Settings**, you cannot select **PDF** or **PDF (Multiple Pages)**.

▶▶▶ Note

- With network connection, scanning may take longer than usual when you set **TIFF** or **PNG** in **Data Format**.

PDF Compression

Select the compression type for saving PDF files.

Standard

It is recommended that you normally select this setting.

High

Compresses the file size when saving, allowing you to reduce the load on your network/server.

▶▶▶ Important

- This appears only when **PDF** or **PDF (Multiple Pages)** is selected in **Data Format**.
- When **Black and White** is selected in **Color Mode**, this option does not appear.

JPEG Image Quality

You can specify the image quality of JPEG files.

»» Important

- This appears only when **JPEG/Exif** is selected in **Data Format**.

Create a PDF file that supports keyword search


Select this checkbox to convert text in images into text data and create PDF files that support keyword search.

»» Important

- This appears only when **PDF** or **PDF (Multiple Pages)** is selected in **Data Format**.

»» Note

- If text cannot be searched correctly, we recommend that you select 300 dpi or higher for **Resolution**.

- PDF files that are searchable in the language selected in **Document Language** on the  (General Settings) tab of the Settings dialog are created.

Save to a subfolder with current date

Select this checkbox to create a current date folder in the folder specified in **Save in** and save scanned images in it. The folder will be created with a name such as "20XX_01_01" (Year_Month_Date).

If this checkbox is not selected, files are saved directly in the folder specified in **Save in**.

Check scan results and specify save settings

Displays the Save Settings dialog after scanning.

»» Important

- When the Settings dialog is displayed from My Image Garden, this option does not appear.

(3) Application Settings Area

Open with an application

Select this when you want to enhance or correct the scanned images.

You can specify the application from the pop-up menu.

Send to an application

Select this when you want to use the scanned images as they are in an application that allows you to browse or organize images.

You can specify the application from the pop-up menu.

Send to a folder

Select this when you also want to save the scanned images to a folder other than the one specified in **Save in**.

You can specify the folder from the pop-up menu.

Attach to e-mail

Select this when you want to send e-mails with the scanned images attached.

You can specify the e-mail client you want to start from the pop-up menu.

Start OCR


Select this when you want to convert text in the scanned image into text data.

You can specify the application from the pop-up menu.

Do not start any application

Saves to the folder specified in **Save in**.

▶▶ Note

- To add an application or folder to the pop-up menu, select **Add...** from the pop-up menu, then click  (Plus) in the displayed dialog and specify the application or folder.


Instructions

Opens this guide.

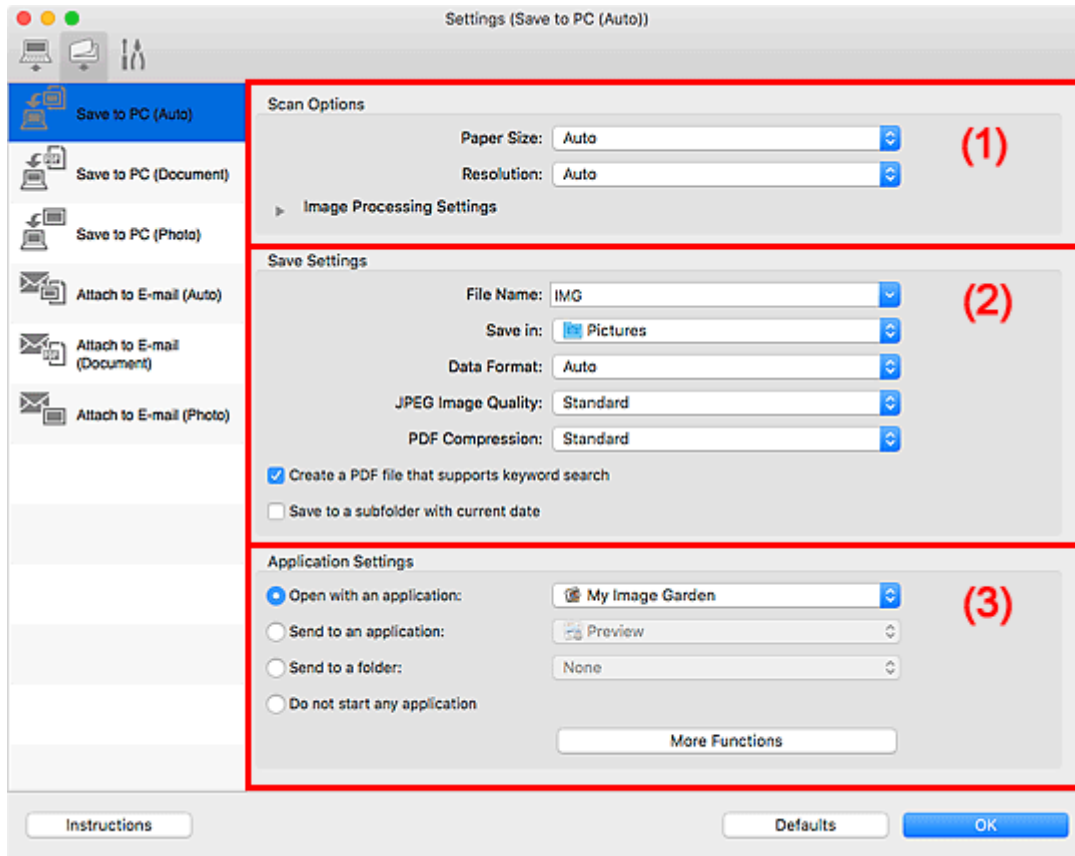
Defaults

You can restore the settings in the displayed screen to the default settings.

Settings (Save to PC (Auto)) Dialog

Click **Save to PC (Auto)** on the  (Scanning from the Operation Panel) tab to display the **Settings (Save to PC (Auto))** dialog.

In the **Settings (Save to PC (Auto))** dialog, you can specify how to respond when saving images to a computer after scanning them from the operation panel by automatically detecting the item type.



- [\(1\) Scan Options Area](#)
- [\(2\) Save Settings Area](#)
- [\(3\) Application Settings Area](#)

(1) Scan Options Area


Paper Size

Auto is selected.

Resolution

Auto is selected.

Image Processing Settings

Click  (Right Arrow) to set the following.

Apply recommended image correction

Applies suitable corrections automatically based on the item type.

»» Important

- The color tone may differ from the source image due to corrections. In that case, deselect the checkbox and scan.

»» Note

- Scanning takes longer than usual when you enable this function.

(2) Save Settings Area

File Name

Enter the file name of the image to be saved. When you save a file, the date and four digits are appended to the set file name in the "_20XX0101_0001" format.

»» Note

- When you select the **Save to a subfolder with current date** checkbox, the date and four digits are appended to the set file name.

Save in

Displays the folder in which to save the scanned images. To add a folder, select **Add...** from the pop-up menu, then click (Plus) in the displayed dialog and specify the destination folder.

The default save folder is the **Pictures** folder.

Data Format

Auto is selected. The following data formats are automatically applied according to the item type when saving.

- Photos, postcards, BD/DVD/CD, and business cards: JPEG
- Magazines, newspapers, and documents: PDF

»» Important

- The save format may differ depending on how you place the item.
Refer to "[Positioning Originals \(Scanning from Computer\)](#)" for how to place items.

JPEG Image Quality

You can specify the image quality of JPEG files.

PDF Compression

Select the compression type for saving PDF files.

Standard

It is recommended that you normally select this setting.

High

Compresses the file size when saving, allowing you to reduce the load on your network/server.

Create a PDF file that supports keyword search

Select this checkbox to convert text in images into text data and create PDF files that support keyword search.

►► Note

- PDF files that are searchable in the language selected in **Document Language** on the (General Settings) tab of the Settings dialog are created.



Save to a subfolder with current date

Select this checkbox to create a current date folder in the folder specified in **Save in** and save scanned images in it. The folder will be created with a name such as "20XX_01_01" (Year_Month_Date).

If this checkbox is not selected, files are saved directly in the folder specified in **Save in**.

(3) Application Settings Area

Open with an application

Select this when you want to enhance or correct the scanned images.

You can specify the application from the pop-up menu.

Send to an application

Select this when you want to use the scanned images as they are in an application that allows you to browse or organize images.

You can specify the application from the pop-up menu.

Send to a folder

Select this when you also want to save the scanned images to a folder other than the one specified in **Save in**.

You can specify the folder from the pop-up menu.

Do not start any application

Saves to the folder specified in **Save in**.

►► Note

- To add an application or folder to the pop-up menu, select **Add...** from the pop-up menu, then click



(Plus) in the displayed dialog and specify the application or folder.


Instructions

Opens this guide.

Defaults

You can restore the settings in the displayed screen to the default settings.

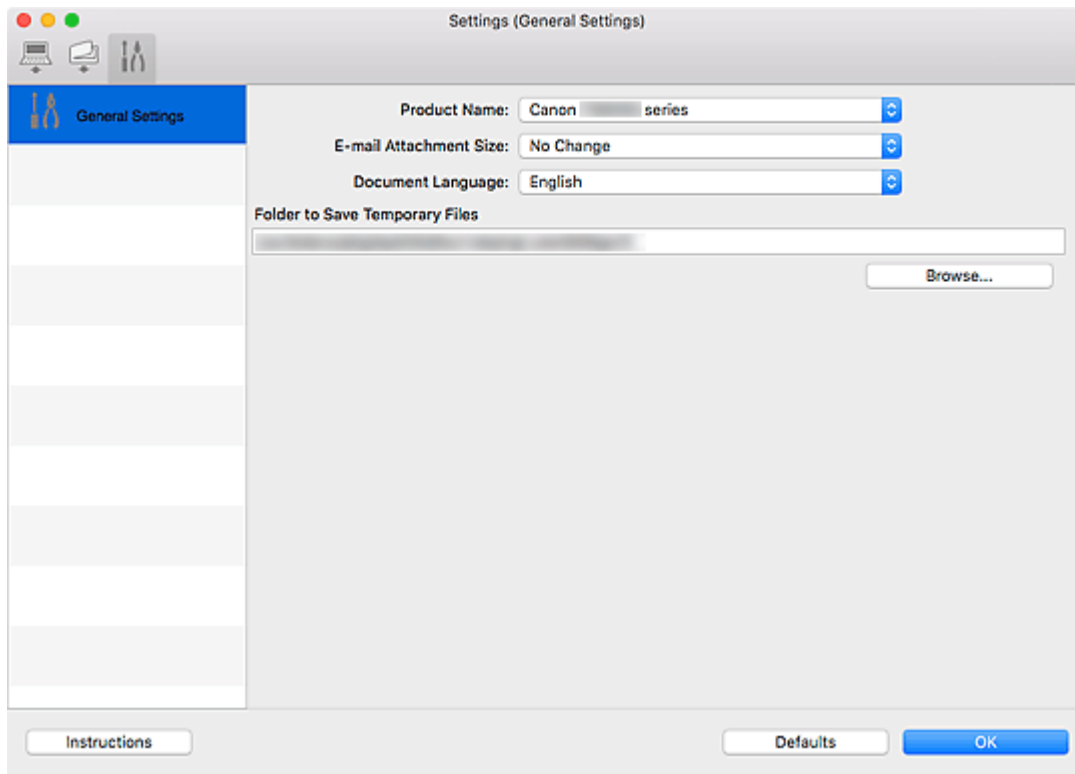
Settings (General Settings) Dialog

Click the  (General Settings) tab to display the **Settings (General Settings)** dialog.

In the **Settings (General Settings)** dialog, you can set the product to use, file size restriction on e-mail attachment, language to detect text in images, and folder in which to save images temporarily.

►►► Important

- When the Settings dialog is displayed from My Image Garden, some options may not appear.



Product Name

Displays the name of the product that IJ Scan Utility is currently set to use.

If the displayed product is not the one you want to use, select the desired product from the list.

In addition, for network connection, select one with "Network" after the product name.

►►► Note

- With network connection, **Select** appears on the right side of the product name. Click **Select** to display the network selection screen in which you can change the scanner to use. Refer to ["Network Scan Settings"](#) for the setting procedure.

E-mail Attachment Size

You can restrict the size of scanned images to be attached to an e-mail.

You can select **Small (Suitable for 640 x 480 Windows)**, **Medium (Suitable for 800 x 600 Windows)**, **Large (Suitable for 1024 x 768 Windows)**, or **No Change**.

Document Language

You can select the language for detecting text in images and for use with search when a PDF file that supports keyword search is created.

Folder to Save Temporary Files

Displays the folder in which to save images temporarily. Click **Browse...** to specify the destination folder.

Instructions

Opens this guide.

Defaults

You can restore the settings in the displayed screen to the default settings.

Network Selection Screen

You can select the scanners or printers to be used for scanning or printing over a network from your computer or the operation panel.

Network Selection Screen

In **Product Name** in the **Settings (General Settings)** dialog, select an item with "Network" after the product name from the list, then click **Select** that appears to the right of the product name to display the network selection screen.

Scanners

The Bonjour service names of the scanners or printers that can be used over the network are displayed.

You can select one scanner or printer per model. Selecting a scanner or printer automatically enables scanning from the operation panel.

»»» Important

- You cannot use over the network if Bonjour is disabled. Enable Bonjour on your scanner or printer.
- If you have changed the Bonjour service name after selecting your scanner or printer by Bonjour service name, reopen the network selection screen and select the new Bonjour service name from **Scanners**.

Instructions

Opens this guide.

Scan-from-Operation-Panel Settings

The Scan-from-Operation-Panel Settings screen appears. You can select up to three scanners and printers in total for scanning from the operation panel. You can scan items using the operation panel of the selected scanner or printer, and send the scanned images to your computer over a network.

»»» Important

- When using a model with which you cannot scan over a network from the operation panel, that model does not appear in **Scanners** and the setting is not available.

Scan-from-Operation-Panel Settings Screen

Click **Scan-from-Operation-Panel Settings** in the network selection screen to display the Scan-from-Operation-Panel Settings screen.

Scanners

The Bonjour service names of the scanners or printers that can be used over the network are displayed.

You can select up to three scanners and printers in total at the same time.

»»» Important

- You cannot use over the network if Bonjour is disabled. Enable Bonjour on your scanner or printer.

- If you have changed the Bonjour service name after selecting your scanner or printer by Bonjour service name, reopen the network selection screen and select the new Bonjour service name from **Scanners**.

▶▶ Note

- If the Bonjour service name of your scanner or printer does not appear or cannot be selected, check the following, click **OK** to close the screen, then reopen it and try selecting again.
 - The scanner driver (ICA (Image Capture Architecture) driver) is installed
 - Network settings of your scanner or printer is completed after installing the scanner driver
 - Network communication between your scanner or printer and computer is enabledIf the problem is still not solved, see [Network Communication Problems](#).

Using Scanner Driver (ICA Driver)

You can scan by starting the scanner driver from various applications.

Refer to Help of Mac OS for how to scan.

▶▶▶ Note

- Refer to "[Image Corrections and Color Adjustments](#)" for details on the setting procedures for image correction and color adjustment.
- Refer to "[General Notes \(Scanner Driver\)](#)" for the scanner driver.
- Refer to "[Updating the Scanner Driver](#)" for the scanner driver.
- In the Settings (Driver) dialog of IJ Scan Utility, you can also make advanced settings for scanning with the scanner driver.

Image Corrections and Color Adjustments

Correct images and adjust colors using the scanner driver (ICA (Image Capture Architecture) driver).

▶▶▶ Important

- When image correction or color adjustment is applied to items without moire, dust/scratches, or faded colors, the color tone may be adversely affected.
- Image correction results are not reflected in the trial scan screen.

▶▶▶ Note

- Screens may vary depending on the application.
- Selectable settings depend on **Kind** settings.
- Scanning may take longer than usual when image correction or color adjustment is applied.

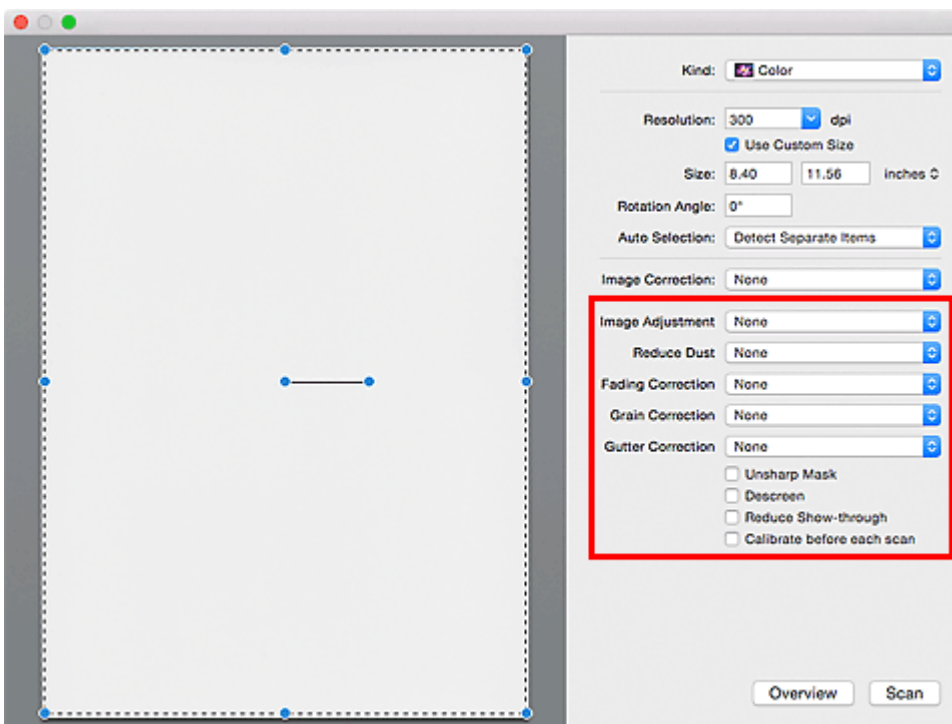


Image Adjustment

When Image Adjustment is set, the brightness of the specified portion of the image is optimized. Images can be adjusted according to the automatically detected item type or the specified item type. The result of the adjustment will be reflected in the entire image.

None

Image Adjustment will not be applied.

Auto

Applies Image Adjustment by automatically detecting the item type. It is recommended that you normally select this setting.

Photo

Applies Image Adjustment suitable for photos.

Magazine

Applies Image Adjustment suitable for magazines.

Document

Applies Image Adjustment suitable for text documents.

»» Note

- If the image is not adjusted properly with **Auto**, specify the item type.
- The color tone may change from the source image due to the Image Adjustment. In that case, set **Image Adjustment** to **None**.

Reduce Dust

Scanned photos may contain white dots caused by dust or scratches. Use this function to reduce such noise.

None

Dust and scratches will not be reduced.

Low

Select this to reduce small dust particles and scratches. Large ones may remain.

Medium

It is recommended that you normally select this setting.

High

Select this to reduce large dust particles and scratches; however, evidence of the reduction process may remain or delicate parts of the image may be removed.

»» Important

- This function may not be effective for some types of photos.

»» Note

- It is recommended that you select **None** when scanning printed materials.

