Canon

MG3600 series

Online Manual

Read Me First
Printer Functions
Overview
Printing
Copying
Scanning
Troubleshooting

English

Contents

Notes on Site Usage and Cookies. 14
Using This Online Manual. 16
Trademarks and Licenses. 17
Search Tips. 21
Using the Machine. 23
Printing Photos from a Computer. 24
Copying Originals. 28
Printer Functions. 31
Connect Wirelessly with Ease in "Access Point Mode". 32
Print Photos Easily Using My Image Garden. 33
Download a Variety of Content Materials. 35
Print Items with Easy-PhotoPrint+ (Web Application). 36
Available Connection Methods. 37
Direct Connection (Windows XP). 39
Restrictions. 41
Easy Scan with the Auto Function. 43
Scan Originals Larger than the Platen. 44
Scan Multiple Originals at One Time. 45
Using PIXMA/MAXIFY Cloud Link. 46
Notice for Web Service Printing. 47
Using PIXMA/MAXIFY Cloud Link from Your Smartphone, Tablet, or Computer. 48
Before Using Canon Inkjet Cloud Printing Center. 49
Requirements for Canon Inkjet Cloud Printing Center operation. 50
Registering User Information to Canon Inkjet Cloud Printing Center. 51
Registering User Information to Canon Inkjet Cloud Printing Center (No LCD Monitor). 52
Using Canon Inkjet Cloud Printing Center. 58
Canon Inkjet Cloud Printing Center window. 62
Adding a Printer. 99
Adding a PIXMA/MAXIFY Cloud Link User. 101
Troubleshooting Canon Inkjet Cloud Printing Center. 106
Print Easily from a Smartphone or Tablet with Canon PRINT Inkjet/SELPHY. 109
Printing with Windows RT. 110

Checking Printer Information. 111
Handling Paper, Originals, FINE Cartridges, etc.. 114
Loading Paper. 115
Loading Plain Paper / Photo Paper. 116
Loading Envelopes. 120
Loading Originals. 123
Loading Originals on the Platen Glass. 124
Originals You Can Load. 126
How to Detach / Attach the Document Cover. 127
Replacing a FINE Cartridge. 128
Replacing a FINE Cartridge. 129
Checking Ink Status. 135
Checking the Ink Status with the Ink Lamps on the Operation Panel. 136
Maintenance. 137
If Printing Is Faint or Uneven. 138
Maintenance Procedure. 139
Printing the Nozzle Check Pattern. 141
Examining the Nozzle Check Pattern. 142
Cleaning the Print Head. 143
Cleaning the Print Head Deeply. 144
Aligning the Print Head. 145
Performing Maintenance Functions from Your Computer (Mac OS). 147
Cleaning the Print Heads. 148
Cleaning Inside the Printer. 150
Cleaning the Paper Feed Rollers. 151
Printing a Nozzle Check Pattern. 152
Aligning the Print Head. 153
Aligning the Print Head Position. 154
Aligning the Print Head Position Automatically. 158
Checking the Ink Status from Your Computer. 159
Cleaning. 160
Cleaning the Exterior of the Machine. 161
Cleaning the Platen Glass and Document Cover. 162
Cleaning the Paper Feed Roller. 163
Cleaning the Inside of the Machine (Bottom Plate Cleaning). 164

Overview. 166
Safety. 168
Safety Precautions. 169
Regulatory Information. 170
Main Components and Their Use. 173
Main Components. 174
Front View. 175
Rear View. 177
Inside View. 178
Operation Panel. 179
Power Supply. 181
Confirming that the Power Is On. 182
Turning the Machine On and Off. 183
Notice for the Power Plug/Power Cord. 185
Notice for Unplugging the Power Cord. 186
Changing Settings. 187
Changing Printer Settings from Your Computer (Mac OS). 188
Registering a Changed Printing Profile. 189
Setting the Ink Cartridge to be Used. 191
Managing the Printer Power. 192
Reducing the Printer Noise. 193
Changing the Printer Operation Mode. 195
Changing Settings from Operation Panel. 197
Quiet setting. 198
Turning on/off Machine Automatically. 199
Initializing Machine Settings. 200
Disabling Wireless LAN Function. 201
Network Connection. 202
Network Connection Tips. 203
Default Network Settings. 204
Another Printer Found with Same Name. 205
Connecting to Another Computer via LAN/Changing from USB to LAN Connection. 206
Printing Network Settings. 207
Network Communication (Mac OS). 210
Checking and Changing Network Settings. 211

IJ Network Tool. . . . 212
Canon IJ Network Tool Screen. . . . 213
Canon IJ Network Tool Menus. . . . 215
Changing Settings in Wireless LAN Sheet. . . . 217
Changing WEP Detailed Settings. . . . 221
Changing WPA/WPA2 Detailed Settings. . . . 223
Changing Settings in Wired LAN Sheet. . . . 225
Changing Settings in Admin Password Sheet. . . . 226
Monitoring Wireless Network Status. . . . 228
Changing Settings in Direct Connection. . . . 230
Initializing Network Settings. . . . 232
Viewing Modified Settings. . . . 233
Network Communication Tips. . . . 234
Using Card Slot over Network. . . . 235
Technical Terms. . . . 237
Restrictions. . . . 244
Ensuring Optimal Printing Results. . . . 245
Ink Tips. . . . 246
Printing Tips. . . . 247
Be Sure to Make Paper Settings after Loading Paper. . . . 248
Canceling a Print Job. . . . 249
Keeping Print Quality High. . . . 250
Transporting Your Printer. . . . 251
Legal Restrictions on Scanning/Copying. . . . 252
Specifications. . . . 253
Information about Paper. . . . 256
Media Types You Can Use. . . . 257
Paper Load Limit. . . . 259
Media Types You Cannot Use. . . . 261
Printing Area. . . . 262
Printing Area. . . . 263
Other Sizes than Letter, Legal, Envelopes. . . . 264
Letter, Legal. . . . 265
Envelopes. . . . 266
Administrator Password. . . . 267
Authentication. . . . 268

Where Serial Number Is Located. 269
List of Function for Each Model. 270
Printing. 271
Printing from Computer. 272
Printing from Application Software (Mac OS Printer Driver). 273
Printing with Easy Setup. 274
Paper Settings on the Printer Driver. 277
Various Printing Methods. 278
Setting the Number of Copies and Printing Order. 279
Setting the Stapling Margin. 281
Execute Borderless Printing. 282
Scaling the Printing to Fit the Paper Size. 285
Scaled Printing. 287
Page Layout Printing. 288
Duplex Printing. 290
Printing on Postcards. 293
Setting Paper Dimensions (Custom Size). 294
Changing the Print Quality and Correcting Image Data. 295
Setting the Print Quality Level (Custom). 296
Printing a Color Document in Monochrome. 297
Specifying Color Correction. 298
Optimal Photo Printing of Image Data. 300
Adjusting Colors with the Printer Driver. 301
Printing with ICC Profiles (Specifying an ICC Profile from the Application Software). 302
Printing with ICC Profiles (Specifying an ICC Profile from the Printer Driver). 304
Adjusting Color Balance. 305
Adjusting Brightness. 307
Adjusting Intensity. 309
Adjusting Contrast. 311
Overview of the Printer Driver. 313
Canon IJ Printer Driver. 314
How to Open the Printer Driver Setup Window. 315
Page Setup Dialog. 316
Print Dialog. 317
Quality & Media. 319
Color Options. 321
Borderless Printing. 323

Margin. . . . 324
Canon IJ Printer Utility. . . . 325
Opening the Canon IJ Printer Utility. . . . 327
Maintenance of this Printer. . . . 328
Display the Printing Status Screen. . . . 329
Deleting the Undesired Print Job. . . . 331
Instructions for Use (Printer Driver). . . . 332
Updating the Printer Driver. . . . 333
Obtaining the Latest Printer Driver. . . . 334
Delete the Unnecessary Canon IJ Printer from the Printer List. . . . 335
Before Installing the Printer Driver. . . . 336
Installing the Printer Driver. . . . 337
Printing Using Canon Application Software. . . . 338
My Image Garden Guide. . . . 339
Printing Using a Web Service. . . . 340
Using PIXMA/MAXIFY Cloud Link. . . . 46
Printing with Google Cloud Print. . . . 342
Getting Google Account. . . . 344
Registering Machine with Google Cloud Print. . . . 345
Printing from Computer or Smartphone with Google Cloud Print. . . . 347
Deleting Machine from Google Cloud Print. . . . 351
Printing from an AirPrint-enabled Printer with Mac. . . . 352
Printing from Smartphone/Tablet. . . . 354
Printing Directly from Smartphone/Tablet. . . . 355
Android Print. . . . 356
Printing from an AirPrint-enabled Printer with iOS Device. . . . 357
Using Machine with Access Point Mode. . . . 361
Printing Using a Web Service. . . . 364
Using PIXMA/MAXIFY Cloud Link. . . . 46
Printing with Google Cloud Print. . . . 342
Printing from Digital Camera. . . . 368
Printing Photographs Directly from PictBridge (Wireless LAN) Compliant Device. . . . 369
PictBridge (Wireless LAN) Print Settings. . . . 371
Copying. . . . 373
Making Copies on Plain Paper. . . . 374
Copying on Photo Paper. . . . 376

Switching Page Size between A4 and Letter. 377
Copying from Smartphone/Tablet. 378
Scanning. 379
Scanning from Computer (Windows). 380
Scanning from Computer (Mac OS). 381
Using IJ Scan Utility. 382
What Is IJ Scan Utility (Scanner Software)?. 383
Starting IJ Scan Utility. 385
Easy Scanning with Auto Scan. 386
Scanning Documents. 387
Scanning Photos. 388
Scanning with Favorite Settings. 389
Scanning Originals Larger than the Platen (Image Stitch). 390
Adjusting Cropping Frames in the Image Stitch Window. 394
Scanning Multiple Originals at One Time. 395
Saving after Checking Scan Results. 398
Sending Scanned Images via E-mail. 401
Extracting Text from Scanned Images (OCR). 404
IJ Scan Utility Screens. 407
IJ Scan Utility Main Screen. 408
Settings Dialog. 410
Network Selection Screen. 441
Save Settings Dialog. 442
Image Stitch Window. 445
Using Scanner Driver. 449
Image Corrections and Color Adjustments. 450
General Notes (Scanner Driver). 454
Updating the Scanner Driver. 455
Obtaining the Latest Scanner Driver. 456
Before Installing the Scanner Driver. 457
Installing the Scanner Driver. 458
Scanning Tips. 459
Resolution. 460
Data Formats. 461
Positioning Originals (Scanning from Computer). 462
Network Scan Settings. 464

Scanning Using Smartphone/Tablet. 465
Using PIXMA/MAXIFY Cloud Link. 46
Troubleshooting. 467
Network Communication Problems. 469
Cannot Find Machine on Network. 470
Cannot Find Machine on Check Printer Settings Screen. 471
Cannot Find Machine During Wireless LAN Setup: Check 1. 472
Cannot Find Machine During Wireless LAN Setup: Check 2. 473
Cannot Find Machine During Wireless LAN Setup: Check 3. 474
Cannot Find Machine During Wireless LAN Setup: Check 4. 475
Cannot Find Machine on Printers on Network List Screen. 476
Cannot Proceed beyond Printer Connection Screen/Connect Cable Screen. 477
Cannot Find Machine on Wireless LAN. 479
Network Connection Problems. 482
Machine Suddenly Cannot Be Used. 483
Network Key Unknown. 487
Administrator Password Set for Machine Unknown. 489
Machine Cannot Be Used After Replacing Wireless Router or Changing Its Settings. 490
Printing Is Slow. 492
Ink Level Not Shown on Printer Status Monitor (Windows). 493
Other Network Problems. 494
Message Appears on Computer During Setup. 495
Packets Are Sent Constantly (Windows). 497
Checking Network Information. 498
Restoring to Factory Defaults. 501
Problems while Printing/Scanning from Smartphone/Tablet. 502
Cannot Print/Scan from Smartphone/Tablet. 503
Printing Problems. 506
Printing Does Not Start. 507
Paper Jams. 510
Print Results Are Unsatisfactory. 511
Cannot Complete Printing. 513
Part of Page Is Not Printed (Windows). 514
Paper Is Blank/Printing Is Blurry/Colors Are Wrong/White Streaks Appear. 515
Colors Are Unclear. 518
Lines Are Misaligned. 519

Lines Incomplete or Missing (Windows). 520
Images Incomplete or Missing (Windows). 521
Ink Blots / Paper Curl. 522
Paper Is Smudged / Printed Surface Is Scratched. 523
Back of Paper Is Smudged. 527
Vertical Line Next to Image. 528
Uneven or Streaked Colors. 529
No Ink Comes Out. 531
Paper Does Not Feed Properly/"No Paper" Error. 532
Automatic Duplex Printing Problems. 534
Copying/Printing Stops. 536
Cannot Print Using AirPrint. 537
Scanning Problems (Mac OS). 538
Scanning Problems. 539
Scanner Does Not Work. 540
Scanner Driver Does Not Start. 541
Error Message Appears and the Scanner Driver Screen Does Not Appear. 542
Cannot Scan Multiple Originals at One Time. 543
Cannot Scan Properly with Auto Scan. 544
Slow Scanning Speed. 545
"There is not enough memory." Message Is Displayed. 546
Computer Stops Operating during Scanning. 547
Scanned Image Does Not Open. 548
Scan Results Are Unsatisfactory. 549
Scan Quality (Image Displayed on the Monitor) Is Poor. 550
Scanned Image Is Surrounded by Extra White Areas. 551
Cannot Scan at the Correct Size. 552
Original Is Placed Correctly, but the Scanned Image Is Slanted. 553
Scanned Image Is Enlarged (Reduced) on the Computer Monitor. 554
IJ Scan Utility Error Messages. 555
Scanner Driver Error Messages. 557
Mechanical Problems. 558
Power Does Not Come On. 559
Power Shuts Off By Itself. 560
USB Connection Problems. 561
Cannot Communicate with Machine via USB. 562
Printer Status Monitor Not Displayed (Windows). 563
Installation and Download Problems. 564

Cannot Install MP Drivers. . . . 565
Easy-WebPrint EX Does Not Start or Easy-WebPrint EX Menu Does Not Appear (Windows). . . . 567
Updating MP Drivers in Network Environment (Windows). . . . 568
Uninstalling IJ Network Tool. . . . 569
Errors and Messages. . . . 571
An Error Occurs. . . . 572
Message Appears. . . . 575
Error Message Appears on PictBridge (Wireless LAN) Compliant Device. . . . 582
If You Cannot Solve a Problem. . . . 584
List of Support Code for Error. . . . 585
List of Support Code for Error (Paper Jams). . . . 587
1300. . . . 588
1303. . . . 590
1304. . . . 593
Paper Is Jammed inside Machine. . . . 596
Other Cases. . . . 599
1003. . . . 600
1200. . . . 601
1202. . . . 602
1250. . . . 603
1310. . . . 604
1401. . . . 605
1403. . . . 606
1485. . . . 607
1486. . . . 608
1487. . . . 609
1682. . . . 610
1684. . . . 611
1686. . . . 612
1687. . . . 613
1688. . . . 614
1702. . . . 615
1703. . . . 616
1704. . . . 617
1705. . . . 618

1712. 619
1713. 620
1714. 621
1715. 622
1890. 623
2100. 624
2101. 625
2102. 626
2103. 627
2900. 628
2901. 629
3402. 630
3403. 631
3405. 632
3412. 633
4100. 634
4103. 635
5011. 636
5012. 637
5050. 638
5100. 639
5200. 640
5400. 641
5B02. 642
5B03. 643
5B04. 644
5B05. 645
5B12. 646
5B13. 647
5B14. 648
5B15. 649
6000. 650
6500. 651
6800. 652

6801. 653
6900. 654
6901. 655
6902. 656
6910. 657
6911. 658
6930. 659
6931. 660
6932. 661
6933. 662
6936. 663
6937. 664
6938. 665
6940. 666
6941. 667
6942. 668
6943. 669
6944. 670
6945. 671
6946. 672
B202. 673
B203. 674
B204. 675
B205. 676

Notes on Site Usage and Cookies

- Notes on Site Usage
- How to Print

Notes on Site Usage

- Five years after a product is discontinued, its setup file is made unavailable.
  The *Online Manual* remains available, but as a rule it is not updated.
- When viewing this site, note the following:
  - For best results, enable JavaScript in your browser settings.
  - To display web pages tailored to your environment, Canon may send one or more cookies to your computer, smartphone, or tablet. Most browsers automatically accept cookies, but you can modify your browser setting so as not to accept cookies. If you have set not to accept cookies, some of the functions of this website may be inoperative.
  - If you are using Compatibility Mode in Internet Explorer 8, some pages may not be displayed correctly.
    In this case, turn off Compatibility Mode.
- Reproduction, diversion or copying of any text, photo or image published in this site, in whole or in part, is prohibited.
- In principle, Canon shall change or delete the contents of this site without prior notice to customers. In addition, Canon may suspend or stop the disclosure of this site due to unavoidable reasons. Canon shall not be liable for any damage suffered by customers as a result of changes in or deletion of information in this site, or suspension/stoppage of disclosure of this guide.
- Although the contents of this site have been prepared with utmost care, please contact the service center if you find any incorrect or missing information.
- In principle, the descriptions in this site are based on the product at the time of its initial sale.
- This site does not disclose the manuals of all the products sold by Canon. See the manual supplied with the product when using a product that is not described in this site.

How to Print

Use the print function of your Web browser to print this site.

For Windows:

To set to print background colors and images, follow the steps below.

Note

- In Windows 8, print in the desktop version.

- **In Internet Explorer 9, 10, or 11**

  1. Select (Tools) > **Print** > **Page setup...**.
  2. Select the **Print Background Colors and Images** checkbox.

- **In Internet Explorer 8**

  1. Press the Alt key to display the menus.
     Alternatively, from **Tools**, select **Toolbars** > **Menu Bar** to display the menus.
  2. Select **Page Setup...** from the **File** menu.
  3. Select the **Print Background Colors and Images** checkbox.

- **In Mozilla Firefox**

  1. Select (Menu) > **Print** > **Page Setup...**.
  2. Select the **Print Background (colors & images)** checkbox in **Format & Options**.

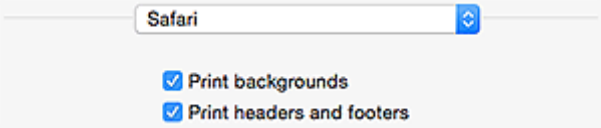
- **In Google Chrome**

  1. Select (Chrome Menu) > **Print...**.
  2. Select the **Background graphics** checkbox in **Options**.

For Mac OS:

To print background colors and images, follow the steps below to display the Print dialog options, then select the **Print backgrounds** checkbox.

1. Click **Print...** from the **File** menu.
2. Click **Show Details** or (Down Arrow).
3. Select **Safari** from the pop-up menu.



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."

Trademarks and Licenses

- Microsoft is a registered trademark of Microsoft Corporation.
- Windows is a trademark or registered trademark of Microsoft Corporation in the U.S. and/or other countries.
- Windows Vista is a trademark or registered trademark of Microsoft Corporation in the U.S. and/or other countries.
- Internet Explorer is a trademark or registered trademark of Microsoft Corporation in the U.S. and/or other countries.
- Mac, Mac OS, AirPort, Safari, Bonjour, iPad, iPhone and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries. App Store, AirPrint and the AirPrint logo are trademarks of Apple Inc.
- IOS is a trademark or registered trademark of Cisco in the U.S. and other countries and is used under license.
- Google Cloud Print, Google Chrome, Chrome OS, Chromebook, Android, Google Play and Picasa are either registered trademarks or trademarks of Google Inc.
- Adobe, Flash, Photoshop, Photoshop Elements, Lightroom, Adobe RGB and Adobe RGB (1998) are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries.
- Bluetooth is a trademark of Bluetooth SIG, Inc., U.S.A. and licensed to Canon Inc.

Note

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

Copyright (c) 2003-2004, Apple Computer, Inc. All rights reserved.

Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:

1. Redistributions of source code must retain the above copyright notice, this list of conditions and the following disclaimer.
2. Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials provided with the distribution.
3. Neither the name of Apple Computer, Inc. ("Apple") nor the names of its contributors may be used to endorse or promote products derived from this software without specific prior written permission.

THIS SOFTWARE IS PROVIDED BY APPLE AND ITS CONTRIBUTORS "AS IS" AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL APPLE OR ITS CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

Apache License

Version 2.0, January 2004

http://www.apache.org/licenses/
TERMS AND CONDITIONS FOR USE, REPRODUCTION, AND DISTRIBUTION

1. Definitions.

   "License" shall mean the terms and conditions for use, reproduction, and distribution as defined by Sections 1 through 9 of this document.

   "Licensor" shall mean the copyright owner or entity authorized by the copyright owner that is granting the License.

   "Legal Entity" shall mean the union of the acting entity and all other entities that control, are controlled by, or are under common control with that entity. For the purposes of this definition, "control" means (i) the power, direct or indirect, to cause the direction or management of such entity, whether by contract or otherwise, or (ii) ownership of fifty percent (50%) or more of the outstanding shares, or (iii) beneficial ownership of such entity.

   "You" (or "Your") shall mean an individual or Legal Entity exercising permissions granted by this License.

   "Source" form shall mean the preferred form for making modifications, including but not limited to software source code, documentation source, and configuration files.

   "Object" form shall mean any form resulting from mechanical transformation or translation of a Source form, including but not limited to compiled object code, generated documentation, and conversions to other media types.

   "Work" shall mean the work of authorship, whether in Source or Object form, made available under the License, as indicated by a copyright notice that is included in or attached to the work (an example is provided in the Appendix below).

   "Derivative Works" shall mean any work, whether in Source or Object form, that is based on (or derived from) the Work and for which the editorial revisions, annotations, elaborations, or other modifications represent, as a whole, an original work of authorship. For the purposes of this License, Derivative Works shall not include works that remain separable from, or merely link (or bind by name) to the interfaces of, the Work and Derivative Works thereof.

   "Contribution" shall mean any work of authorship, including the original version of the Work and any modifications or additions to that Work or Derivative Works thereof, that is intentionally submitted to Licensor for inclusion in the Work by the copyright owner or by an individual or Legal Entity authorized to submit on behalf of the copyright owner. For the purposes of this definition, "submitted" means any form of electronic, verbal, or written communication sent to the Licensor or its representatives, including but not limited to communication on electronic mailing lists, source code control systems, and issue tracking systems that are managed by, or on behalf of, the Licensor for the purpose of discussing and improving the Work, but excluding communication that is conspicuously marked or otherwise designated in writing by the copyright owner as "Not a Contribution."

   "Contributor" shall mean Licensor and any individual or Legal Entity on behalf of whom a Contribution has been received by Licensor and subsequently incorporated within the Work.

2. Grant of Copyright License. Subject to the terms and conditions of this License, each Contributor hereby grants to You a perpetual, worldwide, non-exclusive, no-charge, royalty-free, irrevocable copyright license to reproduce, prepare Derivative Works of, publicly display, publicly perform, sublicense, and distribute the Work and such Derivative Works in Source or Object form.
3. Grant of Patent License. Subject to the terms and conditions of this License, each Contributor hereby grants to You a perpetual, worldwide, non-exclusive, no-charge, royalty-free, irrevocable (except as stated in this section) patent license to make, have made, use, offer to sell, sell, import, and otherwise transfer the Work, where such license applies only to those patent claims licensable by such Contributor that are necessarily infringed by their Contribution(s) alone or by combination of

their Contribution(s) with the Work to which such Contribution(s) was submitted. If You institute patent litigation against any entity (including a cross-claim or counterclaim in a lawsuit) alleging that the Work or a Contribution incorporated within the Work constitutes direct or contributory patent infringement, then any patent licenses granted to You under this License for that Work shall terminate as of the date such litigation is filed.

4. Redistribution. You may reproduce and distribute copies of the Work or Derivative Works thereof in any medium, with or without modifications, and in Source or Object form, provided that You meet the following conditions:

    1. You must give any other recipients of the Work or Derivative Works a copy of this License; and
    2. You must cause any modified files to carry prominent notices stating that You changed the files; and
    3. You must retain, in the Source form of any Derivative Works that You distribute, all copyright, patent, trademark, and attribution notices from the Source form of the Work, excluding those notices that do not pertain to any part of the Derivative Works; and
    4. If the Work includes a "NOTICE" text file as part of its distribution, then any Derivative Works that You distribute must include a readable copy of the attribution notices contained within such NOTICE file, excluding those notices that do not pertain to any part of the Derivative Works, in at least one of the following places: within a NOTICE text file distributed as part of the Derivative Works; within the Source form or documentation, if provided along with the Derivative Works; or, within a display generated by the Derivative Works, if and wherever such third-party notices normally appear. The contents of the NOTICE file are for informational purposes only and do not modify the License. You may add Your own attribution notices within Derivative Works that You distribute, alongside or as an addendum to the NOTICE text from the Work, provided that such additional attribution notices cannot be construed as modifying the License.

       You may add Your own copyright statement to Your modifications and may provide additional or different license terms and conditions for use, reproduction, or distribution of Your modifications, or for any such Derivative Works as a whole, provided Your use, reproduction, and distribution of the Work otherwise complies with the conditions stated in this License.

5. Submission of Contributions. Unless You explicitly state otherwise, any Contribution intentionally submitted for inclusion in the Work by You to the Licensor shall be under the terms and conditions of this License, without any additional terms or conditions. Notwithstanding the above, nothing herein shall supersede or modify the terms of any separate license agreement you may have executed with Licensor regarding such Contributions.
6. Trademarks. This License does not grant permission to use the trade names, trademarks, service marks, or product names of the Licensor, except as required for reasonable and customary use in describing the origin of the Work and reproducing the content of the NOTICE file.
7. Disclaimer of Warranty. Unless required by applicable law or agreed to in writing, Licensor provides the Work (and each Contributor provides its Contributions) on an "AS IS" BASIS, WITHOUT WARRANTIES OR CONDITIONS OF ANY KIND, either express or implied, including, without limitation, any warranties or conditions of TITLE, NON-INFRINGEMENT, MERCHANTABILITY, or FITNESS FOR A PARTICULAR PURPOSE. You are solely responsible for determining the appropriateness of using or redistributing the Work and assume any risks associated with Your exercise of permissions under this License.
8. Limitation of Liability. In no event and under no legal theory, whether in tort (including negligence), contract, or otherwise, unless required by applicable law (such as deliberate and grossly negligent acts) or agreed to in writing, shall any Contributor be liable to You for damages, including any direct, indirect, special, incidental, or consequential damages of any character arising as a result of this License or out of the use or inability to use the Work (including but not limited to damages for loss of

goodwill, work stoppage, computer failure or malfunction, or any and all other commercial damages or losses), even if such Contributor has been advised of the possibility of such damages.

9. Accepting Warranty or Additional Liability. While redistributing the Work or Derivative Works thereof, You may choose to offer, and charge a fee for, acceptance of support, warranty, indemnity, or other liability obligations and/or rights consistent with this License. However, in accepting such obligations, You may act only on Your own behalf and on Your sole responsibility, not on behalf of any other Contributor, and only if You agree to indemnify, defend, and hold each Contributor harmless for any liability incurred by, or claims asserted against, such Contributor by reason of your accepting any such warranty or additional liability.
   END OF TERMS AND CONDITIONS

The following applies only to products supporting Wi-Fi.

(c) 2009-2013 by Jeff Mott. All rights reserved.

Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:

* Redistributions of source code must retain the above copyright notice, this list of conditions, and the following disclaimer.
* Redistributions in binary form must reproduce the above copyright notice, this list of conditions, and the following disclaimer in the documentation or other materials provided with the distribution.
* Neither the name CryptoJS nor the names of its contributors may be used to endorse or promote products derived from this software without specific prior written permission.

THIS SOFTWARE IS PROVIDED BY THE COPYRIGHT HOLDERS AND CONTRIBUTORS "AS IS," AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED. IN NO EVENT SHALL THE COPYRIGHT HOLDER OR CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

Note

- The displayed screen varies depending on your product.

- **Searching for Application Functions**

  Enter your application's name and a keyword for the function you want to learn about

  Example: When you want to learn how to print collages with My Image Garden
  Enter "My Image Garden collage" in the search window and perform a search

- **Searching for Reference Pages**

  Enter your model name and a reference page title*
  * You can find reference pages more easily by entering the function name as well.

  Example: When you want to browse the page referred to by the following sentence on a scanning procedure page
  Refer to "Color Settings Tab" for your model from Home of the *Online Manual* for details.
  Enter "(your product's model name) scan Color Settings Tab" in the search window and perform a search

Using the Machine

- Printing Photos from a Computer
- Copying Originals

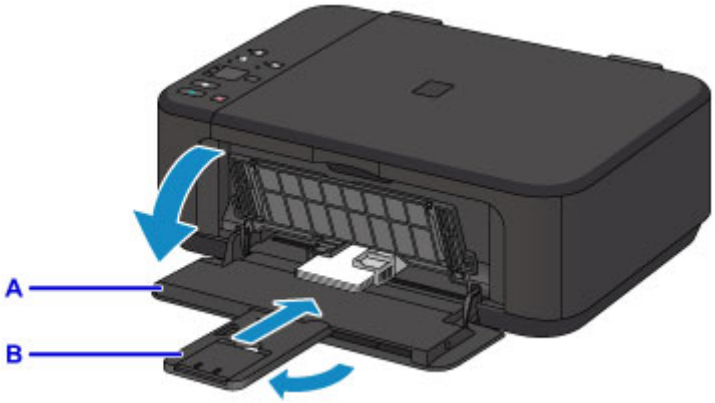
Printing Photos from a Computer

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

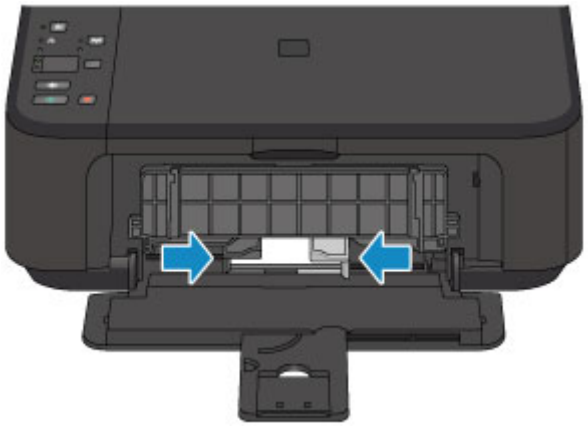
This section uses windows displayed when the Windows 8.1 operating system (hereinafter referred to as Windows 8.1) is used.

1. Open the front cover (A).
2. Extend the paper support (B).
3. Load paper vertically WITH THE PRINT SIDE FACING DOWN.

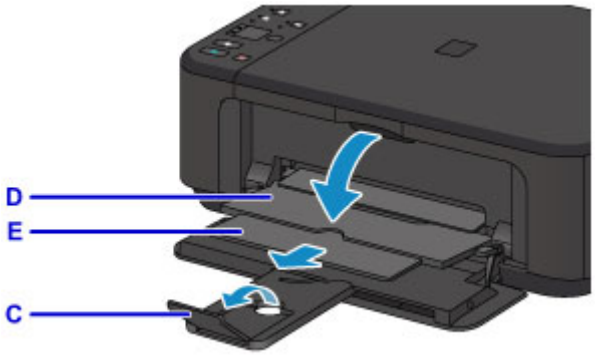
   Push the paper stack all the way to the back of the front tray.



4. Align the paper guides with the paper width.



5. Open the output tray extension (C).
6. Open the paper output tray (D).
7. Extend the paper output support (E).



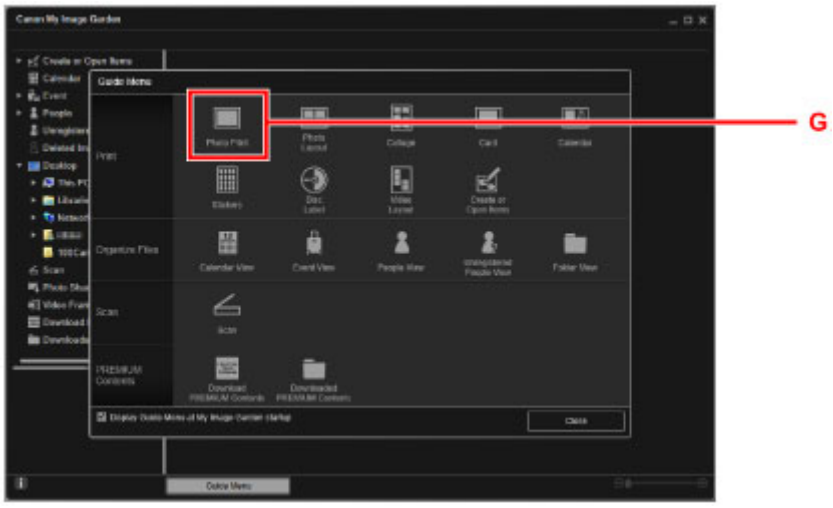
8. Click the My Image Garden icon (F) in Quick Menu.

   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 (G).



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

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

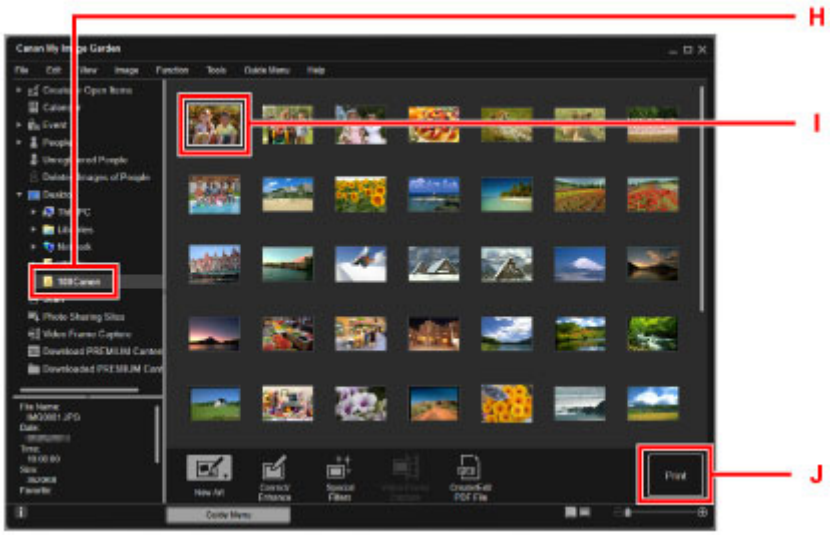
    For Windows:

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

    For Mac OS:

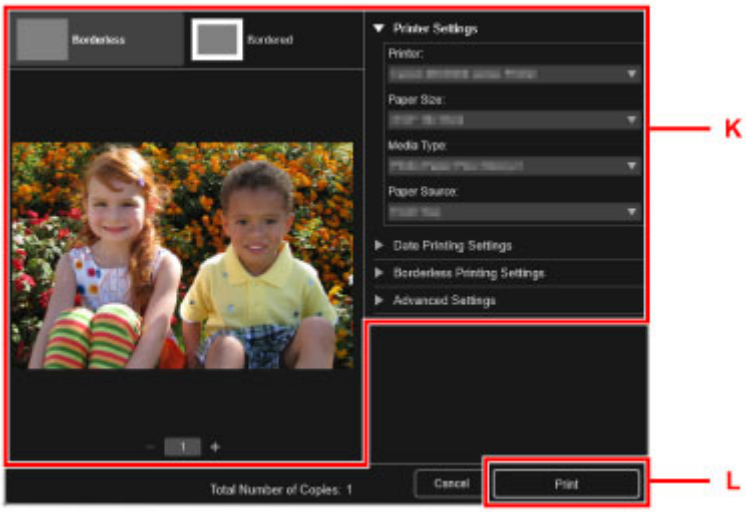
    To select two or more photos at a time, click photos while pressing the command key.

12. Click **Print** (J).



13. Specify the number of copies, your machine name, media type, etc. (K).

14. Click **Print** (L).



    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.

  My Image Garden Guide (Windows)

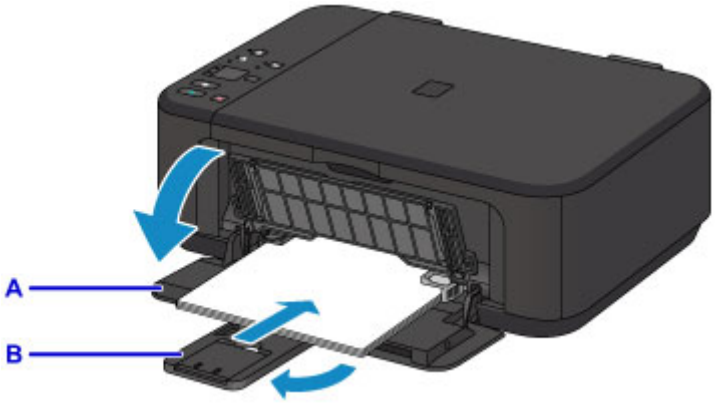
■ My Image Garden Guide (Mac OS)

Copying Originals

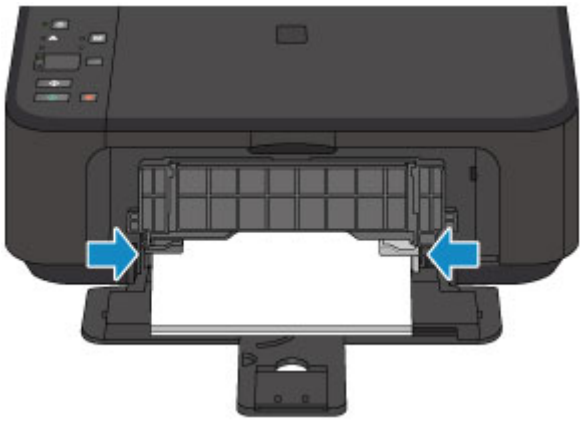
This section describes how to load originals and copy them to plain paper.

1. Open the front cover (A).
2. Extend the paper support (B).
3. Load paper vertically WITH THE PRINT SIDE FACING DOWN.

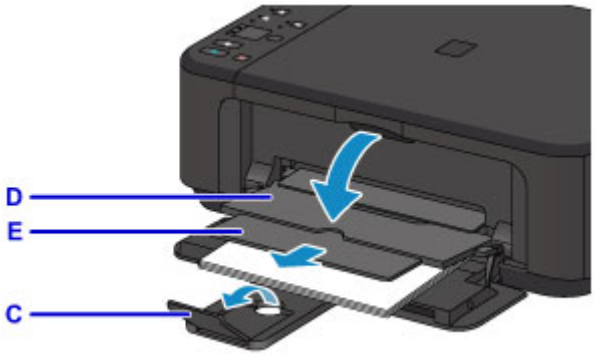
   Push the paper stack all the way to the back of the front tray.



4. Align the paper guides with the paper width.



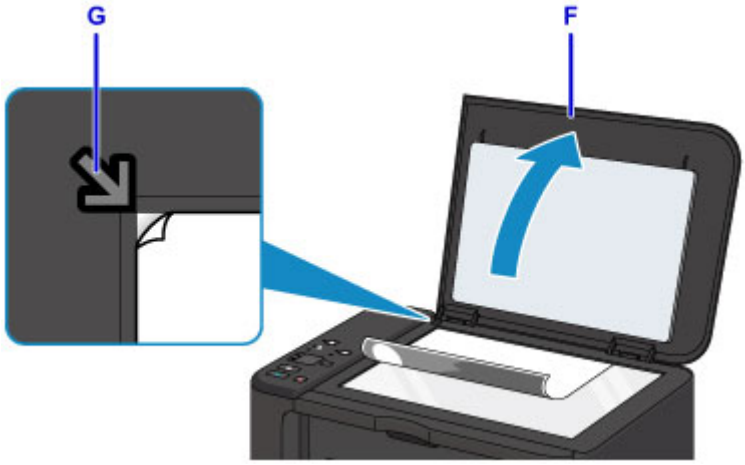
5. Open the output tray extension (C).
6. Open the paper output tray (D).
7. Extend the paper output support (E).



8. Open the document cover (F).

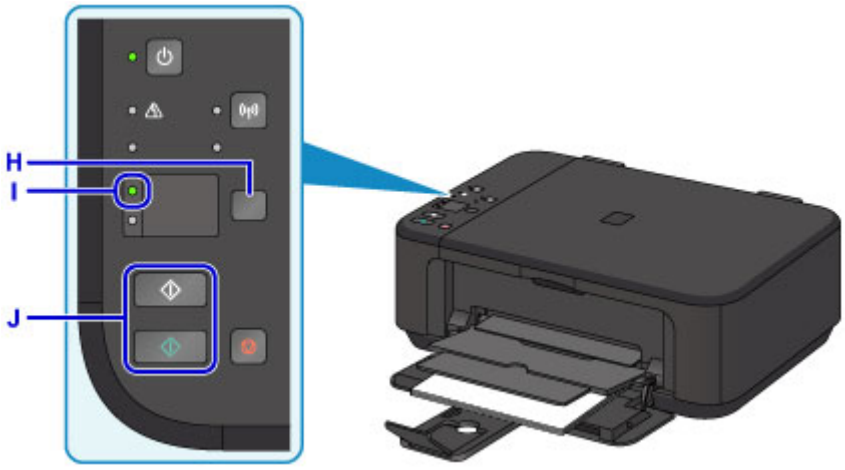
9. Load the original WITH THE SIDE TO COPY FACING DOWN and align it with the alignment mark (G).

10. Close the document cover gently.



11. Press the **Paper** button (H) to light the upper **Paper** lamp (I).

12. Press the **Black** button or **Color** button (J).



Important

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

Note

- For details on copy features, see Copying.

Printer Functions

- Connect Wirelessly with Ease in "Access Point Mode"
- Print Photos Easily Using My Image Garden
- Download a Variety of Content Materials
- Print Items with Easy-PhotoPrint+ (Web Application)
- Available Connection Methods
- Easy Scan with the Auto Function
- Scan Originals Larger than the Platen
- Scan Multiple Originals at One Time
- Using PIXMA/MAXIFY Cloud Link
- Print Easily from a Smartphone or Tablet with Canon PRINT Inkjet/SELPHY
- Printing with Windows RT
- Checking Printer Information

Connect Wirelessly with Ease in "Access Point Mode"

The machine supports "access point mode" in which you can connect to the machine wirelessly from a computer or smartphone even in an environment without an access point (wireless router).

Switch to "access point mode" with simple steps to enjoy scanning and printing wirelessly.

When you use the machine with the access point mode, be sure to specify the access point name (SSID) of the machine and the security setting in advance.

Using Machine with Access Point Mode

Print Photos Easily Using My Image Garden

Organize Images Easily

In My Image Garden, you can register the names of people and events to photos.
You can organize photos easily as you can display them not only by folder but also by calendar, event, and person. This also allows you to find the target photos easily when you search for them later on.

<Calendar View>

<People View>

Display Recommended Items in Slide Shows

Based on the information registered to photos, Quick Menu automatically selects the photos on your computer and creates recommended items such as collages and cards. The created items appear in slide shows.

If there is an item you like, you can easily print it in just two steps.

1. In Image Display of Quick Menu, select the item you want to print.
2. Print the item with My Image Garden.

Place Photos Automatically

Delightful items are created easily as the selected photos are placed automatically according to the theme.

Other Various Functions

My Image Garden has many other useful functions.

Refer to the following for details.

- What You Can Do with My Image Garden (Windows)
- What You Can Do with My Image Garden (Mac OS)

Print Items with Easy-PhotoPrint+ (Web Application)

You can easily create and print personalized items such as calendars and collages, anytime and anywhere, by simply accessing Easy-PhotoPrint+ on the web from a computer or tablet.

By using Easy-PhotoPrint+, you can create items in the latest environment without going through the trouble of installation.

Moreover, you can use various photos for your item through integration with social networks such as Facebook, or with online storage, web albums, etc.

Refer to "Easy-PhotoPrint+ Guide" for details.

Available Connection Methods

The following connection methods are available on the machine.

Wireless Connection

- **With a wireless router**

- **Without a wireless router**

USB Connection

Wireless Connection

There are two methods for connecting the printer to your device (such as a smartphone). One method is to connect using a wireless router, and the other method is to connect without using a wireless router.

The two connection methods cannot be used at the same time.

If you have a wireless router, we recommend you use the method described in Connection Using a Wireless Router.

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

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

- **Connection Using a Wireless Router**

  - Connect the printer and a device using a wireless router.
  - Connection methods vary depending on the wireless router type.

- When the connection between a device and a wireless router is completed and (Wi-Fi icon) is displayed in the device's screen, you can connect the device to the printer using the wireless router.

- **Connection without Using a Wireless Router**

  - Connect the printer and a device without using a wireless router. Connect a device and the printer directly using the printer's access point mode function.
  - When establishing a connection in the access point mode, Internet connection may become unavailable. In that case, web services for the printer cannot be used.
  - If you connect a device connected to the Internet via a wireless router to the printer that is in the access point mode, the connection between the device and wireless router will be disabled. In that case, the connection of the device may switch to a mobile data connection automatically depending on your device. Transmission fees for connecting to the Internet using a mobile data connection apply.
  - In the access point 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 one of the connected device you do not use and configure settings again.

When Using Windows XP:

Direct Connection (Windows XP)

USB Connection

Connect the printer and a computer with a USB cable. Prepare a USB cable.

Restrictions

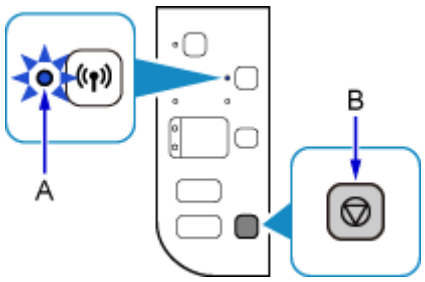
(Appears in a new window)

Direct Connection (Windows XP)

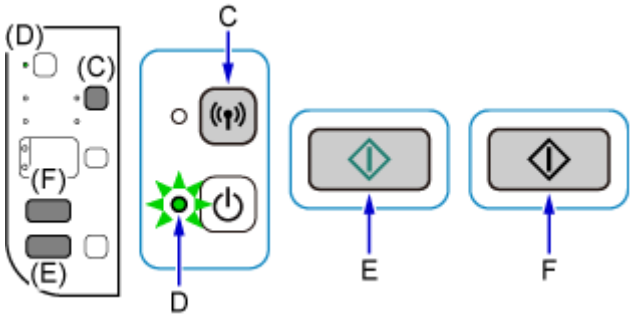
Restrictions

(Appears in a new window)

1. If the **Wi-Fi** lamp (A) on the printer is flashing, press the **Stop** button (B).



2. Press and hold the **Wi-Fi** button (C) on the printer until the **ON** lamp (D) flashes.



Check the SSID and network key of your printer.

The default SSID is the printer name, and the default Password (Network key) is the serial number of the printer. Check the rear side of the printer or warranty.

If the SSID/Password (Network key) are unknown, print the LAN setting information and check the SSID/Password (Network key) field.

- **How to print the LAN setting information**

  Press the **Wi-Fi** button on the printer. The LAN setting information will be printed.

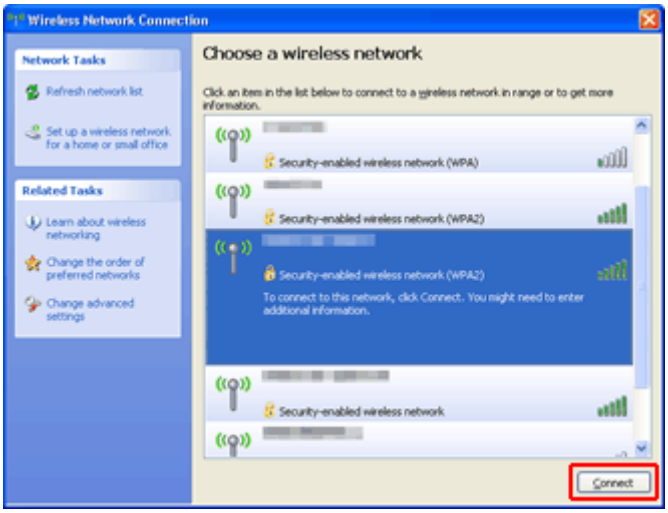
If you printed the LAN setting information, repeat step 2 before proceeding to step 3.

3. Press the **Color** button (E) then the **Black** button (F).

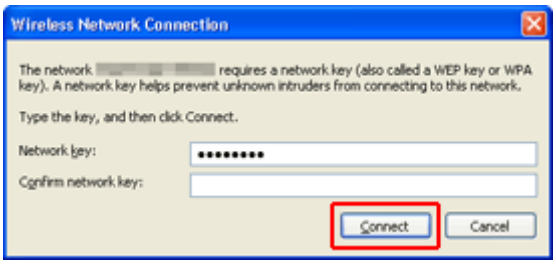
   The printer's Direct Connection will be enabled.

4. Right-click the **Wireless Network Connection** icon in the notification area of the taskbar on the computer, then select **View Available Wireless Networks**.

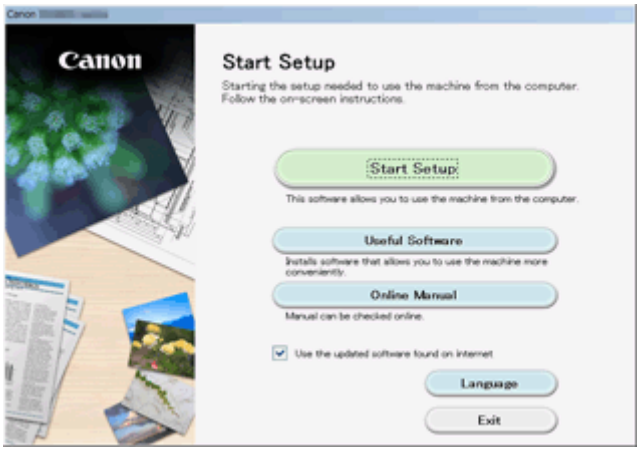
5. Select the network name (SSID) you want to use, then click **Connect**.



6. Enter the Password (Network key), then click **Connect**.



7. When connection is complete, click **Back** until the screen below appears. Proceed with the setup.



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.

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

Connect via wireless router

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

Direct Connection (Access Point Mode)

Important

- If a device is connected to the Internet via a wireless router, and you then connect it to a printer in Direct Connection 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 Direct Connection, 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.
  - You cannot connect to a wireless router and a printer in Direct Connection mode at the same time. If you have a wireless router, it is recommended that you use the wireless router to connect to the printer.
  - To prevent automatic connection to the printer in Direct Connection 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 wireless router manual or contact its manufacturer.

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

- In Direct Connection 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 Direct Connection cannot communicate with each other.
- Firmware updates for the printer are not available while using Direct Connection.
- When a device has been connected to the printer without using a wireless router and you want to set it up again using the same connection method, disconnect it first. Disable the connection between the device and printer in the Wi-Fi setting screen.

Connection Using a Wired Network

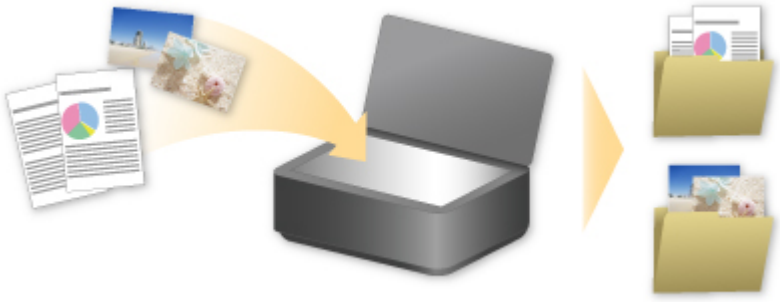
- You cannot establish a printer with wireless and wired connections at the same time.
- When using a router, connect the printer and a device to the LAN side (same network segment).

Easy Scan with the Auto Function

By using the auto function of IJ Scan Utility, you can scan easily by automatically detecting the item type.

Refer to the following for details.

- Easy Scanning with Auto Scan (Windows)
- Easy Scanning with Auto Scan (Mac OS)



Scan Originals Larger than the Platen

By using the stitch function of IJ Scan Utility, you can scan the left and right halves of an item larger than the platen and combine them back into one image. Items up to approximately twice as large as the platen are supported.

Refer to the following for details.

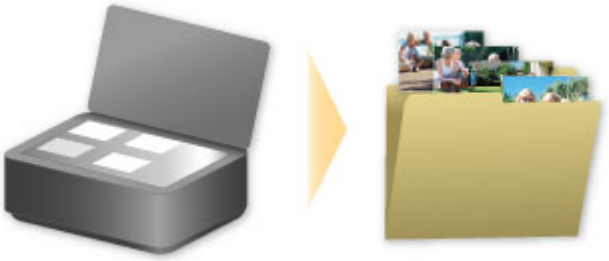
- Scanning Originals Larger than the Platen (Image Stitch) (Windows)
- Scanning Originals Larger than the Platen (Image Stitch) (Mac OS)

Scan Multiple Originals at One Time

By using IJ Scan Utility, you can scan two or more photos (small items) placed on the platen at one time and save each image individually.

Refer to the following for details.

- Scanning Multiple Originals at One Time (Windows)
- Scanning Multiple Originals at One Time (Mac OS)



Using PIXMA/MAXIFY Cloud Link

By using PIXMA/MAXIFY Cloud Link, you can connect your printer to a cloud service, such as CANON iMAGE GATEWAY, Evernote, or Twitter, and use the following functions without using a computer:

- Print images from a photo-sharing service
- Print documents from a data management service
- Save scanned images to a data management service.
- Use Twitter to report the printer status, such as no paper or low ink levels.

In addition, you can use various functions by adding and registering apps that are linked with various cloud services.

- Using PIXMA/MAXIFY Cloud Link from Your Printer
- Using PIXMA/MAXIFY Cloud Link from Your Smartphone, Tablet, or Computer

Important

- In certain countries, PIXMA/MAXIFY Cloud Link may not be available or the available apps may be different.
- Some apps require that you have an account before you use those apps. For such apps, please set up an account beforehand.
- To find out which models support PIXMA/MAXIFY Cloud Link check the Canon homepage.
- The screen display may change without prior notice.

Notice for Web Service Printing

When Using Web Service

- Canon does not guarantee the continuity and reliability of the web services provided, the availability of site access, or permission to download the materials.
- Canon may at any time update, change, or delete the information provided through the web service, or may suspend or discontinue the service without prior notice. Canon shall not be held responsible for any damages resulting from such actions.
- In no event shall Canon be liable for any damages whatsoever resulting from the use of the web services.
- User registration is necessary before you can use the external link site.
  When you use the external link site, observe the conditions of use of the site and use the service within your own responsibility.
- All or part of the web service may not be available depending on the country or region you live in.
- Depending on your network environment, some functions on web service are not available. Even if they are available, it may take a while to print or display the contents, or communication may be interrupted while operation is in progress.
- When you use web service, your machine's name, information of your region or country, your selected language, and what kind of service you use (e.g. photo sharing site) are sent to and saved in our server. Canon is unable to identify specific customers using this information.
- Before you transfer ownership or dispose of a printer that supports a color LCD monitor, select **Device settings** -> **Reset setting** -> **Reset all** and delete your login name and password.
- For details, contact a Canon-authorized sales representative in the country or region you live in.

To Those Living in Mainland China

- PIXMA/MAXIFY Cloud Link, Easy-PhotoPrint+, and some functions of Canon PRINT Inkjet/SELPHY, which are included with this machine, are provided by Canon Inc.
  However, as the server is installed outside of mainland China, some of these services may not be available yet.

Copyrights and Rights of Publicity

When printing using a service provided by Canon

1. The copyright of each material (photos, illustrations, logos, or documents: hereinafter referred to as "the materials") provided on the printing service belongs to their respective owners. Issues pertaining to Rights of Publicity may arise regarding the use of any of people or characters displayed on the printing service.

   Except as otherwise permitted (please see "2" below), copying, modifying or distributing all or a portion of any of the materials contained on the web template printing service without prior consent of the respective rights (Rights of Publicity and Copyright) holder is strictly prohibited.

2. All of the materials provided on the web template printing service can be freely used for personal and non-commercial purposes.

Using PIXMA/MAXIFY Cloud Link from Your Smartphone, Tablet, or Computer

- Before Using Canon Inkjet Cloud Printing Center
- Registering User Information to Canon Inkjet Cloud Printing Center
- Using Canon Inkjet Cloud Printing Center
- Adding a Printer
- Adding a PIXMA/MAXIFY Cloud Link User
- Troubleshooting Canon Inkjet Cloud Printing Center

Before Using Canon Inkjet Cloud Printing Center

Canon Inkjet Cloud Printing Center is a service that links with the cloud function of the printer and allows you to perform operations such as registering and managing apps from your smartphone or tablet device, and checking the print status, print error, and ink status of the printer. You can also print app photos and documents from your smartphone or tablet.

First, check the following content:

- **Precautions**

  If you plan to use the web service to print documents, be sure to check these precautions beforehand.

- **Printer specification**

  Check that Canon Inkjet Cloud Printing Center supports the printer.
  Some models do not support this function. To check whether your model supports this function, see "Models that Support Canon Inkjet Cloud Printing Center".

- **Network environment**

  The printer must be connected to a LAN and to the Internet.

  Important

  - The user will bear the cost of Internet access.

- **Operating requirements**

  For computers, smartphones, and tablet devices, see "Requirements for Canon Inkjet Cloud Printing Center operation".

Important

- This service may not be available in certain countries or regions. Also even if the service is available, there are apps that cannot be used in certain regions.

Registering User Information to Canon Inkjet Cloud Printing Center

Requirements for Canon Inkjet Cloud Printing Center operation

Computer

CPU	x86 or x64 1.6 GHz or higher
RAM	2 GB or higher
Monitor display	Resolution 1024 x 768 pixels or higher Number of display colors 24 bits (true-color) or higher

OS	Browser
Windows Vista SP1 or later	Internet Explorer 9 Mozilla Firefox Google Chrome
Windows 7	Internet Explorer 9, 10, 11 Mozilla Firefox Google Chrome
Windows 8	Internet Explorer 10, 11 Mozilla Firefox Google Chrome
Windows 8.1	Internet Explorer 11 Mozilla Firefox Google Chrome
Mac OS X v10.6-OS X Mavericks v10.10	Safari 5.1, 6, 7, 8

Smartphone or tablet

OS	Browser	Resolution
iOS 6.1 or later	OS standard browser	320 x 480 (HVGA) or higher
Android 2.3.3 or later		480 x 800 (HVGA) or higher

*Android3.x is not supported.

The operation requirements may change without prior notice. If this happens, you may no longer be able to use this service from your computer, smartphone, or tablet.

Important

- On the browser you are using, enable JavaScript and cookies.
- If you use the zoom function or change the font size on your browser, the web pages may not display correctly.
- If you use the translation function of Google Chrome, the web pages may not display correctly.
- The service does not support the use of its provided services through a proxy server outside of your country.
- In an in-house network environment, the 5222 port must be released. For confirmation instructions, contact the network administrator.

Registering User Information to Canon Inkjet Cloud Printing Center

To use the Canon Inkjet Cloud Printing Center, you need to follow the steps described below and register **My account** information.

- If your model has color LCD monitor
- If your model has monochrome LCD monitor
- If your model has no LCD monitor

Registering User Information to Canon Inkjet Cloud Printing Center (No LCD Monitor)

To use the Canon Inkjet Cloud Printing Center, you need to follow the steps described below and register **My account** information.

Registering from Your Smartphone, Tablet, or Computer

1. Check that the printer is connected to the Internet

   Important

   - To use this function, you must connect this printer to the Internet.

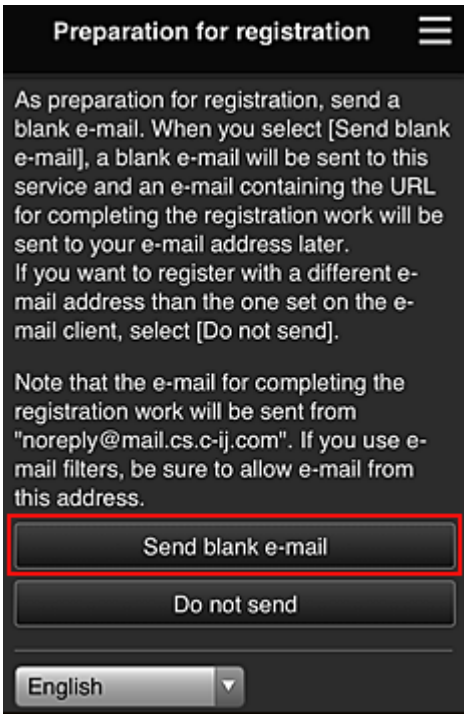
2. Displaying Printer Information

   For details, go to the *Online Manual* home page, and see "Checking Printer Information" for your model.

3. Select **IJ Cloud Printing Center setup** -> **Register with this service**

4. Follow the instructions displayed in the window, and run the authentication

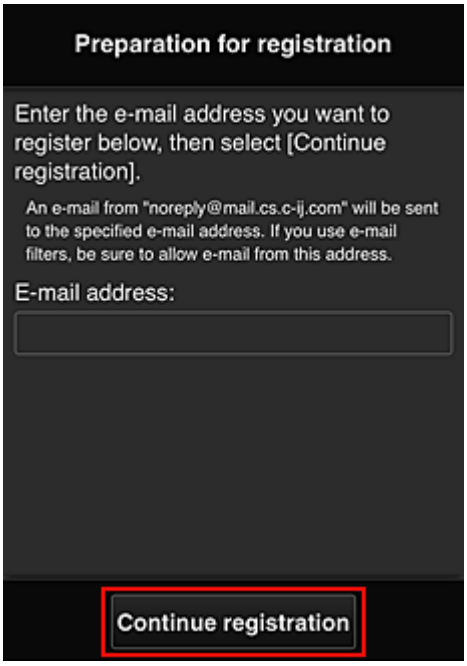
5. When the **Preparation for registration** screen appears, select **Send blank e-mail**



   Note

   - When you select **Send blank e-mail**, the "destination entry completed" mailer starts up automatically.
     After the blank e-mail is created, send that e-mail without making any changes.

   If you want to register a different e-mail address, select **Do not send** to display the **E-mail address** entry screen.



In the displayed screen, enter the **E-mail address** that you want to register, and then select **Continue registration**.

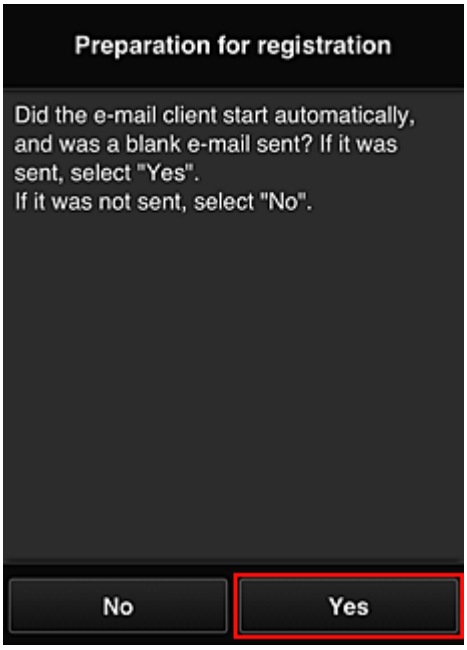
Note

- If you enter an e-mail address that has already been registered, you will receive an "already registered" e-mail. Follow the instructions in the e-mail, and register a different e-mail address.

Important

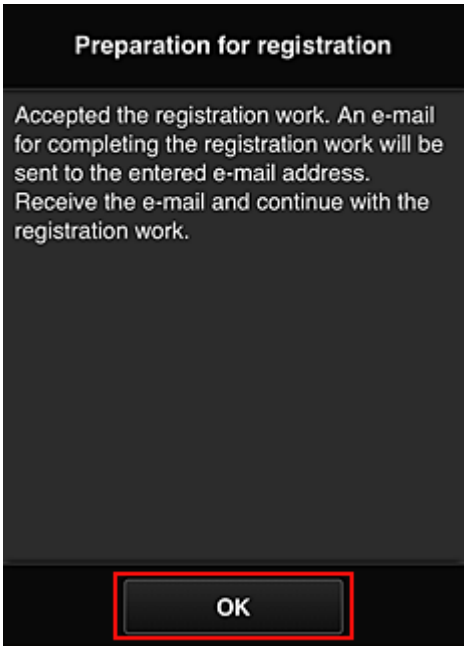
- There are character restrictions for the e-mail address, as shown below.
  - Up to 255 characters consisting of single-byte alphanumeric characters and symbols (!$'*/^_{}|~.-@). (Uppercase and lowercase letters are differentiated.)
  - Multibyte characters cannot be used.
    You will get an error if the e-mail address you enter contains a character that cannot be used.
- If you registered a different e-mail address by mistake, you can cancel the registration by Displaying Printer Information and selecting **IJ Cloud Printing Center setup** -> **Delete from this service**.
  To display printer information, go to the *Online Manual* home page, and see "Checking Printer Information" for your model.
- You may not be able to receive the notification if you are using a spam filter. If you have a setting to receive only the e-mails from certain domains, be sure to change the setting to allow receiving e-mails from "noreply@mail.cs.c-ij.com".
  There will be no error display even if you could not receive the e-mail because of the spam filter setting or if you entered an incorrect e-mail address.

6. Check that you received blank e-mail, and then select **Yes**



7. Follow instructions in screen display, and select **OK**

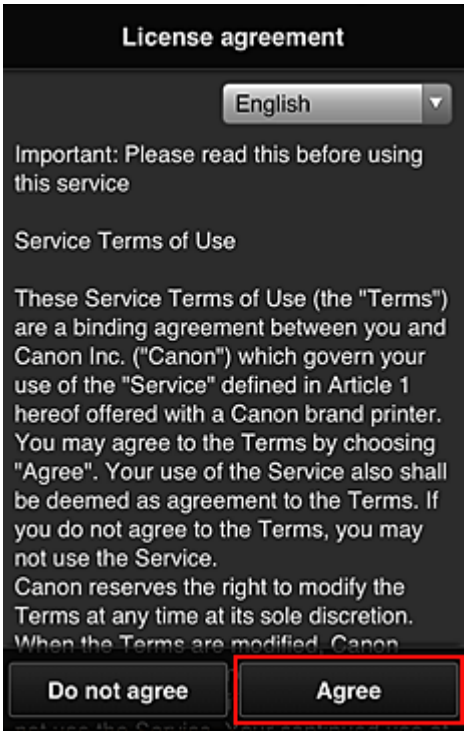
   The registration page URL will be sent to the registered e-mail address.

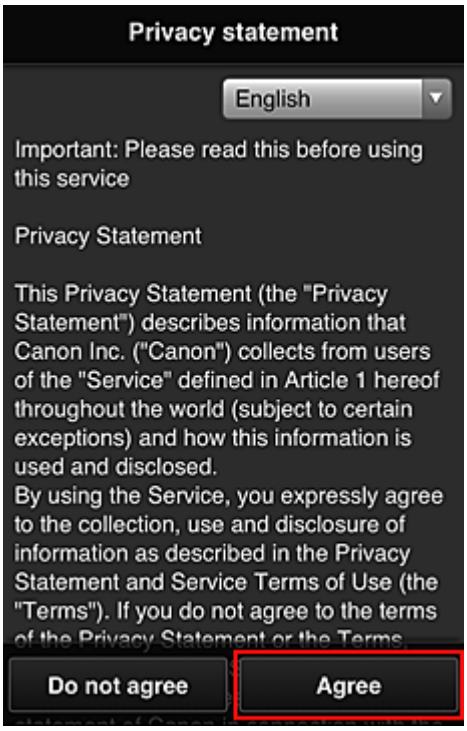


Access the URL in the e-mail, Register the Information, and Complete the User Registration

1. Check that e-mail containing URL has been sent to registered e-mail address, and access URL

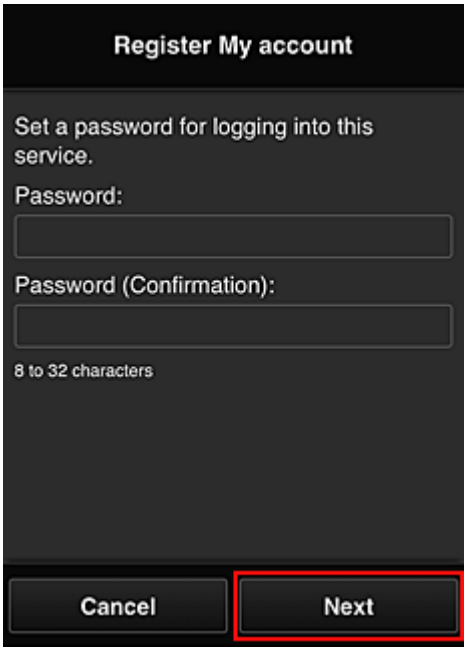
2. In the **License agreement** and **Privacy statement** windows of Canon Inkjet Cloud Printing Center, read the statements, and select **Agree** if you agree





3. Register password for logging in to Canon Inkjet Cloud Printing Center

   In the My account registration screen, enter the password you want to register into **Password** and **Password (Confirmation)**, and then select **Next**.

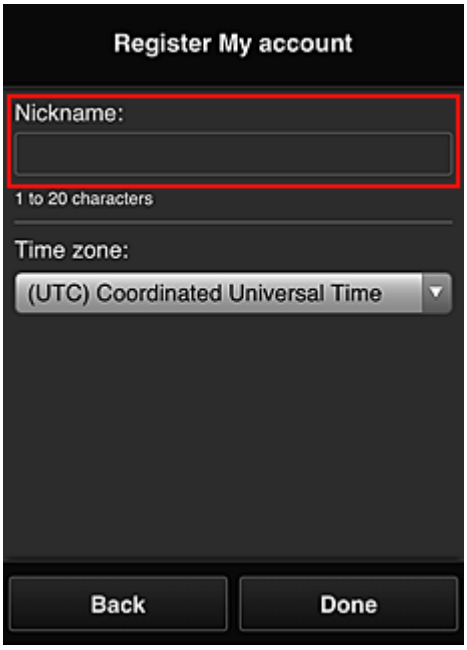


Important

- There are character restrictions for the **Password**, as shown below.
  - The password must be between 8 and 32 characters long, using single-byte alphanumeric characters and symbols (!"#$%&'()*+,-./:;<=>?@[¥]^_`{|}~). (Alphabets are case-sensitive)

4. Enter **Nickname**

Enter any user name you want to use.



Important

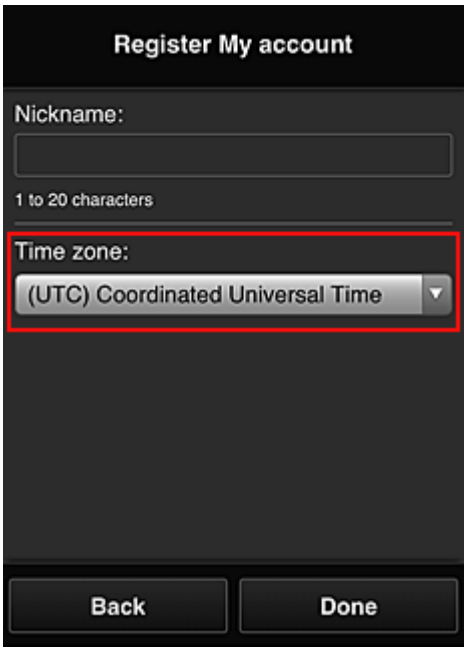
- The user name entry field has the following character restrictions:
  - The user name must be between 1 and 20 characters long, using single-byte alphanumeric characters and symbols (!"#$%&'()*+,-./:;<=>?@[¥]^_`{|}~). (Alphabets are case-sensitive)

5. Specify the **Time zone** setting, and select **Done**

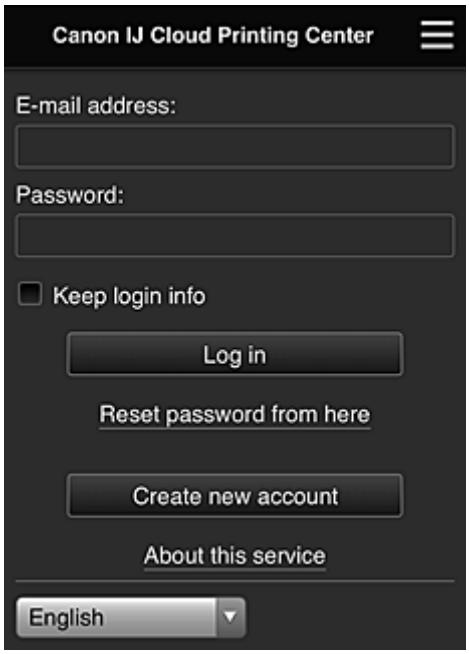
Select your region on the list. If you cannot find your region on the list, select the one closest to your region.

Apply daylight saving time

This appears only when there is a daylight saving time in the **Time zone** that you selected. Select whether or not to apply the daylight saving time.



The registration is complete. A registration completion message is displayed.
When you select the **OK** button in the message, the login screen is displayed.



Enter the registered **E-mail address** and **Password**, and **Log in** to the Canon Inkjet Cloud Printing Center.

Using Canon Inkjet Cloud Printing Center

Using Canon Inkjet Cloud Printing Center

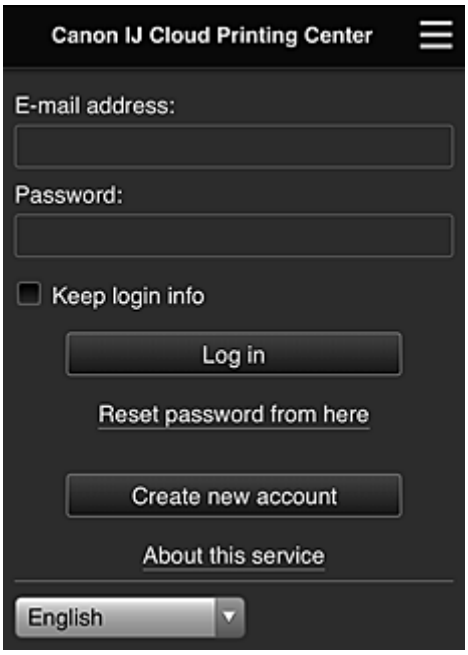
When the user registration is completed, you can log in to the Canon Inkjet Cloud Printing Center and use the service.

1. From your PC, smartphone, or tablet, access the service login URL (http://cs.c-ij.com/)

2. On the Login screen, enter the **E-mail address** and **Password**, and then select **Log in**

Important

- The e-mail address and password are case-sensitive. Make sure the case is correct.



E-mail address

Enter the e-mail address that you entered in the user registration.

Password

Enter the password that you entered in the user registration.

Keep login info

When you select the check box, the login screen is skipped for 14 days since the last day that the service screen was accessed.

Important

- If you fail to log in five straight times, you will not be able to login again for about the next 60 minutes.
- You remain logged in for 60 minutes after the last access.
- The service may not function properly if you log in by using the same e-mail address from multiple devices at the same time.

After logging in, you can use useful services such as adding/managing apps that work in conjunction with this product's cloud functionality and checking the ink status.

For screen descriptions and operation instructions, see "Canon Inkjet Cloud Printing Center window".

Printing procedure

This section introduces the photo printing procedure by using CANON iMAGE GATEWAY as an example.

Important

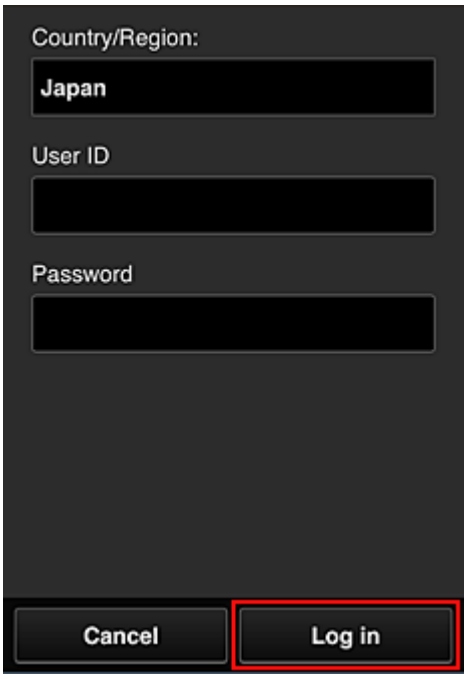
- The available functions differ depending on the app.
- The printing procedure differs depending on the app.
- You need to get the account and register photo and other data beforehand.
- The following file formats can be printed: jpg, jpeg, pdf, docx, doc, xlsx, xls, pptx, ppt, and rtf.
  The file formats that can be printed differ depending on the app.
- Before you print, check that printer is on and is connected to the network. Then start.
- This is available if you are using a smartphone or tablet.

Note

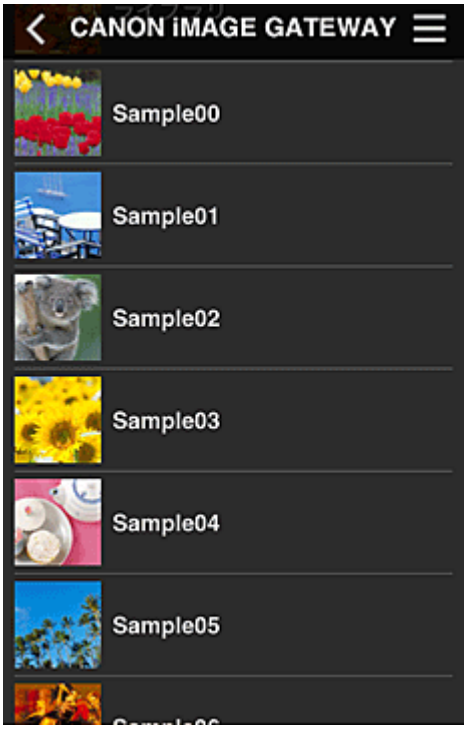
- You can use CANON iMAGE GATEWAY to print jpg and jpeg file formats.

1. On the Main screen, select the app to be used

2. Enter the information according to the instructions on the authentication screen, and then select **Log in**

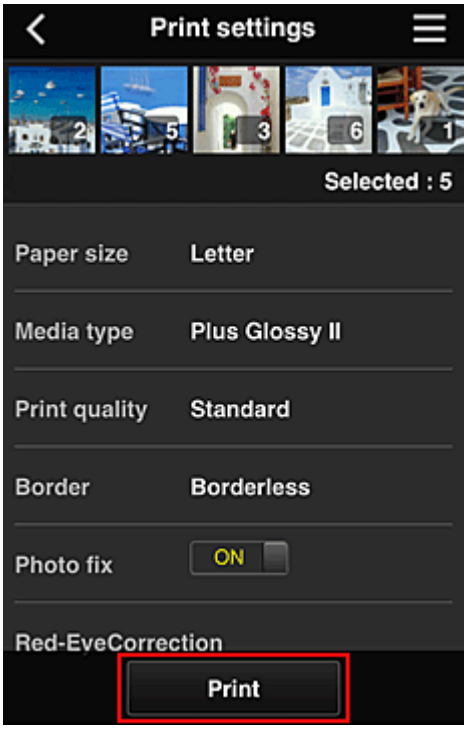


3. In the displayed album list, select the album of your choice

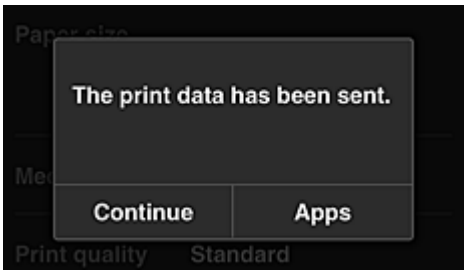


4. In the displayed image list, select the image that you want to print, and then select **Next**

5. Make the necessary print settings, and then select **Print**



6. A print job completion message appears, and printing starts



To continue printing, select **Continue**, and perform the operation from Step 3.
To end the printing, select **Apps**. The screen returns to the apps list screen.

Important

- If a print job is not printed within 24 hours after the print job is issued, the print job will expire and cannot be printed.
- With premium apps that limit the number of print jobs, print jobs that expire and cannot be printed are also included in the print count.

Adding a Printer

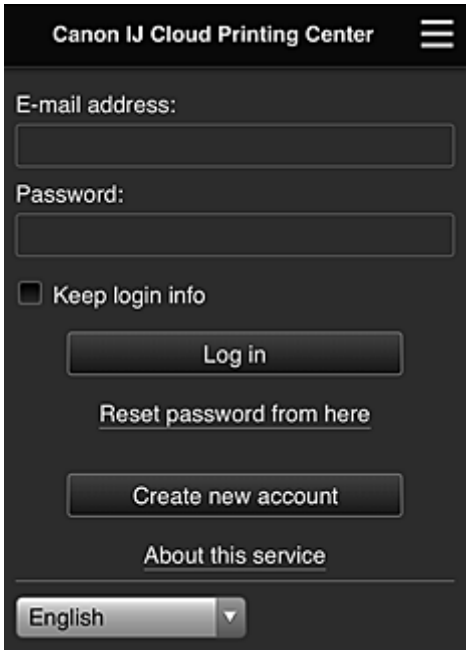
Canon Inkjet Cloud Printing Center window

This section describes the Canon Inkjet Cloud Printing Center screens that are displayed on your smartphone, tablet device, or computer.

- Description of the Login screen
- Description of the Main screen

Description of the Login screen

This section provides the description of the Login screen of Canon Inkjet Cloud Printing Center.



Important

- You have 5 tries to enter your password. If you fail, you will not be able to log in for about the next 60 minutes.
- You remain logged in for 60 minutes after the last access.

Language

Select the language you will be using.

E-mail address

Enter the e-mail address that you entered in the user registration.

Important

- The e-mail address is case-sensitive. Make sure the case is correct.

Password

Enter the password that you entered in the user registration.

Keep login info

When you select the check box, the login screen is skipped for 14 days since the last day that the service screen was accessed.

Reset password from here

Select this if you forgot the password.

Reset your password by following the instructions on the screen.

Create new account

A new registration will be added to the Canon Inkjet Cloud Printing Center.
For a new registration, you need the Printer registration ID.

About this service

This displays the descriptions of this service.

System requirements

This displays the system requirements for the Canon Inkjet Cloud Printing Center.

Software license info

The licensing information of Canon Inkjet Cloud Printing Center is displayed.

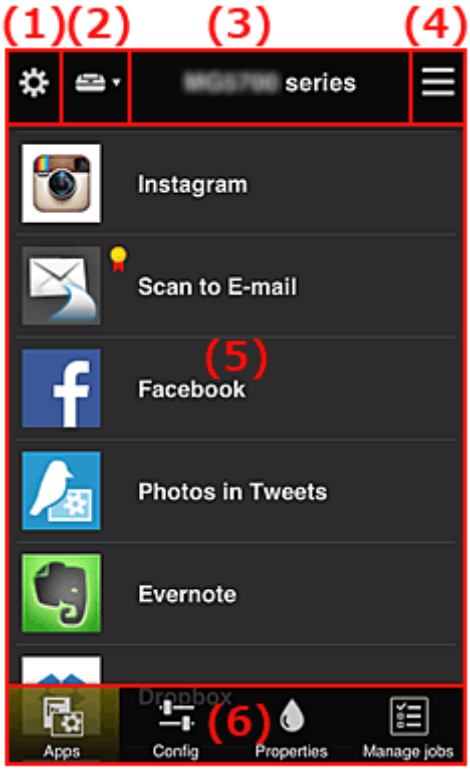
Description of the Main screen

When you log in to the Canon Inkjet Cloud Printing Center, the Main screen appears.
If you are using a smartphone or a tablet, you can also print photos and documents.

Important

- With this service, the available functions differ depending on whether the user is the **Administrator** or **Standard user** of the printer, and also on the management method that was set.

You can use areas shown below to start, add, and manage apps.



(1) Left context menu (**Administrator** only)
(2) **Select printer**
(3) Printer name area
(4) Right context menu
(5) Display area
(6) Menu area

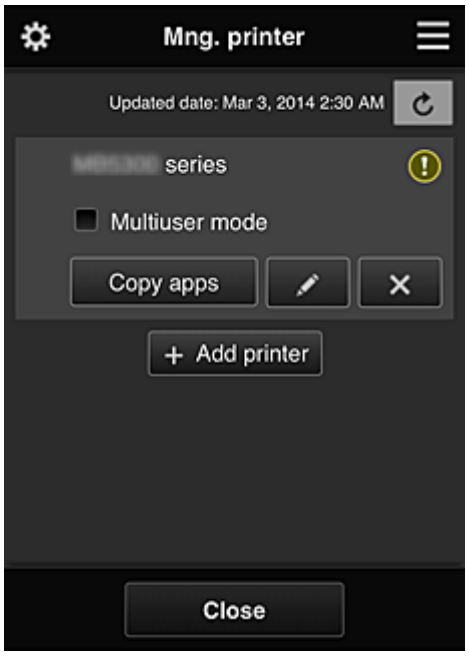
(1) Left context menu (Administrator only)

When you select , the left context menu appears.
When you select **Mng. printer**, **Manage users**, **Group management**, or **Advanced management**, the corresponding screen appears.

