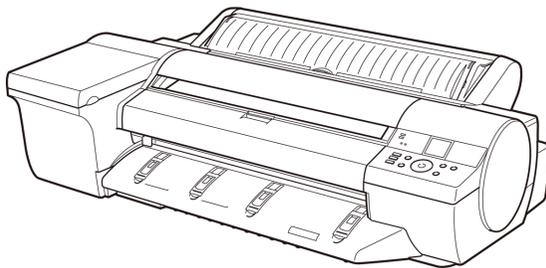


iPF6450

Basic Guide



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Preface

Safety Precautions

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Safety Precautions

Follow the warnings and precautions below to use the printer safely. Do not perform any operations or procedures other than as described in this manual. Doing so may result in unexpected accidents and can cause a fire or electrical shocks.

Printer location



Warning

- Do not set up the printer in any location exposed to alcohol, thinner, or other volatile liquids. If these substances come into contact with electrical components inside the printer, there is a risk of fire or electrical shock.



Caution

- Never install the printer on an unstable or vibrating surface. If it falls over, this could cause personal injury.
- Never set up the printer in a location that is exposed to high humidity or large amounts of dust, or exposed to direct sunlight, high temperature, or open flame. This could cause a fire or electrical shock. Use the printer location in an environment where temperature and humidity are within the ranges of 15 °C to 30 °C (59 °F to 86 °F) and 10 to 80% RH (with no condensation).
- Never place the printer on a heavy wool or shag carpet. The fibers may enter the printer and cause a fire.
- Keep the area around the power outlet clear of items so that you can disconnect the power cable immediately if the printer starts operating abnormally. In the event of a printer malfunction, remove the power cable from the outlet as soon as possible to prevent fire and electrical shocks.
- Do not install the printer near sources of strong electromagnetic fields, whether equipment that generates such fields or places where such fields occur. This could damage the printer or cause malfunction.

Power Supply



Warning

- Never handle the power cable with wet hands. Doing so may cause electrical shock.
- Insert the power cable securely and completely into the power source. If the power cable is not inserted completely, this could cause a fire or electrical shock.
- Do not use any power cable other than the one provided. This could cause a fire or electrical shock. Never use the power cable with any other electrical device.
- Never cut the power cable or attempt to modify it, and never stretch it or bend it forcefully. Never place a heavy object on the power cable. Damaged sections of the power cable could cause a short circuit and may cause a fire or electrical shock.
- Never connect the power cable to a power strip or any power source shared by other electrical devices. This could cause a fire or electrical shock.
- Never knot the power cable or wrap it around itself. This could cause a fire or electrical shock.
- Periodically disconnect the power cable and use a dry cloth to wipe away dust that has collected on the plug and the area around the power outlet. Leaving the power cable plugged in and not cleaned for a long period, especially in an area subject to dust, oil, and humidity, could cause the insulation material to deteriorate and lead to a fire.



Caution

- Always grip the plug to remove the power cable from the power outlet. Pulling on the power cable could damage the cable and lead to a fire or electrical shock.
- Never use an extension cord. This could cause a fire or electrical shock.
- Never use any power source other than 100–120 / 220–240 V AC. This could cause a fire or electrical shock. The printer operating conditions are described below. Use the printer under the following conditions.
Power supply voltage: 100–120 / 220–240 V AC
Power supply frequency: 50/60 Hz

In an Emergency



Warning

- If the printer emits smoke or strange odors, continuing to use the printer may cause a fire or electrical shock. Switch the printer off immediately and remove the power plug from the power outlet. Contact the nearest service center.

Cleaning the Printer



Warning

- For cleaning, use a cloth dampened in water. Never use flammable solvents such as alcohol, benzene, or thinner. If these substances come into contact with electrical components inside the printer, there is a risk of fire or electrical shock.



Caution

- Always disconnect the power cable from the outlet before cleaning the printer. If the printer is switched on accidentally, moving parts inside the printer may cause personal injuries.

Pacemakers



Warning

- This printer generates a low-level magnetic field. Anyone wearing a pacemaker who experiences discomfort while working around the printer should leave the area. Consult a physician before continuing to work around the printer.