Fading Correction

Use this function to correct photos that have faded with time or have a colorcast. "Colorcast" is a phenomenon where a specific color affects the entire picture due to the weather or ambient strong colors.

None

Fading Correction will not be applied.

Low

Select this to correct a small amount of fading and colorcast.

Medium

It is recommended that you normally select this setting.

High

Select this to correct a large amount of fading and colorcast. This can affect the tone of the image.

»» Important

- Correction may not be applied properly if the scan area is too small.
- Not effective if **Color** is not selected for **Kind**.

Grain Correction

Use this function to reduce graininess (roughness) in photos taken with high-speed or sensitized film, etc.

None

Graininess will not be reduced.

Low

Select this when the photo is slightly grainy.

Medium

It is recommended that you normally select this setting.

High

Select this when the photo is very grainy. This can affect the gradation and sharpness of the image.

►► Important

- Correction may not be applied properly if the scan area is too small.

Gutter Correction

Use this function to correct shadows that appear between pages when scanning open booklets.

Unclear or blurred text/lines caused by curved pages are not corrected.

None

Gutter shadow will not be corrected.

Low

Select this when the effect level is too strong with the medium setting.

Medium

It is recommended that you normally select this setting.

High

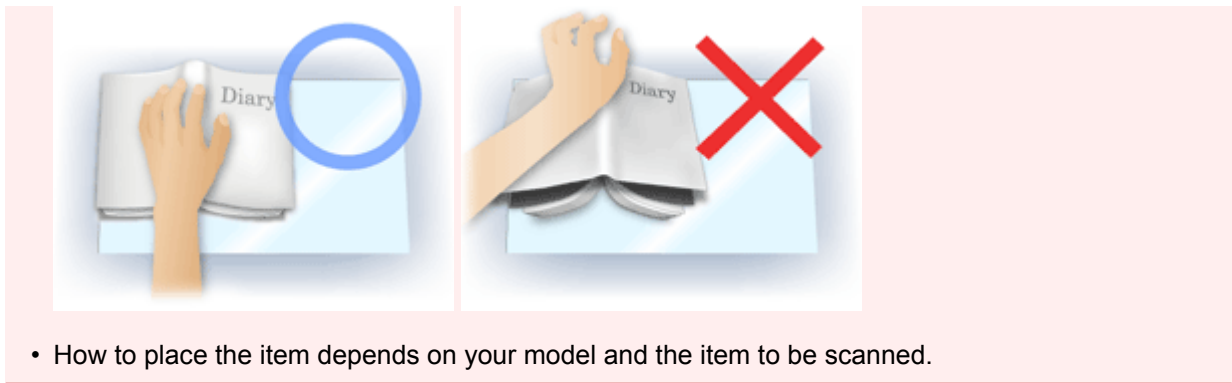
Select this when the effect level is too weak with the medium setting.

►► Important

- Do not place objects that weigh 4.4 lbs (2.0 kg) or more on the platen. In addition, do not press on the item with a force exceeding 4.4 lbs (2.0 kg). If you press heavily, the scanner may not work correctly or you might break the glass.
- Align the item with the edge of the platen. If placed slanted, correction will not be applied properly.



- Correction may not be applied properly depending on the item. If the page background is not white, shadows may not be detected correctly or may not be detected at all.
- While scanning, press down on the spine with the same amount of pressure you used to preview the scan. If the binding part is not even, correction will not be applied properly.



Unsharp Mask

Emphasizes the outline of the subjects to sharpen the image.

Descreen

Reduces moire patterns.

Printed materials are displayed as a collection of fine dots. "Moire" is a phenomenon where uneven gradation or a stripe pattern appears when such photos or pictures printed with fine dots are scanned.

►►► Important

- When enabling **Descreen**, disable **Unsharp Mask**. If **Unsharp Mask** is enabled, some moire effects may remain.

►►► Note

- Scanning takes longer than usual when you enable **Descreen**.

Reduce Show-through

Use this function to reduce show-through in duplex documents or lighten the base color in recycled paper and other colored paper when scanning documents.

►►► Important

- **Reduce Show-through** is effective only when **Document** or **Magazine** is selected for **Image Adjustment**.

Calibrate before each scan

Calibrates the scanner every time before trial scanning and scanning, to reproduce correct color tones in scanned images.

►►► Note

- Calibration may take time depending on your computer.

General Notes (Scanner Driver)

The scanner driver (ICA (Image Capture Architecture) driver) is subject to the following restrictions. Keep these points in mind when using the scanner driver.

Scanner Driver Restrictions

- If the computer is shared among multiple users or when you have logged out and back on, a message indicating that the scanner driver is in use may appear. In that case, disconnect the USB cable from the computer, then reconnect it.
- Scanning may fail if the computer has resumed from sleep state with the scanner driver active. In that case, follow these steps and scan again.
 1. Turn off the machine.
 2. Exit the scanner driver, then disconnect the USB cable from the computer and reconnect it.
 3. Turn on the machine.
- Do not connect two or more scanners or multifunction printers with scanner function to the same computer simultaneously. If multiple scanning devices are connected, you cannot scan from the operation panel of the machine and also may experience errors while accessing the devices.
- When using a network compatible model by connecting to a network, the machine cannot be accessed from multiple computers at the same time.
- When using a network compatible model by connecting to a network, scanning takes longer than usual.
- Make sure that you have adequate disk space available when scanning large images at high resolutions. For example, at least 300 MB of free space is required to scan an A4 document at 600 dpi in full-color.
- Do not enter the computer into sleep or hibernate state during scanning.

Updating the Scanner Driver

- [Obtaining the Latest Scanner Driver](#)
- [Before Installing the Scanner Driver](#)
- [Installing the Scanner Driver](#)

Obtaining the Latest Scanner Driver

Upgrading your current scanner driver (ICA (Image Capture Architecture) driver) to the latest scanner driver may solve some problems you have experienced.

To obtain the scanner driver, access our website and download the scanner driver for your model.

Important

- Scanner driver can be downloaded for free; however, Internet connection fees apply.

Related Topic

- [Before Installing the Scanner Driver](#)
- [Installing the Scanner Driver](#)

Before Installing the Scanner Driver

Check the following points before installing the scanner driver (ICA (Image Capture Architecture) driver). Check these also when you cannot install the scanner driver.

Machine Status

- If the machine and computer are connected with a USB cable, disconnect the USB cable from the computer.

Computer Settings

- Close all running applications.
- Log in as the administrator of the computer. You will be required to enter the name and password of the user with administrator privileges. If you have multiple user accounts on Mac OS X, log in with the first administrator account created.

►► Important

- If you install an older version of the scanner driver after installing a newer one, the scanner driver may not operate properly. In that case, reinstall the newer scanner driver.

►► Note

- When installing multiple versions of the scanner driver, install the older scanner driver first.

Related Topic

- [Obtaining the Latest Scanner Driver](#)
- [Installing the Scanner Driver](#)

Installing the Scanner Driver

Access our website via the Internet to download the latest scanner driver (ICA (Image Capture Architecture) driver).

Follow these steps to install the downloaded scanner driver.

1. Mount the disk.

Double-click the downloaded disk image file.

The file is decompressed and the disk is mounted.

2. Start the installer.

Double-click the ".pkg" file in the decompressed disk.

Installation starts.

3. Install the driver.

Follow the prompts to install.

When the license agreement screen appears, read the terms and click **Continue**. If you do not accept the license agreement, you cannot install this software.

If an authentication screen appears, enter the administrator's name and password, then click **Install Software**.

4. Complete the installation.

The scanner driver is installed.

Set up the network environment if you have more than one scanner or have a network compatible model and changed the connection from USB connection to network connection.

Refer to "[Network Scan Settings](#)" for the setting procedure.

Important

- Installation may fail if you click **Go Back** during the process. In that case, select **Quit Installer** from the **Installer** menu to exit the installer, then start over the installation.
- Scanner driver can be downloaded for free; however, Internet connection fees apply.


Related Topic

- [Obtaining the Latest Scanner Driver](#)
- [Before Installing the Scanner Driver](#)

Scanning Using AirPrint

- ▶ [Using IJ Scan Utility Lite](#)

Using IJ Scan Utility Lite

- ▶ [What Is IJ Scan Utility Lite \(Scanner Software\)?](#)
- ▶ [Starting IJ Scan Utility Lite](#)
- ▶ [Scanning Documents and Photos](#)  [Basics](#)
- ▶ **Scanning Originals Larger than the Platen (Image Stitch)**
 - Adjusting Cropping Frames in the Image Stitch Window
- ▶ **Scanning Multiple Documents at One Time from the ADF (Auto Document Feeder)**
- ▶ **Saving after Checking Scan Results**
- ▶ [IJ Scan Utility Lite Screens](#)

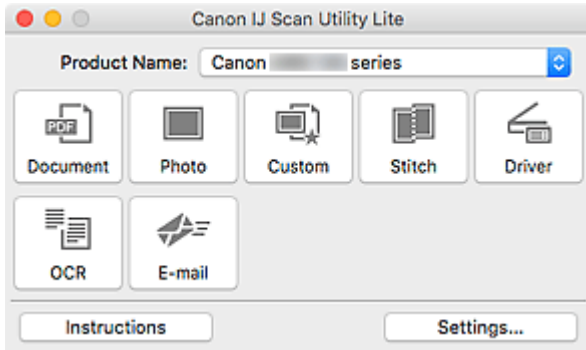
Important

- Available functions and settings vary depending on your scanner or printer.

What Is IJ Scan Utility Lite (Scanner Software)?

IJ Scan Utility Lite is an application for scanning documents, photos, and other items.

Access all scanning functions to scan and save directly, from the icons in the IJ Scan Utility Lite main screen.



►►► Note

- To use more functions, install the scanner driver and IJ Scan Utility from our website and use them.

IJ Scan Utility Lite Features

Multiple Scanning Modes

Scan by simply clicking an icon such as **Document** to sharpen text in a document for better readability, or **Photo** to scan with settings suitable for photos, according to the item type or your purpose.

►►► Note

- For details on the IJ Scan Utility Lite main screen, see [IJ Scan Utility Lite Main Screen](#).

Save Scanned Images Automatically

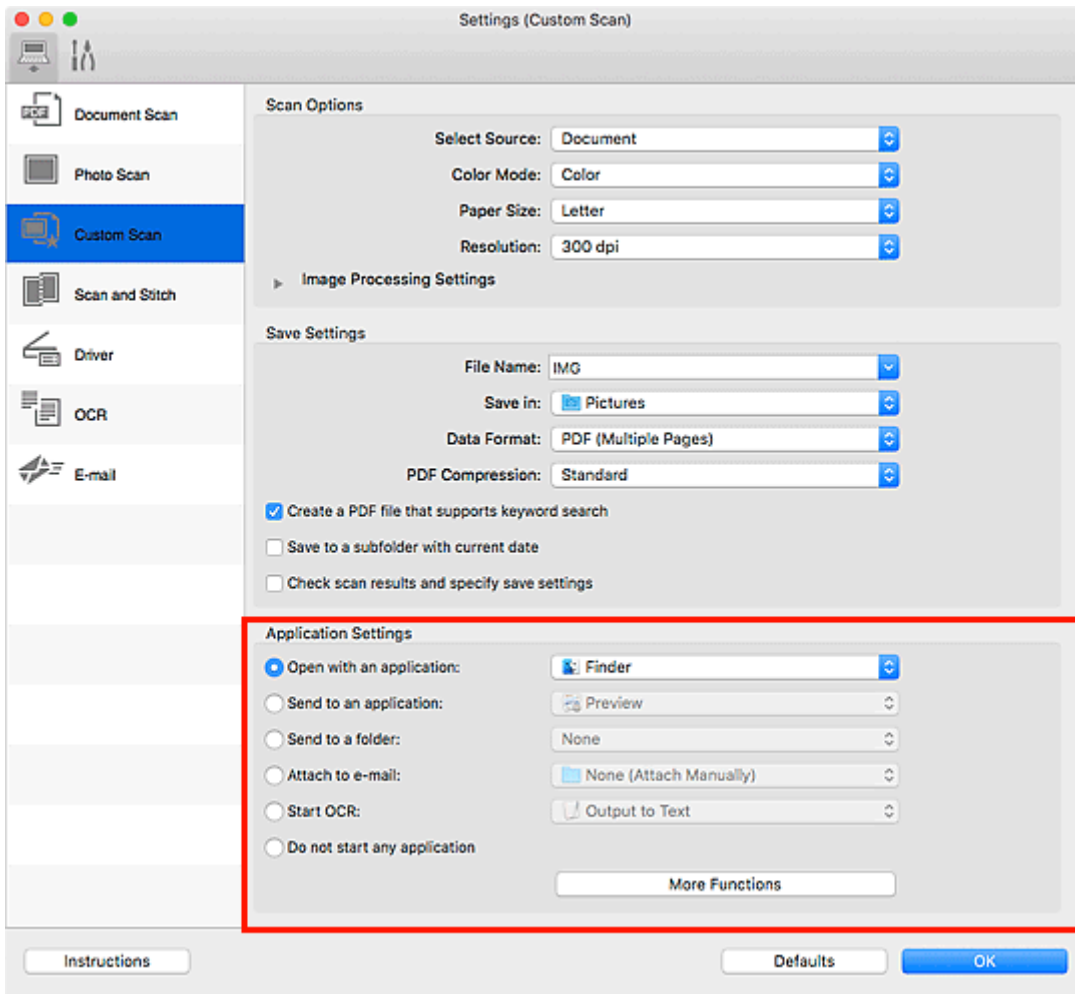
Scanned images are automatically saved to a preset folder. The folder can be changed as needed.

►►► Note

- The default save folder is the **Pictures** folder.
- For how to specify a folder, see [Settings Dialog](#).

Application Integration

Utilize scanned images through integration with other applications; display scanned images in your favorite application, attach them to e-mails, extract text from images, and more.



»»» Important

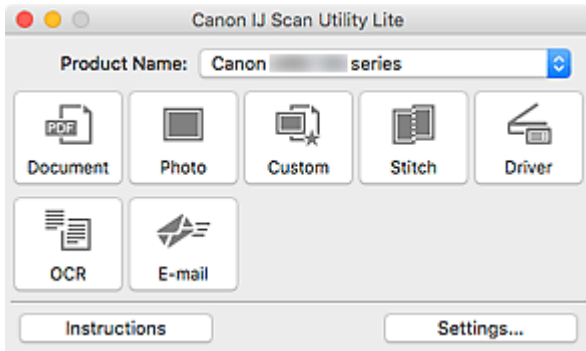
- Some functions are available only when My Image Garden is installed.

»»» Note

- To set the applications to integrate with, see [Settings Dialog](#).

Starting IJ Scan Utility Lite

Select **Applications** from **Go** menu of Finder, and then double-click **Canon Utilities > IJ Scan Utility > Canon IJ Scan Utility Lite** icon to start IJ Scan Utility Lite.



»» Important

- If an available scanner or printer is not detected, an error message appears a few moments after double-clicking the **Canon IJ Scan Utility Lite** icon.

Scanning Documents and Photos

Scan items placed on the platen with settings suitable for documents or photos. In addition, scan with your favorite settings saved beforehand.

1. Place the item on the platen.

Place the item face-down on the platen and align an upper corner of the item with the corner at the arrow (alignment mark) of the platen.

2. [Start IJ Scan Utility Lite.](#)

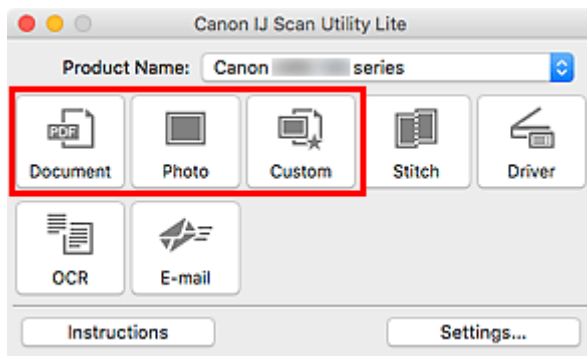
3. Click **Settings...**, then set the item type, resolution, etc. in the Settings dialog as required.

▶▶▶ Note

- Refer to the following pages for details on the setting items in the Settings dialog.
 - Settings (Document Scan) Dialog
 - Settings (Photo Scan) Dialog
 - Settings (Custom Scan) Dialog
- Once settings are made in the Settings dialog, the same settings can be used for scanning from the next time.

When setting is completed, click **OK**.

4. Click **Document**, **Photo**, or **Custom**.



Scanning starts.

▶▶▶ Note

- To cancel the scan, click **Cancel**.
- Scanned images are saved in the folder set for **Save in** in the corresponding Settings dialog displayed by clicking **Settings...**. In each Settings dialog, you can also make advanced scan settings.

IJ Scan Utility Lite Screens

- ▶ **IJ Scan Utility Lite Main Screen**

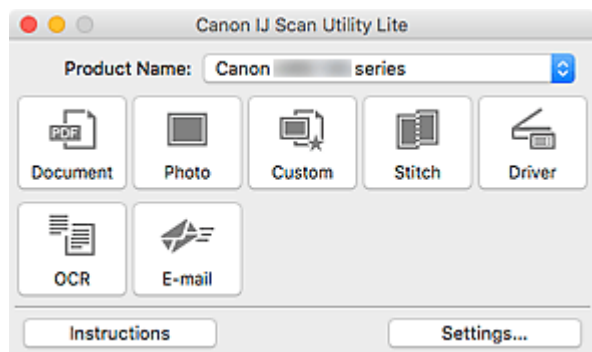
- ▶ **Settings Dialog**

- Settings (Document Scan) Dialog
- Settings (Photo Scan) Dialog
- Settings (General Settings) Dialog

IJ Scan Utility Lite Main Screen

Select **Applications** from **Go** menu of Finder, and then double-click **Canon Utilities > IJ Scan Utility > Canon IJ Scan Utility Lite** icon to start IJ Scan Utility Lite.

You can complete from scanning to saving at one time by simply clicking the corresponding icon.



Product Name

Displays the name of the Bonjour service that IJ Scan Utility Lite is currently set to use.

If the name of a Bonjour service that is different from the one you want to use is displayed, select the name of the Bonjour service you want to use.

»»» Important

- You cannot use over the network if Bonjour is disabled. Enable Bonjour on your scanner or printer.
- If the Bonjour service name does not appear or if you have changed the Bonjour service name, start IJ Scan Utility Lite, restart it after a while, and then select the Bonjour service name from **Product Name**.
- If you have installed the ICA (Image Capture Architecture) driver for your scanner or printer and are using it with USB connection, "USB" appears after the product name.

Document

Scans items as documents and saves them to a computer.

Scan/save settings and the response after scanning can be specified in the Settings (Document Scan) dialog.

Photo

Scans items as photos and saves them to a computer.

Scan/save settings and the response after scanning can be specified in the Settings (Photo Scan) dialog.

Custom

Scans items with your favorite settings and saves the images to a computer. The item type can be automatically detected.

Scan/save settings and the response after scanning can be specified in the Settings (Custom Scan) dialog.