Note

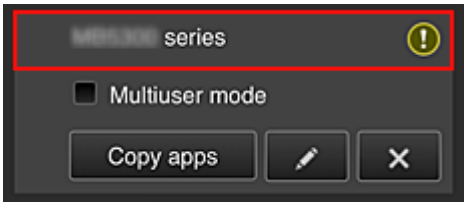
- **Group management** appears only when you use **Select how to manage** and set **Manage by group (for office users)**.

Mng. printer screen



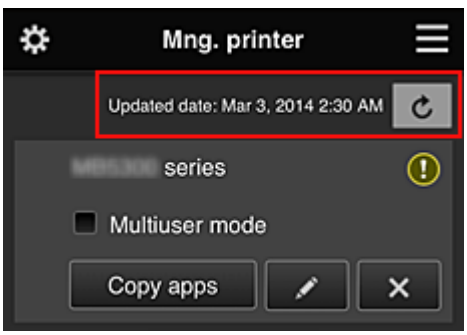
From the **Mng. printer** screen, you can check or update printer information registered to the Canon Inkjet Cloud Printing Center, copy apps, change printer names, delete printers, and add printers.

- **Check the printer information**



The registered printer name is displayed.
indicates that an error occurred on the printer.

- **Display update date/time of the printer information**



This displays the date and time the printer information was last updated.

refreshes the information.

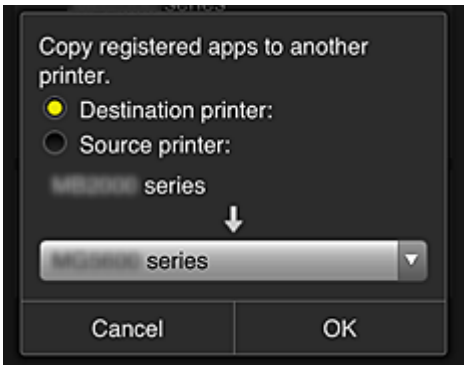
- **Multiuser mode (MAXIFY series only)**

  If multiple users will be using the printer, add a check mark to **Multiuser mode**.
  The check mark is linked to the **Require security code** screen.

- **Copy apps**

  Select this to copy apps added in the selected printer to another printer.

  When you select , the screen shown below appears.



  Set the **Destination printer** and the **Source printer**. Then select **OK**.

Note

- If **Select how to manage** has been set, you can use this function only when you select **Manage app availability by printer**.
  For details, see "Tips on Using Canon Inkjet Cloud Printing Center (at Work)".

- **Change the printer name**

  When you select , a screen to change the printer name appears.
  Follow the instructions on the screen to change the name.

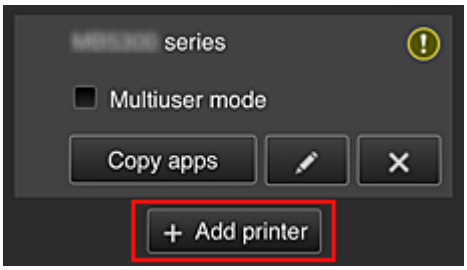
Important

- The printer name entry has the following character limitation:
  - Up to 128 characters (Uppercase and lowercase letters are differentiated.)

- **Delete printers**

  When you select , the printer is deleted from the Canon Inkjet Cloud Printing Center.
  When transferring the ownership of the printer, select **Clear the information saved on the printer**.

- **Add printers**

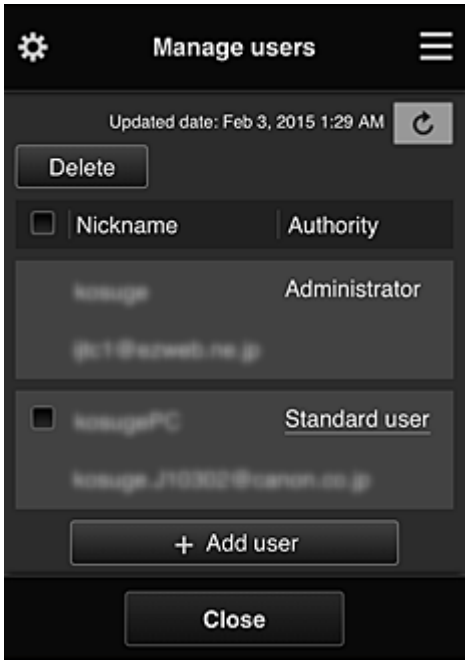


Select this to add printers to be used in the Canon Inkjet Cloud Printing Center.
You need a Printer registration ID to add a printer.

Note

- Although the number of printers that can be registered for one domain is not limited, only up to 16 printers are guaranteed to operate.

Manage users screen



From the **Manage users** screen, you can check user information registered to the Canon Inkjet Cloud Printing Center, delete users, add users, and change the **Administrator** and **Standard user** settings.

- **User deletion**

  Select the check box of the user to be deleted, and select **Delete**.
  However, you cannot delete yourself. To delete yourself, cancel your membership from the **My account** screen.

- **Adding a user**

  Select **Add user**. The user registration screen appears.

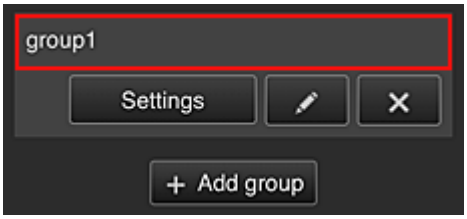
- **Changing Administrator and Standard user settings**

  To change the privileges of the **Administrator** or a **Standard user**, select **Authority** for the user whom you want to change the settings for.

Group management screen

From the **Group management** screen, you can use functions for checking group information registered to Canon Inkjet Cloud Printing Center, changing groups, deleting groups, adding groups, and setting up users, printers, and apps belonging to each group.

- **Checking group information**

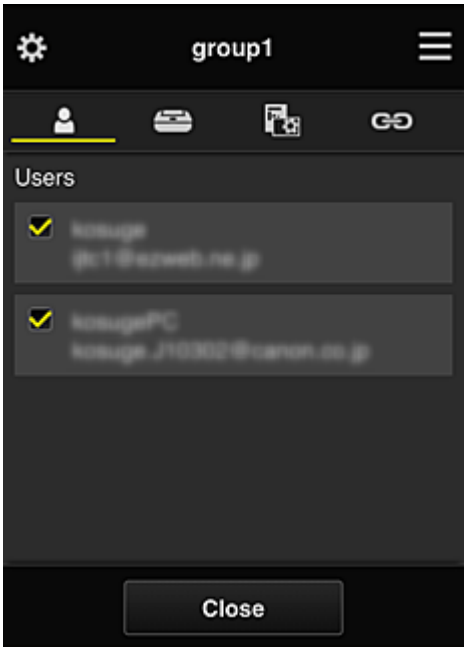
  The registered group names appear.

  If there are items that have not been set, appears.

  Select

  to display the following screen, which allows you to set up information for each group.

  The displayed information changes depending on the selected tab.



Users

Displays all users and mail addresses registered in the domain.

Printers

Displays all printers registered in the domain.

Apps

With the default settings, the screen displays all apps. To display only registered apps, select the **Registered** category.

To switch between app registration/deletion, select ON / OFF.

Web services

Displays the external link service.

You can restrict the use of other web services that use Canon Inkjet Cloud Printing Center accounts such as Easy-PhotoPrint+.

To switch between service linking/release, select ON / OFF.

appears for items that do not have anything selected.

In the default settings, all check marks are cleared for **Printers** and **Users**. Only the system apps under **Apps** are set to **ON**.

- **Changing a Group name**

To display the **Group name** change screen, select .

You can change the name to one of your liking by following the instructions in the displayed screen.

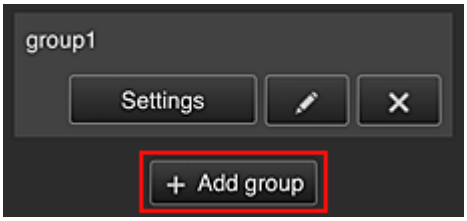
Important

- When you enter a **Group name**, the following restrictions apply:
  - When using single-byte alphanumeric characters, enter at least 1 but not more than 20 characters. When using double-byte characters, enter at least 1 but not more than 10 characters.
  - Duplicate group names cannot be registered in the same domain.

- **Deleting a Group**

  To delete a group from Canon Inkjet Cloud Printing Center, select .
  If you delete all groups, you must create a new one. To set a different management method, set the target method from the **Select how to manage** screen.

- **Add group**



  Add a group to be used in Canon Inkjet Cloud Printing Center.

Note

- You can register up to 20 groups.

- **Apps available on printers that do not require a security code**

  For printers without the **Multiuser mode** setting or **Security code** settings, set the apps to be displayed when a user selects **Cloud** from the printer's home screen.
  If the domain does not have a printer that meets this condition, this setup screen does not appear.

  To go to the setup screen, select .

Note

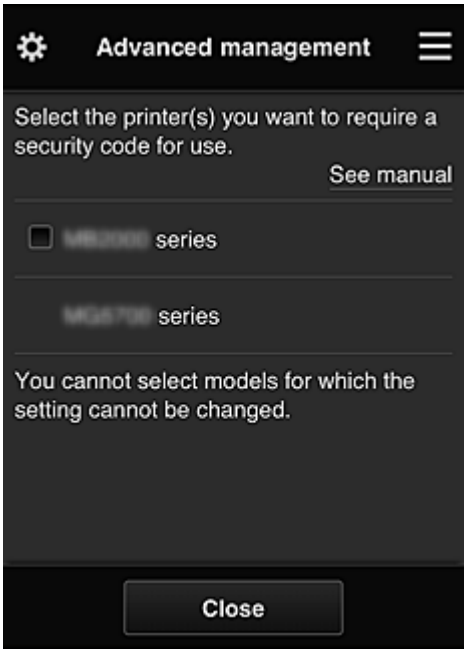
- If only the following printer is registered in the domain, it is not displayed.
  - Printer without LCD monitor
  - Printer with monochrome LCD monitor
  - Multiuser mode printer

Advanced management screen

The **Advanced management** screen allows you to set the management method for printer users and apps that can be used.

To go to the setup screen, select .

- **Require security code**

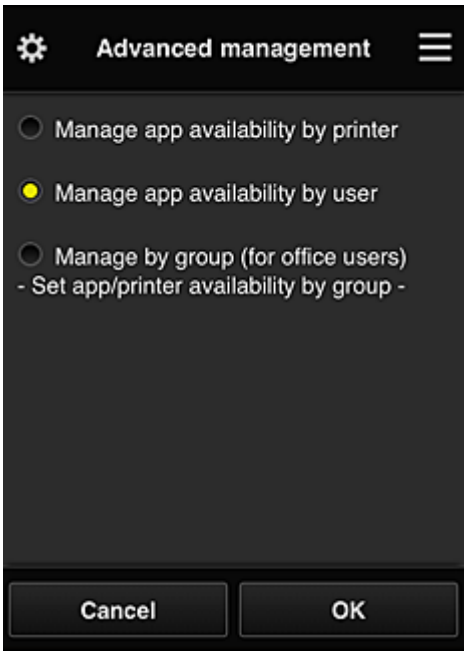


Each user can set a **Security code**, start the app, and perform printing and other operations. This setting is linked with **Multiuser mode** on the **Mng. printer** screen.

Note

- The list does not display models without an LCD or models with a monochrome LCD.
- The check box does not appear for models that do not support **Multiuser mode**.

- **Select how to manage**



You can change the management method for usable apps and printers.

Manage app availability by printer

If you are using multiple printers, you can manage the useable apps for each printer.

Manage app availability by user

When one printer is used, you can manage the usable apps by user.

For usage examples, see "Tips on Using Canon Inkjet Cloud Printing Center (at Home)".

Manage by group (for office users)

You can manage the usable apps and printers by group.

For usage examples, see "Tips on Using Canon Inkjet Cloud Printing Center (at Work)".

Note

- If you manage the usable apps by printer, the default settings will allow all users to add, delete, and rearrange apps.
  Also, if you are using a MAXIFY series printer and you select **Multiuser mode** in the **Mng. printer** screen, only the administrator will be able to add, delete, and rearrange apps.
- If you manage the usable apps by user, all users will be able to add, delete, and rearrange apps, regardless of the **Multiuser mode** setting.
- If you manage the usable apps and printers by group, all users will only be able to rearrange apps.

(2) Select printer

Select , and then from the **Select printer** screen, select a printer.
If you are using a computer, you can select a printer directly from the pull-down menu.

Note

- Printers with settings that restrict their use do not appear.

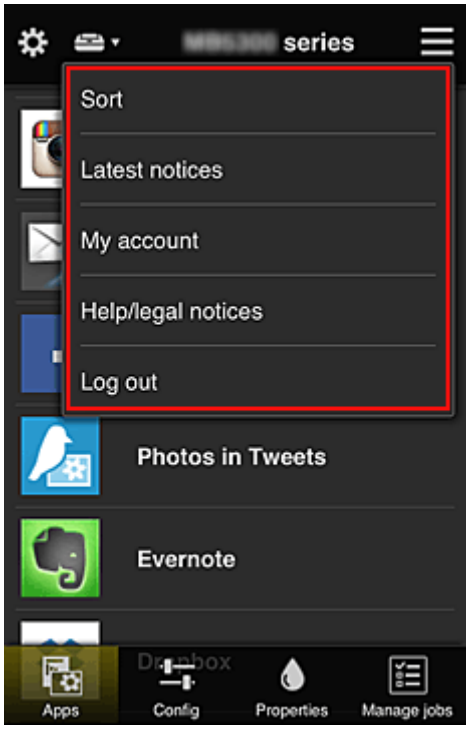
(3) Printer name area

The registered name of the printer selected is displayed.

The **Administrator** can change the printer name from the **Mng. printer** screen of the left context menu.

(4) Right context menu

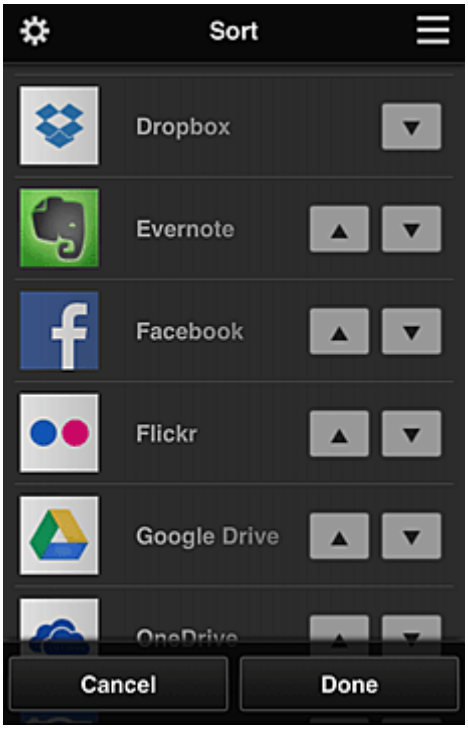
When you select , the context menu appears.
The information displayed depends on the menu currently selected in the menu area.
The symbol indicates that there is a new unread notice.



- Sort **Sort**

  This displays the screen to sort registered apps.

  You can use the buttons to change the display order of apps. When you finish sorting, select **Done**.



Note

- Description of displayed icons

  : Cannot be used because it is not yet released or does not support your region, model, or language.

  : Can be used with genuine Canon ink.

- Latest notices **Latest notices**

  This displays the latest notices. The symbol indicates that there is a new unread notice.

- My account **My account**

  Displays user information.
  From the **My account** screen, you can change your account settings.
  From the **My account** screen, you can display the **Permitted services** screen and clear any linked service setting.

- Help/legal notices **Help/legal notices**

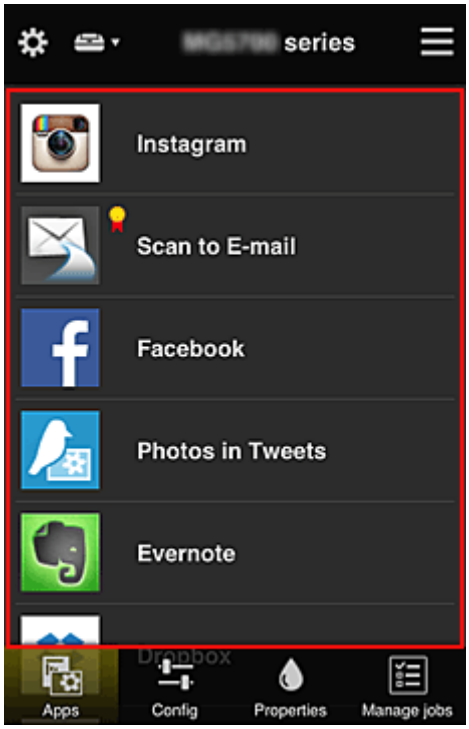
  The description of the Canon Inkjet Cloud Printing Center screen and various reminders are displayed.

- Log out **Log out**

  This opens the Log out screen of the Canon Inkjet Cloud Printing Center.

(5) Display area

The display changes based on the menu you select.



(6) Menu area

The following 4 menu buttons are displayed:

-

Apps

  This displays the list of registered apps in the Display area.

-

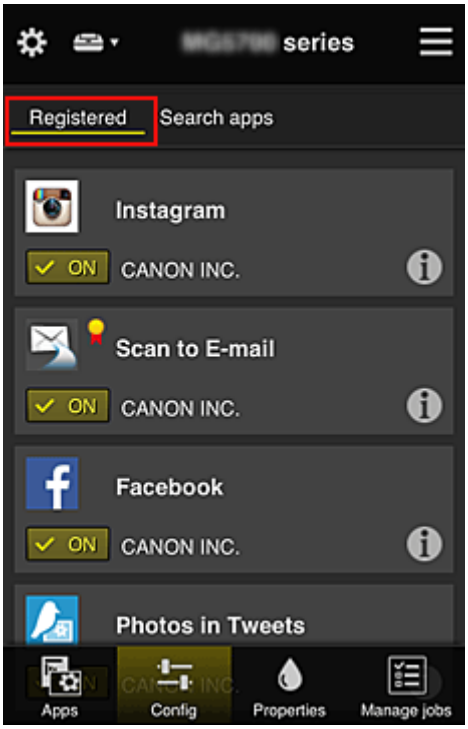
Config

  This displays the Register apps screen in the Display area.
  The display can be toggled between **Registered** and **Search apps**.

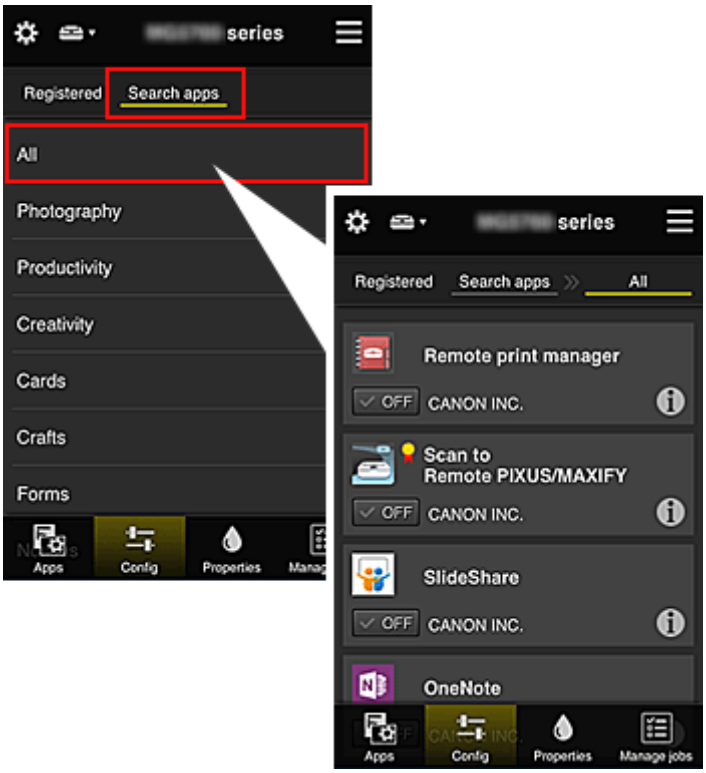
  The **Registered** screen lists registered apps.
  You can check the information of these apps or deregister them.

  Note

  - If **Group management** has been set, **Config** is not displayed.
  - If **Manage app availability by user** has been set, even **Standard user** can register and delete apps.



On the **Search apps** screen, the apps that you can register by using the Canon Inkjet Cloud Printing Center are displayed by category.



- When you select , the details of the app are displayed.
  When you select / , you can choose to register or unregister the app.

Note

- Description of displayed icons
  : Cannot be used because it is not yet released or does not support your region, model, or language.
  : Can be used with genuine Canon ink.

-

Properties

  This screen displays the status of the printer that is currently selected.
  You can check how much ink is remaining or details about an error that occurred. You can also access the ink purchasing site and the *Online Manual*.

  Important

  - The Properties displayed may differ from the actual status at the display time, depending on the printer status.

-

Manage jobs

  This screen displays the print or scan status and history.
  You can check the print or scan status by looking at **Status list**, and the print or scan history by looking at **History**.
  You can also cancel print or scan jobs and delete history information.
  To cancel or delete a job, select that job and then select **Cancel** or **Delete**.

Tips on Using Canon Inkjet Cloud Printing Center (at Home)

The **Advanced management** function allows you to take advantage of the many useful functions that the service offers for home use.
This section introduces those functions by using a family of 3 (father, mother, and child) as an example.

If the father registers the printer to Canon Inkjet Cloud Printing Center, only the father is managed by the service, and the mother and the child cannot use the service unless the father tells them the login **E-mail address** and **Password**.

If Mother and Child Want to Use the Service from Their Smartphones

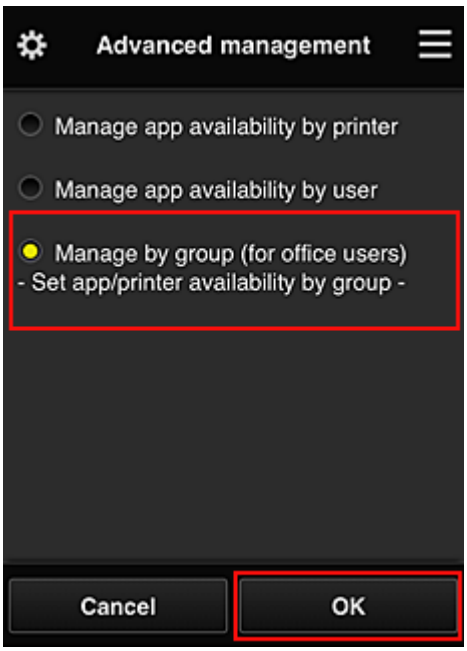
1. The father registers to Canon Inkjet Cloud Printing Center and becomes the **Administrator**

2. After logging in, the father selects **Manage users** from

4. The senior clerk selects **Advanced management** from

5. For **Select how to manage**, the senior clerk selects **Set**

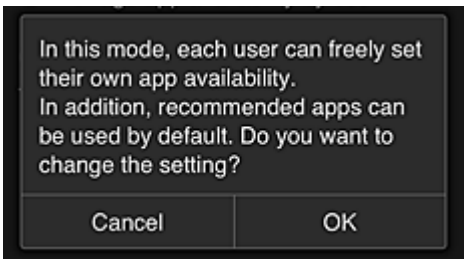
6. The senior clerk sets **Manage by group (for office users)** and selects **OK**

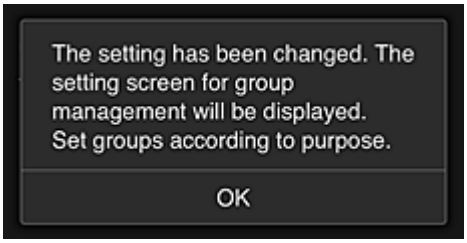


Note

- If **Group management** has already been set up, refer to step 10 and the subsequent steps.

7. On the screen for checking management method changes, the senior clerk checks the displayed information and selects **OK**.





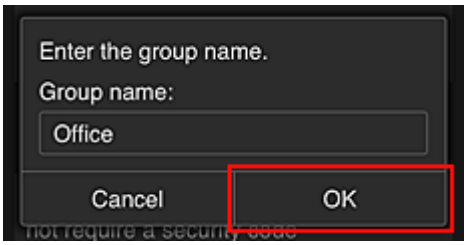
This appears only if the selected mode is **Group management**.
To complete the setup and display the **Group management** screen, select **OK**.

Note

- With the default settings, the group is named "group1".
- With the default settings, all registered users belong to the same group.

8. In the **Group management** screen, the senior clerk selects the of the group to be renamed

9. The senior clerk enters the **Group name** and selects **OK**

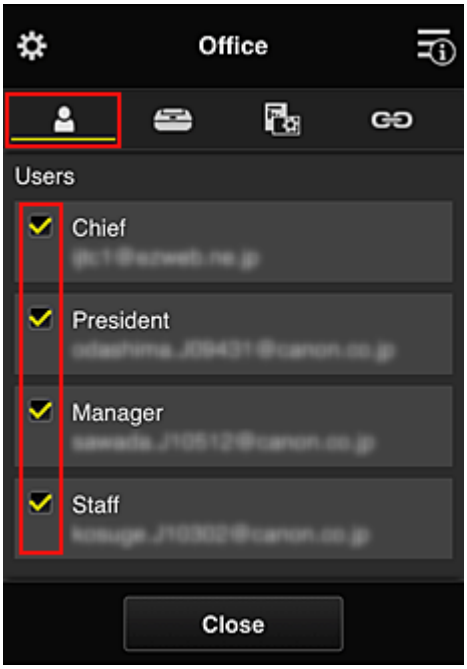


The chief clerk enters "Office" here because the clerk is setting up a group that everyone in the office will use.

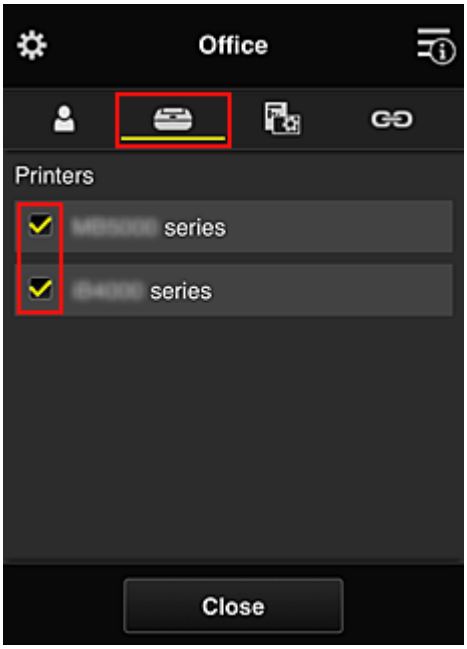
Important

- The following restrictions apply to entering the **Group name**.
  - The group name can have up to 20 single-byte alphanumeric characters or up to 10 double-byte characters.
  - The same group name cannot be registered more than once in the same domain.
  - Up to 20 groups can be registered.
- The person who created the group becomes the **Administrator**.

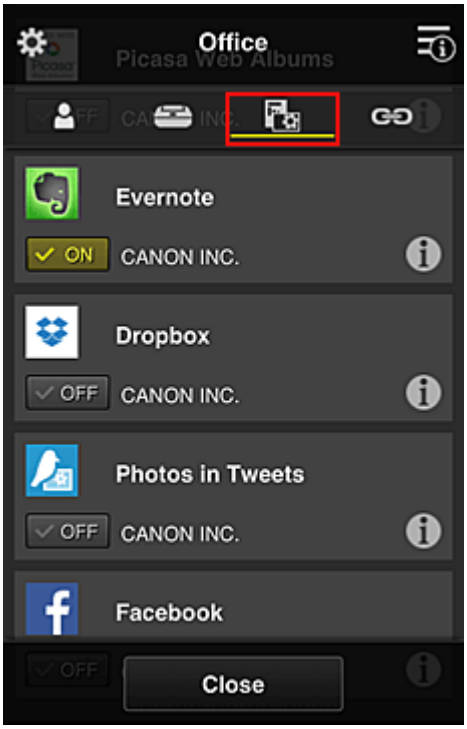
10. Select **Settings**, and in group setup screen, check that all users on the **Users** tab are selected



11. On **Printers** tab, check that all printers are selected



12. On **Apps** tab, set only Evernote app to



To switch between app registration/deletion, select ON / OFF.
To return to the **Group management** screen, select **Close**.

This completes the setup of the group to be used by the entire office.

Note

- The group setup screen displays all users and printers that are registered in the domain.
- If you want to set up new apps as an individual, you can add a group.
  To create a new group, use **Add group**, and then in the setup screen for the added group, add users and printers.

- Limiting Apps That Each User Can Use
- Limiting Apps That All Members Can Use on Printer
- Limiting Apps That Individual Users Can Use on Printer
- Limiting Printers That Individual Users Can Use

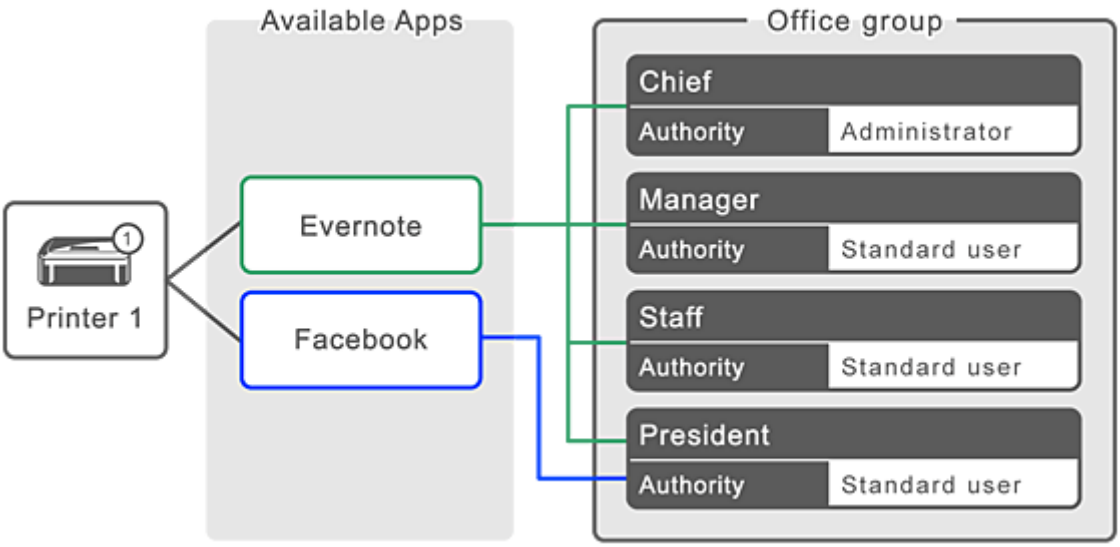
Important

- The available apps may differ depending on the country or the region.

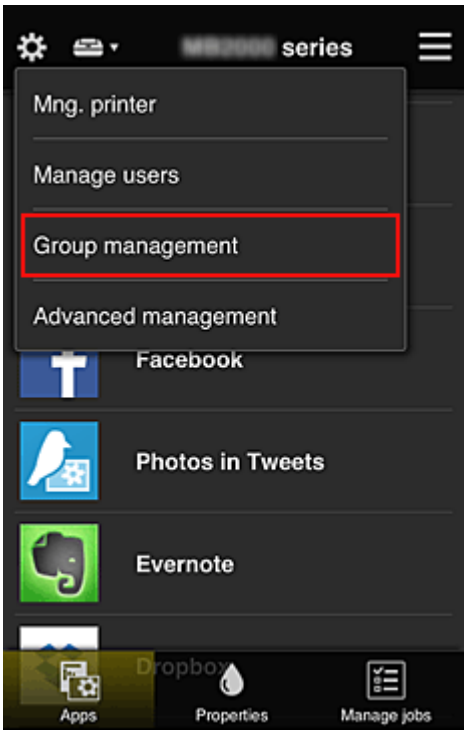
Limiting Apps That Each User Can Use

Set the following:

- Entire office: Use only Evernote app
- President: Use Evernote app and Facebook app



1. From , select **Group management**

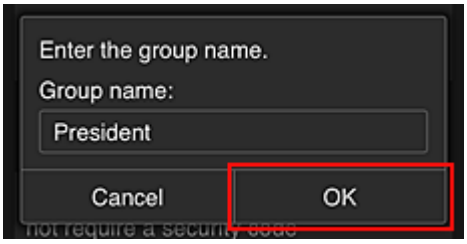


Note

- This appears only if **Manage by group (for office users)** is set in **Advanced management**.

2. In displayed screen, select **Add group**

3. The senior clerk enters the **Group name** and selects **OK**



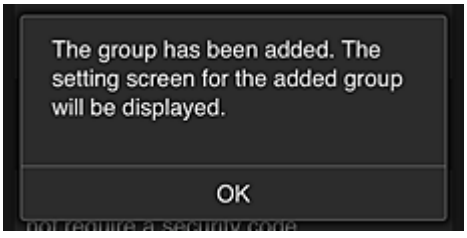
In this field, enter "President" as the president-only group because you will be setting apps that only the president can use.

Important

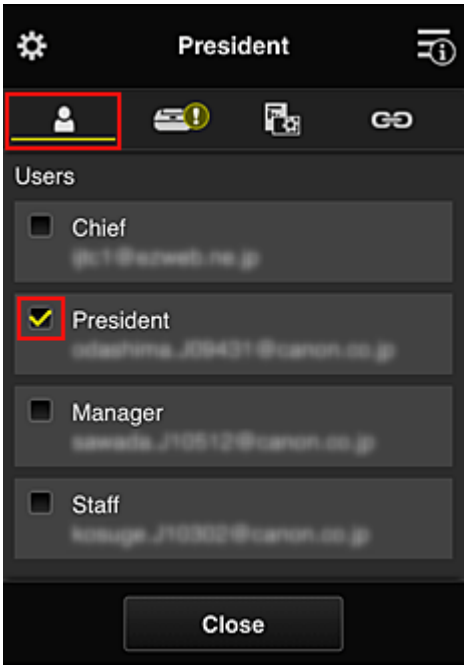
- The following restrictions apply to entering the **Group name**.
  - The group name can have up to 20 single-byte alphanumeric characters or up to 10 double-byte characters.
  - The same group name cannot be registered more than once in the same domain.
  - Up to 20 groups can be registered.
- The person who created the group becomes the **Administrator**.

4. Follow messages displayed on screen, and select **OK**

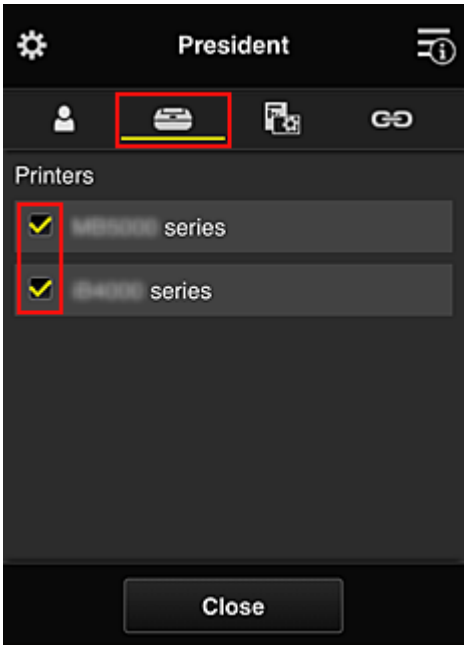
The group setup screen appears.



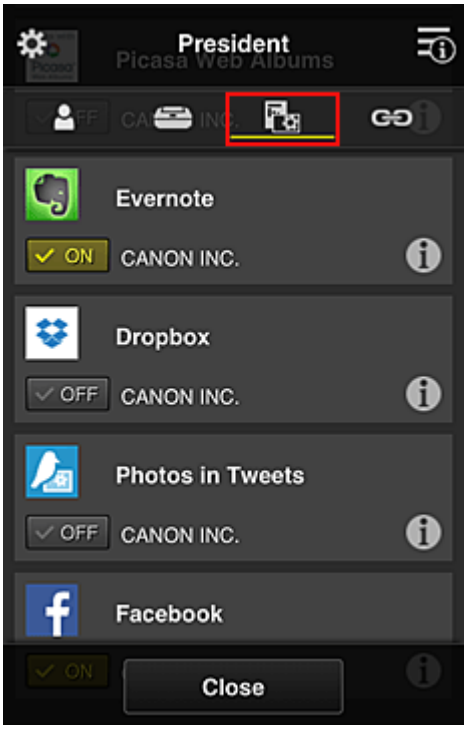
5. On **Users** tab, select only president



6. On the **Printers** tab, select printer to be used.



7. On the **Apps** tab, set the Evernote and Facebook apps to



To switch between app registration/deletion, select ON / OFF.
To return to the **Group management** screen, select **Close**.

The above procedure allows you to set apps that only the president can use.

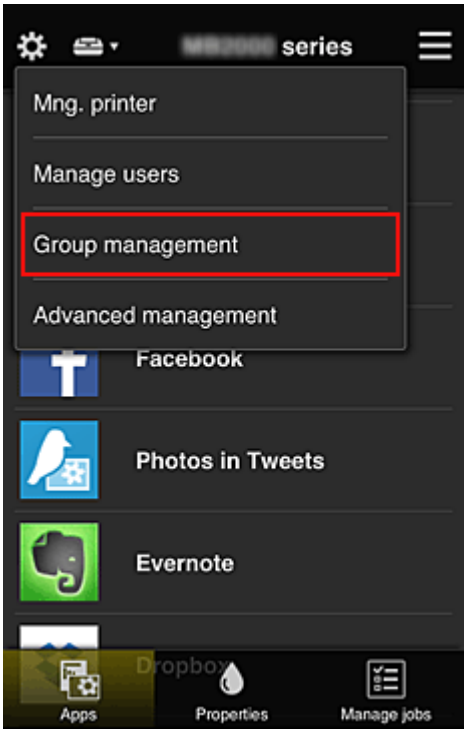
Note

- The group setup screen displays all users and printers that are registered in the domain.

Limiting Apps That All Members Can Use on Printer

To set the apps to be used on the printer, use the following procedure provided by this service.
As an example, this section describes the procedure for allowing all users to use the Evernote app from the printer.

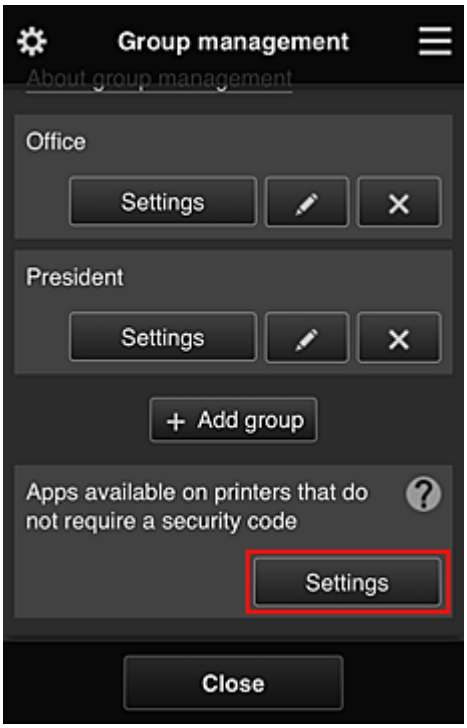
1. From ⚙, select **Group management**



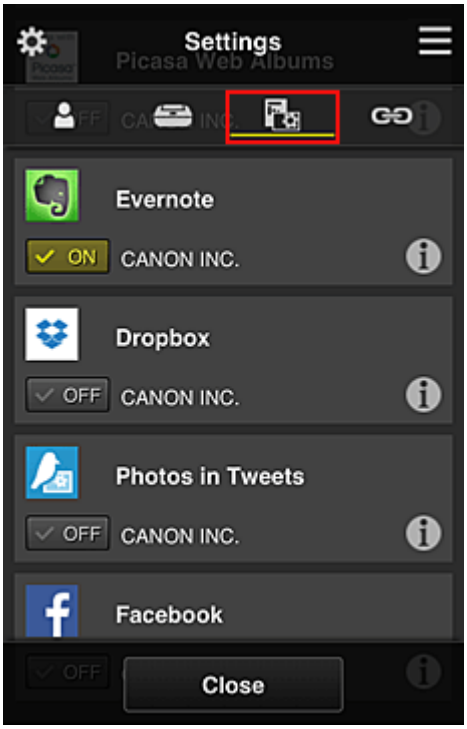
Note

- This appears only if **Manage by group (for office users)** is set in **Advanced management**.

2. For **Apps available on printers that do not require a security code**, select **Settings**



3. On **Apps** tab, set only Evernote app to ON



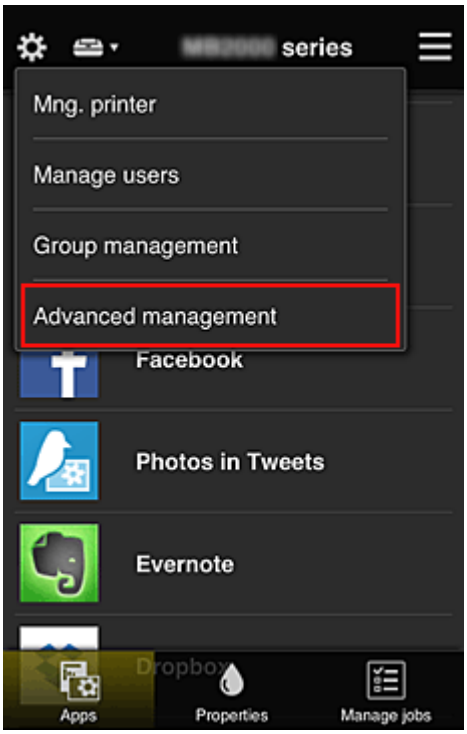
To switch between app registration/deletion, select ON / OFF.
To return to the **Group management** screen, select **Close**.

The above procedure sets up Evernote as the only app that all users can use on the printer.

Limiting Apps That Individual Users Can Use on Printer

For each user, you can set the apps that the user can use on the printer.
As an example, this section describes the procedure for allowing only the president to also use the Facebook app from the printer.

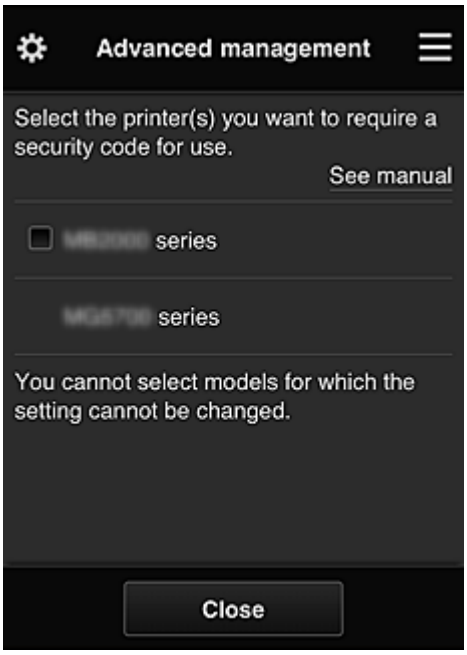
1. From ⚙, select **Advanced management**



2. For **Require security code**, select **Set**.

3. Select printer for setting up **Security code**.

   Security codes identify individual users when multiple users are using a printer.



Note

- On models where the settings cannot be changed, this function cannot be selected.
  Some models do not support this function. To check whether your model supports this function, see "Models that Support Security Codes".

4. Set up **Security code**

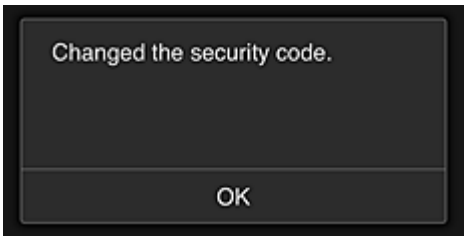
   If there are users who have not set up a **Security code**, a screen appears for checking whether to send an e-mail prompting those users to set up a **Security code**.

To send a notification e-mail only to users without a **Security code**, select **OK**.

To display the **Security code** setup screen when each user logs in and not send the notification e-mail, select **Cancel**.

Important

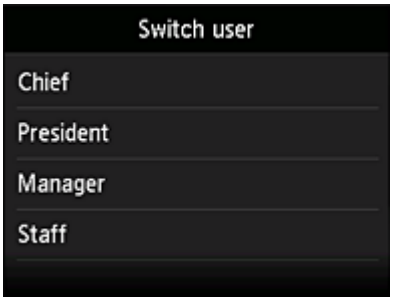
- The following character restriction applies to **Security code** entries:
  - Up to 8 alphanumeric characters



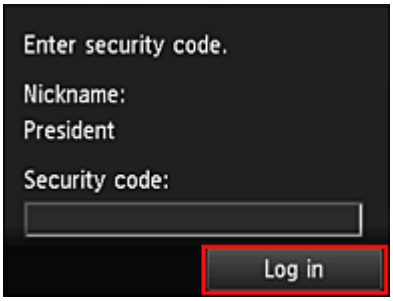
The **Security code** change process ends, and the change completion message appears.
In the message screen, select **OK** to return to the main screen.

5. Select **Cloud** from the printer's home screen

6. In **Switch user** screen, select user



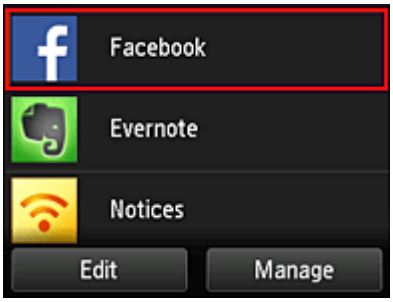
7. Enter **Security code** that you set and **Log in**



Note

- If you have not set a **Security code**, set a **Security code** from **My account**, and then **Log in**.

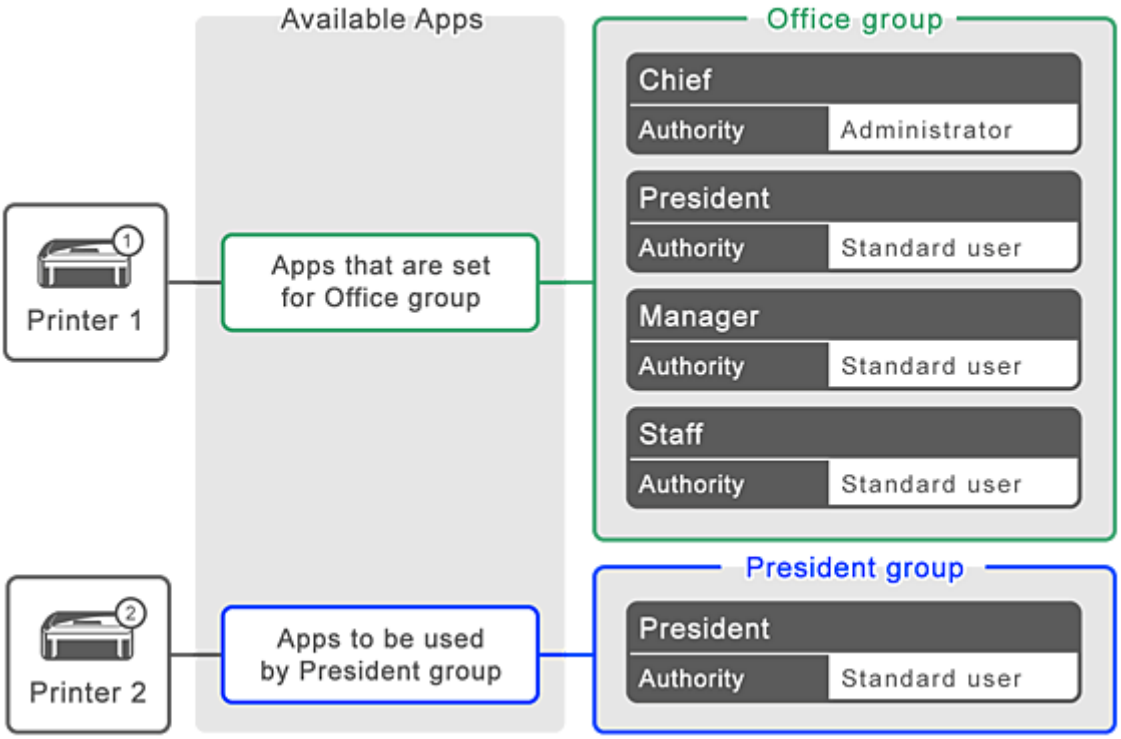
8. Select Facebook app



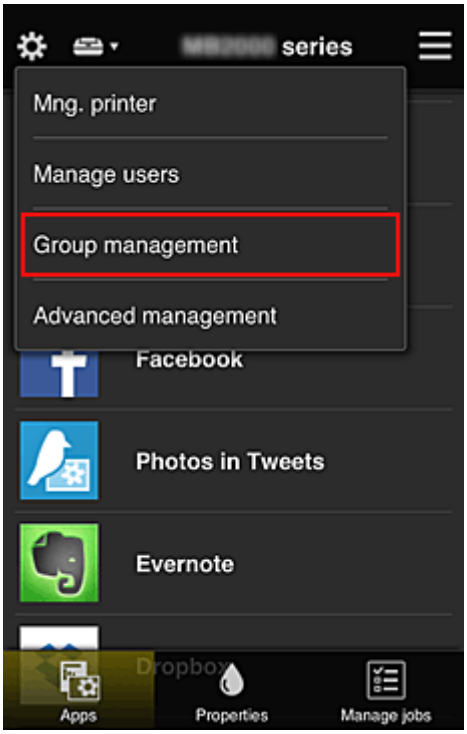
Only the president will be able to use the Facebook app from the printer.

Limiting Printers That Individual Users Can Use

As an example, this section describes the procedure for setting up one printer for the president and another printer for all users.



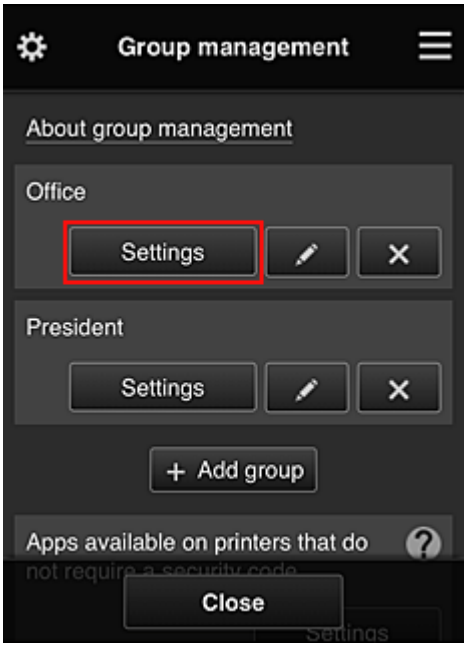
1. From , select **Group management**



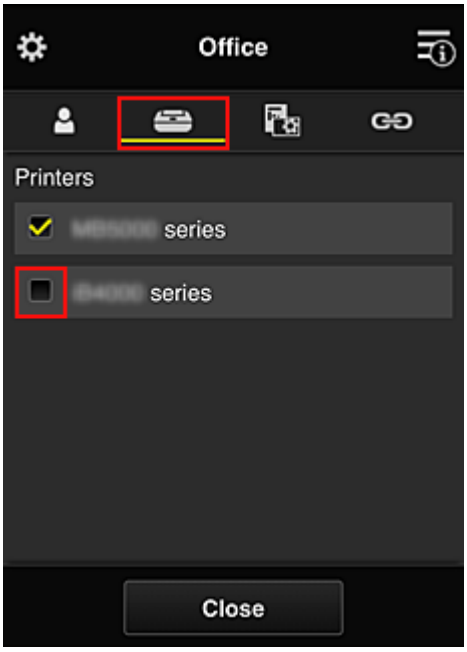
Note

- This appears only if **Manage by group (for office users)** is set in **Advanced management**.

2. Select **Settings** for the group containing all users



3. On the **Printers** tab, clear printer that was set up for president



To return to the **Group management** screen, select **Close**.

Important

- If a user is being managed in multiple groups and an app is deleted or the target printer is changed for one of those groups, the user can still use that app or printer if the one of the other groups allows it.

Only the printer that was set can be used by all users.

What is a Security code?

A **Security code** identifies the user when multiple other users are sharing the same printer.

Important

- If you are using the MAXIFY series, you can set a **Security code**. We recommend that you set a **Security code** to prevent other users from using your account.
- This code is valid only when you use MAXIFY Cloud Link from the printer operation panel. You cannot use this code when you access the Canon Inkjet Cloud Printing Center from your smartphone, tablet, or computer.

Adding a Printer

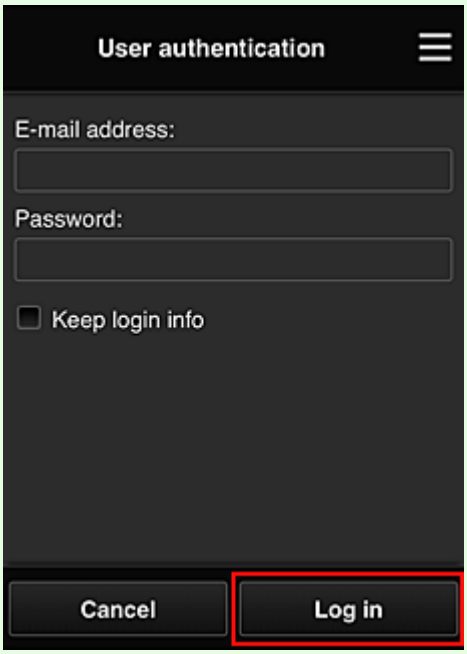
With one account, you can use the Canon Inkjet Cloud Printing Center services on multiple printers.

The procedure for adding a printer is as follows:

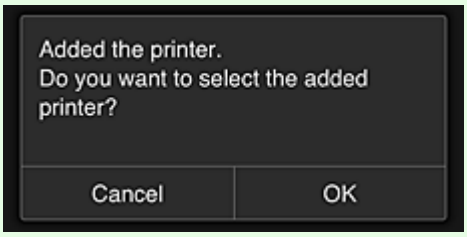
If your model has color LCD monitor

1. Check that an e-mail containing the URL has been sent to the registered e-mail address, and access the URL

2. Enter the information according to the instructions on the authentication screen, and then select **Log in**



3. When printer addition complete message appears, select **OK**



The printer addition process ends, and the main screen of Canon Inkjet Cloud Printing Center appears.

Note

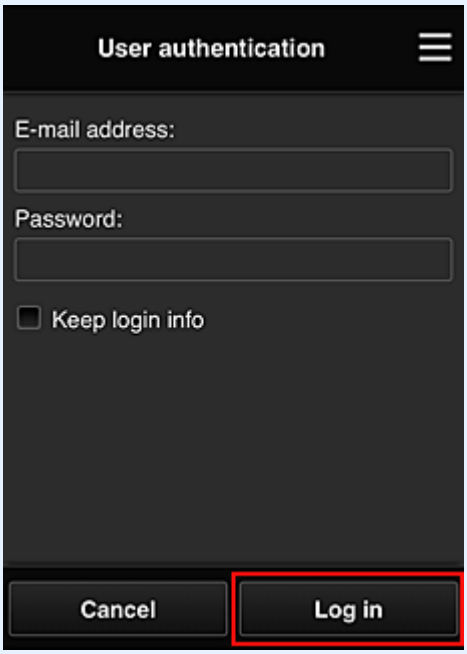
- If you select **Cancel**, the printer selection status does not change and the main screen of Canon Inkjet Cloud Printing Center appears.

If your model has monochrome LCD monitor
If your model has no LCD monitor

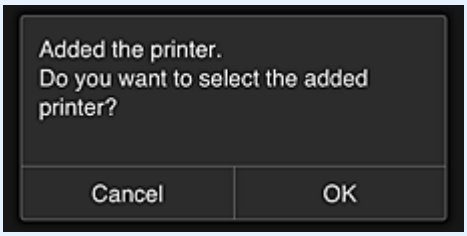
1. Check that an e-mail containing the URL has been sent to the registered e-mail address, and access the URL

   - If your model has monochrome LCD monitor
   - If your model has no LCD monitor

2. Enter the information according to the instructions on the authentication screen, and then select **Log in**



3. When printer addition complete message appears, select **OK**



The printer addition process ends, and the main screen of Canon Inkjet Cloud Printing Center appears.

Note

- If you select **Cancel**, the printer selection status does not change and the main screen of Canon Inkjet Cloud Printing Center appears.

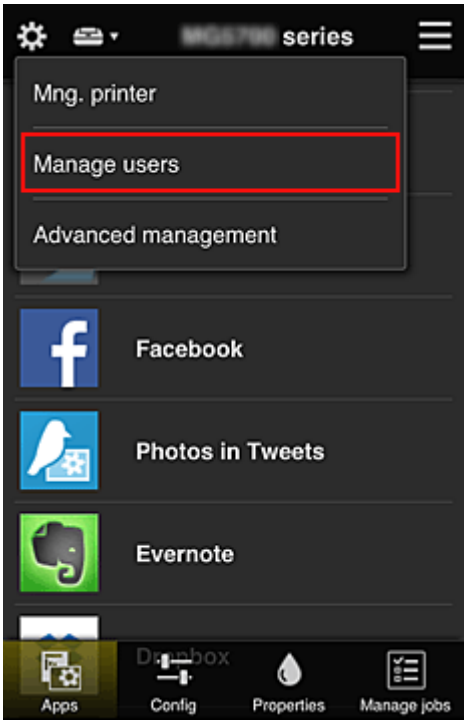
- Adding a PIXMA/MAXIFY Cloud Link User

Adding a PIXMA/MAXIFY Cloud Link User

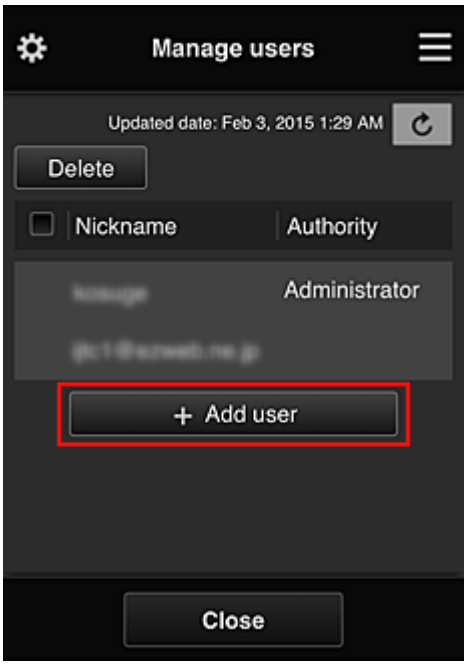
Several people can use one printer.
This section describes the user addition procedure and the user privileges.

Adding a user

1. On the service screen, select **Manage users** from .



2. Select **Add user**



Note

- When you select **Add user**, the service first checks whether the maximum number of users has been reached. If new users can be added, the user registration screen appears.

- The maximum number of users that can be added for 1 printer is 20.

3. Enter the e-mail address of the user to be added, and then select **OK**

   The URL for completing the registration is then sent to the entered e-mail address.

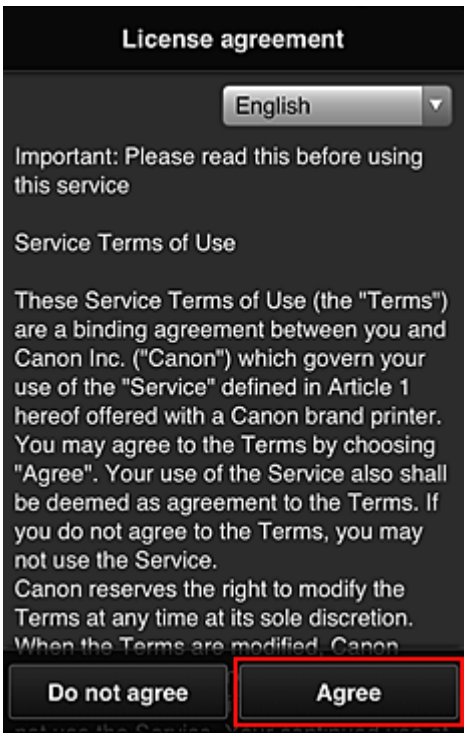
   Note

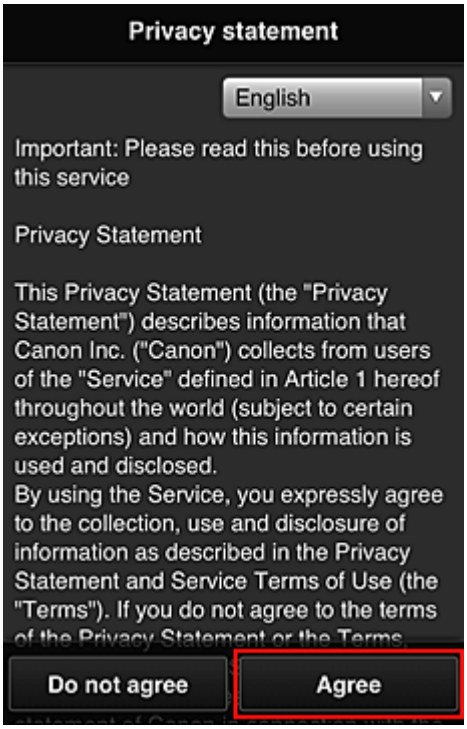
   - If you enter an e-mail address that is already registered, you will receive notification that the address is registered. To specify another e-mail address, follow the displayed instructions.

4. Access the URL reported in the e-mail

   The procedure that follows describes what to do if you receive a notification e-mail.

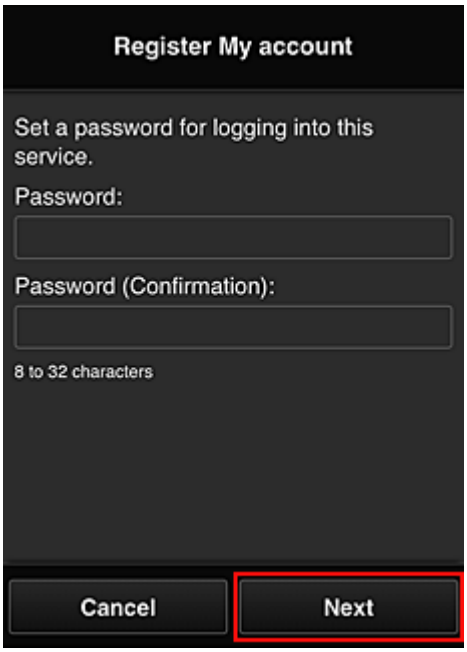
5. Read the terms displayed in the **License agreement** and **Privacy statement** screens. If you agree to the terms, select **Agree**.





6. Register a password for logging in to the Canon Inkjet Cloud Printing Center.

   On the My Account Registration screen, enter you desired password into **Password** and **Password (Confirmation)** and select **Next**.

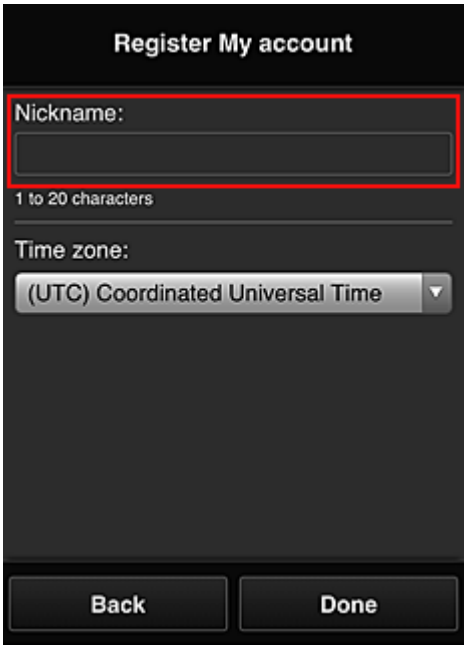


Important

- There are character restrictions for the **Password**, as shown below.
  - The password must be between 8 and 32 characters long, using single-byte alphanumeric characters and symbols (!"#$%&'()*+,-./:;<=>?@[¥]^_`{|}~). (Alphabets are case-sensitive)

7. Enter **Nickname**

   Enter any user name that you want to use.



Important

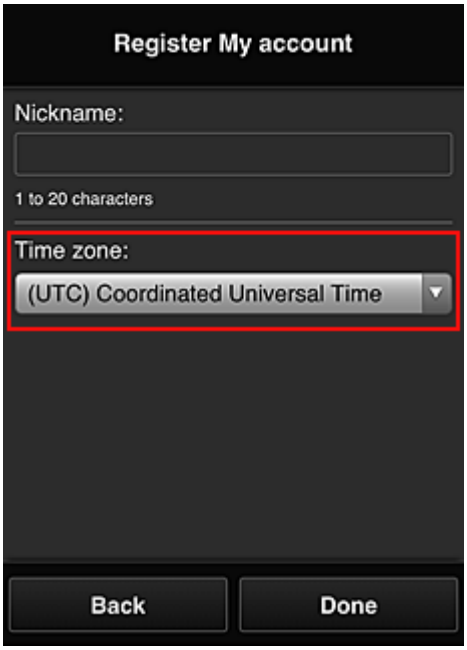
- The user name entry field has the following character restrictions:
  - The user name must be between 1 and 20 characters long, using single-byte alphanumeric characters and symbols (!"#$%&'()*+,-./:;<=>?@[¥]^_`{|}~). (Alphabets are case-sensitive)

8. Specify the **Time zone** setting, and select **Done**

Select your region on the list. If you cannot find your region on the list, select the one closest to your region.

Apply daylight saving time

This appears only when there is a daylight saving time in the **Time zone** that you selected. Select whether or not to apply the daylight saving time.



The main registration is complete, and a registration completion e-mail is sent.

Note

- When you use MAXIFY Cloud Link, a cookie for the selected user is added to the printer, and the login status of each user is recovered. For each printer, you can register cookies for up to 8 users.

Printer user privileges

If several users are using the cloud service for 1 printer, each user is categorized as the **Administrator** or a **Standard user**.

Note

- The user who is registered first becomes the **Administrator**. The administrator can change the privileges of users from the **Manage users** screen.

An **Administrator** can change printer information, add and delete apps, manage users, and perform various other operations.
A **Standard user** can check printer information and start apps.
For information about the functions that each user can use, refer to the "Canon Inkjet Cloud Printing Center window".

If you are using MAXIFY Cloud Link from the printer, select **Multiuser mode** in the **Mng. printer** screen to set the printer to **Multiuser mode**. Each user can then start an app and print documents.

Note

- If you have not set your own **Security code**, select **Multiuser mode** to display the **Security code** setup screen.
  If you select **Cancel**, you will not be able to set **Multiuser mode**.
- If you are the **Administrator**, a confirmation screen appears asking whether you want to send an e-mail prompting standard users without a **Security code** to set up their **Security code**.
  - To send a notification e-mail is sent only to users without a **Security code** and to set **Multiuser mode**, select **OK**.
  - To set **Multiuser mode** without sending a notification e-mail, select **Cancel**.

Troubleshooting Canon Inkjet Cloud Printing Center

Troubleshooting Canon Inkjet Cloud Printing Center

- If an app cannot be installed
- If the registered app is not in the Apps list
- If the information is not updated when you press the update button
- If you do not receive the registration e-mail
- If you cannot print
- Printing starts on its own even if you do not do anything
- If you are unable to log in correctly even after entering the correct password in iOS or Mac

If an app cannot be installed

Check the country or region where the printer was purchased.
If the printer is taken outside the country or region where it was purchased, apps cannot be installed.

If You Are Using iP110 series

Check the country or region where the printer was purchased.
If you take the printer outside the country or region where you purchased it, you may not be able to install certain apps.
You can continue to use apps that are already installed, as long as the apps support the country or region you are moving to.

If the registered app is not in the Apps list

Check the display language of Canon Inkjet Cloud Printing Center.
If the display language is switched to a language that does not support an app, the app will not be displayed in the apps list but will continue to be registered.
If you switch back to the target language of the app, it will be displayed in the apps list and you will be able to start, register, or unregister the app.

If the information is not updated when you press the update button

Because the Properties screen requires network connection with this product, the information may not be reflected immediately. Please wait awhile, and then try updating the information again.
If the information is still not updated, then check that the product is connected to the Internet.

If you do not receive the registration e-mail

You may have entered a different e-mail address during the user registration of Canon Inkjet Cloud Printing Center.

If your model has color LCD monitor

On the printer's Home screen, select **Setup** -> **Web service setup** -> **Web service connection setup** -> **IJ Cloud Printing Center setup** -> **Delete from this service** to delete the service registration.

If your model has monochrome LCD monitor

On the printer operation panel, select the **Setup** button, and then select **Web service setup** -> **Connection setup** -> **IJCloudPrintingCtr** -> **Delete from service** to delete the service registration.

If your model has no LCD monitor

Displaying Printer Information -> **IJ Cloud Printing Center setup** -> **Delete from this service** to delete the service registration.
To display printer information, go to the *Online Manual* home page, and see "Checking Printer Information" for your model.

After resetting the printer, repeat the user registration of Canon Inkjet Cloud Printing Center from the beginning.

If you cannot print

Check the following if you cannot print.

If your model has color LCD monitor

- Check that the printer is connected to the Internet.
- Check that the printer is connected to a LAN and the LAN environment is connected to the Internet.
- Check that no error message is displayed on the printer's LCD monitor.
- If printing does not start even after you wait awhile, go to the printer's home screen, and select **Setup** -> **Web service inquiry**.

If your model has monochrome LCD monitor

- Check that the printer is connected to the Internet.
- Check that the printer is connected to a LAN and the LAN environment is connected to the Internet.
- Check that no error message is displayed on the printer's LCD monitor.
- If printing does not start even after you wait awhile, go to the printer operation panel, select **Setup**, and run **Web service inquiry**. If printing does not start, run the inquiry several times.

If your model has no LCD monitor

- Check that the printer is connected to the Internet.
- Check that the printer is connected to a LAN and the LAN environment is connected to the Internet.
- If printing does not start even after you wait awhile, first turn off the printer, and then turn it back on again.

If the problem is not resolved, use the printer driver from your computer to perform the print job and check whether the data can be printed normally on the printer.
If you still cannot print, see the troubleshooting page for your model on the Home of the *Online Manual*.

Note

- With a wireless LAN connection, after the printer is turned on, it may take several minutes before communication is possible. Check that your printer is connected to the wireless network, and wait a while before you start printing.
- If the printer is not turned on or is not connected to the Internet, and consequently a print job is not processed within 24 hours after it was submitted, the print job is automatically canceled. If this happens, check the printer power and the Internet connection, and then re-submit the print job.

Printing starts on its own even if you do not do anything

A third party may be able to illegally use the Canon Inkjet Cloud Printing Center services.

If your model has color LCD monitor

On the printer's Home screen, select **Setup** -> **Web service setup** -> **Web service connection setup** -> **IJ Cloud Printing Center setup** -> **Delete from this service** to delete the service registration.

If your model has monochrome LCD monitor

On the printer operation panel, select the **Setup** button, and then select **Web service setup** -> **Connection setup** -> **IJCloudPrintingCtr** -> **Delete from service** to delete the service registration.

If your model has no LCD monitor

Displaying Printer Information -> **IJ Cloud Printing Center setup** -> **Delete from this service** to delete the service registration.
To display printer information, go to the *Online Manual* home page, and see "Checking Printer Information" for your model.

After resetting the printer, repeat the user registration of Canon Inkjet Cloud Printing Center from the beginning.

If you are unable to log in correctly even after entering the correct password in iOS or Mac

If you are using iOS or Mac and the password contains the ¥ or ₩ symbol, enter a backslash instead. For instructions on entering a backslash, see the OS help.

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

Use Canon PRINT Inkjet/SELPHY to easily print photos saved on a smartphone or tablet wirelessly. You can also receive scanned data (PDForJPEG) directly on a smartphone or tablet without using a computer.

Canon PRINT Inkjet/SELPHY can be downloaded from App Store and Google Play.

Printing with Windows RT

When you use Windows RT 8.1 or a later version, printing is easy because you simply connect this printer to the network.

For information about connecting to the network, see the setup URL (http://www.canon.com/ijsetup) for using this product from your computer, smartphone, or tablet device.

When the connection is complete, the Canon Inkjet Print Utility software, which allows you to specify detailed print settings, is downloaded automatically.
By using Canon Inkjet Print Utility, you can check the **Printer status** and specify detailed print settings. (The available functions will differ depending on your usage environment and connection method.)

Checking Printer Information

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

Note

- You can use this function on the following OS and the web browser.
  - iOS device

    OS: iOS 6.1 or later

    Web browser: iOS standard Web browser (Mobile Safari)
  - Android device

    OS: Android 2.3.3 or later

    Web browser: Android standard Web browser (Browser or Chrome)
  - Mac OS device

    OS: Mac OS X v.10.6 or later

    Web browser: Safari 5.1 or later
  - Windows device

    OS: Windows XP or later

    Web browser: Internet Explorer 8 or later, Google Chrome 38.0.2125.104m or later, Mozilla Firefox 33.0 or later

1. Check machine's IP address and serial number.

   Print the network setting information to check the machine's IP address and serial number by following the steps below.

   1. Make sure machine is turned on.
   2. Load two sheets of A4 or Letter-sized plain paper.
   3. Press and hold **Wi-Fi** button and release it when **ON** lamp flashes.
   4. Press **Wi-Fi** button again.

      The machine starts printing the network setting information.
   5. Check "IP Address" column and "Serial Number" column on network setting information sheet.

      Note

      - The password has been specified to the machine serial number at the time of purchase. Checking the serial number is not required if you have already changed to any password.

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

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

   http://XXX.XX.X.XXX

   For "XXX.XX.X.XXX", enter the IP address that you checked in the "IP Address" column on the network setting information sheet.

   When you access, the printer information will be displayed on the web browser on your smartphone, tablet, or computer.

If you want to check the printer status and change the printer settings, proceed to the next step. If you do not, close the web browser.

3. Select **Log on** to check printer status and change printer settings.

   The **Admin password authentication** screen is displayed.

   Important

   - Before the **Admin password authentication** screen is displayed, a message to warn you that the identification information is not verified may be displayed.

     You can set not to display a message by specifying the SSL/TLS settings of certificate for encrypted communication in step 5.

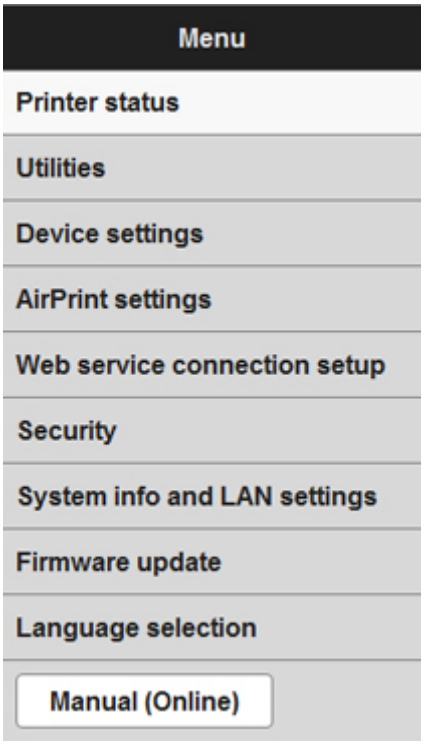
4. Enter password.

   The password is specified to the machine serial number at the time of purchase. If you have not changed the password yet, enter the machine serial number that is printed on the "Serial Number" column of the network setting information sheet.

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

5. Check printer status and change printer settings.

   You can utilize the following menus.



Printer status

This function displays printer information such as the remaining ink amount, the status, and detailed error information.

You can also connect to the ink purchase site or support page, and use Web Services.

Utilities

This function allows you to set and execute the printer utility functions such as cleaning.

Device settings

This function allows you to change the printer settings such as the quiet setting, the energy saving settings, and the print settings.

AirPrint settings

This function allows you to specify the AirPrint settings, such as paper size and media type.

Web service connection setup

This function allows you to register to Google Cloud Print or IJ Cloud Printing Center, or delete a registration.

Security

This function allows you to specify the administrator password and SSL/TLS settings of certificate for encrypted communication.

Important

- The password is specified to the machine serial number at the time of purchase.

  For the password, refer to Administrator Password.
- The following character restrictions apply to the password that you change:
  - Set the password by using 4 to 32 characters.
  - The allowed characters are single-byte alphanumeric characters.
  - For security reasons, we recommend you use 6 and more alphanumeric characters.

System info and LAN settings

This function allows you to check the system information and to change the LAN settings.

Firmware update

This function allows you to update the firmware and check version information.

Language selection

This function allows you to change the language on the display.

Manual (Online)

This function displays the *Online Manual*.

6. When you finish checking printer status and changing printer settings, select **Log off**.

7. Close web browser.

Handling Paper, Originals, FINE Cartridges, etc.

- **Loading Paper**
  - Loading Plain Paper / Photo Paper
  - Loading Envelopes
- **Loading Originals**
  - Loading Originals on the Platen Glass
  - Originals You Can Load
  - How to Detach / Attach the Document Cover
- **Replacing a FINE Cartridge**
  - Replacing a FINE Cartridge
  - Checking Ink Status

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

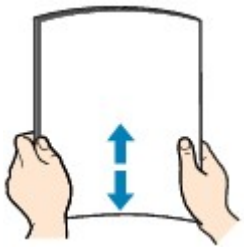
- We recommend Canon genuine photo paper for printing photos.

  For details on the Canon genuine paper, see Media Types You Can Use.
- 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 machine, see Media Types You Can Use.

1. Prepare paper.

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

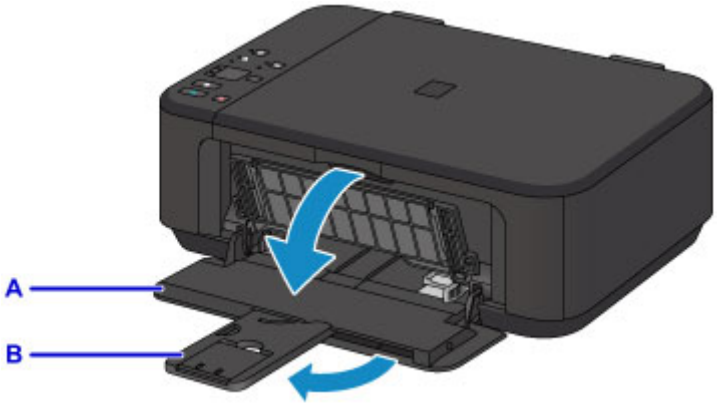
   

   ### Note

   - 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 "Load the paper after correcting its curl." in Paper Is Smudged / Printed Surface Is Scratched.
   - When using Photo Paper Plus Semi-gloss SG-201, even if the sheet is curled, load one sheet at a time as it is. If you roll up this paper to flatten, this may cause cracks on the surface of the paper and reduce the print quality.

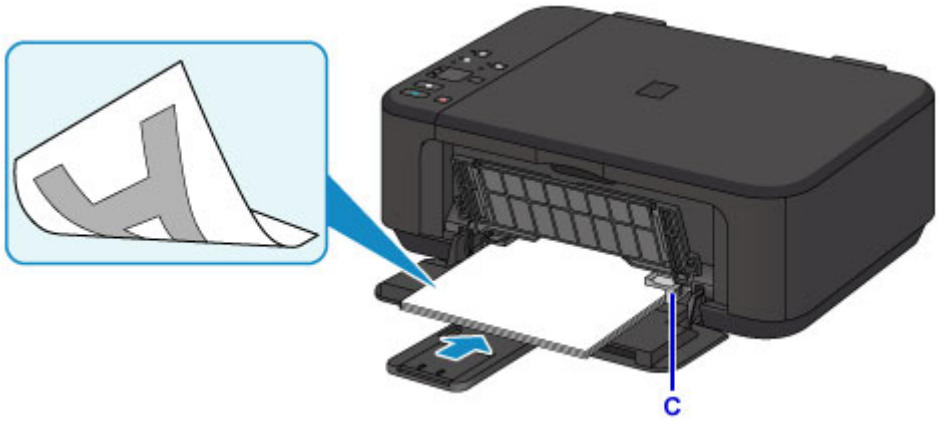
2. Open the front cover (A) gently, then extend the paper support (B).



3. Use the right paper guide (C) to slide both paper guides all the way out.

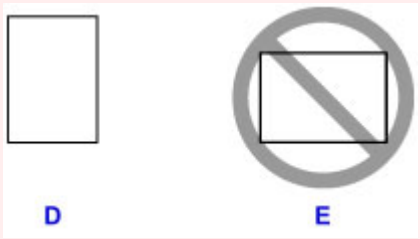
4. Load the paper in the center of the front tray WITH THE PRINT SIDE FACING DOWN.

   Push the paper stack all the way to the back of the front tray.



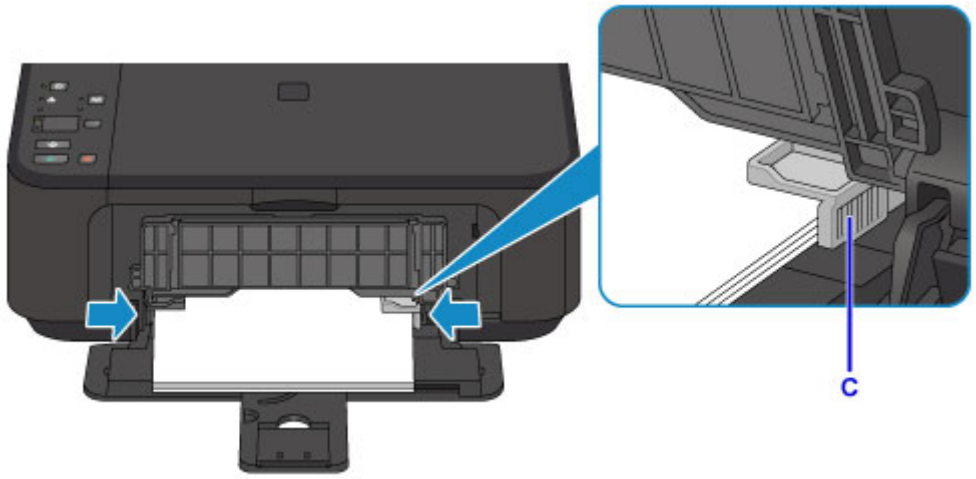
Important

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



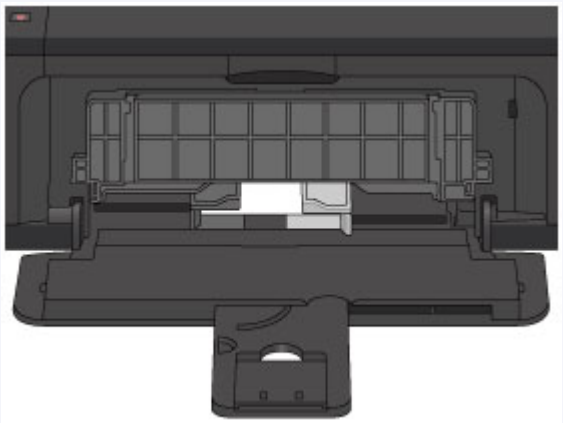
5. Slide the right paper guide (C) to align the paper guides with both sides of the paper stack.

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

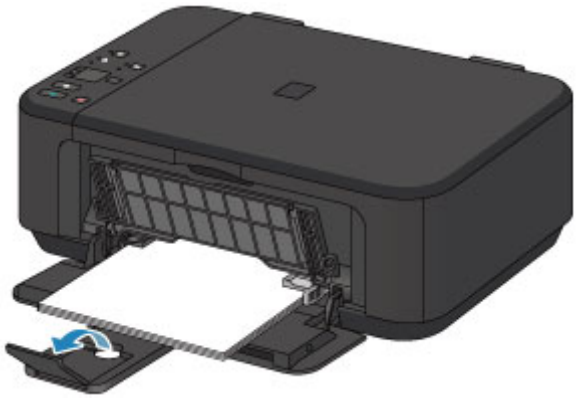


Note

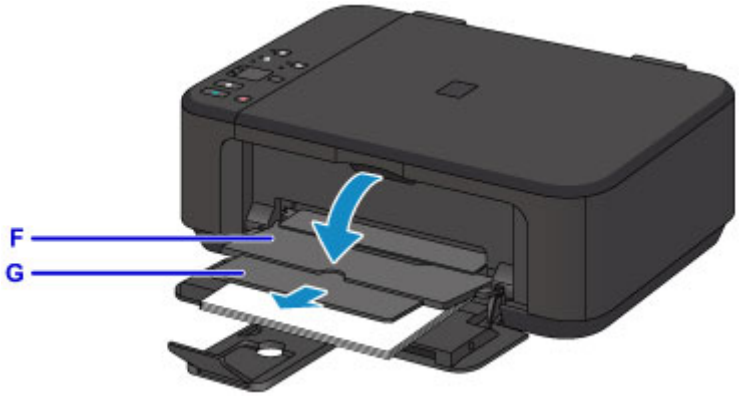
- Do not overload paper by stacking until the top of the stack touches the paper guides.
- Load small size paper, such as 4" x 6" (10 x 15 cm), by pushing it in all the way to the back of the front tray.



6. Open the output tray extension.



7. Open the paper output tray (F) gently, then extend the paper output support (G).



Important

- Be sure to open the paper output tray when printing. If not open, the machine cannot 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.

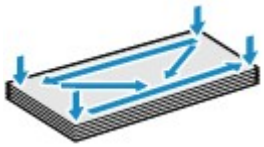
The address is automatically rotated and printed according to the envelope's direction by specifying with the printer driver properly.