Moving the Printer



Caution

- Moving the printer requires at least three people, holding it on both sides and from behind. Be careful to avoid back strain and other injuries.
- When moving the printer, firmly grasp the Carrying Handles under each side and in back. The printer may be unsteady if you hold it at other positions, which poses a risk of injury from dropping the printer.

Printhead, Ink Tanks, and Maintenance Cartridge



Caution

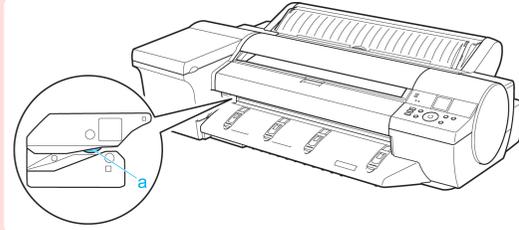
- Always store consumables in a safe location out of the reach of small children. If a child licks or ingests ink accidentally, seek medical assistance immediately.
- If ink accidentally gets in your eyes, immediately rinse with water.
If ink gets on your skin, immediately clean it off with soap and water.
If irritation persists in your eyes or on your skin, contact a physician immediately.
- Avoid dropping or shaking printheads, ink tanks, and maintenance cartridges. Spilled ink can stain clothing and the work area.
- Never touch the electrical contacts of the Printhead after printing. The contacts become extremely hot and can cause minor burns.

Other



Warning

- Never disassemble the printer or attempt repairs. There are high voltage parts inside the printer that can cause a fire or electrical shock.
- Never use flammable sprays around the printer. The gas of flammable sprays can cause a fire or electrical shock, if it contacts high voltage points inside the printer.
- After removing the Cutter Unit, never touch the cutting edge (a). This could cause personal injury.



Caution

- Never place anything on the printer such as small metal objects (paper clips, staples), liquids, any type of liquid container that contains flammable liquids (alcohol, benzene, etc.). If such objects fall into the printer, this could cause a fire or electrical shock.
- Never insert your hand into the printer while it is printing. Moving parts inside the printer can cause injuries.
- To prevent a fire hazard or dangerous electric shock, if a foreign object falls into or a liquid spills into the printer, press the Power button immediately to switch the printer off, unplug the printer power cable from the outlet, and then call for service. If you continue to use the printer, this could cause a fire or electrical shock.



Important

- Connect the interface cable correctly. To avoid damage, before connection make sure that the shape of the cable connector matches the connection point on the printer.
- During printing, turn on the ventilation system in the room.
- We recommend ensuring ample space for installation.

Legal Notices

FCC Regulations (U.S.A)

Canon Large Format Printer	iPF6450
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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 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 shielded cable is required to comply with Class B limits in Subpart B of Part 15 of FCC Rules. Do not make any changes or modifications to the equipment unless otherwise specified in the manual.

If such changes or modifications should be made, you could be required to stop operation of the equipment.
Canon U.S.A. Inc.
One Canon Plaza, Lake Success, NY 11042, U.S.A.
Tel No. 516-328-5600

For CA, USA Only

Included battery contains Perchlorate Material - special handling may apply.
See <http://www.dtsc.ca.gov/hazardouswaste/perchlorate/> for detail.

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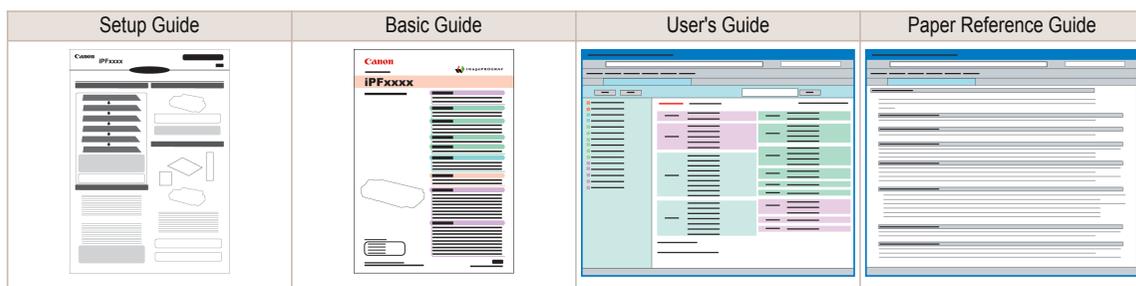
Manuals for this printer

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Viewing the Electronic manuals	6
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Manuals for this printer

This printer has the following manuals.