Stitch

Displays the **Image Stitch** window in which you can scan the left and right halves of an item larger than the platen and combine the scanned images back into one image.

Scan/save settings and the response after scanning can be specified in the Settings (Scan and Stitch) dialog.

Driver

Allows you to make image corrections and color adjustments when scanning.

Save settings and the response after scanning can be specified in the Settings (Driver) dialog.

OCR

Scan text in scanned magazines and newspapers and display it in a specified application.

E-mail

You can send scanned images via e-mail.

Scan/save settings and applications can be specified in the Settings (E-mail) dialog.



Instructions

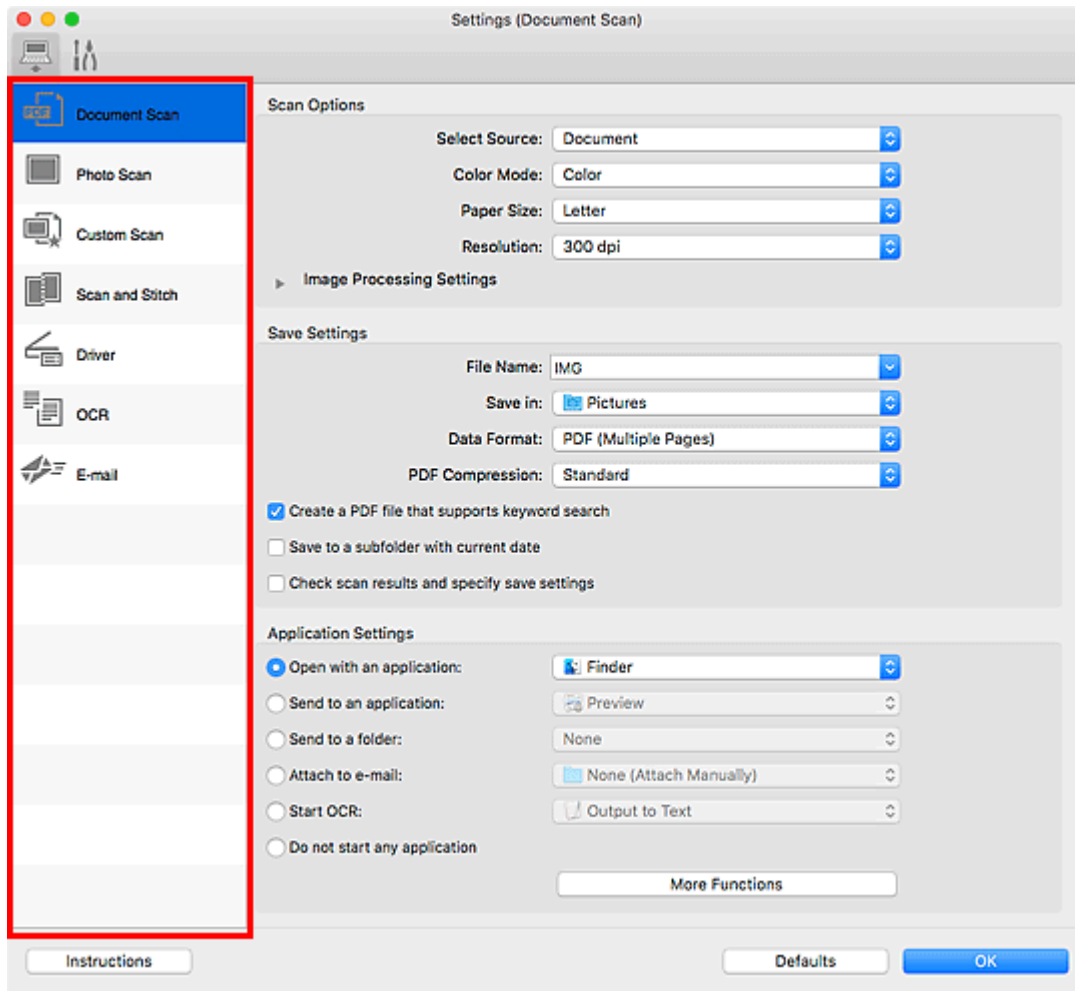
Opens this guide.

Settings...

Displays the [Settings dialog](#) in which you can specify the scan/save settings and the response after scanning.

Settings Dialog

The Settings dialog has two tabs:  (Scanning from a Computer) and  (General Settings). When you click a tab, the options available in the red frame switches; set the details of each function on each tab as needed.



(Scanning from a Computer) Tab

Set the default actions when scanning from IJ Scan Utility Lite or My Image Garden.

- Settings (Document Scan) Dialog
- Settings (Photo Scan) Dialog
- Settings (Custom Scan) Dialog
- Settings (Scan and Stitch) Dialog
- Settings (Driver) Dialog
- Settings (OCR) Dialog
- Settings (E-mail) Dialog

►►► Important

- When the Settings dialog is displayed from the Scan screen of My Image Garden, the **Settings (OCR)** dialog and **Settings (E-mail)** dialog do not appear.



(General Settings) Tab

Set the model to use, file size restriction on e-mail attachment, and language for detecting text in images.

- Settings (General Settings) Dialog

Scanning Tips

- ▶ **Positioning Originals (Scanning from Computer)**
- ▶ **Network Scan Settings**

Positioning Originals (Scanning from Computer)

This section describes how to load originals on the platen for scanning. If items are not placed correctly they may not be scanned correctly.

▶▶▶ Important

- Do not place objects on the document cover. When you open the document cover, the objects may fall into your scanner or printer, resulting in malfunction.
- Close the document cover when scanning.

Placing Items

Place items as described below to scan by detecting the item type and size automatically.

▶▶▶ Important

- When scanning by specifying the paper size in IJ Scan Utility or the scanner driver (ICA (Image Capture Architecture) driver), align an upper corner of the item with the corner at the arrow (alignment mark) of the platen.
- Photos that have been cut to irregular shapes and items smaller than 1.2 inches (3 cm) square cannot be cropped accurately when scanning.
- Reflective disc labels may not be scanned as expected.
- If scanned using the scanner driver, the response may differ. In that case, adjust the cropping frame (selection box) manually.

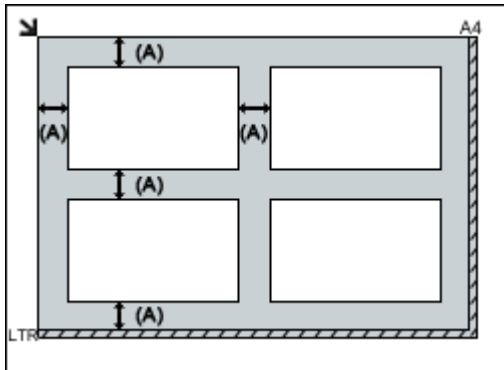
Photos, Postcards, Business Cards, and BD/DVD/CD	Magazines, Newspapers, and Documents
<div data-bbox="220 1176 726 1299" data-label="Image"> </div> <p data-bbox="188 1355 327 1384">Single item:</p> <p data-bbox="188 1400 845 1534">Place the item face-down on the platen, with 0.4 inch (1 cm) or more space between the edges (diagonally striped area) of the platen and the item. Portions placed on the diagonally striped area cannot be scanned.</p> <div data-bbox="188 1556 694 1915" data-label="Diagram"> </div>	<div data-bbox="949 1176 1332 1299" data-label="Image"> </div> <p data-bbox="865 1344 1428 1478">Place the item face-down on the platen and align an upper corner of the item with the corner at the arrow (alignment mark) of the platen. Portions placed on the diagonally striped area cannot be scanned.</p> <div data-bbox="865 1489 1372 1859" data-label="Diagram"> </div> <div data-bbox="865 1881 1077 1921" data-label="Section-Header"> <h3>▶▶▶ Important</h3> </div> <div data-bbox="885 1937 1420 2004" data-label="List-Group"> <ul style="list-style-type: none"> • For the portions in which items cannot be scanned, see Loading Originals. </div>

▶▶▶ Important

- Large items (such as A4 size photos) that cannot be placed away from the edges/arrow (alignment mark) of the platen may be saved as PDF files. To save in a format other than PDF, scan by specifying the data format.

Multiple items:

Allow 0.4 inch (1 cm) or more space between the edges (diagonally striped area) of the platen and items, and between items. Portions placed on the diagonally striped area cannot be scanned.



(A) 0.4 inch (1 cm) or more

▶▶▶ Note

- In IJ Scan Utility, place up to 12 items.
- Positions of slanted items (10 degrees or less) are corrected automatically.

Network Scan Settings

You can connect your scanner or printer to a network to share it among multiple computers or scan images into a specified computer.

▶▶▶ Important

- Multiple users cannot scan at the same time.
- To scan over a network, enable Bonjour on your scanner or printer.

▶▶▶ Note

- Complete the network settings of your scanner or printer beforehand by following the instructions on our website.
- With network connection, scanning takes longer than USB connection.

Setting for Scanning with IJ Scan Utility

In the IJ Scan Utility main screen, select your scanner or printer that is connected to a network.

1. [Start IJ Scan Utility.](#)
2. Select "Canon XXX series Network" (where "XXX" is the model name) for **Product Name**.

You can scan via a network connection.

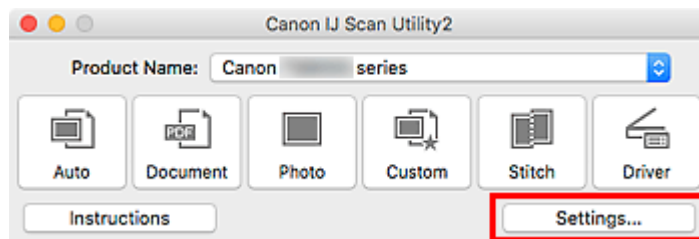
▶▶▶ Note

- If you cannot scan, check that your scanner or printer is selected in the [network selection screen](#).

Setting for Scanning from the Operation Panel

You can make the setting for scanning from the operation panel.

1. [Start IJ Scan Utility.](#)
2. Click **Settings...**



The [Settings dialog](#) appears.

3. Click the  (General Settings) tab.

The **Settings (General Settings)** dialog appears.

4. In **Product Name**, select an item with "Network" after the product name, then click **Select** that appears to its right.

The [network selection screen](#) appears.

5. Click **Scan-from-Operation-Panel Settings**.

The Scan-from-Operation-Panel Settings screen appears.

6. Select your scanner or printer from **Scanners** and click **OK**.

7. Return to the network selection screen, then click **OK**.


The IJ Scan Utility main screen reappears. You can scan from the operation panel.

»» Note

- If the Bonjour service name of your scanner or printer does not appear or cannot be selected, check the following, click **OK** to close the screen, then reopen it and try selecting again.
 - The scanner driver (ICA (Image Capture Architecture) driver) is installed
 - Network settings of your scanner or printer is completed after installing the scanner driver
 - Network communication between your scanner or printer and computer is enabled

If the problem is still not solved, see [Network Communication Problems](#).

Scanning from Operation Panel

- ▶ **Forwarding Scanned Data to Computer Using Operation Panel**  **Basics**
- ▶ **Sending Scanned Data as E-Mail from Computer**
- ▶ **Setting Items for Scanning Using Operation Panel**
- ▶ **Setting Up Operation Panel with IJ Scan Utility (Windows)**
- ▶ **Setting Up Operation Panel with IJ Scan Utility (Mac OS)**

Forwarding Scanned Data to Computer Using Operation Panel

Before forwarding scanned data to the computer, check the following:

- **MP Drivers are installed. (Windows)**

If MP Drivers are not yet installed, install MP Drivers with the Setup CD-ROM or install them from the Canon website.

- **The scanner driver is installed. (Mac OS)**

If the scanner driver is not yet installed, install the scanner driver from the Canon website.

- **The printer is connected to a computer correctly.**

Make sure the printer is connected to the computer correctly.

Do not plug in or unplug the USB cable while the printer is in operation, or when the computer is in the sleep or standby mode.

If you perform scanning via a network connection, make sure all the required settings have been specified.

- For Windows:

- [Network Scan Settings](#)

- For Mac OS:

- [Network Scan Settings](#)

- **The destination and the file name are specified in Canon IJ Scan Utility.**

You can specify the destination and the file name in Canon IJ Scan Utility. For more on settings of Canon IJ Scan Utility:

- For Windows:

- [Settings Dialog Box](#)

- For Mac OS:

- [Settings Dialog](#)

For Mac OS X 10.11, starting Canon IJ Scan Utility is required to forward the scanned data to your computer.

Follow the procedure below to forward scanned data to the computer.

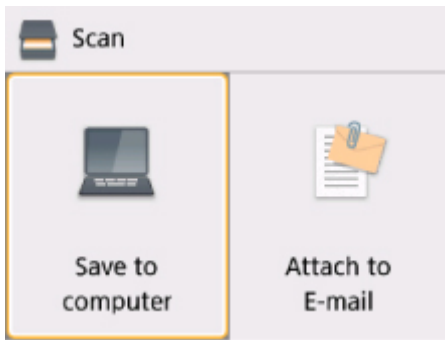
1. [Make sure printer is turned on.](#)



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

- [LCD and Operation Panel](#)

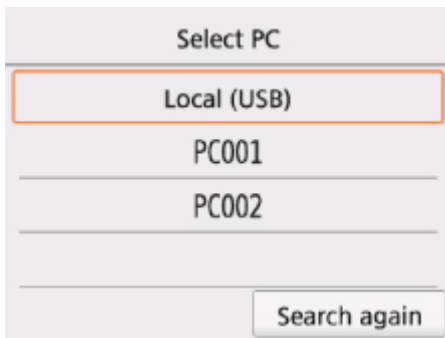
The screen for selecting to which you save the data is displayed.



3. Select  **Save to computer.**

4. Select a computer to forward scanned data.

Select **Local (USB)** for a USB-connected computer, or select the computer to forward the scanned data for a network-connected computer.



The Scan standby screen is displayed.

▶▶▶ Note

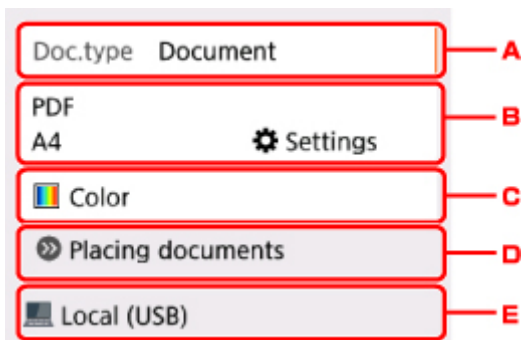
- When you forward the scanned data to the computer using WSD (one of the network protocols supported in Windows), select **Enable** for **WSD scan from this device** on **WSD setting** on **Common settings** in **LAN settings** under **Device settings**.

■ [WSD setting](#)

If you select **Search again**, the printer starts searching for the connected computers again.

- The destination and the file name are specified in Canon IJ Scan Utility in advance.
 - For Windows:
 - [Settings Dialog Box](#)
 - For Mac OS:
 - [Settings Dialog](#)

5. Specify settings as necessary.



A. Select the document type.

▶▶▶ Note

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

Auto scan

The printer detects the type of the originals automatically and the image is forwarded in the optimized size, resolution and data format.

▶▶▶ Important

- Load originals properly according to their type; otherwise, some originals may not be scanned properly.

For more on loading the original:

■ [Loading Originals](#)

- The following items can be scanned:
Photos, postcards, visiting cards, magazines, newspapers, documents, BD/DVD/CDs
- The following items cannot be scanned properly.
 - A4 sized photos
 - Documents smaller than 5 inches x 7 inches (127 mm x 178 mm) such as a paperback with its backbone cut off
 - Originals on thin white paper
 - Long and narrow originals such as panoramic photographs

Document

Scans the original on the platen glass as a document data applying the settings specified in **Scan settings**.

Photo

Scans the original on the platen glass as a photo data applying the settings specified in **Scan settings**.

B. Displays **Scan settings** screen.

For more on the setting items:

■ [Setting Items for Scanning Using Operation Panel](#)

C. Select the color mode.

»» Note

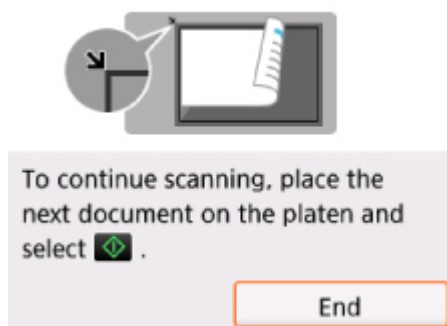
- When you forward the scanned data to the computer using WSD, select **Color scan**.

- D. Displays how to load the original.
- E. Displays the screen to select the destination.

6. [Load original on platen glass.](#)

7. Press **Start** button.

- If you select **JPEG** or **TIFF** for **Format** on the scan setting screen:
The printer starts scanning and scanned data is forwarded to the computer.
- When you select **PDF** or **Compact PDF** for **Format** on the scan setting screen:
The confirmation screen asking you if you continue scanning is displayed after scanning is complete.



If you continue scanning, load the original on the platen glass and start scanning.

If you do not continue scanning, select **End**. The scanned data is forwarded to the computer.

Scanned data is forwarded to the computer according to the settings specified in Canon IJ Scan Utility.

Remove the original on the platen glass after scanning is complete.

»» Important

- If the scanning result with **Auto scan** is not satisfactory, select the document type or size according to the original in step 5.

If program selection screen appears (Windows):

The program selection screen may be displayed after pressing the **Start** button. In this case, select **Canon IJ Scan Utility** and click **OK**.

If you want to scan originals with advanced settings, or if you want to edit or print scanned images:

If you scan originals from a computer using My Image Garden, My Image Garden enables you to edit the scanned images, such as optimizing or trimming.

In addition, you can edit or print the scanned images using the compatible application software to make better use of them.

- For Windows:
 - Scanning Photos and Documents
- For Mac OS:
 - Scanning Photos and Documents

▶▶ Note



- For Windows:
 - You can use a WIA-compliant application software to scan originals with this printer.
For details:
 - Other Scanning Methods
 - If you want to convert a scanned document to text:
 - Extracting Text from Scanned Images (OCR)

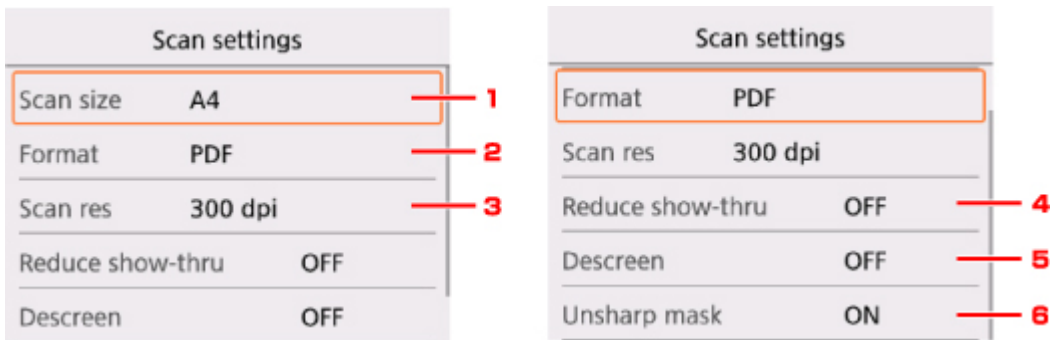
Setting Items for Scanning Using Operation Panel

You can change the scan settings such as the scan size, resolution, or data format.