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 machine or cause the machine to malfunction.
  - Envelopes with an embossed or treated surface
  - Envelopes with a double flap
  - Envelopes whose gummed flaps are already moistened and adhesive

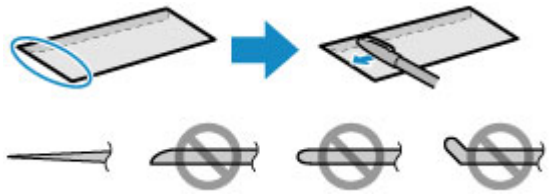
1. Prepare envelopes.

   - 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.

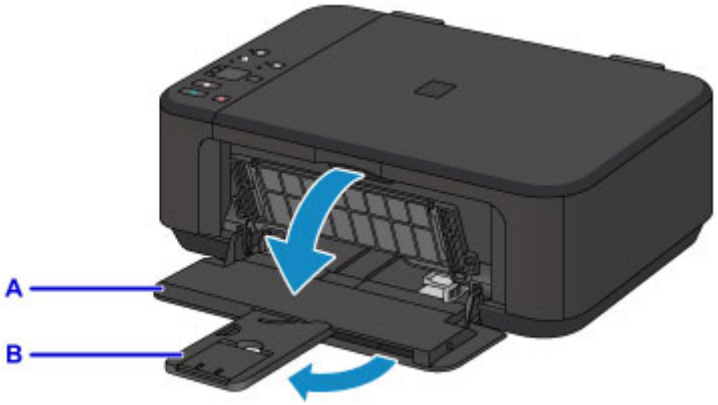
   

   The figures above show a side view of the leading edge of the envelope.

   ### Important

   - The envelopes may jam in the machine if they are not flat or the edges are not aligned. Make sure that no curl or puff exceeds 0.1 inch (3 mm).

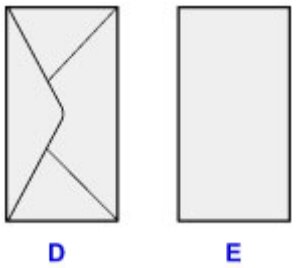
2. Open the front cover (A) gently, then extend the paper support (B).



3. Use the right paper guide (C) to slide both paper guides all the way out.

4. Load the envelopes in the center of the front tray WITH THE ADDRESS SIDE FACING DOWN.

   The folded flap of the envelope will be faced up on the left side.

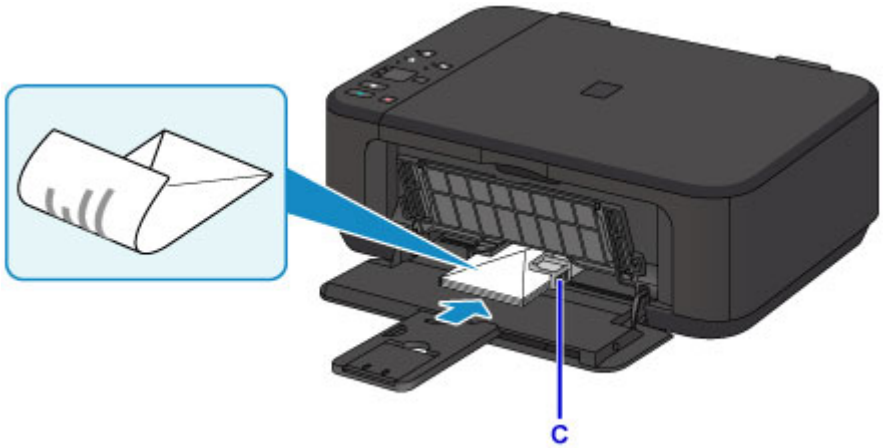


   D: Rear side

   E: Address side

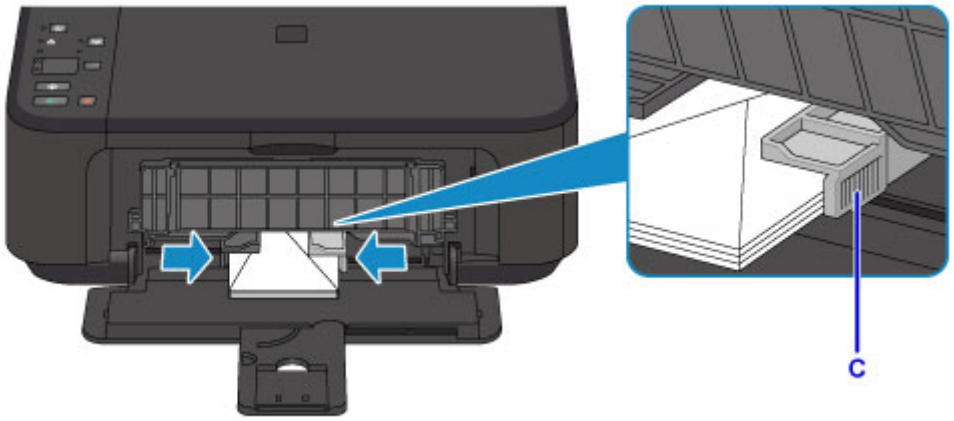
   Push the envelopes all the way to the back of the front tray.

   Up to 5 envelopes can be loaded at once.



5. Slide the right paper guide (C) to align the paper guides with both sides of the envelopes.

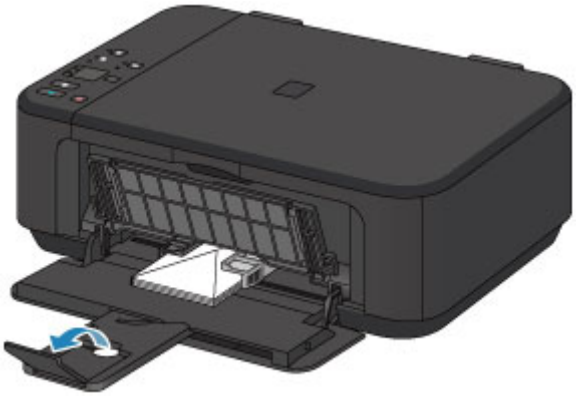
   Do not slide the paper guides too hard against the envelopes. The envelopes may not be fed properly.



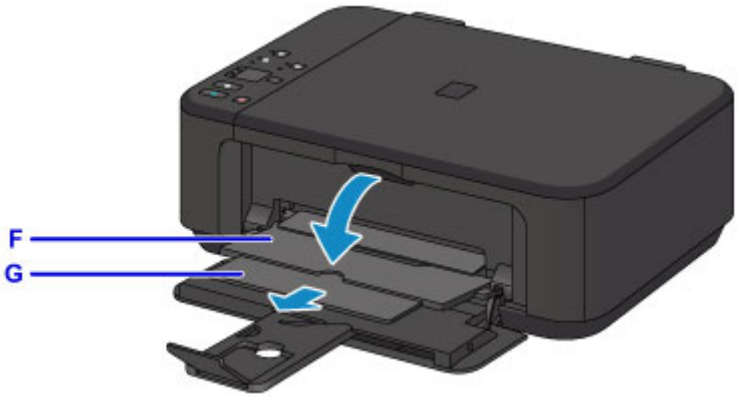
Note

- Do not overload envelopes by stacking until the top of the stack touches the paper guides.

6. Open the output tray extension.



7. Open the paper output tray (F) gently, then extend the paper output support (G).



Important

- Be sure to open the paper output tray when printing. If not open, the machine cannot start printing.

Note

- When printing, 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
- Originals You Can Load
- 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.

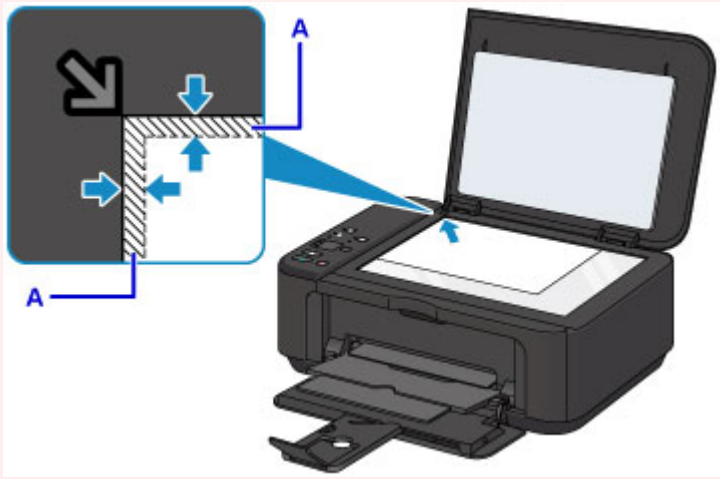
   Originals You Can Load

   Align the corner of the original with the alignment mark .

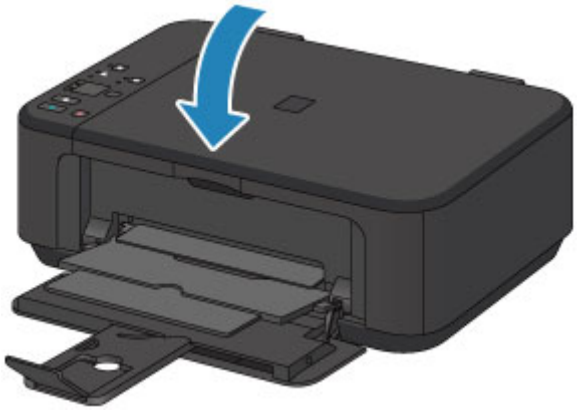
Important

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



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.

Originals You Can Load

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 machine.

  How to Detach / Attach the Document Cover

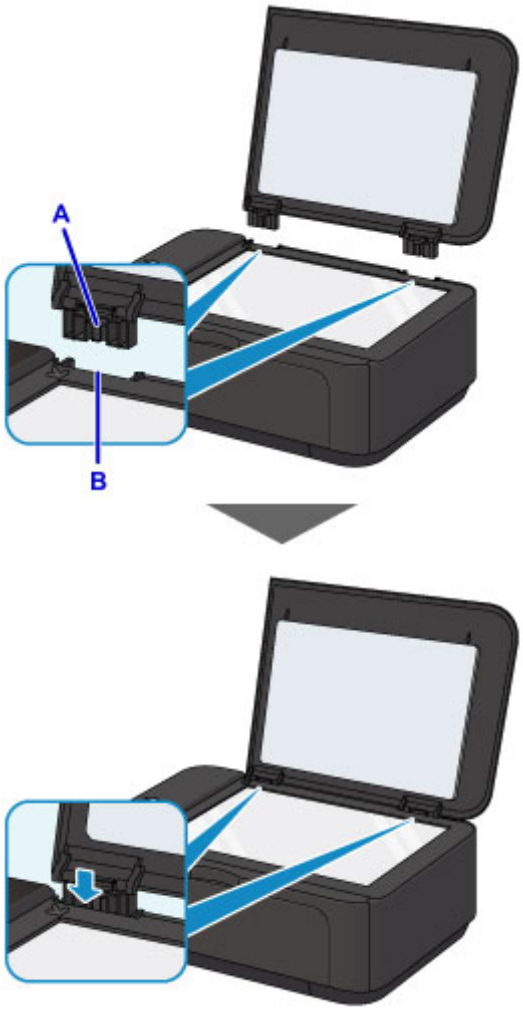
How to Detach / Attach the Document Cover

Detaching the document cover:

Hold up the document cover vertically and then pull it up.

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.



Replacing a FINE Cartridge

- Replacing a FINE Cartridge
- Checking Ink Status

Replacing a FINE Cartridge

When remaining ink cautions or errors occur, the ink lamps and the **Alarm** lamp will flash to inform you of the error. Count the number of flashes and take appropriate action.

An Error Occurs

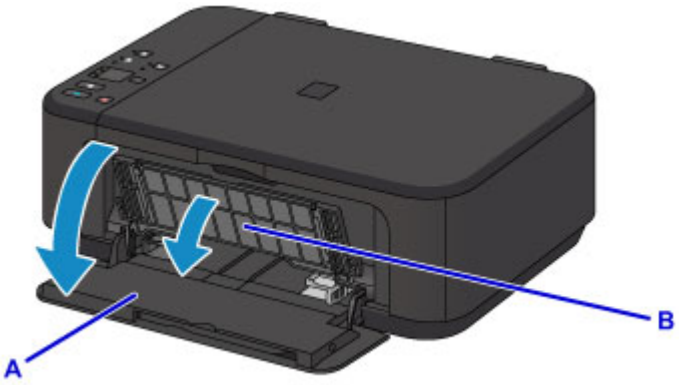
Note

- For precautionary notes on handling FINE cartridges, see Notes on FINE cartridges.

Replacing Procedure

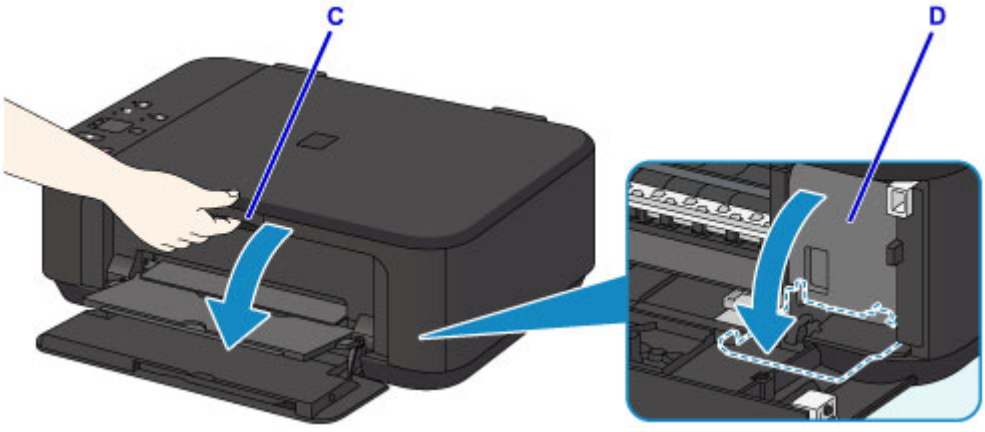
When you need to replace a FINE cartridge, follow the procedure below.

1. Make sure that the power is turned on, then open the front cover (A) and the paper output tray (B).



2. Open the paper output cover (C).

   When the FINE cartridge holder moves to the replacement position, the head cover (D) OPENS AUTOMATICALLY.



Caution

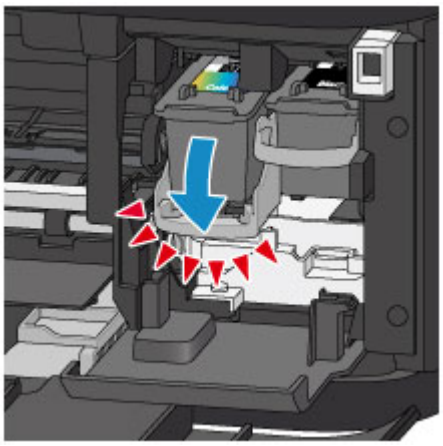
- Do not hold the FINE cartridge holder to stop or move it forcibly. Do not touch the FINE cartridge holder until it stops completely.

Important

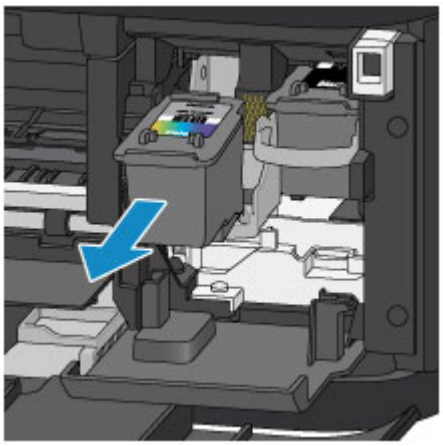
- The head cover will open automatically after you open the paper output cover. If you have closed the head cover while replacing a FINE cartridge, close the paper output cover, then open

it again. Trying to force open the head cover with your hand may cause the machine to malfunction.
- Do not touch the metallic parts or other parts inside the machine.
- If the paper output cover is left open for more than 10 minutes, the FINE cartridge holder moves to the far right and the **Alarm** lamp lights. In this case, close the paper output cover, then open it again.

3. Push down the ink cartridge lock lever of the empty FINE cartridge until it clicks.



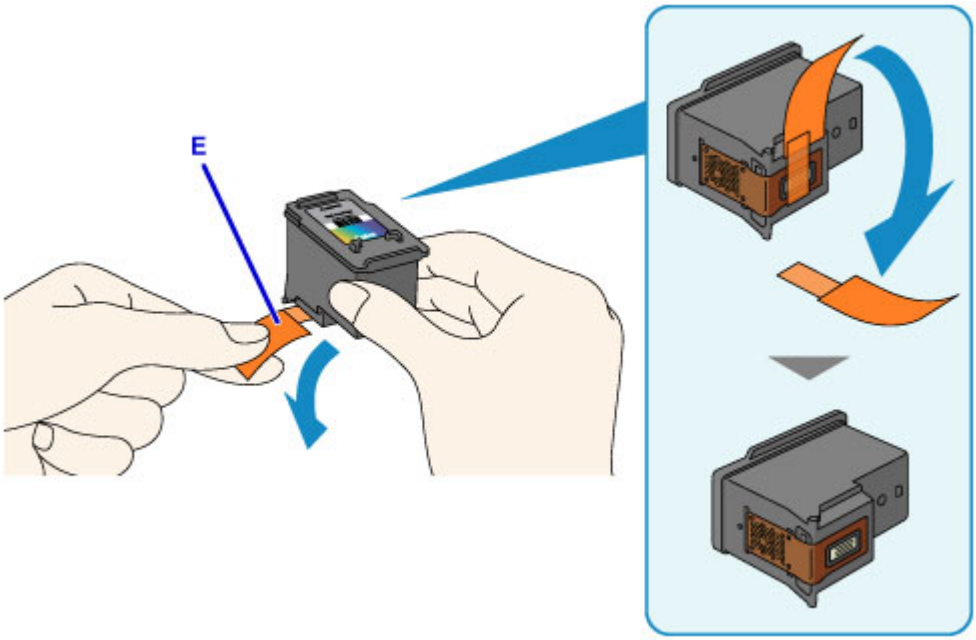
4. Remove the FINE cartridge.



Important

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

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

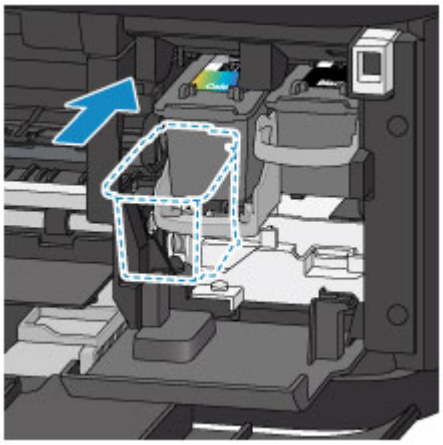


Important

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

6. Insert the new FINE cartridge straight into the FINE cartridge holder all the way until it touches the back.

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

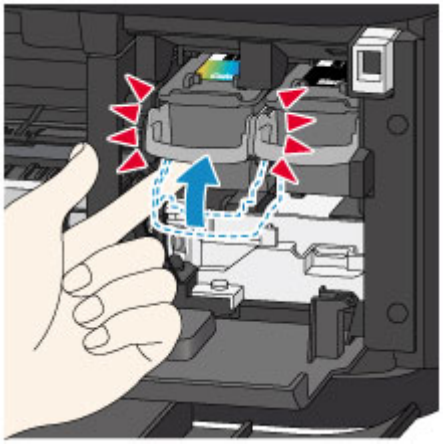


Important

- Insert the FINE cartridge gently so that it does not hit the electrical contacts on the FINE cartridge holder.

7. Push up the ink cartridge lock lever to lock the FINE cartridge into place.

   The FINE cartridge is locked into place when the ink cartridge lock lever clicks.

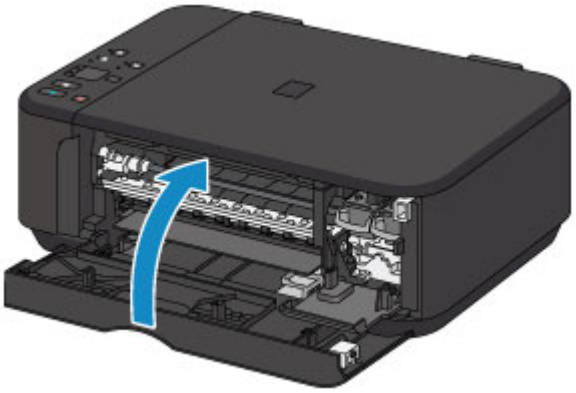


Important

- Check if the FINE cartridge is installed correctly.

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

8. Close the paper output cover.



Note

- If the **Alarm** lamp lights or flashes after the paper output cover is closed, take appropriate action.

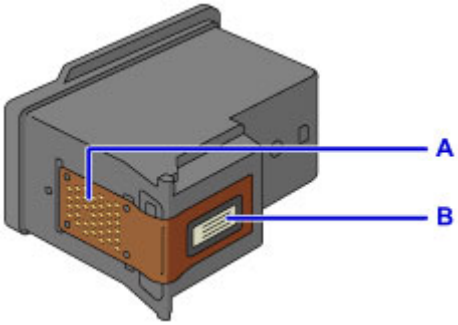
  An Error Occurs

- When you start printing after replacing the FINE cartridge, the machine starts cleaning the print head automatically. Do not perform any other operations until the machine 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 machine may make noise during operation.

Notes on FINE cartridges

Important

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



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

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

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

Note

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

  Even when printing with one ink only, print with leaving the empty FINE cartridge installed. If either of the color FINE cartridge or black FINE cartridge is not installed, an error occurs and the machine cannot print. For information on how to configure this setting, see below.

  - Setting the Ink Cartridge to be Used (Windows)
  - Setting the Ink Cartridge to be Used (Mac OS)

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

  Both color ink and black ink are also consumed in the standard cleaning and deep cleaning of the print head, which may be necessary to maintain the performance of the machine.

  When ink runs out, replace the FINE cartridge immediately with a new one.

  - Ink Tips

Checking Ink Status

- **Checking the Ink Status with the Ink Lamps on the Operation Panel**

You can also check the ink status on the computer screen.

- **Checking the Ink Status from Your Computer (Windows)**
- **Checking the Ink Status from Your Computer (Mac OS)**

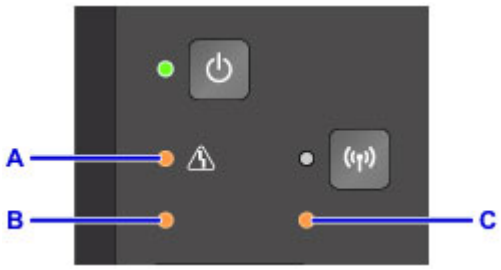
Checking the Ink Status with the Ink Lamps on the Operation Panel

Note

- The ink level detector is mounted on the machine to detect the remaining ink level. The machine considers as ink is full when a new FINE cartridge is installed, and then starts to detect a remaining ink level. If you install a used FINE cartridge, the indicated ink level of it may not be correct. In such case, refer to the ink level information only as a guide.
- When remaining ink cautions or errors occur, the ink lamps and the **Alarm** lamp will flash to inform you of the error. Count the number of flashes and take appropriate action.

  An Error Occurs

In the copy standby mode, you can check the ink status with the **Color Ink** lamp and **Black Ink** lamp.



A: **Alarm** lamp

B: **Color Ink** lamp

C: **Black Ink** lamp

Color Ink lamp or Black Ink lamp lights

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

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

Color Ink lamp or Black Ink lamp flashes, while Alarm lamp flashes

An error has occurred.

An Error Occurs

* For some types of errors, the **Alarm** lamp may not flash.

Note

- You can also check the ink status on the computer screen.

  Checking the Ink Status from Your Computer (Windows)

  Checking the Ink Status from Your Computer (Mac OS)

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
- Cleaning the Print Head Deeply
- 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 FINE cartridge. This can cause trouble with the FINE cartridge.

Note

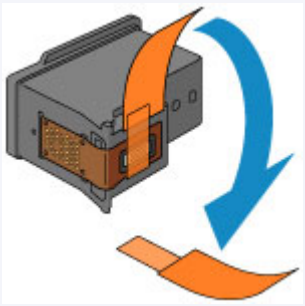
- Check if ink remains in the FINE cartridge.

  Checking the Ink Status with the Ink Lamps on the Operation Panel

  Check if the FINE cartridge is installed correctly.

  Replacing Procedure

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

- If the **Alarm** lamp lights or flashes, see An Error Occurs.
- Increasing the print quality in the printer driver settings may improve the print result.

  Changing the Print Quality and Correcting Image Data (Windows)

  Changing the Print Quality and Correcting Image Data (Mac OS)

When the Print Results Are Blurred or Uneven:

Step1 Print the nozzle check pattern.

From the machine

Printing the Nozzle Check Pattern

From the computer

Printing a Nozzle Check Pattern (Windows)

Printing a Nozzle Check Pattern (Mac OS)

Step2 Examine the nozzle check pattern.

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

Step3 Clean the print head.

From the machine

Cleaning the Print Head

From the computer

- Cleaning the Print Heads (Windows)
- Cleaning the Print Heads (Mac OS)

After cleaning the print head, print and examine the nozzle check pattern: ➡ Step1

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

Step4 Clean the print head deeply.

From the machine

- Cleaning the Print Head Deeply

From the computer

- Cleaning the Print Heads (Windows)
- Cleaning the Print Heads (Mac OS)

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

If the problem is still not resolved:

Step5 Replace a FINE cartridge.

- Replace a FINE cartridge

Note

- If the problem is still not resolved after replacing the FINE cartridge, 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 machine

- Aligning the Print Head

From the computer

- Aligning the Print Head Position Automatically (Windows)
- Aligning the Print Head Position Automatically (Mac OS)

Printing the Nozzle Check Pattern

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

Note

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

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

1. Make sure that the power is turned on.
2. Load a sheet of A4 or Letter-sized plain paper in the front tray.
3. Open the output tray extension, open the paper output tray, then extend the paper output support.
4. Hold down the **Stop** button until the **Alarm** lamp flashes once, then release it immediately.

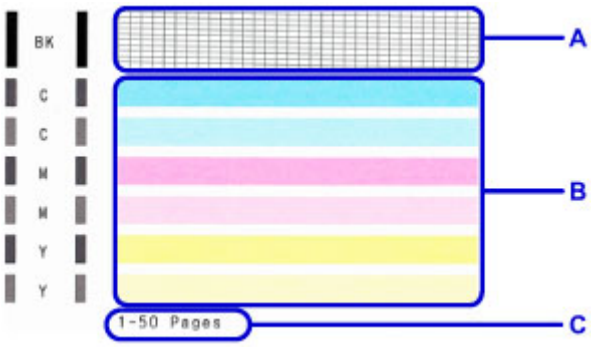
   The nozzle check pattern will be printed.

   Do not perform any other operations until the machine completes the printing of the nozzle check pattern.
5. Examine the nozzle check pattern.

Examining the Nozzle Check Pattern

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

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



C: Number of sheets printed so far

If there are missing lines in the pattern A:

Cleaning the print head is required.

D: Good

E: Bad (lines are missing)

If there are horizontal white streaks in the pattern B:

Cleaning the print head is required.

F: Good

G: Bad (horizontal white streaks are present)

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.

1. Make sure that the power is turned on.

2. Hold down the **Stop** button until the **Alarm** lamp flashes twice, then release it immediately.

   The machine starts cleaning the print head.

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

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

3. Check the print head condition.

   To check the print head condition, print the nozzle check pattern.

Note

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

Cleaning the Print Head Deeply

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

1. Make sure that the power is turned on.

2. Hold down the **Stop** button until the **Alarm** lamp flashes three times, then release it immediately.

   The machine starts cleaning the print head deeply.

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

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

3. Check the print head condition.

   To check the print head condition, print the nozzle check pattern.

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

If the problem is still not resolved, replace the FINE cartridge with a new one.

If the problem is still not resolved after replacing the FINE cartridge, contact 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.

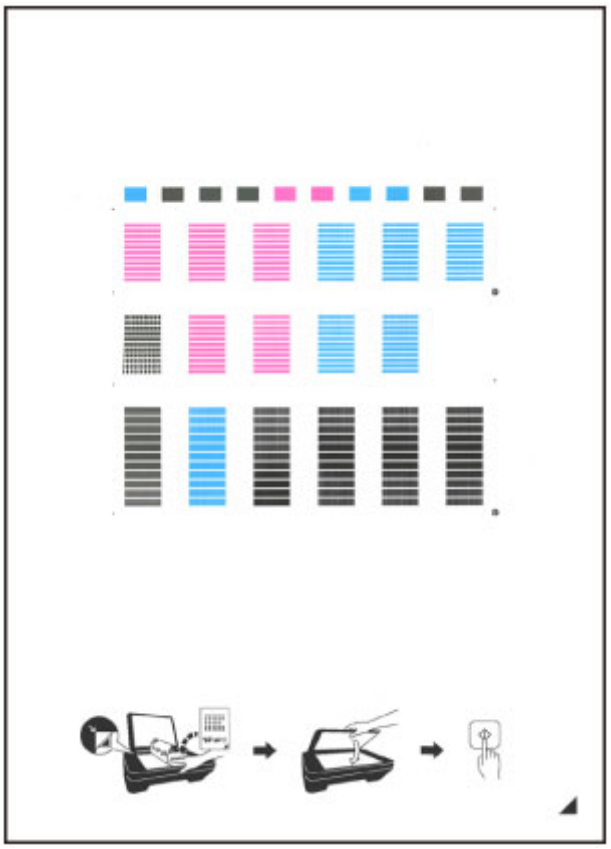
  Replace the FINE cartridge whose ink is low.

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 in the front tray.
3. Open the output tray extension, open the paper output tray, then extend the paper output support.
4. Hold down the **Stop** button until the **Alarm** lamp flashes four times, then release it immediately.

   The print head alignment sheet will be printed.



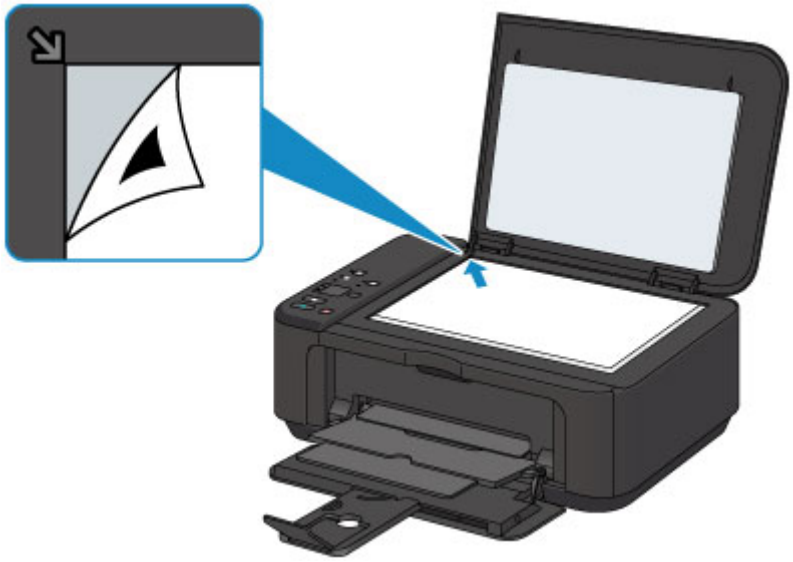
Important

- 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.

- If the print head alignment sheet was not printed correctly, press the **Stop** button, then redo this procedure from the beginning.

5. 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 ⧉.



6. Close the document cover gently, then press the **Black** or **Color** button.

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

   The print head position adjustment will be complete when the **ON** lamp lights after flashing.

   Remove the print head alignment sheet on the platen glass.

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 adjusting the print head position has failed, the **Alarm** lamp flashes. Press the **Black** or **Color** button to release the error, then take appropriate action.

  An Error Occurs

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.

  Aligning the Print Head Position (Windows)
  Aligning the Print Head Position (Mac OS)

- To print and check the current head position adjustment values, hold down the **Stop** button until the **Alarm** lamp flashes six times, then release it immediately.

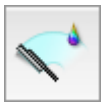
Performing Maintenance Functions from Your Computer (Mac OS)

- Cleaning the Print Heads
- Cleaning Inside the Printer
- Cleaning the Paper Feed Rollers
- Printing a Nozzle Check Pattern
- Aligning the Print Head
- Aligning the Print Head Position Automatically
- Aligning the Print Head Position
- Checking the Ink Status from Your Computer

Cleaning the Print Heads

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

The procedure for cleaning the print head is as follows:



Cleaning

1. Select **Cleaning** from the pop-up menu on the Canon IJ Printer Utility

2. Click the **Cleaning** icon

   When the dialog opens, select the ink group for which cleaning is to be performed.
   Before running the cleaning, check the following items:

   On some printer models, pressing the tank cover open button on the printer opens the tank cover.
   Check the following items for each ink. Then, if necessary, perform **Cleaning**.

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

3. Execute cleaning

   Make sure that the printer is on and then click **OK**.

   Print head cleaning starts.

   Important

   - Do not close the paper output tray until the cleaning is complete.

4. Complete cleaning

   Next, the message for nozzle check pattern printing is displayed.

5. Check the results

   To check whether the print quality has improved, click **Print Check Pattern**. To cancel the check process, click **Cancel**.

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

Important

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

Deep Cleaning

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

1. Select **Cleaning** from the pop-up menu on the Canon IJ Printer Utility

2. Click the **Deep Cleaning** icon

   When the dialog opens, select the ink group for which deep cleaning is to be performed.
   Before running the deep cleaning, check the following items:

   On some printer models, pressing the tank cover open button on the printer opens the tank cover.
   Check the following items for each ink. Then, if necessary, perform **Deep Cleaning**.

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

3. Execute deep cleaning

   Make sure that the printer is on and then click **OK**.
   Click **OK** when the confirmation message appears.

   Print head deep cleaning starts.

   Important

   - Do not close the paper output tray until the deep cleaning is complete.

4. Complete deep cleaning

   The **Nozzle Check** dialog opens after the confirmation message.

5. Check the results

   To check whether the print quality has improved, click **Print Check Pattern**. To cancel the check process, click **Cancel**.

Important

- **Deep Cleaning** consumes a larger amount of ink than **Cleaning**.
  Cleaning the print head frequently will rapidly deplete your printer's ink supply. Consequently, perform cleaning only when necessary.

Note

- If there is no sign of improvement after **Deep Cleaning**, turn off the printer, wait 24 hours, and then perform **Deep Cleaning** again. If there is still no sign of improvement, see "No Ink Comes Out."

Related Topic

- Printing a Nozzle Check Pattern

Cleaning Inside the Printer

Perform bottom plate cleaning before you execute duplex printing to prevent smudges on the back side of the paper.
Also perform bottom plate cleaning if ink smudges caused by something other than print data appear on the printed page.

The procedure for performing bottom plate cleaning is as follows:

Bottom Plate Cleaning

1. Select **Cleaning** from the pop-up menu on the Canon IJ Printer Utility

2. Click the **Bottom Plate Cleaning** icon

   The dialog opens.

3. Load paper in the printer

   As instructed in the dialog, fold the A4 size or Letter size plain paper in half horizontally, and then unfold the sheet.
   Fold one side of the paper in another half, aligning the edge with the center crease, then unfold the paper.
   With the ridges of the creases facing up, load the paper into the front tray, so that the edge of the half with no crease faces away from you.

4. Perform the bottom plate cleaning

   Make sure that the printer is on and then click **OK**.
   Bottom plate cleaning starts.

Cleaning the Paper Feed Rollers

Cleans the paper feed rollers. Perform feed roller cleaning when there are paper particles sticking to the paper feed rollers and paper is not fed properly.

The procedure for performing the feed roller cleaning is as follows:

Roller Cleaning

1. Prepare the printer

   Remove all sheets of paper from the front tray.

2. Select **Cleaning** from the pop-up menu on the Canon IJ Printer Utility

3. Click the **Roller Cleaning** icon

   The confirmation message appears.

4. Execute paper feed roller cleaning

   Make sure that the printer is on and then click **OK**.
   Paper feed roller cleaning starts.

5. Complete paper feed roller cleaning

   After the rollers have stopped, follow the message instructions and load one sheet of plain paper or a cleaning sheet available on the market into the front tray. Then click **OK**.

   Paper will be ejected and feed roller cleaning will be completed.

Printing a Nozzle Check Pattern

The nozzle check function allows you to check whether the print head is working properly by printing a nozzle check pattern. Print the pattern if printing becomes faint, or if a specific color fails to print.

The procedure for printing a nozzle check pattern is as follows:

Nozzle Check

1. Select **Test Print** from the pop-up menu on the Canon IJ Printer Utility

2. Click the **Nozzle Check** icon

   The confirmation message appears.
   Before printing the nozzle check pattern, check the following items:

   On some printer models, pressing the tank cover open button on the printer opens the tank cover.
   Check the following items for each ink. Then, if necessary, perform **Nozzle Check**.

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

3. Load paper in the printer

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

4. Print a nozzle check pattern

   Make sure that the printer is on and click **Print Check Pattern**.
   Printing of the nozzle check pattern begins.

5. Check the print result

   When the dialog opens, check the print result. If the print result is normal, click **Quit**.

   If the print result is smudged or if there are any unprinted sections, click **Cleaning** to clean the print head.

Related Topic

- Cleaning the Print Heads

Aligning the Print Head

When you perform head position adjustment, errors in the print head adjustment position are corrected and conditions such as color and line streaking are improved.
If the print results appear uneven because of line shifts or other conditions, adjust the position of the print head.

On this printer, you can adjust the print head either automatically or manually.

Aligning the Print Head Position

Print head alignment corrects the installation positions of the print head and improves deviated colors and lines.

This printer supports two head alignment methods: automatic head alignment and manual head alignment.

The procedure for performing manual print head alignment is as follows:

Print Head Alignment

1. Select **Custom Settings** from the pop-up menu on the Canon IJ Printer Utility

2. Switch head alignment to manual

   Check the **Align heads manually** check box.

3. Apply the settings

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

4. Select **Test Print** from the pop-up menu on the Canon IJ Printer Utility

5. Click the **Print Head Alignment** icon

   A message is displayed.

6. Load paper in the printer

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

7. Execute head alignment

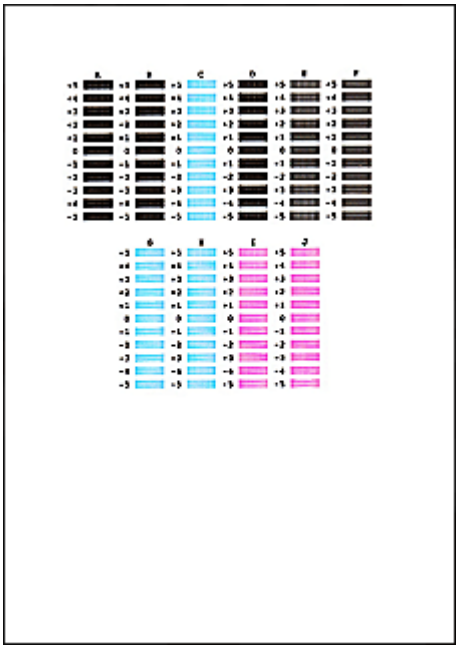
   Make sure that the printer is on and click **Align Print Head**.
   The first pattern is printed.

   Important

   - Do not open the paper output cover while printing is in progress.

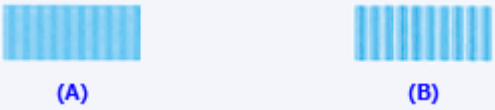
8. Check the printed pattern

   Enter the numbers of the patterns with the least noticeable streaks in the associated boxes, and click **OK**.



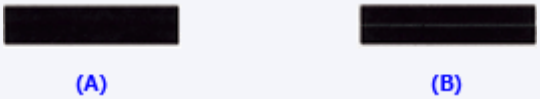
Note

- If it is difficult to pick the best pattern, pick the setting that produces the least noticeable vertical streaks.



(A) Least noticeable vertical streaks
(B) Most noticeable vertical streaks

- If it is difficult to pick the best pattern, pick the setting that produces the least noticeable horizontal streaks.



(A) Least noticeable horizontal streaks
(B) Most noticeable horizontal streaks

9. Confirm the displayed message and click **OK**

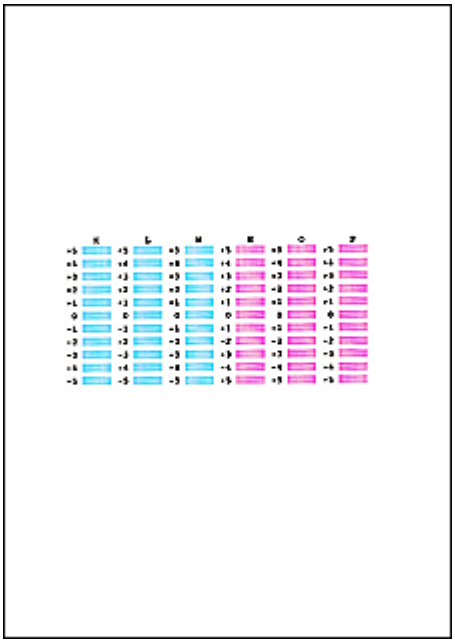
The second pattern is printed.

Important

- Do not open the paper output cover while printing is in progress.

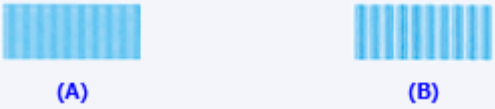
10. Check the printed pattern

Enter the numbers of the patterns with the least noticeable streaks in the associated boxes, and click **OK**.



Note

- If it is difficult to pick the best pattern, pick the setting that produces the least noticeable vertical streaks.



(A) Least noticeable vertical streaks
(B) Most noticeable vertical streaks

11. Confirm the displayed message and click **OK**

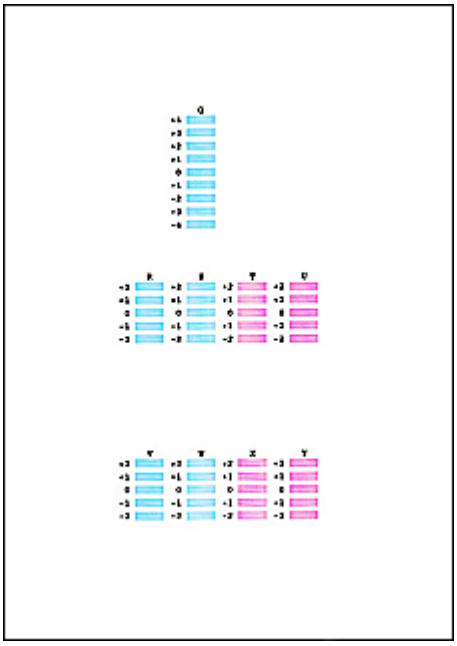
The third pattern is printed.

Important

- Do not open the paper output cover while printing is in progress.

12. Check the printed pattern

Enter the numbers of the patterns with the least noticeable stripes in the associated boxes, and click **OK**.



Note

- If it is difficult to pick the best pattern, pick the setting that produces the least noticeable horizontal stripes.

(A)

(B)

(A) Least noticeable horizontal stripes
(B) Most noticeable horizontal stripes

Note

- After head alignment is completed, you can print and check the current setting. To do so, click the **Print Head Alignment** icon and when the message is displayed, click **Print Alignment Value**.

Aligning the Print Head Position Automatically

Print head alignment corrects the installation positions of the print head and improves deviated colors and lines.

This printer supports two head alignment methods: automatic head alignment and manual head alignment. Normally, the printer is set for automatic head alignment. If the printing results of automatic print head alignment are not satisfactory, perform manual head alignment.

The procedure for performing automatic print head alignment is as follows:

Print Head Alignment

1. Select **Test Print** from the pop-up menu on the Canon IJ Printer Utility

2. Click the **Print Head Alignment** icon

   A message is displayed.

3. Load paper in the printer

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

   Note

   - The number of sheets to be used differs when you select the manual head alignment.

4. Print head alignment pattern printing

   Make sure that the printer is on and click **Align Print Head**.
   The adjustment pattern is printed.

   Important

   - Do not open the paper output cover while printing is in progress.

5. Adjustment pattern scanning

   After the adjustment pattern is printed, a message is displayed.
   Load the adjustment pattern onto the platen, and press the **Start** button on the printer.
   Print head alignment starts.

Note

- After head alignment is completed, you can print and check the current setting. To do so, click the **Print Head Alignment** icon and when the message is displayed, click **Print Alignment Value**.

Checking the Ink Status from Your Computer

You can check the remaining ink level and the FINE cartridge types for your model.

1. Select **Ink Level Information** from the pop-up menu on the Canon IJ Printer Utility

   An illustration of the ink types and their status is displayed.
   If a warning or error related to the remaining ink level occurs, the printer driver displays an icon to let you know.

2. If necessary, click **Ink Details**

   You can check the ink-related information.

Note

- **Ink Details** is displayed when the ink level is low.
- Click to check which FINE cartridge your model uses.
- Click **Update** to display the current remaining ink level.
- When you receive a notice about the remaining ink level, a mark appears above the ink icon.

  For example:
  The ink is running low. Prepare a new ink cartridge.
  The resulting print quality may not be satisfactory, if printing is continued under this condition.

Cleaning

- **Cleaning the Exterior of the Machine**
- **Cleaning the Platen Glass and Document Cover**
- **Cleaning the Paper Feed Roller**
- **Cleaning the Inside of the Machine (Bottom Plate Cleaning)**

Cleaning the Exterior of the Machine

Be sure to use a soft and dry cloth such as eyeglasses cleaning cloth and wipe off dirt on the surface gently. Smooth out wrinkles on the cloth if necessary before cleaning.

Important

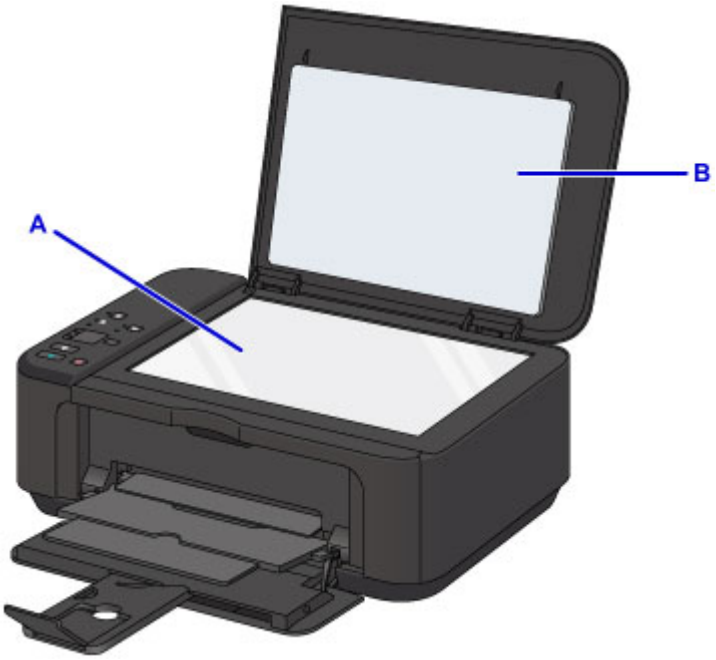
- Be sure to turn off the power and unplug the power cord before cleaning the machine.
- Do not use tissue paper, paper towels, rough-textured cloth, or similar materials for cleaning so as not to scratch the surface.
- Never use volatile liquids such as thinners, benzene, acetone, or any other chemical cleaner to clean the machine, as this may cause a malfunction or damage the surface of the machine.

Cleaning the Platen Glass and Document Cover

Important

- Be sure to turn off the power and unplug the power cord before cleaning the machine.
- Do not use tissue paper, paper towels, rough-textured cloth, or similar materials for cleaning so as not to scratch the surface.
- Never use volatile liquids such as thinners, benzene, acetone, or any other chemical cleaner to clean the machine, as this may cause a malfunction or damage the surface of the machine.

Use a soft, clean, lint-free and dry cloth. Wipe the platen glass (A) and the inner side of the document cover (white sheet) (B) gently. Make sure not to leave any residue, especially on the glass surface.



Important

- The inner side of the document cover (white sheet) (B) is easily damaged, so wipe it gently.

Cleaning the Paper Feed Roller

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: a sheet of A4 or Letter-sized plain paper or cleaning sheet available on the market

1. Make sure that the power is turned on and remove any paper from the front tray.
2. Open the paper output tray.
3. Hold down the **Stop** button until the **Alarm** lamp flashes seven times, then release it immediately.

   The paper feed roller will rotate as it is cleaned without paper.
4. Make sure that the paper feed roller has stopped rotating, close the paper output tray, then load a sheet of A4 or Letter-sized plain paper or cleaning sheet available on the market in the front tray.
5. Open the output tray extension, open the paper output tray, then extend the paper output support.
6. Hold down the **Stop** button until the **Alarm** lamp flashes seven times, then release it immediately.

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

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

Cleaning the Inside of the Machine (Bottom Plate Cleaning)

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

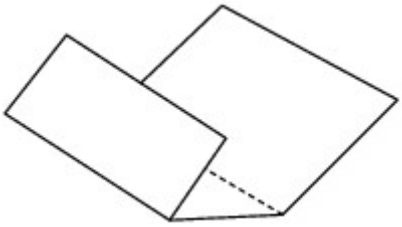
You need to prepare: a sheet of A4 or Letter-sized plain paper*

* Be sure to use a new piece of paper.

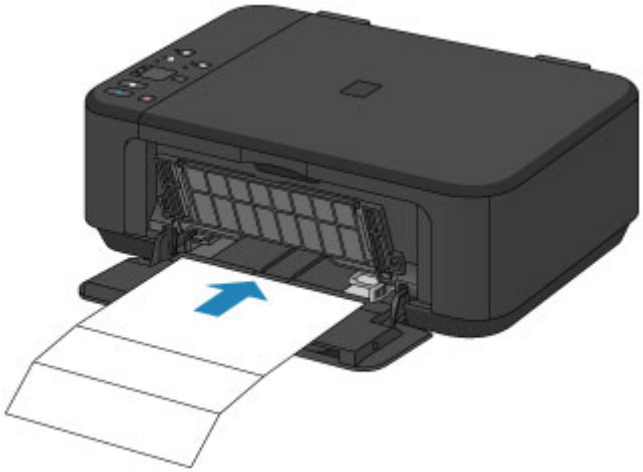
1. Make sure that the power is turned on and remove any paper from the front tray.

2. Fold a single sheet of A4 or Letter-sized plain paper in half widthwise, then unfold the paper.

3. Fold one side of the opened paper in another half, aligning the edge with the center crease, then unfold the paper.



4. Load only this sheet of paper in the front tray with the ridges of the creases facing up and the edge of the half with no crease facing to the far side.



5. Open the output tray extension, open the paper output tray, then extend the paper output support.

6. Hold down the **Stop** button until the **Alarm** lamp flashes eight times, then release it immediately.

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

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

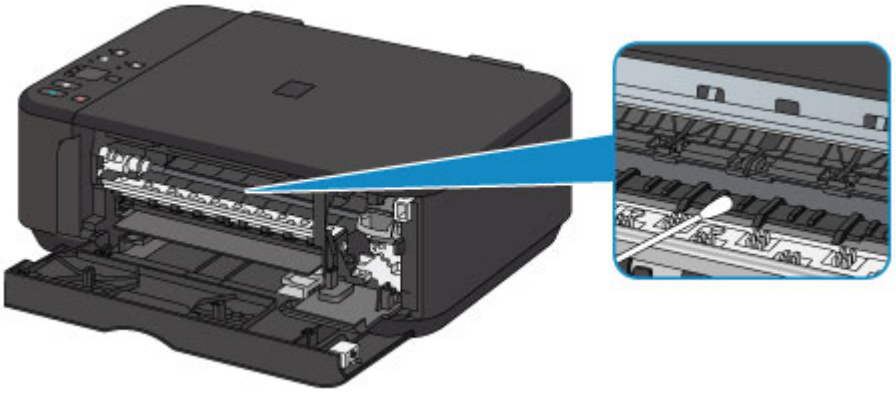
Note

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

If the problem is not resolved after performing cleaning again, the protrusions inside the machine 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 machine.



Overview

- **Safety**
  - Safety Precautions
  - Regulatory Information
- **Main Components and Their Use**
  - Main Components
  - Power Supply
- **Changing Settings**
  - Changing Printer Settings from Your Computer (Windows)
  - Changing Printer Settings from Your Computer (Mac OS)
  - Changing Settings from Operation Panel
  - Initializing Machine Settings
  - Disabling Wireless LAN Function
- **Network Connection**
  - Network Connection Tips
- **Network Communication (Windows)**
  - Checking and Changing Network Settings
  - IJ Network Tool (Network Connection)
  - IJ Network Tool (Other Screens)
  - Network Communication Tips
- **Network Communication (Mac OS)**
  - Checking and Changing Network Settings
  - Network Communication Tips
- **Ensuring Optimal Printing Results**
  - Ink Tips
  - Printing Tips
  - Be Sure to Make Paper Settings after Loading Paper
  - Canceling a Print Job

- Keeping Print Quality High
- Transporting Your Printer

Legal Restrictions on Scanning/Copying

Specifications

Safety

- Safety Precautions
- Regulatory Information

Safety Precautions

Choosing a location

- Do not install the machine in a location that is unstable or subject to excessive vibration.
- Do not install the machine 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 machine under the operating environment specified in the Specification.
- Do not place the machine on a thick rug or carpet.
- Do not place the machine 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 machine

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

Working around the machine (For the multifunction 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 and 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.
  * Clear Ink contains nitrate salts (For models containing Clear Ink).
- 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

For models containing lithium battery

- Dispose of used batteries according to the local regulations.
- Risk of explosion if battery is replaced by an incorrect type.

Users in the U.S.A.

FCC Notice (U.S.A. Only)
For 120V, 60Hz model
Model Number: K10425 (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 at uncontrolled equipment. This equipment should be installed and operated with minimum distance at least 20cm between the radiator and persons body (excluding extremities: hands, wrists, feet and ankles) and must not be colocated or operated with any other antenna or transmitter.

Canon U.S.A., Inc.
One Canon Park
Melville, New York 11747
1-800-652-2666

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).

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.

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 recikliranje, 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.

Environmental Information

Reducing your environmental impact while saving money

Power Consumption and Activation Time

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 your electricity costs. 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 Power Save Mode. The devices consume less power (Watt) in these modes. If you wish to set a longer Activation Time or would like to completely deactivate the Power Save Mode, please consider that this device may then only switch to a lower energy level after a longer period of time or not at all.
Canon does not recommend extending the Activation Times from the optimum ones set as default.

Energy Star®

The Energy Star® programme is a voluntary scheme to promote the development and purchase of energy efficient models, which help to minimise environmental impact.
Products which meet the stringent requirements of the Energy Star® programme for both environmental benefits and the amount of energy consumption will carry the Energy Star® logo accordingly.

Paper types

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

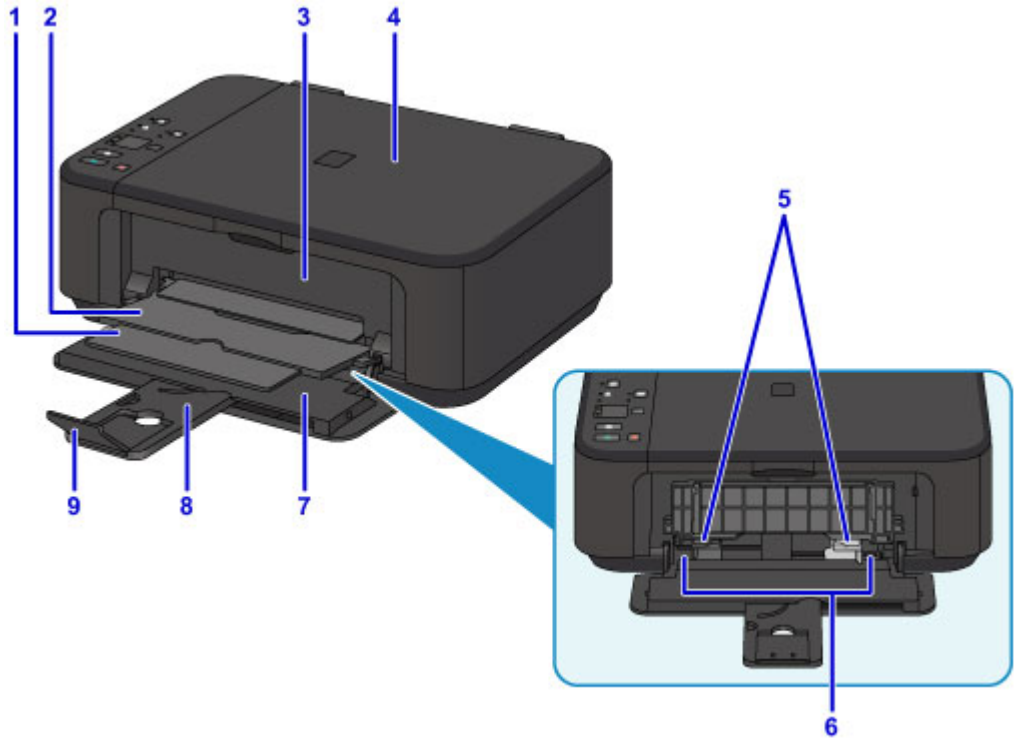
Main Components and Their Use

- Main Components
- Power Supply

Main Components

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

Front View



(1) paper output support

Extend to support ejected paper.

(2) paper output tray

Printed paper is ejected.

(3) paper output cover

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

(4) document cover

Open to load an original on the platen glass.

(5) paper guides

Align with both sides of the paper stack.

(6) front 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) front cover

Open to load paper in the front tray.

(8) paper support

Extend to load paper in the front tray.

(9) output tray extension

Open to support ejected paper.

(10) operation panel

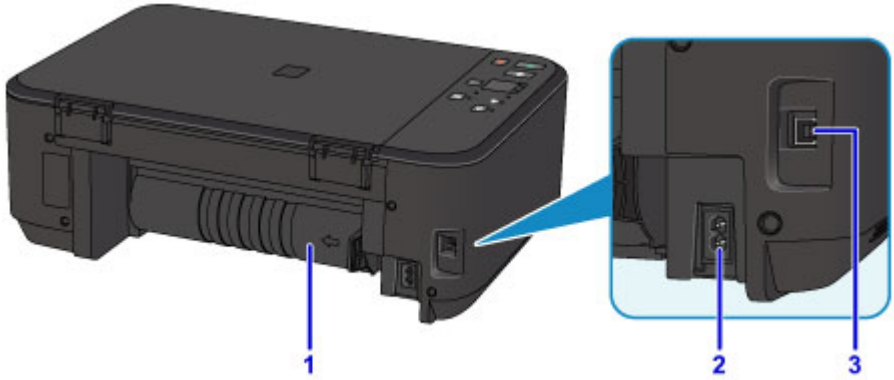
Use to change the settings of the machine or to operate it.

Operation Panel

(11) platen glass

Load an original here.

Rear View



(1) transport unit

Open when removing jammed paper.

(2) power cord connector

Plug in the supplied power cord.

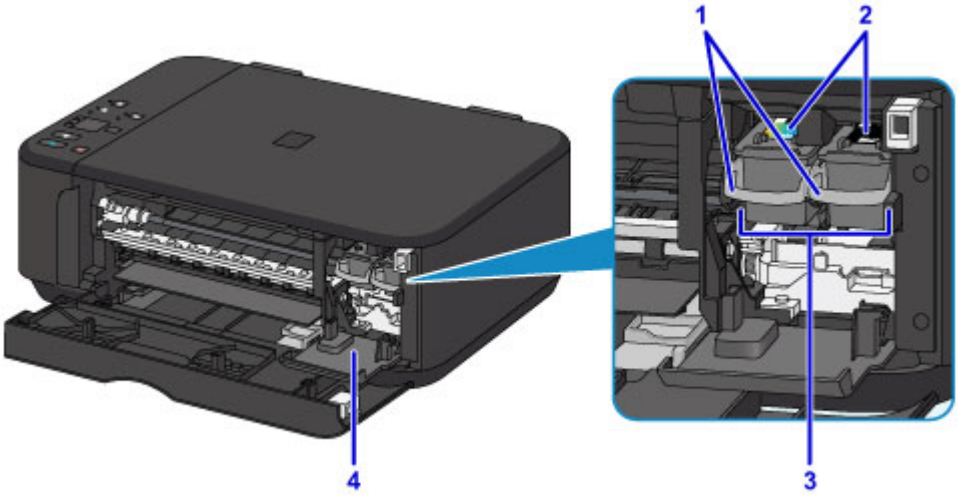
(3) USB port

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

Important

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

Inside View



(1) ink cartridge lock lever

Locks the FINE cartridge into place.

(2) FINE cartridge (ink cartridges)

A replaceable cartridge that integrates print head and ink tank.

(3) FINE cartridge holder

Install the FINE cartridges here.

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

(4) head cover

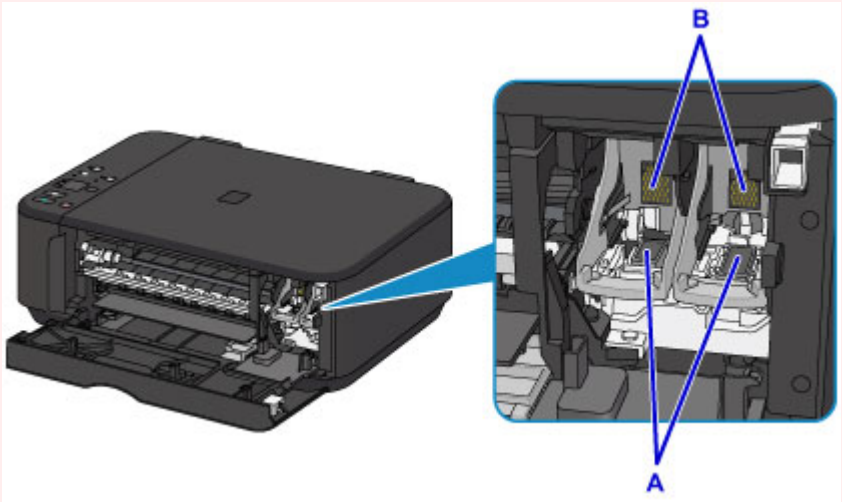
Opens to enable replacement of the FINE cartridge. The head cover will open automatically when you open the paper output cover.

Note

- For details on replacing a FINE cartridge, see Replacing a FINE Cartridge.

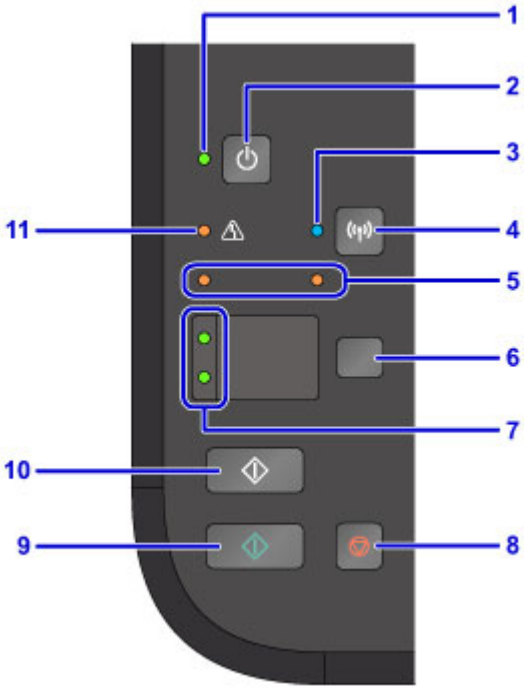
Important

- The area around the parts A may be splattered with ink. This does not affect the performance of the machine.
- Do not touch the parts A or the electrical contacts B behind them. The machine may not print properly if you touch them.



Operation Panel

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



(1) ON lamp

Lights after flashing when the power is turned on.

Note

- You can check the status of the machine by the **ON** and **Alarm** lamps.
  - **ON** lamp is off: The power is off.
  - **ON** lamp lights: The machine is ready to print.
  - **ON** lamp flashes: The machine is getting ready to print, or printing is in progress.
  - **Alarm** lamp flashes: An error has occurred and the machine is not ready to print.
  - **ON** lamp flashes and **Alarm** lamp flashes alternately: An error that requires contacting the service center may have occurred.

An Error Occurs

(2) ON button

Turns the power on or off. Before turning on the power, make sure that the document cover is closed.

Turning the Machine On and Off

(3) Wi-Fi lamp

Lights or flashes to indicate the wireless LAN status.

Lights:

Wireless LAN connection is enabled.

Flashes:

Printing or scanning over wireless LAN. Also flashes while configuring the wireless LAN connection.

(4) Wi-Fi button

Hold down to automatically set up the wireless LAN connection.

(5) ink lamps

Light or flash when ink runs out, etc.

The left lamp indicates the color FINE cartridge status, the right lamp the black FINE cartridge status.

(6) Paper button

Selects the page size and media type.

(7) Paper lamp

Lights to indicate the page size and media type selected with the **Paper** button.

(8) Stop button

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

Holding this button down lets you select maintenance options or machine settings.

(9) Color button*

Starts color copying. You can also press this button to finalize your selection for the setting item.

(10) Black button*

Starts black & white copying. You can also press this button to finalize your selection for the setting item.

(11) Alarm lamp

Lights or flashes when an error occurs. When performing machine maintenance or machine settings, options can be selected according to the number of flashes.

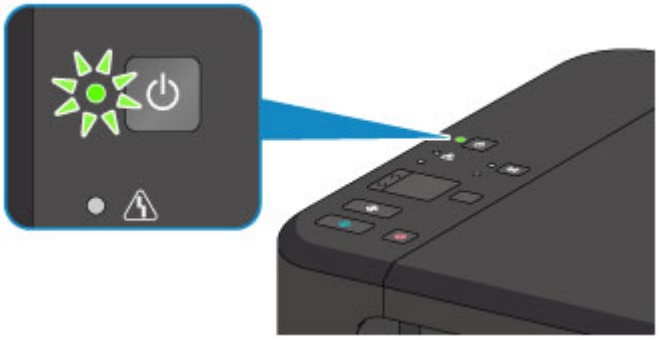
* In the software applications or manuals, the **Color** and **Black** buttons are collectively called the "Start" or "OK" button.

Power Supply

- Confirming that the Power Is On
- Turning the Machine On and Off
- Notice for the Power Plug/Power Cord
- Notice for Unplugging the Power Cord

Confirming that the Power Is On

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



Note

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

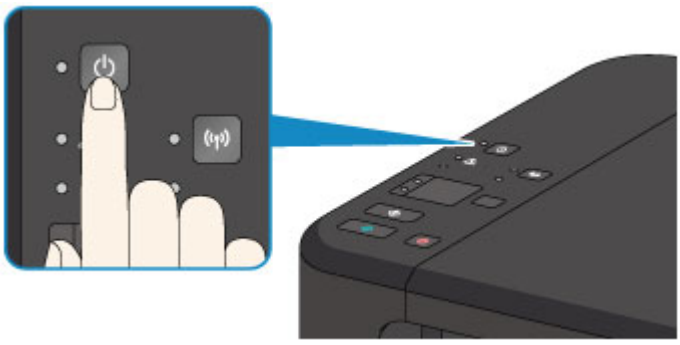
Turning the Machine On and Off

Turning on the machine

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

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

   Confirming that the Power Is On



Note

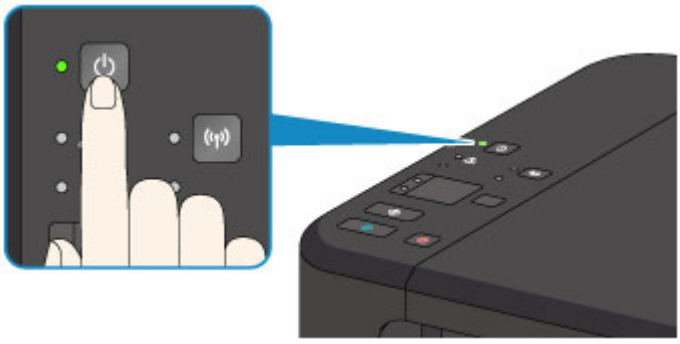
- It may take a while for the machine to start printing immediately after you turn on the machine.
- If the **Alarm** lamp lights up or flashes, see An Error Occurs.
- You can set the machine to automatically turn on when a print or scan operation is performed from a computer connected by USB cable or wireless network. This feature is set to off by default.

  Managing the Printer Power (Windows)
  Managing the Printer Power (Mac OS)

Turning off the machine

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

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



Important

- When you unplug the power cord after turning off the machine, be sure to confirm that the **ON** lamp is off.

Note

- You can set the machine to automatically turn off when no operations are performed or no print jobs are sent to the machine for a certain interval. This feature is set to on by default.
  - Managing the Printer Power (Windows)
  - Managing the Printer Power (Mac OS)

Notice for the Power Plug/Power Cord

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

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

⚠ Caution

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

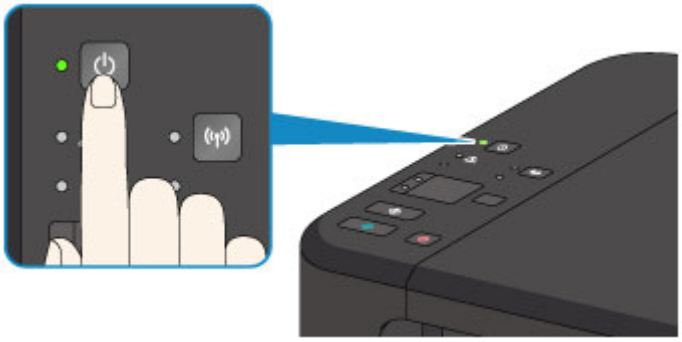
Notice for Unplugging the Power Cord

To unplug the power cord, follow the procedure below.

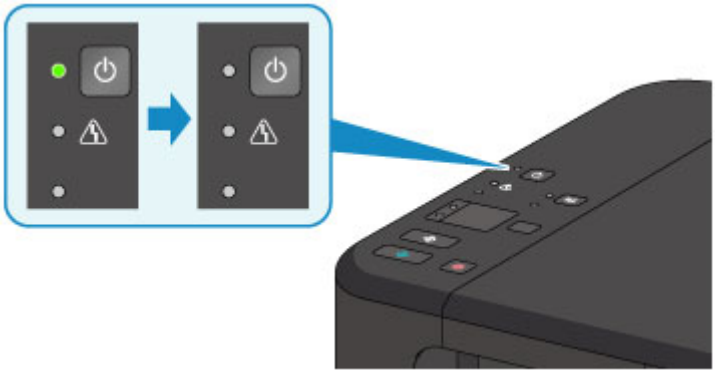
Important

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

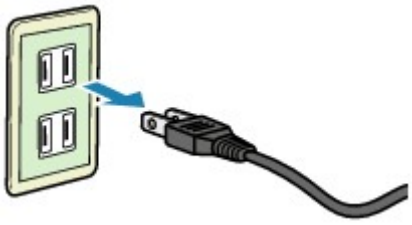
1. Press the **ON** button to turn the machine off.



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



3. Unplug the power cord.



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

Changing Settings

- Changing Printer Settings from Your Computer (Windows)
- Changing Printer Settings from Your Computer (Mac OS)
- Changing Settings from Operation Panel
- Initializing Machine Settings
- Disabling Wireless LAN Function

Changing Printer Settings from Your Computer (Mac OS)

- Registering a Changed Printing Profile
- Setting the Ink Cartridge to be Used
- Managing the Printer Power
- Reducing the Printer Noise
- Changing the Printer Operation Mode

Registering a Changed Printing Profile

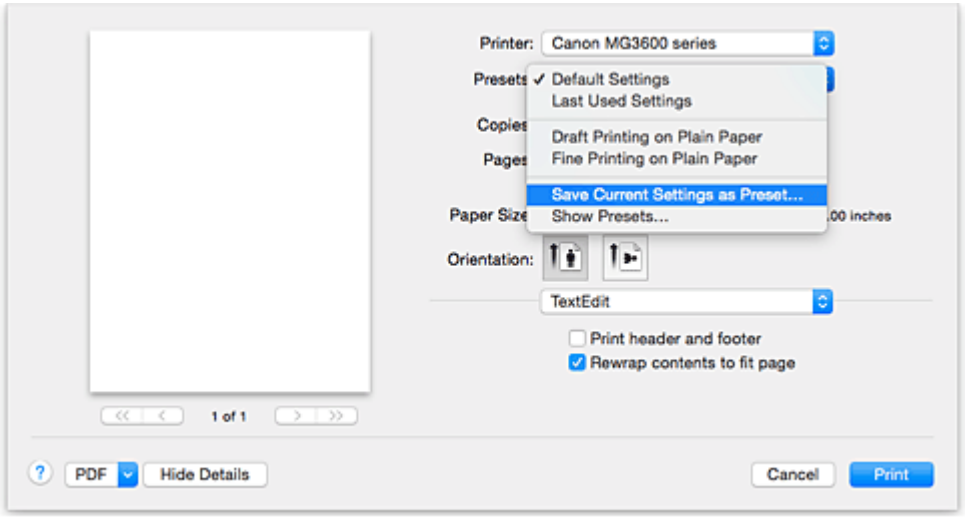
You can name and register the printing profile you made in the Print Dialog. The registered printing profile can be called up from **Presets** to be used. You can also delete the unnecessary printing profile.

The procedure for registering a printing profile is as follows:

Registering a Printing Profile

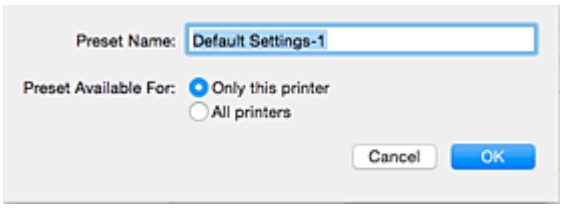
1. In the Print dialog, set the necessary items

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**.

Setting the Ink Cartridge to be Used

This feature enables you to specify the most appropriate FINE cartridge among installed cartridges according to an intended use.
When one of the FINE cartridges becomes empty and cannot be replaced immediately by a new one, you can specify the other FINE cartridge that still has ink and continue printing.

The procedure for specifying the FINE cartridge is as follows:

1. Select **Ink Cartridge Settings** from the pop-up menu on the Canon IJ Printer Utility

2. Select the FINE cartridge to be used

   Select the FINE cartridge you use for printing, and click **Apply**.

   Color Only
   Uses the color ink cartridge only.

   Black Only
   Uses the black ink cartridge only.

   Both Black and Color
   Uses the color and black ink cartridges installed on the printer.

3. Complete the setup

   Click **OK** when the confirmation message appears.
   The specified FINE cartridge will be used from the next printing.

Important

- When the following settings are specified, **Black Only** does not function because the printer uses the color FINE cartridge to print documents.
  - A paper type other than **Plain Paper**, **Envelope**, **Ink Jet Hagaki (A)**, **Hagaki K (A)**, **Hagaki (A)**, or **Hagaki** is selected from the **Media Type** of the **Quality & Media** on the pop-up menu in the Print dialog.
  - "XXX (borderless)" is selected from the **Paper Size** pop-up menu in the Print dialog.
- Do not detach the FINE cartridge that is not in use. Printing cannot be performed while either FINE cartridge is detached.

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 Utility

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 Utility

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 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

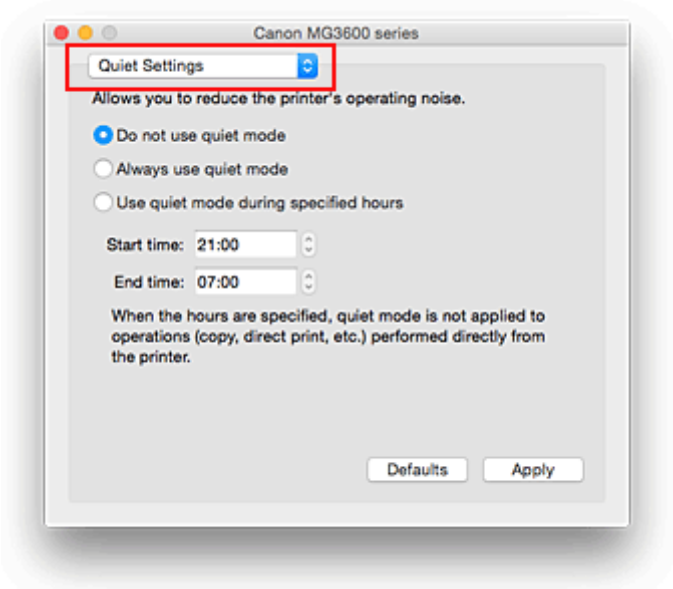
   The setting is enabled after this. When you want to disable this function, select **Disable** from the list according to the same procedure.

Reducing the Printer Noise

The silent function allows you to reduce the operating noise of this printer. Select when you wish to reduce the operating noise of the printer at night, etc.
Using this function may lower the print speed.

The procedure for using the quiet mode is as follows:

1. Select **Quiet Settings** from the pop-up menu on the Canon IJ Printer Utility



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. Set the quiet mode

If necessary, specify one of the following items:

Do not use quiet mode

Select this option when you wish to use the printer with volume of normal operating noise.

Always use quiet mode

Select this option when you wish to reduce the operating noise of the printer.

Use quiet mode during specified hours

Select this option when you wish to reduce the operating noise of the printer during a specified period of time.
Set the **Start time** and the **End time** of the quiet mode you wish to be activated. If both are set to the same time, the quiet mode will not function.

Important

- You can set the quiet mode from the operation panel of the printer or the printer driver.
  No matter how you use to set the quiet mode, the mode is applied when you perform operations from the operation panel of the printer or printing and scanning from the computer.
- If you specify a time for **Use quiet mode during specified hours**, quiet mode is not applied to operations (copy, direct print, etc.) performed directly from the printer.

3. Apply the settings

   Make sure that the printer is on and click **Apply**.
   Click **OK** when the confirmation message appears.

   The settings are enabled hereafter.

Note

- The effects of the quiet mode may be less depending on the print quality settings.

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 Utility

   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.

   Prevent paper double-feed

   Select this check box only if the printer is feeding multiple sheets of plain paper at the same time.

   Important

   - Using this function slows down the print speed.

   Align heads manually

   Usually, the **Print Head Alignment** function of **Test Print** on the pop-up menu in the Canon IJ Printer Utility 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.

   Detect the paper width when printing from computer

   When you print from the computer, this function identifies the paper that was loaded into this printer. When the paper width detected by the printer differs from the width of the paper specified in **Paper Size** on the Print dialog, a message is displayed.
   To use paper width detection when printing from the computer, select the check box.

   Important

   - When you use a custom page size, correctly set the size of the paper loaded in the printer in the **Custom Paper Sizes** dialog.
     If an error message is displayed even though paper of the same size that was specified is loaded, uncheck the **Detect the paper width when printing from computer** 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

- **Quiet setting**
- **Turning on/off Machine Automatically**

Quiet setting

Enables this function on the machine if you want to reduce the operating noise, such as when printing at night.

Follow the procedure below to perform setting.

1. Make sure machine is turned on.
2. Press and hold **Stop** button and release it when **Alarm** lamp flashes 9 times.
3. Press **Color** button.

   To disable the function, press the **Black** button in step 4.

   Important

   - Operating speed is reduced compared to when the quiet mode is not selected.

   Note

   - You can set the quiet mode from the operation panel of the machine or the printer driver. No matter how you set the quiet mode, the mode is applied when you perform operations from the operation panel of the machine or printing and scanning from the computer.
   - For Windows, you can set the quiet mode from ScanGear (scanner driver).

Turning on/off Machine Automatically

You can enable the machine to turn on/off automatically considering the environment

Turning on Machine Automatically

Turning off Machine Automatically

Turning on Machine Automatically

You can enable the machine to turn on automatically when a scanning command from a computer or printing data is sent to the machine.

1. Make sure machine is turned on.
2. Press and hold **Stop** button and release it when **Alarm** lamp flashes 14 times.
3. Press **Color** button.

   To disable the function, press the **Black** button.

Note

- You can select whether you turn the machine on automatically from the operation panel of the machine or the printer driver. No matter how you set the mode, the mode is applied when you perform printing or scanning operations from the computer.
- For Windows, you can select whether you turn the machine on automatically from ScanGear (scanner driver).

Turning off Machine Automatically

You can enable the machine to turn off automatically when no operation is made or no printing data is sent to the machine for a specified period of time.

1. Make sure machine is turned on.
2. Press and hold **Stop** button and release it when **Alarm** lamp flashes 13 times.
3. Press **Color** button.

   To disable the function, press the **Black** button.

Note

- You can select whether you turn off the machine automatically from the operation panel of the machine or the printer driver. From the printer driver, you can specify the time before turning off the machine.
- For Windows, you can select whether you turn off the machine automatically from ScanGear (scanner driver). From ScanGear (scanner driver), you can specify the time before turning off the machine.

Initializing Machine Settings

You can initialize the machine settings.

Important

- For Windows:

  When using the machine over wireless LAN, note that initialization erases all network settings on the machine, and printing operation from a computer over network becomes impossible. To use the machine over network, set it up using the Setup CD-ROM or follow the instructions on the Canon website.

- For Mac OS, smartphone, or tablet:

  When using the machine over wireless LAN, note that initialization erases all network settings on the machine, and printing operation from a computer over network becomes impossible. To use the machine over network, follow the instructions on the Canon website.

To initialize the machine settings, press and hold the **Stop** button and release it when **Alarm** lamp flashes 21 times.

All the machine settings are initialized. The administrator password specified by IJ Network Tool returns to the default setting.

After initializing the printer, perform setup again as necessary.

Note

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

Disabling Wireless LAN Function

Follow the procedure below to disable the wireless LAN.

1. Make sure machine is turned on.

2. Press and hold **Wi-Fi** button and release it when **ON** lamp flashes.

3. Press **Black** button twice and press **Wi-Fi** button.

   When the **ON** lamp changed from flashing to lit and the **Wi-Fi** lamp goes off, the wireless LAN is disabled.

   Note

   - When you enable the wireless LAN, press **Color** button, **Black** button, and then **Wi-Fi** button in this order.

Network Connection

- Network Connection Tips

Network Connection Tips

- **Default Network Settings**
- **Cannot Proceed beyond Printer Connection Screen/Connect Cable Screen**
- **Another Printer Found with Same Name**
- **Connecting to Another Computer via LAN/Changing from USB to LAN Connection**
- **Printing Network Settings**

Default Network Settings

LAN Connection Defaults

Item	Default
Enable/disable Wireless LAN	Enable
SSID	BJNPSETUP
Communication mode	Infrastructure
Wireless LAN security	Disable
IPv4 IP address	Auto setup
IPv6 IP address	Auto setup
Set printer name	XXXXXX000000
Enable/disable IPv6	Enable
Enable/disable WSD (WSD settings)	Enable
Timeout setting (WSD settings)	1 minute
Enable/disable Bonjour (Bonjour settings)	Enable
Service name (Bonjour settings)	Canon MG3600 series
LPR protocol setting	Enable
PictBridge communication	Enable

("XXXXXX" represents last six digits of machine's MAC address.)

Access Point Mode Defaults

Item	Default
SSID (access point name) *1	XXXXXX-MG3600series
Security setting	WPA2-PSK (AES)
Password *2	machine serial number

*1 "XXXXXX" represents last six digits of machine's MAC address.

*2 Default value depends on machine.

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.

To check the printer's MAC address and the serial number, print out the network settings information using the operation panel.

Printing Network Settings

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

■For Windows:

■For Mac OS:

For Windows:

To add a computer to connect to the machine 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 machine 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 machine's current network settings.

Important

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

1. Make sure machine is turned on.
2. Load two sheets of A4 or Letter-sized plain paper.
3. Press and hold **Wi-Fi** button and release it when **ON** lamp flashes.
4. Press **Wi-Fi** button again.

   The machine starts printing network settings information.

   The printed network settings information is as follows:

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
WPS PIN CODE	WPS PIN code	XXXXXXXX
Infrastructure	Infrastructure	Enable/Disable
Connection	Connection status	Active/Inactive
SSID	SSID	Wireless LAN SSID
Channel *1	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
IP Address *2	IP address	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
Subnet Prefix Length *2	Subnet prefix length	XXX
Default Gateway *2	Default gateway	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
IPsec *3	IPsec setting	Active
Security Protocol *3	Security method	ESP/ESP & AH/AH
Access Point Mode	Access point mode	Enable/Disable
Connection	Connection status	Active/Inactive
SSID	SSID	Access Point Mode SSID
Password	Password	Password of the access point mode (8 to 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
IP Address *2	IP address	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
Subnet Prefix Length *2	Subnet prefix length	XXX
Default Gateway *2	Default gateway	XXXX:XXXX:XXXX:XXXX XXXX:XXXX:XXXX:XXXX
IPsec *3	IPsec setting	Active
Security Protocol *3	Security method	–
Other Settings	Other settings	–
Printer Name	Printer name	Printer name (Up to 15 alphanumeric characters)
WSD Printing	WSD printing setting	Enable/Disable
WSD Timeout	Timeout	1/5/10/15/20 [min]

LPD Printing	LPD printing setting	Enable/Disable
Bonjour	Bonjour setting	Enable/Disable
Bonjour Service Name	Bonjour service name	Bonjour service name (Up to 52 alphanumeric characters)
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

("XX" represents alphanumeric characters.)

*1 Channel may range from 1 to 11 depending on country or region of purchase.

*2 Network status is only printed when IPv6 is enabled.