Name	Contents	Medium
Setup Guide	Instructions for unpacking and setting up the printer, and for installing the software and electronic manuals.	Printed Manuals
Basic Guide	Descriptions of basic printer operations.	
User's Guide	Detailed instructions for using the printer.	Electronic manuals
Paper Reference Guide	This guide describes about the types and specifications of the available media on the printer.	



Viewing the Electronic manuals

Install the Electronic manuals on your computer before viewing the manuals.

- 1 Install the Electronic manuals with the software.
 Note that the driver installation procedure varies depending on the type of connection.
 (See "Installing the Software (Windows).") →P.86
 (See "Installing the Software (Mac OS X).") →P.88

- 2 Display **imagePROGRAF Support Information**.

- Windows

Double-click the **iPFxxxx Support** desktop icon. (iPFxxxx indicates the printer model.)

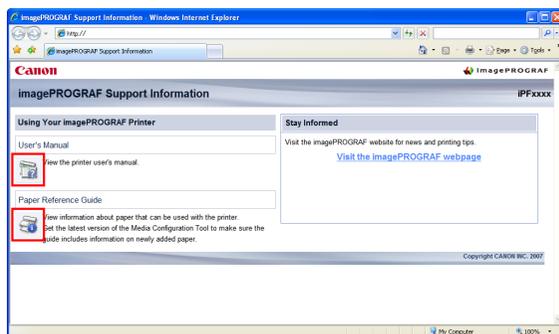


- Mac OS X

Click the **iPF Support** icon in the **Dock** (**Launchpad** in OS10.7 and later).



- 3 When the **imagePROGRAF Support Information** is displayed, click the **User Manual** icon or the **Paper Reference Guide** icon.



 • Click **Visit the imagePROGRAF webpage** in **Stay Informed** to access the imagePROGRAF web site.

Note

About This User Manual

• Symbols

The following symbols are used in this user manual to indicate image safety information and explanations on restrictions or precautions in use.

	Warning	Indicates warning items for which operating error poses a risk of death or serious injury. To ensure safe use, always follow these warnings.
	Caution	Indicates caution items for which operating error poses a risk of injury. To ensure safe use, always follow these cautions.
	Important	Indicates important information and restrictions that definitely are to be followed during operation. Be sure to read this information to prevent troubles, malfunctions, or damage to equipment or property by operating errors.
	Note	Indicates helpful reference information and supplemental information on particular topics.

• Button names and user interface elements

Key and button names on the control panel and user interface elements in software (such as menus and buttons) are indicated as follows in this user manual.

Control panel buttons	Example: Press the OK button.
Control panel messages	Example: Head Cleaning is displayed.
Software interface items (menus and buttons)	Example: Click OK .
Keyboard keys	Example: Press the Tab key.

• Cross-reference

Other pages or manuals that provide related information are indicated as follows in this user manual.

Cross-reference in the same user manual	Example: see "Turning the Printer On and Off." →User's Guide Click the link to jump to the corresponding page.
Cross-reference in related manuals	Example: See the Paper Reference Guide .
Other cross-reference	Example: See the printer driver help.

• Figures and software screens

- Figures in this user manual may be different from the actual appearance of the printer in some cases.

- Screens depicted in this user manual for the printer driver or other software may be different from the actual screens because of subsequent updates.

- **May we request**

- The information in this user manual is subject to change without notice.
- We strive to ensure accuracy of information in this user manual, but if you notice errors or omissions, please contact us.