When the Scan standby screen is displayed, select **Settings** to select the setting item. Use the ▲▼ button to select a setting item and press the **OK** button to display the settings. Use the ▲▼ button to specify the setting and press the **OK** button to finalize selection.

▶▶▶ Note

- The scan setting cannot be specified under the following conditions:
 - When **Auto scan** is selected for **Doc.type** to forward the scanned data to the computer
 - When you forward the scanned data to the computer using WSD (one of the network protocols supported in Windows)
- Some settings cannot be specified in combination with the setting of other setting item, the document type selected for **Doc.type**, or the scan menu on the screen for selecting to which you save the data. If the setting which cannot be specified in combination is selected,  and **Error details** are displayed on the LCD. In this case, select  on the upper left on the LCD to check the message and change the setting.
- The specified scan settings such as the scan size, resolution, and data format are retained even if the printer is turned off.
- When scanning starts in the scan menu that is not available with the specified setting, **The specified function is not available with current settings.** is displayed on the LCD. Change the setting, following the on-screen instructions.
- When you forward the scanned data to the computer or attach the data to an e-mail, you can specify the destination and file name using Canon IJ Scan Utility.
 - For Windows:
 - Settings Dialog Box
 - For Mac OS:
 - [Settings Dialog](#)
- If you scan originals from the computer, you can scan with advanced settings. For more on scanning from the computer:
 - For Windows:
 - Scanning Photos and Documents
 - For Mac OS:
 - Scanning Photos and Documents



1. Scan size

Select the size of the original.

2. Format

Select the data format of the scanned data.

3. Scan res (Scan resolution)

Select the resolution for scanning.

4. Reduce show-thru (Reducing show-through)

Characters on the back may show through when scanning a thin document such as a newspaper. Select **ON** if characters seem to show through on the scanned document.

This setting item is not available when **Photo** is selected for **Doc.type**.

5. Descreen

A printout consists of minute dots to make characters or graphs. Interfering with each dot may result in uneven shades or a striped pattern. Select **ON** if you notice any uneven shades or a striped pattern on the scanned image.

This setting item is not available when **Photo** is selected for **Doc.type**.

▶▶▶ Note

- Even if **ON** is selected for this setting, some moire effects may remain if **Unsharp mask** is set to **ON**. In that case, select **OFF** for **Unsharp mask**.

6. Unsharp mask

The outline of small characters or thin objects such as a hair or leaves on a photo can be accentuated. Select **ON** if you want to accentuate the outline of the scanned data.

Frequently Asked Questions



Network

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

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



Print

- [Printing Does Not Start](#)
- [Paper Is Blank/Printing Is Blurry/Colors Are Wrong/White Streaks Appear](#)
- [Print Results Are Unsatisfactory](#)
- [Paper Jams](#)



Installation

- [Cannot Install MP Drivers](#)



Error

- [An Error Occurs](#)
- [Message Appears](#)

Examples of Problems

Printer Does Not Move

- [Power Does Not Come On](#)
- [Power Shuts Off By Itself](#)
- LCD Is Off
- LCD Shows Wrong Language
- [USB Connection Problems](#)
- [Cannot Communicate with Printer via USB](#)

-
- [Printing Does Not Start](#)
 - Copying/Printing Stops
 - Cannot Print Using AirPrint
 - Printing Is Slow
 - [No Ink Comes Out](#)
 - [Paper Jams](#)
 - [Paper Does Not Feed Properly/"No Paper" Error](#)
 - [Print Results Are Unsatisfactory](#)

-
- Scanning Problems (Windows)
 - [Scanning Problems \(Mac OS\)](#)
 - Scan Results Are Unsatisfactory (Windows)

- [Scan Results Are Unsatisfactory \(Mac OS\)](#)
-

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

Cannot Set Correctly (Network)

- [Cannot Find Printer on Check Printer Settings Screen](#)
 - [Cannot Find Printer while Using Wireless LAN](#)
-

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

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

Cannot Set Correctly (Installation)

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

Error or Message Appears

- [An Error Occurs](#)
 - [Message Appears](#)
-

- [List of Support Code for Error](#)
- Error Message Appears on PictBridge (Wireless LAN) Compliant Device
- IJ Scan Utility Error Messages (Windows)
- ScanGear (Scanner Driver) Error Messages
- IJ Scan Utility Error Messages (Mac OS)
- Scanner Driver (ICA Driver) Error Messages (Mac OS)

Operation Problems

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

Network Settings and Common Problems

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



Wireless LAN

Cannot Find Printer

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

Cannot Print or Connect

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

LAN Setting Tips/Changing LAN Settings

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

Printing/Scanning from Smartphone/Tablet

- Connecting Printer and Wireless Router Using Easy wireless connect
- Cannot Connect Smartphone/Tablet to Wireless Router

- [Checking Wireless Router SSID for Smartphone/Tablet](#)
- [Setting Up Using Smartphone/Tablet](#)
- [Cannot Print/Scan from Smartphone/Tablet](#)
- [Downloading Canon PRINT Inkjet/SELPHY](#)

Problems while Using Printer

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

Wireless Direct

Cannot Print or Connect

- [Printer Suddenly Cannot Be Used](#)
- [Cannot Access to Internet on Wireless LAN from Communication Device](#)

LAN Setting Tips/Changing LAN Settings

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

Printing/Scanning from Smartphone/Tablet

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


Problems while Using Printer

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

Connecting the Printer to a Network

Available Connection Methods

The following connection methods are available on the printer.

- **Wireless Connection** 
Connect the printer and computer/smartphone/tablet using a wireless router.
If you have a wireless router, we recommend you use one for wireless connection.



- **Wireless Direct**
Connect the printer and computer/smartphone/tablet without using a wireless router.



For more on connection method, see Available Connection Methods.

▶▶ Note

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

Network Connection Settings/Setup

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

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

Changing Network Settings

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

- To change network connection method:
 - [Changing Wireless LAN Connection Method](#)
 - Changing the Connection Mode
- To add computer/smartphone/tablet to the printer:
 - [Connecting to Another Computer via LAN/Changing from USB to LAN Connection](#)
- To use wireless direct temporarily:
 - [Using Printer with Wireless Direct](#)

Application Software for Network (Windows)

For Windows, you can use IJ Network Device Setup Utility to perform network settings. It allows a network/printer administrator to manage printers on network.

- Network Settings (IJ Network Device Setup Utility) (Windows)

Troubleshooting

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

Notice/Restriction

See below for details.

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

Restrictions

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

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

Connect via wireless router

- Make sure your device and the wireless router are connected. For details on checking these settings, see the manual supplied with the wireless router or contact its manufacturer.
As for a device already connected to the printer without using a wireless router, reconnect it via a wireless router.
- Configuration, router functions, setup procedures and security settings of network devices vary depending on the system environment. For details, see the manual for your network device or contact its manufacturer.
- This printer does not support IEEE802.11ac, IEEE802.11a, or IEEE802.11n (5 GHz). Check if your device supports IEEE802.11n (2.4 GHz), IEEE802.11g or IEEE802.11b.
- If your device is set to the "IEEE802.11n only" mode, WEP or TKIP cannot be used as a security protocol. Change the security protocol for your device to something other than WEP and TKIP or change the setting to something other than "IEEE802.11n only."
The connection between your device and the wireless router will be temporarily disabled while the setting is changed. Do not proceed to the next screen of this guide until setup is complete.
- For office use, consult your network administrator.
- Note that if you connect to a network with no security protection, your personal information could be disclosed to a third party.

Wireless Direct

▶▶ Important

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

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

Network Communication Problems

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

Cannot Find Printer on Network

While performing printer setup:

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

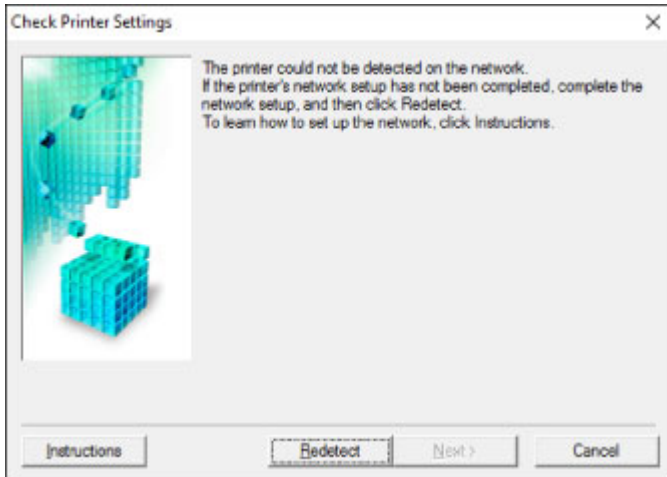
While using printer:

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

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

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

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



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



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



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

Make sure the printer is turned on.

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

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

If printer or network device is off:

Turn on printer or network device.

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

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

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

If printer and network device are on:

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

If above does not solve the problem:

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



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



Can you view any web pages on your computer?

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

If you cannot view any web pages:

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

After that, configure the computer and network device.

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

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

If above does not solve the problem:

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

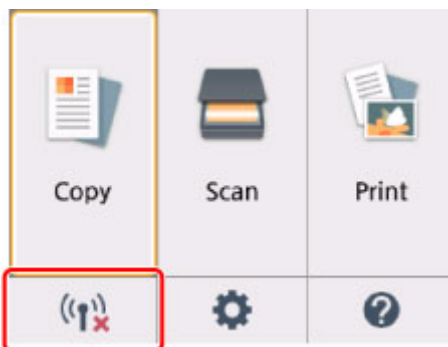


Cannot Find Printer on Check Printer Settings Screen During Wireless LAN Setup (Windows)-Checking Printer's Wireless LAN Settings



Is printer set to allow wireless communication?

Make sure the  or  icon is displayed on the LCD.



If icon is not displayed:

The printer is not set to allow wireless communication. Click **Wireless LAN Setup Information** on the **Check Printer Settings** screen to check the status and turn on wireless communication on the printer.

If icon is displayed:

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

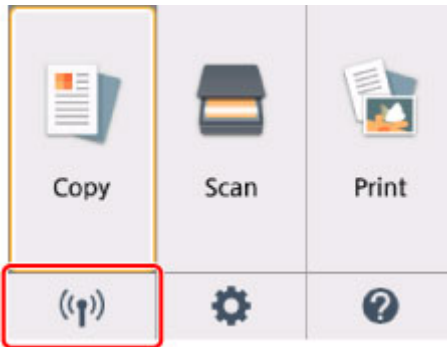


Cannot Find Printer on Check Printer Settings Screen During Wireless LAN Setup (Windows)-Checking Wireless LAN Environment



Is printer connected to wireless router?

Use the icon on the LCD to make sure the printer is connected to the wireless router.



If icon is displayed:

- Checking wireless router location

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

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

Place the wireless router and printer where there are no obstacles between them. Wireless communication between different rooms or floors is generally poor. Wireless communication can be impeded by building materials containing metal or concrete. If the printer cannot communicate with the computer over a wireless LAN due to a wall, place the printer and the computer in the same room.

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

▶▶▶ Note

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

- Checking wireless router settings

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

»» Important

- Depending on the wireless router, note that different SSID is assigned for a bandwidth (2.4 GHz or 5 GHz) or its usage (for PC or game machine) using alphanumeric characters at the end of SSID.

Check the SSID of the wireless router for the printer on the LCD.

Select the icon on the lower left, select **Yes**, and then check **SSID**.

For more on the wireless router, refer to the instruction manual supplied with the wireless router or contact its manufacturer.

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

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

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

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



If  icon is displayed:

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



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



Is printer's IP address specified correctly?

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

To check the printer's IP address, print out the network settings information or use the operation panel to display it.

- Display on the LCD.

- [LAN settings](#)

- Print the network settings.

- [Printing Network Settings](#)

If the IP address is not specified correctly:

See If an error screen appears: and specify the IP address.

If the IP address is specified correctly:

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



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



Disable block in firewall function temporarily.

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

If firewall interferes with setup:

- **If message appears:**

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

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

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

- **If no message appears:**

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

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

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

After setup is completed, enable firewall.

▶▶▶ Note

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

If above does not solve the problem:

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



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



Check wireless router settings.

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

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

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

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

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



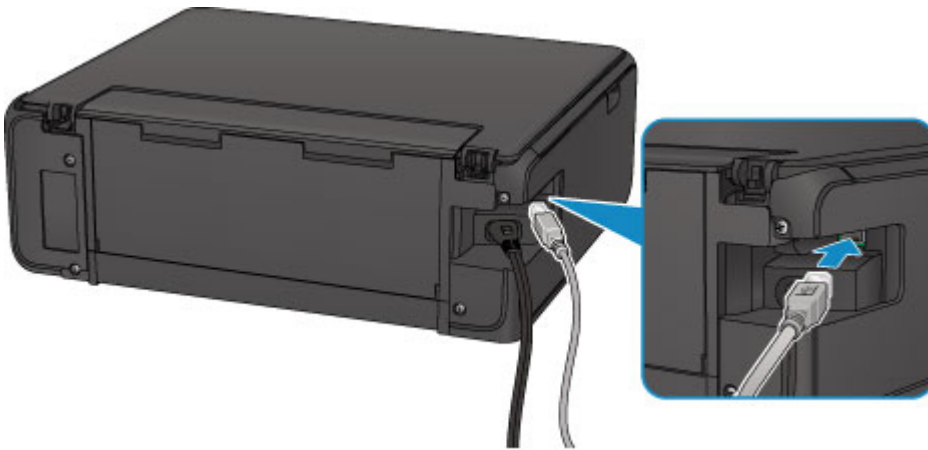
Cannot Proceed beyond Printer Connection Screen/Connect Cable Screen



If you cannot proceed beyond the **Printer Connection** screen or the **Connect Cable** 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.




Check the items below only if you cannot proceed beyond the **Printer Connection** screen.

Check2 Follow procedure below to connect printer and computer again.

▶▶▶ Important

- For Mac OS, make sure the lock icon is on the lower left of the **Printers & Scanners** screen (**Print & Scan** screen in Mac OS X v10.8).

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

1. Turn off printer.
2. Unplug USB cable from printer and computer and connect it again.
3. Turn on printer.

Check3 If you cannot resolve problem, follow procedure below to reinstall MP Drivers.

- For Windows:
 1. Click **Cancel**.

- If the **Installation Failure** screen appears:
 1. Click **Start Over**.
 2. Click **Exit** on **Start Setup** screen and finish setup.
- If the **Connection failed.** screen appears:
 1. Click **Next**.
 2. Click **Next** on displayed screen.
 3. Click **Back to Top** on **Select Printer** screen.
 4. Click **Exit** on **Start Setup** screen and finish setup.
- 3. Turn off printer.
- 4. Restart computer.
- 5. Make sure you have no application software running.
- 6. Redo setup according to instructions on Canon website.

▶▶▶ Note

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

- For Mac OS:
 1. Click **Next**.
 - If the **Installation Failure** screen appears, click **Exit** on displayed screen and finish setup.
 - If the **Connection failed.** screen appears:
 1. Click **Next**.
 2. Click **Next** on displayed screen.
 3. Click **Back to Top** on **Select Printer** screen.
 4. Click **Exit** on **Start Setup** screen and finish setup.
 3. Turn off printer.
 4. Restart computer.
 5. Make sure you have no application software running.
 6. Redo setup according to instructions on Canon website.




Cannot Find Printer while Using Wireless LAN

▶▶▶ Note

- This section describes the troubleshooting when using the computer.
For the troubleshooting when using the smartphone or the tablet:
 - Cannot Print/Scan from Smartphone/Tablet



Check1 Make sure the printer is turned on.

Check2 Is  icon displayed on the LCD?

If the icon is not displayed, select **Active** on **WLAN active/inactive** in **Wireless LAN** under **LAN settings**.

Check3 Make sure printer setup is complete.

If it is not, perform setup.

- For Windows:
Use the Setup CD-ROM or follow the instructions on the Canon website.
- For Mac OS:
Follow the instructions on the Canon website.

Check4 If you can use IJ Network Device Setup Utility, look for printer again. (Windows)

- IJ Network Device Setup Utility Screen

Check5 Make sure printer and wireless router network settings match.

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

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

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

- [Printing Network Settings](#)

Check6 Make sure the printer is not placed too far away from the wireless router.

Place the wireless router and printer where there are no obstacles between them. Wireless communication between different rooms or floors is generally poor. Wireless communication can be impeded by building materials containing metal or concrete. If the printer cannot communicate with the computer over a wireless LAN due to a wall, place the printer and the computer in the same room.

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

▶▶▶ Note

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

Check7 Make sure wireless signal is strong. Monitor signal status and move printer and wireless router as necessary.

To check the signal strength:

- Checking Wireless Network Status

Check8 Make sure the computer is connected to the wireless router.

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

▶▶▶ Note

- If you use the smartphone/tablet, make sure that its Wi-Fi setting is enabled.

Check9 Make sure **Enable bidirectional support** is selected in the **Ports** sheet of the properties dialog box of the printer driver. (Windows)

Check10 Make sure security software's firewall is off.

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

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

Check11 If printer is connected to an AirPort Base Station via LAN, use alphanumeric characters for network identifier (SSID). (Mac OS)

If the problem is not resolved, redo setup.

- For Windows:
Use the Setup CD-ROM or follow the instructions on the Canon website.
- For Mac OS:
Follow the instructions on the Canon website.

Network Connection Problems

- ▶ **Printer Suddenly Cannot Be Used**
- ▶ **Network Key Unknown**
- ▶ **Printer Cannot Be Used After Replacing Wireless Router or Changing Its Settings**

Printer Suddenly Cannot Be Used

- [Cannot Communicate with Printer Following Network Settings Change](#)
- [Cannot Communicate with Printer via Wireless LAN](#)
- [Cannot Communicate with Printer Using Wireless Direct](#)
- [Cannot Print or Scan from a Computer Connected to the Network](#)

Cannot Communicate with Printer Following Network Settings Change

A

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

Cannot Communicate with Printer via Wireless LAN

A

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

Turn on the printer or devices.

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

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


For details, contact the manufacturer of your wireless router.

Check2 Can you view any web pages on your computer?

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

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

Check3 Is the printer connected to the wireless router?

Check the connection status between the printer and wireless router by the icon on the LCD. If the  is not displayed, wireless LAN is disabled, enable wireless LAN.

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

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

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

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

■ [Printing Network Settings](#)

If the printer network settings do not match with those of the wireless router, change the network settings of the printer to match with those of the wireless router.

■ Network Settings (IJ Network Device Setup Utility) (Windows)

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

Place the wireless router and printer where there are no obstacles between them. Wireless communication between different rooms or floors is generally poor. Wireless communication can be impeded by building materials containing metal or concrete. If the printer cannot communicate with the computer over a wireless LAN due to a wall, place the printer and the computer in the same room.