*3 Network status is only printed when IPv6 and IPsec settings are enabled.

Network Communication (Mac OS)

- Checking and Changing Network Settings
- Network Communication Tips

Checking and Changing Network Settings

- IJ Network Tool
- Canon IJ Network Tool Screen
- Canon IJ Network Tool Menus
- Changing Settings in Wireless LAN Sheet
- Changing WEP Detailed Settings
- Changing WPA/WPA2 Detailed Settings
- Changing Settings in Wired LAN Sheet
- Changing Settings in Admin Password Sheet
- Monitoring Wireless Network Status
- Changing Settings in Direct Connection
- Initializing Network Settings
- Viewing Modified Settings

IJ Network Tool

IJ Network Tool is a utility that enables you to display and modify the machine network settings. It is installed when the machine is set up.

Important

- To use the machine over LAN, make sure you have the equipment necessary for the connection type, such as a wireless router or a LAN cable.
- Do not start up IJ Network Tool while printing.
- Do not print when IJ Network Tool is running.
- If the firewall function of your security software is turned on, a message may appear warning that Canon software is attempting to access the network. If the warning message appears, set the security software to always allow access.

Starting up IJ Network Tool

1. Select **Applications** from **Go** menu of Finder, double-click **Canon Utilities** > **IJ Network Tool**, and then double-click the **Canon IJ Network Tool** icon.

Depending on the printer you are using, an administrator password is already specified for the printer at the time of purchase. When you change the network settings, authentication by the administrator password is required.

For details:

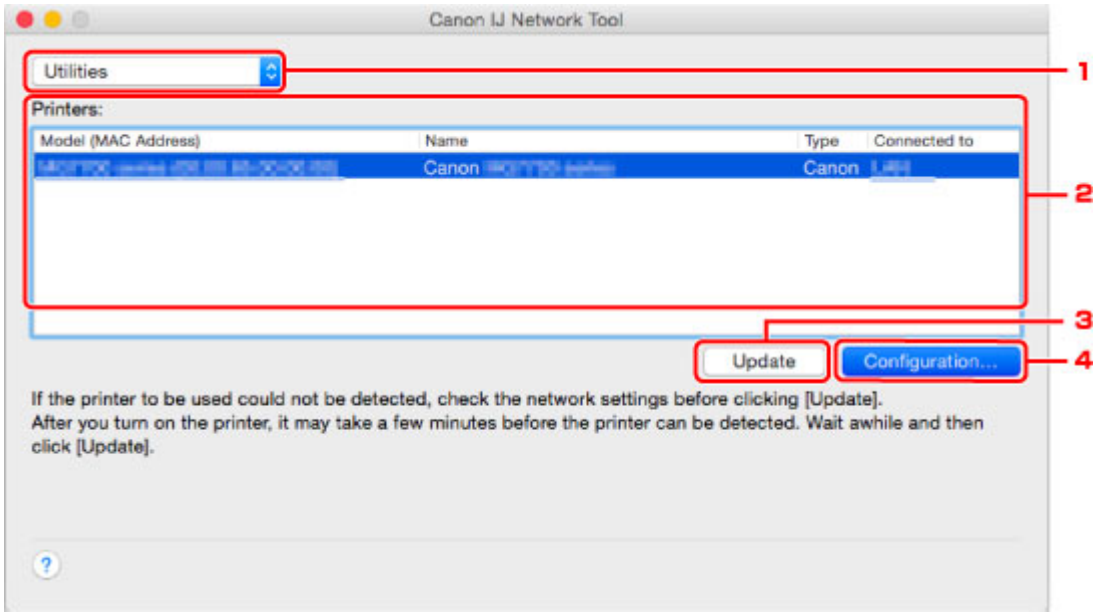
Administrator Password

For improving security, we recommend you change the administrator password.

Changing Settings in Admin Password Sheet

Canon IJ Network Tool Screen

This section describes the items displayed on the **Canon IJ Network Tool** screen.



1. **Utilities**

   Modifies the settings of the machine.

   Select to change the network name (SSID) settings.

   Setup

   Sets up the machine.

   If you setup the machine from scratch, connect your computer and the machine with a USB cable.

2. **Printers:**

   Printer name, type, and connection destination are displayed.

   The selected printer can be set up or be modified.

3. **Update**

   Performs printer detection again. Click this button if the target printer is not displayed.

   Important

   - To change the printer's network settings using IJ Network Tool, it must be connected via a LAN.
   - If the printer on a network is not detected, make sure the printer is turned on and click **Update**. It may take several minutes to detect printers. If the printer is not yet detected, connect the machine and the computer with a USB cable and click **Update**.
   - If the printer is being used from another computer, a screen is displayed informing you of this condition.

   Note

   - This item has the same function as **Refresh** in the **View** menu.

4. **Configuration...**

Enabled when **Utilities** is selected. Click to display the **Configuration** screen to configure settings of the selected printer.

Note

- This item has the same function as **Configuration...** in the **Settings** menu.

Canon IJ Network Tool Menus

This section describes the menus in **Canon IJ Network Tool**.

1. **Canon IJ Network Tool** menu

About Canon IJ Network Tool

Displays the version of this application.

Quit Canon IJ Network Tool

Exits IJ Network Tool.

2. **View** menu

Status

Displays the **Status** screen to check the printer connection status and wireless communication status.

In the direct connection (access point mode), this item is grayed out and you cannot check the printer connection status.

Refresh

Updates and displays the contents of **Printers:** to the latest information.

Important

- To change the printer's network settings using IJ Network Tool, it must be connected via a LAN.
- If the printer on a network is not detected, make sure the printer is turned on and select **Refresh**. It may take several minutes to detect printers. If the printer is not yet detected, connect the machine and the computer with a USB cable and select **Refresh**.
- If the printer is being used from another computer, a screen is displayed informing you of this condition.

Note

- This item has the same function as **Update** in the **Canon IJ Network Tool** screen.

Network Information

Displays the **Network Information** screen to check the network settings of the printer.

3. **Settings** menu

Configuration...

Displays the **Configuration** screen to configure settings of the selected printer.

Note

- This item has the same function as **Configuration...** in the **Canon IJ Network Tool** screen.

Maintenance...

Displays the **Maintenance** screen to return the network settings of the printer to factory default.

Set up printer's direct connection...

You can change or check the direct connection (access point mode) settings.

Changing Settings in Direct Connection

4. **Help** menu

Instructions

Displays this guide.

Changing Settings in Wireless LAN Sheet

To change the wireless network settings of the printer, connect the printer and the computer with a USB cable temporarily. If you modify the wireless network settings of the computer over wireless connection without USB connection, your computer may not be able to communicate with the machine after modifying the settings.

Note

- This function is not available depending on the printer you are using.
- Enable the wireless LAN setting of the printer to change the settings in the **Wireless LAN** sheet.

1. Start up IJ Network Tool.

2. Select printer in **Printers:**.

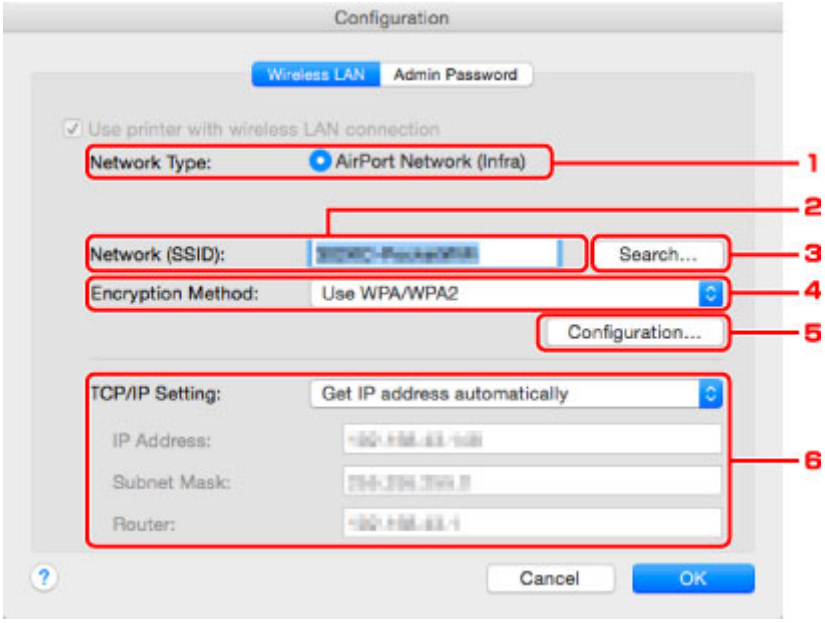
   When the printer is connected to the computer with a USB cable temporarily, select the printer with **USB** appearing in the **Connected to** column.

3. Click **Configuration...** button.

4. Click **Wireless LAN** button.

5. Change or check settings.

   Click **OK** after changing configuration. A screen is displayed asking you for confirmation before the settings are sent to the printer. If you click **OK**, the settings are sent to the printer and the **Transmitted Settings** screen is displayed.



1. **Network Type:**

   Displays the wireless LAN mode currently selected.

   AirPort Network (Infra)

   Connects the printer to the wireless LAN with a wireless router.

Direct Connection

Connects external wireless communication devices (e.g. computers, smartphones, or tablets) to the printer using it as an access point (wireless router).

Note

- When **Direct Connection** is displayed on **Network Type:**, you cannot change the settings on the **Wireless LAN** sheet or the **Admin Password** sheet.
- You can change or check the settings from **Set up printer's direct connection...** on the **Settings** menu when you use the printer with the direct connection (access point mode).

  Changing Settings in Direct Connection

2. **Network (SSID):**

The network name (SSID) of the wireless LAN currently used is displayed.

Note

- Enter the same SSID that the wireless router is configured to use. The SSID is case-sensitive.

In the direct connection (access point mode), the access point name (SSID) of the printer is displayed.

3. **Search...**

The **Wireless Routers** screen is displayed to select a wireless router to connect to.

Wireless Routers Screen

Note

- When IJ Network Tool runs over a LAN, the button is grayed out and cannot be selected. Connect the printer and the computer with a USB cable temporarily to change the settings.

4. **Encryption Method:**

Select the encryption method used over the wireless LAN.

Important

- If all encryption types of the wireless router, printer, or computer do not match, the printer cannot communicate with the computer. If the printer cannot communicate with the computer after the encryption type of the printer was switched, make sure encryption types for the computer and the wireless router match that set to the printer.
- If you connect to a network that is not protected with security measures, there is a risk of disclosing data such as your personal information to a third party.

Do Not Use

Select to disable encryption.

Use Password (WEP)

Transmission is encrypted using a WEP key you specified.

If a network password (WEP) has not been set, the **WEP Details** screen is displayed automatically. To change WEP settings set before, click **Configuration...** to display the screen.

Changing WEP Detailed Settings

Use WPA/WPA2

Transmission is encrypted using a network key you specified.

The security has been strengthened more than WEP.

If a network key has not been set, the **Authentication Type Confirmation** screen is displayed automatically. To change network key settings before, click **Configuration...** to display the **WPA/WPA2 Details** screen.

Changing WPA/WPA2 Detailed Settings

5. **Configuration...**

The detailed settings screen is displayed. The network password (WEP) or the WPA/WPA2 key selected in **Encryption Method:** can be checked and changed.

For more on WEP setting:

Changing WEP Detailed Settings

For more on WPA/WPA2 setting:

Changing WPA/WPA2 Detailed Settings

6. **TCP/IP Setting:**

Sets the IP address of the printer to be used over the LAN. Specify a value appropriate for your network environment.

Get IP address automatically

Select this option to use an IP address automatically assigned by a DHCP server. DHCP server functionality must be enabled on your wireless router.

Use following IP address

Select this option if no DHCP server functionality is available in your setup where you use the printer, or you want to use a particular IP address or a fixed IP address.

- **Wireless Routers Screen**

1. **Detected Wireless Routers:**

The signal strength from the wireless router, encryption type, name of wireless router, and the radio channel can be checked.

Important

- If you connect to a network that is not protected with security measures, there is a risk of disclosing data such as your personal information to a third party.

Note

- Signal strength is displayed as follows.

  : Good

  : Fair

  : Poor

- Type of encryption is displayed as follows.

  Blank: No encryption

  WEP: WEP is set

  WPA/WPA2: WPA/WPA2 is set

2. **Refresh**

Click to update the list of wireless routers when your target wireless router is not detected.

If the target wireless router is set to a closed network (the stealth mode), click **Cancel** to return to the previous screen and enter the network name (SSID) in **Network (SSID)**.

Note

- Make sure the wireless router is turned on.

3. **Set**

Click to set the network name (SSID) in **Network (SSID):** on the **Wireless LAN** sheet.

Note

- The **WPA/WPA2 Details** screen or the **WEP Details** screen appears if the selected wireless router is encrypted. In this case, configure the details to use the same encryption settings set to the wireless router.
- Wireless routers that cannot be used by this machine (including those configured to use different encryption methods) are displayed grayed out and cannot be configured.

Changing WEP Detailed Settings

Note

- This function is not available depending on the printer you are using.

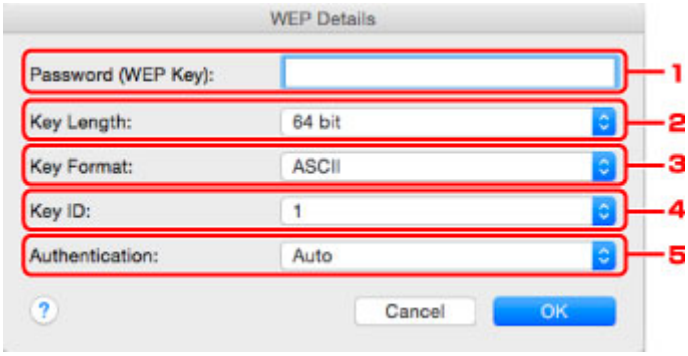
To change the wireless network settings of the printer, connect the printer and the computer with a USB cable temporarily. If you modify the wireless network settings of the computer over wireless connection without USB connection, your computer may not be able to communicate with the machine after modifying the settings.

1. Start up IJ Network Tool.
2. Select printer in **Printers:**.

   When the printer is connected to the computer with a USB cable temporarily, select the printer with **USB** appearing in the **Connected to** column.
3. Click **Configuration...** button.
4. Click **Wireless LAN** button.
5. Select **Use Password (WEP)** in **Encryption Method:** and click **Configuration...**.

   The **WEP Details** screen is displayed.
6. Change or check settings.

   When changing the password (WEP key), the same change must be made to the password (WEP key) of the wireless router.



1. **Password (WEP Key):**

   Enter the same key as the one set to the wireless router.

   The number of characters and character type that can be entered differ depending on the combination of the key length and key format.

		Key Length	
		64 bit	**128 bit**
Key Format	**ASCII**	5 characters	13 characters
	Hexadecimal (**Hex**)	10 digits	26 digits

2. **Key Length:**

   Select either **64 bit** or **128 bit**.

3. **Key Format:**

   Select either **ASCII** or **Hex**.

4. **Key ID:**

   Select the Key ID (index) set to the wireless router.

   Note

   - When the printer is connected to an AirPort Base Station via a LAN:

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

5. **Authentication:**

   Select the authentication method to authenticate the printer's access to the wireless router.

   Normally, select **Auto**. If you want to specify the method manually, select **Open System** or **Shared Key** according to the setting of the wireless router.

7. Click **OK**.

Important

- If the printer cannot communicate with the computer after the encryption type of the printer was switched, make sure encryption types for the computer and the wireless router match that set to the printer.

Changing WPA/WPA2 Detailed Settings

Note

- This function is not available depending on the printer you are using.

To change the wireless network settings of the printer, connect the printer and the computer with a USB cable temporarily. If you modify the wireless network settings of the computer over wireless connection without USB connection, your computer may not be able to communicate with the machine after modifying the settings.

The example screenshots in this section refer to the WPA detailed settings.

1. Start up IJ Network Tool.
2. Select printer in **Printers:**.

   When the printer is connected to the computer with a USB cable temporarily, select the printer with **USB** appearing in the **Connected to** column.
3. Click **Configuration...** button.
4. Click **Wireless LAN** button.
5. Select **Use WPA/WPA2** in **Encryption Method:** and click **Configuration...**.
6. Enter passphrase and click **OK**.

1. **Passphrase:**

   Enter the passphrase set to the wireless router. The passphrase should be a string of 8 to 63 alphanumeric characters or a 64-digit hexadecimal value.

   If you do not know the wireless router passphrase, refer to the instruction manual provided with the wireless router or contact its manufacturer.
2. **Dynamic Encryption Type:**

   The dynamic encryption method is selected from either TKIP (basic encryption) or AES (secure encryption) automatically.

Important

- If **Auto** is not displayed on **Dynamic Encryption Type:**, select either **TKIP(Basic Encryption)** or **AES(Secure Encryption)**.
- If the printer cannot communicate with the computer after the encryption type of the printer was switched, make sure encryption types for the computer and the wireless router match that set to the printer.

Note

- This machine supports WPA/WPA2-PSK (WPA/WPA2-Personal) and WPA2-PSK (WPA2-Personal).

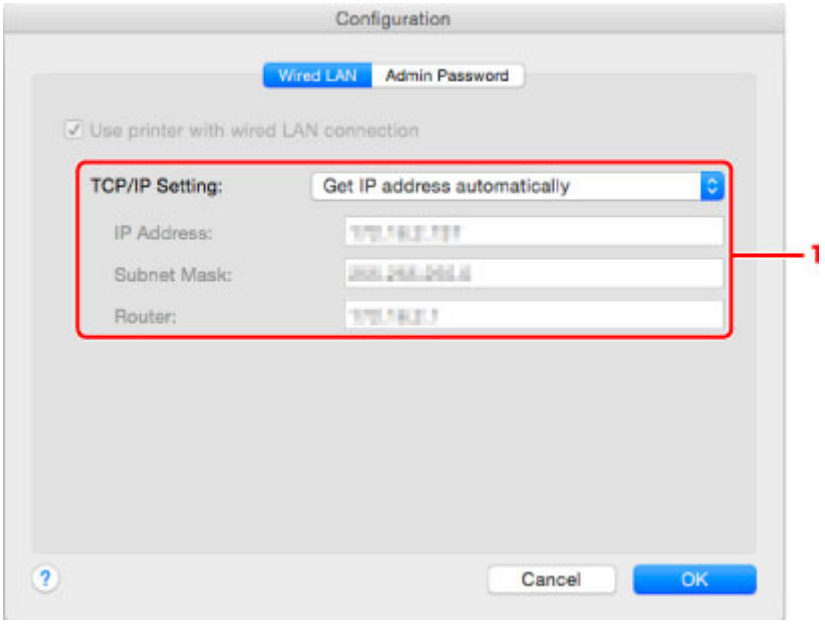
Changing Settings in Wired LAN Sheet

Note

- This function is not available depending on the printer you are using.
- Enable the wired LAN setting of the printer to change the settings in the **Wired LAN** sheet.

1. Start up IJ Network Tool.
2. Select printer in **Printers:**.
3. Click **Configuration...** button.
4. Click **Wired LAN** button.
5. Change or check settings.

   Click **OK** after changing configuration. A screen is displayed asking you for confirmation before the settings are sent to the printer. If you click **OK**, the settings are sent to the printer and the **Transmitted Settings** screen is displayed.



1. **TCP/IP Setting:**

   Sets the IP address of the printer to be used over the LAN. Specify a value appropriate for your network environment.

   Get IP address automatically

   Select this option to use an IP address automatically assigned by a DHCP server. DHCP server functionality must be enabled on your router.

   Use following IP address

   Select this option if no DHCP server functionality is available in your setup where you use the printer, or you want to use a particular IP address or a fixed IP address.

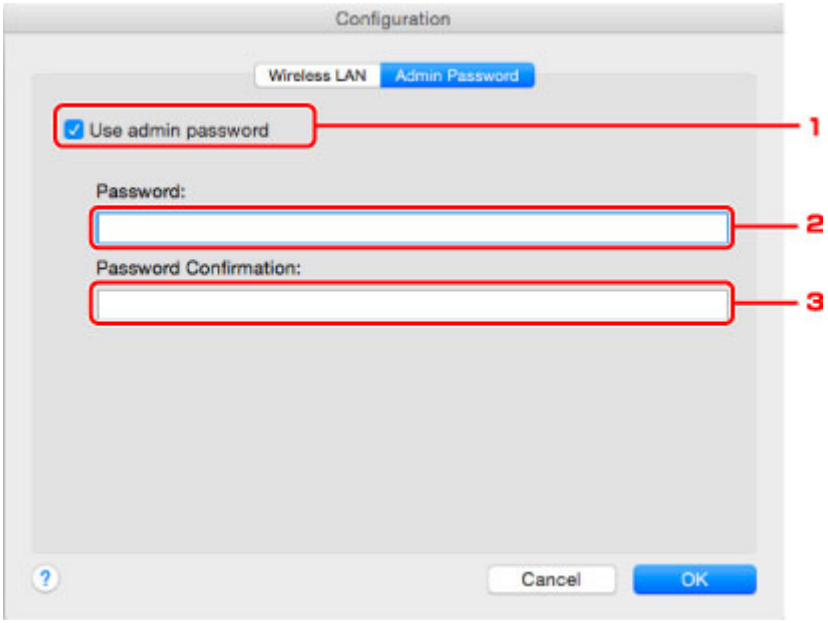
Changing Settings in Admin Password Sheet

Note

- You cannot change the settings when using the direct connection (access point mode).

1. Start up IJ Network Tool.
2. Select printer in **Printers:**.
3. Click **Configuration...** button.
4. Click **Admin Password** button.

   The **Admin Password** sheet is displayed.
5. Change or check settings.



   1. **Use admin password**

      Sets an administrator password with privileges to set up and change detailed options. To use this feature, select this check box and enter a password.

      Important

      - The password should consist of 4 to 32 alphanumeric characters. The password is case-sensitive. Do not forget the password you set.

   2. **Password:**

      Enter the password to set.

   3. **Password Confirmation:**

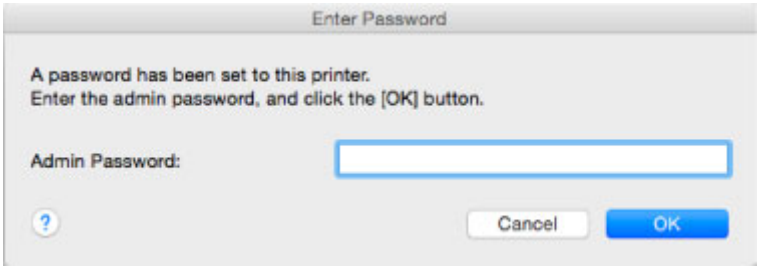
      Enter the password again for confirmation.

6. Click **OK**.

A screen is displayed asking you for confirmation before the settings are sent to the printer. If you click **OK**, the settings are sent to the printer and the **Transmitted Settings** screen is displayed.

Enter Password Screen

The following screen is displayed if an administrator password is set to the printer.



- **Admin Password**

  Enter the administrator password that was set. For security purposes, your password is not displayed as you type it.

  Important

  - If you forget the administrator password you specified, initialize the printer to return the password to the default setting.

- **OK**

  Click this item after you enter the administrator password.

- **Cancel**

  This item returns you to list of detected printers. If you do not enter the correct administrator password, you cannot operate the printer.

Monitoring Wireless Network Status

Note

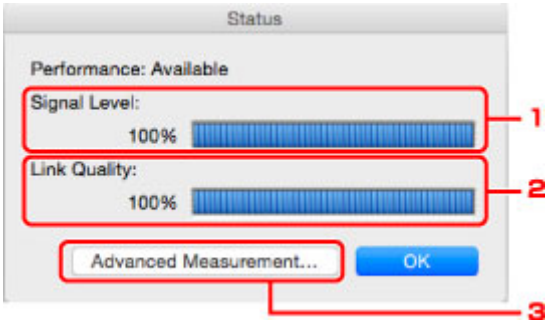
- This function is not available depending on the printer you are using.
- When using the machine over the wired LAN, you cannot monitor network status.

1. Start up IJ Network Tool.

2. Select printer in **Printers:**.

3. Select **Status** on **View** menu.

   The **Status** screen is displayed and you can check the printer status and connection performance.



   1. **Signal Level:**

      Indicates the strength of the signal received by the printer, ranging from 0% to 100%.

   2. **Link Quality:**

      Indicates the signal quality excluding the noise while communicating, ranging from 0% to 100%.

      ### Important

      - If the indicated value is low, move your printer closer to the wireless network device.

   3. **Advanced Measurement...**

      Click to examine the connection performance between the printer and the wireless router. Follow the instructions on the screen to start measuring and display the status. Measurement takes a few minutes.

      When is displayed in **Connection performance between the printer and the wireless router:**, the printer can communicate with the wireless router. Otherwise, refer to displayed comments and Help for improving the status of communication link, and click **Remeasurement**.

      - Check that the printer and the wireless router are located within the wireless connectivity range with no obstacles between them.
      - Check if the distance between the printer and the wireless router is not too far.

        If they are too far, move them closer together (within 164 ft. / 50 m).
      - Check that there is no barrier or obstacle between the printer and the wireless router.

        In general, connection performance decreases for communications through walls or between different floors. Adjust the locations to avoid such situations.
      - Check that there are no sources of radio interference near the printer and the wireless router.

The wireless connection may use the same frequency band as microwave ovens and other sources of radio interference. Try to keep the printer and the wireless router away from such sources.

- Check if the radio channel of the wireless router is close to that of other wireless routers nearby.

  If the radio channel of the wireless router is close to that of other wireless routers nearby, the connection performance may become unstable. Be sure to use a radio channel that does not interfere with other wireless routers.

- Check that the printer and the wireless router face each other.

  Connection performance may depend on the orientations of the wireless devices. Replace the wireless router and the printer in another direction to achieve the best performance.

- Check whether other computers are not accessing the printer.

  If appears in the result of the measurement, check whether other computers are not accessing the printer.

If still appears even if you have tried the above, finish the measurement and restart the IJ Network Tool to start over the measurement.

Note

- If any messages appear on **Overall Network Performance:**, move the machine and wireless router as instructed on the screen to improve the performance.

Changing Settings in Direct Connection

Note

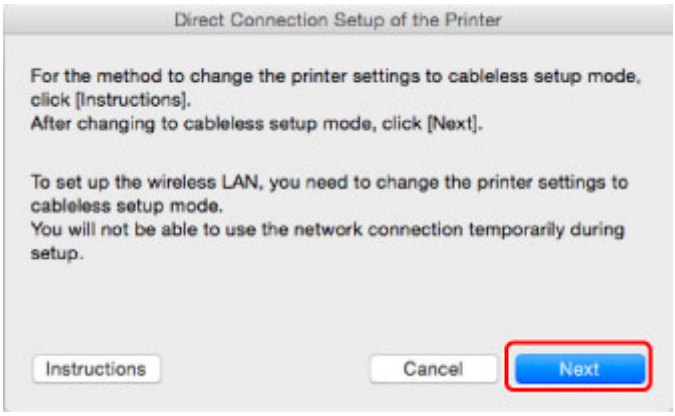
- This function is not available depending on the printer you are using.
- Depending on the printer you are using, "Direct connection" may be referred to as "Access point mode" in the manuals.
- You can use this function only when you are using a computer compatible with the wireless LAN.

1. Start up IJ Network Tool.

2. Select **Set up printer's direct connection...** on **Settings** menu.

   The **Direct Connection Setup of the Printer** screen is displayed.

3. Check displayed message and click **Next**.



   If the screen asking you to enter the password is displayed, enter the password specified for your computer and click **Install Helper**.

4. Click **Allow** on displayed screen.

   The **Select Printer** screen is displayed.

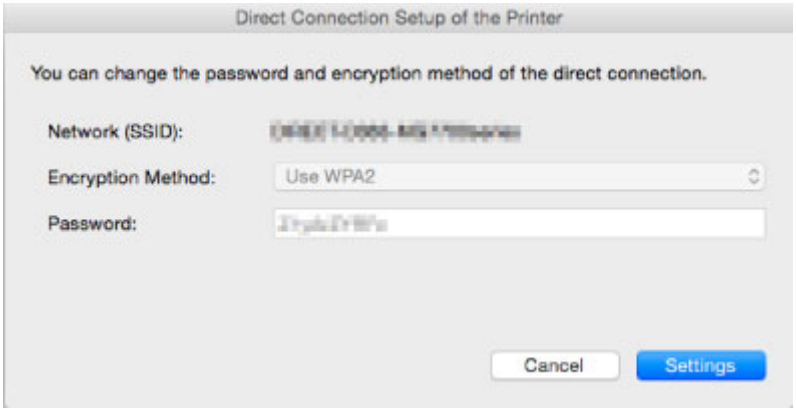
   Note

   - If only one printer is available for changing the settings, the **Direct Connection Setup of the Printer** screen is displayed. In this case, go to step 6.

5. Select printer from **Select Printer** screen and click **OK**.

   The specified SSID (access point name), encryption method, and password are displayed on the **Select Printer** screen.

6. Change encryption method or password as necessary.



Important

- You cannot change the encryption method or password depending on the printer you are using.
- If you cannot change the settings from the screen above, you can update the SSID (access point name) and password at the same time using the operation panel (You cannot change the encryption method.).

  For details, search for "UG500"/"UG501" on your printer's Online Manual and see the instructions shown.

7. Click **Settings**.

   The setting information is sent to the printer.

Initializing Network Settings

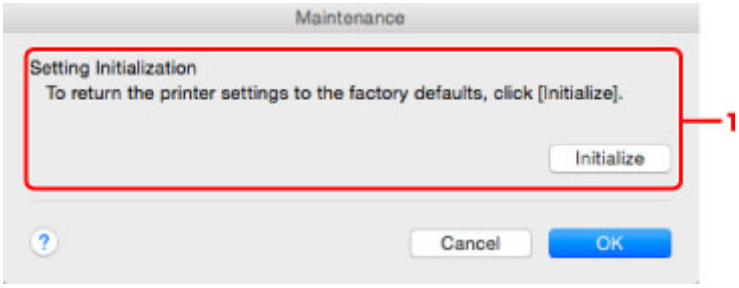
Important

- Note that initialization erases all network settings on the machine, and printing or scanning operation from a computer over network becomes impossible. To use the machine over network, perform setup according to the instructions on the Canon website.

1. Start up IJ Network Tool.

2. Select printer in **Printers:**.

3. Select **Maintenance...** on **Settings** menu.



1. **Setting Initialization**

   Initialize

   Returns all the network settings of the printer to factory default.

4. Click **Initialize**.

   The **Setting Initialization** screen is displayed.

   Click **OK** to initialize the network settings of the printer. Do not turn off the printer during initialization.

   Click **OK** when initialization is complete.

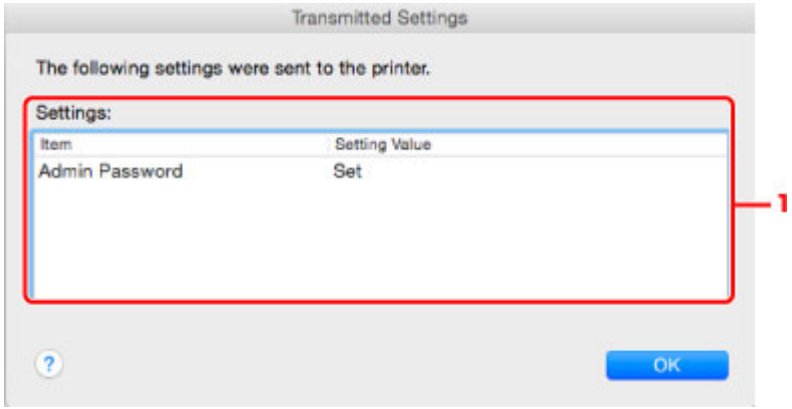
   Performing initialization when connected over wireless LAN will break the connection, so perform setup according to the instructions on the Canon website.

Note

- You can change the network settings of the printer using IJ Network Tool with USB connection after initializing the LAN settings. To change the network settings using Canon IJ Network Tool, enable wireless LAN in advance.

Viewing Modified Settings

The **Confirmation** screen is displayed after you modified the printer settings on the **Configuration** screen. When you click **OK** on the **Confirmation** screen, the following screen is displayed for checking the modified settings.



1. **Settings:**

   A list of changes made in the **Configuration** screen is displayed.

Network Communication Tips

- **Using Card Slot over Network**
- **Technical Terms**
- **Restrictions**

Using Card Slot over Network

Note

- This function is not available depending on the printer you are using. To make sure whether this function is available with your printer, refer to List of Function for Each Model.

Mounting Card Slot as Network Drive

Restrictions on Card Slot Use over Network

Mounting Card Slot as Network Drive

The card slot must be mounted to use it over a network.

To mount the card slot as the network drive, follow the procedure below.

1. Insert memory card into card slot.
2. Check current printer name.

   You can check the current printer name on the LCD of the printer.
3. On Finder, click **Go** menu and **Connect to Server**.
4. Input "smb://xxxxxxxxxxxx/canon_memory/" and click **Connect**.

   For example, if the current printer name is "123ABC000000", then input "smb://123ABC000000/canon_memory/".
5. Make sure card slot is mounted.

   When the card slot is mounted, the following icon appears on the desktop or in the **Computer** window on the **Go** menu of Finder.

Note

- The authentication screen may appear. If it appears, you do not need to input the password.
- If you cannot mount the card slot with the method above, input the IP address of the machine instead of the current printer name, and try again. For example, "smb://192.168.1.1/canon_memory/". If you mount the card slot with the IP address, you have to remount it whenever the machine's IP address changes.

Restrictions on Card Slot Use over Network

- You cannot write data to a memory card in the card slot over a network. You can only read data from a memory card.

- The card slot can be shared by multiple computers, if the machine is connected to a network. Multiple computers can read files from a memory card in the card slot at the same time.
- If your computer joins a domain, the card slot may not be mounted as the network drive.
- If you use the memory card stored the large size files or many files, a large amount of card access may be generated. In this case, the operation in the memory card may be impossible or slow. Operate after the **Access** lamp of the machine is lit.
- When you access the network drive for the card slot over the network, file names consisting of eight or less lowercase letters (not including its extension) may be shown in uppercase.

  For example, a file name such as "abcdefg.doc" will be "ABCDEFG.DOC", while a name such as "AbcdeFG.doc" will appear the same.

  The file is not actually renamed, but merely appears to be changed.
- Disable the function to write files to a memory card from a computer to read files from a memory card over a network.

Technical Terms

In this section, technical terms used in the manual are explained.

A

B

C

D

F

I

K

L

M

N

P

R

S

T

U

W

A

- **Access point mode**

  The machine is used as a wireless router to connect external wireless communication devices (e.g. computers, smartphones, or tablets) in an environment where no wireless router is available. You can connect up to 5 devices to the machine using the access point mode (direct connection).

- **Ad-hoc**

  Client computer and machine setting where wireless communication occurs on a peer-to-peer basis, i.e., all clients in with the same SSID/network name communicate directly with each other. No wireless router is required. This machine does not support ad-hoc communication.

- **Admin Password**

  Administrator password in IJ Network Tool to restrict access to network users. It must be entered to access the printer and change printer settings.

- **AES**

  An encryption method. It is optional for WPA/WPA2. Strong cryptographic algorithm adopted within U.S. government organizations for information processing.

- **AirPort Network (Infra)**

  Client computer and machine setup where all wireless communications pass through a wireless router.

- **Authentication Method**

  The method that a wireless router uses to authenticate a printer through a wireless LAN. The methods are agreeable each other.

  When using WEP as an encryption method, the authentication method is able to fix to **Open System** or **Shared Key**.

  For WPA/WPA2, authentication method is PSK.

  - **Auto**

    The printer automatically changes its authentication method to match the wireless router.

  - **Open System**

    In this authentication method, the communication partner is authenticated without using WEP key even if **Use Password (WEP)** is selected.

  - **Shared Key**

    In this authentication method, the communication partner is authenticated using the WEP key that was set for encryption.

B

- **Bonjour**

  A service built into Mac OS X operating system to detect the connectable devices on a network automatically.

C

- **Channel**

  Frequency channel for wireless communication. In the infrastructure mode, the channel is automatically adjusted to match that set to the wireless router. This machine supports channels 1 to 13. (Channels 12 and 13 are not supported depending on the country or region of purchase.) Note that the number of channels that can be used for your wireless LAN varies depending on the region or country.

D

- **DHCP server functionality**

  The router assigns an IP address automatically whenever the printer or the personal computer on a network starts up.

- **Direct connection (Access point mode)**

  The machine is used as a wireless router to connect external wireless communication devices (e.g. computers, smartphones, or tablets) in an environment where no wireless router is available. You can connect up to 5 devices to the machine using the direct connection (access point mode).

- **DNS server**

  A server that converts device names into IP addresses. When specifying IP addresses manually, specify the addresses of both a primary and a secondary server.

F

- **Firewall**

  It is a system that prevents an unlawful computer access in the network. To prevent, you can use the firewall function of a broadband router, the security software installed in the computer, or operation system for computer.

I

- **IEEE 802.11b**

  International standard for wireless LAN using the 2.4 GHz frequency range with a throughput of up to 11 Mbps.

- **IEEE 802.11g**

  International standard for wireless LAN using the 2.4 GHz frequency range with a throughput of up to 54 Mbps. Compatible with 802.11b.

- **IEEE 802.11n**

  International standard for wireless LAN using the 2.4 GHz and 5 GHz frequency ranges. Even when using two or more antennas simultaneously or obtaining a bigger transfer rate than before by using multiple communication channels at the same time, the transmission speed may be influenced by the connected apparatus.

  At the maximum transfer rate of 600 Mbps, it is possible to communicate with multiple computer terminals within a dozen or so metre radius.

  Compatible with 802.11b and 802.11g.

- **IP Address**

  A unique number with four parts separated by dots. Every network device that is connected to the Internet has an IP address. Example: 192.168.0.1

  An IP address is usually assigned by a wireless router or a DHCP server of the router automatically.

- **IPv4/IPv6**

  They are internetwork-layer protocol used on the internet. IPv4 uses 32-bit addresses and IPv6 uses 128-bit addresses.

K

- **Key Format**

  Select either **ASCII** or **Hex** as the Password (WEP) key format. The character that can be used for the WEP key differs depending on the selected key formats.

  - ASCII

    Specify with a 5 or 13-character string that can include alphanumeric and underscore "_" characters. It is case-sensitive.

  - Hex

    Specify a 10-digit or 26-digit string that can contain hexadecimal (0 to 9, A to F, and a to f).

- **Key Length**

  Length of the WEP key. Select either 64 bits or 128 bits. Longer key length allows you to set a more complex WEP key.

L

- **Link Quality**

  The status of the connection between the wireless router and the printer excluding noise (interference) is indicated with a value from 0 to 100%.

- **LPR**

  A platform-independent printing protocol used in TCP/IP networks. It does not support bidirectional communication.

M

- **MAC Address (AirPort ID)**

  Also known as the physical address. A unique and permanent hardware identifier that is assigned to network devices by its manufacturer. MAC addresses are 48 bits long and are written as a hexadecimal number separated by colons, i.e., 11:22:33:44:55:66.

N

- **Network (SSID)**

  Unique label for wireless LAN. It is often represented such as a network name or a wireless router name.

  SSID distinguishes one wireless LAN from another to prevent interference.

  The printer and all clients on a wireless LAN must use the same SSID in order to communicate with each other. The SSID can be up to 32 characters long, and is made up of alphanumeric characters. The SSID may also be referred to by its network name.

P

- **Password (WEP)/Password (WEP Key)**

  An encryption method employed by IEEE 802.11. Shared security key used to encrypt and decrypt data sent over wireless networks. This printer supports key length of 64 bits or 128 bits, key format of ASCII code or Hexadecimal, and key number of 1 to 4.

- **Performance**

  Indicates the status on whether the printer can be used.

- **Proxy server**

  A server that links a LAN-connected computer to the Internet. When using a proxy server, specify the address and the port number of the proxy server.

- **PSK**

  An encryption method employed by WPA/WPA2.

R

- **Router**

  A relay device to connect to another network.

S

- **Signal Level**

  The strength of the signal received by the printer from the wireless router is indicated with a value from 0 to 100%.

- **SSID**

  Unique label for wireless LAN. It is often represented such as a network name or a wireless router name.

  SSID distinguishes one wireless LAN from another to prevent interference.

  The printer and all clients on a wireless LAN must use the same SSID in order to communicate with each other. The SSID can be up to 32 characters long, and is made up of alphanumeric characters. The SSID may also be referred to by its network name.

- **Stealth**

  In the stealth mode, a wireless router hides itself by not broadcasting its SSID. The client must specify the SSID set to the wireless router to detect it.

  The stealth mode is called a "closed network".

- **Subnet Mask Address**

  IP address has two components, the network address and the host address. Subnet Mask used to calculate the Subnet Mask address from the IP address. A Subnet Mask is usually assigned by a wireless router or a DHCP server of the router automatically.

  Example:

  IP Address: 192.168.127.123

  Subnet Mask: 255.255.255.0

  Subnet Mask Address: 192.168.127.0

T

- **TCP/IP**

  Suite of communications protocols used to connect hosts on the Internet or the LAN. This protocol allows different terminals to communicate with each other.

- **TKIP**

  An encryption protocol employed by WPA/WPA2.

U

- **USB**

  Serial interface designed to enable you to "hot-swap" devices, i.e., by plugging and unplugging them without turning off the power.

W

- **WEP/WEP Key**

  An encryption method employed by IEEE 802.11. Shared security key used to encrypt and decrypt data sent over wireless networks. This printer supports key length of 64 bits or 128 bits, key format of ASCII code or Hexadecimal, and key number of 1 to 4.

- **Wi-Fi**

  International association that certifies interoperability of wireless LAN products based on the IEEE 802.11 specification.

  This machine is a Wi-Fi authorized product.

- **Wireless LAN**

  A network that, instead of being connected by physical wires, is connected by a wireless technology, such as Wi-Fi.

- **Wireless Router**

  A wireless transceiver or base station that receives information from wireless clients/the machine and rebroadcasts it. Required in an infrastructure network.

- **WPA**

  Security framework announced by the Wi-Fi Alliance in October 2002. The security has been strengthened more than WEP.

  - Authentication

    WPA defines the following authentication methods: WPA Personal that can be used without an authentication server, plus WPA Enterprise that do require an authentication server.

    This machine supports WPA Personal.

  - Passphrase

    This encrypted key is used to perform WPA Personal authentication.

    The passphrase should be a string of 8 to 63 alphanumeric characters or a 64-digit hexadecimal value.

- **WPA2**

  Security framework released by the Wi-Fi Alliance in September 2004 as a later version of WPA. Provides a stronger encryption mechanism through Advanced Encryption Standard (AES).

  - Authentication

    WPA2 defines the following authentication methods: WPA2 Personal that can be used without an authentication server, plus WPA2 Enterprise that do require an authentication server.

    This machine supports WPA2 Personal.

  - Passphrase

This encrypted key is used to perform WPA2 Personal authentication.

The passphrase should be a string of 8 to 63 alphanumeric characters or a 64-digit hexadecimal value.

- **WPS (Wi-Fi Protected Setup)**

  WPS is a standard for easy and secure establishment of a wireless network.

  There are 2 primary methods used in the Wi-Fi Protected Setup:

  PIN entry: a mandatory method of setup for all WPS certified devices

  Push button configuration (PBC): an actual push button on the hardware or through a simulated push button in the software.

Restrictions

If you use a printer over the wireless LAN, the printer may recognize nearby wireless systems, you should set a network key (WEP or WPA/WPA2) to the wireless router to encrypt wireless transmission. Wireless communication with a product that does not comply with the Wi-Fi standard cannot be guaranteed.

Connecting with too many computers may affect the printer performance, such as printing speed.

Ensuring Optimal Printing Results

- Ink Tips
- Printing Tips
- Be Sure to Make Paper Settings after Loading Paper
- Canceling a Print Job
- Keeping Print Quality High
- Transporting Your Printer

Ink Tips

How is ink used for various purposes other than printing?

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

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

Does black-and-white printing use color ink?

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

Printing Tips

Check the machine status before printing!

- Is the print head OK?

  If a print head nozzle is clogged, print will be faint and papers will be wasted. Print the nozzle check pattern to check the print head.

  Maintenance Procedure

- Is the inside of the machine smeared with ink?

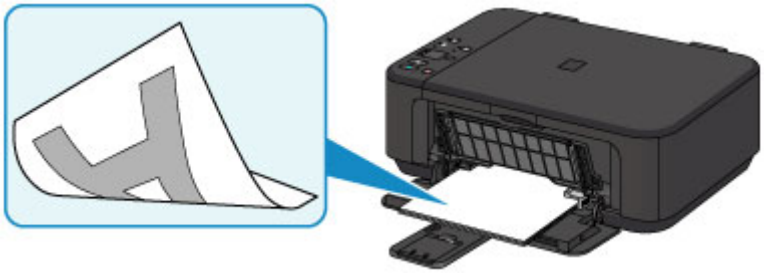
  After printing large quantities of paper or performing borderless printing, the area where papers go through may get smeared with ink. Clean the inside of your machine with Bottom Plate Cleaning.

Check how to load the paper correctly!

- Is the paper loaded in the correct orientation?

  To load paper in the front tray, load paper WITH THE PRINTING SIDE FACING DOWN.

  Loading Paper



- Is the paper curled?

  The curled paper causes paper jam. Flatten the curled paper, then reload it.

  "Load the paper after correcting its curl." in Paper Is Smudged / Printed Surface Is Scratched

Be Sure to Make Paper Settings after Loading Paper

If the media type setting is not the one for the loaded paper, printing results may not be satisfactory. After loading paper, be sure to select the appropriate media type setting for the loaded paper.

- Print Results Are Unsatisfactory

There are various types of paper: paper with special coating on the surface for printing photos with optimal quality and paper suitable for documents.

Each media type has specific preset settings, such as how ink is used and sprayed, distance from nozzles, etc., so that you can print on that type with optimal image quality.

This allows you to print with the settings best suited for the loaded media type just by selecting that media type.

Canceling a Print Job

Never press the ON button!

If you press the **ON** button while printing is in progress, the print data sent from the computer queues in the machine and you may not be able to continue to print.

Press the **Stop** button to cancel printing.

Keeping Print Quality High

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

Note

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

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

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

When unplugging the power cord, make sure that the **ON** lamp is not lit.

Print periodically!

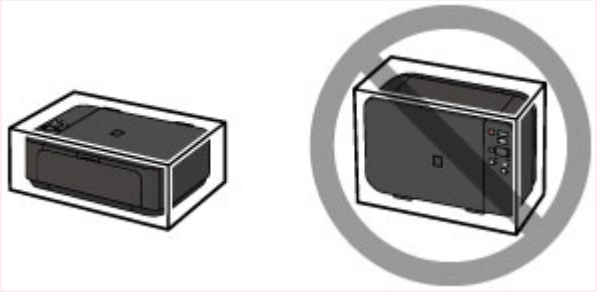
Just as the tip of a felt pen becomes dry and unusable if it has not been used for a long time, even if it is capped, the print head too, may become dried or clogged if the machine has not been used for a long time. We recommend you to use the machine at least once a month.

Transporting Your Printer

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

Important

- Pack the machine in a sturdy box so that it is placed with its bottom facing down, using sufficient protective material to ensure safe transport.
- With the FINE cartridge left installed in the machine, press the **ON** button to turn off the power. This allows the machine to automatically cap the print head, thus preventing it from drying.
- After packing, do not tilt the box containing the machine or turn it on its side or upside down. Doing so may cause the ink to leak during transport and cause damage to the machine.
- When a shipping agent is handling transport of the machine, have its box marked "THIS SIDE UP" to keep the machine with its bottom facing down. Mark also with "FRAGILE" or "HANDLE WITH CARE".



1. Turn the machine off.

2. Confirm that the **ON** lamp is off and unplug the power cord.

   Important

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

3. Retract the paper output support, then close the paper output tray. Retract the paper support with the output tray extension closed.

4. Close the front cover.

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

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

7. Attach the protective material to the machine when packing the machine in the box.

Legal Restrictions on Scanning/Copying

It may be unlawful to make copies of, scan, print, or use reproductions of the following documents.

The list provided is non-exhaustive. When in doubt, check with a legal representative in your jurisdiction.

- Paper money
- Money orders
- Certificates of deposit
- Postage stamps (canceled or uncanceled)
- Identifying badges or insignias
- 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/works of art without permission of copyright owner

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 WPS (Wi-Fi Protected Setup), WCN (Windows Connect Now) or Cableless setup. 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)
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. 16 W *1 **Standby (minimum):** Approx. 1.4 W *1*2 **OFF:** Approx. 0.1 W *1 Wireless LAN is active. *2 The wait time for standby cannot be changed.
External dimensions	Approx. 17.7 (W) x 12 (D) x 6 (H) inches Approx. 449 (W) x 304 (D) x 152 (H) mm * With the Front Cover retracted.
Weight	Approx. 11.9 lb (Approx. 5.4 kg) * With the FINE Cartridges installed.
Canon FINE Cartridge	Total 1792 nozzles (BK 640 nozzles, C/M/Y each 384 nozzles)

Copy Specifications

Multiple copy	max. 21 pages
Reduction / Enlargement	Fit-to-page

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

Minimum System Requirements

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

Windows

Operating System	Windows 8.1*, Windows 8 Windows 7, Windows 7 SP1 Windows Vista SP2 Windows XP SP3 32-bit only * Windows 8.1 includes Windows 8.1 Update.
Hard Disk Space	3.1 GB Note: For bundled software installation. The necessary amount of hard disk space may be changed without notice.
Display	XGA 1024 x 768

Mac OS

Operating System	OS X v10.7.5 - OS X v10.10
Hard Disk Space	1.5 GB Note: For bundled software installation. The necessary amount of hard disk space may be changed without notice.
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, and Windows RT.

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 computer with Windows 8.1, Windows 8, Windows 7, Windows Vista or Windows XP pre-installed.
- 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 or 4.5 must be installed to use the Windows software.
- Windows: XPS Essentials Pack is required to print on Windows XP.
- 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

- **Media Types You Can Use**
  - Paper Load Limit
- **Media Types You Cannot Use**
- **Printing Area**
  - Printing Area
  - Other Sizes than Letter, Legal, Envelopes
  - Letter, Legal
  - Envelopes

Media Types You Can Use

To get the best printing result, choose paper suitable for printing. Canon provides various types of paper suitable for documents as well as paper suitable for photos or illustrations. We recommend the use of Canon genuine paper for printing your important photos.

Media Types

Commercially available papers

- Plain Paper (including recycled paper)*1
- Envelopes*2
- T-Shirt Transfers*2

Canon genuine papers

The Model Number of Canon genuine paper is shown in brackets. Refer to the instruction manual supplied with the paper for detailed information on the printable side and notes on handling paper. For information on the page sizes available for each Canon genuine paper, access our website.

Note

- You may not be able to purchase some Canon genuine papers depending on the country or region of purchase. Paper is not sold in the US by Model Number. Purchase paper by name.

Paper for printing documents:

- Canon Red Label Superior <WOP111>*1
- Canon Océ Office Colour Paper <SAT213>*1

Paper for printing photos:

- Photo Paper Pro Platinum <PT-101>
- Glossy Photo Paper "Everyday Use" <GP-501/GP-601>
- Photo Paper Glossy <GP-601>
- Photo Paper Plus Glossy II <PP-201>*1
- Photo Paper Pro Luster <LU-101>
- Photo Paper Plus Semi-gloss <SG-201>
- Matte Photo Paper <MP-101>*2

Paper for printing business documents:

- High Resolution Paper <HR-101N>*2

*1 This paper is also available for making copies. Select with the **Paper** button on the operation panel. You can select only A4 or Letter-sized plain paper or 4" x 6" (10 x 15 cm) photo paper.
*2 Printing to this paper from a PictBridge (Wireless LAN) compliant device is not supported.

- Paper Load Limit
- Paper Settings on the Printer Driver (Windows)
- Paper Settings on the Printer Driver (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

- Only the following sizes may be printed from the operation panel.
  - A4, Letter, and 4" x 6" (10 x 15 cm)
- Printing on the following page sizes from a PictBridge (Wireless LAN) compliant device is not supported.
  - B5, A5, Legal, and Envelopes

Standard sizes:

- Letter
- Legal
- A5
- A4
- B5
- 4" x 6" (10 x 15 cm)
- 5" x 7" (13 x 18 cm)
- 8" x 10" (20 x 25 cm)
- Envelope DL
- Envelope Com 10

Non-standard sizes:

You can print on non-standard size paper within the following ranges.

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

Paper Weight

You can use paper in the following weight range.

- 17 to 28 lb (64 to 105 g /m^2) (plain paper except for Canon genuine paper)

Do not use heavier or lighter paper (except for Canon genuine paper), as it could jam in the machine.

Notes on Storing Paper

- 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.

Paper Load Limit

Commercially Available Papers

Media Name	Front Tray	Paper Output Tray
Plain Paper (including recycled paper)*1	Approx. 100 sheets (10 sheets: Legal)	Approx. 50 sheets (10 sheets: Legal)
Envelopes	5 envelopes	*2
T-Shirt Transfers	1 sheet : A4	*2

Canon Genuine Papers

Note

- We recommend that you remove the previously printed sheet from the paper output tray before continuously printing to avoid blurs and discoloration (except for Canon Red Label Superior <WOP111>, Canon Océ Office Colour Paper <SAT213>, and High Resolution Paper <HR-101N>).

Paper for printing documents:

Media Name	Front 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

Paper for printing photos:

Media Name <Model No.>	Front Tray
Photo Paper Pro Platinum <PT-101>*3	10 sheets: A4, Letter, and 8" x 10" (20 x 25 cm) 20 sheets: 4" x 6" (10 x 15 cm)
Glossy Photo Paper "Everyday Use" <GP-501/GP-601>*3	10 sheets: A4 and Letter 20 sheets: 4" x 6" (10 x 15 cm)
Photo Paper Glossy <GP-601>*3	10 sheets: A4 and Letter 20 sheets: 4" x 6" (10 x 15 cm)
Photo Paper Plus Glossy II <PP-201>*3	10 sheets: A4, Letter, 5" x 7" (13 x 18 cm), and 8" x 10" (20 x 25 cm) 20 sheets: 4" x 6" (10 x 15 cm)
Photo Paper Pro Luster <LU-101>*3	10 sheets: A4 and Letter
Photo Paper Plus Semi-gloss <SG-201>*3	10 sheets: A4, Letter, 5" x 7" (13 x 18 cm), and 8" x 10" (20 x 25 cm) 20 sheets: 4" x 6" (10 x 15 cm)
Matte Photo Paper <MP-101>	10 sheets: A4 and Letter 20 sheets: 4" x 6" (10 x 15 cm)

Paper for printing business documents:

Media Name <Model No.>	Front Tray	Paper Output Tray
High Resolution Paper <HR-101N>	80 sheets	50 sheets

*1 Proper feeding of paper may not be possible at the maximum capacity depending on the type of paper or environmental conditions (either very high or low temperature or humidity). In such cases, reduce the number of paper you load at a time to less than half.
*2 We recommend that you remove the previously printed paper or envelope from the paper output tray before continuously printing to avoid blurs and discoloration.
*3 When loading paper in stacks, the print side may become marked as it is fed or paper may not feed properly. In this case, load one sheet at a time.

Media Types You Cannot Use

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

- Folded, curled, or wrinkled paper
- Damp paper
- Paper that is too thin (weighing less than 17 lb (64 g /m^2))
- Paper that is too thick (plain paper weighing more than 28 lb (105 g /m^2), except for Canon genuine paper)
- Plain paper or notepad paper cut to a small size (when printing on paper smaller than A5)
- Picture postcards
- Postcards affixed with photos or stickers
- Envelopes 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 adhesives
- Paper decorated with glitter, etc.

Printing Area

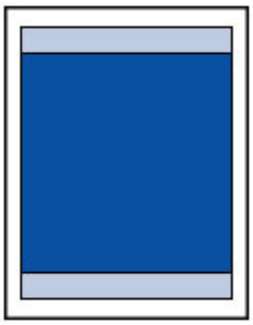
- Printing Area
- Other Sizes than Letter, Legal, Envelopes
- Letter, Legal
- Envelopes

Printing Area

To ensure the best print quality, the machine allows a margin along each edge of media. The actual printable area will be the area inside these margins.

Recommended printing area : Canon recommends that you print within this area.

Printable area : The area where it is possible to print. However, printing in this area can affect the print quality or the paper feed precision.



Note

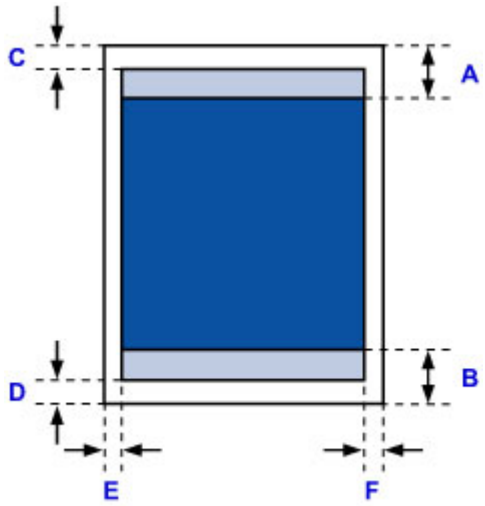
- With performing Automatic Duplex Printing, the printable area will be 0.08 inch (2 mm) smaller at the top margin.
- By selecting Borderless Printing option, you can make prints with no margins.
- When performing Borderless Printing, slight cropping may occur at the edges since the printed image is enlarged to fill the whole page.
- For Borderless Printing, use the following paper:
  - Photo Paper Pro Platinum <PT-101>
  - Glossy Photo Paper "Everyday Use" <GP-501/GP-601>
  - Photo Paper Glossy <GP-601>
  - Photo Paper Plus Glossy II <PP-201>
  - Photo Paper Pro Luster <LU-101>
  - Photo Paper Plus Semi-gloss <SG-201>
  - Matte Photo Paper <MP-101>

  Performing Borderless Printing on any other type of paper may substantially reduce printing quality and/or result in printouts with altered color hues.

  Borderless Printing on plain paper may result in printouts with reduced quality. Use them only for test printing. Borderless Printing onto plain paper from the operation panel or from a PictBridge (Wireless LAN) compliant device is not supported.
- Borderless Printing is not available for legal, A5, or B5 sized paper, or envelopes.
- Depending on the type of paper, Borderless Printing may reduce the print quality at the top and bottom edges of the paper or cause these parts to become smudged.

Other Sizes than Letter, Legal, Envelopes

Size	Printable Area (width x height)
A5	5.56 x 7.95 inches (141.2 x 202.0 mm)
A4	8.00 x 11.38 inches (203.2 x 289.0 mm)
B5	6.90 x 9.80 inches (175.2 x 249.0 mm)
4" x 6" (10 x 15 cm)	3.73 x 5.69 inches (94.8 x 144.4 mm)
5" x 7" (13 x 18 cm)	4.73 x 6.69 inches (120.2 x 169.8 mm)
8" x 10" (20 x 25 cm)	7.73 x 9.69 inches (196.4 x 246.0 mm)



Recommended printing area

A: 1.28 inches (32.5 mm)

B: 1.32 inches (33.5 mm)

Printable area

C: 0.12 inch (3.0 mm)

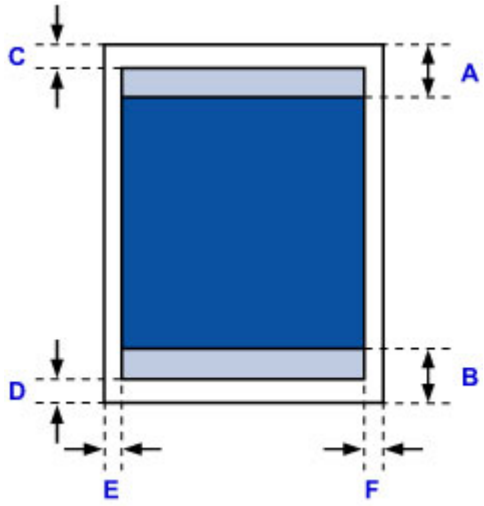
D: 0.20 inch (5.0 mm)

E: 0.13 inch (3.4 mm)

F: 0.13 inch (3.4 mm)

Letter, Legal

Size	Printable Area (width x height)
Letter	8.00 x 10.69 inches (203.2 x 271.4 mm)
Legal	8.00 x 13.69 inches (203.2 x 347.6 mm)



Recommended printing area

A: 1.28 inches (32.5 mm)

B: 1.32 inches (33.5 mm)

Printable area

C: 0.12 inch (3.0 mm)

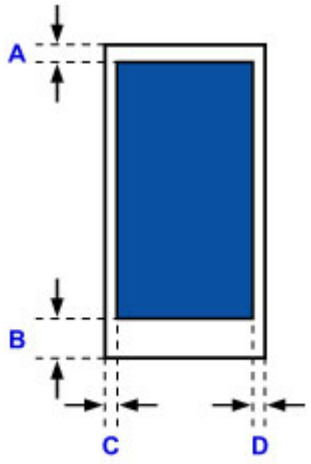
D: 0.20 inch (5.0 mm)

E: 0.25 inch (6.4 mm)

F: 0.25 inch (6.3 mm)

Envelopes

Size	Recommended Printing Area (width x height)
Envelope DL	3.88 x 7.20 inches (98.8 x 183.0 mm)
Envelope Com 10	3.68 x 8.04 inches (93.5 x 204.3 mm)



Recommended printing area

A: 0.31 inch (8.0 mm)

B: 1.14 inches (29.0 mm)

C: 0.22 inch (5.6 mm)

D: 0.22 inch (5.6 mm)

Administrator Password

Depending on the printer you are using, an administrator password is specified at the time of purchase.

The password is either "canon" or the printer serial number if it is specified.

Model whose administrator password is specified as "canon":

- The administrator password is specified as "canon" for the models below.

  MG7500 series, MG6700 series, MG6600 series, MG5600 series

  MG2900 series, MX490 series, MB5300 series, MB5000 series

  MB2300 series, MB2000 series, E480 series, E460 series

  iP110 series, iB4000 series, PRO-100S series, PRO-10S series
- At the time of purchase, the user name "ADMIN" is also specified for the models above.
- The following character restrictions apply to the password that you change:
  - Set the password by using 0 to 32 characters.
  - The allowed characters are single-byte alphanumeric characters.
  - For security reasons, we recommend you use 6 and more alphanumeric characters.

Model whose serial number is used as the administrator password:

- For the models other than the above, the printer serial number is used as the administrator password.

  Where Serial Number Is Located
- The following character restrictions apply to the password that you change:
  - Set the password by using 4 to 32 characters.
  - The allowed characters are single-byte alphanumeric characters.
  - For security reasons, we recommend you use 6 and more alphanumeric characters.

Important

- You can change the password using one of the tools below. (Some tools may not be available depending on the printer you are using.)
  - operation panel of the printer
  - IJ Network Tool
  - printer information screen displayed on some Canon application software
- If the password has been changed while you are sharing the printer and you do not know the password, ask the administrator of the printer you are using.
- Set the password back to the default setting by initializing the printer settings.

  For more on initializing the printer, search for "UG067" or "UG505" on your printer's Online Manual and see the instructions shown.

Authentication

Enter the password when the authentication screen is displayed.

Administrator Password

You need to enter the user name as well as the password depending on the printer you are using. For more on the user name, see the link above.

Important

- A message to warn you that the identification information is not verified may be displayed depending on the printer you are using.
- For security reasons, we recommend you change the password.

Note

- Use an OS or web browser below to use **Remote UI**.
  - iOS devices:

    OS: iOS 6.1 or later

    Browser: Default browser of iOS device (Mobile Safari)
  - Android devices:

    OS: Android 2.3.3 or later

    Browser: Default browser of Android device (browser or Chrome)
  - Mac OS devices:

    OS: Mac OS X v.10.6 or later

    Browser: Safari 5.1 or later
  - Windows devices:

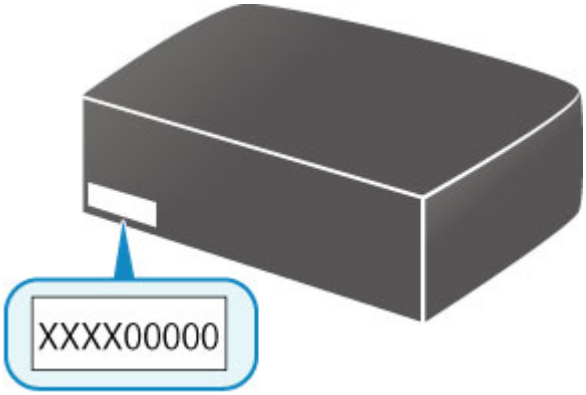
    OS: Windows XP or later

    Browser: Internet Explorer 8 or later / Google Chrome 38.0.2125.104m or later / Mozilla Firefox 33.0 or later

Where Serial Number Is Located

The printer serial number is printed on the sticker attached on the printer. It consists of 9 alphanumeric characters (four alphabets followed by five numbers).

Example:



Note

- The printer serial number is written on the warranty.
- Depending on the printer you are using, you can check the serial number by printing out the network setting information of the printer. For more on printing, search for "NR044" on your printer's Online Manual and see the instructions shown.

List of Function for Each Model

See below to check the models you can/cannot use the card slot via a network.

- MG series
- MX series / MB series / E series / P series / iP series / iX series / iB series / PRO series

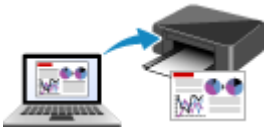
MG series

Model name	Using the card slot via a network
MG7700	×
MG7530F	✓
MG7500	✓
MG7100	✓
MG6930	×
MG6800	×
MG6730	✓
MG6600	✓
MG6500	✓
MG6400	✓
MG5700	No card slot
MG5600	No card slot
MG5500	No card slot
MG3600	No card slot
MG3500	No card slot
MG2900	No card slot
MG2500	No card slot
MG2400	No card slot

MX series / MB series / E series / P series / iP series / iX series / iB series / PRO series

Model name	Using the card slot via a network
MX series	No card slot
MB series	No card slot
E series	No card slot
P series	No card slot
iP series	No card slot
iX series	No card slot
iB series	No card slot
PRO series	No card slot

Printing



Printing from Computer

Printing from Smartphone/Tablet

Printing from Digital Camera

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)

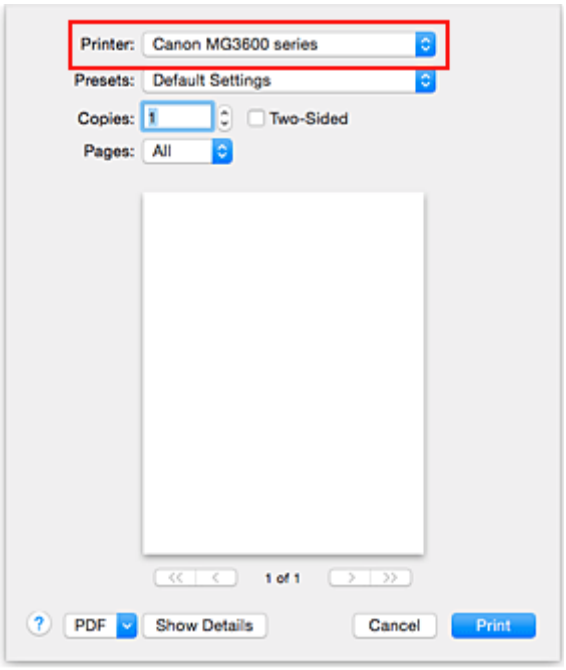
- **Printing with Easy Setup** Basic
- **Various Printing Methods**
- **Changing the Print Quality and Correcting Image Data**
- **Overview of the Printer Driver**
- **Updating the Printer Driver**

Printing with Easy Setup

The simple setup procedure for carrying out appropriate printing on this printer is as follows:

1. Check that the printer is turned on
2. Load paper on the printer
3. Select the printer

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

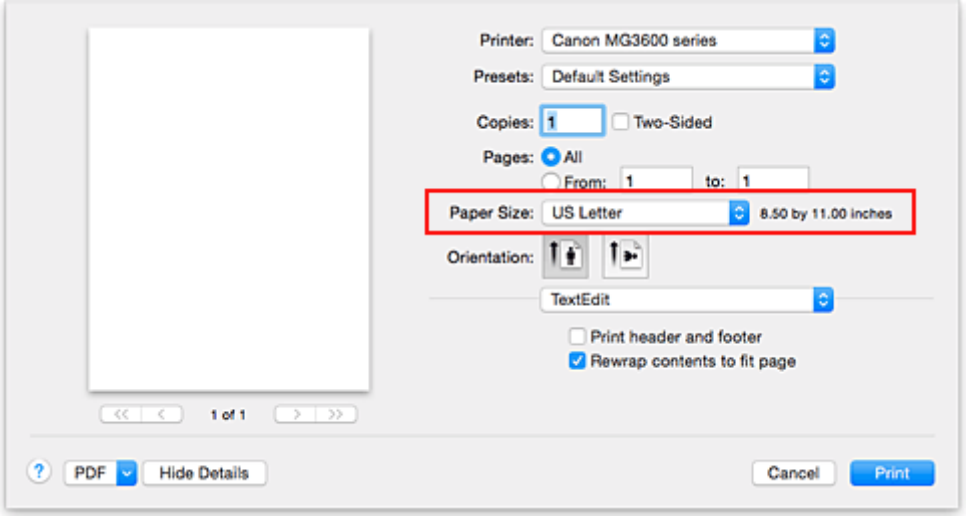


Note

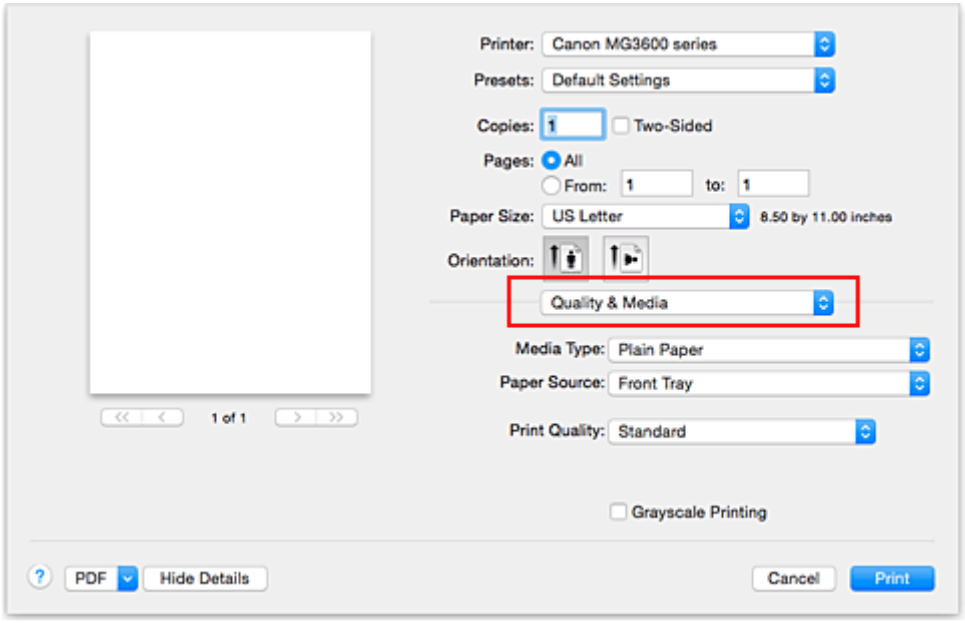
- Click **Show Details** to switch the Setup window to the detailed display.

4. Select the paper size

   For **Paper Size**, select the paper size to be used.
   If necessary, set the number of copies, the pages to be printed, and the orientation.

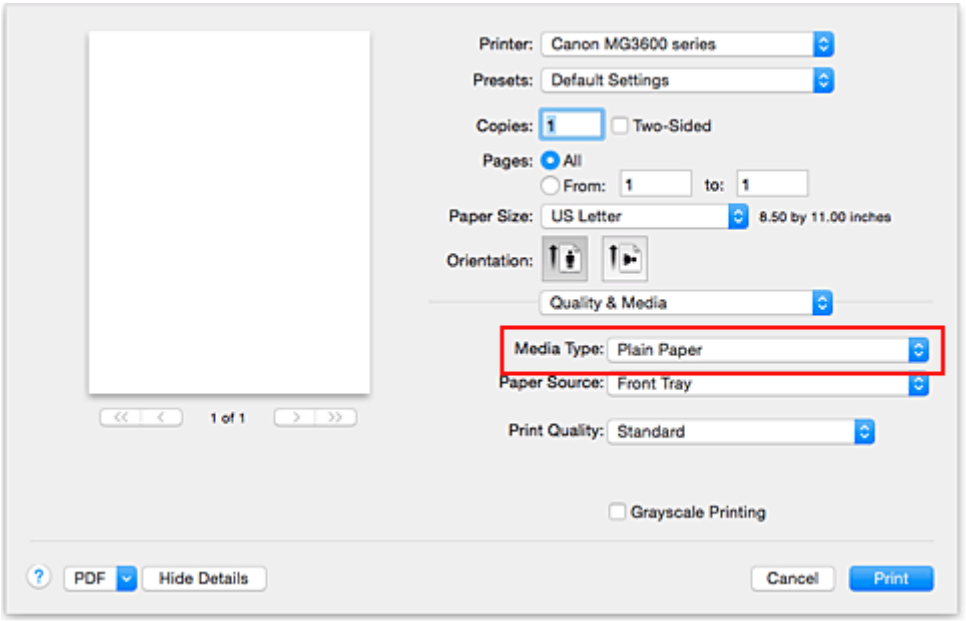


5. Select **Quality & Media** from the pop-up menu



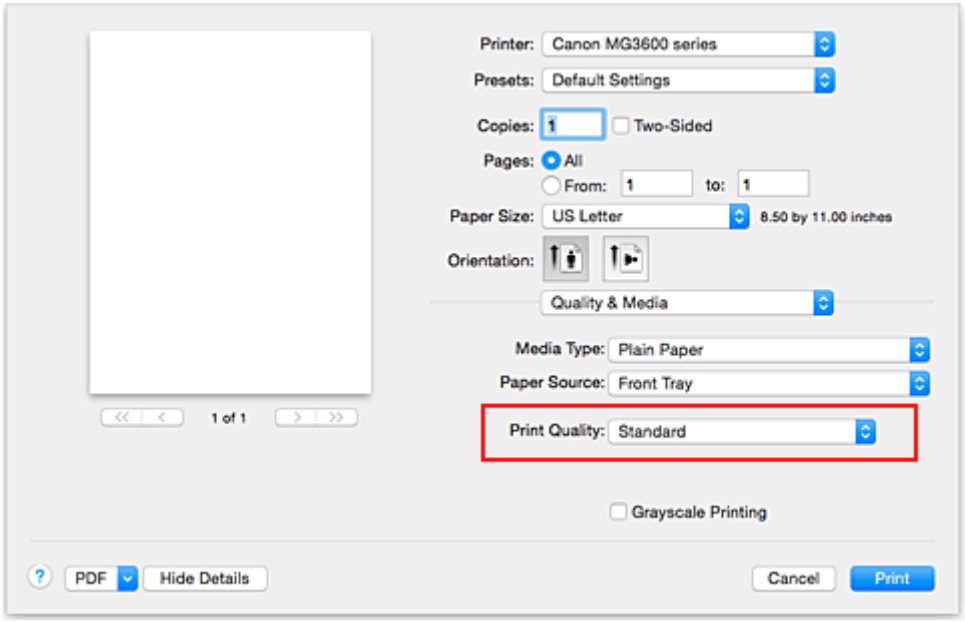
6. Select the media type

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



7. Select the print quality

For **Print Quality**, select **High**, **Standard**, or **Draft** according to your purpose.

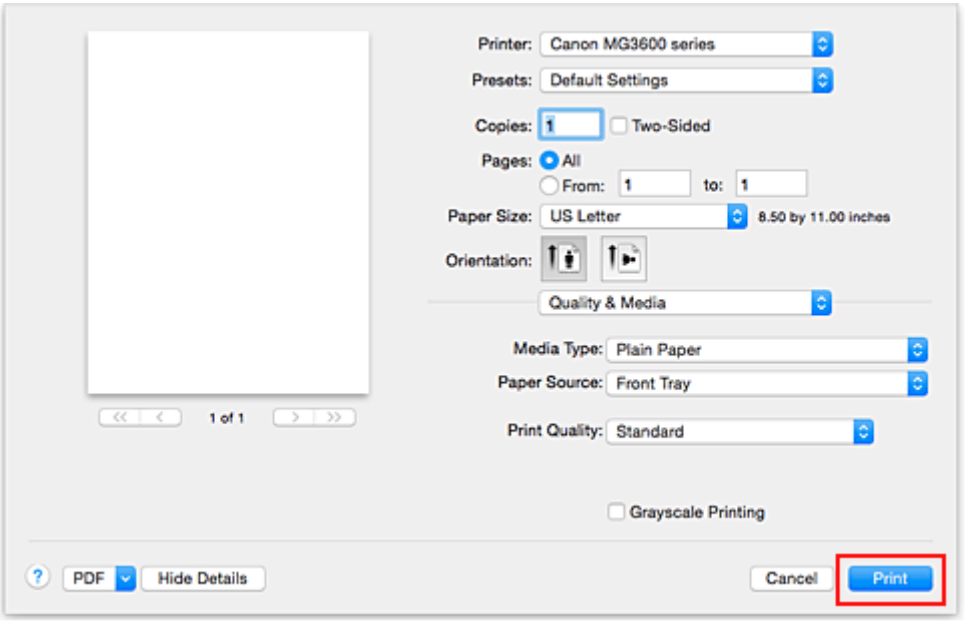


Important

- The print quality settings that can be selected may differ depending on a printing profile.

8. Complete the setup

Click **Print**.
When you execute print, the document will be printed in accordance with the type and size of the media.



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.

Paper Settings on the Printer Driver

When you use this printer, selecting a media type that matches the print purpose will help you achieve the best print results.
You can use the following media types on this printer.

Commercially available papers

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

Canon genuine papers (Document Printing)

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

Canon genuine papers (Photo Printing)

Media name <Model No.>	Media Type in the printer driver
Photo Paper Plus Glossy II <PP-201>	**Photo Paper Plus Glossy II**
Photo Paper Pro Platinum <PT-101>	**Photo Paper Pro Platinum**
Photo Paper Pro Luster <LU-101>	**Photo Paper Pro Luster**
Photo Paper Plus Semi-gloss <SG-201>	**Photo Paper Plus Semi-gloss**
Photo Paper Glossy <GP-501/GP-601>	**Glossy Photo Paper**
Matte Photo Paper <MP-101>	**Matte Photo Paper**

Canon genuine papers (Business Letter Printing)

Media name <Model No.>	Media Type in the printer driver
High Resolution Paper <HR-101N>	**High Resolution Paper**

Canon genuine papers (Original Products)

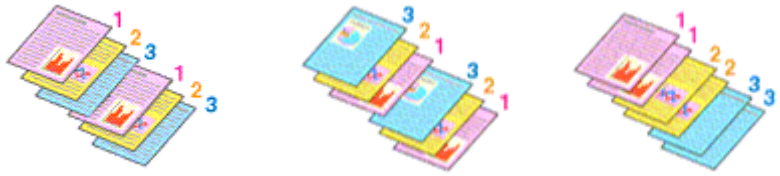
Media name <Model No.>	Media Type in the printer driver
Photo Stickers <PS-101>	**Glossy Photo Paper**

Various Printing Methods

- Setting the Number of Copies and Printing Order
- Setting the Stapling Margin
- Execute Borderless Printing
- Scaling the Printing to Fit the Paper Size
- Scaled Printing
- Page Layout Printing
- Duplex Printing
- Printing on Postcards
- Setting Paper Dimensions (Custom Size)

Setting the Number of Copies and Printing Order

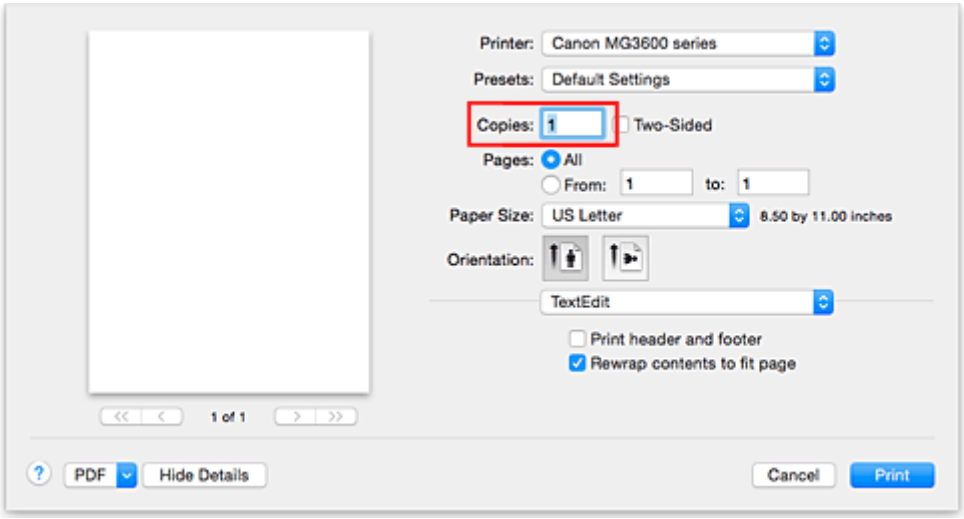
Collate pages + Reverse **Collate pages + Normal** **Reverse**



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

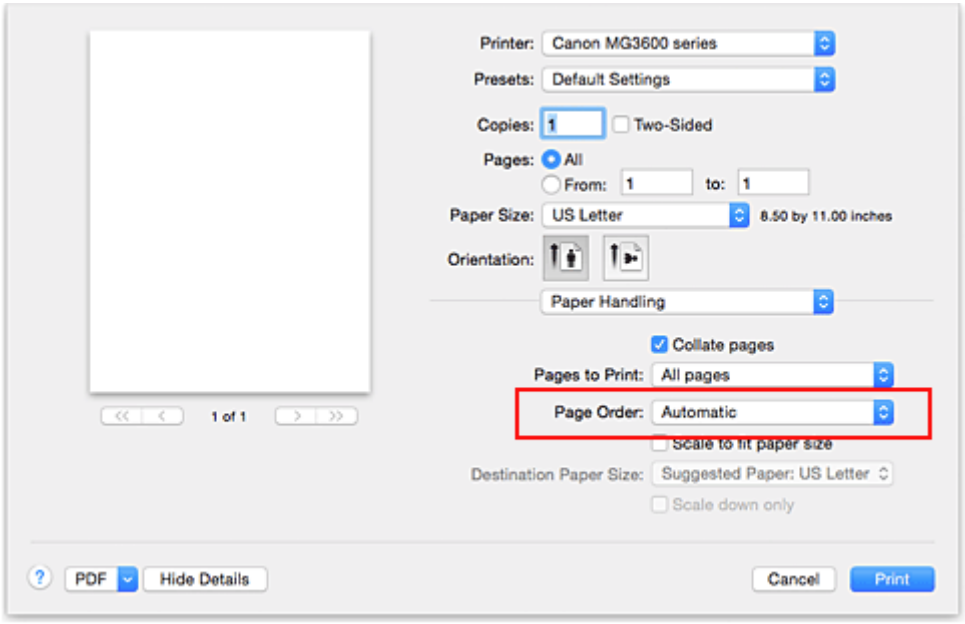
3. Check the **Collate pages** check box when you are specifying multiple copies in the **Copies** box

   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. Complete the setup

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

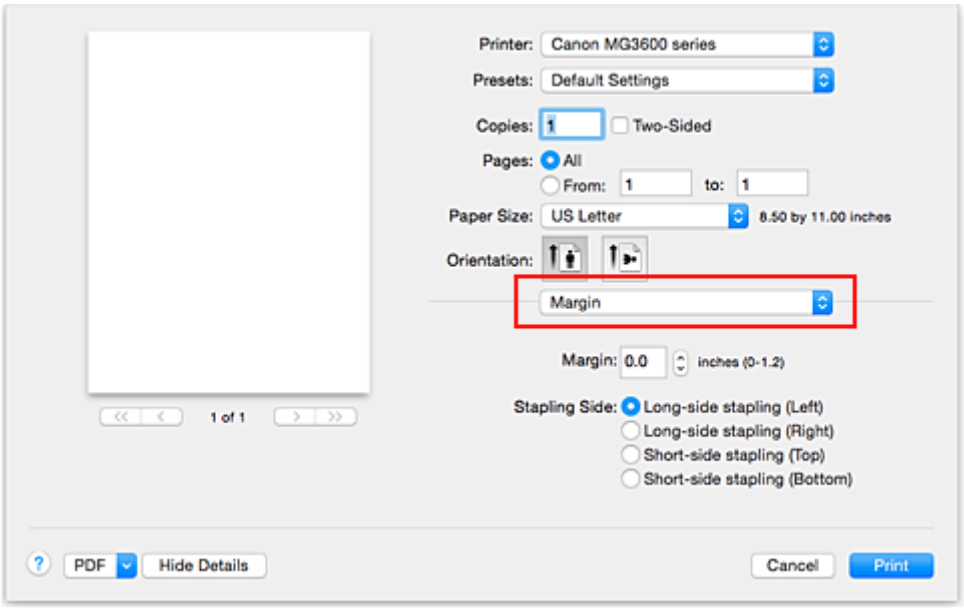
Important

- 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.