Handling Paper

Handling rolls

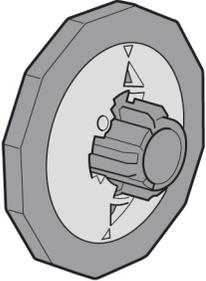
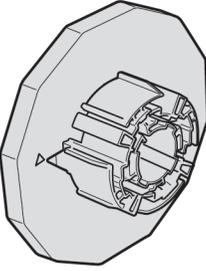
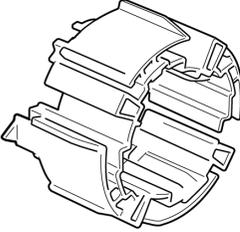
Loading Rolls on the Roll Holder 9
 Loading Rolls in the Printer 11
 Removing the Roll from the Printer 14
 Lowering the Up-down Unit of the Spectrophotometer Unit (option) Manually 16

Loading Rolls on the Roll Holder

When printing on rolls, attach the Roll Holder to the roll.

Rolls have a two- or three-inch paper core. Use the correct attachment for the paper core. The printer comes equipped with the 2-Inch Paper Core Attachment installed.

For borderless printing on A1 (594 mm) or A2 (420 mm) rolls, attach the included Spacer for Borderless Printing to the Roll Holder.

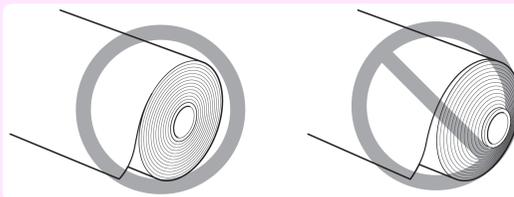
Using Rolls with a 2-inch Paper Core		Using Rolls with a 3-inch Paper Core	
Holder Stopper	Roll Holder Side	Holder Stopper	Roll Holder Side
For 2-inch paper cores	No Attachment Needed	For 3-inch paper cores	3-Inch Paper Core Attachment
			



- Set the roll on a table or other flat surface so that it does not roll or fall. Rolls are heavy, and dropping a roll may cause injury.



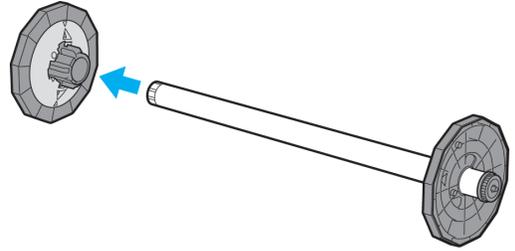
- When handling the roll, be careful not to soil the printing surface. This may affect the printing quality. We recommend wearing clean cloth gloves when handling rolls to protect the printing surface.
- Use scissors or a cutting tool to cut the edge of the roll paper if it is uneven, dirty, or has tape residue. Otherwise, it may cause feeding problems and affect the printing quality. Be careful not to cut through any barcodes printed on the roll.
- Align the edges of the paper on both ends of the roll. Otherwise, it may cause feeding problems.



- For details on supported sizes and types of rolls, see **Paper Sizes** or the Paper Reference Guide. (See "Paper Sizes.") [→User's Guide](#) (See "Types of Paper.") [→User's Guide](#)
- To view instructions as you attach the Roll Holder, press the **Navigate** button. (See "How to View Instructions with Navigate.") [→User's Guide](#)

 [View Movies](#) Follow steps 3 and 4. [→User's Guide \(HTML\)](#)

1 Remove the Holder Stopper from the Roll Holder.



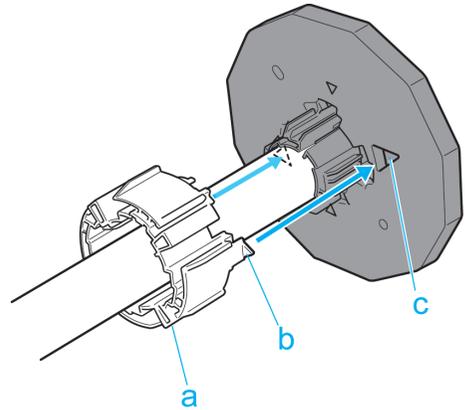
2 Insert the attachments for the roll paper on the Roll Holder.