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

▶▶▶ Note

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

Check6 Make sure wireless signal is strong. Monitor signal status and move printer and wireless router as necessary. (Windows)

■ Checking Wireless Network Status

Check7 Make sure you are using a valid channel.

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

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

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

Check9 Make sure security software's firewall is off.

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

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

Check10 If printer is connected to an AirPort Base Station via LAN, use alphanumeric characters for network identifier (SSID). (Mac OS)

If the problem is not resolved, redo setup.

- For Windows:
Use the Setup CD-ROM or follow the instructions on the Canon website.
- For Mac OS:
Follow the instructions on the Canon website.
- **Positioning:**
Make sure there are no obstacles between the wireless router and the printer.

Cannot Communicate with Printer Using Wireless Direct

A

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

Turn on the printer or devices.

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

Check2 Is the  icon displayed on the LCD?

If the icon is not displayed, Wireless Direct is disabled, enable Wireless Direct.

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

Make sure wireless LAN is enabled on your device.

For details, refer to your device's instruction manual.

Check4 Make sure printer is selected as connection for device (e.g. smartphone or tablet).

Select the identifier for wireless direct (SSID) specified for the printer as the connection destination for devices.

Check the destination on your device.

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

To check the identifier for wireless direct (SSID) specified for the printer, display it using the operation panel of the printer or print out the network setting information of the printer.

- Display on the LCD.
 - [LAN settings](#)
- Print the network settings.
 - [Printing Network Settings](#)

Check5 Have you entered the proper password specified for the wireless direct?

To check the password specified for the printer, display it using the operation panel of the printer or print out the network setting information of the printer.

- Display on the LCD.
 - [LAN settings](#)
- Print the network settings.

- [Printing Network Settings](#)

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

Place the device and printer where there are no obstacles between them. Wireless communication between different rooms or floors is generally poor. Wireless communication can be impeded by building materials containing metal or concrete. If the printer cannot communicate with the computer over a wireless LAN due to a wall, place the printer and the computer in the same room.

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

Place devices a suitable distance from the printer.

Check7 Make sure 5 devices are already connected.

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

Cannot Print or Scan from a Computer Connected to the Network

A

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

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

Check2 If MP Drivers are not installed, install them.

- For Windows:
Install the MP Drivers using the Setup CD-ROM or install them from the Canon website.
- For Mac OS:
Install the MP Drivers from the Canon website.

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

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

Note

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

Network Key Unknown

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

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

A

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

Note

- For Windows, set up the printer to match the wireless router settings using IJ Network Device Setup Utility.

Setting an Encryption Key

A

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

Note

- For Windows, set up the printer to match the wireless router settings using IJ Network Device Setup Utility.

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

- **Using WPA/WPA2**

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

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

Either TKIP (basic encryption) or AES (secure encryption) is selected automatically as the dynamic encryption method.

For details, see If WPA/WPA2 Details Screen Appears.

Note

- This printer supports WPA/WPA2-PSK (WPA/WPA2-Personal) and WPA2-PSK (WPA2-Personal).

- **Using WEP**

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

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

- For Windows:

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

For details, see *If WEP Details Screen Appears*.

Note

- If the printer is connected to an AirPort Base Station via LAN:

If the printer is connected to an AirPort Base Station via a LAN, check the settings in **Wireless Security of AirPort Utility**.

- Select **64 bit** if **WEP 40 bit** is selected for key length in AirPort Base Station.
- Select **1** for **Key ID**. Otherwise, computer will not be able to communicate with printer via the wireless router.



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



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

- For Windows:
Use the Setup CD-ROM or follow the instructions on the Canon website.
- For Mac OS:
Follow the instructions on the Canon website.

If this does not solve the problem, see below.

- [Cannot Communicate with Printer After Enabling MAC/IP Address Filtering or Encryption Key on Wireless Router](#)
- [With Encryption On, Cannot Communicate with Printer After Changing Encryption Type at Wireless Router](#)



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



Check1 Check wireless router setting.

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

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

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

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

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

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

A

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

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

Other Network Problems

- ▶ **Checking Network Information**
- ▶ **Restoring to Factory Defaults**
- ▶ **Message Appears on Computer During Setup**
- ▶ **Packets Are Sent Constantly (Windows)**

Checking Network Information

- [Checking Printer IP Address or MAC Address](#)
- [Checking Computer IP Address or MAC Address](#)
- [Checking Communication Between the Computer, the Printer, and the Wireless Router](#)
- [Checking Network Setting Information](#)

Checking Printer IP Address or MAC Address

A

To check the printer's IP Address or MAC address, print out the network settings information or use the operation panel to display it.

- Display on the LCD.
 - [LAN settings](#)
- Print the network settings.
 - [Printing Network Settings](#)

For Windows, you can check the network setting information on the computer screen.

- [IJ Network Device Setup Utility Screen](#)

You can display the printer's MAC address on the LCD.

- [System information](#)

Checking Computer IP Address or MAC Address

A

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

- For Windows:
 1. Select **Command Prompt** as shown below.

In Windows 10, right-click **Start** button and select **Command Prompt**.

In Windows 8.1 or Windows 8, select **Command Prompt** from the **Start** screen. If **Command Prompt** is not displayed on the **Start** screen, select the **Search** charm and search for "**Command Prompt**".

In Windows 7 or Windows Vista, click **Start** > **All Programs** > **Accessories** > **Command Prompt**.
 2. Enter "ipconfig/all" and press **Enter**.

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

1. Select **System Preferences** from Apple menu, and then click **Network**.
2. Make sure network interface used by computer is selected, and then click **Advanced**.
Make sure **Wi-Fi** is selected as network interface.
3. Check the IP address or MAC address.
Click **TCP/IP** to check the IP address.
Click **Hardware** to check the MAC address.

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

A

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

- For Windows:

1. Select **Command Prompt** as shown below.

In Windows 10, right-click **Start** button and select **Command Prompt**.

In Windows 8.1 or Windows 8, select **Command Prompt** from the **Start** screen. If **Command Prompt** is not displayed on the **Start** screen, select the **Search** charm and search for "**Command Prompt**".

In Windows 7 or Windows Vista, click **Start** > **All Programs** > **Accessories** > **Command Prompt**.

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

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

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

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

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

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

- For Mac OS:

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

In Mac OS X v10.11, Mac OS X v10.10 or Mac OS X v10.9, select **Computer** from **Go** menu of Finder, double-click **Macintosh HD** > **System** > **Library** > **CoreServices** > **Applications** > **Network Utility**.

In Mac OS X v10.8, open **Utilities** folder in **Applications** folder, then double-click **Network Utility**.

2. Click **Ping**.
3. Make sure **Send only XX pings** (XX are numbers) is selected.
4. Enter IP address of target printer or target wireless router in **Enter the network address to ping**.
5. Click **Ping**.

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

A message such as the following appears.

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

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

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

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

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

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

Checking Network Setting Information

To check the printer's network settings information, print out the network settings information or use the operation panel to display it.

- Display on the LCD.
 - [LAN settings](#)
- Print the network settings.
 - [Printing Network Settings](#)



Restoring to Factory Defaults



»» Important

- For Windows:

Initialization erases all network settings on the printer, making printing or scanning operation from a computer over a network impossible. To use the printer over a network again after restoring it to the factory defaults, use the Setup CD-ROM or follow the instructions on the Canon website to redo setup.

- For Mac OS:

Initialization erases all network settings on the printer, making printing or scanning operation from a computer over a network impossible. To use the printer over a network again after restoring it to the factory defaults, follow the instructions on the Canon website to redo setup.

Initialize the network setting using the printer's operation panel.

■ [Reset setting](#)

Printing Problems

- ▶ **Printing Does Not Start**
- ▶ **No Ink Comes Out**
- ▶ **Print Results Are Unsatisfactory**
- ▶ **Paper Does Not Feed Properly/"No Paper" Error**



Printing Does Not Start



Check1 Make sure printer is securely plugged in and press **ON** button to turn it on.

The **POWER** lamp flashes while the printer is initializing. Wait until the **POWER** 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 **POWER** lamp flashes while the computer is processing data and sending it to the printer. Wait until printing starts.

Check2 Make sure printer is properly connected to computer.

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

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

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

▶▶▶ Note

- For Windows: If you can use IJ Network Device Setup Utility, check the network connection status.

Check3 Make sure paper settings match information set for rear tray.

If the paper settings do not match the information set for the rear tray, an error message appears on the LCD. Follow the instructions on the LCD to solve the problem.

▶▶▶ Note

- You can select whether the message which prevents misprinting is displayed.
 - To change the message view setting when printing or copying using the printer's operation panel:
 - [Device user settings](#)
 - To change the message view setting when printing using the printer driver:
 - Changing the Printer Operation Mode (Windows)
 - [Changing the Printer Operation Mode](#) (Mac OS)

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

- For Windows:

■ Deleting the Undesired Print Job

- For Mac OS:

■ Deleting the Undesired Print Job

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

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

- For Windows:

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

▶▶▶ **Note**

- To make the printer the one selected by default, select **Set as Default Printer**.

- For Mac OS:

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

▶▶▶ **Note**

- To make the printer the one selected by default, select the printer for **Default printer**.

Check6 Is print data extremely large? (Windows)

Click **Print Options** on **Page Setup** sheet of the printer driver. Then set **Prevention of Print Data Loss** to **On** in the dialog that appears.

* This may reduce print quality.

Check7 If printing from your computer, restart computer.

Q

No Ink Comes Out

A

Check1 Has ink run out?

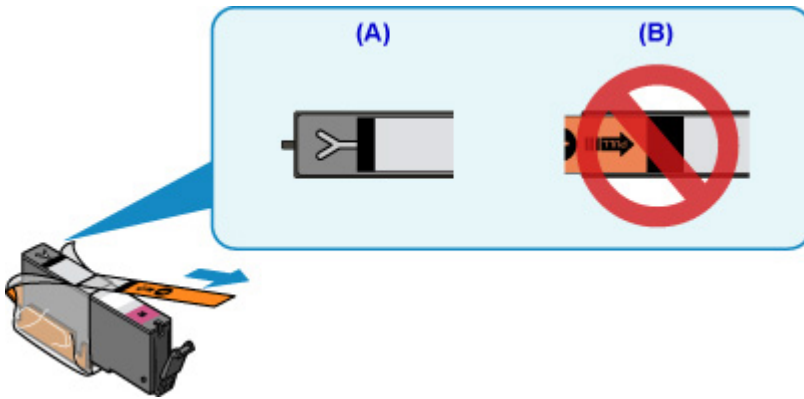
Open the scanning unit / cover and check the ink lamp.

■ [Checking the Ink Status with the Ink Lamps](#)

Check2 Is orange tape or protective film still on ink tank?

Make sure all the protective film is peeled off to expose the Y-shaped air hole, as shown below (A).

If the orange tape remains on the ink tank (B), peel it off.



Check3 Are the print head nozzles clogged?

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

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

- If nozzle check pattern is not printed correctly:
 - Check if the ink tank for the problem color is empty.
 - If the ink tank is not empty, perform print head cleaning and try printing the nozzle check pattern again.
- If problem is not resolved after performing print head cleaning twice:
 - Perform print head deep cleaning.
 - If the problem is not resolved after performing print head deep cleaning, turn off the printer and perform print head deep cleaning again 24 hours later.
- If problem is not resolved after performing print head deep cleaning twice:
 - If print head deep cleaning does not resolve the problem, the print head may be damaged. Contact your nearest Canon service center to request a repair.



Paper Does Not Feed Properly/"No Paper" Error



Check1 Make sure paper is loaded.

■ [Loading Paper](#)

Check2 When loading paper, consider the following.

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

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

- Always load the paper in portrait orientation, regardless of the printing orientation.
- When you load the paper on the rear tray, place the print side facing UP and align the right and left paper guides with the paper stack.

■ [Loading Paper](#)

Check3 Is paper too thick or curled?

■ [Unsupported Media Types](#)

Check4 When loading postcards or envelopes, consider the following:

- If a postcard is curled, it may not feed properly even though the paper stack does not exceed the paper load limit.

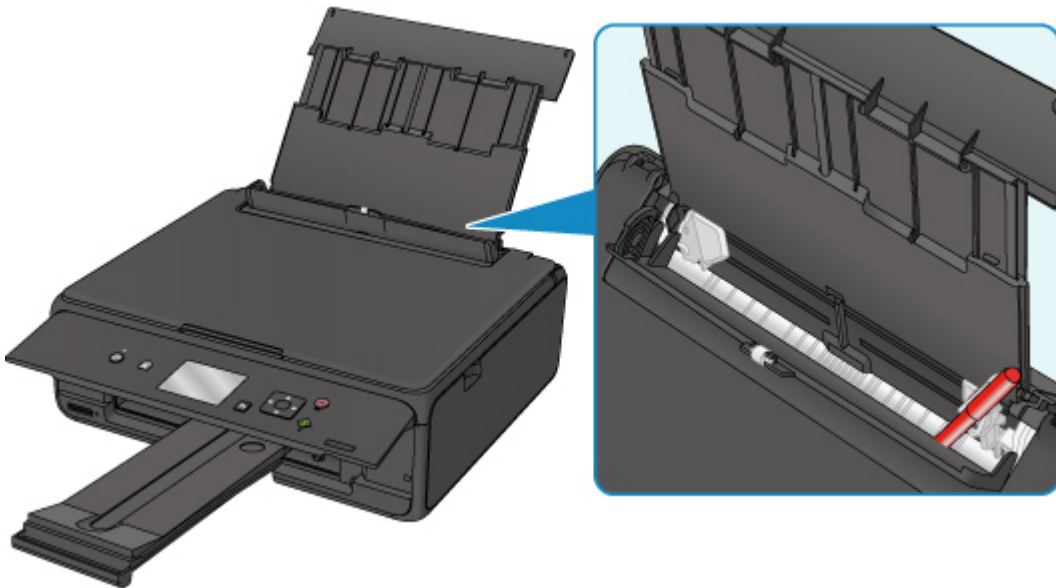
Load Japanese postcards with their postcode column downward on the rear tray.

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

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

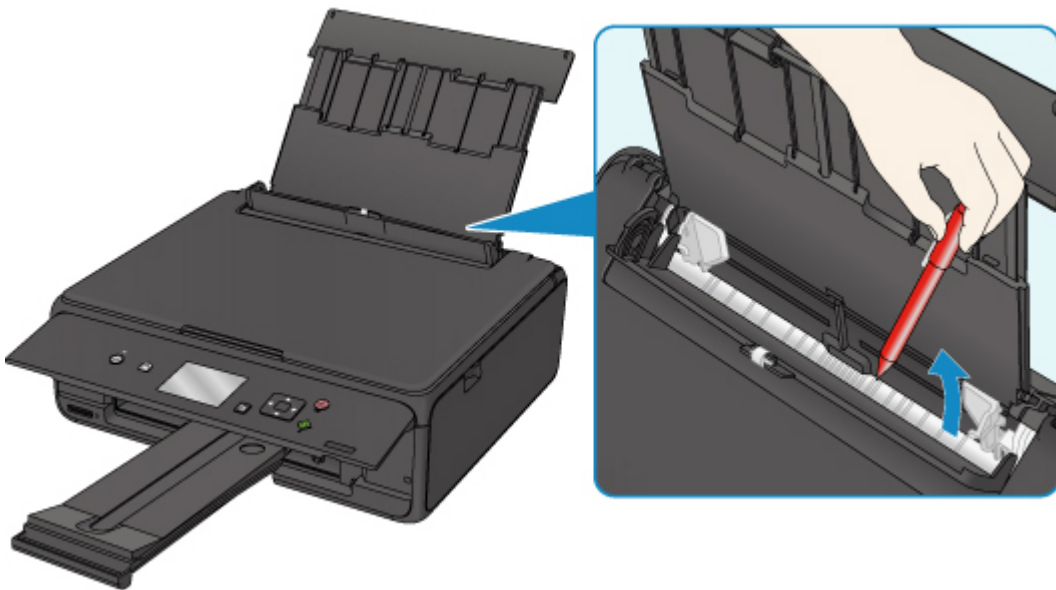
Check5 Make sure media type and paper size settings match with loaded paper.

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



If the paper tears in the rear tray, see [List of Support Code for Error \(Paper Jams\)](#) to remove it.

If there are any foreign objects in the rear tray, be sure to turn off the printer, unplug it from the power supply, then remove the foreign object.



▶▶▶ Note

- If the feed slot cover is opened, close it slowly.

Check7 Clean paper feed roller.

■ [Cleaning Paper Feed Rollers](#)

▶▶▶ Note

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

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



Print Results Are Unsatisfactory

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



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

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

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

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

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

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

Copying	Check the settings using the operation panel. ■ Setting Items for Copying
Copying a photo	Check the settings using the operation panel. ■ Copying Photos
Printing from memory card	Check the settings using the operation panel. ■ Setting Items for Photo Printing Using Operation Panel
Printing from a PictBridge (Wireless LAN) compliant device	Check the settings on your PictBridge (Wireless LAN) compliant device. ■ PictBridge (Wireless LAN) Print Settings Check the settings using the operation panel. ■ PictBridge print settings
Printing from your computer	Check the settings using the printer driver. • For Windows: ■ Printing with Easy Setup • For Mac OS: ■ Printing with Easy Setup

Check2 Make sure appropriate print quality is selected (see table above).

Select a print quality suited to the paper and to what you are printing. If you notice blurs or uneven colors, increase the print quality setting and retry the printing.

▶▶▶ Note

- When printing from a PictBridge (Wireless LAN) compliant device, set the print quality setting using the operation panel.

This setting cannot be made on the PictBridge (Wireless LAN) compliant device.

Check3 If problem is not resolved, check other causes.

See also the sections below:

- [Paper Is Blank/Printing Is Blurry/Colors Are Wrong/White Streaks Appear](#)
- [Lines Are Misaligned](#)
- [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



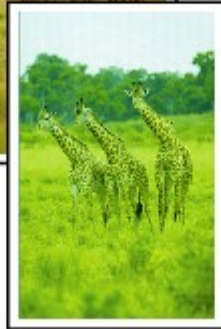
Paper Is Blank/Printing Is Blurry/Colors Are Wrong/White Streaks Appear



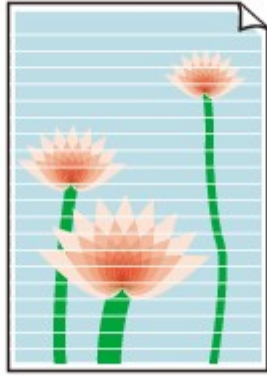
Printing Is Blurry



Colors Are Wrong



White Streaks Appear



A

Check1 Check paper and print quality settings.