Setting the Stapling Margin

The procedure for setting the margin width and the staple side is as follows:

1. Select **Margin** from the pop-up menu on the Print Dialog



2. Set the margin width and the staple side

   If necessary, set the **Margin** width, and select a stapling position from the **Stapling Side** list.

   Note

   - The printer automatically reduces the print area depending on the staple position margin.
   - Depending on the **Two-Sided** setting in the **Layout** pop-up menu, the **Stapling Side** that can be selected differs.

3. Complete the setup

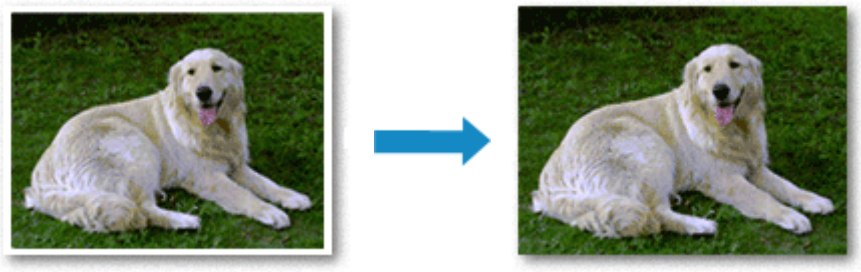
   Click **Print**.
   When you execute print, the data is printed with the specified margin width and staple side.

Important

- When borderless printing is enabled, **Margin** and **Stapling Side** appear grayed out and are unavailable.

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.

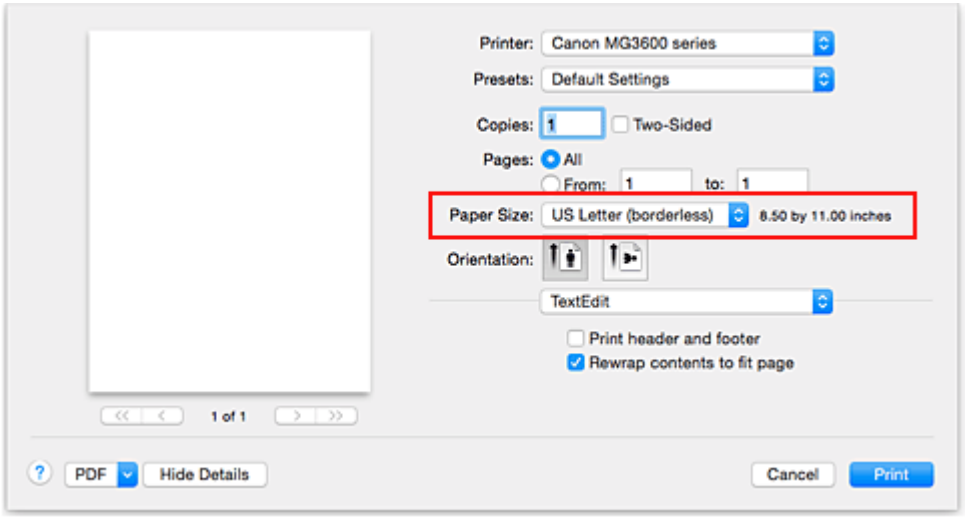


The procedure for performing borderless printing is as follows:

Setting Borderless Printing

1. Select the size of the paper for borderless printing

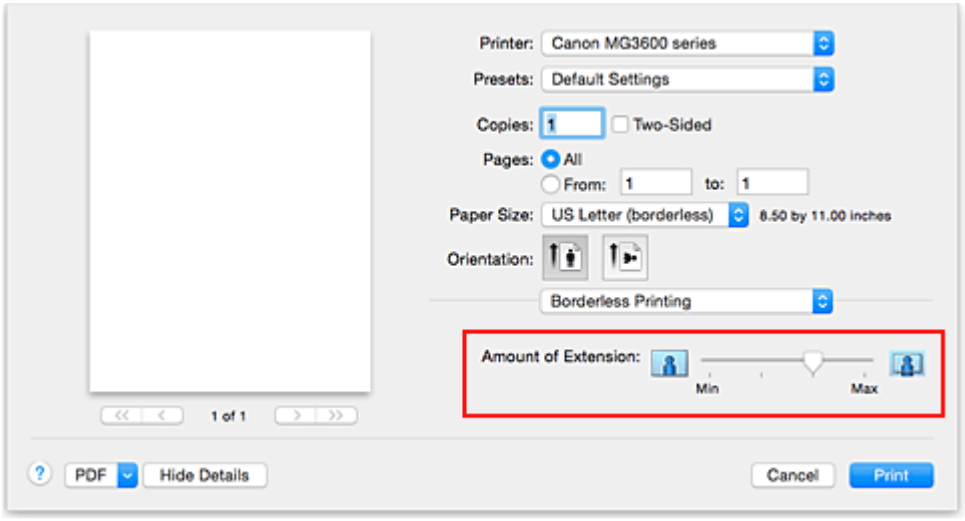
   Select "XXX (borderless)" from the **Paper Size** in the Print Dialog.



2. Select **Borderless Printing** from the pop-up menu

3. Adjust the amount of extension from the paper

   If necessary, adjust the amount of extension using the **Amount of 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 **Amount of Extension** slider is set to the rightmost position, the back side of the paper may become smudged.

4. Complete the setup

   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 **Amount of 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 **Amount of 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.

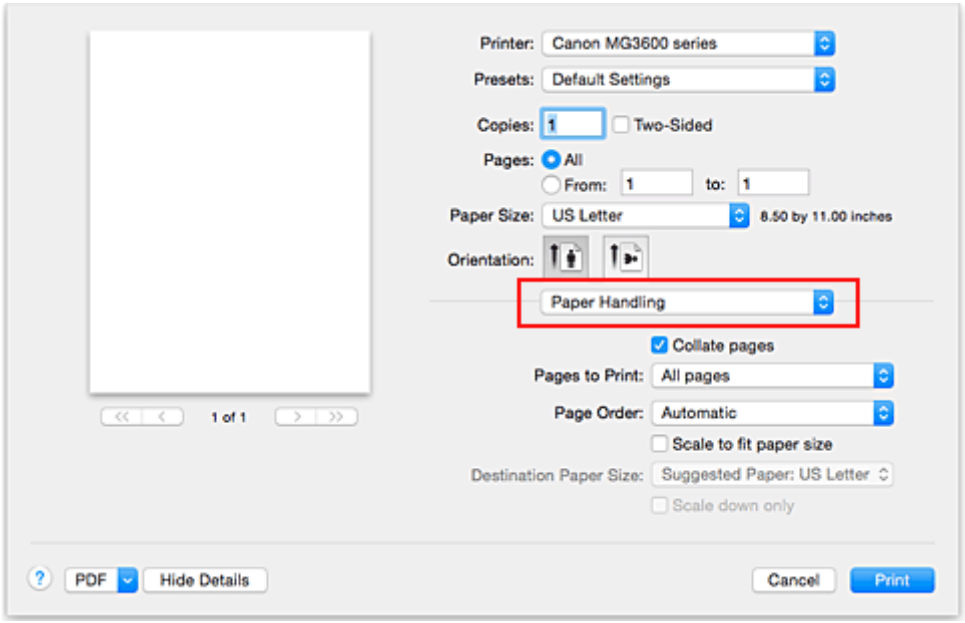
Scaling the Printing to Fit the Paper Size

The procedure for printing a document that is automatically enlarged or reduced to fit the page size to be used is as follows:

1. Check the paper size

   Check that the **Paper Size** in the Print Dialog is the same as the paper size that you set in the application software.

2. Select **Paper Handling** from the pop-up menu



3. Set the print paper size

   Check the **Scale to fit paper size** check box. Then from the **Destination Paper Size** pop-up menu, select the paper size that is actually loaded in the printer.

4. If necessary, check the **Scale down only** check box

   When you check this check box, the document will be reduced to fit to the paper size when the document size is larger than the page size. The document will be printed in the original size when the document size is smaller than the page size.

5. Complete the setup

Click **Print**.

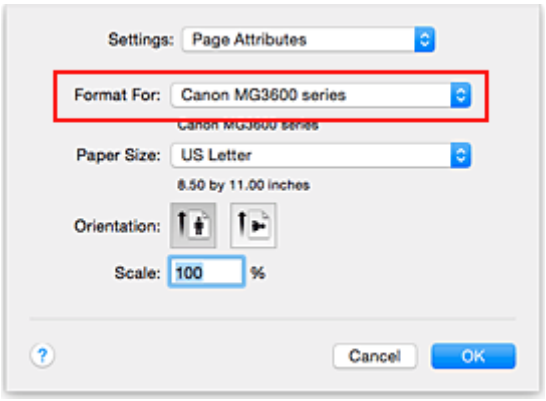
When you execute print, the document will be enlarged or reduced to fit to the page size.

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

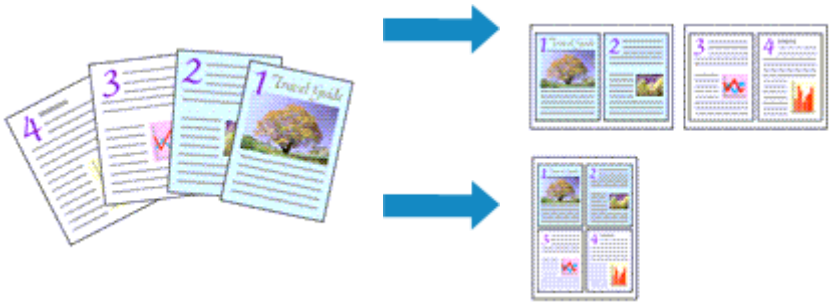
   On the Print Dialog, click **Print**.
   When you execute print, the document will be printed with the specified scale.

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.

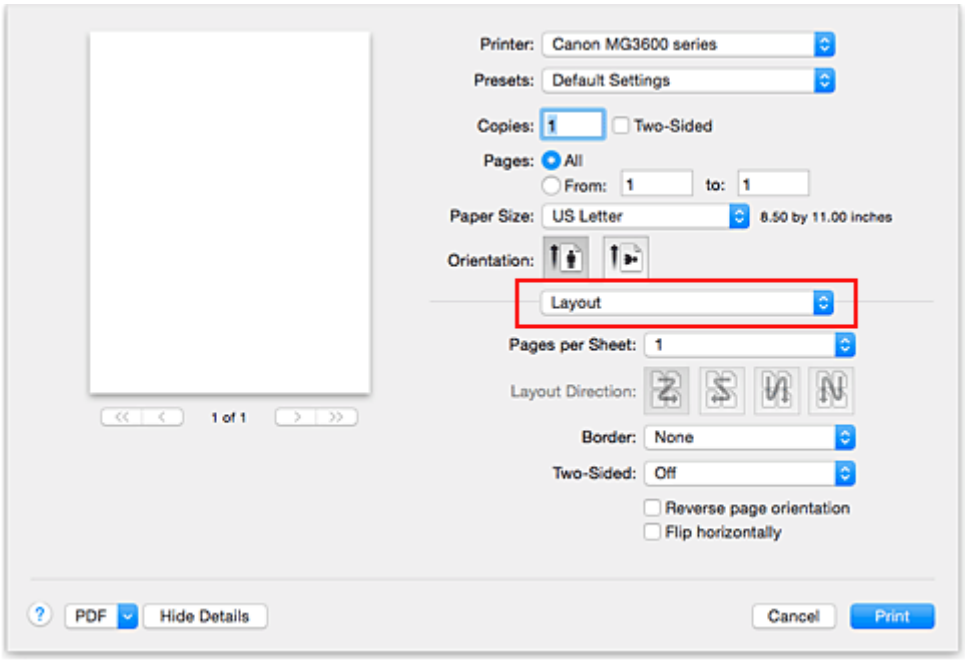
Page Layout Printing

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. Complete the setup

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

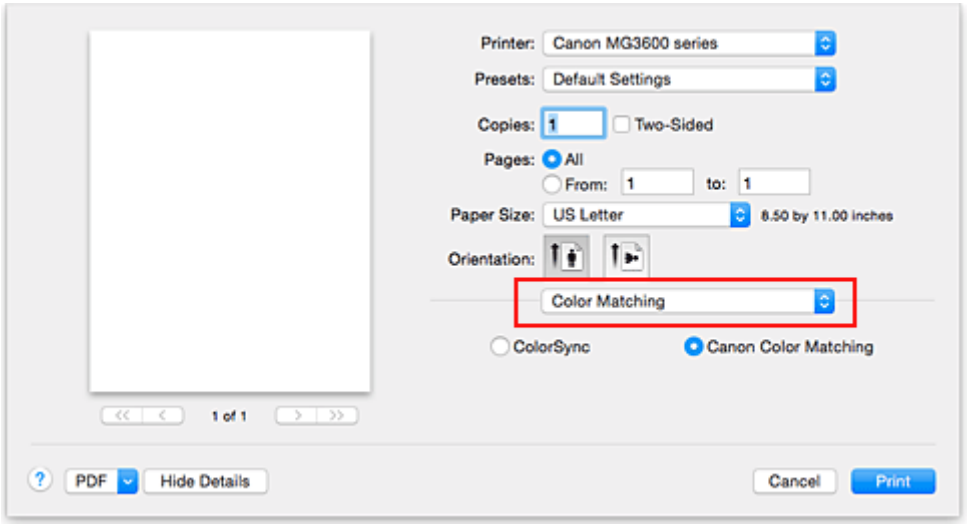
Specifying Color Correction

You can specify the color correction method suited to the type of document to be printed.
Normally, the printer driver adjusts the colors by using Canon Digital Photo Color so that data is printed with color tints that most people prefer.

When you want to print by using the color space (sRGB) of the image data effectively or by specifying a printing ICC profile from your application software, select **ColorSync**. When you want to print by having the printer driver correct the colors, select **Canon Color Matching**.

The procedure for specifying color correction is as follows:

1. Select **Color Matching** from the pop-up menu of the Print Dialog



2. Select color correction

   Select the item below that matches your purpose.

   ColorSync
   Perform color correction using ColorSync.

   Canon Color Matching
   With Canon Digital Photo Color, you can print with color tints that most people prefer.

3. Complete the setup

   Click **Print**.
   When you execute print, the document data is printed with the specified color correction.

Important

- Depending on the application software, when a printing ICC profile is specified from that application software, **Canon Color Matching** cannot be selected because **ColorSync** is selected automatically.
- The **Quality & Media** setting is necessary even when **ColorSync** or **Canon Color Matching** is selected.

Related Topics

- Optimal Photo Printing of Image Data
- Adjusting Colors with the Printer Driver
- Printing with ICC Profiles (Specifying an ICC Profile from the Application Software)

- Printing with ICC Profiles (Specifying an ICC Profile from the Printer Driver)

Optimal Photo Printing of Image Data

When people print images taken with digital cameras, they sometimes feel that the printed color tones differ from those of actual image or those displayed on the monitor.
To get the print results as close as possible to the desired color tones, you must select a printing method that is best suited to the application software used or to your purpose.

Color Management

Devices such as digital cameras, scanners, monitors, and printers handle color differently. Color management (color matching) is a method that manages device-dependent "colors" as a common color space.

For Mac OS, a color management system called "ColorSync" is built into the operating system.
sRGB is one of the common color spaces that is frequently used.

ICC profiles convert device-dependent "colors" into a common color space. By using an ICC profile and carrying out color management, you can draw out the color space of the image data within the color reproduction area that the printer can express.

Selecting a Printing Method Suited to the Image Data

The recommended printing method depends on the color space (sRGB) of the image data or the application software to be used.

There are two typical printing methods.
Check the color space (sRGB) of the image data and the application software to be used, and then select the printing method suited to your purpose.

Adjusting Colors with the Printer Driver

Describes the procedure for printing by using the color correction function of the printer driver.

- To print using Canon Digital Photo Color

  The printer prints data with color tints that most people prefer, reproducing colors of the original image data and producing three-dimensional effects and high, sharp contrasts.
- To print by directly applying editing and touch-up results of an application software

  When printing the data, the printer brings out subtle color difference between dark and light areas, while leaving the darkest and lightest areas intact.
  When printing the data, the printer applies fine adjustment results, such as brightness adjustments made with an application software.

Printing with ICC Profiles (Specifying an ICC Profile from the Application Software)

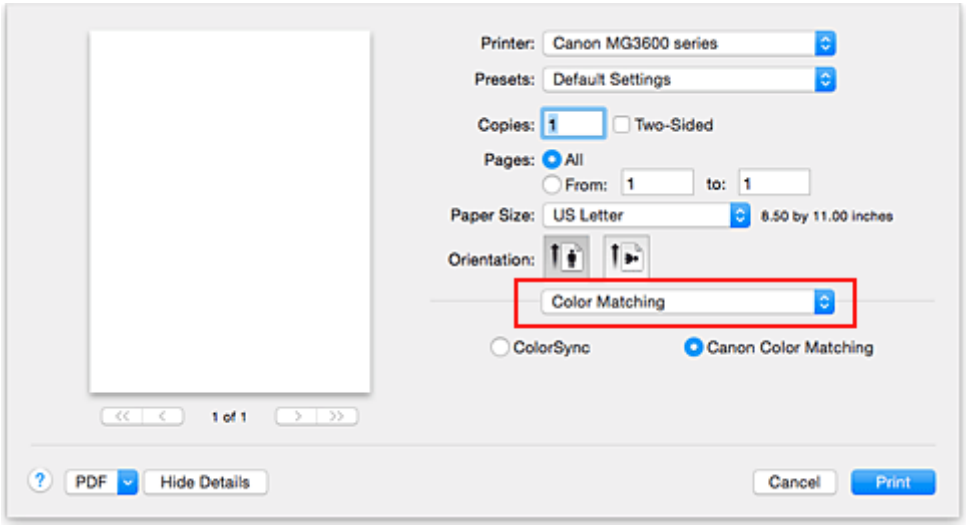
Describes the procedure for printing by using the color space of sRGB effectively.
You can print with a common color space by setting up the application software and the printer driver so that the color management matches the input ICC profile of the image data.
The method for setting up the printer driver differs depending on the application software to be used.

Adjusting Colors with the Printer Driver

You can specify the color correction function of the printer driver to print with color tints that most people prefer through the use of Canon Digital Photo Color.
When printing from an application software that can identify ICC profiles and allows you to specify them, use a printing ICC profile in the application software, and select settings for color management.

The procedure for adjusting colors with the printer driver is as follows:

1. Select **Color Matching** from the pop-up menu of the Print Dialog



2. Select color correction

   Select **Canon Color Matching**.

3. Set the other items

   From the pop-up menu, select **Color Options**. If necessary, adjust the color balance (**Cyan**, **Magenta**, **Yellow**) and adjust **Brightness**, **Intensity**, and **Contrast** settings.

4. Complete the setup

   Click **Print**.
   When you execute print, the printer driver adjusts the colors when printing the data.

Related Topics

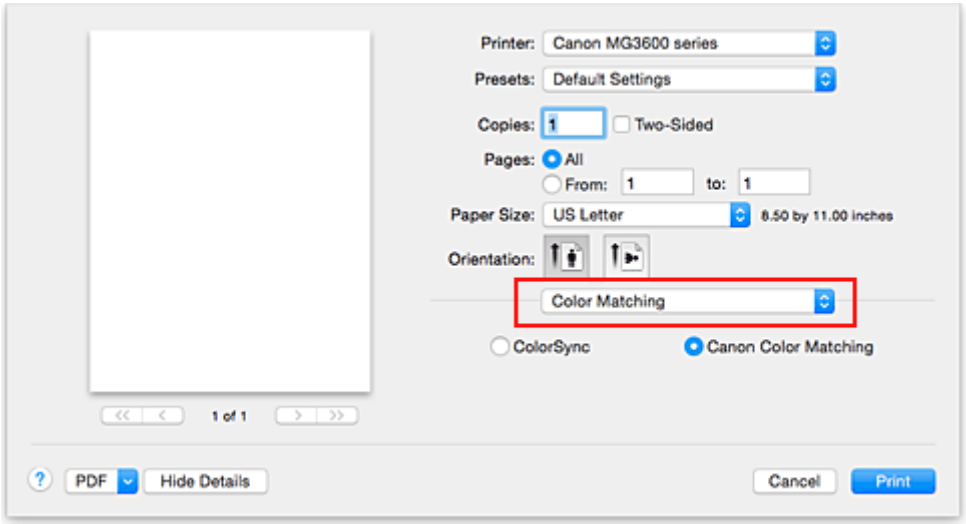
- Setting the Print Quality Level (Custom)
- Specifying Color Correction
- Adjusting Color Balance
- Adjusting Brightness
- Adjusting Intensity
- Adjusting Contrast

Printing with ICC Profiles (Specifying an ICC Profile from the Application Software)

When you print from Adobe Photoshop, Canon Digital Photo Professional, or any application software that can identify input ICC profiles and allows you to specify such profiles, printer uses the color management system (ColorSync) built-into Mac OS when printing. The printer prints the editing and touch-up results of the application software and effectively uses the color space of the input ICC profile specified in the image data.

To use this printing method, use your application software to select color management items and specify an input ICC profile and a printing ICC profile in the image data.
Even if you print using a printing ICC profile that you created yourself from your application software, be sure to select color management items from your application software.
For instructions, refer to the manual of the application software you are using.

1. Select **Color Matching** from the pop-up menu of the Print Dialog



2. Select color correction

   Select **ColorSync**.
   You can leave **Profile** set to **Automatic**.

   Important

   - Depending on the application software you use, you may not be able to select setting items other than **ColorSync**.
   - If you choose a **Profile** setting other than **Automatic**, the printer will not be able to print with the correct colors.

3. Complete the setup

   Click **Print**.
   When you execute print, the printer uses the color space of the image data.

Related Topics

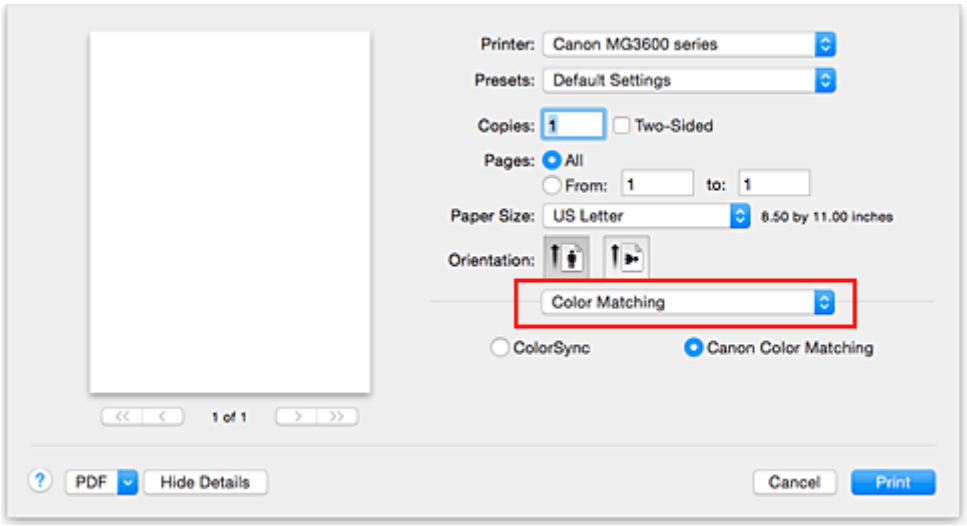
- Setting the Print Quality Level (Custom)
- Specifying Color Correction
- Adjusting Color Balance

- Adjusting Brightness
- Adjusting Intensity
- Adjusting Contrast

Printing with ICC Profiles (Specifying an ICC Profile from the Printer Driver)

Print from an application software that cannot identify or specify input ICC profiles by using the color space of the input ICC profile (sRGB) found in the data.

1. Select **Color Matching** from the pop-up menu of the Print Dialog



2. Select color correction

   Select **ColorSync**.
   You can leave **Profile** set to **Automatic**.

   Important

   - If you choose a **Profile** setting other than **Automatic**, the printer will not be able to print with the correct colors.

3. Complete the setup

   Click **Print**.
   When you execute print, the printer uses the color space of the image data.

Important

- You cannot specify an input ICC profile from the printer driver.

Related Topics

- Setting the Print Quality Level (Custom)
- Specifying Color Correction
- Adjusting Color Balance
- Adjusting Brightness
- Adjusting Intensity
- Adjusting Contrast

Adjusting Color Balance

You can adjust the color tints when printing.
Since this function adjusts color balance of the output by changing the ink ratios of each color, it changes the total color balance of the document. Use the application software when you want to change the color balance significantly. Use the printer driver only when you want to adjust the color balance slightly.
The following sample shows the case when color balance is used to intensify cyan and to diminish yellow so that the overall colors are more uniform.

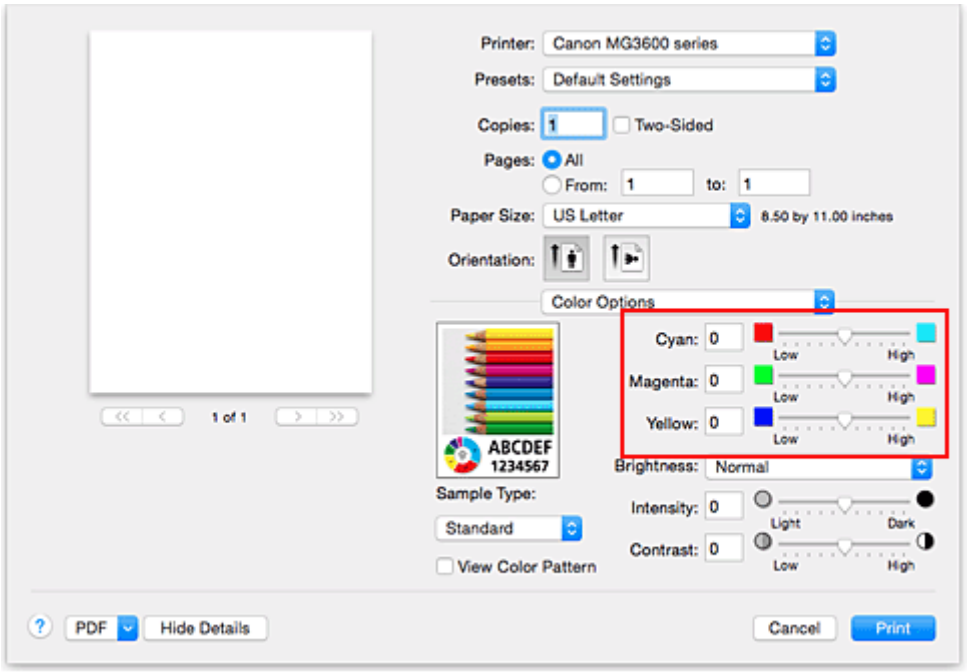
No adjustment Adjust color balance

The procedure for adjusting color balance is as follows:

1. Select **Color Options** from the pop-up menu of the Print Dialog

2. Adjust color balance

   There are individual sliders for **Cyan**, **Magenta**, and **Yellow**. Each color becomes stronger when the corresponding slider is moved to the right, and becomes weaker when the corresponding slider is moved to the left. For example, when cyan becomes weaker, the color red becomes stronger.
   You can also directly enter a value linked to the slider. Enter a value in the range from -50 to 50. The current settings are displayed in the settings preview on the left side of the printer driver.



3. Complete the setup

Click **Print**.

When you execute print, the document is printed with the adjusted color balance.

Important

- When the **Grayscale Printing** check box is checked for **Quality & Media**, the color balance (**Cyan**, **Magenta**, **Yellow**) appear grayed out and are unavailable.
- If you select **ColorSync** for **Color Matching**, then the color balance (**Cyan**, **Magenta**, **Yellow**) appear grayed out and are unavailable.

Related Topics

- Setting the Print Quality Level (Custom)
- Specifying Color Correction
- Adjusting Brightness
- Adjusting Intensity
- Adjusting Contrast

Adjusting Brightness

You can change the brightness of the overall image data during printing.
This function does not change pure white or pure black but it changes the brightness of the intermediate colors.
The following sample shows the print result when the brightness setting is changed.

Light is selected

Normal is selected

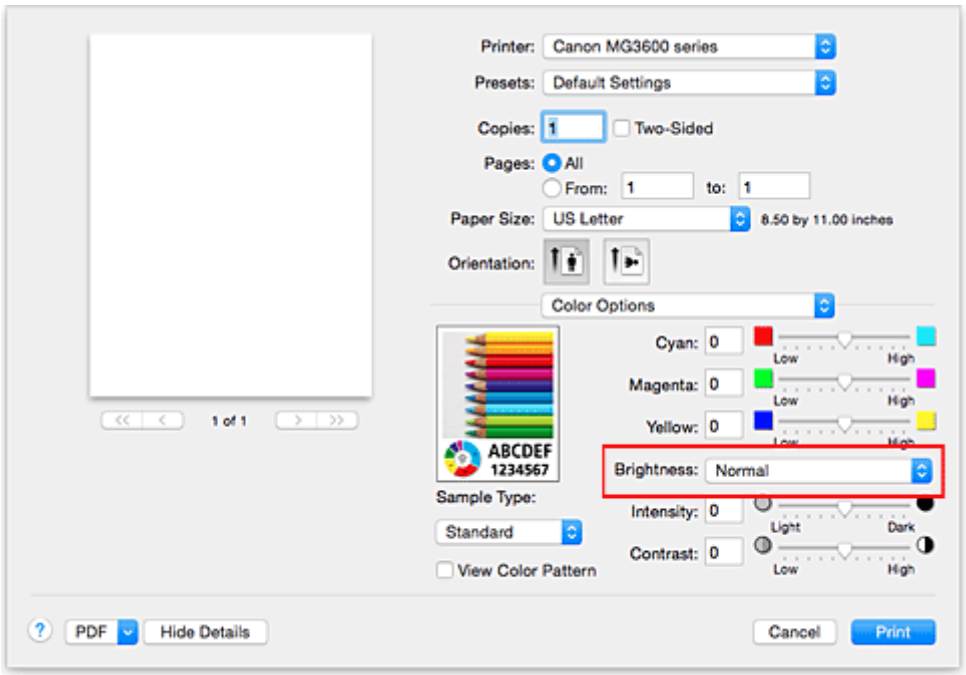
Dark is selected

The procedure for adjusting brightness is as follows:

1. Select **Color Options** from the pop-up menu of the Print Dialog

2. Specify the brightness

   Select **Light**, **Normal**, or **Dark** for **Brightness**. The current settings are displayed in the settings preview on the left side of the printer driver.



3. Complete the setup

   Click **Print**.
   When you execute print, the data is printed at the specified brightness.

Important

- If you select **ColorSync** for **Color Matching**, then the **Brightness** appears grayed out and is unavailable.

Related Topics

- Setting the Print Quality Level (Custom)
- Specifying Color Correction
- Adjusting Color Balance
- Adjusting Intensity
- Adjusting Contrast

Adjusting Intensity

You can dilute (brighten) or intensify (darken) the colors of the overall image data during printing.
The following sample shows the case when the intensity is increased so that all colors become more intense when the image data is printed.

No adjustment

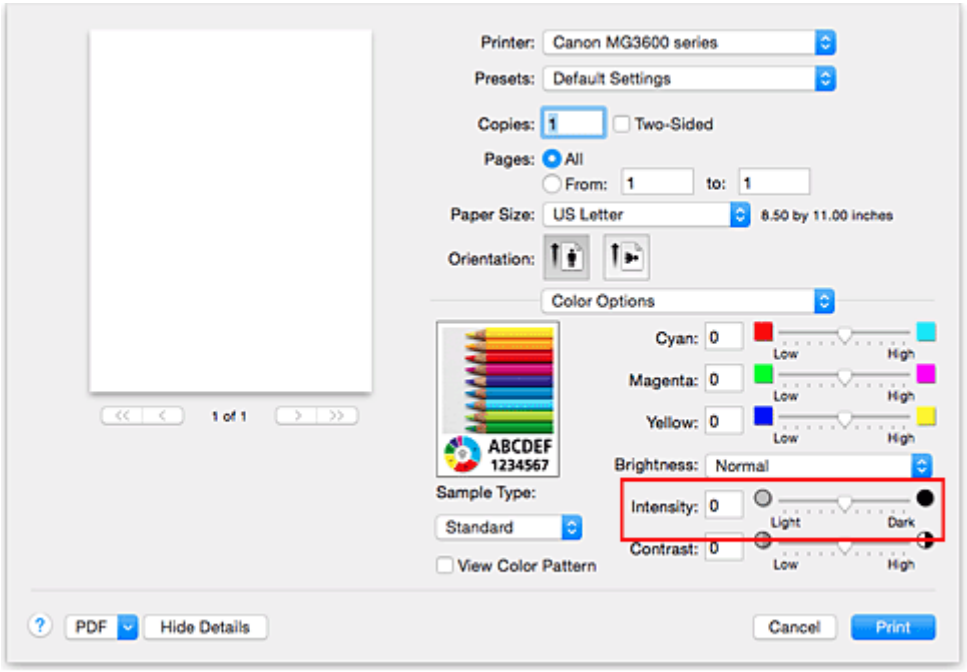
Higher intensity

The procedure for adjusting intensity is as follows:

1. Select **Color Options** from the pop-up menu of the Print Dialog

2. Adjust intensity

   Moving the **Intensity** slider to the right intensifies (darkens) the colors, and moving the slider to the left dilutes (brightens) the colors.
   You can also directly enter a value linked to the slider. Enter a value in the range from -50 to 50. The current settings are displayed in the settings preview on the left side of the printer driver.



3. Complete the setup

   Click **Print**.
   When you execute print, the image data is printed with the adjusted intensity.

Important

- If you select **ColorSync** for **Color Matching**, then the **Intensity** appears grayed out and is unavailable.

Related Topics

- Setting the Print Quality Level (Custom)
- Specifying Color Correction
- Adjusting Color Balance
- Adjusting Brightness
- Adjusting Contrast

Adjusting Contrast

You can adjust the image contrast during printing.
To make the differences between the light and dark portions of images greater and more distinct, increase the contrast. On the other hand, to make the differences between the light and dark portions of images smaller and less distinct, reduce the contrast.

No adjustment

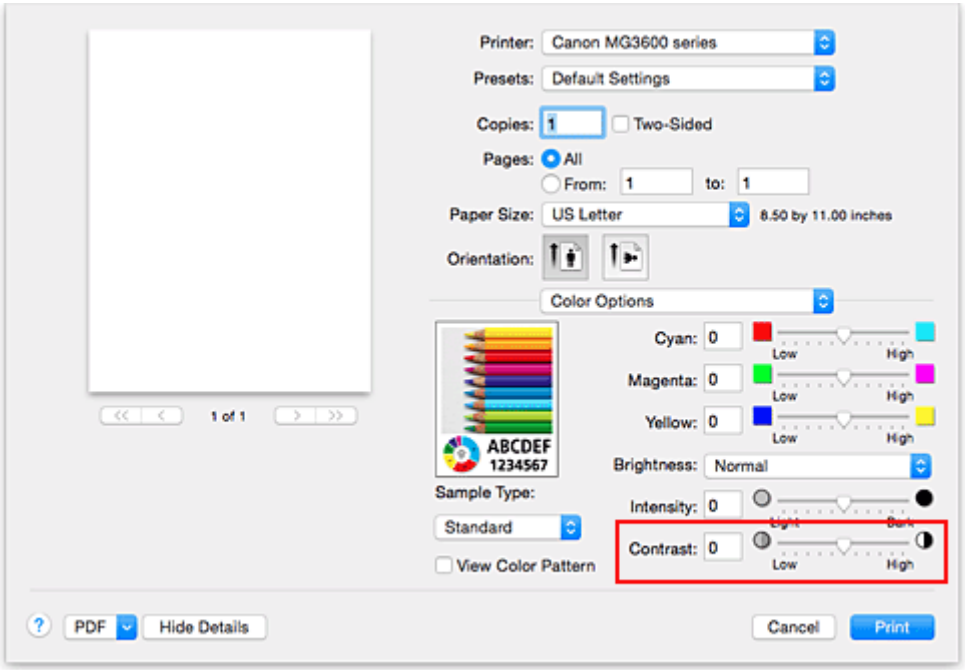
Adjust the contrast

The procedure for adjusting contrast is as follows:

1. Select **Color Options** from the pop-up menu of the Print Dialog

2. Adjust the contrast

   Moving the **Contrast** slider to the right increases the contrast, and moving the slider to the left decreases the contrast.
   You can also directly enter a value linked to the slider. Enter a value in the range from -50 to 50. The current settings are displayed in the settings preview on the left side of the printer driver.



3. Complete the setup

   Click **Print**.
   When you execute print, the image is printed with the adjusted contrast.

Important

- If you select **ColorSync** for **Color Matching**, then the **Contrast** appears grayed out and is unavailable.

Related Topics

- Setting the Print Quality Level (Custom)
- Specifying Color Correction
- Adjusting Color Balance
- Adjusting Brightness
- Adjusting Intensity

Overview of the Printer Driver

- Canon IJ Printer Driver
- How to Open the Printer Driver Setup Window
- Page Setup Dialog
- Print Dialog
- Quality & Media
- Color Options
- Borderless Printing
- Margin
- Canon IJ Printer Utility
- Opening the Canon IJ Printer Utility
- Maintenance of this Printer
- 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**
- **Borderless Printing**
- **Margin**

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.

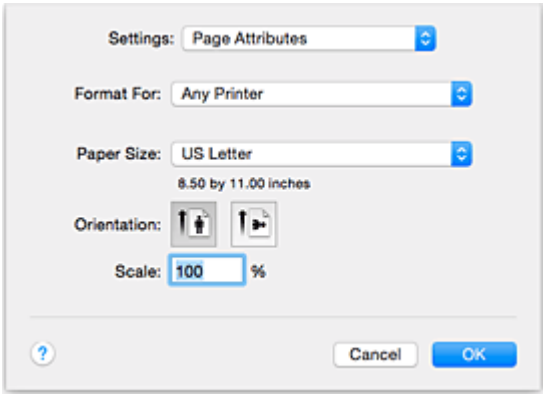
1. Select **Print...** from the **File** menu of the application software

   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.

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

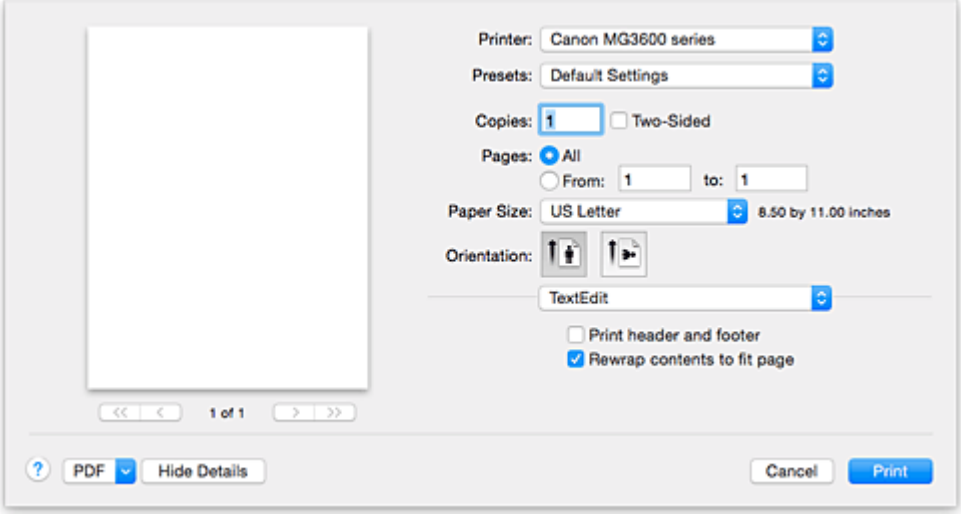
Set the scaling percentage.

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.

Two-Sided

You can set duplex printing.

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. You can also set duplex printing.

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.

Borderless Printing

You can adjust the amount of document that extends off the paper when performing borderless printing.

Margin

You can set the stapling side and the stapling margin.

Supply Levels

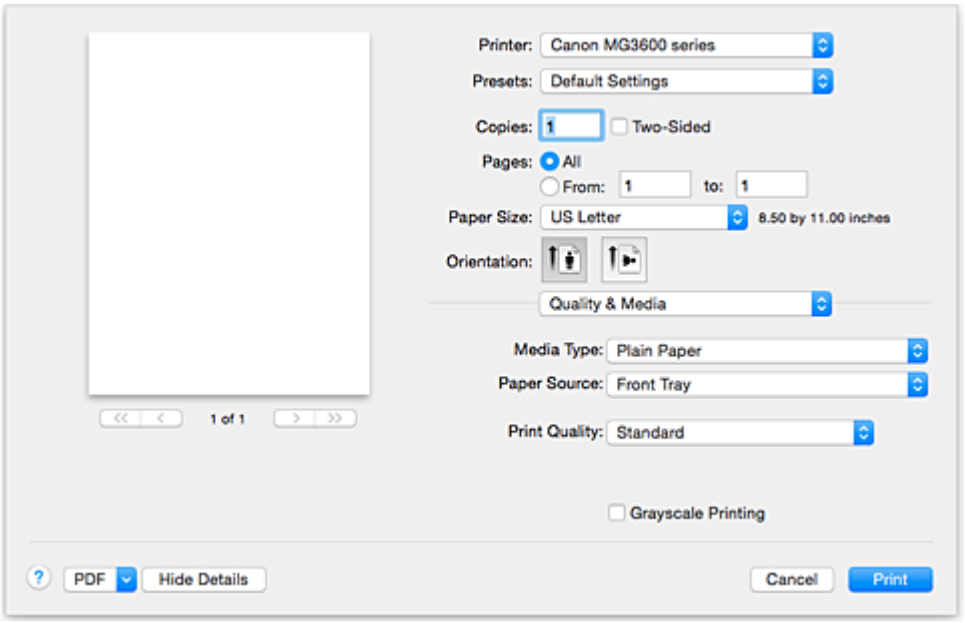
A rough indication of the remaining ink level is displayed.

PDF

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

Quality & Media

This dialog allows you to create a basic print setup in accordance with the paper type. Unless special printing is required, normal printing can be performed just by setting the items in this dialog.



Media Type

Select the type of media to be used.

You must select the type of media actually loaded in the printer. This selection enables the printer to carry out printing properly for the material of the media used.

Note

- When printing on a double postcard, select Postcard Double for Paper Size, and then print again.
- If you print on paper other than hagaki, load the paper according to usage instructions, and then click **OK**.

Paper Source

Shows the source from which paper is supplied.

Print Quality

Select the one that is closest to the original document type and the purpose.

When one of the radio buttons is selected, the appropriate quality will be set automatically.

High

Gives priority to print quality over printing speed.

Standard

Prints with average speed and quality.

Draft

This setting is appropriate for test printing.

Custom

Select this radio button to specify a quality.

Quality

When you select **Custom** in **Print Quality**, you can use the slider bar to adjust the print quality level.

Grayscale Printing

Set grayscale printing. Grayscale printing refers to the function of converting your document to grayscale data in the printer to print it in monochrome.

When you check the check box, both monochrome and color documents will be printed in monochrome. When printing a color document, be sure to uncheck the check box.

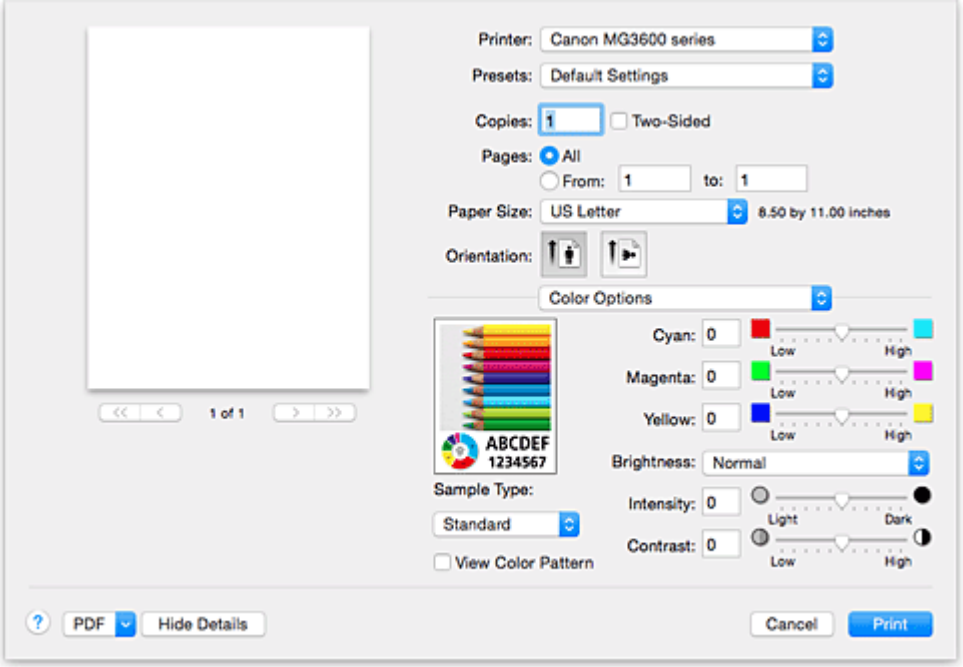
Related Topics

- Setting the Print Quality Level (Custom)
- Printing a Color Document in Monochrome

Color Options

This dialog allows you to adjust the print color as you like. If the color of the printed image is not as expected, adjust the properties in the dialog and retry printing.

The adjustments made here do not affect the colors of the original print data unlike application software dedicated to image processing. Use this dialog just to make fine adjustments.



Preview

Shows the effect of color adjustment.

As you adjust each item, the effects are reflected in the color and brightness.

Sample Type

Select an image that you want to display as a sample.

If necessary, select one from **Standard**, **Landscape**, or **Graphics**, whichever is most similar to the print results.

View Color Pattern

Displays a pattern for checking color changes produced by color adjustment.

When you want to display the sample image with a color pattern, check this check box.

When you want to display the sample image with one that you selected with **Sample Type**, uncheck this check box.

Note

- When the **Grayscale Printing** check box is checked in the **Quality & Media**, the graphic is displayed in monochrome.

Color balance (Cyan, Magenta, Yellow)

If necessary, adjust the strength of each color. To strengthen a color, drag the slider to the right. To weaken a color, drag the slider to the left.

You can also directly enter a value linked to the slider. Enter a value in the range from -50 to 50.

Adjusting the color balance will result in variations in the balance among the volumes of the individual color inks and hence in the hues of the document as a whole.

Use the printer driver only when adjusting the color balance slightly. To change the color balance significantly, use the application software.

Brightness

Select the brightness of printed images.

You cannot change the levels of pure white and black. You can change the contrast of the colors between white and black.

Select from **Light**, **Normal**, or **Dark**, if necessary.

Intensity

Select this method to adjust the overall density of your print.

To increase the overall intensity, drag the slider to the right. To decrease the overall intensity, drag the slider to the left.

You can also directly enter a value linked to the slider. Enter a value in the range from -50 to 50.

Contrast

The Contrast function changes the differences between light and dark in images during printing.

To make the differences between the light and dark portions of images greater and more distinct, increase the contrast. On the other hand, to make the differences between the light and dark portions of images smaller and less distinct, reduce the contrast.

You can also directly enter a value linked to the slider. Enter a value in the range from -50 to 50.

Important

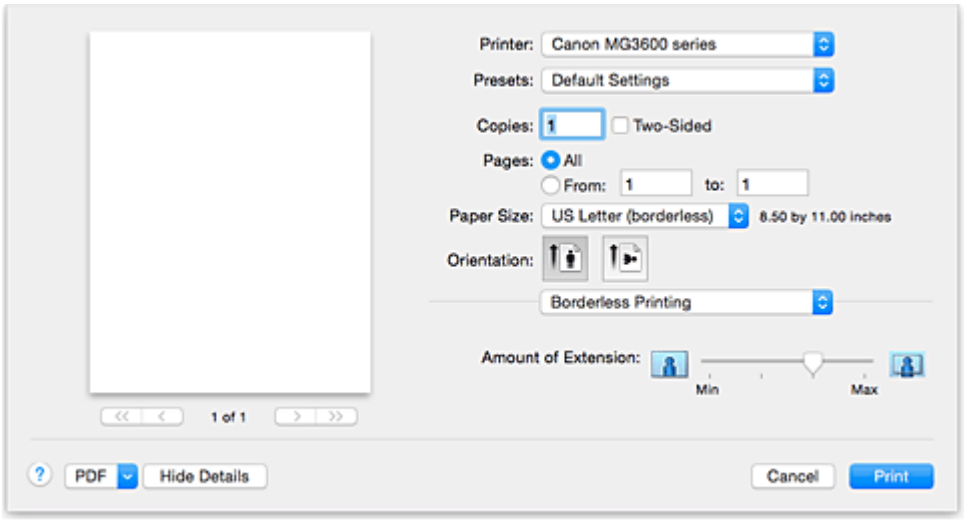
- When the **Grayscale Printing** check box is checked for **Quality & Media**, the color balance (**Cyan**, **Magenta**, **Yellow**) appear grayed out and are unavailable.
- If you select **ColorSync** for **Color Matching**, then the color balance (**Cyan**, **Magenta**, **Yellow**), **Brightness**, **Intensity**, and **Contrast** appear grayed out and are unavailable.

Related Topics

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

Borderless Printing

This dialog allows you to adjust the amount of the document that extends off the paper when borderless printing is performed.



Amount of Extension

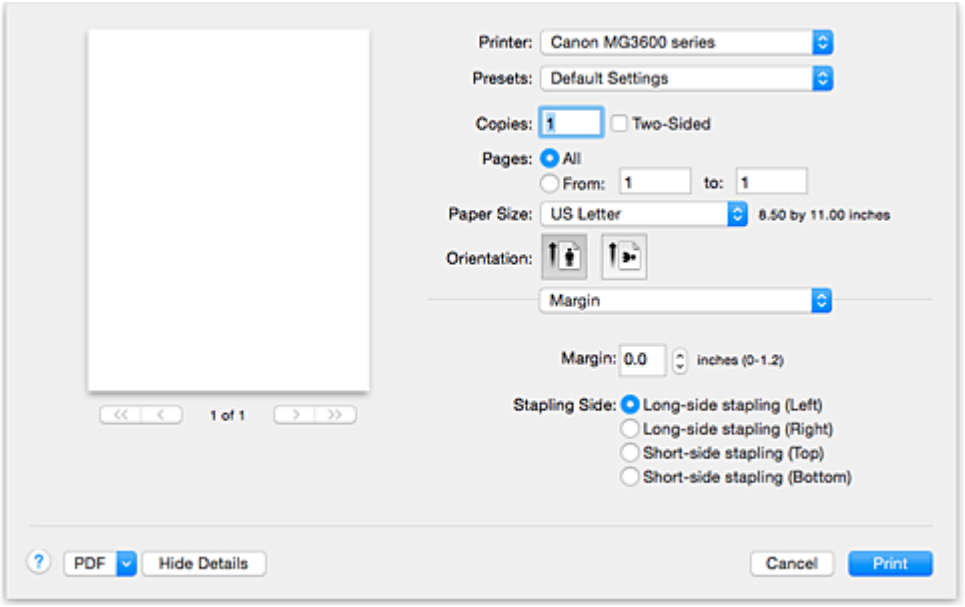
Use the **Amount of Extension** slider to adjust the amount of the document that extends off the paper. Moving the slider to the right makes the amount larger and moving the slider to the left makes the amount smaller.

Related Topic

- Execute Borderless Printing

Margin

This dialog allows you to set the stapling side and amount of margin for stapling multiple sheets of paper.



Margin

Specify the amount of margin space for stapling the paper. Enter a value between 0 inch (0 mm) to 1.2 inches (30 mm).

Stapling Side

Specify the stapling side.

Long-side stapling (Left) / Long-side stapling (Right)

Select this option to staple the long side of the paper.

Choose left or right.

Short-side stapling (Top) / Short-side stapling (Bottom)

Select this option to staple the short side of the paper.

Choose top or bottom.

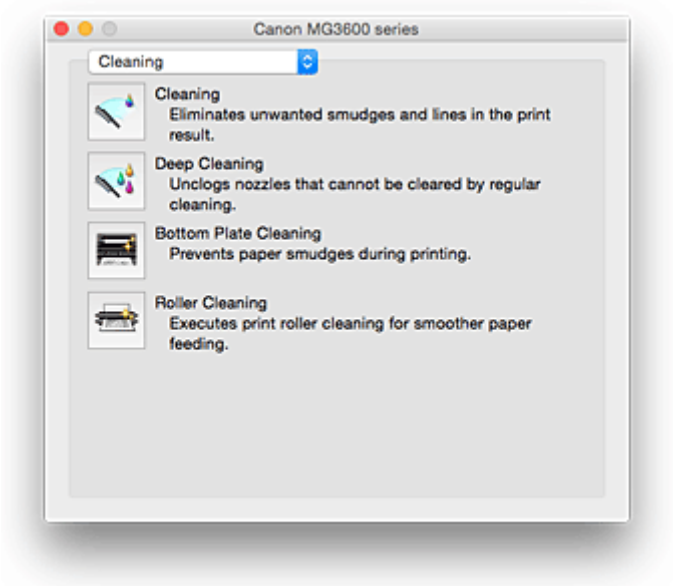
Related Topics

- Setting the Stapling Margin
- Duplex Printing

Canon IJ Printer Utility

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

What You Can Do with the Canon IJ Printer Utility



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

Cleaning

Clean the printer to prevent print smudges and clear up clogged print head nozzle.

- Cleaning the Print Heads
- Cleaning Inside the Printer
- Cleaning the Paper Feed Rollers

Test Print

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

- Aligning the Print Head Position
- Printing a Nozzle Check Pattern

Power Settings

Operate the power of this printer from the printer driver.

Ink Level Information

Check the remaining ink levels.

Ink Cartridge Settings

Selects the FINE cartridge you use for printing.

Quiet Settings

You can reduce the operating noise of the printer.

Custom Settings

Change the settings of this printer.

Note

- To operate the Canon IJ Printer Utility, 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.

Opening the Canon IJ Printer Utility

To open the Canon IJ Printer Utility, follow the steps below.

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

2. Start the Canon IJ Printer Utility

   Select your model from the printer list, and click **Options & Supplies...**.

   Click **Open Printer Utility** in **Utility** tab.

   Canon IJ Printer Utility is launched.

Maintenance of this Printer

- Cleaning the Print Heads
- Cleaning Inside the Printer
- Cleaning the Paper Feed Rollers
- Printing a Nozzle Check Pattern
- Aligning the Print Head Position
- Checking the Ink Status from Your Computer
- Setting the Ink Cartridge to be Used
- Managing the Printer Power
- Reducing the Printer Noise
- Changing the Printer Operation Mode

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

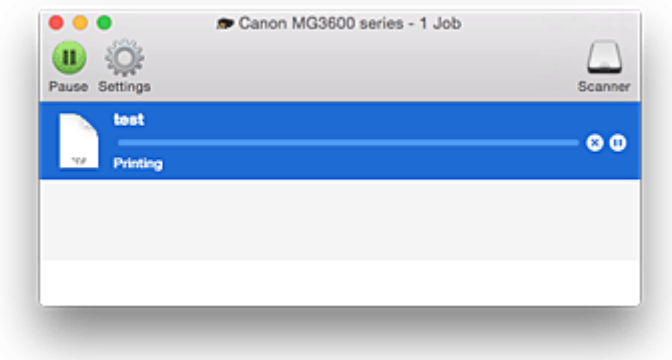
     The printing status screen opens automatically. To display the printing status screen, click the (the printer icon) displayed on the Dock.
   - If the print data has not been sent to the printer

     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.

   - If you are using OS X Yosemite v10.10, OS X Mavericks v10.9, or OS X Mountain Lion v10.8



Deletes the specified print job.

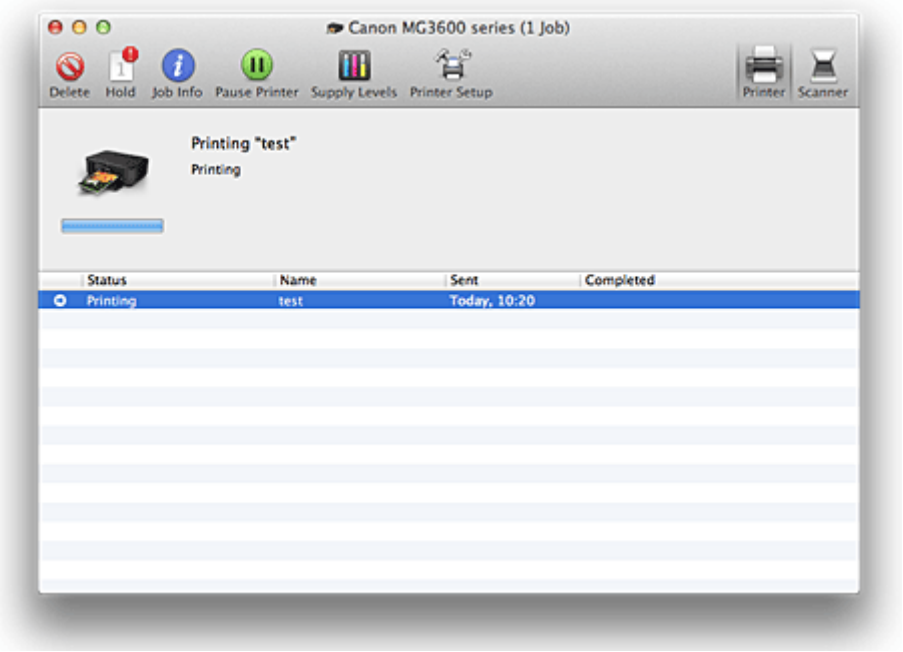
Stops printing the specified document.

Resumes printing the specified document.

Stops printing all documents.

Displayed only when printing of all documents is being stopped, and resumes printing all documents.

   - If you are using OS X Lion v10.7



Deletes the specified print job.

Stops printing the specified document.

Resumes printing the specified document.

Displays the print job information.

Stops printing all documents.

Displayed only when printing of all documents is being stopped, and resumes printing all documents.

Deleting the Undesired Print Job

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

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

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

   The print status check screen appears.

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

   The selected print jobs will be deleted.

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 Utility does not display the remaining ink level in the **Ink Level Information**, check whether the FINE cartridge is properly installed.
- When the Canon IJ Printer Utility displays the **Ink Level Information**, close the paper output cover of the printer.
- The following functions cannot be used in Mac OS, though they can be used in Windows computers.
  - Duplex Printing (manual)
  - 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.
- Do not start up the Canon IJ Network Tool while printing.
- Do not print when the Canon IJ Network Tool is running.
- 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 Utility.

Notes on Adding a Printer

- If you will be installing the Canon printer driver on Mac OS and using the printer through a network connection, you can select **Bonjour** or **Canon IJ Network** in the **Add** (**Add Printer**) dialog.
  Canon recommends you to use **Canon IJ Network** for printing.
  If **Bonjour** is selected, remaining ink level messages may differ from those indicated by **Canon IJ Network**.
- If you install a Canon printer driver to OS X Yosemite v10.10 or OS X Mavericks v10.9 and use a USB connection, the **Add** (**Add Printer**) 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.

Updating the Printer Driver

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

Obtaining the Latest Printer Driver

By updating the printer driver to the latest version of the printer driver, unresolved problems may be solved.

You can access our website and download the latest printer driver for your model.

Important

- You can download the printer driver for free, but any Internet access charges incurred are your responsibility.

Related Topics

- Before Installing the Printer Driver
- Installing the Printer Driver

Delete the Unnecessary Canon IJ Printer from the Printer List

A Canon IJ Printer that you no longer use can be deleted from the printer list.
Before deleting the Canon IJ Printer, disconnect the cable that connects the printer to the computer.

The procedure to delete the unnecessary Canon IJ Printer from the printer list is as follows:

You cannot delete the Canon IJ Printer unless you are logged in as a user with the administrative right. For information about an administrative user, refer to the user's manual for the Mac OS.

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

2. Delete the Canon IJ Printer from the printer list

   From the printer list, select the Canon IJ Printer to be deleted, and then click **-**.

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

Before Installing the Printer Driver

This section describes the items that you should check before installing the printer driver. You should also refer to this section if the printer driver cannot be installed.

Checking the Personal Computer Settings

- Terminate all running applications.
- Log on as a user who has the administrator account. The installer will prompt you to enter the name and password of the administrative user. When multiple users are using Mac OS, log on with the account of the administrator who registered first.

Important

- When you upgrade Mac OS, all printer drivers that were installed will be deleted.
  If you plan to continue using this printer, re-install the latest printer driver.

Related Topics

- Obtaining the Latest Printer Driver
- Installing the Printer Driver

Installing the Printer Driver

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

The procedure for installing the downloaded printer driver is as follows:

1. Mount the disk

   Double-click the disk image file you have downloaded.
   The file is unpacked, and then the disk is mounted.

2. Start the installer

   Double-click "PrinterDriver_XXX_YYY.pkg" (where "XXX" is your model name, and "YYY" is version) contained in the disk.

3. Start the installation

   Install the printer driver according to the messages on the screen.

   When the Software License Agreement is displayed, check the contents, and click **Continue**. If you do not agree to the terms of the Software License Agreement, you cannot install this software.

4. Selecting the install destination

   If necessary, select where you want to install the printer driver, and then click **Continue**.

5. Executing the installation

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

6. Complete the installation

   When the completion message appears, click **Close**.

The printer driver is installed successfully.

Important

- If the Installer does not operate properly, select **Quit Installer** from the **Installer** menu of the Finder to quit the Installer. Then start the Installer again.
- You can download the printer driver for free, but you are responsible for paying any connection fees to the Internet.

Related Topics

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

Printing Using Canon Application Software

- My Image Garden Guide
- Easy-PhotoPrint+ Guide

My Image Garden Guide

You can learn about the operations and screens of My Image Garden.

For Windows:

Latest Version

My Image Garden V3.2.x

It is recommended that you use the latest version of the application.

Access the Canon website and download the latest application.

How to Check the Version

Earlier Versions

Select the version of your My Image Garden.

- V3.1.x/V3.0.x
- V2.1.x
- V2.0.x
- V1.1.x

For Mac OS:

Latest Version

My Image Garden V3.2.x

It is recommended that you use the latest version of the application.

Access the Canon website and download the latest application.

How to Check the Version

Earlier Versions

Select the version of your My Image Garden.

- V3.1.x/V3.0.x
- V2.1.x
- V2.0.x
- V1.1.x

Printing Using a Web Service

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

Using PIXMA/MAXIFY Cloud Link

By using PIXMA/MAXIFY Cloud Link, you can connect your printer to a cloud service, such as CANON iMAGE GATEWAY, Evernote, or Twitter, and use the following functions without using a computer:

- Print images from a photo-sharing service
- Print documents from a data management service
- Save scanned images to a data management service.
- Use Twitter to report the printer status, such as no paper or low ink levels.

In addition, you can use various functions by adding and registering apps that are linked with various cloud services.

- Using PIXMA/MAXIFY Cloud Link from Your Printer
- Using PIXMA/MAXIFY Cloud Link from Your Smartphone, Tablet, or Computer

Important

- In certain countries, PIXMA/MAXIFY Cloud Link may not be available or the available apps may be different.
- Some apps require that you have an account before you use those apps. For such apps, please set up an account beforehand.
- To find out which models support PIXMA/MAXIFY Cloud Link check the Canon homepage.
- The screen display may change without prior notice.

Printing with Google Cloud Print

The machine is compatible with Google Cloud Print™ (Google Cloud Print is a service provided by Google Inc.).

By using Google Cloud Print, you can print from anywhere with applications or services supporting Google Cloud Print.

Sending Print Data and Printing via Internet

Once you register the machine to Google Cloud Print, you can print from applications or services supporting Google Cloud Print without internet connection.

Sending Print Data and Printing without Going through Internet

Important

- This function may not be available depending on the country or region you live in.
- To use Google Cloud Print, you need to get Google account and register the machine with Google Cloud Print in advance.

  Additionally, LAN connection with the machine and internet connection are required to register the machine to Google Cloud Print. Internet connection fees apply.

1. Getting Google Account
2. Registering Machine with Google Cloud Print
3. Printing from Computer or Smartphone with Google Cloud Print

Important

- When the machine owner changes, delete its registration from Google Cloud Print.

  Deleting Machine from Google Cloud Print

LAN connection with the machine and internet connection are required to delete the machine from Google Cloud Print. Internet connection fees apply.

Getting Google Account

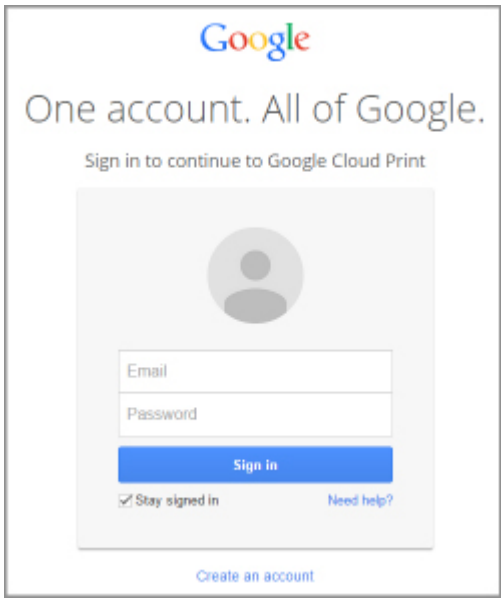
To print with Google Cloud Print, you need to get Google account and register the machine with Google Cloud Print in advance.

Note

- If you already have Google account, register the machine to Google Cloud Print.

  Registering Machine with Google Cloud Print

Access to Google Cloud Print with the web browser on the computer or the mobile device and register the required information.



* The screen above may change without prior notice.

Registering Machine with Google Cloud Print

The machine can be registered to Google Cloud Print with the following two methods.

- Registration Using Google Chrome
- Registration Using Other Web Browser

Important

- If you have not gotten Google account, get it.

  Getting Google Account
- When the machine owner changes, delete its registration from Google Cloud Print.

  Deleting Machine from Google Cloud Print
- LAN connection with the machine and internet connection are required to register the machine to Google Cloud Print and to delete it. Internet connection fees apply.

Registration Using Google Chrome

1. Start Google Chrome browser on your computer.
2. Select **Sign in to Chrome...** from (Chrome menu).
3. Log in to your Google account.
4. Select **Settings** from (Chrome menu).
5. Select **Show advanced settings...** to display information.
6. Select **Manage** for **Google Cloud Print**.
7. When **Canon MG3600 series** and **Add printers** button are displayed, select **Add printers**.
8. When confirmation message for registering machine appears, select **OK**.
9. When machine's **Wi-Fi** lamp flashes 3 times, press **Wi-Fi** button.

   Printer registration is complete.

Registration Using Other Web Browser

1. Make sure machine is turned on.
2. Display printer status on web browser.

3. Select **Web service connection setup** -> **Google Cloud Print setup** -> **Register with Google Cloud Print**.

   Note

   - If you have already registered the machine with Google Cloud Print, the confirmation message to re-register the machine is displayed.

4. When confirmation screen to register machine is displayed, select **Yes**.

5. Select display language in print setup for Google Cloud Print.

6. Perform authentication process.

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

Printing from Computer or Smartphone with Google Cloud Print

When you send print data with Google Cloud Print, the machine receives the print data and prints it automatically.

When printing from a smartphone, tablet, computer, or other external device by using Google Cloud Print, load paper into the machine in advance.

You can print with Google Cloud Print with the following two methods.

- Printing via internet

  LAN connection with the machine and internet connection are required.

  Sending Print Data via Internet

- Printing without going through internet

  Local network connection with the machine or enabling machine's access point mode is required. Enabling Bonjour on the machine is required.

  Sending Print Data without Going through Internet

Note

- Depending on the communication status, it may take a while to print the print data or the machine may not receive the print data.
- While printing with Google Cloud Print, the printing may be canceled depending on the machine's status, such as when the machine is being operated or an error has occurred. To resume printing, check the machine's status and print with Google Cloud Print again.
- For print settings:
  - If you select the media type other than plain paper or if you select the paper size other than A4 or Letter size, the print data is printed in single-sided even when you select the duplex print setting.
  - If you select plain paper as media type or if you select B5/A5-size as paper size, the print data is printed with border even when you select the borderless print setting.
  - The print results may differ from the print image depending on the print data.
  - Depending on the device sending the print data, you may not select the print settings when sending the print data with Google Cloud Print.

Sending Print Data via Internet

This section describes the operation to send print data from Google Chrome browser on the computer. The operation differs depending on the device, applications, or services.

Important

- LAN connection with the machine and internet connection are required to sending print data via internet. Internet connection fees apply.

1. Make sure machine is turned on.

   Note

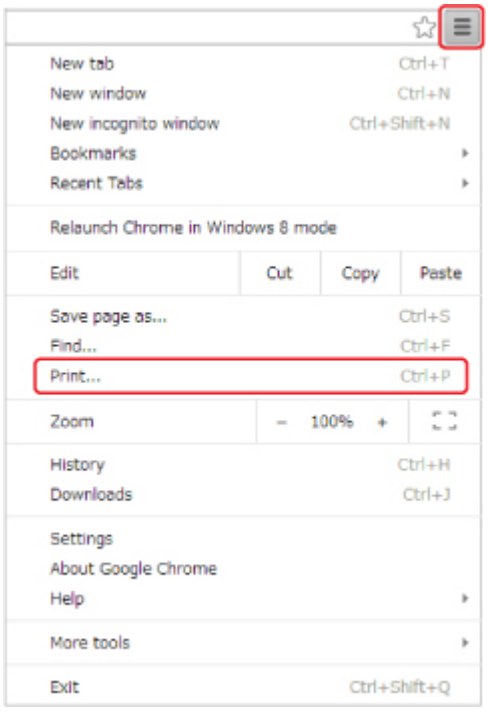
   - If the machine's Auto Power On function is enabled, the machine is turned on automatically when it receives the print data.

2. Start Google Chrome browser on your computer.

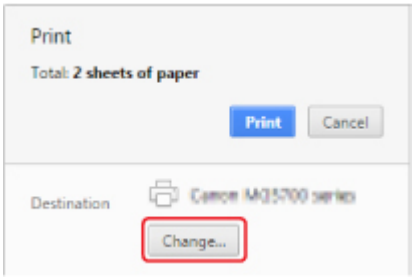
3. Select **Sign in to Chrome...** from (Chrome menu).

4. Log in to your Google account.

5. Select **Print...** from (Chrome menu).



6. Select **Change...** next **Destination**.



7. Select **Canon MG3600 series** in **Google Cloud Print**.

8. Select **Print**.

   When the preparation for printing with Google Cloud Print is complete, the machine receives the print data and prints it automatically.

Sending Print Data without Going through Internet

This section describes the operation to send print data from Google Chrome browser on the computer. The operation differs depending on the device, applications, or services.

Important

- Local network connection with the machine or enabling machine's access point mode is required.

- Enabling Bonjour on the machine is required.

1. Make sure machine is turned on.

   Note

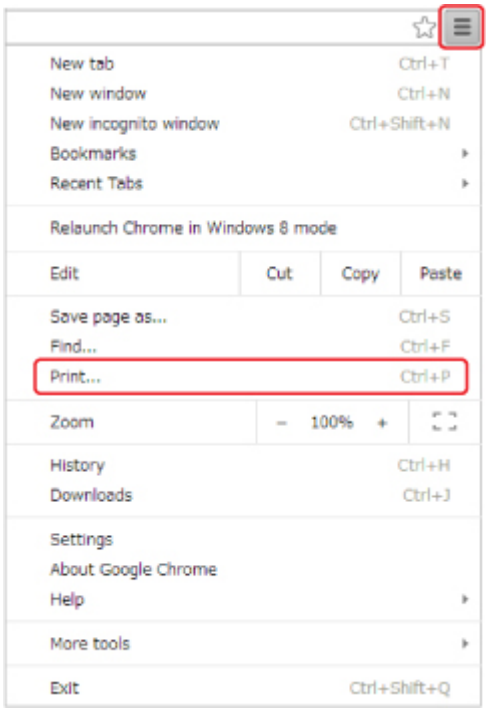
   - If the machine's Auto Power On function is enabled, the machine is turned on automatically when it receives the print data.

2. Start Google Chrome browser on your computer.

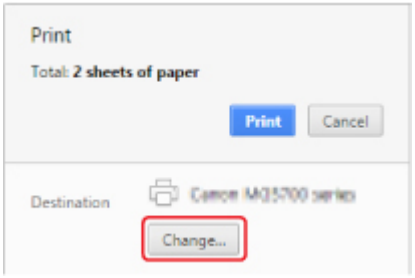
3. Select **Sign in to Chrome...** from (Chrome menu).

4. Log in to your Google account.

5. Select **Print...** from (Chrome menu).



6. Select **Change...** next **Destination**.



7. Select **Canon MG3600 series** in **Local Destinations**.

8. Select **Print**.

   When the preparation for printing with Google Cloud Print is complete, the machine receives the print data and prints it automatically.

Deleting Machine from Google Cloud Print

If the machine's owner changes or if you want to re-register the machine, delete it from Google Cloud Print by following the steps below.

The machine can be deleted from Google Cloud Print with the following two methods.

- Deletion Using Google Chrome
- Deletion Using Other Web Browser

Important

- LAN connection with the machine and internet connection are required to delete the machine from Google Cloud Print. Internet connection fees apply.

Deletion Using Google Chrome

1. Start Google Chrome browser on your computer.
2. Select **Sign in to Chrome...** from (Chrome menu).
3. Log in to your Google account.
4. Select **Settings** from (Chrome menu).
5. Select **Show advanced settings...** to display information.
6. Select **Manage** for **Google Cloud Print**.
7. Select **Manage** next **Canon MG3600 series** on device list.
8. Select **Delete**.
9. When confirmation message for deleting machine appears, select **OK**.

Deletion Using Other Web Browser

1. Make sure machine is turned on.
2. Display printer status on web browser.
3. Select **Web service connection setup** -> **Google Cloud Print setup** -> **Delete from Google Cloud Print**.
4. When confirmation screen to delete machine is displayed, select **Yes**.

Printing from an AirPrint-enabled Printer with Mac

Using AirPrint to print from your iPhone, iPad, iPod touch, or Mac.

AirPrint enables you to print photos, email, Web pages and documents from iPhone, iPad, iPod touch, and Mac without the need to install drivers, or download apps or software.

Note

- If you want to print using AirPrint from iOS device, see below.

  Printing from an AirPrint-enabled Printer with iOS Device

Checking Your Environment

First, check your environment.

- **AirPrint Operation Environment**
  - iPhone, iPad, and iPod touch running the latest version of iOS
  - Mac running the latest version of Mac OS
- **Connection method**

  The iOS device or Mac and the machine must be connected to the same network over a LAN or connected directly without wireless router.

Adding Machine as AirPrint Printer to Your Mac

1. Open **System Preferences**, and select **Printers & Scanners** (**Print & Scan**) on your Mac.
2. Select **+** to display the printer list.
3. Select the machine's name listed as **Bonjour Multifunction**.
4. Select **Secure AirPrint** or **AirPrint** from **Use**.
5. Select **Add**.

Printing with AirPrint from Mac

1. Make sure machine is turned on.

Note

- If the machine's Auto Power On function is enabled, the machine is turned on automatically when it receives the print data.

2. Load paper.

3. Perform printing on your application software.

   Print dialog appears.

4. Select your model name added as AirPrint printer from the **Printer** list in the Print Dialog.

5. Set the paper size, media type, and other settings as needed.

6. Select **Print**.

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

Note

- For wireless LAN connection:
  - After you turn on the machine, it may take few minutes before the machine can communicate through a wireless LAN connection. Make sure the machine is connected to the wireless LAN and try printing.
  - If Bonjour on the machine is disabled, AirPrint cannot be used. Check the LAN settings on the machine, and enable Bonjour.
- For other AirPrint troubleshooting, see below.

  Cannot Print Using AirPrint

Checking Print Status

Display the Printing Status Screen

Deleting Print Job

To delete a print job with AirPrint, use one of the following two methods:

- From machine: Use **Stop** button to cancel the print job.
- From iOS device: Deleting the Undesired Print Job

Printing from Smartphone/Tablet

- **Printing Directly from Smartphone/Tablet**
- **Printing Using a Web Service**

Printing Directly from Smartphone/Tablet

- **Android Print**
- **Printing from an AirPrint-enabled Printer with iOS Device**
- **Using Machine with Access Point Mode**

Android Print

Use the Canon printing plug-in

Canon Print Service is a printing plug-in for Android 4.4.2 or later, and is available for free on Google Play. Installing and activating the plug-in enables your Android smartphone or tablet to print to a Canon printer over a wireless LAN.

Printing via Mopria

You can print to a Canon printer from a Mopria compatible Android smartphone or tablet over a wireless LAN.

See the Mopria homepage (http://www.mopria.org) for details including supported devices.

Printing from an AirPrint-enabled Printer with iOS Device

Using AirPrint to print from your iPhone, iPad, iPod touch, or Mac.

AirPrint enables you to print photos, email, Web pages and documents from iPhone, iPad, iPod touch, and Mac without the need to install drivers, or download apps or software.

Note

- If you want to print using AirPrint from Mac, see below.

  Printing from an AirPrint-enabled Printer with Mac

Checking Your Environment

First, check your environment.

- **AirPrint Operation Environment**
  - iPhone, iPad, and iPod touch running the latest version of iOS
  - Mac running the latest version of Mac OS
- **Connection method**

  The iOS device or Mac and the machine must be connected to the same network over a LAN or connected directly without wireless router.

Printing with AirPrint from iOS Device

1. Make sure machine is turned on.

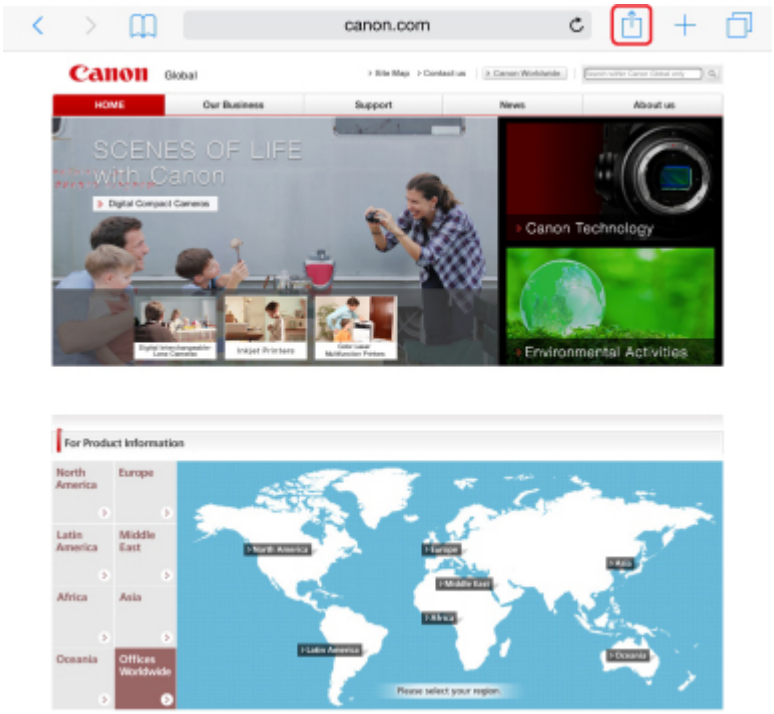
   Note

   - If the machine's Auto Power On function is enabled, the machine is turned on automatically when it receives the print data.

2. Load paper.

3. Tap operation icon to display menu options from applications of your iOS device.

   The figure below is an example of when printing from the iPad web browser. The screen differs depending on the devices or applications.



4. Tap **Print** from menu options.

5. Select your model name from **Printer** on **Printer Options**.

Important

- Because some applications do not support AirPrint, **Printer Options** may not be displayed. If an application does not let you use printer options, you cannot print from that application.

Note

- **Printer Options** differ depending on the application that you are using.

6. When printing file type that has multiple pages, such as PDF file, tap **Range** and tap **All Pages** or select range of pages to be printed.

7. For **1 Copy**, tap **+** or **-** to set number of required copies.

8. For **Duplex Printing**, tap **On** to enable duplex printing or tap **Off** to disable function.

9. Tap **Print**.

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

Note

- For wireless LAN connection:
  - After you turn on the machine, it may take few minutes before the machine can communicate through a wireless LAN connection. Make sure the machine is connected to the wireless LAN and try printing.
  - If Bonjour on the machine is disabled, AirPrint cannot be used. Check the LAN settings on the machine, and enable Bonjour.
- For other AirPrint troubleshooting, see below.

  Cannot Print Using AirPrint

Paper Size

With AirPrint, the paper size is selected automatically according to the application being used on the iOS device and the region in which AirPrint is used.

When you use the photo application, the default paper size is L size in Japan, and 4"x6" or KG in other countries and regions.

When you use the document application, the default paper size is letter size in the U.S. region, and A4 in Japan and Europe.

Important

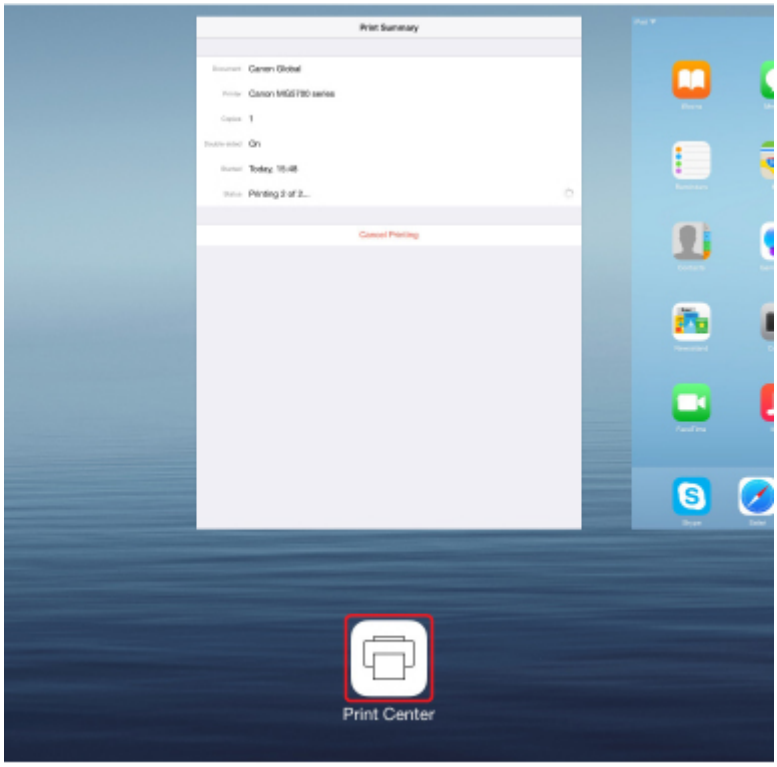
- Depending on the device or operation system, the default paper size is different from above size.

  We recommend you perform test printing.
- Your application may support different paper sizes.

Checking Print Status

During printing, a **Print Center** icon is displayed in the list of recently used applications and you can use it to check the print progress.

Press the Home button on the iOS device twice to set the **Multitasking** mode. Then swipe to the right to display the **Print Center** icon and a **Print Summary**.



Deleting Print Job

To delete a print job with AirPrint, use one of the following two methods:

- From machine: Use **Stop** button to cancel the print job.
- From iOS device: Press the Home button on the iOS device twice to set the **Multitasking** mode and swipe to the right. Tap the **Print Center** icon to display a **Print Summary**. Tap the print job to be canceled and tap **Cancel Printing**.

Using Machine with Access Point Mode

Access point mode allows you to print or scan by connecting the machine to a device such as a computer, smartphone, or tablet via wireless connection in an environment where a wireless router is not available. In addition, you can connect the machine to a device without a wireless router even where it is available.

This section describes how to enable the access point mode, the access point name (SSID) of the machine, and the security setting.

Enabling Access Point Mode

Printing/Scanning with Access Point Mode

Terminating Access Point Mode

Access Point Mode Setting

Important

- Before using the machine with the access point mode, check the usage restrictions and switch the machine to the access point mode.

  Restrictions

- If you use the machine with the access point mode for a long time, we recommend you change the default password to the combination of numbers and letters from the point of view of security.

Enabling Access Point Mode

Enable the access point mode following the procedure below.

1. Make sure machine is turned on.
2. Press and hold **Wi-Fi** button and release it when **ON** lamp flashes.
3. Press **Black** button, **Color** button, and then **Wi-Fi** button in this order.

   The **ON** lamp changed from flashing to lit and the access point mode is enabled.

Note

- To check the machine's MAC address and serial number, and the current access point mode settings, print out the network setting information.

  Printing Network Settings

- You can specify the security setting optionally.

  Access Point Mode Setting

Printing/Scanning with Access Point Mode

Specify the device settings, connect the device to the machine, and then start printing/scanning following the procedure below.

Note

- Before connecting a device, we recommended you check the access point name (SSID) and the password for the access point mode.

To check the access point name (SSID) and the password, print out the network setting information of the machine.

Printing Network Settings

1. Turn on wireless communication on your device.

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

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

2. Select "XXXXXX-MG3600 series" ("XXXXXX" represents last six digits of machine's MAC address.) from list displayed on device.