- Using rolls with a 3-inch paper core

Attach the included 3-Inch Paper Core Attachment on the Roll Holder.

Align the triangular part (b) of the 3-Inch Paper Core Attachment (a) with the triangular part (c) of the Roll Holder as shown, and insert the 3-Inch Paper Core Attachment into the Roll Holder.

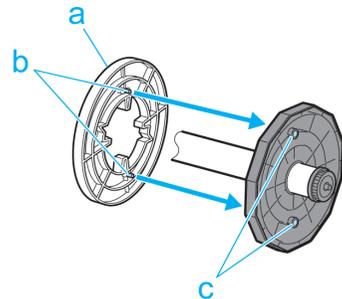
Use the Holder Stopper for 3-inch paper cores.



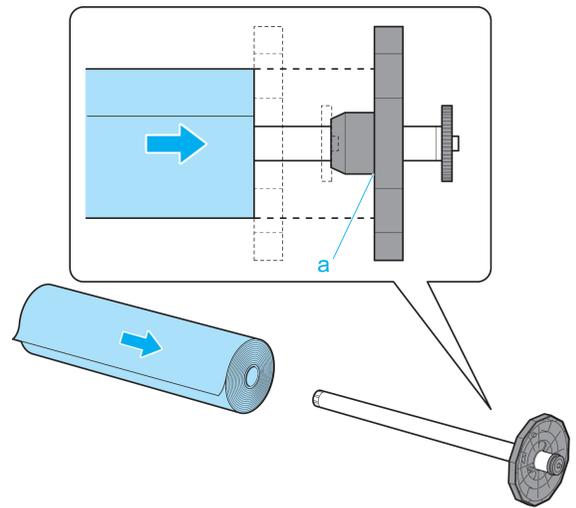
- Borderless printing on A1 or A2 rolls

Attach the included Spacer for Borderless Printing to the Roll Holder.

Insert the protrusions (b) of the Spacer for Borderless Printing (a) into the holes (c) of the Roll Holder, as shown.

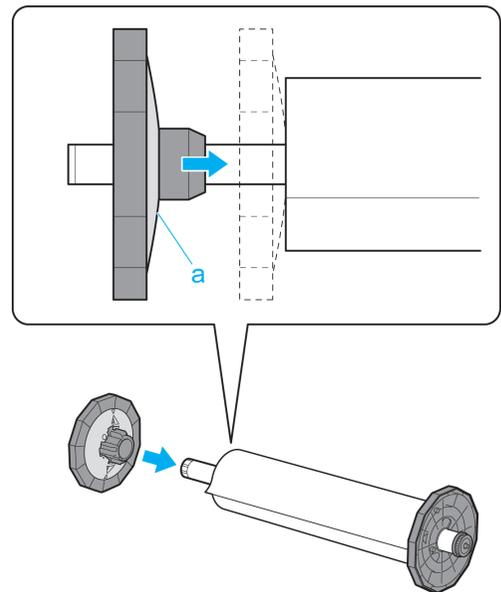


- 3** With the Roll Holder resting horizontally and the edge of the roll paper facing forward as shown, insert the roll in the Roll Holder from the left. Insert the roll firmly until it touches the flange (a) of the Roll Holder, leaving no gap.



- Always have the Roll Holder resting horizontally when loading rolls. Attempting to load rolls with the Roll Holder upright may damage the Roll Holder.

- 4** Insert the Holder Stopper from the left in the Roll Holder as shown. Push it firmly in until the flange (a) of the Holder Stopper touches the roll. Attach the appropriate Holder Stopper for the size of the paper core.



Loading Rolls in the Printer

Follow these steps to load rolls in the printer.