■ [Print Results Are Unsatisfactory](#)

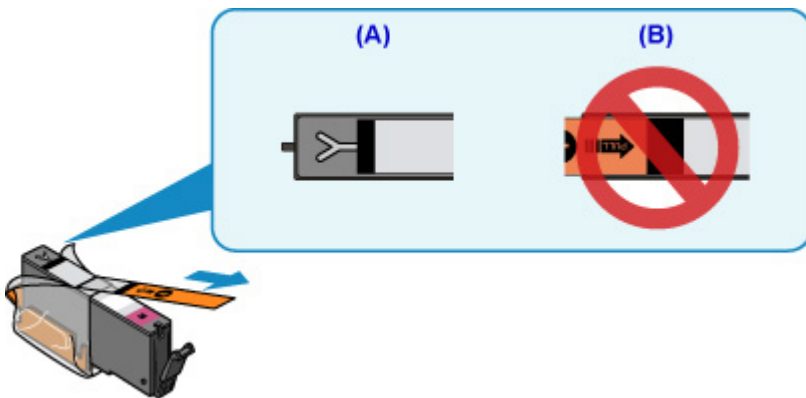
Check2 Check status of ink tanks. Replace ink tank if ink has run out.

■ [Replacing Ink Tanks](#)

Check3 Is orange tape or protective film still on ink tank?

Make sure all the protective film is peeled off to expose the Y-shaped air hole, as shown below (A).

If the orange tape remains on the ink tank (B), peel it off.



Check4 Are the print head nozzles clogged?

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

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

- If nozzle check pattern is not printed correctly:
 - Check if the ink tank for the problem color is empty.
 - If the ink tank is not empty, perform print head cleaning and try printing the nozzle check pattern again.
- If problem is not resolved after performing print head cleaning twice:

Perform print head deep cleaning.

If the problem is not resolved after performing print head deep cleaning, turn off the printer and perform print head deep cleaning again 24 hours later.

- If problem is not resolved after performing print head deep cleaning twice:

If print head deep cleaning does not resolve the problem, the print head may be damaged. Contact your nearest Canon service center to request a repair.

Check5 When using paper with one printable surface, make sure paper is loaded with printable side facing up.

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

Load paper with the printable side facing up.

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

- **When copying, see also the sections below:**

Check6 Is platen glass dirty?

Clean the platen glass.

- [Cleaning the Platen Glass and Document Cover](#)

Check7 Make sure original is properly loaded on platen glass.

- [Loading Originals](#)

Check8 Is original loaded with side to be copied facing down on platen glass?

Check9 Did you copy a printout done by this printer?

If you use a printout done by this printer as the original, print quality may be reduced depending on the condition of the original.

Print from the printer directly, or reprint from the computer if you can reprint from it.



Lines Are Misaligned



Check1 Check paper and print quality settings.

■ [Print Results Are Unsatisfactory](#)

Check2 Perform print head alignment.

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

■ [Aligning the Print Head](#)

▶▶▶ Note

- If the problem is not resolved after performing the print head alignment, perform print head alignment manually from your computer.
 - For Windows:
 - [Aligning the Print Head Position](#)
 - For Mac OS:
 - [Aligning the Print Head Position](#)

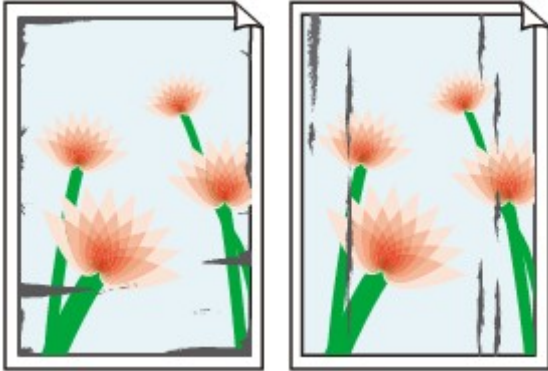
Check3 Increase print quality and try printing again.

Increasing the print quality using the operation panel or the printer driver may improve the print result.



Paper Is Smudged / Printed Surface Is Scratched

Paper Is Smudged



Smudged Edges

Smudged Surface



Printed Surface Is Scratched



Check1 Check paper and print quality settings.

 [Print Results Are Unsatisfactory](#)

Check2 Check paper type.

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

 [Supported Media Types](#)

Check3 Correct curl before loading paper.

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

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

- Plain Paper

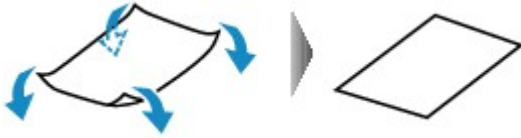
Turn the paper over and reload it to print on the other side.

- Other Paper

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



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

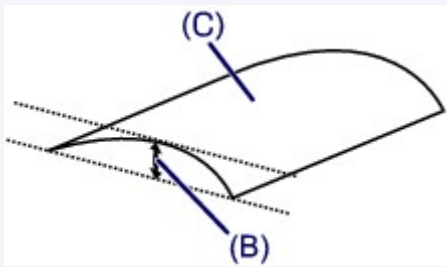


2. Check that paper is now flat.

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

►► Note

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



(C) Print side

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

Check4 Set printer to prevent paper abrasion.

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

This may reduce the print speed.

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

- From operation panel



Press the **HOME** button, select , **Settings**, **Device settings**, and **Print settings**, and then set **Prevent paper abrasion** to **ON**.

■ [Changing Settings from Operation Panel](#)

- From computer

- For Windows:

Open the printer driver setup window, select **Custom Settings** in **Maintenance** sheet, select **Prevent paper abrasion** check box, and then click **OK**.

To open the printer driver setup window, see [How to Open the Printer Driver Setup Window](#).

- For Mac OS:

In the Canon IJ Printer Utility2, select **Custom Settings** in the pop-up menu, select **Prevent paper abrasion** check box, and then click **Apply**.

To open the Canon IJ Printer Utility2, see [Opening the Canon IJ Printer Utility2](#).

Check5 If intensity is set high, reduce intensity setting and try printing again.

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

- Printing from your computer

Check the intensity setting in the printer driver.

- For Windows:

■ [Adjusting Intensity](#)

- For Mac OS:

■ [Adjusting Intensity](#)

- Copying

■ [Setting Items for Copying](#)

Check6 Do not print outside recommended printing area.

If you print outside the recommended printing area of your paper, ink may stain the lower edge of the paper.

Resize the document using application software.

■ [Print Area](#)

Check7 Is platen glass dirty?

Clean the platen glass.

■ [Cleaning the Platen Glass and Document Cover](#)

Check8 Is paper feed roller dirty?

Clean the paper feed roller.

■ [Cleaning Paper Feed Rollers](#)

▶▶▶ Note

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

Check9 Is inside of printer dirty?

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

Perform the bottom plate cleaning to clean the inside of the printer.

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

▶▶▶ Note

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

Check10 Set longer ink drying time.

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

- For Windows:

1. Make sure printer is turned on.
2. Open printer driver setup window.
 - How to Open the Printer Driver Setup Window
3. Click **Maintenance** tab and **Custom Settings**.
4. Drag **Ink Drying Wait Time** slide bar to set wait time and click **OK**.
5. Check message and click **OK**.

- For Mac OS:

1. Make sure printer is turned on.
2. Open Canon IJ Printer Utility2.
 - Opening the Canon IJ Printer Utility2
3. Select **Custom Settings** in pop-up menu.
4. Drag **Ink Drying Wait Time**: slide bar to set wait time and click **Apply**.
5. Check message and click **OK**.



Vertical Line Next to Image



Check Is loaded paper size correct?

If the loaded paper is larger than the size you specified, a vertical line may appear in the margin.

Set the paper size to match the loaded paper.

Print Results Are Unsatisfactory

▶▶ Note

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

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

Scanning Problems (Mac OS)

- ▶ [Scanning Problems](#)
- ▶ **IJ Scan Utility Error Messages**
- ▶ [IJ Scan Utility Lite Error Messages](#)
- ▶ **Scanner Driver (ICA Driver) Error Messages**

Scanning Problems

- ▶ **Scanner Does Not Work**
- ▶ **Scanner Driver Does Not Start**



Scanner Does Not Work



Check 1 Make sure that your scanner or printer is turned on.

Check 2 Connect the USB cable to a different USB port on the computer.

Check 3 If the USB cable is connected to a USB hub, remove it from the USB hub and connect it to a USB port on the computer.

Check 4 With network connection, check the connection status and reconnect as needed.

Check 5 Restart the computer.



Scanner Driver Does Not Start



Check 1 Make sure the scanner driver (ICA (Image Capture Architecture) driver) is installed.

If not installed, install the scanner driver from our website.

Check 2 Select your scanner or printer on the application's menu.

»» Note

- The operation may differ depending on the application.

Check 3 Make sure that the application supports the ICA driver.

You cannot start the scanner driver from applications not supporting the ICA driver.

Check 4 Scan and save images with IJ Scan Utility and open the files in your application.

IJ Scan Utility Lite Error Messages

If an error message for IJ Scan Utility Lite appears, check the error code and follow the corresponding solution.

Error Code	Error Message	Solution
152	There is not enough memory. Exit other applications to increase available memory.	<ul style="list-style-type: none"> The memory required to start IJ Scan Utility Lite cannot be obtained; exit other applications.
153	The image you attempted to scan is in a size that cannot be opened in the specified application. Change the settings so that the image size is reduced.	<ul style="list-style-type: none"> Reduce the resolution or output size and scan again.
157	<p>Cannot communicate with scanner for these reasons:</p> <ul style="list-style-type: none"> - Scanner is turned off. - (If using Wired LAN connection) It is disconnected from Wired LAN. - (If using wireless LAN connection) Signal strength is poor due to obstructions. - Network connection is prohibited by security software. - Different scanner on the network is selected. <p>Check the above and try scanning again. If you still cannot communicate, restart the computer.</p>	<ul style="list-style-type: none"> With network connection, check the connection status and reconnect as needed. If the same error message still appears, restart the computer.
201	A required file is missing or corrupted, or settings are incorrect. Try the installation again.	<ul style="list-style-type: none"> Reinstall the scanner driver from our website. Reinstall IJ Scan Utility Lite from our website.
202	<p>An internal error has occurred. Take the following measures.</p> <ul style="list-style-type: none"> - Check the scanner status. - Restart the scanner. - Restart the computer, then try again. - Reinstall the scanner driver. 	<ul style="list-style-type: none"> An internal error has occurred. Take the following measures. <ul style="list-style-type: none"> Check the scanner status. Restart the scanner. Restart the computer, then try again. Reinstall the scanner driver.
231	Cannot complete the scan. The disk space is insufficient.	<ul style="list-style-type: none"> Delete unnecessary files on the hard disk and scan again.
232	Cannot complete the scan. The disk space is insufficient.	<ul style="list-style-type: none"> Cancel the write protection on the disk.
234	This scan function is not supported by the selected model. Select a different scan function.	<ul style="list-style-type: none"> Select a different scan function.

242	Cannot write file.	<ul style="list-style-type: none"> • Check the access permission on the folder in Save in in the corresponding Settings dialog.
243	Cannot read file.	<ul style="list-style-type: none"> • Check the access permission on the folder in Save in in the corresponding Settings dialog.
244	You do not have the required privileges to access the specified folder.	<ul style="list-style-type: none"> • Grant access permission to the specified folder.
245	Text could not be detected. Make sure that the following conditions do not apply. <ul style="list-style-type: none"> - The Document Language setting does not match the document language. - There is no text in the document. - Text that is not supported for detection is scanned. 	<ul style="list-style-type: none"> • Make sure the Document Language in the Settings (General Settings) dialog matches the document language. • Make sure there is text in the document.
-	Cannot communicate with scanner for these reasons: <ul style="list-style-type: none"> - Scanner is turned off. - (If using Wired LAN connection) It is disconnected from Wired LAN. - (If using wireless LAN connection) Signal strength is poor due to obstructions. - (If using USB connection) USB cable is disconnected. - Other software or another user is using the scanner. <p>Please check and try again.</p>	<ul style="list-style-type: none"> • Make sure that your scanner or printer is turned on. • With network connection, check the connection status and reconnect as needed. • With USB connection, check the connection of the USB cable and reconnect as required. • Close the other application.

Mechanical Problems

- ▶ **Power Does Not Come On**
- ▶ **Power Shuts Off By Itself**
- ▶ **USB Connection Problems**
- ▶ **Cannot Communicate with Printer via USB**
- ▶ **LCD Shows Wrong Language**



Power Does Not Come On



Check1 Press **ON** button.

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

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

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



Power Shuts Off By Itself



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.

- If you are using a Windows and if you do not want the printer to turn off automatically:
Open the printer driver setup window and in **Auto Power** in **Maintenance** sheet, select **Disable** for **Auto Power Off**.
- If you are using a Mac OS and if you do not want the printer to turn off automatically:
Open Canon IJ Printer Utility2, select **Power Settings** in the pop-up menu, and then select **Disable** for **Auto Power Off** on **Auto Power**.

▶▶▶ Note

- You can also enable the printer to turn on/off automatically from the operation panel.
 - [ECO settings](#)
- If you are using a Windows, you can also enable the printer to turn on/off automatically from ScanGear (scanner driver).
 - [Scanner Tab](#)

USB Connection Problems

Q Printing or Scanning Is Slow/Hi-Speed USB Connection Does Not Work/"This device can perform faster" Message Appears (Windows)

A

If your system environment does not support Hi-Speed USB, the printer operates at the slower speed of USB 1.1. In this case, the printer works properly but printing or scanning speed may slow down due to the communication speed.

Check Check following to make sure your system environment supports Hi-Speed USB connection.

- Does the USB port on your computer support Hi-Speed USB connection?
- Does the USB cable or the USB hub support Hi-Speed USB connection?

Be sure to use a certified Hi-Speed USB cable. We recommend that the USB cable be no longer than 10 feet / 3 meters or so.

- Does the operating system of your computer support Hi-Speed USB connection?

Install the latest update for your computer.

- Is the Hi-Speed USB driver working properly?

If necessary, obtain and install the latest version of the Hi-Speed USB driver for your computer.

»» Important

- For more information, contact the manufacturer of your computer, USB cable, or USB hub.



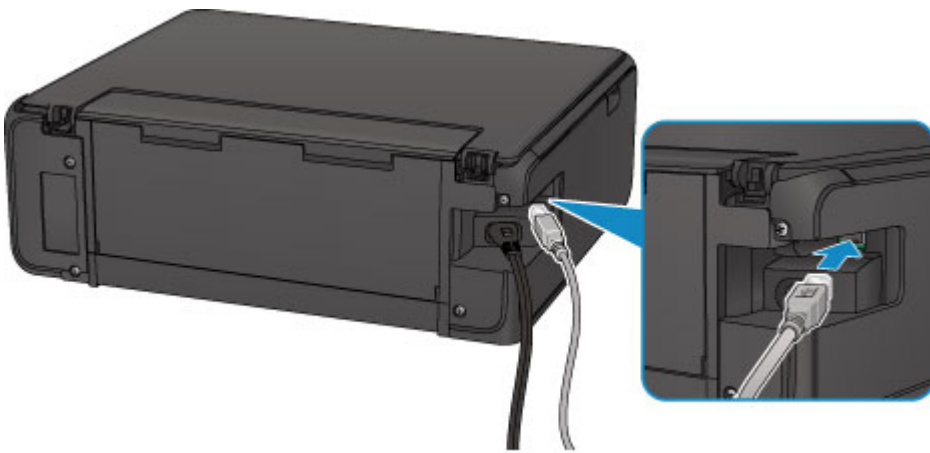
Cannot Communicate with Printer via USB



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.



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

■ How to Open the Printer Driver Setup Window

Installation and Download Problems

- ▶ **Cannot Install MP Drivers**
- ▶ **Easy-WebPrint EX Does Not Start or Easy-WebPrint EX Menu Does Not Appear (Windows)**



Cannot Install MP Drivers



■ [For Windows:](#)

■ [For Mac OS:](#)

For Windows:

- **If installation does not start when you insert Setup CD-ROM:**

Follow the instructions below to start the installation.

1. Make the following settings.

- In Windows 10, click **Start** button > **File Explorer**, and then click **This PC** from list on left.
- In Windows 8.1 or Windows 8, select **Explorer** icon in **Taskbar** on **Desktop**, and then select **This PC (Computer for Windows 8)** from list on left.
- In Windows 7 or Windows Vista, click **Start**, and then click **Computer**.

2. Double-click the  CD-ROM icon in the window that appears.

If the contents of the CD-ROM appear, double-click **MSETUP4.EXE**.

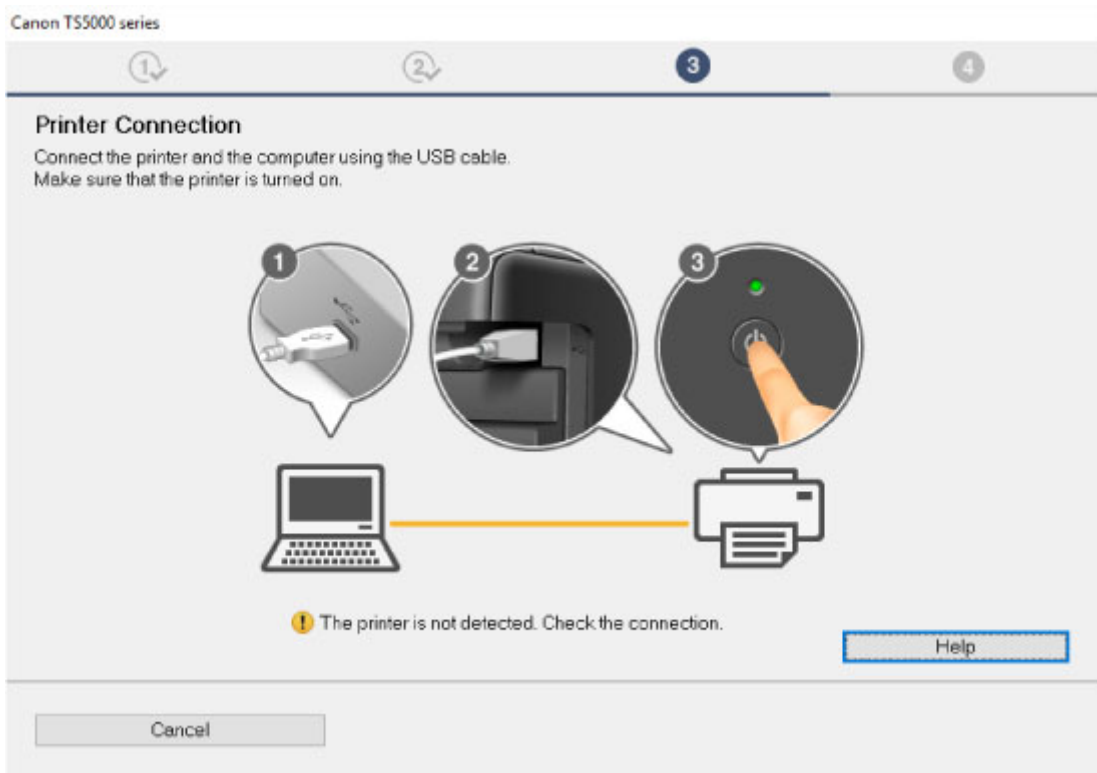
If you cannot install the MP Drivers with the Setup CD-ROM, install them from the Canon website.