3. Enter password.

   Your device is connected to the machine.

4. Start printing or scanning from your device.

Note

- For more on printing or scanning from a device via wireless LAN, refer to the device's or application's instruction manual.

Terminating Access Point Mode

In environments that the machine is usually connected with the computer over the wireless LAN, set the machine to the wireless LAN connection following the procedure below when you finish using the machine with the access point mode temporarily.

1. Press and hold **Wi-Fi** button and release it when **ON** lamp flashes.

2. Press **Color** button, **Black** button, and then **Wi-Fi** button in this order.

   The **ON** lamp changed from flashing to lit, the **Wi-Fi** lamp lights up, and then the wireless LAN is enabled.

Note

- If you do not use the machine with the access point mode or over the wireless LAN:

  Follow the procedure below to disable the access point mode and the wireless LAN.

  1. Press and hold **Wi-Fi** button and release it when **ON** lamp flashes.
  2. Press **Black** button twice and press **Wi-Fi** button.

     The **ON** lamp changed from flashing to lit, the **Wi-Fi** lamp goes off, and then the wireless LAN is disabled.

Access Point Mode Setting

The initial value of the access point mode is set as follows.

SSID (access point name)	XXXXXX-MG3600series

	* "XXXXXX" represents last six digits of machine's MAC address.
Security setting	WPA2-PSK (AES)
Password	machine serial number

The machine serial number is printed on the sticker attached on the rear of the machine. It consists of 9 alphanumeric characters (four alphabets followed by five numbers).

Note

- To check the machine's MAC address and serial number, and the current access point mode settings, print out the network setting information.

  Printing Network Settings

- You can change the security setting and the password using IJ Network Tool.

  If you change the access point mode setting of the machine, also change the access point setting of your device.

Printing Using a Web Service

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

Using PIXMA/MAXIFY Cloud Link

By using PIXMA/MAXIFY Cloud Link, you can connect your printer to a cloud service, such as CANON iMAGE GATEWAY, Evernote, or Twitter, and use the following functions without using a computer:

- Print images from a photo-sharing service
- Print documents from a data management service
- Save scanned images to a data management service.
- Use Twitter to report the printer status, such as no paper or low ink levels.

In addition, you can use various functions by adding and registering apps that are linked with various cloud services.

- Using PIXMA/MAXIFY Cloud Link from Your Printer
- Using PIXMA/MAXIFY Cloud Link from Your Smartphone, Tablet, or Computer

Important

- In certain countries, PIXMA/MAXIFY Cloud Link may not be available or the available apps may be different.
- Some apps require that you have an account before you use those apps. For such apps, please set up an account beforehand.
- To find out which models support PIXMA/MAXIFY Cloud Link check the Canon homepage.
- The screen display may change without prior notice.

Printing with Google Cloud Print

The machine is compatible with Google Cloud Print™ (Google Cloud Print is a service provided by Google Inc.).

By using Google Cloud Print, you can print from anywhere with applications or services supporting Google Cloud Print.

Sending Print Data and Printing via Internet

Once you register the machine to Google Cloud Print, you can print from applications or services supporting Google Cloud Print without internet connection.

Sending Print Data and Printing without Going through Internet

Important

- This function may not be available depending on the country or region you live in.
- To use Google Cloud Print, you need to get Google account and register the machine with Google Cloud Print in advance.

  Additionally, LAN connection with the machine and internet connection are required to register the machine to Google Cloud Print. Internet connection fees apply.

1. Getting Google Account
2. Registering Machine with Google Cloud Print
3. Printing from Computer or Smartphone with Google Cloud Print

Important

- When the machine owner changes, delete its registration from Google Cloud Print.

  Deleting Machine from Google Cloud Print

LAN connection with the machine and internet connection are required to delete the machine from Google Cloud Print. Internet connection fees apply.

Printing from Digital Camera

- **Printing Photographs Directly from PictBridge (Wireless LAN) Compliant Device**
- **PictBridge (Wireless LAN) Print Settings**

Printing Photographs Directly from PictBridge (Wireless LAN) Compliant Device

You can connect a PictBridge (Wireless LAN) compliant device such as a digital camera, camcorder, or mobile phone to the machine through wireless LAN, and print recorded images directly without using a computer.

Connectable devices:

PictBridge (Wireless LAN) compliant device

Printable image data format:

The machine accepts images* taken with a camera compliant with the Design rule for Camera File system and PNG files.

* Exif 2.2/2.21/2.3 compliant

Important

- LAN connection with the machine is required to use this function.

Note

- PictBridge is the Standard to print your photos directly without using a computer, connecting a device such as a digital still camera, digital camcorder, or camera-equipped mobile phone.

  In this manual, PictBridge printing with the wireless LAN connection is referred to as "PictBridge (Wireless LAN)."
- When printing photos with the PictBridge (Wireless LAN) compliant device connected to the machine, we recommend the use of the AC adapter supplied with the device. If you are using the device battery, be sure to charge it fully.
- Depending on the model or brand of your device, you may have to select a print mode compliant with PictBridge (Wireless LAN) before connecting the device. You may also have to turn on the device or select Play mode manually after connecting the device to the machine.

  Perform necessary operations on the PictBridge (Wireless LAN) compliant device before connecting it to this machine according to instructions given in the device's instruction manual.

1. Make sure machine is turned on.
2. Load paper.
3. Connect PictBridge (Wireless LAN) compliant device to machine.

   Detect the machine with the PictBridge (Wireless LAN) compliant device and connect the PictBridge (Wireless LAN) compliant device to the machine with wireless LAN.

   ### Note

   - For more on detecting the machine, refer to your PictBridge (Wireless LAN) compliant device's instruction manual.
4. Specify print settings such as the paper type and layout.

You can perform settings using the menu on the LCD of your PictBridge (Wireless LAN) compliant device. Select the size and type of paper that you loaded in the machine.

Settings on PictBridge (Wireless LAN) Compliant Device

5. Start printing from your PictBridge (Wireless LAN) compliant device.

PictBridge (Wireless LAN) Print Settings

Settings on PictBridge (Wireless LAN) Compliant Device

This section describes the PictBridge (Wireless LAN) function of the machine. For the print settings on a PictBridge (Wireless LAN) compliant device, refer to the instructions given in the device's instruction manual.

Note

- In the following description, names of setting items are given according to those used in Canon-brand PictBridge (Wireless LAN) compliant devices. Setting item names may be different depending on the brand or model of your device.
- Some setting items explained below may not be available on some devices. When you cannot change print settings on a device, the printer prints images as follows:

  Paper size: 4" x 6"/ 10 x 15 cm

  Paper type: Photo

  Layout: 1-up, Borderless

  Date/File No. Print: Not printed

  Image Optimize: The Auto photo fix function will be used for optimized printing.

The following settings can be used when printing from a PictBridge (Wireless LAN) compliant device.

Paper size	4" x 6"/ 10 x 15 cm, 5" x 7"/ 13 x 18 cm*, 8" x 10"/ 20 x 25 cm, A4, 8.5" x 11"(Letter) * Can be selected only on certain Canon-brand PictBridge (Wireless LAN) compliant devices. (May not be selected depending on the device.)
Paper type	• Default: Photo Paper Plus Glossy II PP-201/Glossy Photo Paper "Everyday Use" GP-501, GP-601/Photo Paper Plus Semi-gloss SG-201/Photo Paper Pro Luster LU-101 • Photo: Photo Paper Plus Glossy II PP-201/Photo Stickers* * When printing on sticker paper, select **4"x6"/10x15cm** in **Paper size**. Do not set **Layout** to **Borderless**. • Fast Photo: Photo Paper Pro Platinum PT-101 • Plain: A4/Letter sized plain paper When **Paper type** is set to **Plain**, borderless printing will be disabled even when **Layout** is set to **Borderless**.
Layout	Default (Borderless), Index, Bordered, Borderless, N-up (2, 4, 9, 16)*1, 20-up*2, 35-up*3 *1 Layout compatible with A4 or Letter-sized paper and Canon-brand sticker above. -A4/Letter: 4-up -Photo Stickers: 2-up, 4-up, 9-up, 16-up. *2 With a Canon brand PictBridge (Wireless LAN) compliant device, selecting items with "i" mark allows you to print shooting info (Exif Data) in list format (20-up) or on the margins of the specified

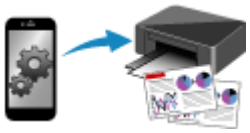
	data (1-up). (May not be available with some Canon-brand PictBridge (Wireless LAN) compliant devices.) *3 Printed in 35 mm Film Style Layout (Contact Printing Layout). Available only with a Canon-brand PictBridge (Wireless LAN) compliant device. (May not be available with some Canon-brand PictBridge (Wireless LAN) compliant devices.)
Print date & file no.	Default (Off: No printing), Date, File No., Both, Off
Image optimize	Default (Auto photo fix)*1, On (Auto photo fix)*1, Off, Red-Eye correction*2 *1 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. *2 Can be selected only on certain Canon-brand PictBridge (Wireless LAN) compliant devices. (May not be selected depending on the device.)
Trimming	Default (Off: No trimming), On (follow the camera's setting), Off

Copying

Making Copies on Plain Paper Basics

Copying on Photo Paper

Switching Page Size between A4 and Letter

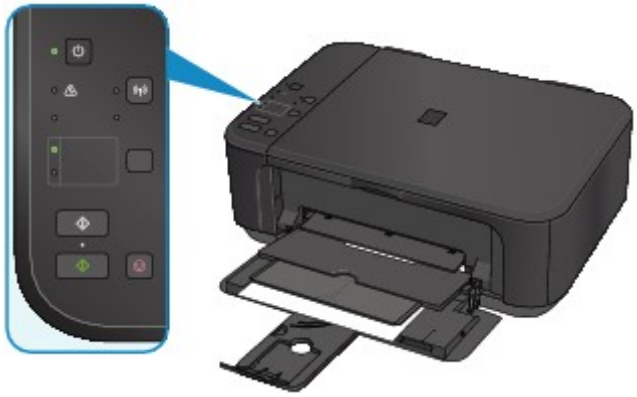


Copying from Smartphone/Tablet

Making Copies on Plain Paper

Load the original on the platen glass to copy on A4 sized plain paper.

1. Make sure machine is turned on.
2. Load A4 or Letter-sized plain paper.
3. Load original on platen glass.
4. Press **Paper** button to light upper **Paper** lamp.



Note

- You can switch the size of paper loaded in the front tray between A4 and Letter.

  Switching Page Size between A4 and Letter

5. Press **Color** button for color copying, or **Black** button for black & white copying.

   The machine starts copying.

   Remove the original on the platen glass after copying is complete.

   - **To make multiple copies:**

     Press the **Color** button or the **Black** button repeatedly according to the number of copies you want.

     Press the same button (**Color** button or **Black** button) as the one which you previously pressed.

   - **To cancel copying:**

     Press the **Stop** button.

Important

- Do not open the document cover or remove the original from the platen glass until scanning is completed.

  While the machine is scanning the original, the **ON** lamp keeps flashing.

Note

- **To set the print quality to "Draft" (speed priority)**

You can set the print quality to "Draft" (speed priority) following the procedure below.

1. Press and hold down **Color** or **Black** button for 2 or more seconds in step 5.

   The **ON** lamp flashes once.

2. Release button.

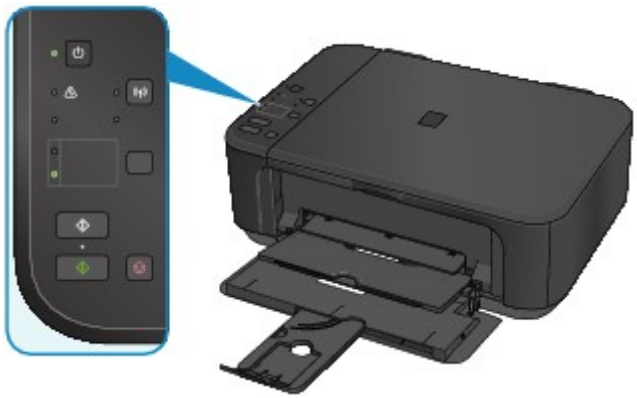
   The machine starts copying.

When the print quality is set to "Draft", print speed is given priority over quality. To give priority to quality, press the **Color** or **Black** button for less than 2 seconds to copy in the print quality "Standard".

Copying on Photo Paper

You can copy the loaded original on 10 x 15 cm or 4" x 6" photo paper without borders. The original is enlarged or reduced automatically to fit the paper size.

1. Make sure machine is turned on.
2. Load 10 x 15 cm or 4" x 6" photo paper.
3. Load original on platen glass.
4. Press **Paper** button to light lower **Paper** lamp.



5. Press **Color** button for color copying, or **Black** button for black & white copying.

   The machine starts Fit to Page copying.

   Remove the original on the platen glass after copying is complete.

   - **To make multiple copies:**

     Press the **Color** button or the **Black** button repeatedly according to the number of copies you want.

     Press the same button (**Color** button or **Black** button) as the one which you previously pressed.

   - **To cancel copying:**

     Press the **Stop** button.

Important

- Do not open the document cover or remove the original from the platen glass until scanning is completed.

  While the machine is scanning the original, the **ON** lamp keeps flashing.

Note

- When the original is copied, slight cropping may occur at the edges since the copied image is enlarged to fill the whole page.

Switching Page Size between A4 and Letter

You can switch the size of paper loaded in the front tray between A4 and Letter.

This setting is useful if you usually load Letter-sized paper in the front tray.

1. Make sure machine is turned on.

2. Press and hold **Stop** button and release it when **Alarm** lamp flashes 10 times.

   The **ON** lamp starts flashing instead of remaining lit.

3. Press **Black** button to select A4, or **Color** button to select Letter.

   The **ON** lamp stops flashing and remains lit and the paper size is changed.

   Note

   - When you switch the page size to A4 or Letter, load paper of the selected size.

     When the page size is set to A4, load A4 plain paper.

     When the page size is set to Letter, load Letter-sized plain paper.
   - This setting is retained even if the machine is turned off.

Copying from Smartphone/Tablet

By installing Canon PRINT Inkjet/SELPHY on your smartphone or tablet, you can copy an original by checking the settings on your smartphone/tablet.

Canon PRINT Inkjet/SELPHY can be downloaded from App Store and Google Play.

1. Make sure machine is turned on.
2. Load paper.
3. Connect machine and your smartphone/tablet.
   - Connection with a wireless router:

     Wireless Connection
   - Connection without a wireless router:

     Using Machine with Access Point Mode
4. Start Canon PRINT Inkjet/SELPHY from your smartphone/tablet.
5. Make sure your machine is selected.

   If not, select your machine.
6. Tap **Copy**.
7. Specify settings as necessary.

   The setting items below are available.
   - Number of copies
   - Media type
   - Paper size
   - Magnification
   - Quality
8. Load original document on platen glass.
9. Tap **Color** for color copying or **Black** for black & white copying.
10. If screen asking you to enter password is displayed, enter password and tap **OK**.

    The machine starts copying.

    Note

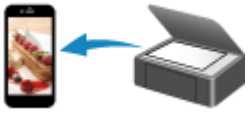
    - The machine serial number is used as a password at the time of purchase.

      Administrator Password

Scanning

Scanning from Computer (Windows)

Scanning from Computer (Mac OS)



Scanning Using Smartphone/Tablet

Scanning from Computer (Windows)

- **Using IJ Scan Utility**
- **Scanning Using Application Software (ScanGear)**
- **Other Scanning Methods**
- **IJ Network Scanner Selector EX Menu and Setting Screen**
- **Scanning Tips**
- **Positioning Originals (Scanning from Computer)**
- **Network Scan Settings**

Scanning from Computer (Mac OS)

- Using IJ Scan Utility
- Using Scanner Driver
- Scanning Tips
- Positioning Originals (Scanning from Computer)
- Network Scan Settings

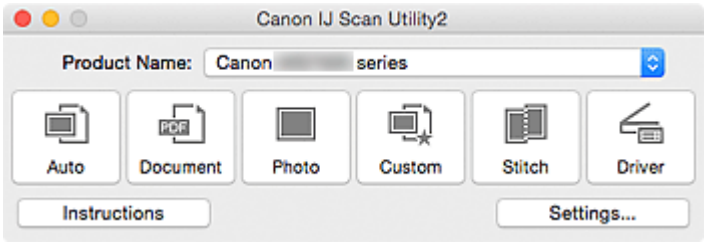
Using IJ Scan Utility

- **What Is IJ Scan Utility (Scanner Software)?**
- **Starting IJ Scan Utility**
- **Easy Scanning with Auto Scan** 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 that allows you to easily scan documents, photos, etc.

You can complete from scanning to saving at one time by simply clicking the corresponding icon in the IJ Scan Utility main screen.



What You Can Do with IJ Scan Utility

Scan Easily according to Purposes

You can scan by simply clicking an icon such as **Auto** to scan easily, **Document** to sharpen text in a document or magazine for better readability, or **Photo** to scan with settings suitable for photos, according to the item type or your purpose.

Note

- Refer to "IJ Scan Utility Main Screen" for details on the IJ Scan Utility main screen.

Save Scanned Images Automatically

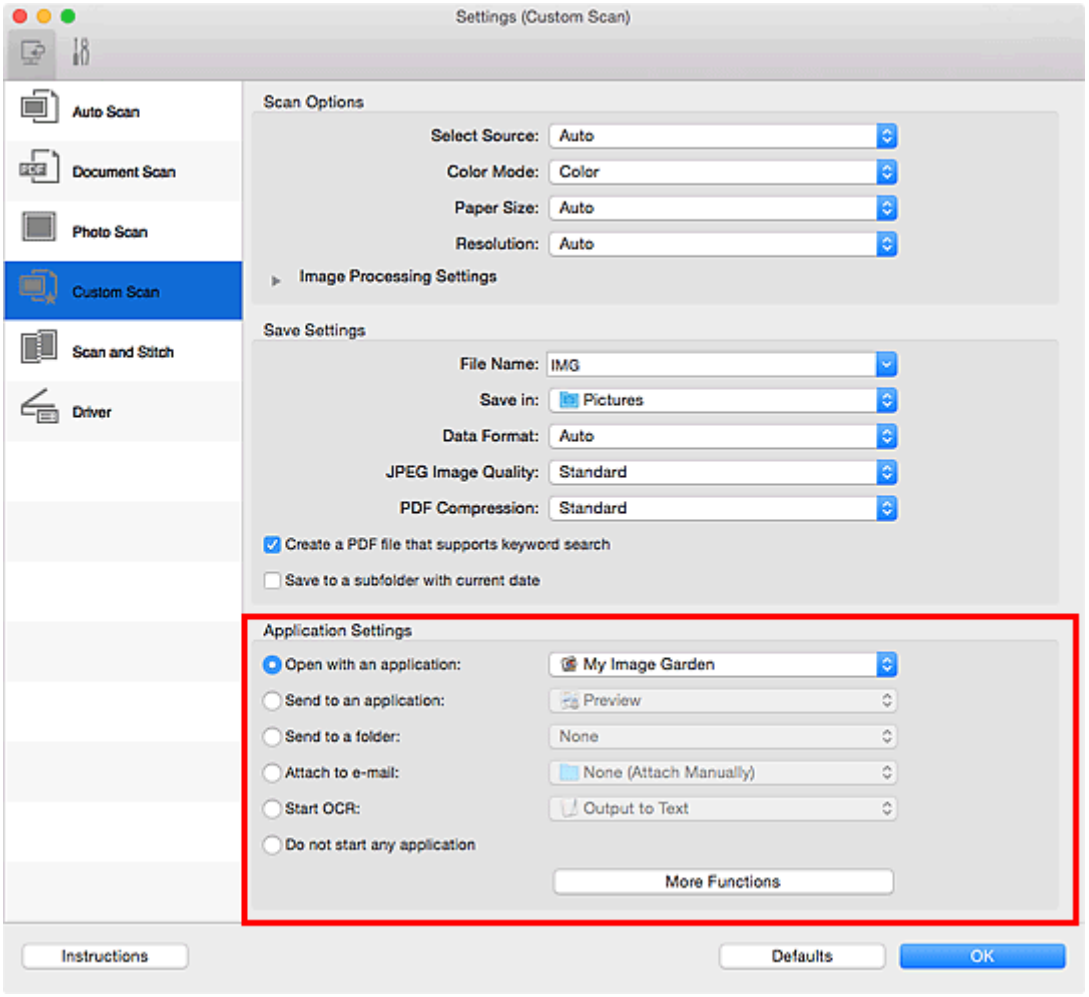
Scanned images are automatically saved in a preset folder. You can change the folder as required.

Note

- The default save folder is the **Pictures** folder.
- Refer to "Settings Dialog" for how to specify a folder.

Integrate with Applications

You can 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

- Refer to "Settings Dialog" for how to set the applications to integrate with.

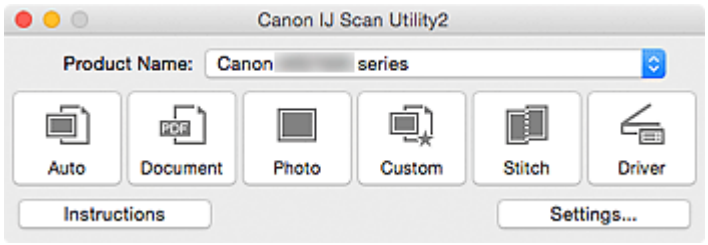
Starting IJ Scan Utility

Note

- If you have more than one scanner or have changed the connection from USB connection to network connection, set up the network environment from IJ Scan Utility.

  Network Scan Settings

From the **Go** menu of Finder, select **Applications**, then double-click the **Canon Utilities** folder, **IJ Scan Utility** folder, and then **Canon IJ Scan Utility2** icon to start IJ Scan Utility.



Easy Scanning with Auto Scan

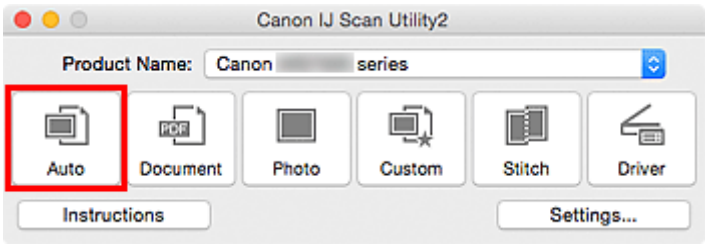
You can scan easily by automatically detecting the item type.

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 scan again.
  - Photos that have a whitish background
  - Items printed on white paper, hand-written documents, business cards, etc.
  - Thin items
  - Thick items

1. Make sure that your scanner or printer is turned on.
2. Place items on the platen of your scanner or printer.

   Positioning Originals (Scanning from Computer)
3. Start IJ Scan Utility.
4. Click **Auto**.



Scanning starts.

Note

- Click **Cancel** to cancel the scan.
- To apply suitable corrections based on the item type, click **Settings...**, 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, you can also make advanced scan settings.
- Refer to the following pages to scan by specifying the item type.
  - Scanning Photos
  - Scanning Documents
  - Scanning with Favorite Settings

Scanning Documents

You can scan items placed on the platen with settings suitable for documents.

1. Place the item on the platen.

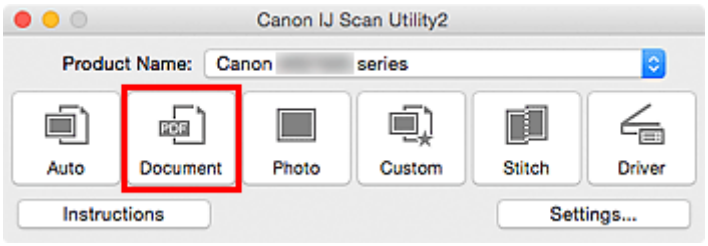
   Positioning Originals (Scanning from Computer)

2. Start IJ Scan Utility.

3. Click **Settings...**, then set the paper size, resolution, etc. in the **Settings (Document Scan)** dialog as required.

   When setting is completed, click **OK**.

4. Click **Document**.



   Scanning starts.

Note

- Click **Cancel** to cancel the scan.
- Scanned images are saved in the folder set for **Save in** in the **Settings (Document Scan)** dialog displayed by clicking **Settings...**. In the **Settings (Document Scan)** dialog, you can also make advanced scan settings.

Scanning Photos

You can scan photos placed on the platen with settings suitable for photos.

1. Place the photo on the platen.

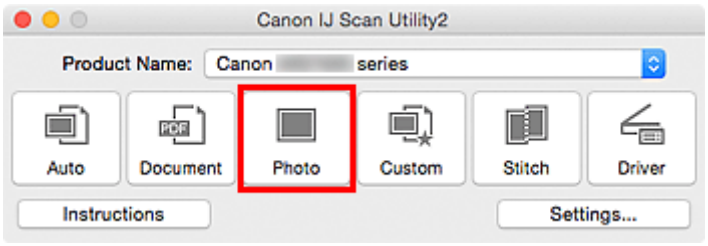
   Positioning Originals (Scanning from Computer)

2. Start IJ Scan Utility.

3. Click **Settings...**, then set the paper size, resolution, etc. in the **Settings (Photo Scan)** dialog as required.

   When setting is completed, click **OK**.

4. Click **Photo**.



   Scanning starts.

Note

- Click **Cancel** to cancel the scan.
- Scanned images are saved in the folder set for **Save in** in the **Settings (Photo Scan)** dialog displayed by clicking **Settings...**. In the **Settings (Photo Scan)** dialog, you can also make advanced scan settings.

Scanning with Favorite Settings

You can scan items placed on the platen with your favorite settings saved beforehand.

This is convenient for saving frequently used settings or when specifying scan settings in detail.

1. Start IJ Scan Utility.

2. Click **Settings...**, then set the item type, resolution, etc. in the **Settings (Custom Scan)** dialog as required.

   When setting is completed, click **OK**.

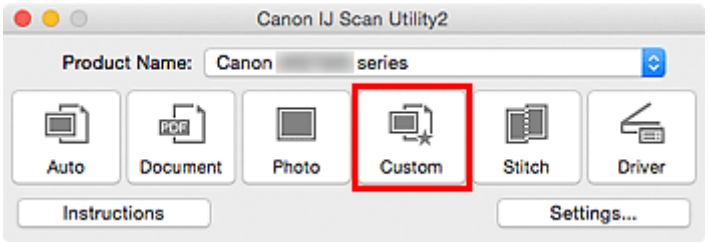
   Note

   - Once the settings are made, you can scan with the same settings from the next time.

3. Place the item on the platen.

   Positioning Originals (Scanning from Computer)

4. Click **Custom**.



   Scanning starts.

Note

- Click **Cancel** to cancel the scan.
- Scanned images are saved in the folder set for **Save in** in the **Settings (Custom Scan)** dialog displayed by clicking **Settings...**. In the **Settings (Custom Scan)** dialog, you can also make advanced scan settings.

Scanning Originals Larger than the Platen (Image Stitch)

You can scan the left and right halves of an item larger than the platen and combine them back into one image. Items up to approximately twice as large as the platen are supported.

Note

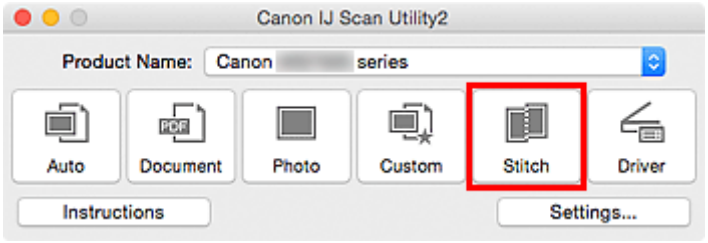
- The following explains how to scan from the item to be placed on the left side.

1. Start IJ Scan Utility.

2. Click **Settings...**, then set the item type, resolution, etc. in the **Settings (Scan and Stitch)** dialog as required.

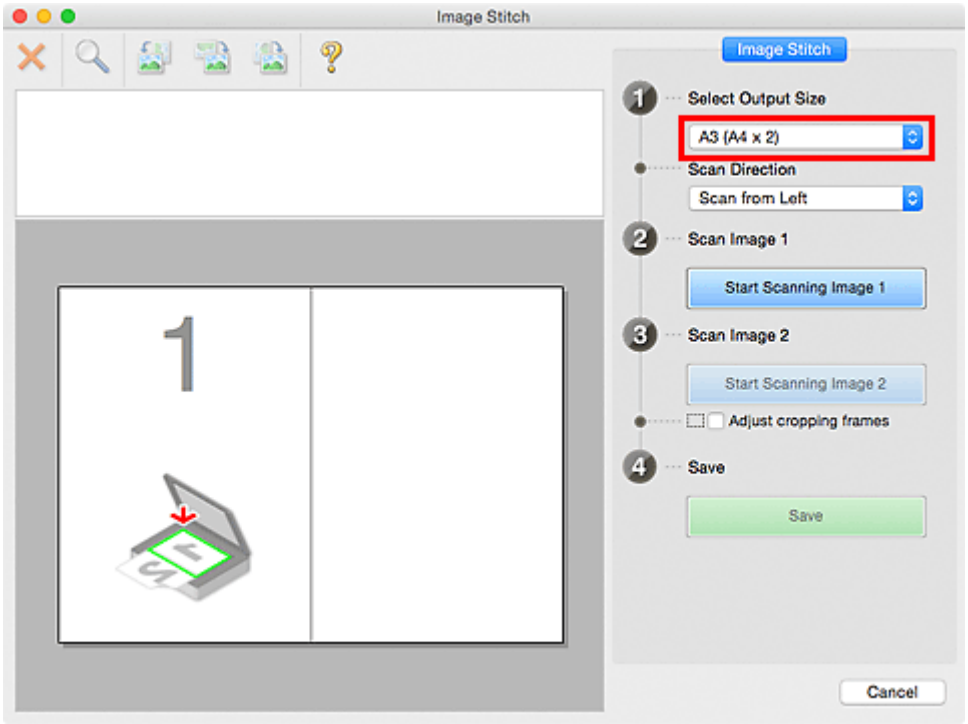
   When setting is completed, click **OK**.

3. Click **Stitch**.

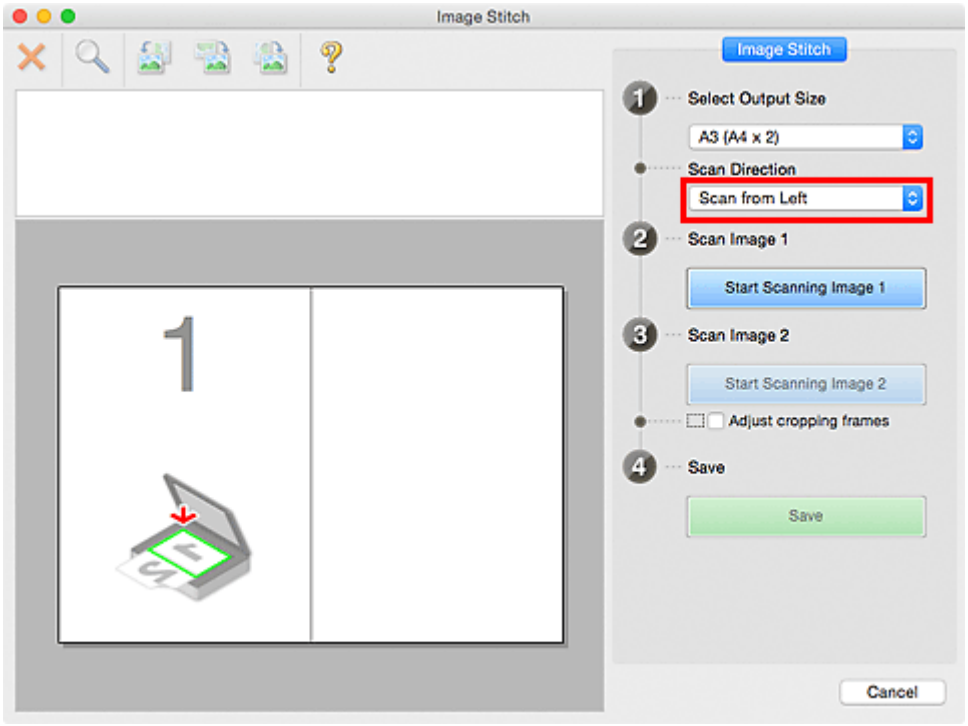


   The **Image Stitch** window appears.

4. In **Select Output Size**, select an output size according to the paper size.

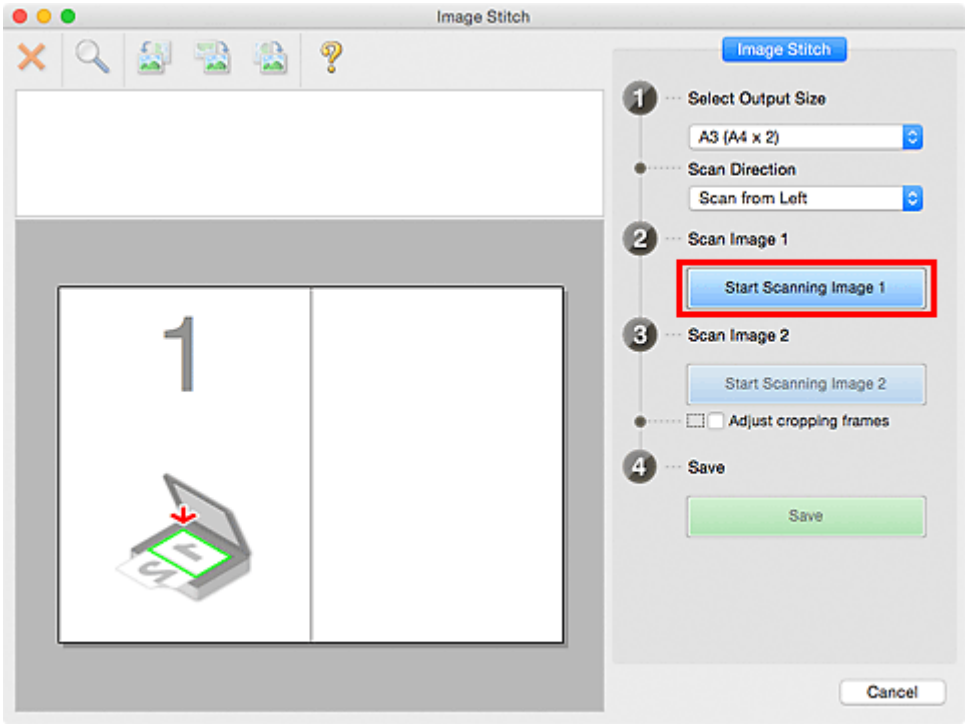


5. Make sure that **Scan from Left** is selected in **Scan Direction**.



6. Place the item that is to be displayed on the left side of the screen face-down on the platen.

7. Click **Start Scanning Image 1**.



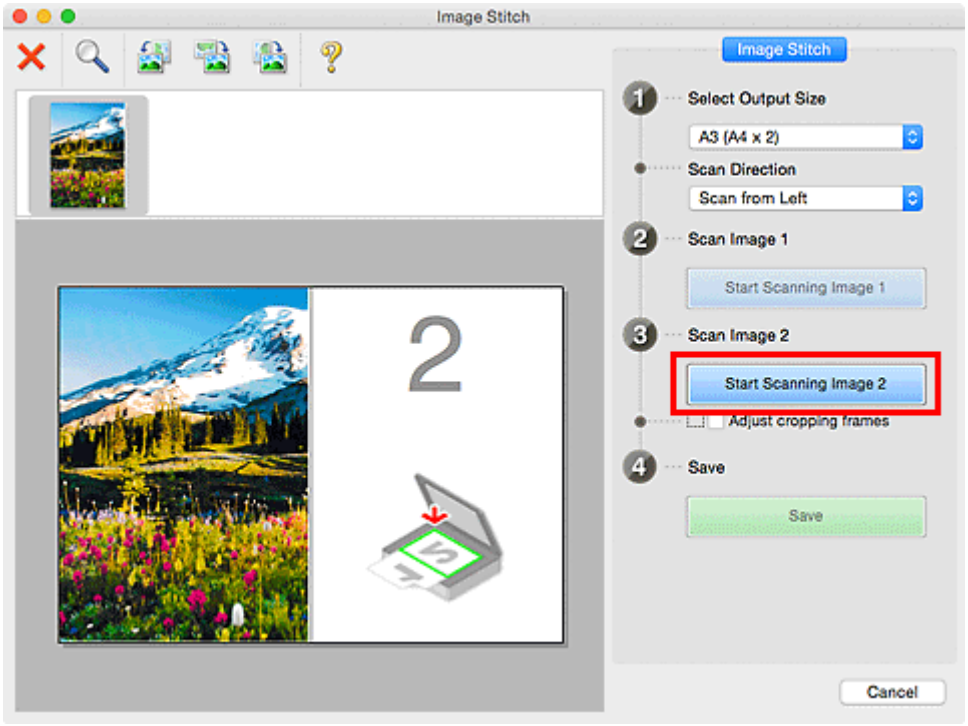
The first item is scanned and appears in **1**.

Note

- Click **Cancel** to cancel the scan.

8. Place the item that is to be displayed on the right side of the screen face-down on the platen.

9. Click **Start Scanning Image 2**.



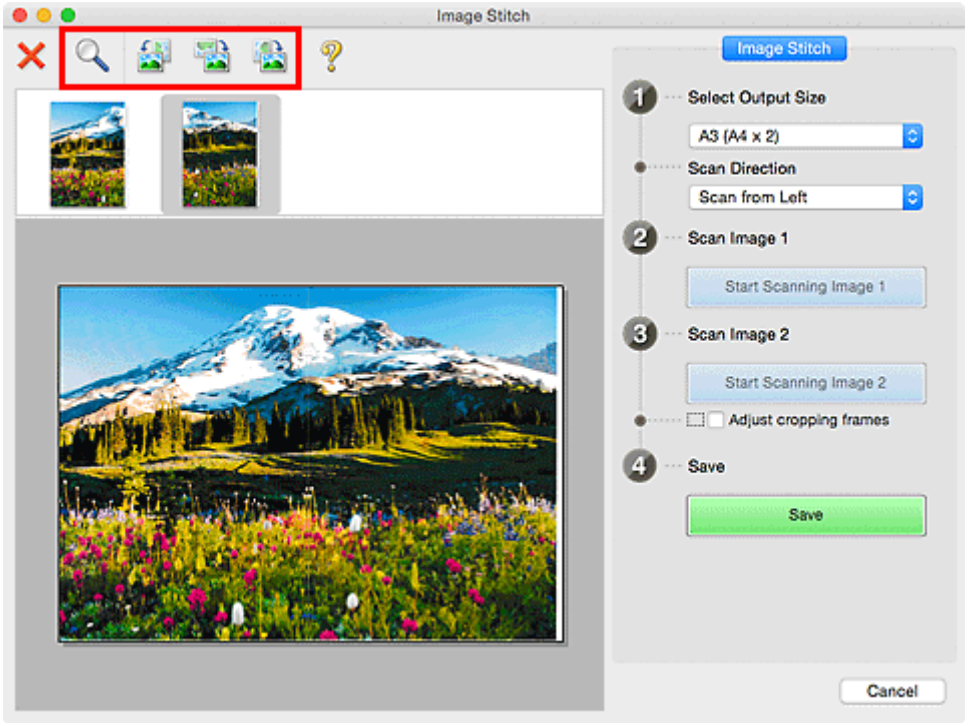
The second item is scanned and appears in **2**.

Note

- Click **Cancel** to cancel the scan.

10. Adjust the scanned images as required.

Use the Toolbar to rotate or zoom in/out, or drag the images to adjust their positions.



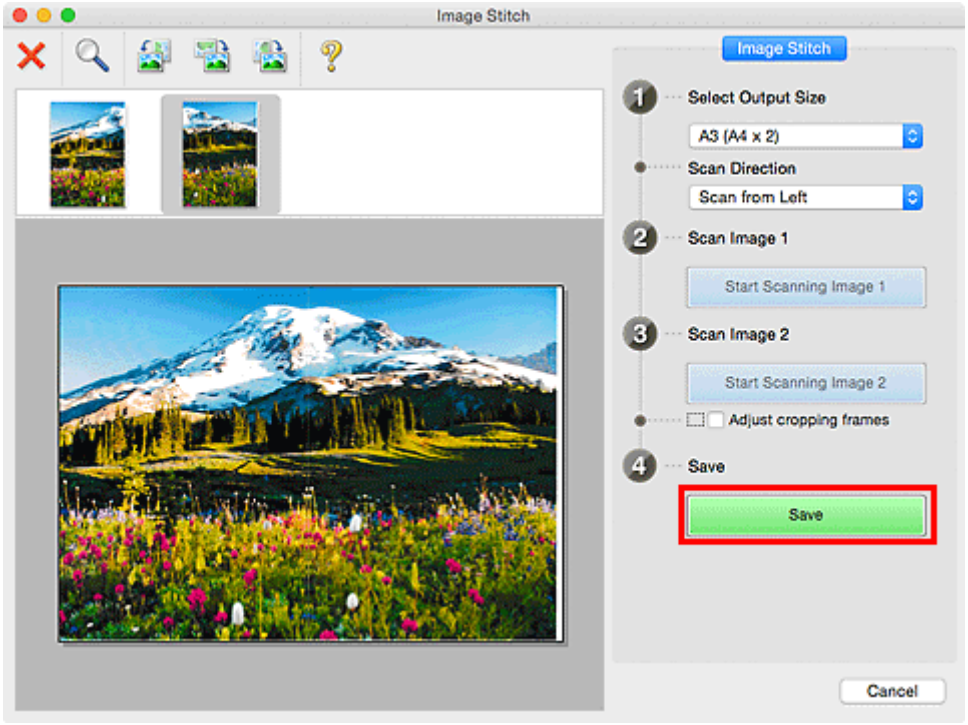
Note

- Select the **Adjust cropping frames** checkbox to specify the area to be saved.

Adjusting Cropping Frames in the **Image Stitch** Window

- To scan an item again, select the image in the Preview area or the thumbnail at the top of the screen, then click (Delete). The selected image is deleted, allowing you to scan the item again.

11. Click **Save**.



The combined image is saved.

Note

- Refer to "**Image Stitch** Window" for details on the **Image Stitch** window.
- You can make advanced scan settings in the **Settings (Scan and Stitch)** dialog displayed by clicking **Settings...**.

Adjusting Cropping Frames in the Image Stitch Window

"Cropping" is the act of selecting the area you want to keep in an image and discarding the rest when scanning it.

In the **Image Stitch** window, you can specify a cropping frame on the image displayed in the Preview area.

Note

- Refer to Help of Image Capture for how to adjust the cropping frames (selection boxes) in the screen displayed by clicking **Driver** in the IJ Scan Utility main screen.

Initial Cropping Frame

No cropping frame is specified. When you select the **Adjust cropping frames** checkbox, an active cropping frame is automatically specified around the image in the Preview area. You can drag the cropping frame to specify the area.

When you perform a scan, the image in the area specified with the cropping frame will be scanned.

Adjusting a Cropping Frame

The cursor will change into ↔↕↘↗ (Arrow) when it is positioned over a cropping frame. Click and drag the mouse to expand or contract the cropping frame.

The cursor will change into (Hand) when it is positioned within a cropping frame. Click and drag the mouse to move the entire cropping frame.

Deleting Cropping Frames

To delete the cropping frame, deselect the **Adjust cropping frames** checkbox.

Scanning Multiple Originals at One Time

You can scan two or more photos (small items) placed on the platen at one time and save each image individually.

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 scan again.
  - Photos that have a whitish background
  - Items printed on white paper, hand-written documents, business cards, etc.
  - Thin items
  - Thick items

Using Auto Scan:

Whether there are multiple items or not is detected automatically. Click **Auto** in the IJ Scan Utility main screen and scan.

Easy Scanning with Auto Scan

Not Using Auto Scan:

In the Settings dialog, set **Paper Size** to **Auto scan** and scan.

Note

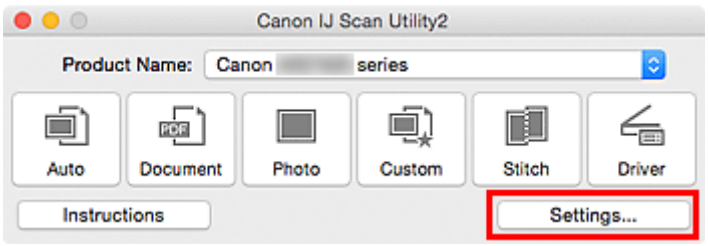
- The screens for scanning with favorite settings are used as examples in the following descriptions.

1. Place the items on the platen.

   Positioning Originals (Scanning from Computer)

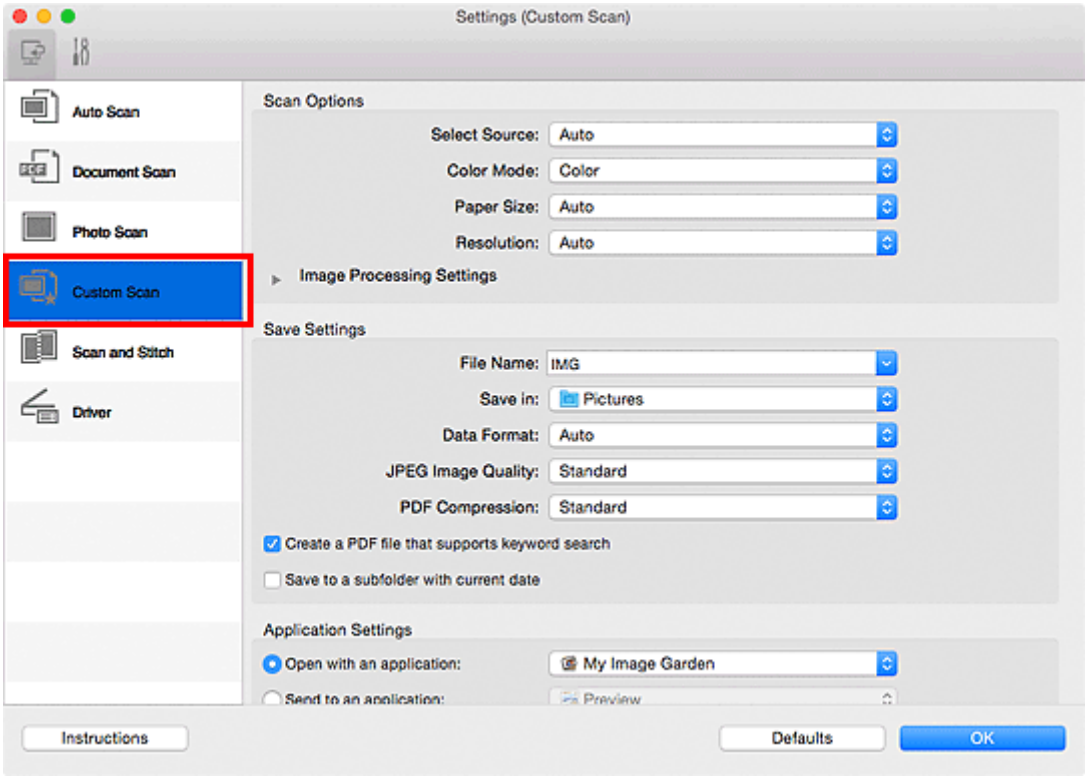
2. Start IJ Scan Utility.

3. Click **Settings...**.

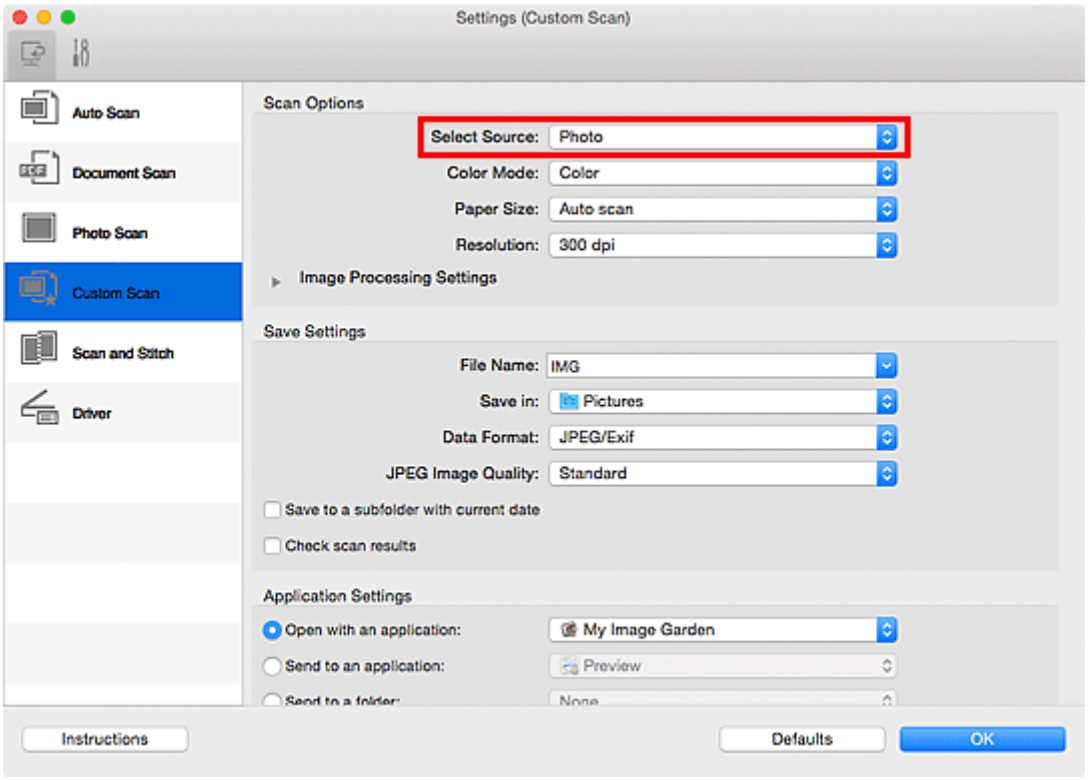


   The Settings dialog appears.

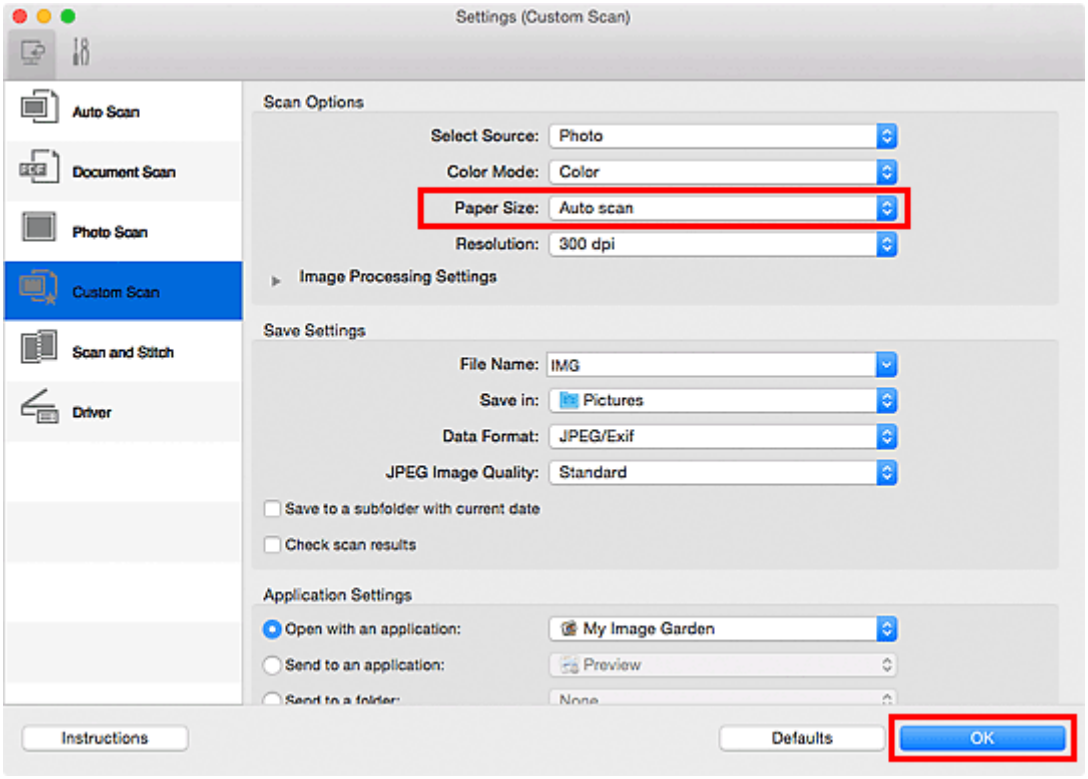
4. Click **Custom Scan**.



5. Select **Select Source** according to the items to be scanned.



6. Select **Auto scan** for **Paper Size**, then click **OK**.

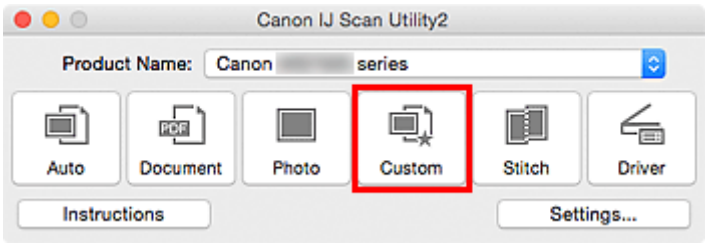


The IJ Scan Utility main screen appears.

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

7. Click **Custom**.



Multiple items are scanned at one time.

Note

- Click **Cancel** to cancel the scan.
- 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.

Saving after Checking Scan Results

You can check the scan results, then save the images to a computer.

Important

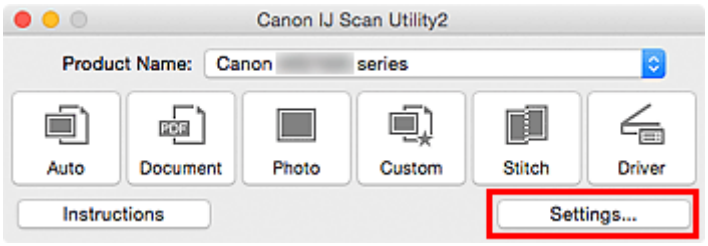
- You cannot check the scan results before saving when scanned using **Auto** scan.

Note

- The screens for scanning photos are used as examples in the following descriptions.

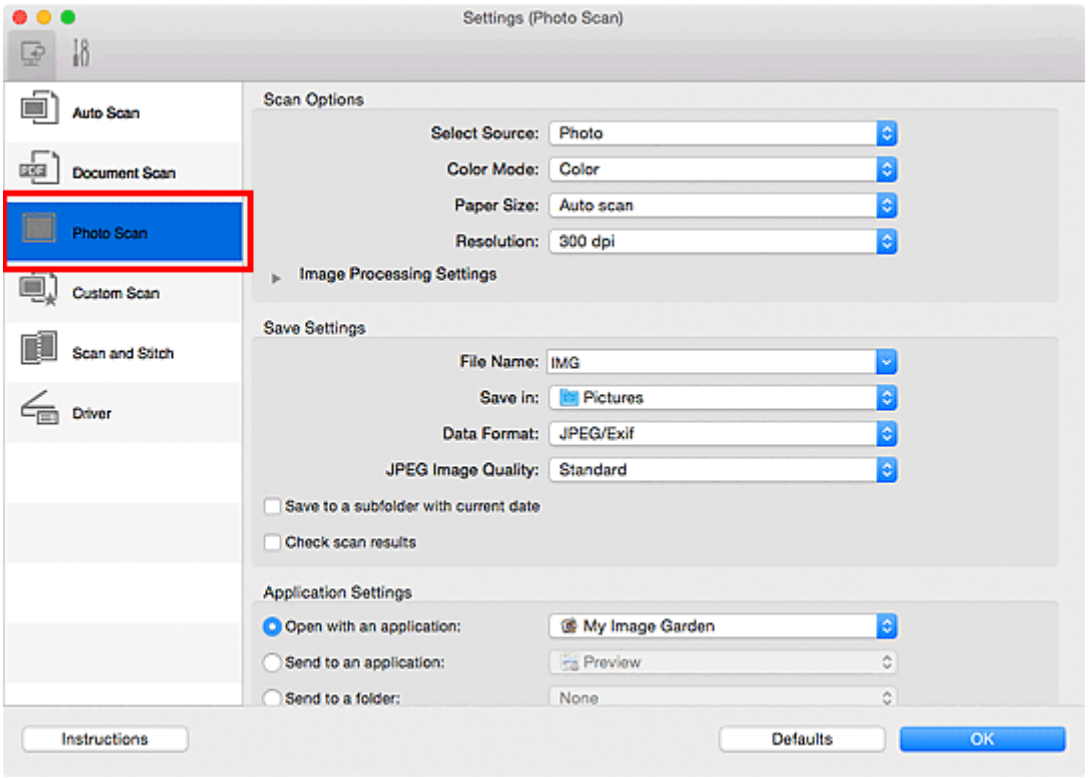
1. Start IJ Scan Utility.

2. Click **Settings...**.

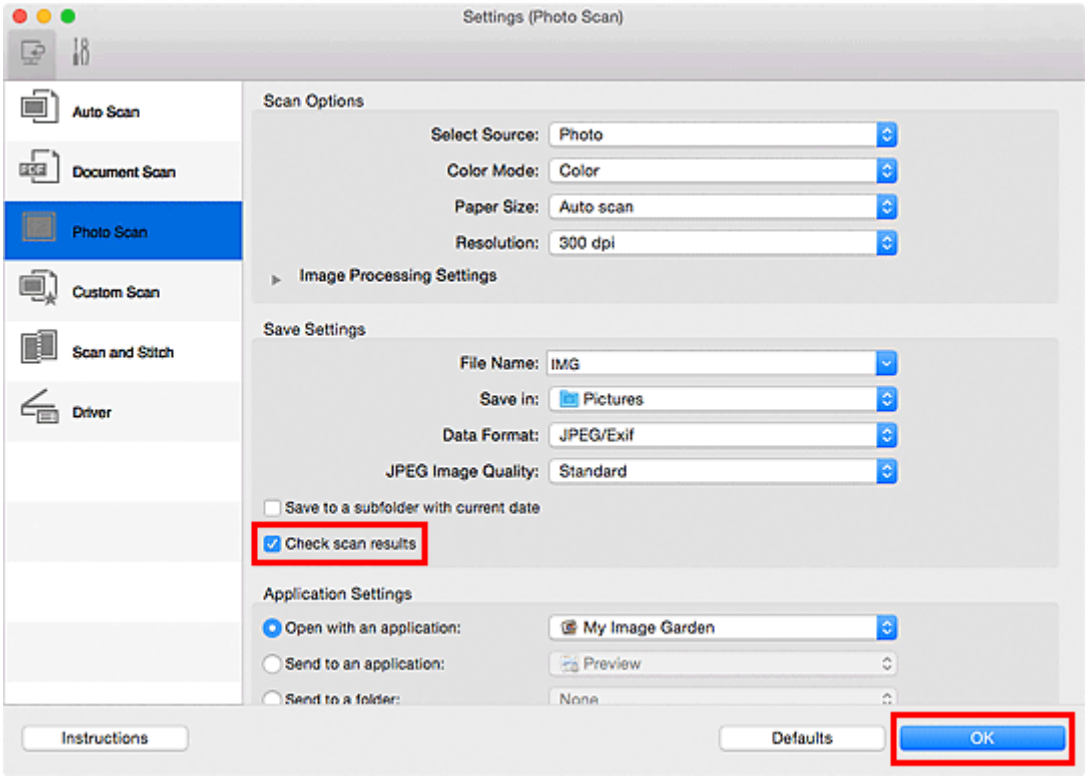


The Settings dialog appears.

3. Click **Photo Scan**.



4. Select the **Check scan results** checkbox, then click **OK**.

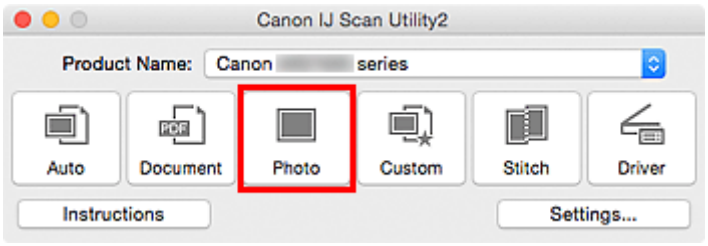


The IJ Scan Utility main screen appears.

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
  - **Settings (Scan and Stitch)** Dialog
  - **Settings (Driver)** Dialog

5. Click **Photo**.



Scanning starts.

When scanning is completed, the **Save Settings** dialog appears.

Note

- Click **Cancel** to cancel the scan.

6. Change the image order or file save options as required.

You can change the image order or file save options in the **Save Settings** dialog.

Note

- The default save folder is the **Pictures** folder.

7. Click **OK**.

   Scanned images are saved according to the settings.

Sending Scanned Images via E-mail

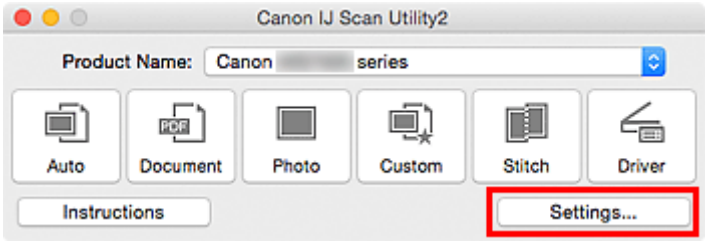
You can send scanned images via e-mail.

Note

- The screens for scanning photos are used as examples in the following descriptions.

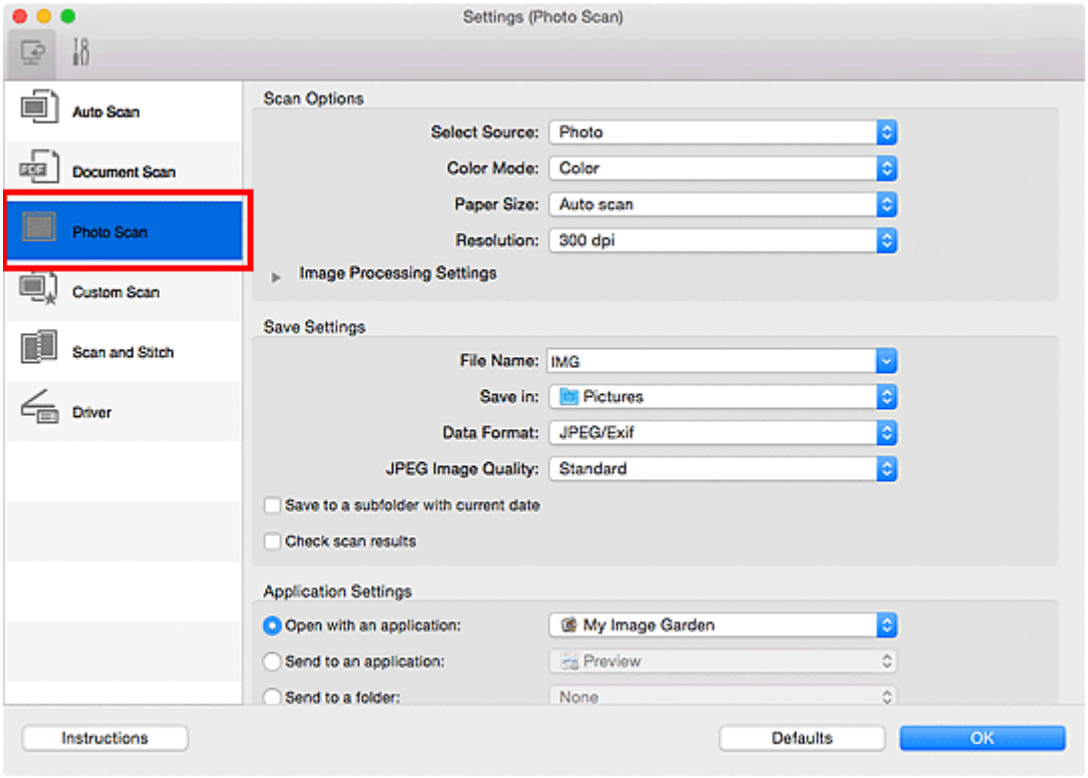
1. Start IJ Scan Utility.

2. Click **Settings...**.

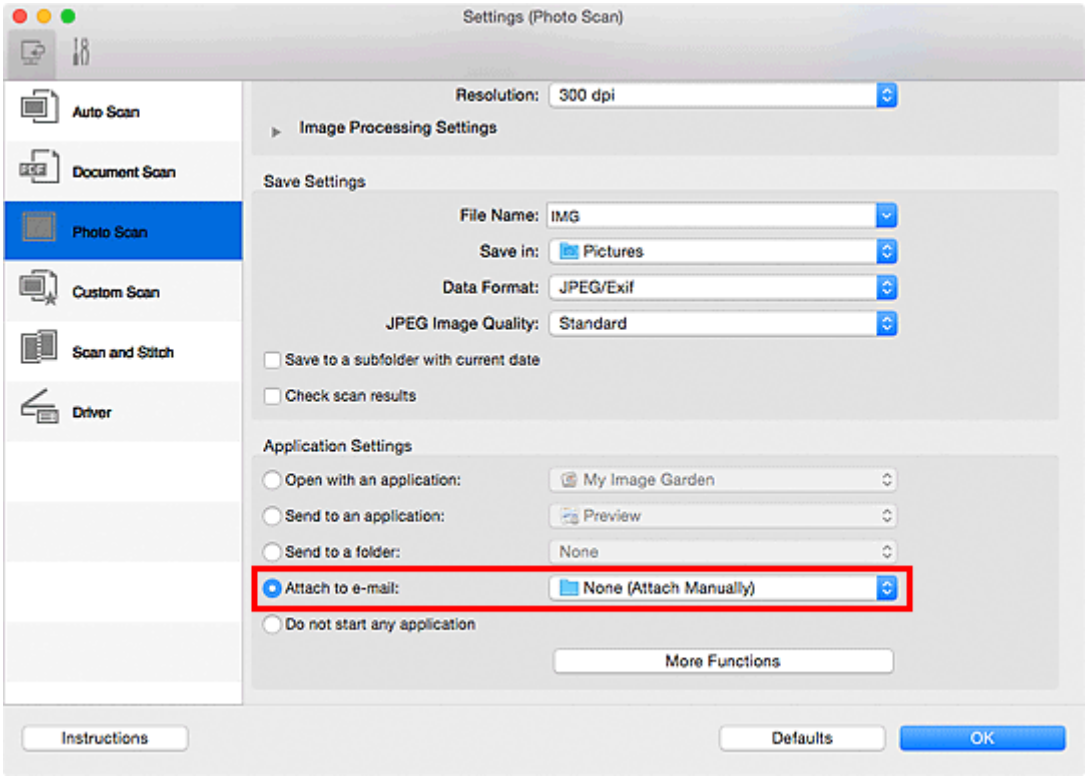


The Settings dialog appears.

3. Click **Photo Scan**.



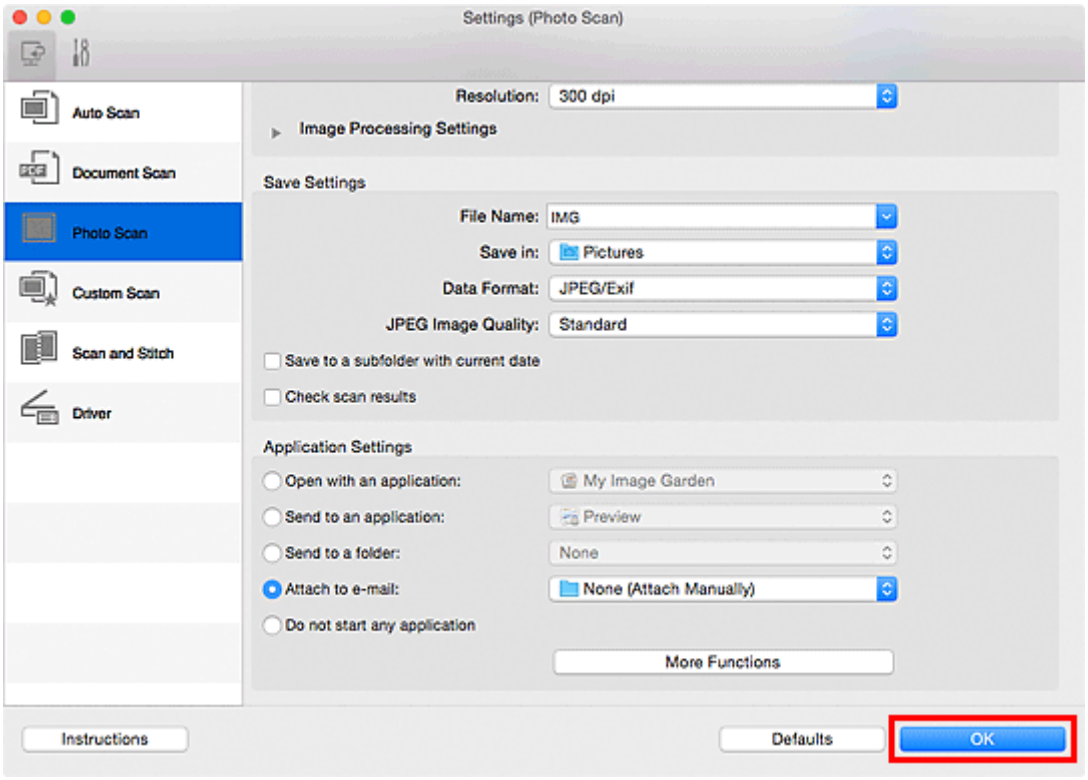
4. Select **Attach to e-mail** in **Application Settings**, then select an e-mail client.



Note

- You can add e-mail clients to use for attachments from the pop-up menu.
- If **None (Attach Manually)** is selected, manually attach scanned and saved images to e-mail.

5. Click **OK**.

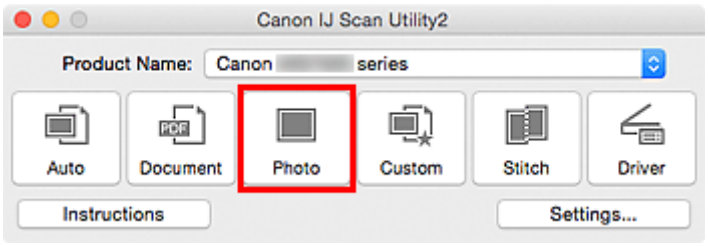


The IJ Scan Utility main screen appears.

Note

- Refer to the following pages for details on the setting items in the Settings dialog.
  - **Settings (Auto Scan)** Dialog
  - **Settings (Document Scan)** Dialog
  - **Settings (Photo Scan)** Dialog
  - **Settings (Custom Scan)** Dialog
  - **Settings (Driver)** Dialog

6. Click **Photo**.



Scanning starts.

When scanning is completed, the specified e-mail client starts and the images will be attached to a new message.

Note

- Click **Cancel** to cancel the scan.
- The scanned images are saved according to the settings made in the Settings dialog.
- When the **Check scan results** checkbox is selected in the Settings dialog, the **Save Settings** dialog appears. After you set the save options and click **OK**, the scanned images are saved and automatically attached to a new message of the specified e-mail client.

7. Specify the recipient, enter the subject and message, then send e-mail.

Refer to the manual of your e-mail client for e-mail settings.

Extracting Text from Scanned Images (OCR)

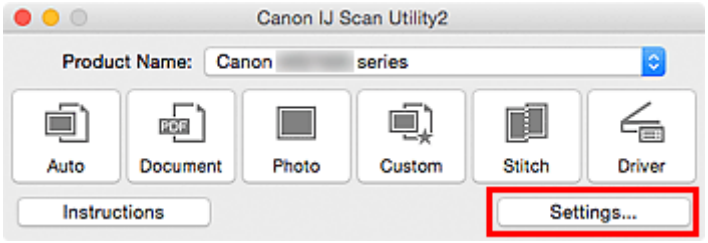
Scan text in scanned magazines and newspapers and display it in your text editor.

Note

- You can extract text when scanning via **Document**, **Custom**, or **Driver**.
- The screens for scanning documents are used as examples in the following descriptions.

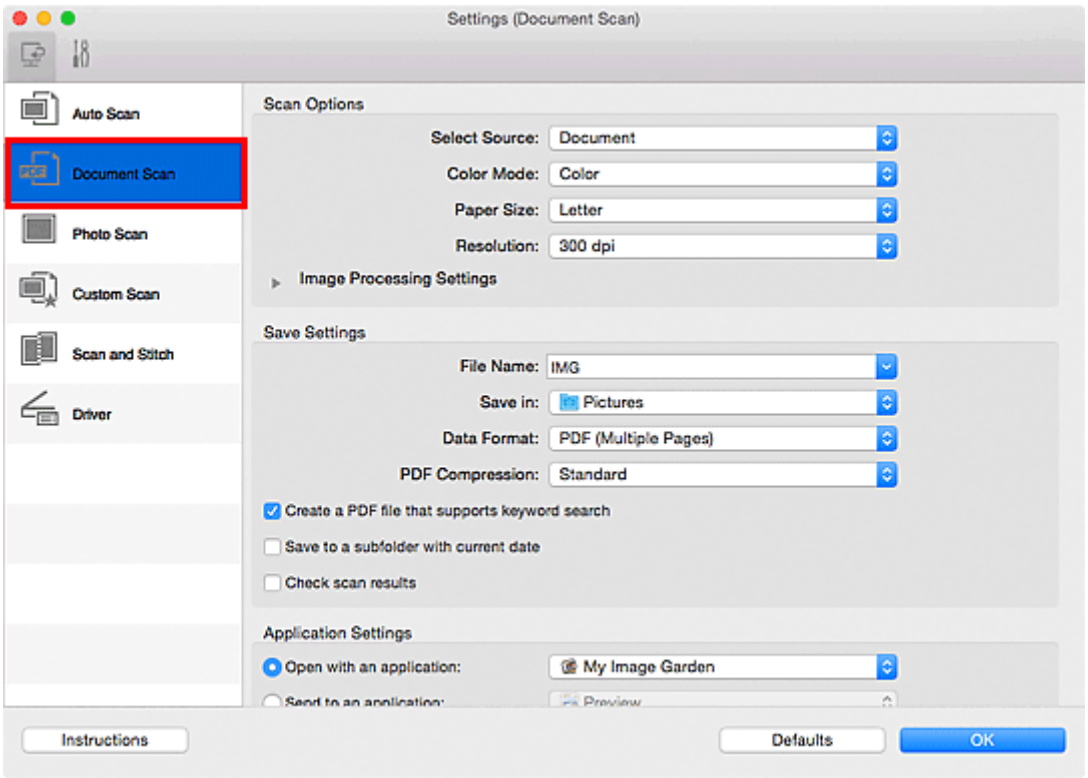
1. Start IJ Scan Utility.

2. Click **Settings...**.



The Settings dialog appears.

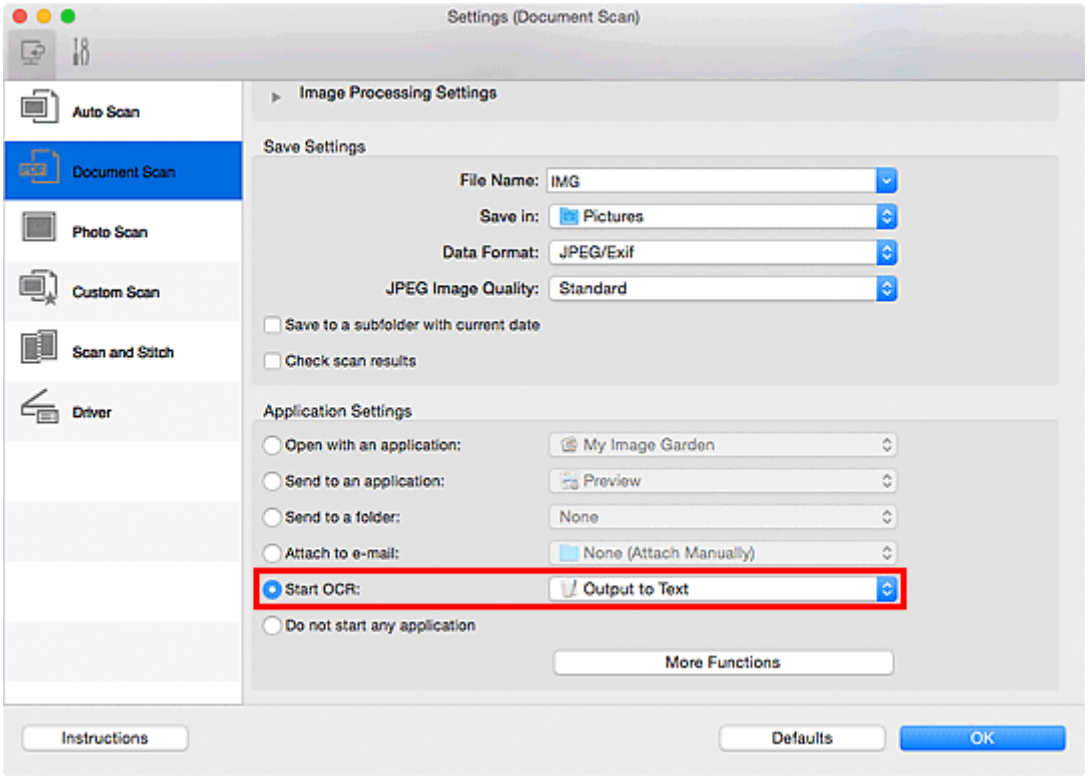
3. Click **Document Scan**.



Note

- For **Resolution**, only **300 dpi** or **400 dpi** can be set when **Start OCR** is selected in **Application Settings**.

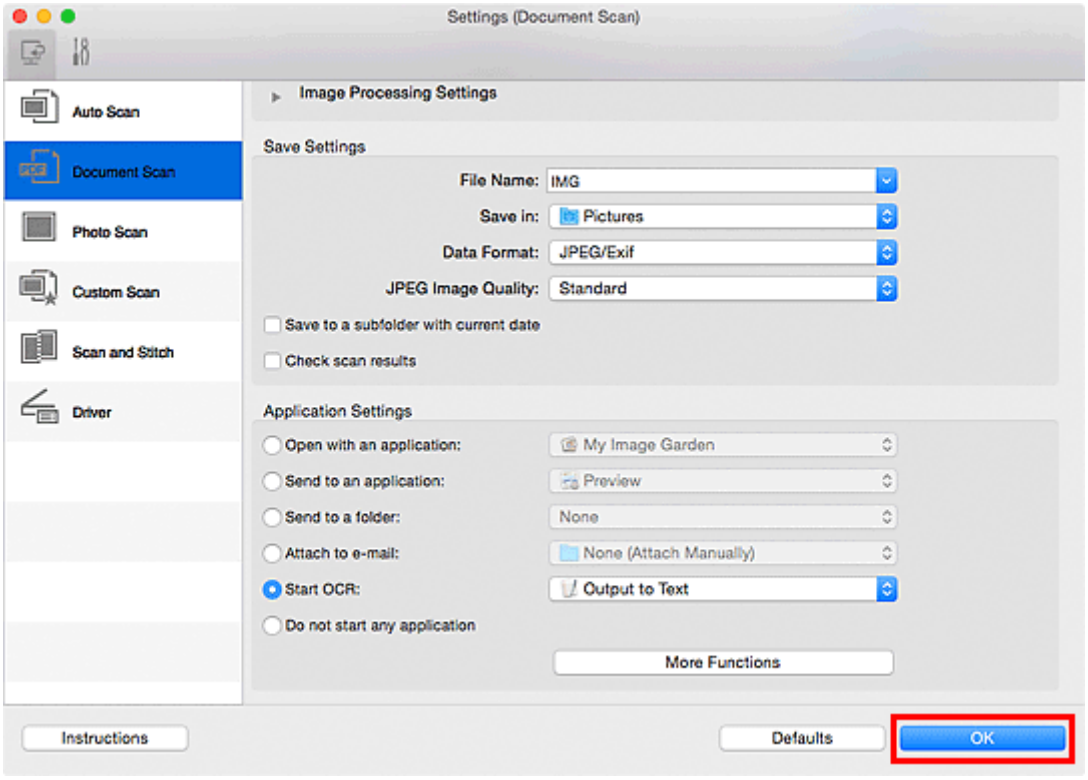
4. Select **Start OCR** for **Application Settings**, then select the application in which you want to display the result.



Note

- If a compatible application is not installed, the text in the image is extracted and appears in your text editor.
  Text to be displayed is based on **Document Language** in the **Settings (General Settings)** dialog. Select the language you want to extract in **Document Language** and scan.
- You can add the application from the pop-up menu.

5. Click **OK**.

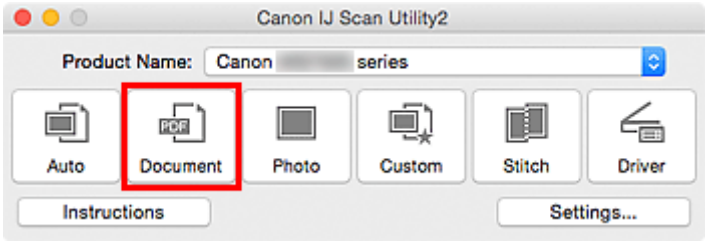


The IJ Scan Utility main screen appears.

Note

- Refer to the following pages for details on the setting items in the Settings dialog.
  - **Settings (Document Scan)** Dialog
  - **Settings (Custom Scan)** Dialog
  - **Settings (Driver)** Dialog

6. Click **Document**.



Scanning starts.

When scanning is completed, the scanned images are saved according to the settings, and the extracted text appears in the specified application.

Note

- Click **Cancel** to cancel the scan.
- Text displayed in your text editor is for guidance only. Text in the image of the following types of documents may not be detected correctly.
  - Documents containing text with font size outside the range of 8 points to 40 points (at 300 dpi)
  - Slanted documents
  - Documents placed upside down or documents with text in the wrong orientation (rotated characters)
  - Documents containing special fonts, effects, italics, or hand-written text
  - Documents with narrow line spacing
  - Documents with colors in the background of text
  - Documents containing multiple languages

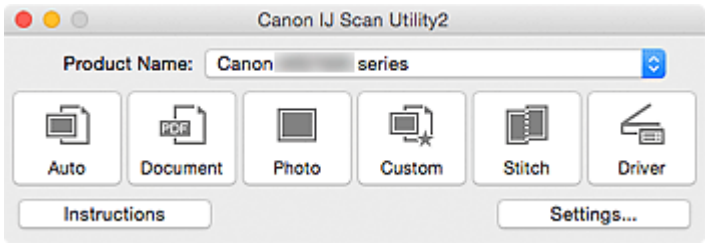
IJ Scan Utility Screens

- **IJ Scan Utility Main Screen**
- **Settings Dialog**
  - **Settings (Auto Scan)** Dialog
  - **Settings (Document Scan)** Dialog
  - **Settings (Photo Scan)** Dialog
  - **Settings (Custom Scan)** Dialog
  - **Settings (Scan and Stitch)** Dialog
  - **Settings (Driver)** Dialog
  - **Settings (General Settings)** Dialog
- **Network Selection Screen**
- **Save Settings Dialog**
- **Image Stitch Window**

IJ Scan Utility Main Screen

From the **Go** menu of Finder, select **Applications**, then double-click the **Canon Utilities** folder, **IJ Scan Utility** folder, and then **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.

Scan/save settings and the response after scanning can be specified in the **Settings (Driver)** dialog.

Instructions

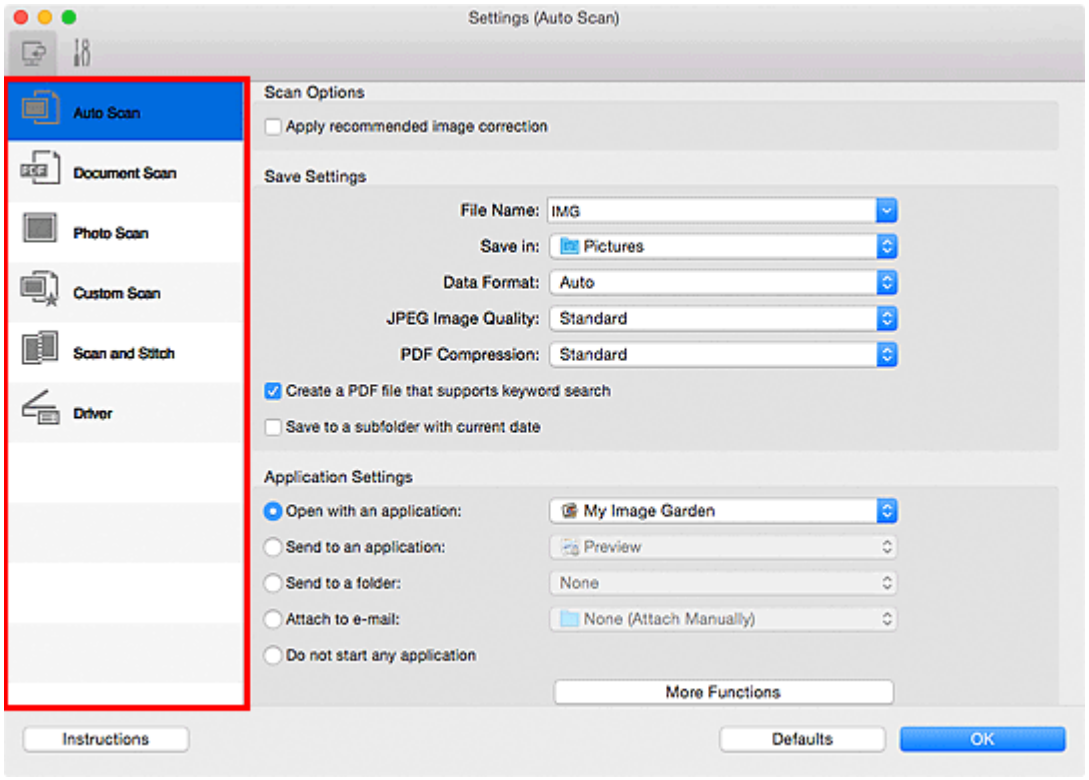
Opens this guide.