▶▶▶ Note

- If the CD-ROM icon does not appear, try the following:
 - Remove the CD-ROM from your computer and reinsert it.
 - Restart your computer.

If the icon still does not appear, try a different disc and see if it appears. If it does, there is a problem with the Setup CD-ROM. Contact your nearest Canon service center to request a repair.

- **If you cannot get past the Printer Connection screen:**



■ [Cannot Proceed beyond Printer Connection Screen/Connect Cable Screen](#)

- **Other cases:**

Reinstall the MP Drivers.

If the MP Drivers were not installed correctly, uninstall the MP Drivers, restart your computer, and then reinstall the MP Drivers.

■ **Deleting the Unnecessary MP Drivers**

Reinstall the MP Drivers with the Setup CD-ROM or install them from the Canon website.

▶▶▶ **Note**

- If the installer was stopped due to a Windows error, Windows operation may be unstable, and you may not be able to install the drivers. Restart your computer and then reinstall the drivers.

For Mac OS:

Download the driver from the support page of Canon website and reinstall it.



Updating MP Drivers in Network Environment (Windows)



Download the latest MP Drivers.

The latest MP Drivers for your model are available for download on the Canon website.

Uninstall the existing MP Drivers and follow the installation instructions to install the latest MP Drivers that you downloaded. In the connection method selection screen, select **Use the printer with wireless LAN connection**. The printer is detected automatically in the network.

Make sure the printer was found, and install the MP Drivers following the on-screen instructions.

Note

- The network settings on the printer are not affected, so the printer can be used on the network without redoing settings.

Errors and Messages

- ▶ **An Error Occurs**
- ▶ **Message Appears**

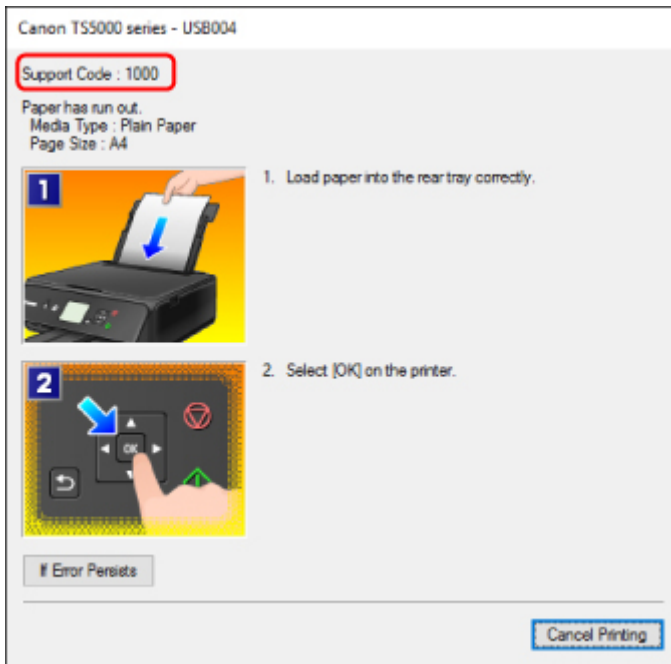
An Error Occurs

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

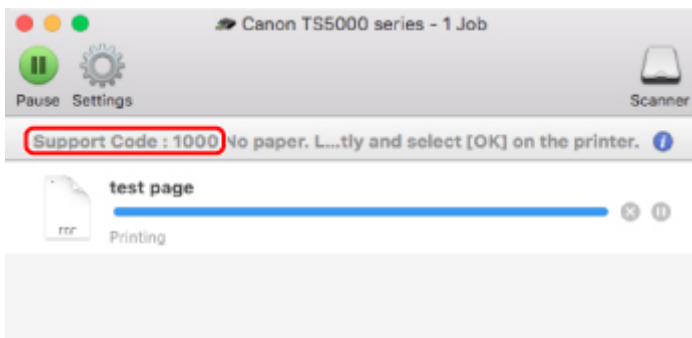
When an error occurs, a message is displayed on the computer screen or the LCD. Depending on the error, a Support Code (error number) is displayed on the computer screen or the LCD.

When a Support Code and a message are displayed on the computer screen:

- For Windows:

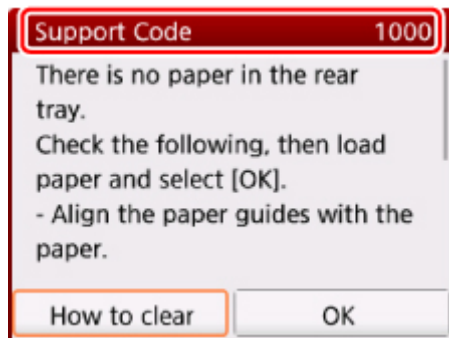


- For Mac OS:



* The screen differs depending on the OS you are using.

When a Support Code and a message are displayed on the LCD:



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

▶▶ Note

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

Message Appears

This section describes some of the errors and messages that may appear.

►► Note

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

If a message appears on the LCD, see below.

■ [Message Appears on LCD](#)

If a message appears on the computer, see below.

- [Error Regarding Power Cord Being Unplugged Is Displayed \(Windows\)](#)
- [Writing Error/Output Error/Communication Error \(Windows\)](#)
- [Other Error Messages \(Windows\)](#)
- [Inkjet Printer/Scanner/Fax Extended Survey Program Screen Is Displayed \(Windows\)](#)
- [Inkjet Printer/Scanner/Fax Extended Survey Program Icon Appears \(Mac OS\)](#)

Message Appears on LCD

A

Check the message and take an appropriate action.

- **Data of supported types are not saved.**
 - There is no image data saved on the memory card that can be read by this printer.
 - The printer may not recognize the file if the file name or folder path contain certain characters. Use only alphanumeric characters.
 - Photo data edited or processed on a computer must be printed from the computer.

►► Note

- When a photo which has been processed on a computer is selected, "?" is displayed on the LCD.

- **The card is currently writable from PC. Set to [Not writable from PC].**

The card slot is set to **Writable from USB PC**.

You cannot print from the memory card when the card slot is set to **Writable from USB PC**. After writing on the memory card, select **Not writable from PC** in **Read/write attribute** under **Device user settings**.

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

The printer may have been unplugged while the power was still on.

Select **OK** on the LCD.

►► Note

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

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

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

Select **OK** on the LCD and try again after a while.

Q Error Regarding Power Cord Being Unplugged Is Displayed (Windows)

A

The printer may have been unplugged while it was on.

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

The printer starts printing.

See [Unplugging the Printer](#) for unplugging the power cord.

Q Writing Error/Output Error/Communication Error (Windows)

A

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

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

Check2 Make sure printer is properly connected to computer.

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

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

If you use the printer over a LAN, make sure the printer is connected to the network with a LAN cable or is correctly set up for network use.

Check3 Make sure MP Drivers are installed correctly.

Uninstall the MP Drivers following the procedure described in Deleting the Unnecessary MP Drivers and reinstall them from the Setup CD-ROM or the Canon website.

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

Follow the procedure below to check the device status.

1. Open the Device Manager on your computer as shown below.

If the **User Account Control** screen appears, follow the on-screen instructions.

- In Windows 10, right-click **Start** button and select **Device Manager**.
- In Windows 8.1 or Windows 8, select **Control Panel** from **Settings** charm on **Desktop > Hardware and Sound > Device Manager**.
- In Windows 7 or Windows Vista, click **Control Panel, Hardware and Sound, and Device Manager**.

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

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

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

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

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

Other Error Messages (Windows)

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

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

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

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

Close other applications to increase the available memory.

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

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

Uninstall the MP Drivers following the procedure described in [Deleting the Unnecessary MP Drivers](#) and reinstall them from the Setup CD-ROM or the Canon website.

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

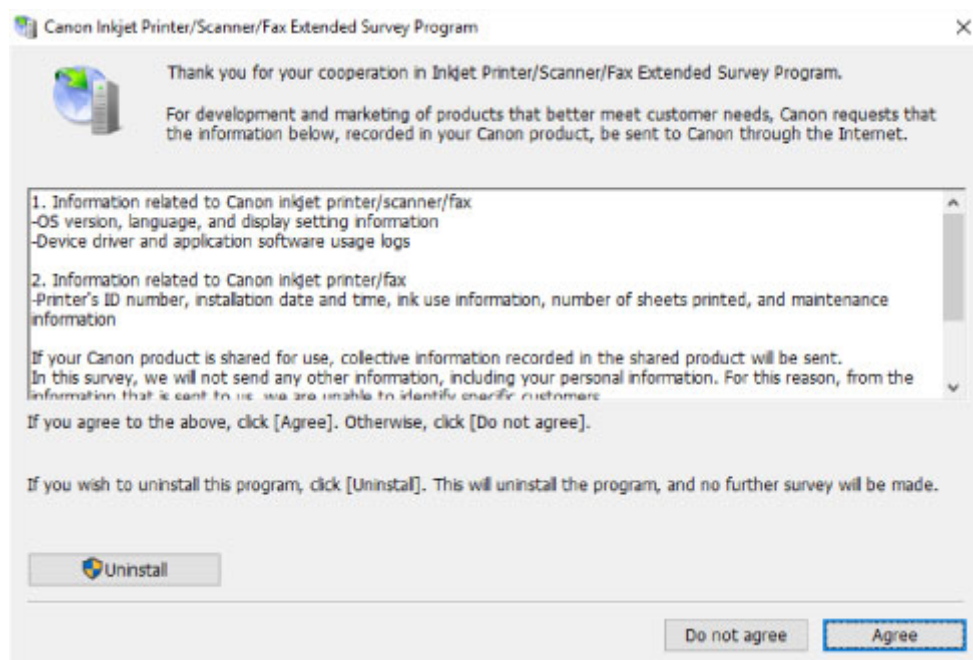
Try printing again once the current job is complete.

Inkjet Printer/Scanner/Fax Extended Survey Program Screen Is Displayed (Windows)

###

If the Inkjet Printer/Scanner/Fax Extended Survey Program is installed, a screen appears asking for permission to send the printer and application usage information every month for about ten years.

Read the information on the screen and follow the instructions below.



- **If you agree to participate in survey program:**

Click **Agree** and follow the on-screen instructions. The printer usage information is sent via the Internet. Once you have completed the procedure, the information is subsequently sent automatically and the confirmation screen does not reappear.

▶▶▶ Note

- When the information is being sent, a warning such as an Internet security message may appear. Make sure the program name is "IJPLMUI.exe" and allow it.
- If you clear **Send automatically from the next time** check box, the information will not be sent automatically from next time and a confirmation screen will appear at the time of the next survey. To send the information automatically, see [Changing confirmation screen setting:](#).

- **If you do not agree to participate in survey program:**

Click **Do not agree**. The confirmation screen closes and the survey is skipped. The confirmation screen will reappear one month later.

- **To uninstall Inkjet Printer/Scanner/Fax Extended Survey Program:**

To uninstall the Inkjet Printer/Scanner/Fax Extended Survey Program, click **Uninstall** and follow the on-screen instructions.

- **Changing confirmation screen setting:**

1. Make the following settings.
 - In Windows 10, right-click **Start** button and select **Programs and Features**.
 - In Windows 8.1 or Windows 8, select **Control Panel** from **Settings** charm on **Desktop** > **Programs** > **Programs and Features**.

- In Windows 7, or Windows Vista, select **Start** menu > **Control Panel** > **Programs** > **Programs and Features**.

»» Note

- A confirmation/warning dialog box may appear when installing, uninstalling or starting up software.

This dialog box appears when administrative rights are required to perform a task.

If you are logged in on an account with administrator privileges, follow the on-screen instructions.

2. Select **Canon Inkjet Printer/Scanner/Fax Extended Survey Program**.
3. Select **Change**.

If you select **Yes** after you have followed the on-screen instructions, the confirmation screen will appear at the time of the next survey.

If you select **No**, the information will be sent automatically.

»» Note

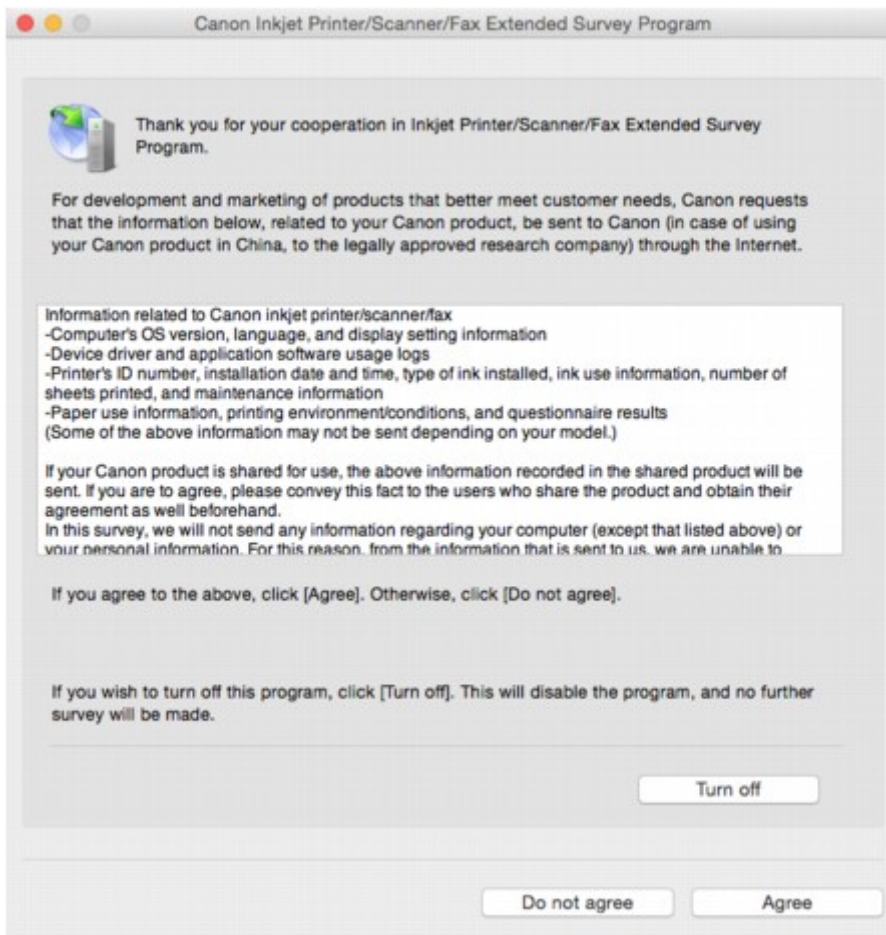
- If you select **Uninstall**, the Inkjet Printer/Scanner/Fax Extended Survey Program is uninstalled. Follow the on-screen instructions.

Inkjet Printer/Scanner/Fax Extended Survey Program Icon Appears (Mac OS)

A

If the Inkjet Printer/Scanner/Fax Extended Survey Program is installed, the printer and application software usage information is sent every month for about ten years. The **Inkjet Printer/Scanner/Fax Extended Survey Program** icon appears in the Dock when it is time to send the printer usage information.

Click the icon, read the information that appears, and then follow the instructions below.



- **If you agree to participate in survey program:**

Click **Agree** and follow the on-screen instructions. The printer usage information is sent via the Internet. Once you have completed the procedure, the information is subsequently sent automatically and the confirmation screen does not reappear.

▶▶▶ **Note**

- If you clear **Send automatically from the next time** check box, the information will not be sent automatically the next time and the **Inkjet Printer/Scanner/Fax Extended Survey Program** icon will appear in the dock at the time of the next survey.

- **If you do not agree to participate in survey program:**

Click **Do not agree**. The confirmation screen closes and the survey is skipped. The confirmation screen will reappear one month later.

- **To stop sending information:**

Click **Turn off**. This stops the Inkjet Printer/Scanner/Fax Extended Survey Program, and information is not sent. To resume the survey, see [Changing setting](#).

- **To uninstall Inkjet Printer/Scanner/Fax Extended Survey Program:**

1. Stop Inkjet Printer/Scanner/Fax Extended Survey Program.

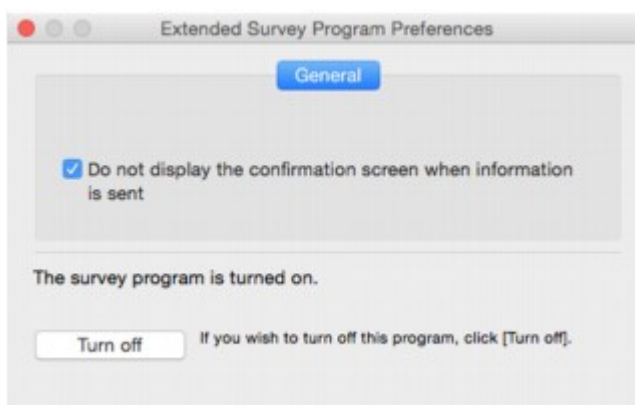
■ [Changing setting](#):

2. Select **Applications** from **Go** menu of Finder, double-click **Canon Utilities** folder and **Inkjet Extended Survey Program** folder.
3. Move **Canon Inkjet Printer/Scanner/Fax Extended Survey Program.app** file to **Trash**.
4. Restart computer.
Empty **Trash** and restart your computer.

- **Changing setting:**

To display the confirmation screen every time the printer usage information is sent or to resume surveying, follow the procedure below.

1. Select **Applications** from **Go** menu of Finder, double-click **Canon Utilities** folder and **Inkjet Extended Survey Program** folder.
2. Double-click **Canon Inkjet Printer/Scanner/Fax Extended Survey Program** icon.



- **Do not display the confirmation screen when information is sent:**

If the check box is selected, the information will be sent automatically.

If the check box is not selected, **Inkjet Printer/Scanner/Fax Extended Survey Program** icon will appear in the Dock at the time of the next survey. Click the icon and follow the on-screen instructions.

- **Turn off/Turn on** button:

Click the **Turn off** button to stop the Inkjet Printer/Scanner/Fax Extended Survey Program.

Click the **Turn on** button to restart the Inkjet Printer/Scanner/Fax Extended Survey Program.

List of Support Code for Error

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

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

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

Support Code Appears on LCD and Computer Screen

- **1000 to 1ZZZ**

[1000](#) [1200](#) 1240 1270 [1300](#) [1401](#)

1403 1405 140B 1410 1411 1412

1413 1414 1551 1552 [1600](#) [1660](#)

1680 1681 1684 [1688](#) [1689](#) [1700](#)

1701 1710 1711 1730 1731 1750

[1890](#)

- **2000 to 2ZZZ**

2114 2123 2700 [2900](#) [2901](#)

- **3000 to 3ZZZ**

3402 3403 3405 3407 3408 3410

3411 3412 3413 3438 3439 3440

3441 3442 3443 3444 3445 3446

3447

- **4000 to 4ZZZ**

4100 [4103](#)

- **5000 to 5ZZZ**

[5011](#) [5012](#) 5050 [5100](#) [5200](#) 5400

5700 [5B00](#) 5B01 5B10 5B11 5C02

- **6000 to 6ZZZ**

[6000](#) 6001 6004 6500 6502 6800

6801 6900 6901 6902 6910 6911

6930 6931 6932 6933 6934 6935

6936 6937 6938 6940 6941 6942

6943 6944 6945 6946 6A80 6A81

6A82

- **A000 to ZZZZ**

B202 B203 B204 B205 [C000](#)

For paper jam support codes, see also [List of Support Code for Error \(Paper Jams\)](#).