Settings...

Displays the Settings dialog in which you can specify the scan/save settings and the response after scanning.

Settings Dialog

There are two tabs in the Settings dialog: (Scanning from a Computer) and (General Settings). When you click a tab, the view in the red frame switches and you can make advanced settings to functions on each tab.



(Scanning from a Computer) Tab

You can specify how to respond 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

(General Settings) Tab

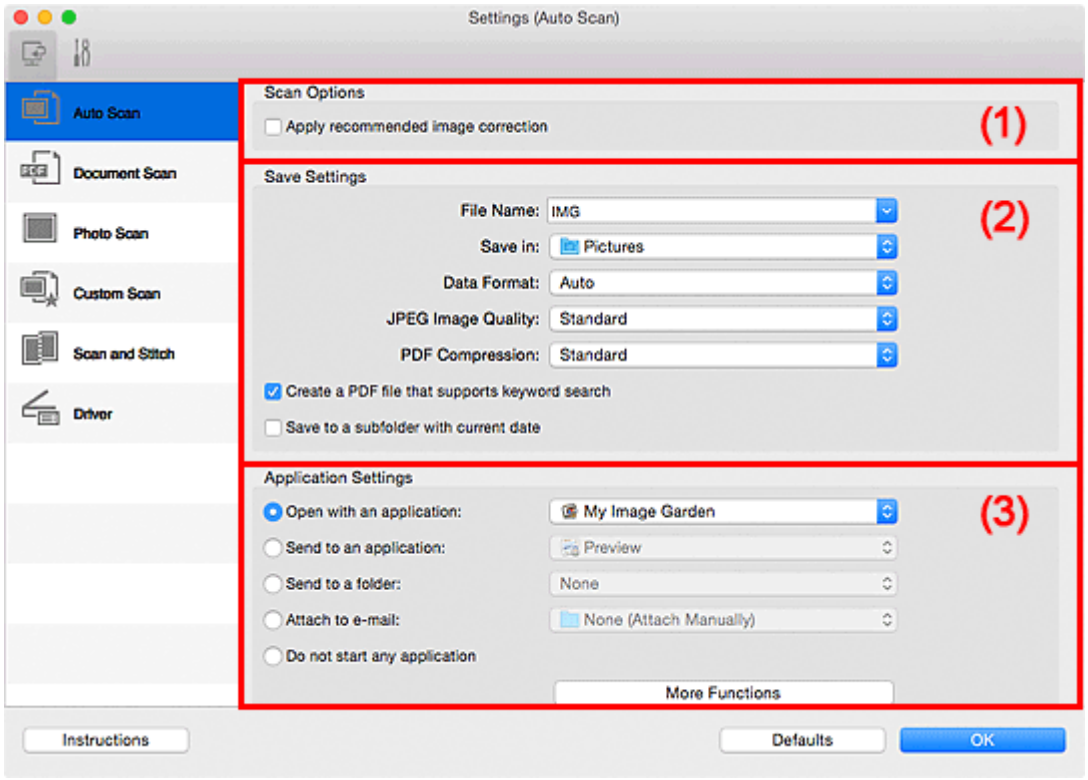
You can set the product to use, file size restriction on e-mail attachment, language to detect text in images, and folder in which to save images temporarily.

- **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.

  Positioning Originals (Scanning from Computer)

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.

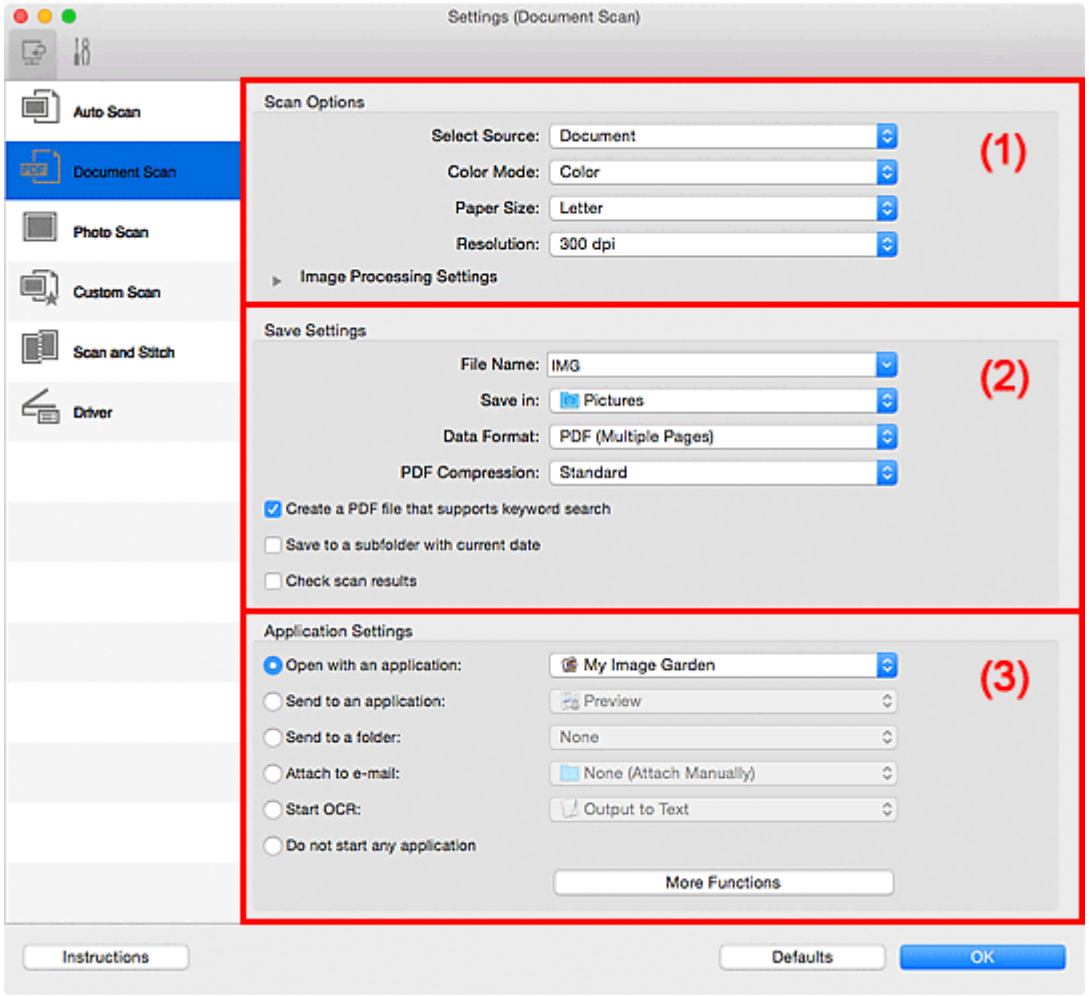
Defaults

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**

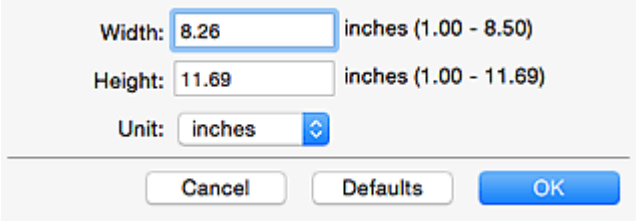
Color Mode

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**.



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** checkbox and 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

- 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

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.

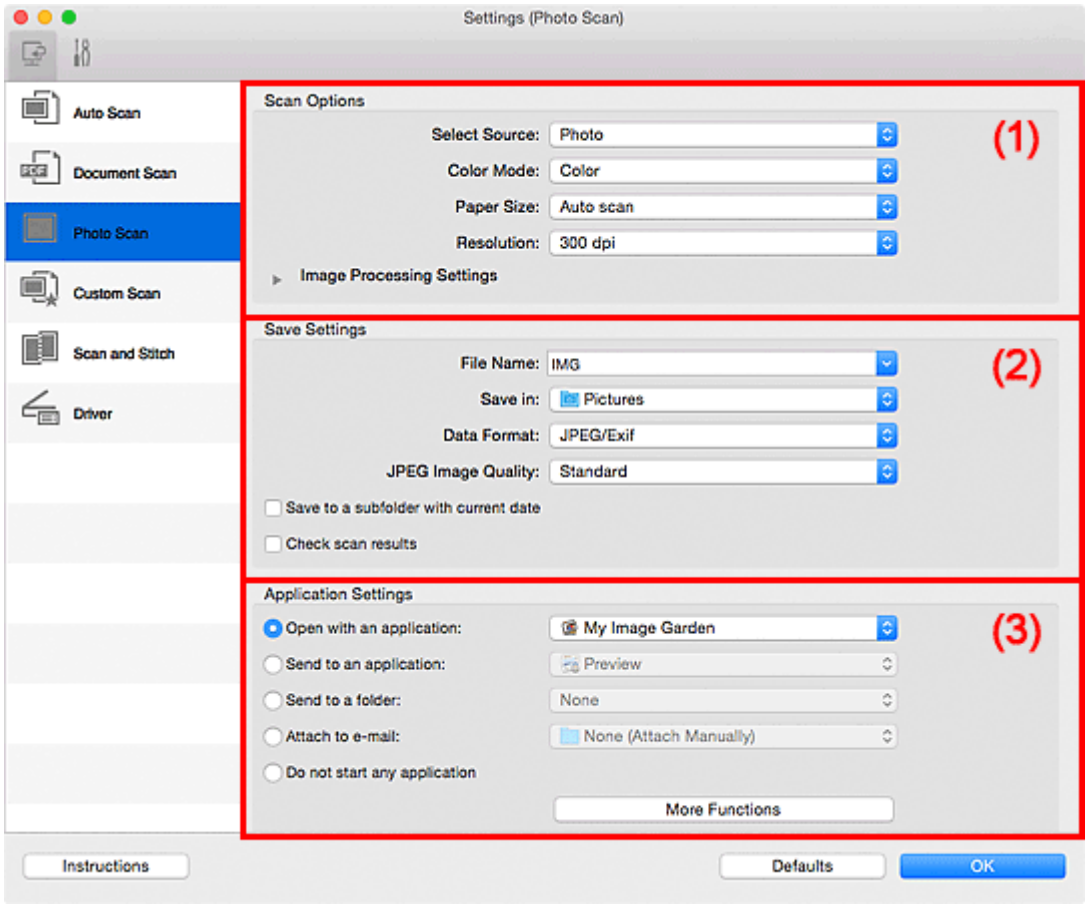
Defaults

You can restore the settings in the displayed screen to the default settings.

Settings (Photo Scan) Dialog

Click **Photo Scan** on the (Scanning from a Computer) tab to display the **Settings (Photo Scan)** dialog.

In the **Settings (Photo Scan)** dialog, you can make advanced scan settings to scan items as photos.



- (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.

(1) Scan Options Area

Select Source

Photo is selected.

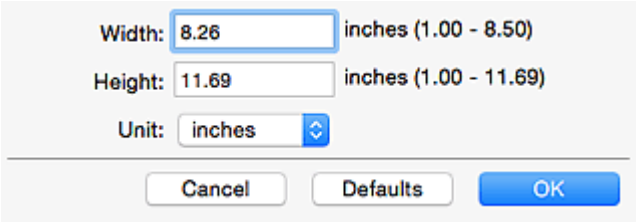
Color Mode

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**.



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

Image Processing Settings

Click (Right Arrow) to set the following.

Important

- When **Color Mode** is **Black and White**, **Image Processing Settings** is not available.

Sharpen outline

Emphasizes the outline of the subjects to sharpen the image.

(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**, or **PNG**.

Important

- You cannot select **JPEG/Exif** when **Color Mode** is **Black and White**.

Note

- With network connection, scanning may take longer than usual when you set **TIFF** or **PNG** in **Data Format**.

JPEG Image Quality

You can specify the image quality of JPEG files.

Important

- This appears only when **JPEG/Exif** is selected in **Data Format**.

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

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.

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.

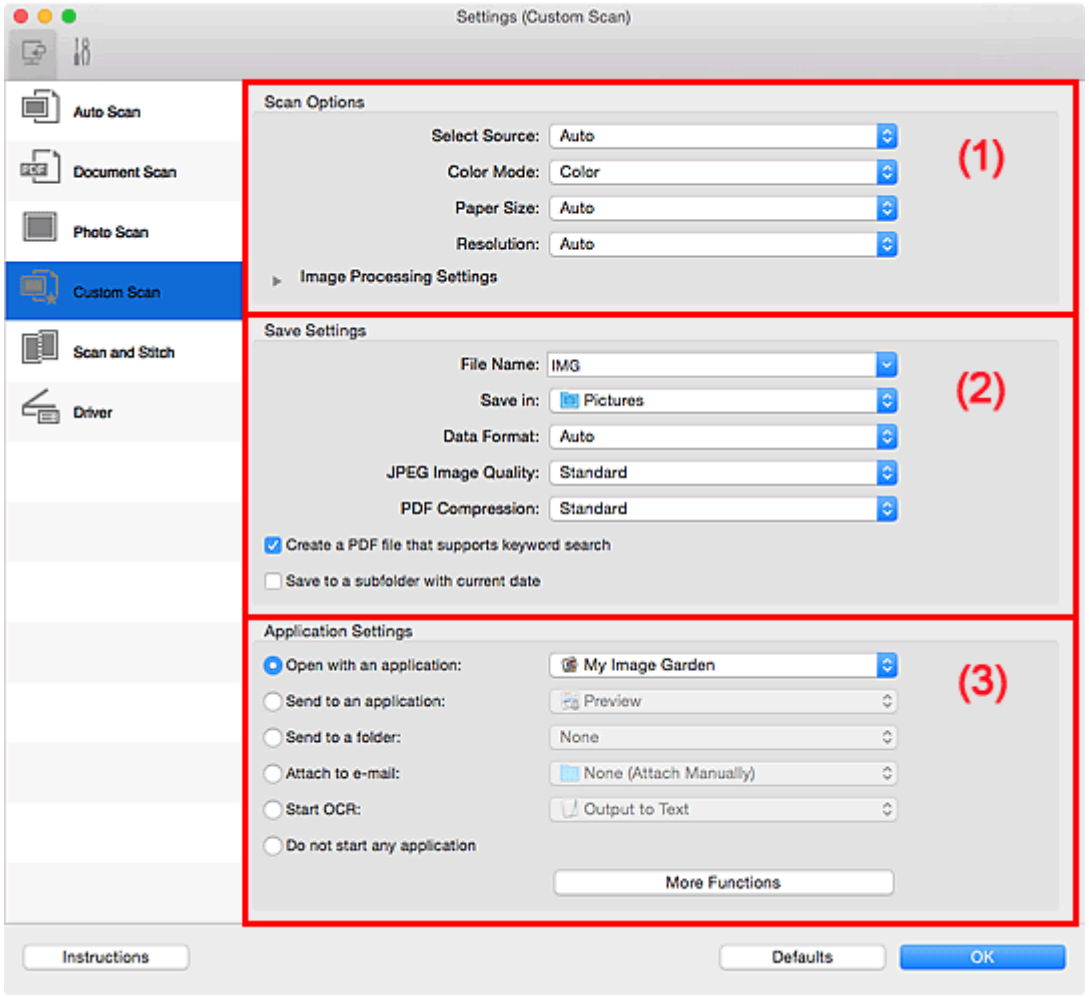
Defaults

You can restore the settings in the displayed screen to the default settings.

Settings (Custom Scan) Dialog

Click **Custom Scan** on the (Scanning from a Computer) tab to display the **Settings (Custom Scan)** dialog.

In the **Settings (Custom Scan)** dialog, you can make advanced scan settings to scan according to your preference.



- (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. Select **Auto** to detect the item type automatically and to set **Color Mode**, **Paper Size**, and **Resolution** automatically as well.

Important

- Item types supported by **Auto** are photos, postcards, business cards, magazines, newspapers, documents, and BD/DVD/CD.

- To scan the following types of items, specify the item type or size. 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 correctly according to the type of item to be scanned. Otherwise, items may not be scanned correctly.

  Refer to "Positioning Originals (Scanning from Computer)" for how to place items.

Note

- To convert text in the image into text data after scanning, specify **Select Source** instead of selecting **Auto**.
- To reduce moire, set **Select Source** to **Magazine** or select the **Reduce moire** checkbox in **Image Processing Settings**.

Color Mode

Select the color mode in which to scan the item.

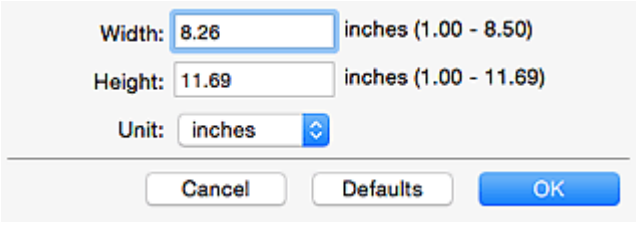
Note

- Only **Color** is available when **Select Source** is **Auto**.

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**.



Note

- Only **Auto** is available when **Select Source** is **Auto**.
- Click **Defaults** in the screen in which you can specify the paper size 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 **Auto** is available when **Select Source** is **Auto**.
- 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. Available setting items vary by **Select Source**.

- **When Select Source is Auto:**

  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.

- **When Select Source is Photo:**

  Important

  - When **Color Mode** is **Black and White**, **Image Processing Settings** is not available.

  Sharpen outline

  Emphasizes the outline of the subjects to sharpen the image.

- **When Select Source is Magazine or Document:**

  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 languages that can be 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** checkbox and 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**, **PDF (Multiple Pages)**, or **Auto**.

Important

- When **Auto** is selected, the save format may differ depending on how you place the item.

  Positioning Originals (Scanning from Computer)

- You cannot select **JPEG/Exif** when **Color Mode** is **Black and White**.
- When **Start OCR** is selected in **Application Settings**, you cannot select **PDF**, **PDF (Multiple Pages)**, or **Auto**.

Note

- **Auto** appears only when **Auto** is selected for **Select Source**.
- With network connection, scanning may take longer than usual when you set **TIFF** or **PNG** in **Data Format**.

JPEG Image Quality

You can specify the image quality of JPEG files.

Important

- This appears only when **JPEG/Exif** or **Auto** is selected 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**, **PDF (Multiple Pages)**, or **Auto** is selected in **Data Format**.
- When **Black and White** is selected in **Color Mode**, this option does not appear.

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**, **PDF (Multiple Pages)**, or **Auto** is selected in **Data Format**.

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**.

Check scan results

Displays the **Save Settings** dialog after scanning.

Important

- This does not appear when **Select Source** is **Auto**.
- 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.

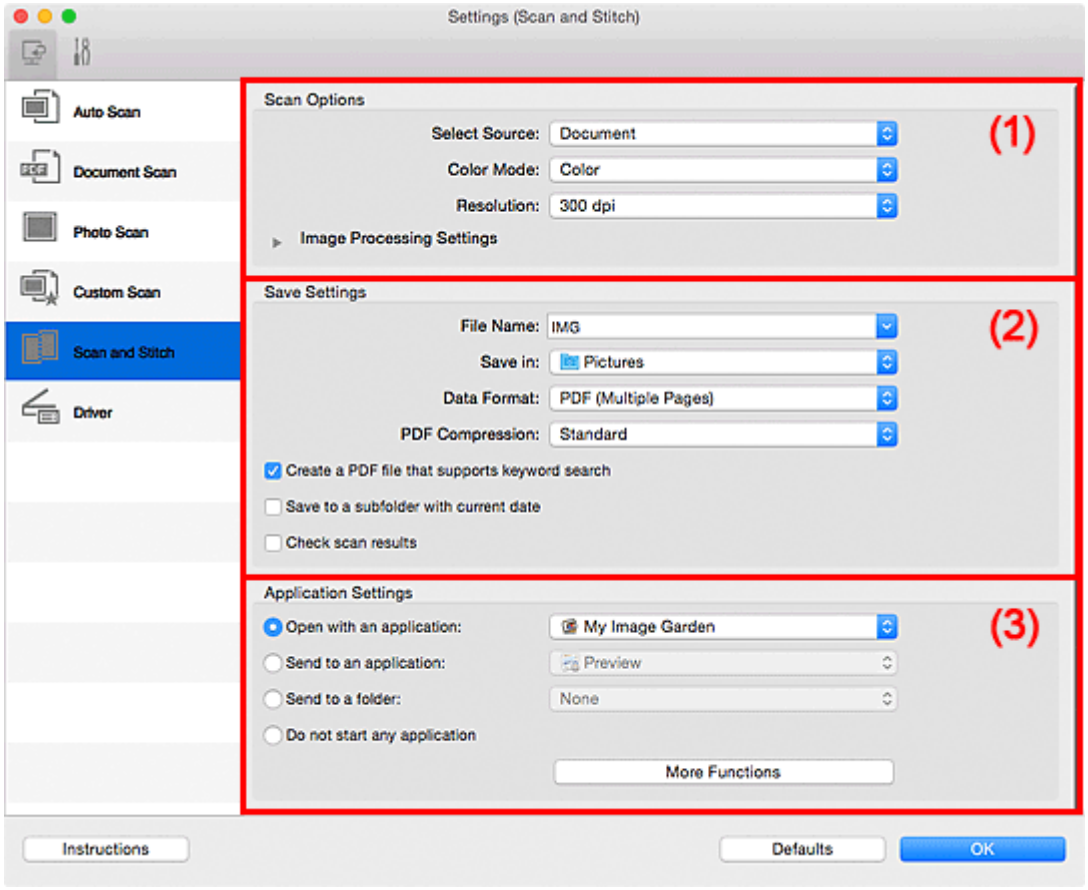
Defaults

You can restore the settings in the displayed screen to the default settings.

Settings (Scan and Stitch) Dialog

Click **Scan and Stitch** on the (Scanning from a Computer) tab to display the **Settings (Scan and Stitch)** dialog.

In the **Settings (Scan and Stitch)** dialog, you can make advanced scan settings for scanning items larger than the platen.



- (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 photos: **Photo**
- Scanning documents: **Document**
- Scanning magazines: **Magazine**

Note

- To reduce moire, set **Select Source** to **Magazine** or select the **Reduce moire** checkbox in **Image Processing Settings**.

Color Mode

Select the color mode in which to scan the item.

Resolution

Select the resolution of the item to be scanned.

The higher the resolution (value), the more detail in your image.

Resolution

Image Processing Settings

Click (Right Arrow) to set the following. Available setting items vary by **Select Source**.

Important

- When **Color Mode** is **Black and White**, **Image Processing Settings** is not available.

- **When Select Source is Photo:**

  Sharpen outline

  Emphasizes the outline of the subjects to sharpen the image.

- **When Select Source is Magazine or Document:**

  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**.

(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**.

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.

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

- PDF files that are searchable in the language selected in **Document Language** on the (General Settings) tab of the Settings dialog are created.

JPEG Image Quality

You can specify the image quality of JPEG files.

Important

- This appears only when **JPEG/Exif** is selected in **Data Format**.

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

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.

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.

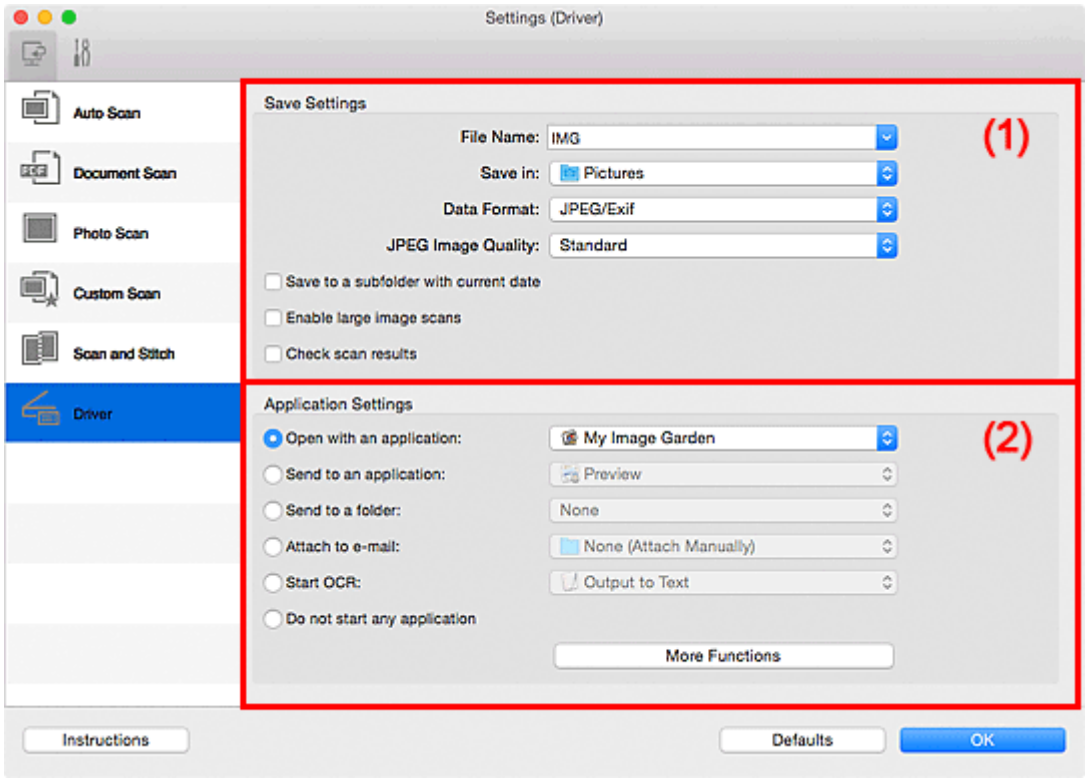
Defaults

You can restore the settings in the displayed screen to the default settings.

Settings (Driver) Dialog

Click **Driver** on the (Scanning from a Computer) tab to display the **Settings (Driver)** dialog.

In the **Settings (Driver)** dialog, you can specify how to save images when scanning items by starting the scanner driver from IJ Scan Utility and how to respond after saving them.



- (1) Save Settings Area
- (2) Application Settings Area

Important

- When the Settings dialog is displayed from My Image Garden, the setting items for **Application Settings** do not appear.

(1) 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)**.

Note

- When **PDF** or **PDF (Multiple Pages)** is selected, images up to 9600 pixels x 9600 pixels can be scanned.
- When the **Enable large image scans** checkbox is selected in **Save Settings**, or when **Start OCR** is selected in **Application Settings**, you can select **JPEG/Exif**, **TIFF**, or **PNG**.
- With network connection, scanning may take longer than usual when you set **TIFF** or **PNG** in **Data Format**.

JPEG Image Quality

You can specify the image quality of JPEG files.

Important

- This appears only when **JPEG/Exif** is selected 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**.

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

- 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**.

Enable large image scans

Select this checkbox to scan images up to 21000 pixels x 30000 pixels and 1.8 GB.

Important

- When this checkbox is selected, you cannot select **Send to an application**, **Send to a folder**, **Attach to e-mail**, or **Start OCR**.

- When the Settings dialog is displayed from My Image Garden, this option does not appear.

Note

- When this checkbox is not selected, images up to 10208 pixels x 14032 pixels can be scanned.

Check scan results

Displays the **Save Settings** dialog after scanning.

Important

- When the Settings dialog is displayed from My Image Garden, this option does not appear.

(2) 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.

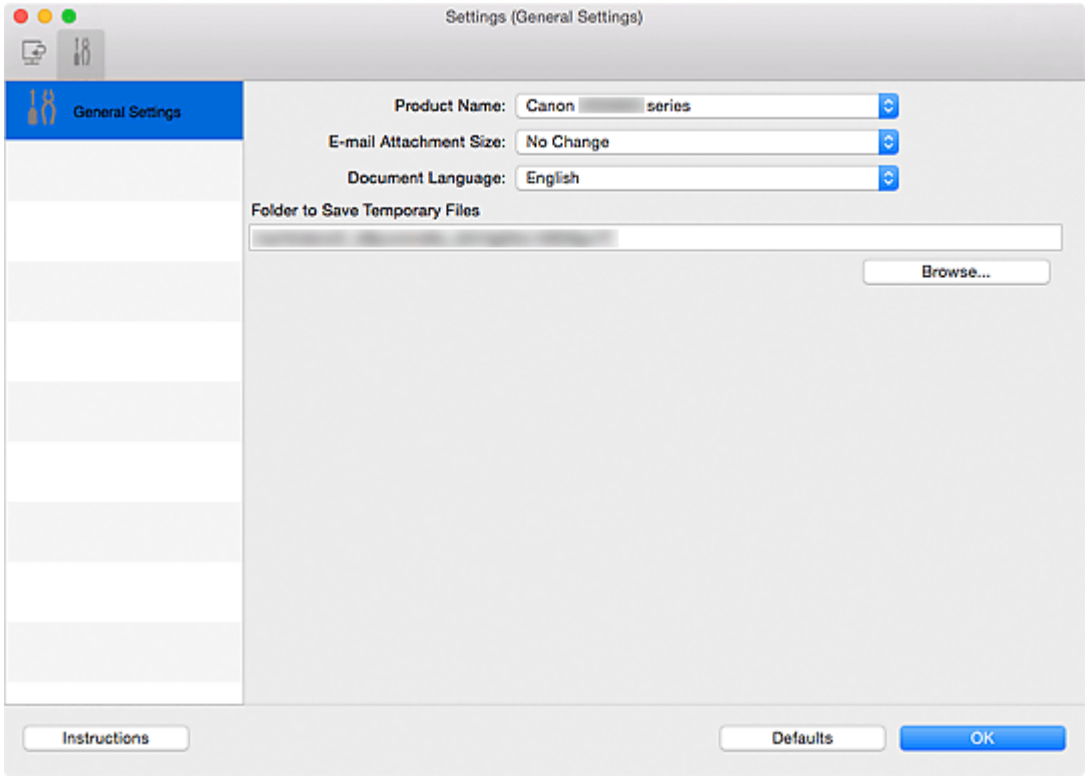
Settings (General Settings) Dialog

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.

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.

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.

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 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 your scanner or printer still does not appear, refer to "Network Communication Problems" for your model from Home of the *Online Manual*.

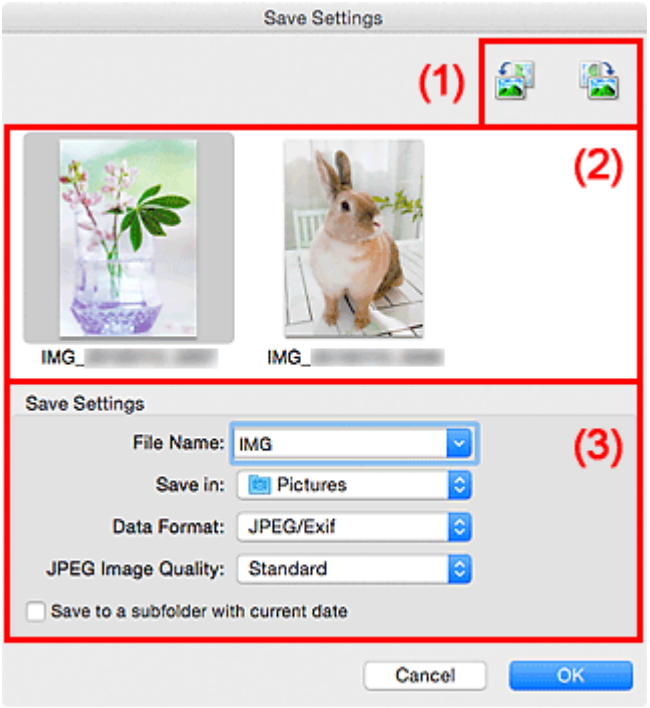
Save Settings Dialog

Select the **Check scan results** checkbox in **Save Settings** of the Settings dialog to display the **Save Settings** dialog after scanning.

You can specify the data format and destination while viewing the thumbnails of scan results.

Important

- After scanning from My Image Garden, the **Save Settings** dialog does not appear.



- (1) Preview Operation Buttons
- (2) Scan Results Area
- (3) Save Settings Area

(1) Preview Operation Buttons

/ (Rotate Left 90°)/(Rotate Right 90°)

Rotates scanned images 90 degrees counter-clockwise or clockwise.

Select the image you want to rotate, then click (Rotate Left 90°) or (Rotate Right 90°).

Important

- The preview operation buttons do not appear when the **Enable large image scans** checkbox is selected in the **Settings (Driver)** dialog.

(2) Scan Results Area

Displays the thumbnails of the scanned images. You can change the save order of images via drag-and-drop. The file names for saving appear below the thumbnails.

(3) 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

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 **PDF** or **PDF (Multiple Pages)** in the following cases.
  - When scanned by clicking **Photo** in the IJ Scan Utility main screen
  - The **Enable large image scans** checkbox is selected in **Save Settings** of the **Settings (Driver)** dialog
  - **Start OCR** is selected in **Application Settings** of the **Settings (Document Scan)**, **Settings (Custom Scan)**, or **Settings (Driver)** dialog
- You cannot select **JPEG/Exif** when **Color Mode** is **Black and White**.

Note

- With network connection, scanning may take longer than usual when you set **TIFF** or **PNG** in **Data Format**.

JPEG Image Quality

You can specify the image quality of JPEG files.

Important

- This appears only when **JPEG/Exif** is selected 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.

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

- 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

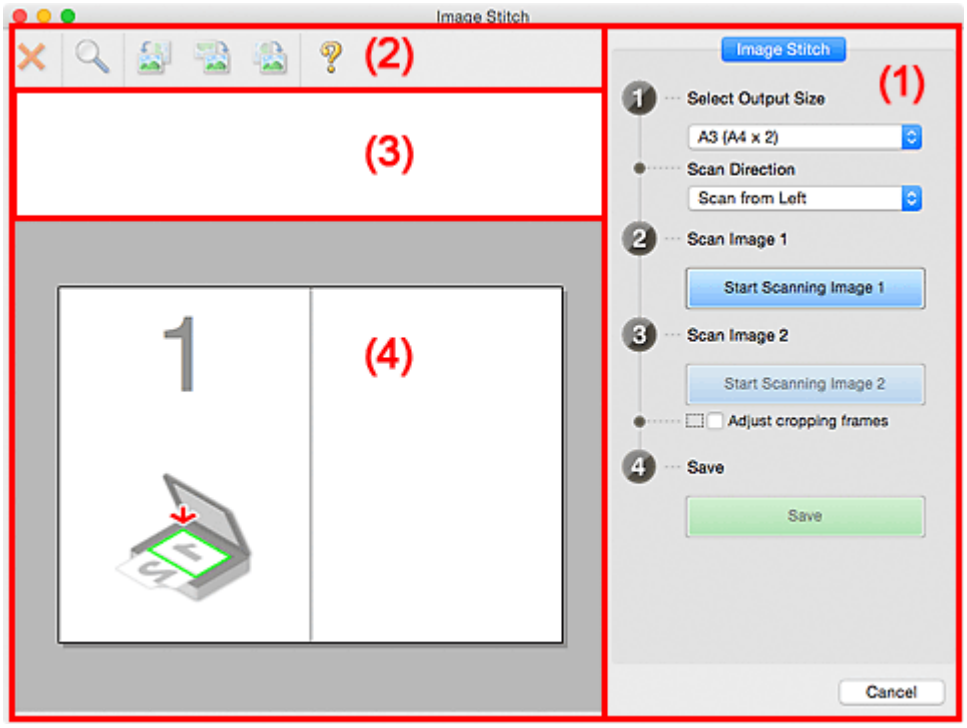
Select this checkbox to create a current date folder in the folder specified in **Save in** and save scanned images in it. The folder will be created with a name such as "20XX_01_01" (Year_Month_Date).

If this checkbox is not selected, files are saved directly in the folder specified in **Save in**.

Image Stitch Window

Click **Stitch** in the IJ Scan Utility main screen to display the **Image Stitch** window.

You can scan the left and right halves of an item larger than the platen and combine them back into one image. You can scan items up to approximately twice as large as the platen.



- (1) Settings and Operation Buttons
- (2) Toolbar
- (3) Thumbnail View Area
- (4) Preview Area

Note

- The displayed items vary depending on the select source and view.

(1) Settings and Operation Buttons

Select Output Size

B4 (B5 x 2)

Scans the left and right halves of a B4 size item separately.

A3 (A4 x 2)

Scans the left and right halves of an A3 size item separately.

11 x 17 (Letter x 2)

Scans the left and right halves of an item twice as large as Letter size separately.

Full Platen x 2

Scans the left and right halves of an item twice as large as the platen separately.

Scan Direction

Scan from Left

Displays the first scanned image on the left side.

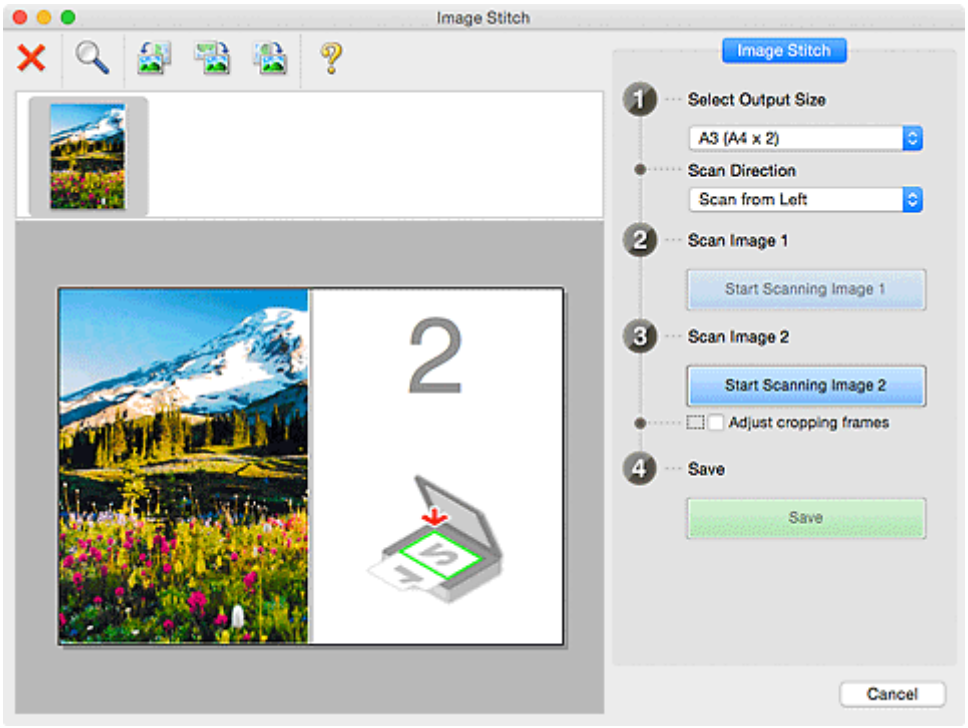
Scan from Right

Displays the first scanned image on the right side.

Scan Image 1

Start Scanning Image 1

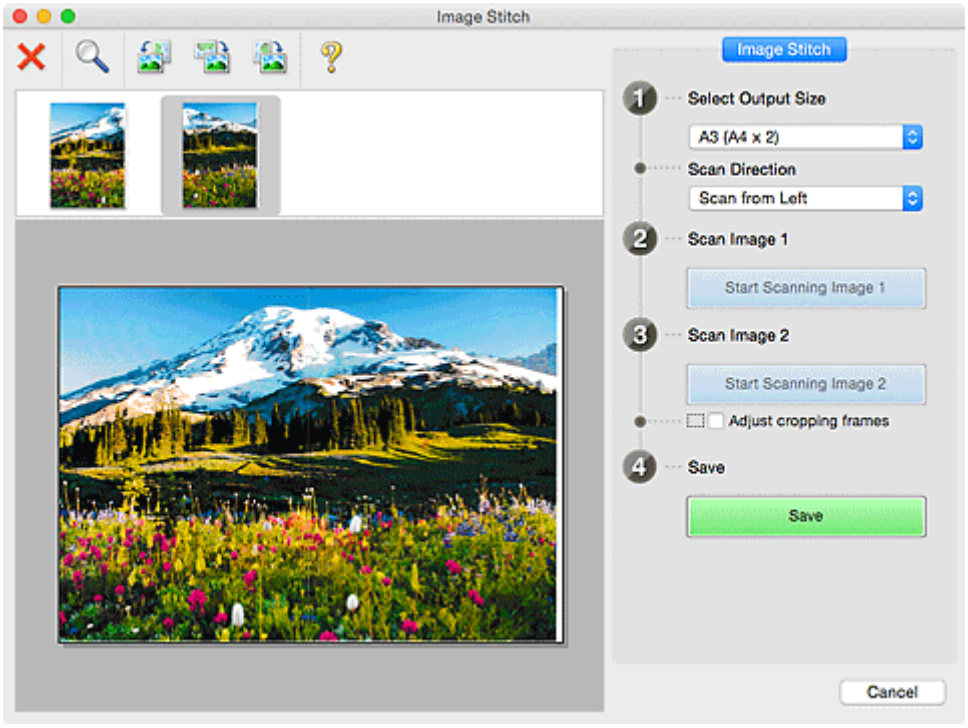
Scans the first item.



Scan Image 2

Start Scanning Image 2

Scans the second item.



Adjust cropping frames

You can adjust the scan area in preview.

If no area is specified, the image of the size selected in **Select Output Size** will be saved. If an area is specified, only the image in the cropping frame will be scanned and saved.

Adjusting Cropping Frames in the **Image Stitch** Window

Save

Save

Saves the two scanned images as one image.

Cancel

Cancels **Stitch** scan.

(2) Toolbar

You can delete the scanned images or adjust the previewed images.

(Delete)

Deletes the image selected in the Thumbnail View area.

(Enlarge/Reduce)

Allows you to enlarge or reduce the preview image.

Left-clicking the Preview area enlarges the displayed image.

Control-clicking the Preview area reduces the displayed image.

(Rotate Left)

Rotates the preview image 90 degrees counter-clockwise.

(Rotate 180°)

Rotates the preview image 180 degrees.

(Rotate Right)

Rotates the preview image 90 degrees clockwise.

(Open Guide)

Opens this page.

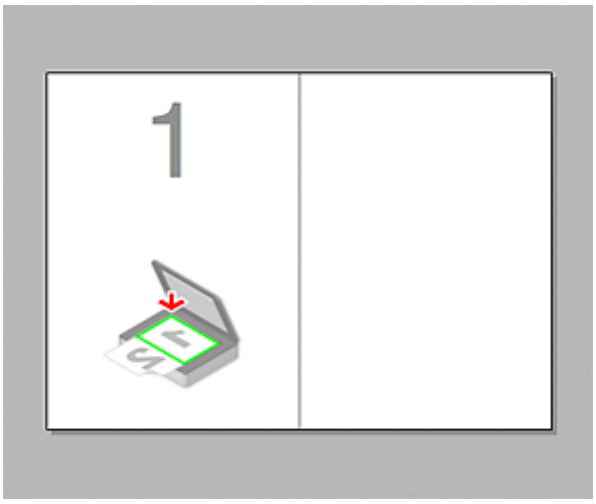
(3) Thumbnail View Area

Displays the thumbnails of the scanned images. Appears blank if none has been scanned.

(4) Preview Area

Displays the scanned images. You can adjust the layout by dragging the scanned image or check the results of the settings made in "(1) Settings and Operation Buttons."

When no image has been scanned:



After scanning the first item by clicking Start Scanning Image 1:

The image is scanned in the direction specified in **Scan Direction**, and **2** appears next to it.

After scanning the second item by clicking Start Scanning Image 2:

The two scanned images appear.

Related Topic

- Scanning Originals Larger than the Platen (Image Stitch)

Using Scanner 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

You can correct images and adjust colors using the scanner 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.

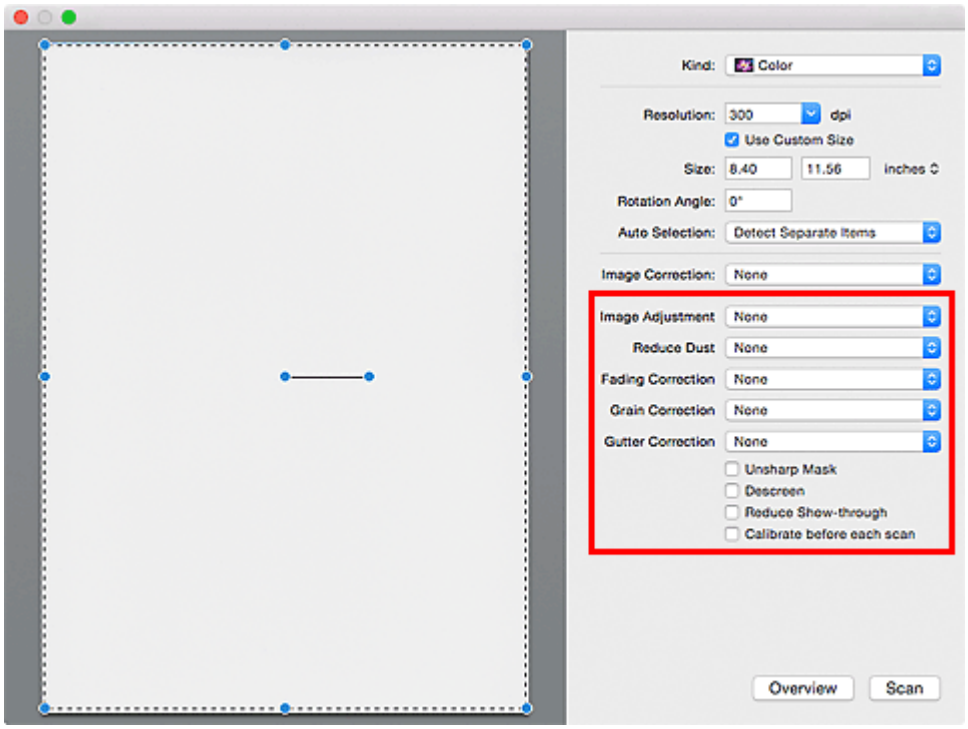


Image Adjustment

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.

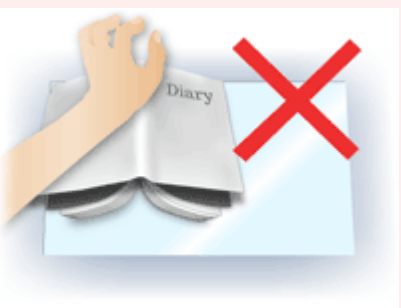
High

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.



- How to place the item depends on your model and the item to be scanned.

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 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 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 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. 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.

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

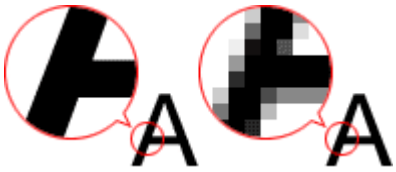
Scanning Tips

- Resolution
- Data Formats

Resolution

The data in the image you have scanned is a collection of dots carrying information about brightness and color. The density of these dots is called "resolution," and resolution will determine the amount of detail your image contains. The unit of resolution is dots per inch (dpi). Dpi is the number of dots per inch (2.5 cm).

The higher the resolution (value), the more detail in your image; the lower the resolution (value), the less detail.



How to Set the Resolution

You can set the resolution in **Resolution** on the (Scanning from a Computer) tab of the Settings dialog.

Appropriate Resolution Settings

Set the resolution according to the use of the scanned image.

Item Type	Use	Color Mode	Appropriate Resolution
Color photo	Copying (Printing)	Color	300 dpi
	Creating a postcard	Color	300 dpi
	Saving to a computer	Color	300 dpi
	Using on a website or attaching to e-mail	Color	150 dpi
Black and white photo	Saving to a computer	Grayscale	300 dpi
	Using on a website or attaching to e-mail	Grayscale	150 dpi
Text document (document or magazine)	Copying	Color, Grayscale, or Black and White	300 dpi
	Attaching to e-mail	Color, Grayscale, or Black and White	150 dpi
	Scanning text using OCR	Color or Grayscale	300 dpi

Important

- If you double the resolution, the data size of the scanned image quadruples. If the file is too large, the processing speed will slow down significantly, and you will experience inconvenience such as lack of memory. Set the minimum required resolution according to the use of the image.

Note

- When you will be printing the scanned image by enlarging it, scan by setting a higher resolution than the recommended one above.

Data Formats

You can select a data format when saving scanned images. You should specify the most suitable data format according to how you want to use the image on which application.

Available data formats vary by application and operating system (Windows or Mac OS).

See below for the characteristics of each image data format.

PNG (Standard File Extension: .png)

A data format often used on websites.

PNG is suitable for editing saved images.

JPEG (Standard File Extension: .jpg)

A data format often used on websites and for digital camera images.

JPEG features high compression rates. JPEG images slightly degrade every time they are saved, and cannot be returned to their original state.

JPEG is not available for black and white images.

TIFF (Standard File Extension: .tif)

A data format featuring a relatively high compatibility between various computers and applications.

TIFF is suitable for editing saved images.

Note

- Some TIFF files are incompatible.
- IJ Scan Utility supports the following TIFF file formats.
  - Uncompressed, black and white binary
  - Uncompressed, RGB (8 bits per channel)
  - Uncompressed, Grayscale

PDF (Standard File Extension: .pdf)

A data format for electronic documents, developed by Adobe Systems Incorporated.

It can be used on various computers and operating systems, and fonts can be embedded as well; therefore, people in different environments can exchange the files without being aware of the differences.

Positioning Originals (Scanning from Computer)

Learn how to place items on the platen of your scanner or printer. Place items correctly according to the type of item to be scanned. Otherwise, items 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 or size automatically.

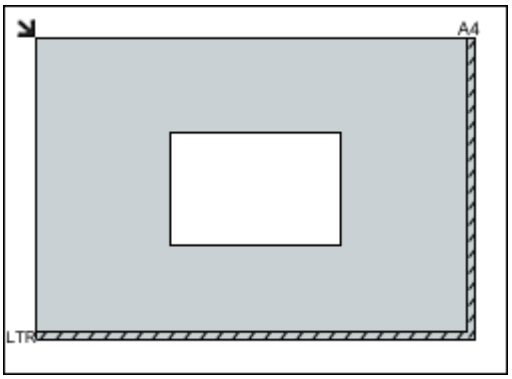
Important

- When scanning by specifying the paper size in IJ Scan Utility or the scanner 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 various 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.
- When scanned using the scanner driver, the response may differ. In that case, adjust the cropping frame (selection box) manually.

For Photos, Postcards, Business Cards, or BD/DVD/CD

Placing a Single Item:

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.



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.

For Magazines, Newspapers, or Documents

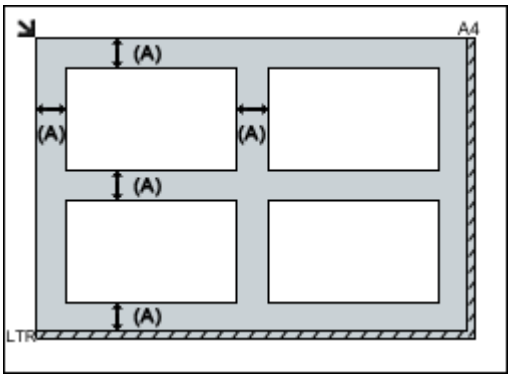
Place the item face-down on the platen and align an upper corner of the item with the corner at the arrow (alignment mark) of the platen. Portions placed on the diagonally striped area cannot be scanned.

Important

- Refer to "Loading Originals" for your model from Home of the *Online Manual* for details on the portions in which items cannot be scanned.

Placing 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) more than 0.4 inch (1 cm)

Note

- In IJ Scan Utility, you can 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.

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 the web page.
- 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.

Scanning Using Smartphone/Tablet

This machine supports the following scan functions.

PIXMA/MAXIFY Cloud Link

PIXMA/MAXIFY Cloud Link is a web service provided by Canon. Save scanned images to data storage services through integration with various cloud services without using a computer.

- Using PIXMA/MAXIFY Cloud Link

Using PIXMA/MAXIFY Cloud Link

By using PIXMA/MAXIFY Cloud Link, you can connect your printer to a cloud service, such as CANON iMAGE GATEWAY, Evernote, or Twitter, and use the following functions without using a computer:

- Print images from a photo-sharing service
- Print documents from a data management service
- Save scanned images to a data management service.
- Use Twitter to report the printer status, such as no paper or low ink levels.

In addition, you can use various functions by adding and registering apps that are linked with various cloud services.

- Using PIXMA/MAXIFY Cloud Link from Your Printer
- Using PIXMA/MAXIFY Cloud Link from Your Smartphone, Tablet, or Computer

Important

- In certain countries, PIXMA/MAXIFY Cloud Link may not be available or the available apps may be different.
- Some apps require that you have an account before you use those apps. For such apps, please set up an account beforehand.
- To find out which models support PIXMA/MAXIFY Cloud Link check the Canon homepage.
- The screen display may change without prior notice.

Troubleshooting

Frequently Asked Questions

- Cannot Find Machine on Network
- Cannot Find Machine on Wireless LAN
- Printing Does Not Start
- Paper Is Blank/Printing Is Blurry/Colors Are Wrong/White Streaks Appear
- An Error Occurs
- Print Results Are Unsatisfactory
- Message Appears
- Cannot Install MP Drivers
- Network Key Unknown
- Paper Jams

Examples of Problems

Machine Does Not Move

- Power Does Not Come On
- Power Shuts Off By Itself
- Machine Suddenly Cannot Be Used
- Printing Does Not Start
- Paper Jams
- Scanning Problems (Windows)
- Scanning Problems (Mac OS)
- Cannot Print/Scan from Smartphone/Tablet

Cannot Set Correctly

- Cannot Find Machine on Check Printer Settings Screen
- Message Appears on Computer During Setup
- Cannot Find Machine on Wireless LAN
- USB Connection Problems
- Cannot Communicate with Machine via USB
- Network Key Unknown
- Machine Cannot Be Used After Replacing Wireless Router or Changing Its Settings
- Administrator Password Set for Machine Unknown
- Checking Network Information
- Restoring to Factory Defaults
- Cannot Install MP Drivers
- Easy-WebPrint EX Does Not Start or Easy-WebPrint EX Menu Does Not Appear (Windows)
- Updating MP Drivers in Network Environment (Windows)

Print/Scan Results Are Unsatisfactory

- Printing Does Not Start
- Printing Is Slow
- Copying/Printing Stops
- Print Results Are Unsatisfactory

- No Ink Comes Out
- Paper Jams
- Paper Does Not Feed Properly/"No Paper" Error
- Automatic Duplex Printing Problems
- Scan Results Are Unsatisfactory (Windows)
- Scan Results Are Unsatisfactory (Mac OS)

- 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)
  - IJ Scan Utility Error Messages (Mac OS)
  - ScanGear (Scanner Driver) Error Messages
  - Scanner Driver Error Messages

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 Communication Problems

- Cannot Find Machine on Network
- Network Connection Problems
- Other Network Problems

Cannot Find Machine on Network

- Cannot Find Machine on Printers on Network List Screen
- Cannot Find Machine on Check Printer Settings Screen
- Cannot Find Machine on Wireless LAN

Cannot Find Machine on Check Printer Settings Screen

If the machine cannot be found on the **Check Printer Settings** screen during network communications setup, check the network settings and try again.

Cannot Find Machine During Wireless LAN Setup: Check 1

Important

- If the machine cannot be detected while you are setting up the network communication using a USB cable, the machine may be in the access point mode. In this case, finish the access point mode and enable the wireless LAN and try to redetect the machine.

  Using Machine with Access Point Mode

Note

- To set up network communications via USB instead, select **Set up the network connection via USB** check box on **Check Printer Settings** screen, and then click **Next**.

Cannot Find Machine During Wireless LAN Setup: Check 1

Are computer and network device (router, etc.) configured and can computer connect to network?

Make sure you can view web pages on your computer.

If you cannot view any web pages:

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, click **Redetect** on the **Check Printer Settings** screen to detect the machine.

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

If you can view web pages:

Go to check 2.

Cannot Find Machine During Wireless LAN Setup: Check 2

Cannot Find Machine During Wireless LAN Setup: Check 2

Does your security software's firewall or computer operating system interfere with network communications setup?

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

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 machine.

  If the machine 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.

  - For Windows:

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

  - For Mac OS:

    Setup.app, **Canon IJ Network Tool.app**, **canonijnetwork.bundle**, **CIJScannerRegister.app**, **Canon IJ Scan Utility2.app**, and **CIJSUAgent.app**

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

Note

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

If firewall settings are not causing problem:

Go to check 3.

Cannot Find Machine During Wireless LAN Setup: Check 3

Cannot Find Machine During Wireless LAN Setup: Check 3

Check wireless router settings.

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

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

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 machine.

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

If wireless router settings are not causing problem:

Go to check 4.

Cannot Find Machine During Wireless LAN Setup: Check 4

Cannot Find Machine During Wireless LAN Setup: Check 4

Check wireless router configuration and make sure the machine is not placed too far away from the wireless router.

Make sure the wireless router you are using is configured to use 2.4 GHz bandwidth.

For more on checking the setting of the wireless router, refer to the instruction manual supplied with the wireless router or contact its manufacturer.

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

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

In addition, check where the machine and the wireless router are located and take the appropriate action.

- Check for obstructions between the machine and the wireless router.

  Wireless communication between different rooms or floors is generally poor. Adjust the location of the machine and the wireless router.

- Make sure there is no source of radio wave interference near the machine or the wireless router.

  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 machine or the wireless router as far away from the interference source as possible.

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

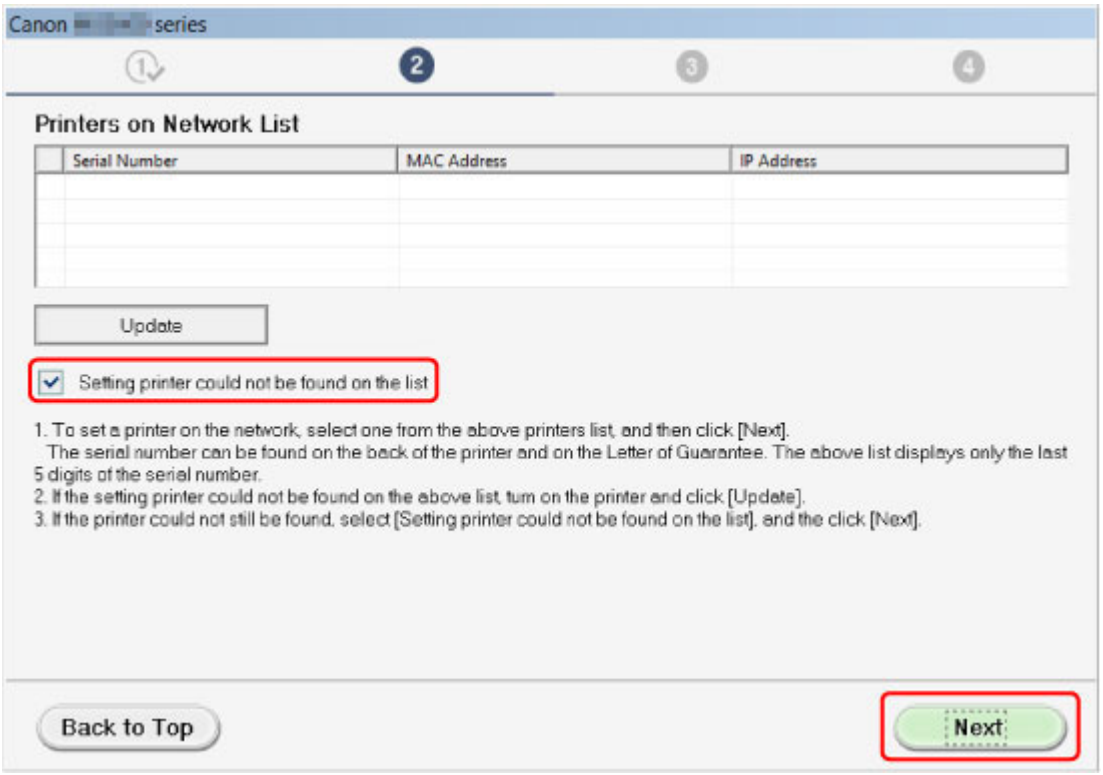
If the machine is found, follow the instructions on the screen to continue to set up network communication.

If the machine is not yet detected, select the **Set up the network connection via USB** check box on the **Check Printer Settings** screen, and then click **Next** to set up the network communication via USB.

Cannot Find Machine on Printers on Network List Screen

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

Select the **Setting printer could not be found on the list** check box and click **Next**. The screen to show another setup method is displayed.



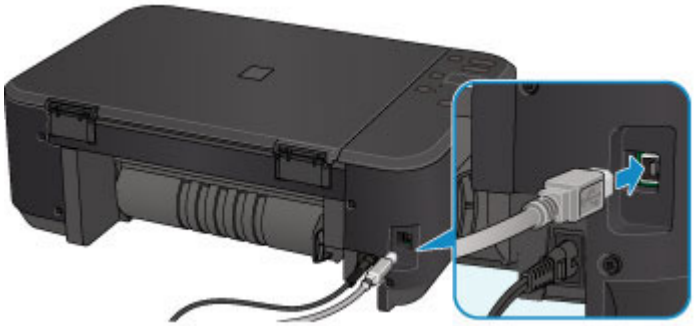
Perform setup following the instructions on the screen.

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 machine and computer.

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



Check the items below only if you cannot proceed beyond the Printer Connection screen.

Check2 Follow procedure below to connect machine 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 or Mac OS X v10.7).

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

1. Turn off machine.
2. Unplug USB cable from machine and computer and connect it again.
3. Turn on machine.

Check3 If you cannot resolve problem, follow procedure below to reinstall MP Drivers.

1. Click **Cancel**.
2. Click **Start Over** on **Installation Failure** screen.
3. Click **Exit** on **Start Setup** screen and finish setup.
4. Turn off machine.
5. Restart computer.
6. Make sure you have no application software running.
7. Redo setup according to instructions on Canon website.

Note

- For Windows, you can use the Setup CD-ROM to redo setup.

Cannot Find Machine on Wireless LAN

Check1 Make sure machine is turned on.

Check2 Make sure **Wi-Fi** lamp is lit on machine.

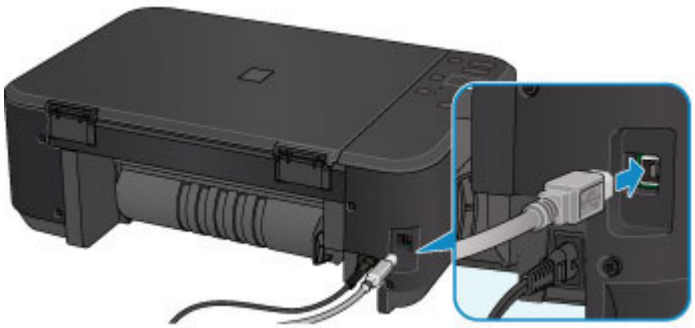
If the **Wi-Fi** lamp is off, the wireless LAN is disabled. Follow the procedure below to enable the wireless LAN.

1. Press and hold **Wi-Fi** button and release it when **ON** lamp flashes.
2. Press **Color** button, **Black** button, and then **Wi-Fi** button in this order.

   When the **ON** lamp changed from flashing to lit and the **Wi-Fi** lamp lights up, and then the wireless LAN is enabled.

Check3 If machine is temporarily connected to computer via USB cable, make sure USB cable is connected properly.

If you set up the wireless LAN connection or change the wireless LAN settings using IJ Network Tool over a USB connection, connect the machine and the computer using a USB cable as the illustration below. The USB port is at the back of the machine.



Check4 Make sure machine 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.

Check5 If using IJ Network Tool, look for machine again.

- For Windows:

  ■■Canon IJ Network Tool Screen

- For Mac OS:

  ■■Canon IJ Network Tool Screen

Check6 If searching for machine over a network, make sure machine is associated with a port. (Windows)

If **No Driver** appears under **Name** in IJ Network Tool, the machine is not associated with a port. Select **Associate Port** in the **Settings** menu to associate a port with the machine.

When Printer Driver Is Not Associated with Port

Check7 Make sure machine and wireless router network settings match.

See instruction manual provided with wireless router or contact its manufacturer to check wireless router settings, and then modify machine settings to match.

Setting an Encryption Key

Check8 Check for obstructions.

Wireless communication between different rooms or floors is generally poor. Move the machine and wireless router as necessary.

To check the radio status,

- For Windows:

  Monitoring Wireless Network Status

- For Mac OS:

  Monitoring Wireless Network Status

Check9 Make sure the machine is not placed too far away from the wireless router.

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

To check the radio status,

- For Windows:

  Monitoring Wireless Network Status

- For Mac OS:

  Monitoring Wireless Network Status

Check10 Make sure there is no source of radio wave interference nearby.

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.

To check the radio status,

- For Windows:

  Monitoring Wireless Network Status

- For Mac OS:

  Monitoring Wireless Network Status

Check11 Make sure computer network settings are correct.

Make sure the computer can communicate with the wireless router over the wireless LAN.

Check12 Make sure **Enable bidirectional support** is selected in **Ports** sheet of properties dialog box of printer driver. (Windows)

Check13 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.

Check14 If using a router, connect machine and computer to LAN side (same network segment).

Check15 If machine is connected to an AirPort Base Station via LAN, use alphanumeric characters for network name (SSID). (Mac OS)

Check16 Check machine's TCP/IP setting and disable IPv6.

To check the current TCP/IP setting, print out the network setting information using the operation panel.

Printing Network Settings

If "TCP/IPv6" is set to "Enable", both IPv4 and IPv6 are enabled.

Press and hold **Stop** button and release it when **Alarm** lamp flashes 23 times.

IPv6 is disabled and only IPv4 is enabled.

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

- Machine Suddenly Cannot Be Used
- Network Key Unknown
- Administrator Password Set for Machine Unknown
- Machine Cannot Be Used After Replacing Wireless Router or Changing Its Settings
- Printing Is Slow
- Ink Level Not Shown on Printer Status Monitor (Windows)

Machine Suddenly Cannot Be Used

- Cannot Communicate with Machine Following Network Settings Change (Windows)
- Cannot Communicate with Machine via Wireless LAN
- Cannot Communicate with Machine Using Access Point Mode
- Cannot Print or Scan from Network Computer

Q Cannot Communicate with Machine Following Network Settings Change (Windows)

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 machine.

Q Cannot Communicate with Machine via Wireless LAN

A

Check1 Make sure machine is turned on.

Check2 Make sure machine and wireless router network settings match.

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 machine, print out the network setting information.

- Printing Network Settings

If the machine network settings do not match with those of the wireless router, change the network settings of the machine to match with those of the wireless router using IJ Network Tool.

Check3 Make sure machine is not placed too far away from the wireless router.

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

Check4 Check for obstructions.

Wireless communication between different rooms or floors is generally poor. Move the machine and wireless router as necessary.

Check5 Make sure there is no source of radio wave interference nearby.

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.

Check6 Make sure computer network settings are correct.

For more on connecting and setting up a network device, see the device instruction manual or contact its manufacturer.

Check7 Make sure wireless signal is strong. Monitor signal status and move machine and wireless router as necessary.

- For Windows:

  Monitoring Wireless Network Status

- For Mac OS:

  Monitoring Wireless Network Status

Check8 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.

Check9 Make sure channel set on wireless router is a usable channel as confirmed in Check 8.

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

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 using a router, connect machine and computer to LAN side (same network segment).

Check12 If machine is connected to an AirPort Base Station via LAN, use alphanumeric characters for network name (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 machine.

Note

- **To connect machine to Windows XP computer using cableless setup, follow these steps:**

  Follow the procedure below to set up the machine and computer.

  1. Set machine to Access Point Mode.

2. Right-click **Wireless Network Connections** icon on notification area of desktop, and then click **View Available Wireless Networks**.
3. Select network name on screen that appears, and then click **Connect**.

   Select "XXXXXX-MGXXXXseries" ("XX" represents alphanumeric characters) as network name.
4. Enter network key on screen that appears, and then click **Connect**.

   By default, the serial number of the machine is used as the network key. Check the serial number on the back of the machine.
5. Use Setup CD-ROM or follow instructions on Canon website.

Cannot Communicate with Machine Using Access Point Mode

Check1 Make sure machine is turned on.

Check2 Is the access point mode disabled?

Enable the access point mode following the procedure below.

1. Press and hold **Wi-Fi** button and release it when **ON** lamp flashes.
2. Press **Black** button, **Color** button, and then **Wi-Fi** button in this order.

   The **ON** lamp changed from flashing to lit and the access point mode is enabled.

Check3 Make sure machine is selected as connection for wireless communication device (e.g. computer, smartphone, or tablet).

Select the access point name (SSID) specified for the machine as the connection destination for communication devices.

Check4 Have you entered the proper password specified for the access point mode?

If the security setting of the access point mode is enabled, you need to enter the password to connect your communication device to the machine.

Check5 Make sure machine is not too far away.

Place wireless communication devices a suitable distance from the machine.

Check6 Check for obstructions.

Wireless communication between different rooms or floors is generally poor. Move the machine as necessary.

Check7 Make sure there is no source of radio wave interference nearby.

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 machine as far away from interference sources as possible.

Check8 Make sure 5 devices are already connected.

Access Point Mode does not allow more than 5 devices to be connected.

Cannot Print or Scan from Network Computer

Check1 Make sure computer network settings are correct.

For more on computer setup, 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

- WEP or WPA/WPA2 Key Set for Access Point Unknown, Cannot Connect
- Setting an Encryption Key

Q WEP or WPA/WPA2 Key Set for Access Point Unknown, Cannot Connect

A

For details 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.

Set up the machine to match the wireless router settings using IJ Network Tool.

Q Setting an Encryption Key

A

For details 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.

Set up the machine to match the wireless router settings using IJ Network Tool.

- **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 machine, and your computer.

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

  - For Windows:

    Normally, select **Auto** for the authentication method. Otherwise, select **Open System** or **Shared Key** depending on the wireless router's settings.

    When the **WEP Details** screen appears after you click **Set** on the **Search** screen, follow the on-screen instructions and set key length, key format, key number, and authentication method to enter a WEP key.

    For details, see Changing WEP Detailed Settings.

  - For Mac OS:

    Normally, select **Auto** for the authentication method. Otherwise, select **Open System** or **Shared Key** depending on the wireless router's settings.

    When the **WEP Details** screen appears after you click **Set** on the **Wireless Routers** screen, follow the on-screen instructions and set key length, key format, key number, and authentication method to enter a WEP key.

    For details, see Changing WEP Detailed Settings.

    Note

    - If the machine is connected to an AirPort Base Station via LAN:

If the machine 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 machine via the wireless router.

- **Using WPA/WPA2**

The authentication method, passphrase, and dynamic encryption type must be the same for the wireless router, the machine, 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 Windows:

For details, see Changing WPA/WPA2 Detailed Settings.

◦ For Mac OS:

For details, see Changing WPA/WPA2 Detailed Settings.

Note

- This machine supports WPA/WPA2-PSK (WPA/WPA2-Personal) and WPA2-PSK (WPA2-Personal).

Administrator Password Set for Machine Unknown

Initialize the machine settings.

Initializing Machine Settings

After initializing the machine settings, 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.

Machine Cannot Be Used After Replacing Wireless Router or Changing Its Settings

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

- 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 Machine After Enabling MAC/IP Address Filtering or Encryption Key on Wireless Router

■With Encryption On, Cannot Communicate with Machine After Changing Encryption Type at Wireless Router

Cannot Communicate with Machine 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 machine are registered.

Check3 If using WEP or WPA/WPA2 key, make sure encryption key for computer, network device, and machine 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 machine, the wireless router, and the computer.

Normally, select **Auto** for the authentication method. To set it manually, select **Open System** or **Shared Key** depending on the wireless router's settings.

For details, see Setting an Encryption Key.

With Encryption On, Cannot Communicate with Machine After Changing Encryption Type at Wireless Router

If you change the encryption type for the machine 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 machine.

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

Printing Is Slow

Check1 Machine may be printing or scanning a large job from another computer.

Check2 Monitor signal status and move machine and wireless router as necessary.

- For Windows:

  Monitoring Wireless Network Status

- For Mac OS:

  Monitoring Wireless Network Status

Make sure there are no obstacles between the wireless router and the machine. Wireless communication between different rooms or floors is generally poor. Wireless communication can be impeded by building materials containing metal or concrete. If the machine cannot communicate with the computer over a wireless LAN due to a wall, place the machine and the computer in the same room.

Check3 Make sure there is no source of radio wave interference nearby.

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.

Ink Level Not Shown on Printer Status Monitor (Windows)

Use the printer driver with bidirectional communication.

Select **Enable bidirectional support** in the **Ports** sheet of the properties dialog box of the printer driver.

■How to Open the Printer Driver Setup Window

Other Network Problems

- **Message Appears on Computer During Setup**
- **Packets Are Sent Constantly (Windows)**
- **Checking Network Information**
- **Restoring to Factory Defaults**

Message Appears on Computer During Setup

Enter Password Screen Appears During Setup

Encryption Settings Screen Appears When Access Point Selected from Search Screen

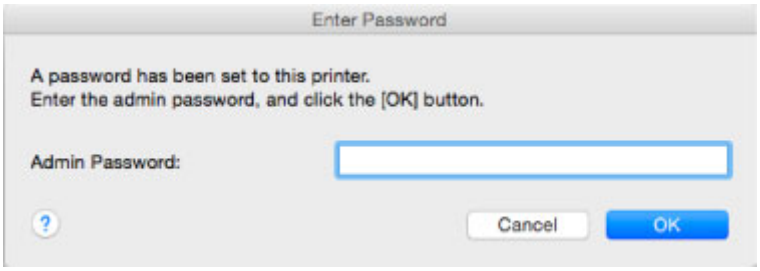
"You are connecting the machine to the non encrypted wireless network" Appears

Enter Password Screen Appears During Setup

The following screen appears if the machine is set up for use with a network and an administrator password has been set.

- For Windows:

- For Mac OS:



Enter the administrator password set for the machine.

Note

- An administrator password is already set for the machine at the time of purchase.

  For details:

  Administrator Password

  For improved security, we recommend that you change the administrator password.

  - For Windows:

    Changing Settings in Admin Password Sheet

  - For Mac OS:

    Changing Settings in Admin Password Sheet

Encryption Settings Screen Appears When Access Point Selected from Search Screen

This screen appears automatically if the selected wireless router is encrypted. Set the same encryption settings as those set for the wireless router.

- For Windows:

  For more on encryption settings, see Changing Settings in Wireless LAN Sheet.

- For Mac OS:

  For more on encryption settings, see Changing Settings in Wireless LAN Sheet.

"You are connecting the machine to the non encrypted wireless network" Appears

Security is not configured on the wireless router. The machine can still be used, so continue the setup procedure and complete it.

Important

- If you connect to a network that is not protected with security measures, there is a risk of disclosing data such as your personal information to a third party.

Packets Are Sent Constantly (Windows)

When IJ Network Scanner Selector EX is enabled, it periodically transmits packets to check communication with the machine over the network. If you are using your computer in a network environment other than the one used to set up the machine, disable IJ Network Scanner Selector EX.

To disable IJ Network Scanner Selector EX, right-click the icon on the notification area on the desktop and select **Disable Canon IJ Network Scanner Selector EX**.

Checking Network Information

Checking Machine 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 Settings Information

Checking Machine IP Address or MAC Address

To check the machine's IP Address or MAC address, print out the network setting information using the operation panel.

Printing Network Settings

You can check the network setting information on the computer screen.

- For Windows:

  Canon IJ Network Tool Screen

- For Mac OS:

  Canon IJ Network Tool Menus

Checking Computer IP Address or MAC Address

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

- For Windows:

  1. Select **Command Prompt** as shown below.
     - In Windows 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, Windows Vista, or Windows XP, 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

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

- For Windows:
  1. Select **Command Prompt** as shown below.
     - 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, Windows Vista, or Windows XP, click **Start** > **All Programs** > **Accessories** > **Command Prompt**.
  2. Type 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 v10.10 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 or Mac OS X v10.7, open **Utilities** folder in **Applications** folder and 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 machine 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 Settings Information

To check the machine's network settings information, print out the network settings information using the operation panel.

Printing Network Settings

Restoring to Factory Defaults

Important

- For Windows:

  Initialization erases all network settings on the machine, making printing or scanning operation from a computer over a network impossible. To use the machine 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 machine, making printing or scanning operation from a computer over a network impossible. To use the machine over a network again after restoring it to the factory defaults, follow the instructions on the Canon website to redo setup.

Press and hold **Stop** button and release it when **Alarm** lamp flashes 19 times.

The network settings are initialized.

Problems while Printing/Scanning from Smartphone/Tablet

- Cannot Print/Scan from Smartphone/Tablet

Cannot Print/Scan from Smartphone/Tablet

If you cannot print/scan from your smartphone/tablet, it is possible that your smartphone/tablet cannot communicate with the machine.

Check the cause of your problem according to the connection method.

Cannot Communicate with Machine over Wireless LAN

Cannot Communicate with Machine while It Is in Access Point Mode

Note

- For problems on printing with other connection methods or more on performing settings of each connection method:

  Using PIXMA/MAXIFY Cloud Link

  Printing with Google Cloud Print

  Printing from an AirPrint-enabled Printer with iOS Device

Q Cannot Communicate with Machine over Wireless LAN

A

If your smartphone/tablet cannot communicate with the machine, check the following.

Check1 Make sure machine is turned on.

Check2 Is Wi-Fi lamp of machine lit?

If the **Wi-Fi** lamp is off, the wireless LAN is disabled. Follow the procedure below to enable the wireless LAN.

1. Press and hold **Wi-Fi** button, and then release button when **ON** lamp flashes.
2. Press **Color** button, **Black** button, and then **Wi-Fi** button in this order.

   When the **ON** lamp changed from flashing to lit and the **Wi-Fi** lamp lights up, the wireless LAN is enabled.

Check3 Are network settings of machine identical with those of wireless router?

Make sure the network settings of the machine (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 machine, print out the network setting information.

Printing Network Settings

If the network settings of the machine are not identical with those of the wireless router, change the network settings of the machine to match with those of the wireless router using IJ Network Tool.

Check4 Are network settings of your smartphone/tablet identical with those of wireless router?

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

To check the settings of your smartphone/tablet, refer to the instruction manual provided with it.

If the network settings of your smartphone/tablet are not identical with those of the wireless router, change the network settings of it to match with those of the wireless router.

Check5 Make sure machine is not placed far away from wireless router.

The wireless router is located indoors within the effective range for wireless communication. Locate the machine within 164 ft. / 50 m from the wireless router.

Check6 Check for obstructions.

Wireless communication between different rooms or floors is generally poor. Move the machine and wireless router as necessary.

Check7 Make sure there is no source of radio wave interference nearby.

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 the interference source as possible.

Q Cannot Communicate with Machine while It Is in Access Point Mode

A

If your smartphone/tablet cannot communicate with the machine in the access point mode, check the following.

Check1 Make sure machine is turned on.

Check2 Enable access point mode.

Enable the access point mode following the procedure below.

1. Press and hold **Wi-Fi** button, and then release button when **ON** lamp flashes.
2. Press **Black** button, **Color** button, and then **Wi-Fi** button in this order.

   The **ON** lamp changed from flashing to lit and the access point mode is enabled.

Check3 Check settings of your smartphone/tablet.

Make sure your smartphone/tablet can use the wireless LAN.

For more on performing setting of the wireless LAN, refer to the instruction manual provided with your smartphone/tablet.

Check4 Have you selected machine as destination of your smartphone/tablet?

Select the access point name (SSID) of the machine with your smartphone/tablet.

Check5 Have you entered proper password specified for access point mode?

If the security setting of the access point mode is enabled, you need to enter the password to connect your smartphone/tablet to the machine.

Check6 Make sure machine is not too far away.

Locate your smartphone/tablet close enough to communicate with the machine.

Check7 Check for obstructions.

Wireless communication between different rooms or floors is generally poor. Move the machine as necessary.

Check8 Make sure there is no source of radio wave interference nearby.

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 machine as far away from the interference source as possible.

Check9 Make sure 5 devices are already connected.

Access point mode does not allow more than 5 devices to be connected.

Printing Problems

- Printing Does Not Start
- Paper Jams
- Print Results Are Unsatisfactory
- No Ink Comes Out
- Paper Does Not Feed Properly/"No Paper" Error
- Automatic Duplex Printing Problems
- Copying/Printing Stops
- Cannot Print Using AirPrint

Printing Does Not Start

Check1 Make sure machine is securely plugged in and press **ON** button to turn it on.

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

Note

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

Check2 Make sure machine is properly connected to computer.

If you are using a USB cable, make sure it is securely connected to both the machine 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 machine 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 machine over a LAN, make sure the machine is correctly set up for network use.

Check3 Is access point mode enabled?

To print using a mode other than the access point mode, disable access point mode first.

Using Machine with Access Point Mode

Check4 Make sure paper output tray is open.

Check5 If printing from a computer, delete unnecessary print jobs.

- For Windows:

  Deleting the Undesired Print Job

- For Mac OS:

  Deleting the Undesired Print Job

Check6 Is your machine's printer driver is selected when printing?

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

- For Windows:

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

  Note

  - To make the machine the one selected by default, select **Set as Default Printer**.

- For Mac OS:

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

  Note

  - To make the machine the one selected by default, select the machine for **Default printer**.

Check7 Set correct printer port. (Windows)

Make sure the correct printer port is set.

1. Log in using an account with administrator privileges.
2. Make the following settings.
   - In Windows 8.1 or Windows 8, select **Control Panel** from **Settings** charm on **Desktop** > **Hardware and Sound** > **Devices and Printers**.
   - In Windows 7, select **Devices and Printers** from **Start** menu.
   - In Windows Vista, select **Start** menu > **Control Panel** > **Hardware and Sound** > **Printers**.
   - In Windows XP, select **Start** menu > **Control Panel** > **Printers and Other Hardware** > **Printers and Faxes**.
3. Open printer driver properties.
   - In Windows 8.1, Windows 8, or Windows 7, right-click "Canon XXX series Printer" icon (where "XXX" is your machine's name), and then select **Printer properties**.
   - In Windows Vista or Windows XP, right-click "Canon XXX series Printer" icon (where "XXX" is your machine's name), and then select **Properties**.
4. Click **Ports** tab to check port settings.

   Make sure that a port named "USBnnn" (where "n" is a number) with "Canon XXX series Printer" appearing in **Printer** column is selected for **Print to the following port(s)**.

   Note

   - When the machine is used over LAN, the port name of the machine is displayed as "CNBJNP_xxxxxxxxxx". "xxxxxxxxxx" is the character string generated from the MAC address or a character string specified by the user when setting up the machine.

   - If setting is incorrect:

     Reinstall the MP Drivers from the Setup CD-ROM or the Canon website.

   - Printing does not start even though the machine is connected to the computer using a USB cable and the port named "USBnnn" is selected:

     In Windows 8.1 or Windows 8, select **My Printer** on **Start** screen to start **My Printer**. If **My Printer** is not displayed on **Start** screen, select **Search** charm, and then search for "**My Printer**".

     Set the correct printer port on **Diagnose and Repair Printer**. Follow the on-screen instructions to set the correct printer port, and then select your machine's name.

     In Windows 7, Windows Vista, or Windows XP, click **Start** and select **All programs**, **Canon Utilities**, **Canon My Printer**, **Canon My Printer**, and then select **Diagnose and Repair Printer**. Follow the on-screen instructions to set the correct printer port, and then select your machine's name.

     If the problem is not resolved, reinstall the MP Drivers from the Setup CD-ROM or the Canon website.

   - Printing does not start even though the port named "CNBJNP_xxxxxxxxxx" is selected when the machine is used over LAN:

Launch IJ Network Tool, select "CNBJNP_xxxxxxxxxx" as you checked in step 4, and then associate the port with the printer using **Associate Port** in **Settings** menu.

If the problem is not resolved, reinstall the MP Drivers from the Setup CD-ROM or the Canon website.

Check8 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.

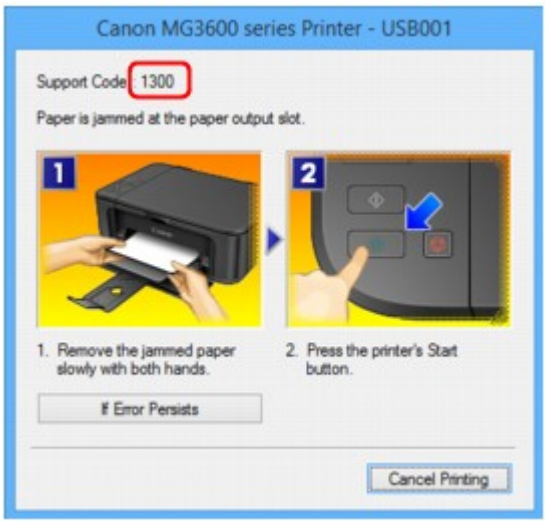
* This may reduce print quality.