List of Support Code for Error (Paper Jams)

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

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

1300

Cause

Paper is jammed in paper output slot or in 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 **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 select **OK** on LCD.

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

If you turned off the printer in step 1, the print data that was sent to the printer is erased. Redo the printing.

▶▶▶ Note

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

- We recommend using paper sizes other than A5 to print documents with photos or graphics. A5 paper may curl and jam as it leaves the printer.
-

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

Paper Is Jammed inside Printer

If the jammed paper tears and you cannot remove the paper either from the paper output slot or from the rear tray, or if the jammed paper remains inside the printer, first remove paper from inside of the scanning unit / cover.

■ [Removing Jammed Paper from Inside of Scanning unit / Cover](#)

If you cannot remove the paper from inside of the scanning unit / cover, remove paper from the bottom side of the printer.

■ [Removing Jammed Paper from Bottom Side of Printer](#)

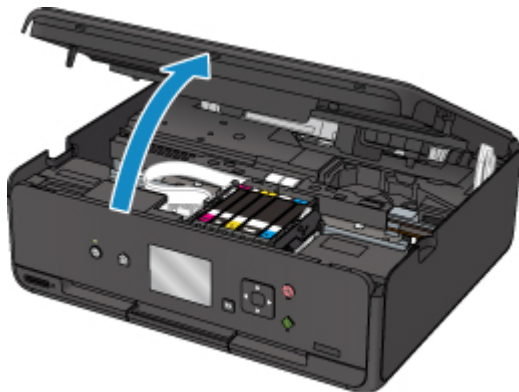
Removing Jammed Paper from Inside of Scanning unit / Cover

Remove the paper following the instructions below.

▶▶▶ Note

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

1. Turn off printer and unplug it.
2. Open scanning unit / cover.



▶▶▶ Important

- Do not touch white belt (A).

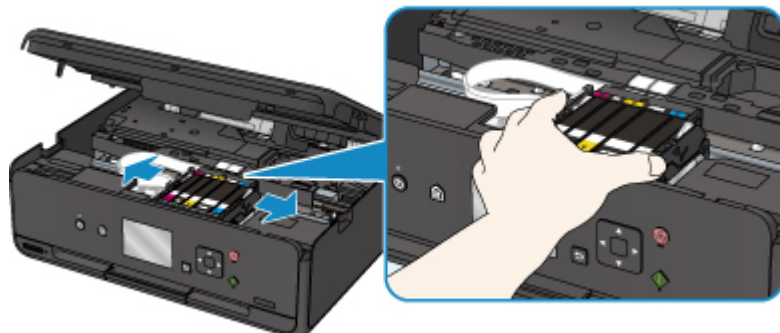


If you soil or scratch this part by touching it with paper or your hand, it could damage the printer.

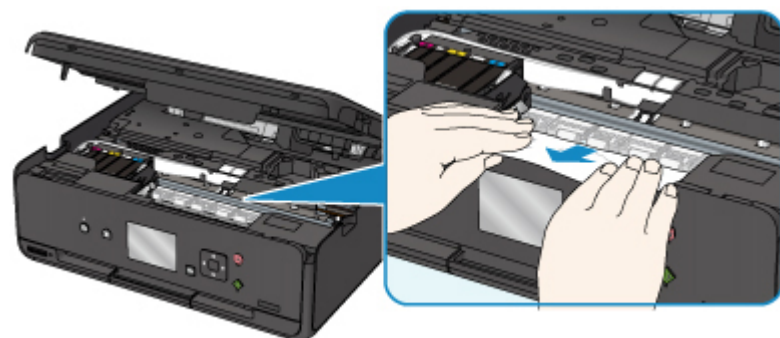
3. Check if jammed paper is under print head holder.

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.

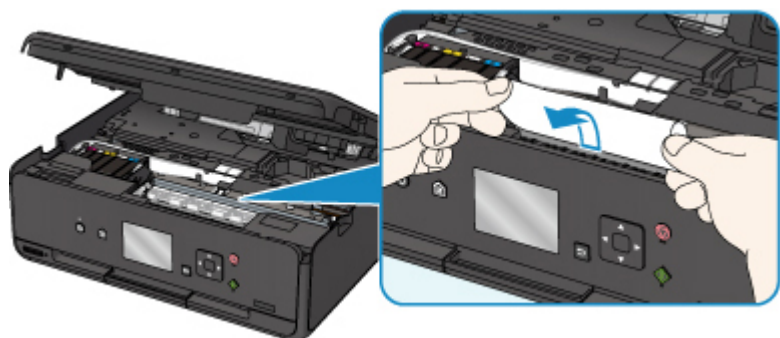
When moving the print head holder, hold the top of the print head holder and slide it slowly to the far right or left.



4. Hold jammed paper firmly in both hands.

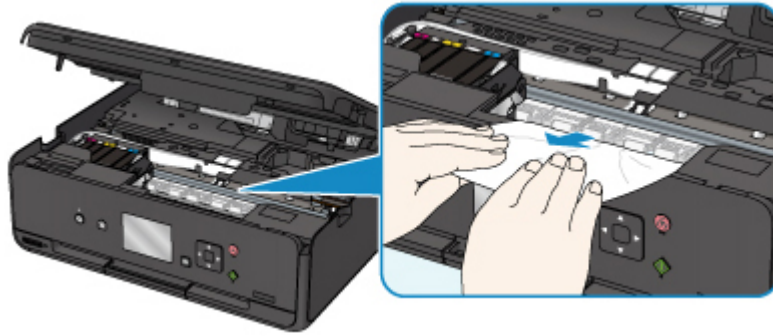


If the paper is rolled up, pull out it.



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

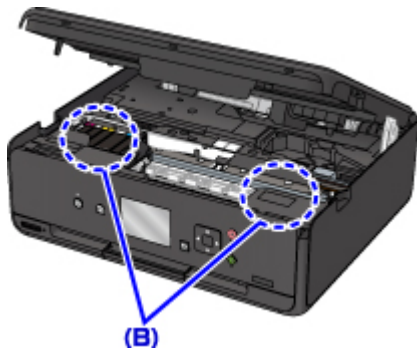
Pull out the paper at an angle of about 45 degrees.



6. Make sure all jammed paper is removed.

If the paper tears when you pull it out, 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 (B) in the printer?



7. Close scanning unit / cover firmly.

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

➤➤ **Note**

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

Removing Jammed Paper from Bottom Side of Printer

Remove the paper following the instructions below.

➤➤ **Note**

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

1. Turn off printer and unplug it.

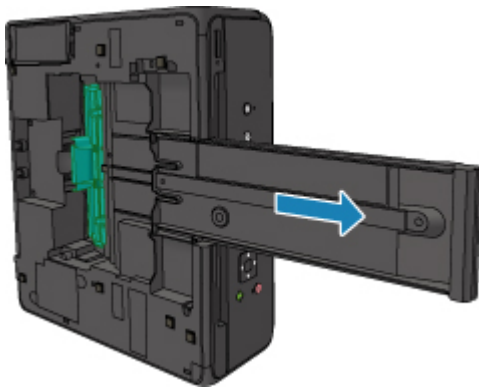
2. Stand printer up on its right side.



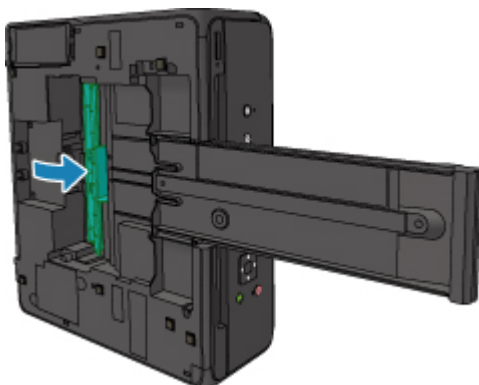
»» Important

- Make sure the document cover is closed before you stand the printer up on its side.
- Stand the printer on a wide and flat surface such as a desk.
- Hold the printer securely with both hands to stand it up, being careful not to hit anything.

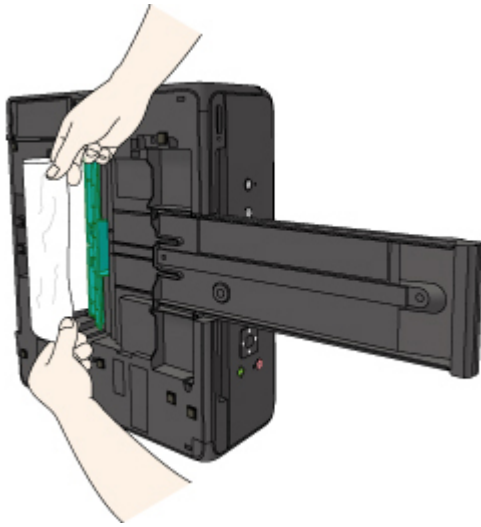
3. Pull out paper output tray.



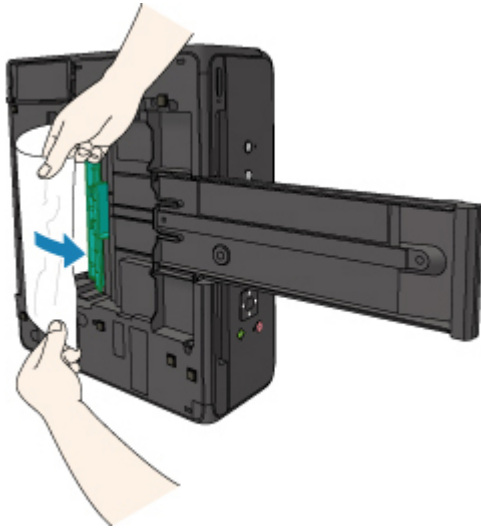
4. Open bottom cover.



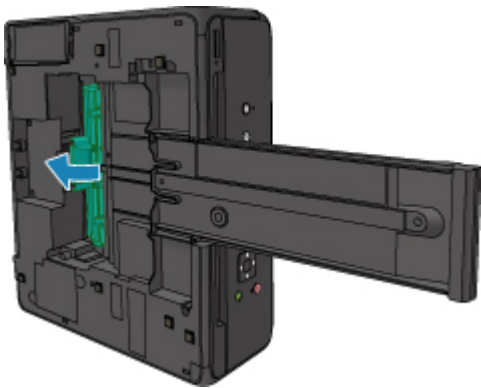
5. Hold jammed paper firmly in both hands.



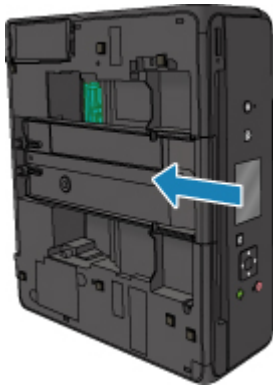
6. Slowly pull out paper, so as not to tear it.



7. Close bottom cover.



8. Retract paper output tray.



9. Return printer to its original position.



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

▶▶▶ Note

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

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

1000

Cause

Possible causes include the following.

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

What to Do

Take the corresponding actions below.

- Load paper in the rear tray.
- Align the paper guides with the both edges of the paper when you load paper in the rear tray.
- Set paper information for the paper in the rear tray.

After carrying out the above measures, select **OK** on the LCD.

▶▶▶ Important

- Be sure to close the feed slot cover after loading paper in the rear tray. If the feed slot cover is open, paper cannot be fed.

▶▶▶ Note

- After loading paper in the rear tray, the screen for setting rear tray paper information appears. Set paper information for the paper in the rear tray.
- To cancel printing, press the printer's **Stop** button.

1200

Cause

Scanning unit/cover is open.

What to Do

Close the scanning unit / cover and wait for a while.

Do not close it while you are replacing an ink tank.

1401

Cause

Print head may be damaged.

What to Do

Contact your nearest Canon service center to request a repair.

1600

Cause

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

What to Do

Replacing the ink tank is recommended.

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

▶▶ Note

- If multiple ink lamps are flashing, check the status of each ink tank.

1660

Cause

An ink tank is not installed.

What to Do

Install the ink tank.

1688

Cause

The ink has run out. (The lamp on the ink tank flashes.)

What to Do

Replace the ink tank and close the scanning unit (cover).

Printing under the current condition may damage the printer.

If you want to continue printing in this condition, you need to disable the function for detecting the remaining ink level. Press and hold the printer's **Stop** button for at least 5 seconds, and then release it.

With this operation, disabling the function for detecting the remaining ink level is memorized. Please be advised that Canon shall not be liable for any malfunction or trouble which may be caused by continuation of printing under the ink out condition.

▶▶▶ Note

- If the function for detecting the remaining ink level is disabled, the ink tank in gray is displayed on the LCD when checking the current estimated ink level.

1689

Cause

Printer detected ink out condition (The lamp on the ink tank flashes).

What to Do

Replace the ink tank and close the scanning unit (cover).

An ink tank that was once empty is installed.

Printing under the ink out condition may damage the printer.

If you want to continue printing, you need to disable the function for detecting the remaining ink level. To disable this function, press and hold the printer's **Stop** button for at least 5 seconds, and then release it.

With this operation, disabling the function for detecting the remaining ink level is memorized. Please be advised that Canon shall not be liable for any malfunction or trouble caused by continuation of printing under the ink out condition or by using refilled ink tanks.

▶▶ Note

- If the function for detecting the remaining ink level is disabled, the ink tank in gray is displayed on the LCD when checking the current estimated ink level.

1700

Cause

Ink absorber is almost full.

What to Do

Select **OK** on the LCD to continue printing. Contact your nearest Canon service center to request a repair.

▶▶ Note

- In the case of warnings or errors caused by remaining ink levels, the printer cannot print or scan.

1890

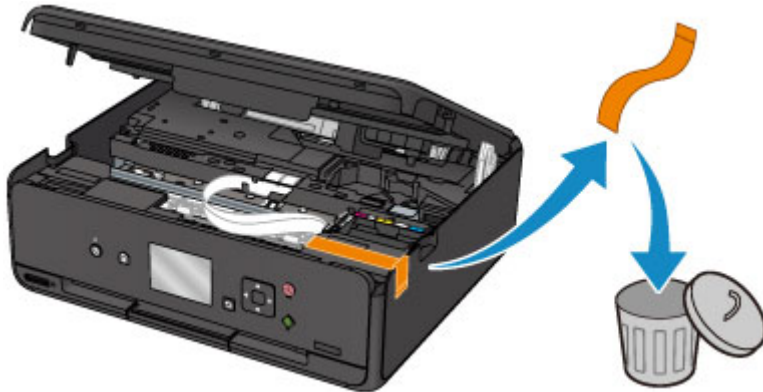
Cause

Tape for securing print head holder during transportation may still be attached.

What to Do

Open the scanning unit / cover and make sure the tape for securing the print head holder during transportation has been removed.

If the tape is still there, remove it and close the scanning unit / cover.



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

2900

Cause

Scanning print head alignment sheet failed.

What to Do

Select **OK** on the LCD and follow the instructions below.

- Make sure the print head alignment sheet is set in the correct position and orientation on the platen glass.
- Make sure the platen glass and the print head alignment sheet are not dirty.
- Make sure the loaded paper is correct.

For automatic print head alignment, load A4 or Letter-sized plain paper.

- Make sure the print head nozzle is not clogged.

Check the print head condition by printing the nozzle check pattern.

After carrying out the above actions, try manual print head alignment.

2901



Cause

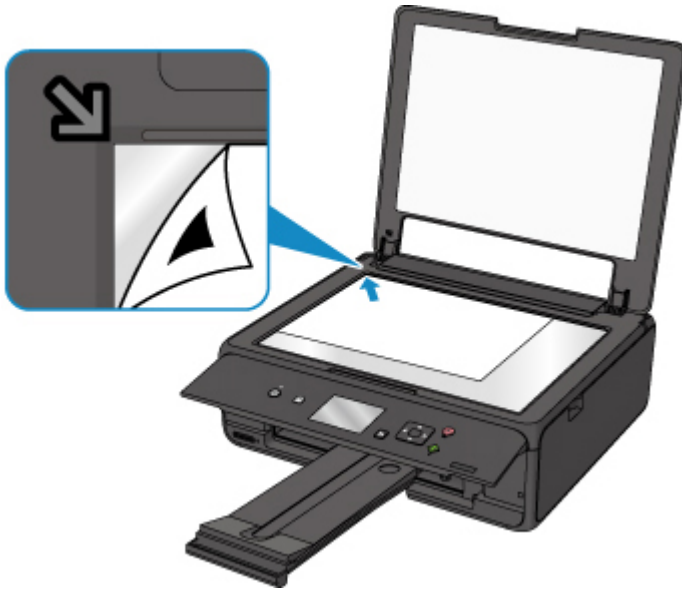
Print head alignment pattern has been printed and printer is waiting to scan sheet.

What to Do

Scan the printed alignment pattern.

1. Load print head alignment sheet on platen glass.

Place the printed side down and align the mark  in the upper left corner of the sheet with the alignment mark .



2. Slowly close document cover and select **OK** on LCD.

The printer starts scanning the print head alignment sheet, and automatically adjusts the print head position.

4103

Cause

Cannot perform printing with current print settings.

What to Do

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

Then change the print settings and retry printing.

5011

Cause

Printer error has occurred.

What to Do

Turn off printer and unplug it.

Plug in the printer again and turn it back on.

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

5012

Cause

Printer error has occurred.

What to Do

Turn off printer and unplug it.

Plug in the printer again and turn it back on.

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

5100

Cause

Printer error has occurred.

What to Do

Cancel printing and turn off the printer.

Check the following:

- Make sure print head holder motion is not impeded by tapes for securing the print head holder during transportation, jammed paper, etc.

Remove any impediment.

- Make sure the ink tanks are properly installed.

Press ink tanks until they click into place.

Turn the printer back on.

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

▶▶ Important

- When clearing an impediment to print head holder motion, be careful not to touch white belt (A).



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

5200

Cause

Printer error has occurred.

What to Do

Turn off 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.

5B00

Cause

Printer error has occurred.

What to Do

Contact your nearest Canon service center to request a repair.

▶▶ Note

- In the case of warnings or errors caused by remaining ink levels, the printer cannot print or scan.

6000

Cause

Printer error has occurred.

What to Do

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

■ [List of Support Code for Error \(Paper Jams\)](#)

Turn off printer and unplug it.

Plug in the printer again and turn it back on.

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

C000

Cause

Printer error has occurred.

What to Do

Cancel printing and turn off the printer.

Check the following:

- Make sure print head holder motion is not impeded by tapes for securing the print head holder during transportation, jammed paper, etc.

Remove any impediment.

- Make sure the ink tanks are properly installed.

Press ink tanks until they click into place.

Turn the printer back on.

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

▶▶ Important

- When clearing an impediment to print head holder motion, be careful not to touch white belt (A).



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