Check9 If printing from your computer, restart computer.

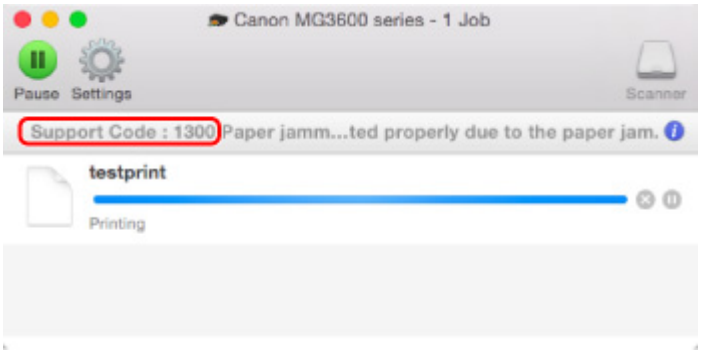
Paper Jams

When paper is jammed, the **Alarm** lamp flashes and a troubleshooting message is displayed on the computer screen automatically. Take the appropriate action described in the message.

- For Windows:



- For Mac OS:



* The screen differs depending on the OS you are using.

To remove the jammed paper, see List of Support Code for Error (Paper Jams).

Note

- You can also search for details on resolving the errors indicated by the support code shown.

  Search

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 machine for.

Printing from a PictBridge (Wireless LAN) compliant device	Check the settings on your PictBridge (Wireless LAN) compliant device. PictBridge (Wireless LAN) Print Settings
Printing from your computer	Check the settings using the printer driver. 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

- 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:

Cannot Complete Printing

Part of Page Is Not Printed (Windows)

Paper Is Blank/Printing Is Blurry/Colors Are Wrong/White Streaks Appear

Colors Are Unclear

Lines Are Misaligned

Lines Incomplete or Missing (Windows)

Images Incomplete or Missing (Windows)

Ink Blots / Paper Curl

Paper Is Smudged / Printed Surface Is Scratched

- Back of Paper Is Smudged
- Vertical Line Next to Image
- Uneven or Streaked Colors

Cannot Complete Printing

Check1 Select setting not to compress printing data. (Windows)

If you select the setting not to compress the printing data with an application software you are using, the printing result may be improved.

Click **Print Options** on **Page Setup** sheet of the printer driver. Select the **Do not allow application software to compress print data** check box and click **OK**.

* Clear the check box once printing is complete.

Check2 Is print data extremely large? (Windows)

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.

Check3 Your hard disk may not have sufficient free space to store job.

Delete unnecessary files to free up disk space.

Part of Page Is Not Printed (Windows)

Check Are you using automatic duplex printing?

If you are using automatic duplex printing, the printable area at the top of the page will be 0.08 inches / 2 mm shorter than usual.

Therefore, the bottom of the page may not be printed. To prevent this, set reduced printing on the printer driver.

Important

- Reducing the printing size may affect the layout of your document.

  If the application you used to create your document has a zoom function, set the reduced size in the application.

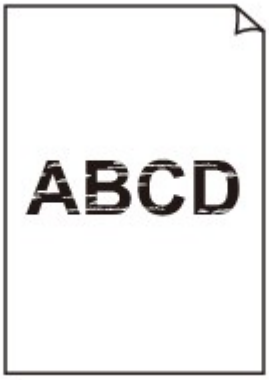
1. Open printer driver setup window.

   How to Open the Printer Driver Setup Window
2. Check **Duplex Printing** check box in **Page Setup** sheet.
3. Click **Print Area Setup** and select **Use reduced printing**.

Paper Is Blank/Printing Is Blurry/Colors Are Wrong/White Streaks Appear

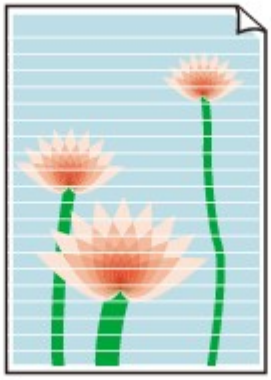
Paper Is Blank

Printing Is Blurry



Colors Are Wrong

White Streaks Appear



Check1 Check paper and print quality settings.

Print Results Are Unsatisfactory

Check2 Print nozzle check pattern and perform any necessary maintenance operations such as print head cleaning.

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

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

- If nozzle check pattern is not printed correctly:

  After performing the print head cleaning, print the nozzle check pattern and examine the pattern.

- If problem is not resolved after performing print head cleaning twice:

  Perform print head deep cleaning.

  If the problem is not resolved after performing print head deep cleaning, turn off the machine and perform print head deep cleaning again 24 hours later.

- If problem is not resolved after performing print head deep cleaning twice:

  Ink may have run out. Replace the FINE cartridge.

Check3 When a FINE cartridge runs out of ink, replace it with a new one.

Check4 When using paper with one printable surface, make sure paper is loaded with printable side facing down.

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

Load paper with the printable side facing down.

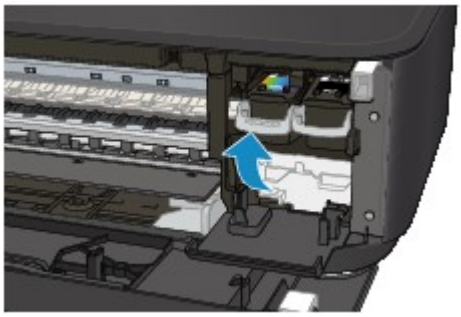
Refer to the instruction manual supplied with the paper for detailed information on the printable side.

Check5 Is FINE cartridge installed properly?

If the FINE cartridge is not installed securely, ink may not be ejected correctly.

Open the paper output cover and the head cover opens.

Push up the ink cartridge lock lever to make sure the FINE cartridge is installed properly.



After making sure the FINE cartridge is installed properly, close the paper output cover.

If the problem is not resolved, remove the FINE cartridges and install them again.

For more on installing the FINE cartridges, see Replacing a FINE Cartridge.

- **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 machine?

If you use a printout done by this machine as the original, print quality may be reduced depending on the condition of the original.

Reprint from the computer if you can reprint from it.

Colors Are Unclear

Check1 Is nozzle check pattern printed properly?

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

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

- If nozzle check pattern is not printed correctly:

  After performing the print head cleaning, print the nozzle check pattern and examine the pattern.

- If problem is not resolved after performing print head cleaning twice:

  Perform print head deep cleaning.

  If the problem is not resolved after performing print head deep cleaning, turn off the machine and perform print head deep cleaning again 24 hours later.

- If problem is not resolved after performing print head deep cleaning twice:

  Ink may have run out. Replace the FINE cartridge.

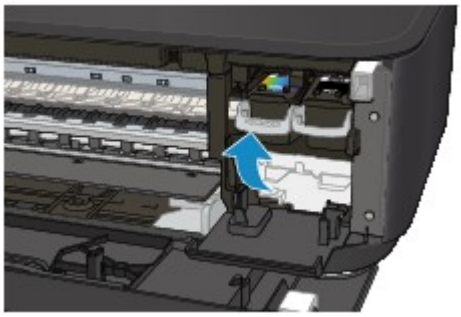
Check2 When a FINE cartridge runs out of ink, replace it with a new one.

Check3 Is FINE cartridge installed properly?

If the FINE cartridge is not installed securely, ink may not be ejected correctly.

Open the paper output cover and the head cover opens.

Push up the ink cartridge lock lever to make sure the FINE cartridge is installed properly.



After making sure the FINE cartridge is installed properly, close the paper output cover.

If the problem is not resolved, remove the FINE cartridges and install them again.

For more on installing the FINE cartridges, see Replacing a FINE Cartridge.

Note

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

Lines Are Misaligned

Check1 Check paper and print quality settings.

Print Results Are Unsatisfactory

Check2 Perform print head alignment.

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

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 printer driver may improve the print result.

Lines Incomplete or Missing (Windows)

Check1 Are you using Page Layout Printing or Binding Margin function?

When the Page Layout Printing or Binding margin function is in use, thin lines may not be printed. Try thickening the lines in the document.

Check2 Is print data extremely large?

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.

Images Incomplete or Missing (Windows)

Check1 Select setting not to compress printing data.

If you select the setting not to compress the printing data with an application software you are using, the printing result may be improved.

Click **Print Options** on **Page Setup** sheet of the printer driver. Select **Do not allow application software to compress print data** check box and click **OK**.

* Clear the check box once printing is complete.

Check2 Is print data extremely large?

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.

Ink Blots / Paper Curl

Ink Blots

Paper Curl

Check1 Check paper and print quality settings.

Print Results Are Unsatisfactory

Check2 If intensity is set high, reduce intensity setting and try printing again.

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

Check the intensity setting in the printer driver.

- For Windows:

  Adjusting Intensity

- For Mac OS:

  Adjusting Intensity

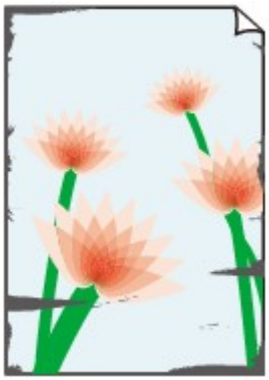
Check3 Use Photo Paper to print photos.

To print data with high color saturation such as photographs or images with dark colors, we recommend that you use Photo Paper Plus Glossy II or other Canon specialty paper.

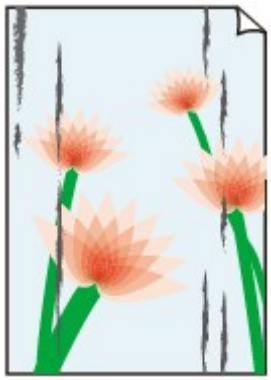
Media Types You Can Use

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.

  Media Types You Can Use

- For borderless printing, use a paper suitable for borderless printing.

  If the paper you are using is not suitable for borderless printing, the print quality may be reduced at the top and bottom edges of the paper.

  Printing Area

Check3 Correct curl before loading paper.

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

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

- **Plain Paper**

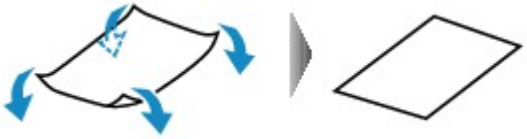
  Turn the paper over and reload it to print on the other side.

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

- **Other Paper**

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

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

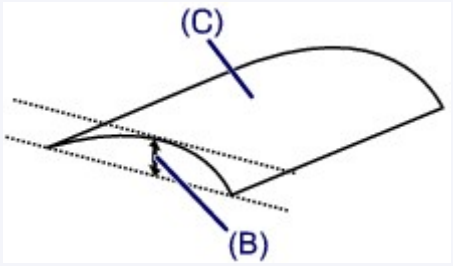


2. Check that paper is now flat.

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

Note

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



  (C) Print side

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

Check4 Set printer to prevent paper abrasion.

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 machine to prevent paper abrasion using the operation panel or the computer.

This may reduce the print speed.

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

- From operation panel

  Press and hold the **Stop** button until the **Alarm** lamp flashes 11 times, release the button, and then press the **Color** button to enable the Prevent paper abrasion function.

  To disable the Prevent paper abrasion function, press and hold the **Stop** button until the **Alarm** lamp flashes 11 times, release the button, and then press the **Black** button.

- From computer
  - For Windows:

    Open the printer driver setup window, select **Custom Settings** in **Maintenance** sheet, select the **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 Utility, select **Custom Settings** in the pop-up menu, select **Prevent paper abrasion** check box, and then click **Apply**.

To open the Canon IJ Printer Utility, see Opening the Canon IJ Printer Utility.

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.

Check the intensity setting in the printer driver.

- For Windows:

  Adjusting Intensity

- For Mac OS:

  Adjusting Intensity

Check6 Do not print outside recommended printing area.

If you print outside the recommended printing area of your paper, ink may stain the lower edge of the paper.

Resize the document using application software.

Printing Area

Check7 Is platen glass dirty?

Clean the platen glass.

Cleaning the Platen Glass and Document Cover

Check8 Is paper feed roller dirty?

Clean paper feed roller.

Cleaning the Paper Feed Roller

Note

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

Check9 Is inside of machine dirty?

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

Perform bottom plate cleaning to clean inside of machine.

Cleaning the Inside of the Machine (Bottom Plate Cleaning)

Note

- To prevent staining inside the machine, 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 machine 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 the wait time and click **OK**.
5. Check message and click **OK**.

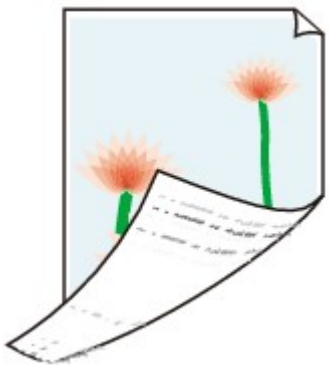
- For Mac OS:

1. Make sure machine is turned on.
2. Open the Canon IJ Printer Utility.

   Opening the Canon IJ Printer Utility

3. Select **Custom Settings** in the pop-up menu.
4. Drag **Ink Drying Wait Time:** slide bar to set the wait time and click **Apply**.
5. Check message and click **OK**.

Back of Paper Is Smudged



Check1 Check paper and print quality settings.

Print Results Are Unsatisfactory

Check2 Perform bottom plate cleaning to clean inside of machine.

Cleaning the Inside of the Machine (Bottom Plate Cleaning)

Note

- During borderless printing, duplex printing, or too much printing, ink may stain the inside of the machine.

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 machine 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.

Uneven or Streaked Colors

Uneven Colors

Streaked Colors

Check1 Check paper and print quality settings.

Print Results Are Unsatisfactory

Check2 Print nozzle check pattern and perform any necessary maintenance operations such as print head cleaning.

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

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

- If nozzle check pattern is not printed correctly:

  After performing the print head cleaning, print the nozzle check pattern and examine the pattern.

- If problem is not resolved after performing print head cleaning twice:

  Perform print head deep cleaning.

If the problem is not resolved after performing print head deep cleaning, turn off the machine and perform print head deep cleaning again 24 hours later.

- If problem is not resolved after performing print head deep cleaning twice:

  Ink may have run out. Replace the FINE cartridge.

Check3 Perform print head alignment.

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

No Ink Comes Out

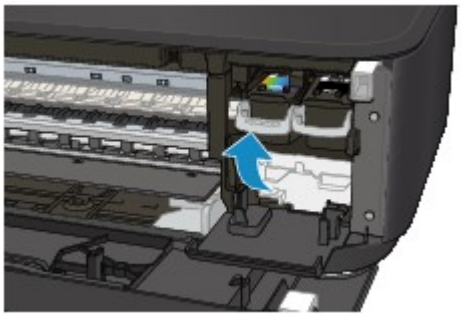
Check1 When a FINE cartridge runs out of ink, replace it with a new one.

Check2 Is FINE cartridge installed properly?

If the FINE cartridge is not installed securely, ink may not be ejected correctly.

Open the paper output cover and the head cover opens.

Push up the ink cartridge lock lever to make sure the FINE cartridge is installed properly.



After making sure the FINE cartridge is installed properly, close the paper output cover.

If the problem is not resolved, remove the FINE cartridges and install them again.

For more on installing the FINE cartridges, see Replacing a FINE Cartridge.

Check3 Are the print head nozzles clogged?

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

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

- If nozzle check pattern is not printed correctly:

  After performing the print head cleaning, print the nozzle check pattern and examine the pattern.

- If problem is not resolved after performing print head cleaning twice:

  Perform print head deep cleaning.

  If the problem is not resolved after performing print head deep cleaning, turn off the machine and perform print head deep cleaning again 24 hours later.

- If problem is not resolved after performing print head deep cleaning twice:

  Ink may have run out. Replace the FINE cartridge.

Paper Does Not Feed Properly/"No Paper" Error

Check1 Make sure paper is loaded.

Loading Paper

Check2 When loading paper, consider the following.

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

  However, paper may not feed correctly at the maximum capacity, depending on the type of paper or environmental conditions (very high or low temperature and humidity). In such cases, reduce the amount of paper you load at a time to less than half of the paper load limit.
- Always load the paper in portrait orientation, regardless of the printing orientation.
- When you load the paper, place the print side facing DOWN and slide the paper guides to align with both sides of the paper.

  Loading Paper
- When you load the paper, insert the paper stack until the leading edge touches the far end of the front tray.

Check3 Is paper too thick or curled?

Media Types You Cannot Use

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 toward the far end of the front 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 Do several sheets of paper feed at once?

- From operation panel

  Press and hold the **Stop** button until the **Alarm** lamp flashes 12 times, release the button, and then press the **Color** button to enable the Prevent paper double-feed function.

  To disable the Prevent paper double-feed function, press and hold the **Stop** button until the **Alarm** lamp flashes 12 times, release the button, and then press the **Black** button.
- From computer

◦ For Windows:

Open the printer driver setup window, select **Custom Settings** in **Maintenance** sheet, select the **Prevent paper double-feed** 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 Utility, select **Custom Settings** in the pop-up menu, select **Prevent paper double-feed** check box, and then click **Apply**.

To open the Canon IJ Printer Utility, see Opening the Canon IJ Printer Utility.

Note

- Prevent paper double-feed function reduces the printing speed.

Check7 Clean paper feed roller.

Cleaning the Paper Feed Roller

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.

Automatic Duplex Printing Problems

Check1 Is automatic duplex printing selected?

- For Windows:

  Make sure **Duplex Printing** and **Automatic** check boxes are selected on **Page Setup** sheet in the printer driver setup window.

  Duplex Printing

- For Mac OS:

  Make sure **Two-Sided** check box is selected on the Print dialog.

  Duplex Printing

Check2 Make sure loaded paper size is suitable for automatic duplex printing.

The paper sizes suitable for automatic two-sided printing are A4 and Letter.

Load paper of suitable size press the **Color** button or **Black** button.

Check3 Make sure paper size setting is correct.

Make sure the paper size setting is appropriate for automatic duplex printing.

Check the paper size setting in the application software.

Then, check the paper size setting in the printer driver.

- For Windows:

  Check **Page Size** setting on **Page Setup** sheet in the printer driver setup window.

- For Mac OS:

  Check **Paper Size** on the Page Setup dialog.

Note

- Duplex printing may not be available depending on the version of the application software.

Check4 Make sure media type setting is correct.

Make sure the media type setting is appropriate for automatic duplex printing.

- For Windows:

  Make sure the loaded paper is suited to automatic duplex printing in **Main** sheet in the printer driver setup window.

- For Mac OS:

  Make sure the loaded paper is suited to automatic duplex printing in **Quality & Media** sheet on the Print dialog.

Note

- For Windows:

  To switch to manual duplex printing, follow the procedure below.

  Open the printer driver setup window, clear **Automatic** check box on **Page Setup** sheet, and reprint.

  When performing manual duplex printing, note the following.

  - If you are printing three or more pages of a document with manual duplex printing, one side of each sheet is printed first. Turn over and reload the paper to print the reverse sides. Do not change the order of the sheets.
  - The procedure for turning the paper over varies depending on the staple side and printing orientation. Follow the on-screen instructions.

- For Mac OS:

  Manual duplex printing is not available.

Copying/Printing Stops

Check1 Is paper loaded?

Make sure paper is loaded.

If necessary, load paper.

Check2 Do documents to be printed have many photographs or illustrations?

It takes time for the machine and the computer to process large data such as photos or other graphics, so it may seem that the machine is not working.

Also, if you are printing data that requires a lot of ink on successive sheets of plain paper, the machine may pause temporarily. In either case, wait until the process is complete.

Note

- If you are printing a document with a large printing area or printing several copies, printing may pause to allow the ink to dry.

Check3 Has machine been printing continuously for a long period?

If the machine has been printing continuously for a long time, the print head or other parts around it may overheat. The machine may stop printing at a line break for a period of time and then resume printing.

In this case, wait a while without doing anything. If the printing does not resume, interrupt your print session and turn the machine off for at least 15 minutes.

Caution

- Print head and surrounding area can become extremely hot. Never touch print head or nearby components.

Check4 If copying stops before it is completed, retry copying.

If a certain time passes after some errors occurred while copying, the machine stops the operation.

Cannot Print Using AirPrint

Check1 Make sure machine is turned on.

If the machine is turned on, turn it off and back on, and then check whether the issue is resolved.

Check2 Make sure machine is connected by LAN to same network subnet as AirPrint compliant device when printing over LAN.

Check3 Make sure machine has enough paper and ink.

Check4 Make sure machine's **Alarm** lamp is not flashing.

If the problem is not resolved, use the printer driver on your computer to execute printing and check whether the document can be printed normally on the machine.

Scanning Problems (Mac OS)

- Scanning Problems
- Scan Results Are Unsatisfactory
- IJ Scan Utility Error Messages
- Scanner Driver Error Messages

Scanning Problems

- Scanner Does Not Work
- Scanner Driver Does Not Start
- Error Message Appears and the Scanner Driver Screen Does Not Appear
- Cannot Scan Multiple Originals at One Time
- Cannot Scan Properly with Auto Scan
- Slow Scanning Speed
- "There is not enough memory." Message Is Displayed
- Computer Stops Operating during Scanning
- Scanned Image Does Not Open

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 Restart the computer.

Scanner Driver Does Not Start

Check 1 Make sure that the scanner driver is installed.

If not installed, install the scanner driver from the web page.

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 (Image Capture Architecture) 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.

Error Message Appears and the Scanner Driver Screen Does Not Appear

Check 1 Make sure that your scanner or printer is turned on.

Check 2 Turn off your scanner or printer, then reconnect the USB cable and replug the power cord.

Check 3 Connect the USB cable to a different USB port on the computer.

Check 4 If the USB cable is connected to a USB hub, remove it from the USB hub and connect it to a USB port on the computer.

Check 5 Make sure that the scanner driver is installed.

If not installed, install the scanner driver from the web page.

Check 6 Select your scanner or printer on the application's menu.

Note

- The operation may differ depending on the application.

Check 7 Make sure that the application supports the ICA driver.

You cannot start the scanner driver from applications not supporting the ICA driver.

Check 8 Exit the scanner driver if it is running on another application.

Cannot Scan Multiple Originals at One Time

Check 1 Make sure that the items are placed correctly.

- Positioning Originals (Scanning from Computer)

Check 2 Check if you can properly scan one item.

Some applications do not support multiple image scanning. In that case, scan each item individually.

Cannot Scan Properly with Auto Scan

Check 1 Make sure that the items are placed correctly.

- Positioning Originals (Scanning from Computer)

Check 2 Multiple item scanning may not be supported.

Some applications do not support multiple image scanning. In that case, scan each item individually.

Slow Scanning Speed

Check 1 To view the image on a monitor, set the output resolution to around 150 dpi. To print, set it to around 300 dpi.

- Resolution

Check 2 Set **Fading Correction**, **Grain Correction**, etc. to **None**.

Refer to "Image Corrections and Color Adjustments" for details.

Check 3 In IJ Scan Utility, deselect the **Correct slanted text document** / **Detect the orientation of text document and rotate image** checkbox and scan again.

- **Settings (Document Scan)** Dialog
- **Settings (Custom Scan)** Dialog

"There is not enough memory." Message Is Displayed

Check 1 Exit other applications and try again.

Check 2 Reduce the resolution or output size and scan again.

- Resolution

Computer Stops Operating during Scanning

Check 1 Restart the computer, reduce the output resolution and scan again.

- Resolution

Check 2 Delete unnecessary files to obtain sufficient free hard disk space, then scan again.

Error message may appear if there is not enough hard disk space to scan and save, when the image size is too large (such as when scanning a large item at high resolution).

Check 3 In **Folder to Save Temporary Files** of IJ Scan Utility, specify a folder on a drive with sufficient free space.

- **Settings (General Settings)** Dialog

Check 4 Multiple devices may be connected to USB ports.

Disconnect devices other than your scanner or printer.

Scanned Image Does Not Open

Check If the data format is not supported by the application, scan the image again and select a popular data format such as JPEG when saving it.

Refer to the application's manual for details. If you have any questions, contact the manufacturer of the application.

Scan Results Are Unsatisfactory

- **Scan Quality (Image Displayed on the Monitor) Is Poor**
- **Scanned Image Is Surrounded by Extra White Areas**
- **Cannot Scan at the Correct Size**
- **Original Is Placed Correctly, but the Scanned Image Is Slanted**
- **Scanned Image Is Enlarged (Reduced) on the Computer Monitor**

Scan Quality (Image Displayed on the Monitor) Is Poor

Check 1 If the image is jagged, increase the scanning resolution, or select **TIFF** or **PNG** in **Data Format** of the Settings dialog.

- Resolution
- Settings Dialog

Check 2 Set the display size to 100 %.

Some applications do not display images clearly if the display size is too small.

Check 3 If moire (stripe pattern) appears, take the following measures and scan again.

- Set one of the following settings in the **Settings (Document Scan)** dialog, **Settings (Custom Scan)** dialog, or **Settings (Scan and Stitch)** dialog of IJ Scan Utility, then scan from the IJ Scan Utility main screen.
  - Set **Select Source** to **Magazine** and set **Color Mode** to **Color**
  - Select the **Reduce moire** checkbox in **Image Processing Settings**

  - **Settings (Document Scan)** Dialog
  - **Settings (Custom Scan)** Dialog
  - **Settings (Scan and Stitch)** Dialog
- Click **Driver** in the IJ Scan Utility main screen, then set one of the following settings.
  - Select **Magazine** for **Image Adjustment**
  - Select the **Descreen** checkbox

  Refer to "Image Corrections and Color Adjustments" for details.

Note

- If moire appears when you scan a digital print photo, take the above measures and scan again.

Check 4 Clean the platen and document cover.

Check 5 If the item is in poor condition (dirty, faded, etc.), click **Driver** in the IJ Scan Utility main screen, then set **Reduce Dust**, **Fading Correction**, **Grain Correction**, etc.

Refer to "Image Corrections and Color Adjustments" for details.

Check 6 If the color tone of images is different from the original document, take the following measures and scan again.

Click **Driver** in the IJ Scan Utility main screen, then set **Image Adjustment** to **None**.

Refer to "Image Corrections and Color Adjustments" for details.

Scanned Image Is Surrounded by Extra White Areas

Check Specify the scan area.

Manually specify the scan area when there are white margins or unwanted areas along the edges of the scanned images in the **Image Stitch** window.

- Adjusting Cropping Frames in the **Image Stitch** Window

Cannot Scan at the Correct Size

Check Make sure that the items are placed correctly.

- Positioning Originals (Scanning from Computer)

Original Is Placed Correctly, but the Scanned Image Is Slanted

Check When **Document** or **Magazine** is selected for **Select Source**, deselect the **Correct slanted text document** checkbox and scan the item again.

- **Settings (Document Scan)** Dialog
- **Settings (Custom Scan)** Dialog

Scanned Image Is Enlarged (Reduced) on the Computer Monitor

Check 1 Change the display setting in the application.

Refer to the application's manual for details. If you have any questions, contact the manufacturer of the application.

Check 2 Click **Driver** in the IJ Scan Utility main screen, then change the resolution setting and scan again.

The higher the resolution, the larger the resulting image will be.

- Resolution

IJ Scan Utility Error Messages

If an error message for IJ Scan Utility 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.	• The memory required to start IJ Scan Utility 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.	• Reduce the resolution or output size and scan again.
157	Cannot communicate with scanner for these reasons: - 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. Check the above and try scanning again. If you still cannot communicate, restart the computer.	• With network connection, check the connection status and reconnect as required.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.	• Reinstall the scanner driver from the web page. • Reinstall IJ Scan Utility from the web page.
202	An internal error has occurred. Take the following measures. - Check the scanner status. - Restart the scanner. - Restart the computer, then try again. - Reinstall the scanner driver.	• An internal error has occurred. Take the following measures. ◦ Check the scanner status. ◦ Restart the scanner. ◦ Restart the computer, then try again. ◦ Reinstall the scanner driver.
230	A scanner driver supporting this software is not installed. Install it and try again.	• Reinstall the scanner driver from the web page.
231	Cannot complete the scan. The disk space is insufficient.	• Delete unnecessary files on the hard disk and scan again.
232	Cannot save the file. The disk is write-protected. Cancel the protection or use another disk.	• Cancel the write protection on the disk.
242	Cannot write file.	• Check the access permission on the folder in **Folder to Save Temporary Files** in the **Settings**

		(General Settings) dialog or **Save in** in the corresponding Settings dialog .
243	Cannot read file.	• Check the access permission on the folder in **Folder to Save Temporary Files** in the **Settings (General Settings)** dialog or **Save in** in the corresponding Settings dialog .
244	You do not have the required privileges to access the specified folder.	• Grant access permission to the specified folder.

Scanner Driver Error Messages

Error Message	Solution
Error in scanner. See the manual for solutions.	• Make sure that your scanner or printer and the computer are connected correctly. • Your scanner or printer may be damaged. Restart the computer, then reconnect your scanner. If the same error message still appears, contact the service center.
USB connection: Cannot communicate with scanner for these reasons: - Scanner is turned off. - USB cable is disconnected. Please check and try again.	• Make sure that your scanner or printer is turned on. • Make sure that the selected scanner is correct. Refer to the application's manual for details. • With USB connection, check the connection of the USB cable and reconnect as required.
Network connection: Cannot communicate with scanner for these reasons: - 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. Please check and try again.	• With network connection, check the connection status and reconnect as required.
A required file is missing or corrupted, or settings are incorrect. Try the installation again.	• Reinstall the scanner driver from the web page.
Cannot write or read file.	• Exit running applications, check that there is sufficient free space on the hard disk, then scan again. • Make sure that there is no problem with the destination folder, file name, or access permission.
There is not enough free disk space to complete the scan.	• Delete unnecessary files on the hard disk and scan again.
Printer is in use or an error has occurred. Check status.	• Check the printer status.
The scanner is not available while in use by another application or user.	• Close the other application.

Mechanical Problems

- **Power Does Not Come On**
- **Power Shuts Off By Itself**
- **USB Connection Problems**
- **Cannot Communicate with Machine via USB**
- **Printer Status Monitor Not Displayed (Windows)**

Power Does Not Come On

Check1 Press **ON** button.

Check2 Make sure power plug is securely connected to machine, and then turn it back on.

Check3 Unplug machine, 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 machine is set to turn off automatically after a certain time, disable this setting.

If you have set the machine 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 machine 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 machine to turn off automatically:

  Open Canon IJ Printer Utility, 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 machine to turn on/off automatically from the operation panel.

  Turning on/off Machine Automatically

- If you are using a Windows, you can also enable the machine to turn on/off automatically from ScanGear (scanner driver).

  Scanner Tab

USB Connection Problems

Printing or Scanning Is Slow/Hi-Speed USB Connection Does Not Work/"This device can perform faster" Message Appears (Windows)

If your system environment does not support Hi-Speed USB, the machine operates at the slower speed of USB 1.1. In this case, the machine 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

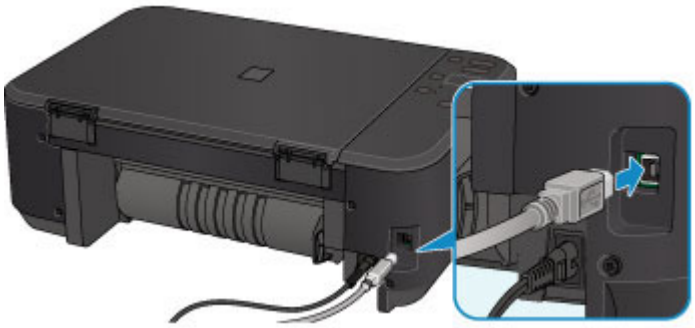
- For more information, contact the manufacturer of your computer, USB cable, or USB hub.

Cannot Communicate with Machine via USB

Check1 Make sure machine is turned on.

Check2 Connect USB cable properly.

As the illustration below, the USB port is at the back of the machine.



Check3 Do not start IJ Network Tool while printing.

Check4 Do not print while IJ Network Tool is running.

Check5 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

Printer Status Monitor Not Displayed (Windows)

Check Is printer status monitor enabled?

Make sure that **Enable Status Monitor** is selected on the **Option** menu of the printer status monitor.

1. Open printer driver setup window.

   How to Open the Printer Driver Setup Window

2. On **Maintenance** sheet, click **View Printer Status**.
3. Select **Enable Status Monitor** on **Option** menu if it is not selected.

Installation and Download Problems

- **Cannot Install MP Drivers**
- **Easy-WebPrint EX Does Not Start or Easy-WebPrint EX Menu Does Not Appear (Windows)**
- **Updating MP Drivers in Network Environment (Windows)**
- **Uninstalling IJ Network Tool**

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 8.1 or Windows 8, select **Explorer** icon in **Taskbar** on **Desktop**, and then select **Computer** from the list on the left.
     - In Windows 7 or Windows Vista, click **Start**, and then click **Computer**.
     - In Windows XP, click **Start**, and then click **My Computer**.
  2. Double-click **CD-ROM** icon in the window that appears.

     If the contents of the CD-ROM appear, double-click **MSETUP4.EXE**.

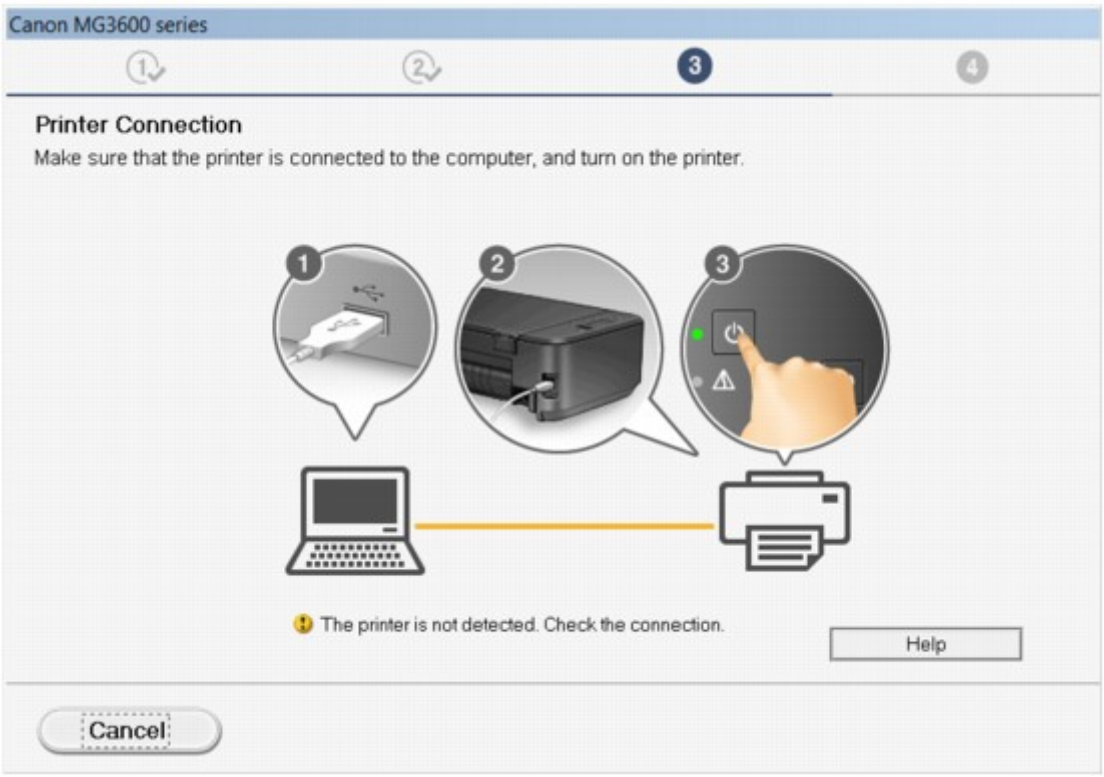
     If you cannot install the MP Drivers with the Setup CD-ROM, install them from the Canon website.

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 drivers from the support page of Canon website and reinstall it.

Easy-WebPrint EX Does Not Start or Easy-WebPrint EX Menu Does Not Appear (Windows)

If Easy-WebPrint EX does not start or its menu does not appear on Internet Explorer, check the following.

Check1 Is **Canon Easy-WebPrint EX** displayed on **Toolbars** menu in Internet Explorer's **View** menu?

If **Canon Easy-WebPrint EX** is not displayed, Easy-WebPrint EX is not installed on your computer. Install the latest version of Easy-WebPrint EX from the Canon website.

Note

- If Easy-WebPrint EX is not installed, a message asking you to install it may appear in the notification area on the desktop. Click the message and follow the instructions to install Easy-WebPrint EX.
- Internet access is required to install or download Easy-WebPrint EX.

Check2 Is **Canon Easy-WebPrint EX** selected on **Toolbars** menu in **Internet Explorer**'s **View** menu?

If **Canon Easy-WebPrint EX** is not selected, Easy-WebPrint EX is disabled. Select **Canon Easy-WebPrint EX** to enable it.

Check3 Check the following to make sure your system environment supports Easy-WebPrint EX.

- Is it installed on the computer with proper system requirements?
- Did you start it using a compatible version of Internet Explorer?

Visit Canon website for more information of the system requirements of Easy-WebPrint EX.

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 machine is detected automatically in the network.

Make sure the machine was found, and install the MP Drivers following the on-screen instructions.

Note

- The network settings on the machine are not affected, so the machine can be used on the network without redoing settings.

Uninstalling IJ Network Tool

To uninstall IJ Network Tool from your computer, follow these steps.

For Windows:

For Mac OS:

For Windows:

Important

- Even if IJ Network Tool is uninstalled, you can still use a network to print or scan from the computer. However, you cannot use the network to change the network settings.
- Log into a user account with administrator privileges.

1. To uninstall IJ Network Tool, follow these steps.
   - Windows 8.1 or Windows 8:
     1. Select **Control Panel** from **Settings** charm in **Desktop** > **Programs** > **Programs and Features**.
     2. Select **Canon IJ Network Tool** from program list, and then click **Uninstall**.

        If **User Account Control** screen appears, click **Continue**.
   - Windows 7 or Windows Vista:
     1. Click **Start** > **Control Panel** > **Programs** > **Programs and Features**.
     2. Select **Canon IJ Network Tool** from program list, and then click **Uninstall**.

        If **User Account Control** screen appears, click **Continue**.
   - Windows XP:
     1. Click **Start** > **Control Panel** > **Add or Remove Programs**.
     2. Select **Canon IJ Network Tool** from program list and click **Remove**.
2. When confirmation message appears, click **Yes**.

   When message appears saying to restart your computer, click **OK** and restart computer.

For Mac OS:

Important

- Even if IJ Network Tool is uninstalled, you can still use a network to print or scan from the computer. However, you cannot use the network to change the network settings.

1. Select **Applications** from **Go** menu of Finder, double-click **Canon Utilities** > **IJ Network Tool**, and then drag **Canon IJ Network Tool** icon into **Trash**.

2. Restart computer.

   Empty the **Trash** and restart your computer.

   Note

   - To reinstall IJ Network Tool, uninstall IJ Network Tool and install it again from the Canon website.

Errors and Messages

- An Error Occurs
- Message Appears
- Error Message Appears on PictBridge (Wireless LAN) Compliant Device

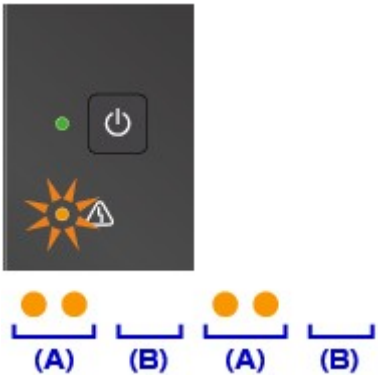
An Error Occurs

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, the **Alarm** lamp flashes and a support code (error number) appears on the computer screen. For some errors, the **ON** lamp and the **Alarm** lamp flashes alternately. Check the status of the lamps and the message, and take the appropriate action.

Support Code Corresponding to Number of Flashes of Alarm Lamp

Example of 2 times flashing:



(A) Flashes

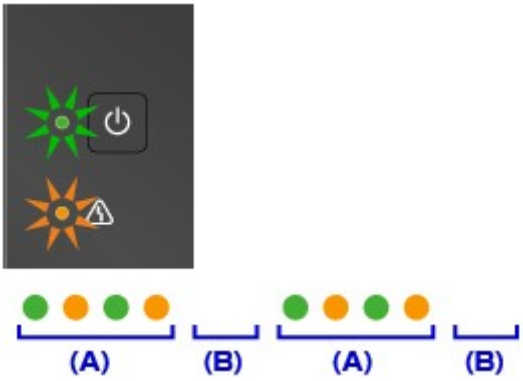
(B) Goes off

Number of flashes	Cause	Support Code
2 flashes	Machine is out of paper or paper does not feed.	1003
	Paper size in print settings and size of loaded paper do not match.	2100, 2101
3 flashes	Paper output tray is closed.	1250
	Paper is jammed in paper output slot.	1300
	Paper is jammed near transport unit.	1303
	Paper is jammed during automatic duplex printing.	1304
4 flashes	FINE cartridge is not installed properly.	1687
5 flashes	FINE cartridge is not installed.	1401
	FINE cartridge cannot be recognized.	1403
	Appropriate ink cartridge is not installed.	1485
6 flashes	Paper output cover is open.	1202
	FINE cartridge is not installed in correct position.	1486, 1487
8 flashes	Ink absorber is almost full.	1702, 1703, 1704, 1705, 1712, 1713, 1714, 1715

9 flashes	Protective material or tape may still be attached to FINE cartridge holder.	1890
10 flashes	Loaded paper is not compatible with automatic duplex printing.	1310
11 flashes	Cannot perform printing with current print setting.	4103
12 flashes	Specified data cannot be printed.	4100
13 flashes	Ink may have run out.	1686
14 flashes	Ink cartridge cannot be recognized.	1684
15 flashes	FINE cartridge cannot be recognized.	1682
16 flashes	Ink has run out.	1688
21 flashes	Machine cannot detect paper size.	2103
22 flashes	Machine has detected that paper has been fed aligned to one side.	2102

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

Example of 2 times flashing:



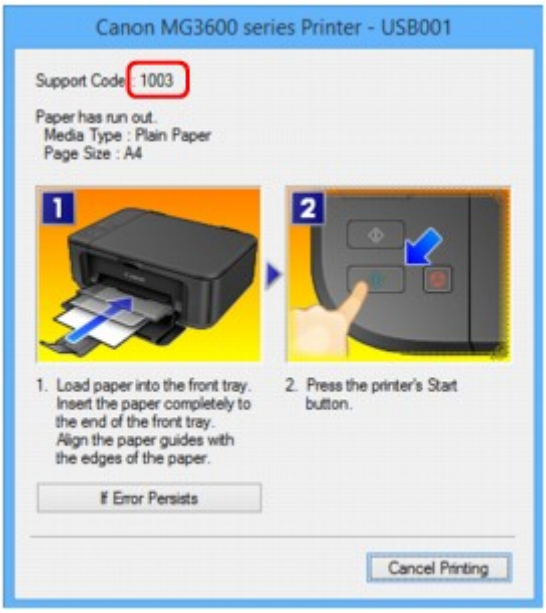
(A) Alternately flashes

(B) Goes off

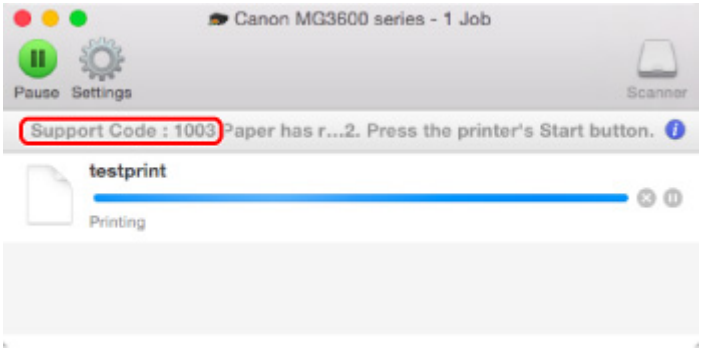
Number of flashes	Cause	Support Code
2 flashes	Printer error has occurred.	5100
7 flashes	Printer error has occurred.	5B02, 5B03, 5B04, 5B05, 5B12, 5B13, 5B14, 5B15
10 flashes	An error requiring a repair has occurred.	B202, B203, B204, B205
Other cases than above	Printer error has occurred.	5011, 5012, 5050, 5200, 5400, 6000, 6500, 6800, 6801, 6900, 6901, 6902, 6910, 6911, 6930, 6931, 6932, 6933, 6936, 6937, 6938, 6940, 6941, 6942, 6943, 6944, 6945, 6946

When a Support Code and a Message Are Displayed on Computer Screen:

- For Windows:



- For Mac OS:



* The screen differs depending on the OS you are using.

Note

- You can also search for details on resolving the errors indicated by the support code shown.

  Search

To resolve errors that do not have 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 for some errors. For details on errors that have support code, see List of Support Code for Error.

Error Regarding Automatic Duplex Printing Is Displayed

Error Regarding Power Cord Being Unplugged Is Displayed (Windows)

Writing Error/Output Error/Communication Error (Windows)

Other Error Messages (Windows)

Inkjet Printer/Scanner/Fax Extended Survey Program Screen Is Displayed (Windows)

Inkjet Printer/Scanner/Fax Extended Survey Program Icon Appears (Mac OS)

Q Error Regarding Automatic Duplex Printing Is Displayed

A

Check See Automatic Duplex Printing Problems and take the appropriate action.

Q Error Regarding Power Cord Being Unplugged Is Displayed (Windows)

A

The machine may have been unplugged while it was on.

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

The machine starts printing.

See Notice for Unplugging the Power Cord for unplugging the power cord.

Q Writing Error/Output Error/Communication Error (Windows)

A

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

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

Check2 Make sure correct printer port is set in printer driver.

* In the following instructions, "XXX" signifies your machine's name.

1. Log in using an account with administrator privileges.

2. Make the following settings.
   - In Windows 8.1 or Windows 8, select **Control Panel** from **Settings** charm on **Desktop** > **Hardware and Sound** > **Devices and Printers**.
   - In Windows 7, select **Devices and Printers** from **Start** menu.
   - In Windows Vista, select **Start** menu > **Control Panel** > **Hardware and Sound** > **Printers**.
   - In Windows XP, select **Start** menu > **Control Panel** > **Printers and Other Hardware** > **Printers and Faxes**.
3. Open printer driver properties.
   - In Windows 8.1, Windows 8, or Windows 7, right-click "Canon XXX series Printer" icon (where "XXX" is your machine's name), and then select **Printer properties**.
   - In Windows Vista or Windows XP, right-click "Canon XXX series Printer" icon (where "XXX" is your machine's name), and then select **Properties**.
4. Click **Ports** tab to check port settings.

   Make sure that a port named "USBnnn" (where "n" is a number) with "Canon XXX series Printer" appearing in **Printer** column is selected for **Print to the following port(s)**.

Note

- When the machine is used over LAN, the port name of the machine is displayed as "CNBJNP_xxxxxxxxxx". "xxxxxxxxxx" is the character string generated from the MAC address or a character string specified by the user when setting up the machine.

- If setting is incorrect:

  Reinstall the MP Drivers from the Setup CD-ROM or the Canon website.

- Printing does not start even though the machine is connected to the computer using a USB cable and the port named "USBnnn" is selected:

  In Windows 8.1 or Windows 8, select **My Printer** on **Start** screen to start **My Printer**. If **My Printer** is not displayed on **Start** screen, select **Search** charm, and then search for "**My Printer**".

  Set the correct printer port on **Diagnose and Repair Printer**. Follow the on-screen instructions to set the correct printer port, and then select your machine's name.

  In Windows 7, Windows Vista, or Windows XP, click **Start** and select **All programs**, **Canon Utilities**, **Canon My Printer**, **Canon My Printer**, and then select **Diagnose and Repair Printer**. Follow the on-screen instructions to set the correct printer port, and then select your machine's name.

  If the problem is not resolved, reinstall the MP Drivers from the Setup CD-ROM or the Canon website.

- Printing does not start even though the port named "CNBJNP_xxxxxxxxxx" is selected when the machine is used over LAN:

  Launch IJ Network Tool, select "CNBJNP_xxxxxxxxxx" as you checked in step 4, and then associate the port with the printer using **Associate Port** in **Settings** menu.

  If the problem is not resolved, reinstall the MP Drivers from the Setup CD-ROM or the Canon website.

Check3 Make sure machine is properly connected to computer.

If you are using a USB cable, make sure it is securely connected to both the machine 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 machine 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 machine over a LAN, make sure the machine is correctly set up for network use.

Check4 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.

Check5 When machine is connected to your computer with a USB cable, check device status from your computer.

Follow the procedure below to check the device status.

1. Open the Device Manager on your computer as shown below.

   If **User Account Control** screen is displayed, follow the on-screen instructions.

   - In Windows 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**.
   - In Windows XP, click **Control Panel**, **Performance and Maintenance**, **System**, and **Device Manager** on **Hardware** sheet.

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

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

   Check3 Make sure machine 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.

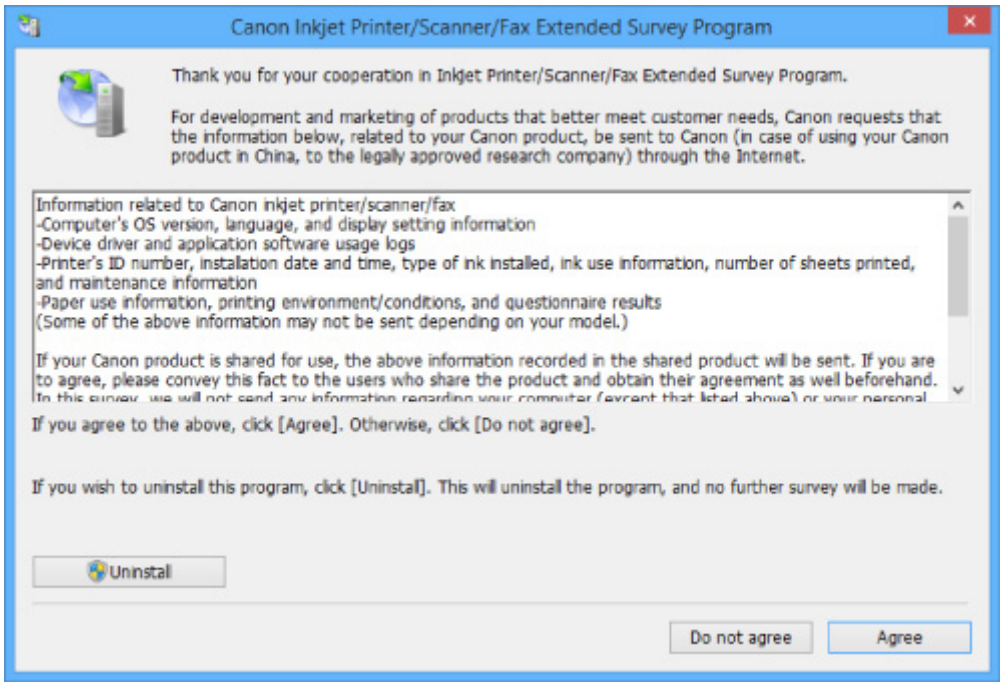
- "**Could not print Application name** - File name"

  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 machine 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 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**.
     - In Windows XP, select **Start** menu > **Control Panel** > **Add or Remove Programs**.

     Note

     - In Windows 8.1, Windows 8, Windows 7, or Windows Vista, 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

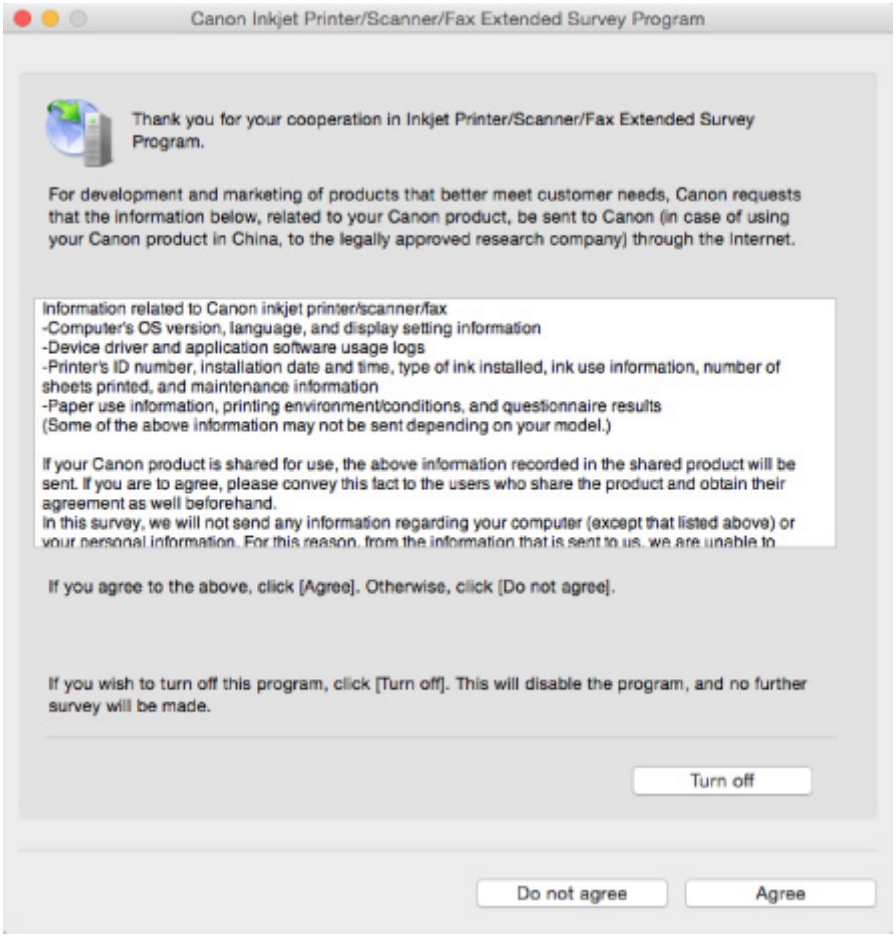
     - If you select **Uninstall** (or **Remove** in Windows XP), the Inkjet Printer/Scanner/Fax Extended Survey Program is uninstalled. Follow the on-screen instructions.

Q 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 the **Send automatically from the next time** check box, the information will not be sent automatically the next time and the **Inkjet Printer/Scanner/Fax Extended Survey Program** icon will appear in the Dock at the time of the next survey.

- **If you do not agree to participate in survey program:**

  Click **Do not agree**. The confirmation screen closes and the survey is skipped. The confirmation screen will reappear one month later.

- **To stop sending the information:**

  Click **Turn off**. This stops the Inkjet Printer/Scanner/Fax Extended Survey Program, and information is not sent. To resume the survey, see Changing setting:.

- **To uninstall Inkjet Printer/Scanner/Fax Extended Survey Program:**

  1. Stop Inkjet Printer/Scanner/Fax Extended Survey Program.

     Changing setting:

  2. Select **Applications** from **Go** menu of Finder, double-click the **Canon Utilities** folder and **Inkjet Extended Survey Program** folder.
  3. Move **Canon Inkjet Printer/Scanner/Fax Extended Survey Program.app** to **Trash**.

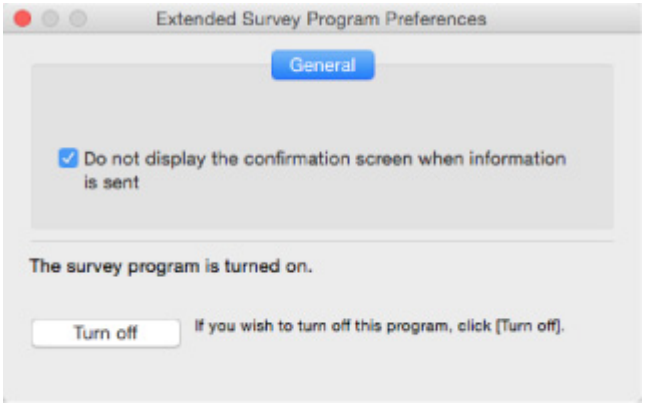
4. Restart computer.

   Empty **Trash** and restart your computer.

- **Changing setting:**

  To display the confirmation screen every time the printer usage information is sent or to resume surveying, follow the procedure below.

  1. Select **Applications** from **Go** menu of Finder, double-click the **Canon Utilities** folder and **Inkjet Extended Survey Program** folder.
  2. Double-click **Canon Inkjet Printer/Scanner/Fax Extended Survey Program** icon.



  - **Do not display the confirmation screen when information is sent**:

    If the check box is selected, the information will be sent automatically.

    If the check box is not selected, **Inkjet Printer/Scanner/Fax Extended Survey Program** icon will appear in the Dock at the time of the next survey. Click the icon and follow the on-screen instructions.

  - **Turn off**/**Turn on** button:

    Click the **Turn off** button to stop the Inkjet Printer/Scanner/Fax Extended Survey Program.

    Click the **Turn on** button to restart the Inkjet Printer/Scanner/Fax Extended Survey Program.

Error Message Appears on PictBridge (Wireless LAN) Compliant Device

The following errors may occur when you print directly from a PictBridge (Wireless LAN) compliant device. Follow the instructions below to resolve them.

Note

- This section describes errors that appear on Canon-brand PictBridge (Wireless LAN) compliant devices. The error messages and operations may vary depending on the device you are using. For errors on other brands of PictBridge (Wireless LAN) compliant devices, check the status of the **Alarm** lamp and take the appropriate action to clear the error. For details, see An Error Occurs.
- For the errors indicated on the PictBridge (Wireless LAN) compliant device and their solution, also refer to the instruction manual of the device. For other device problems, contact the manufacturer.

Error Message on PictBridge (Wireless LAN) Compliant Device	**What to Do**
"Printer in use"	If the machine is printing from the computer or warming up, wait until it finishes. When it is ready, the machine starts automatically. If the machine is not printing from a computer or warming up, check the number of how many the **Alarm** lamp flashes and take the appropriate action to resolve the error. An Error Occurs
"No paper"	Load paper and select **Continue*** in the display of your PictBridge (Wireless LAN) compliant device. * Alternatively, load paper and press the **Color** button or the **Black** button on the machine to resume printing.
"Paper Error"	Check the number of how many the **Alarm** lamp flashes and take the appropriate action to resolve the error. An Error Occurs
"Paper jam"	Select **Stop** in the display of your PictBridge (Wireless LAN) compliant device to stop printing. Remove the jammed paper, load new paper, press the **Color** button or the **Black** on the machine, and then try printing again.
"Printer cover open"	Close the paper output cover on the machine.
"No print head"	Check the number of how many the **Alarm** lamp flashes and take the appropriate action to resolve the error. An Error Occurs

"Waste tank full"/"Ink absorber full"	The ink absorber is nearly full. Check the number of how many the **Alarm** lamp flashes and take the appropriate action to resolve the error. ■An Error Occurs
"No ink"/"Ink cassette error"	Check the number of how many the **Alarm** lamp flashes and take the appropriate action to resolve the error. ■An Error Occurs
"Ink Error"	The ink may have run out. When the **Alarm** lamp flashes 13 times, see 1686 to resolve the error.
"Hardware Error"	Check the number of how many the **Alarm** lamp flashes and take the appropriate action to resolve the error. ■An Error Occurs
"Printer error"	An error requiring servicing may have occurred. Turn off the machine and unplug it. Plug in the machine again and turn it back on. If this does not solve the problem, contact your nearest Canon service center to request a repair.

If You Cannot Solve a Problem

If there is a problem that you cannot solve following the instructions in this chapter, contact Canon through the Support page of the Canon website or contact your nearest Canon service center.

Canon support staff are trained to be able to provide technical support to satisfy customers.

⚠ Caution

- If the machine emits any unusual sound, smoke, or odor, turn it off immediately. Unplug the machine and contact the seller you bought it from or your nearest Canon service center. Never attempt to repair or disassemble the machine yourself.
- If you attempt to repair or take apart the machine, your warranty will be invalidated even if it has not expired.

Before contacting the service center, note the following:

- Product name

  (Your machine's name is written on the front cover of the setup manual.)
- Serial number (see setup manual)
- Details of problem
- What you tried to solve the problem, and what happened

List of Support Code for Error

Support code appears on your computer screen when errors occur.

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

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

Support Code Appears on Computer Screen

- **1000 to 1ZZZ**

  1003 1200 1202 1250 1300 1303

  1304 1310 1401 1403 1485 1486

  1487 1682 1684 1686 1687 1688

  1702 1703 1704 1705 1712 1713

  1714 1715 1890

- **2000 to 2ZZZ**

  2100 2101 2102 2103 2900 2901

- **3000 to 3ZZZ**

  3402 3403 3405 3412

- **4000 to 4ZZZ**

  4100 4103

- **5000 to 5ZZZ**

  5011 5012 5050 5100 5200 5400

  5B02 5B03 5B04 5B05 5B12 5B13

  5B14 5B15

- **6000 to 6ZZZ**

  6000 6500 6800 6801 6900 6901

  6902 6910 6911 6930 6931 6932

  6933 6936 6937 6938 6940 6941

  6942 6943 6944 6945 6946

- **A000 to ZZZZ**

  B202 B203 B204 B205

For paper jam support codes, see also List of Support Code for Error (Paper Jams).

List of Support Code for Error (Paper Jams)

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

- If you can see the jammed paper at the paper output slot:

  1300

- If you cannot see the jammed paper at the paper output slot:

  1303

- If the paper is jammed during automatic duplex printing:

  1304

- If the paper tears and you cannot remove it from the paper output slot or from the transport unit:

  Paper Is Jammed inside Machine

- Cases other than above:

  Other Cases

1300

Cause

Paper is jammed in paper output slot.

What to Do

If you can see the jammed paper at the paper output slot, remove the paper by following these steps.

1. Slowly pull out paper.

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

   Important

   - Do not pull the paper out from the front tray even though you can see the jammed paper at the front tray. Pulling the paper out forcibly from the front tray may damage the machine.

   Note

   - If you cannot pull out the paper, turn the machine back on. The paper may be ejected automatically.
   - If paper becomes jammed during printing and you need to turn off the machine to remove it, press the **Stop** button to stop the printing before you turn off the machine.
   - If you cannot pull the paper out from the paper output slot, try to pull the paper out from the transport unit.

     1300
   - If the paper tears and you cannot remove the jammed paper from the paper output slot, remove the paper from inside the machine.

     Paper Is Jammed inside Machine

2. Reload the paper and press machine's **Black** or **Color** button.

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

   If you turned off the machine 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 machine.

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

1303

Cause

Paper is jammed near transport unit.

What to Do

If you cannot see the paper at the paper output slot, remove the paper from the transport unit.

To remove the paper, follow these steps.

Note

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

1. Turn off machine and unplug it.

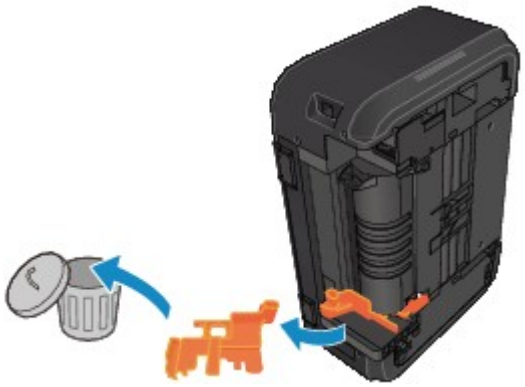
2. Stand machine up on its right side.

   If you can see the jammed paper at the front tray, stand the machine with the front tray open.

   Important

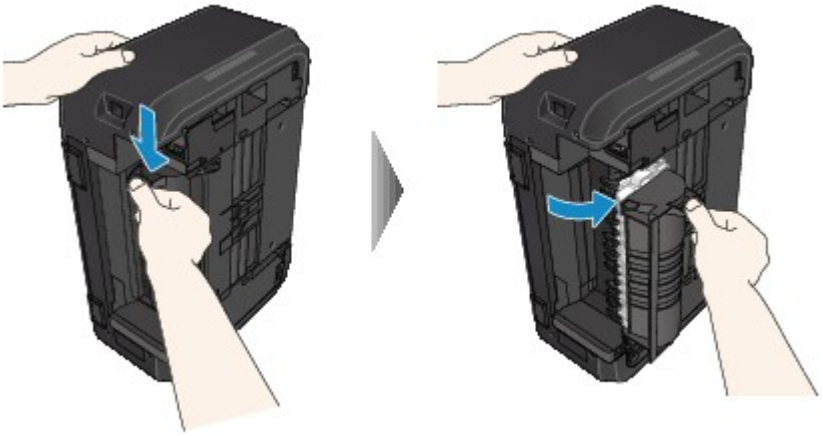
   - Make sure the document cover is closed before you stand the machine up on its side.
   - Stand the machine on a wide and flat surface such as a desk.
   - Hold the machine securely with both hands to stand it up, being careful not to hit anything.

3. If protective material for transport unit remains attached, remove it.



4. Push open lever to open transport unit.

   Support the machine with your hand so that it does not fall over when you open or close the transport unit.



5. Pull out jammed paper slowly.

   Support the machine with your hand so that it does not fall over as you pull out the jammed paper.

Note

- If the paper is rolled up and difficult to remove, pull out the edge of the paper first.
- If you cannot remove the jammed paper from the transport unit, close the transport unit, return the machine to its original position, and remove the paper from inside the machine.

  Paper Is Jammed inside Machine

6. Close transport unit.

Note

- Once you have closed the transport unit, return the printer to its original position right away.

7. Plug machine back in and turn it back on.

8. Reload paper.

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

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

1304

Cause

Paper is jammed during automatic duplex printing.

What to Do

If the paper is jammed when performing automatic duplex printing, remove the paper by following these steps.

Note

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

1. Pull out paper slowly from paper output slot.

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

Important

- Do not pull the paper out from the front tray even though you can see the jammed paper at the front tray. Pulling the paper out forcibly from the front tray may damage the machine.

2. Reload the paper and press machine's **Black** or **Color** button.

If you were not able to remove the paper in step 1:

Follow the instructions below to remove the paper from the transport unit.

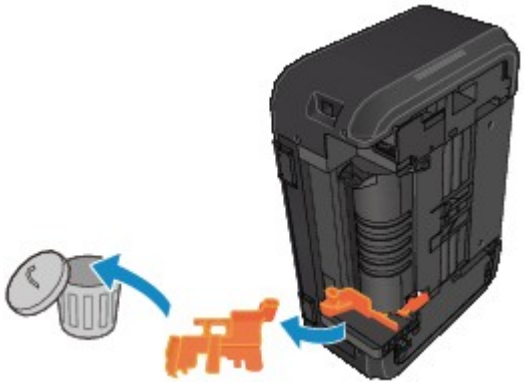
1. Turn off machine and unplug it.

2. Stand machine up on its right side.

Important

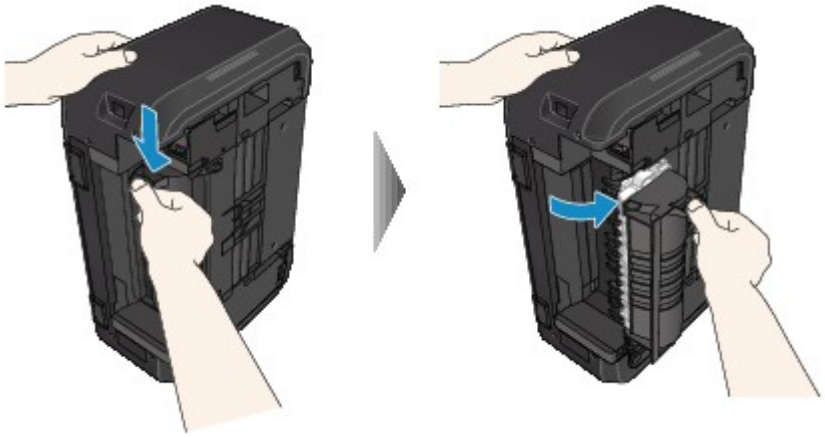
- Make sure the document cover is closed before you stand the machine up on its side.
- Stand the machine on a wide and flat surface such as a desk.
- Hold the machine securely with both hands to stand it up, being careful not to hit anything.

3. If protective material for transport unit remains attached, remove it.



4. Push open lever to open transport unit.

   Support the machine with your hand so that it does not fall over when you open or close the transport unit.



5. Pull out jammed paper slowly.

   Support the machine with your hand so that it does not fall over as you pull out the jammed paper.

Note

- If the paper is rolled up and difficult to remove, pull out the edge of the paper first.
- If you cannot remove the jammed paper from the transport unit, close the transport unit, return the machine to its original position, and remove the paper from inside the machine.

  Paper Is Jammed inside Machine

6. Close transport unit.

Note

- Once you have closed the transport unit, return the printer to its original position right away.

7. Plug machine back in and turn it back on.

8. Reload paper.

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

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

Paper Is Jammed inside Machine

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

Note

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

1. Turn off the machine and unplug it.

2. Open paper output cover.

   Remove the paper in the cassette if any.

Important

- Do not touch clear film (A).

  If you soil or scratch the clear film by touching it with paper or your hand, it could damage the machine.

3. Check if jammed paper is under FINE cartridge holder.

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

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

4. Hold jammed paper firmly in both hands.

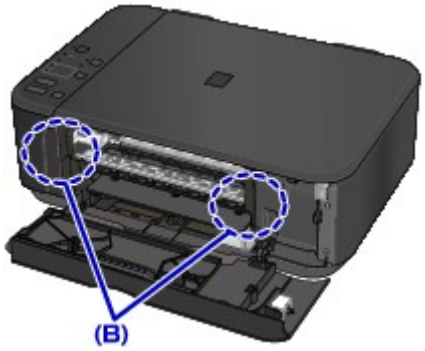
If the paper is rolled up, pull out it.

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

6. Make sure all jammed paper is removed.

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

- Any paper left under the FINE cartridge holder?
- Any small bits of paper left in the machine?
- Any paper left in the left and right empty spaces (B) in the machine?



7. Close paper output cover and reload paper.

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

Note

- When reloading the paper, make sure you are using suitable paper and loading it correctly. If a paper jam message appears on your computer screen when you resume printing after removing all the jammed paper, there may be some paper still inside the machine. Check the machine 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.

Other Cases

Check the following:

Check1 Is anything blocking paper output slot?

Check2 Is paper curled?

Load the paper after correcting its curl.

1003

Cause

Machine is out of paper or paper does not feed.

What to Do

Reload the paper and press machine's **Black** or **Color** button.

When you load the paper, insert the paper stack until the leading edge touches the far end of the front tray.

1200

Cause

Paper output cover is open.

What to Do

Close the paper output cover and wait for a while.

Do not close it while you are replacing a FINE cartridge.

1202

Cause

Paper output cover is open.

What to Do

Close the paper output cover.

1250

Cause

Paper output tray is closed.

What to Do

Open the paper output tray and resume printing.

1310

Cause

Size of paper may not be compatible with automatic duplex printing.

What to Do

The sizes of media suitable for auto duplex printing are A4 and Letter. Make sure paper of the correct size is loaded. Press the **Black** or **Color** button to eject the paper and restart printing from the front of the next piece of paper. The reverse side of the ejected sheet is not printed.

1401

Cause

FINE cartridge is not installed.

What to Do

Install the FINE cartridge.

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

1403

Cause

FINE cartridge cannot be recognized.

What to Do

Replace the FINE cartridge.

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

1485

Cause

Appropriate ink cartridge is not installed.

What to Do

Printing cannot be executed because the ink cartridge is not compatible with this machine.

Install the appropriate ink cartridge.

If you want to cancel printing, press the machine's **Stop** button.

1486

Cause

FINE cartridge is not installed in correct position.

What to Do

Make sure each FINE cartridge is installed in the correct position.

1487

Cause

FINE cartridge is not installed in correct position.

What to Do

Make sure each FINE cartridge is installed in the correct position.

1682

Cause

FINE cartridge cannot be recognized.

What to Do

Replace the FINE cartridge.

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

1684

Cause

The ink cartridge cannot be recognized.

What to Do

Printing cannot be executed because the ink cartridge may not be installed properly or may not be compatible with this machine.

Install the appropriate ink cartridge.

If you want to cancel printing, press the machine's **Stop** button.

1686

Cause

The ink may have run out.

What to Do

The function for detecting the remaining ink level will be disabled since the ink level cannot be correctly detected.

If you want to continue printing without this function, press the machine's **Stop** button for at least 5 seconds.

Canon recommends to use new genuine Canon cartridges in order to obtain optimum qualities.

Please be advised that Canon shall not be liable for any malfunction or trouble caused by continuation of printing under the ink out condition.

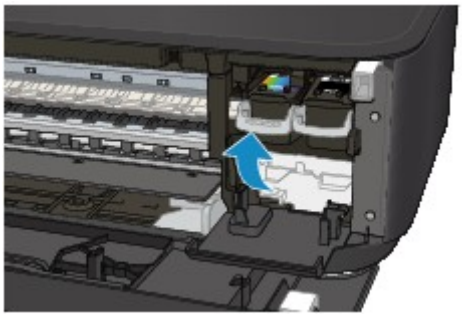
1687

Cause

The FINE cartridge is not installed properly.

What to Do

Open the paper output cover. When the head cover opens, push up the ink cartridge lock lever to make sure the FINE cartridges are installed properly.



After that, close the paper output cover.

If the error is not resolved, remove the FINE cartridges and install them again.

1688

Cause

The ink has run out.

What to Do

Replace the ink cartridge and close the paper output cover.

If printing is in progress and you want to continue printing, press the machine's **Stop** button for at least 5 seconds with the ink cartridge installed. Then printing can continue under the ink out condition.

The function for detecting the remaining ink level will be disabled.

Replace the empty ink cartridge immediately after the printing. The resulting print quality is not satisfactory, if printing is continued under the ink out condition.

1702

Cause

Ink absorber is almost full.

What to Do

Press the machine's **Black** or **Color** button to continue printing. Contact your nearest Canon service center to request a repair.

1703

Cause

Ink absorber is almost full.

What to Do

Press the machine's **Black** or **Color** button to continue printing. Contact your nearest Canon service center to request a repair.

1704

Cause

Ink absorber is almost full.

What to Do

Press the machine's **Black** or **Color** button to continue printing. Contact your nearest Canon service center to request a repair.

1705

Cause

Ink absorber is almost full.

What to Do

Press the machine's **Black** or **Color** button to continue printing. Contact your nearest Canon service center to request a repair.

1712

Cause

Ink absorber is almost full.

What to Do

Press the machine's **Black** or **Color** button to continue printing. Contact your nearest Canon service center to request a repair.

1713

Cause

Ink absorber is almost full.

What to Do

Press the machine's **Black** or **Color** button to continue printing. Contact your nearest Canon service center to request a repair.

1714

Cause

Ink absorber is almost full.

What to Do

Press the machine's **Black** or **Color** button to continue printing. Contact your nearest Canon service center to request a repair.

1715

Cause

Ink absorber is almost full.

What to Do

Press the machine's **Black** or **Color** button to continue printing. Contact your nearest Canon service center to request a repair.

1890

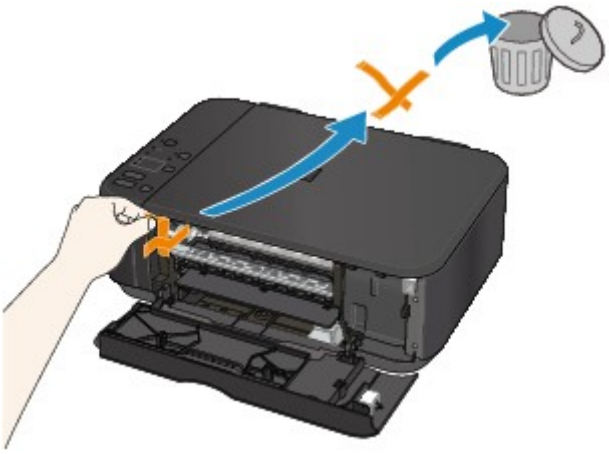
Cause

Protective material or tape may still be attached to FINE cartridge holder.

What to Do

Open the paper output cover and make sure the protective material and tape have been removed from the FINE cartridge holder.

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



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

2100

Cause

Paper size in print settings and size of loaded paper do not match.

What to Do

Check the print settings and the loaded paper, load paper of the correct size, and then press the machine's **Black** or **Color** button.

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

2101

Cause

Paper size in print settings and size of loaded paper do not match.

What to Do

Check the print settings and the loaded paper, load paper of the correct size, and then press the machine's **Black** or **Color** button.

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

2102

Cause

Machine has detected that paper has been fed aligned to one side.

What to Do

Load the paper into the center of the front tray and slide the paper guides to align with the both edges of the paper stack.

Press the machine's **Black** or **Color** button.

2103

Cause

Machine cannot detect paper size.

What to Do

Press the machine's **Stop** button and try to print again.

If this error still occurs even after printing again, set the machine not to detect the paper width by using the operation panel, the printer driver, or **Remote UI**.

Note

- Depending on the type of paper, the machine may not detect the paper width.
- If the paper output cover is opened while printing is in progress, the machine may not detect the paper width.

2900

Cause

Scanning print head alignment sheet failed.

What to Do

Press the machine's **Black** or **Color** button. Check the following points, perform automatic print head alignment again.

- 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.

If the error is not resolved, perform manual print head alignment.

2901

Cause

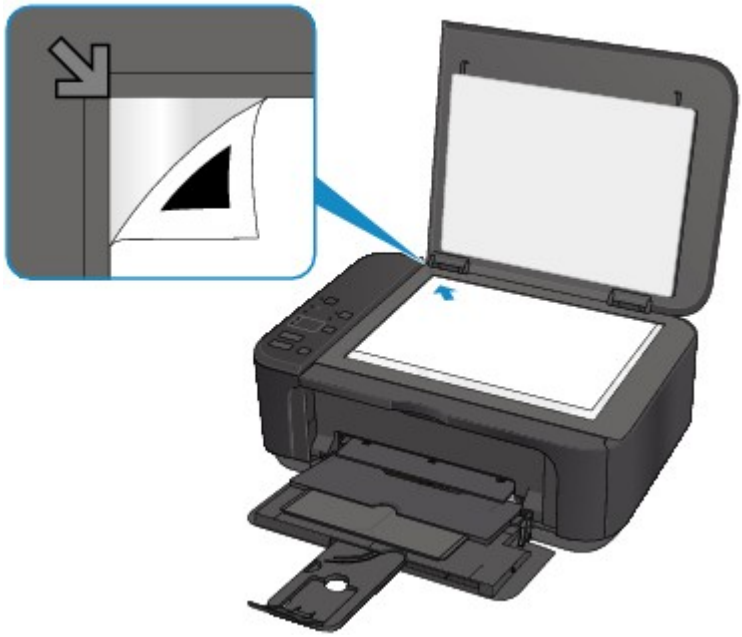
Print head alignment pattern has been printed and machine is waiting to scan sheet.

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 the document cover and press machine's **Black** or **Color** button.

   The machine starts scanning the print head alignment sheet, and automatically adjusts the print head position.

3402

Cause

Machine could not make copies because its memory is full.

What to Do

Press the machine's **Black** or **Color** button.

Wait a while and retry copying.

3403

Cause

Machine could not make copies because its memory is full.

What to Do

Press the machine's **Black** or **Color** button.

Wait a while and retry copying.

3405

Cause

Machine could not make copies because its memory is full.

What to Do

Press the machine's **Black** or **Color** button.

Wait a while and retry copying.

3412

Cause

Scanning original has failed.

What to Do

Press the machine's **Black** or **Color** button, and then follow the actions below.

- Make sure that the original is placed on the platen glass.
- Make sure that the original is set in the correct position and orientation.

After carrying out the above actions, retry scanning or copying.

If the error is still not resolved, specify the size of the original.

Important

- The original that is smaller than 1.2 inches (3 cm) square may not be scanned correctly.

4100

Cause

Specified data cannot be printed.

What to Do

If you are printing CREATIVE PARK PREMIUM contents, check the message shown your computer, make sure genuine Canon FINE cartridges are installed properly for all colors, and retry the printing.

4103

Cause

Cannot perform printing with current print settings.

What to Do

Press the machine'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 the machine and unplug it.

Plug in the machine 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 the machine and unplug it.

Plug in the machine again and turn it back on.

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

5050

Cause

Printer error has occurred.

What to Do

Turn off the machine and unplug it.

Plug in the machine 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 machine.

Check the following:

- Make sure FINE cartridge holder motion is not impeded by stabilizer, jammed paper, etc.

  Remove any impediment.

- Make sure the FINE cartridges are properly installed.

  Open the paper output cover. When the head cover opens, push up the ink cartridge lock lever to make sure the FINE cartridges are installed properly. After that, close the paper output cover.

Turn the machine back on.

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

Important

- When clearing an impediment to FINE cartridge holder motion, be careful not to touch clear film (A).

5200

Cause

Printer error has occurred.

What to Do

Turn off the machine and unplug it.

Plug in the machine again and turn it back on.

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

5400

Cause

Printer error has occurred.

What to Do

Turn off the machine and unplug it.

Plug in the machine again and turn it back on.

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

5B02

Cause

Printer error has occurred.

What to Do

Contact your nearest Canon service center to request a repair.

5B03

Cause

Printer error has occurred.

What to Do

Contact your nearest Canon service center to request a repair.

5B04

Cause

Printer error has occurred.

What to Do

Contact your nearest Canon service center to request a repair.

5B05

Cause

Printer error has occurred.

What to Do

Contact your nearest Canon service center to request a repair.

5B12

Cause

Printer error has occurred.

What to Do

Contact your nearest Canon service center to request a repair.

5B13

Cause

Printer error has occurred.

What to Do

Contact your nearest Canon service center to request a repair.

5B14

Cause

Printer error has occurred.

What to Do

Contact your nearest Canon service center to request a repair.

5B15

Cause

Printer error has occurred.

What to Do

Contact your nearest Canon service center to request a repair.

6000

Cause

Printer error has occurred.

What to Do

Turn off the machine and unplug it.

Plug in the machine again and turn it back on.

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

6500

Cause

Printer error has occurred.

What to Do

Turn off the machine and unplug it.

Plug in the machine again and turn it back on.

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

6800

Cause

Printer error has occurred.

What to Do

Turn off the machine and unplug it.

Plug in the machine again and turn it back on.

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

6801

Cause

Printer error has occurred.

What to Do

Turn off the machine and unplug it.

Plug in the machine again and turn it back on.

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

6900

Cause

Printer error has occurred.

What to Do

Turn off the machine and unplug it.

Plug in the machine again and turn it back on.

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

6901

Cause

Printer error has occurred.

What to Do

Turn off the machine and unplug it.

Plug in the machine again and turn it back on.

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

6902

Cause

Printer error has occurred.

What to Do

Turn off the machine and unplug it.

Plug in the machine again and turn it back on.

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

6910

Cause

Printer error has occurred.

What to Do

Turn off the machine and unplug it.

Plug in the machine again and turn it back on.

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

6911

Cause

Printer error has occurred.

What to Do

Turn off the machine and unplug it.

Plug in the machine again and turn it back on.

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

6930

Cause

Printer error has occurred.

What to Do

Turn off the machine and unplug it.

Plug in the machine again and turn it back on.

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

6931

Cause

Printer error has occurred.

What to Do

Turn off the machine and unplug it.

Plug in the machine again and turn it back on.

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

6932

Cause

Printer error has occurred.

What to Do

Turn off the machine and unplug it.

Plug in the machine again and turn it back on.

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

6933

Cause

Printer error has occurred.

What to Do

Turn off the machine and unplug it.

Plug in the machine again and turn it back on.

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

6936

Cause

Printer error has occurred.

What to Do

Turn off the machine and unplug it.

Plug in the machine again and turn it back on.

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

6937

Cause

Printer error has occurred.

What to Do

Turn off the machine and unplug it.

Plug in the machine again and turn it back on.

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

6938

Cause

Printer error has occurred.

What to Do

Turn off the machine and unplug it.

Plug in the machine again and turn it back on.

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

6940

Cause

Printer error has occurred.

What to Do

Turn off the machine and unplug it.

Plug in the machine again and turn it back on.

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

6941

Cause

Printer error has occurred.

What to Do

Turn off the machine and unplug it.

Plug in the machine again and turn it back on.

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

6942

Cause

Printer error has occurred.

What to Do

Turn off the machine and unplug it.

Plug in the machine again and turn it back on.

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

6943

Cause

Printer error has occurred.

What to Do

Turn off the machine and unplug it.

Plug in the machine again and turn it back on.

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

6944

Cause

Printer error has occurred.

What to Do

Turn off the machine and unplug it.

Plug in the machine again and turn it back on.

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

6945

Cause

Printer error has occurred.

What to Do

Turn off the machine and unplug it.

Plug in the machine again and turn it back on.

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

6946

Cause

Printer error has occurred.

What to Do

Turn off the machine and unplug it.

Plug in the machine again and turn it back on.

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

B202

Cause

An error requiring a repair has occurred.

What to Do

Turn off the machine and unplug it.

Contact your nearest Canon service center to request a repair.

B203

Cause

An error requiring a repair has occurred.

What to Do

Turn off the machine and unplug it.

Contact your nearest Canon service center to request a repair.

B204

Cause

An error requiring a repair has occurred.

What to Do

Turn off the machine and unplug it.

Contact your nearest Canon service center to request a repair.

B205

Cause

An error requiring a repair has occurred.

What to Do

Turn off the machine and unplug it.

Contact your nearest Canon service center to request a repair.