- Always load rolls when the printer is on. If the printer is off when you load a roll, the paper may not be advanced correctly when you turn the printer on.
- Before loading a roll, confirm whether the inside of the Top Cover or the Ejection Guide is soiled. If soiled, we recommend cleaning in advance. (See "Cleaning Inside the Top Cover.") →P.51



- The loading method for a printer with a Spectrophotometer Unit (option) is the same as for a printer with no Spectrophotometer Unit (option). If it is difficult to perform operations from the front of the printer, lower the Up-down Unit. (See "Lowering the Up-down Unit of the Spectrophotometer Unit (option) Manually.") →P.16



1 Press the **Load** button.



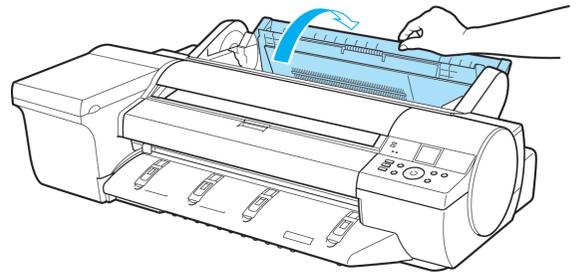
2 Press **▲** or **▼** to select **Roll Paper**, and then press the **OK** button.



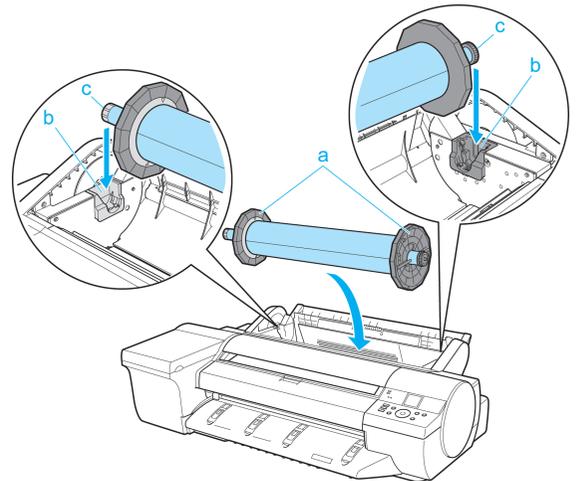
Note

- If any paper has been advanced that will not be used, a message is shown requesting you to remove it. Press **▲** or **▼** to select "Yes", and then press the **OK** button. Remove the paper and go to the next step.

3 Open the Roll Feed Unit Cover.



4 Holding the Roll Holder flange (a), load the Roll Holder shaft into the guide grooves (b) on both sides of the Roll Holder Slot. At this time, load the shaft so that the color of the Roll Holder shaft (c) matches the color of the guide groove.



Caution

- Do not release the flanges until you load the holder fully in the Roll Holder Slot. Rolls are heavy, and dropping a roll may cause injury.
- Be careful not to pinch your fingers between the guide grooves (b) and the Roll Holder shaft (c) when loading rolls.



Important

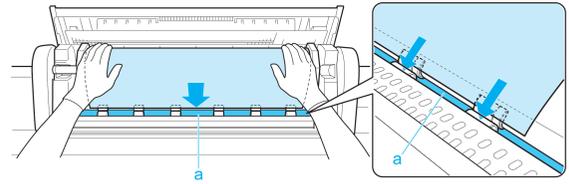
- Do not force the Roll Holder into the printer with the right and left ends reversed. Otherwise, it may damage the printer or Roll Holder.



Note

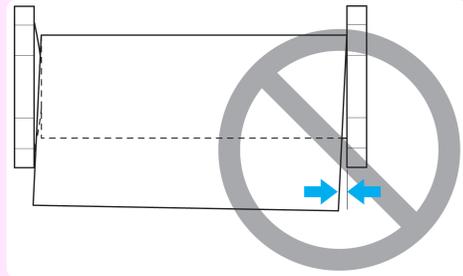
- If it is difficult to load rolls from the front of the printer, load rolls from the back of the printer. If the printer has a Spectrophotometer Unit (option), lowering the Up-down Unit makes it easier to perform operations from the front of the printer. (See "Lowering the Up-down Unit of the Spectrophotometer Unit (option) Manually." →P.16)

- 5** Insert the edge of the roll in the Paper Feed Slot (a) and advance the roll until you hear the feed tone.



Important

- Be careful not to soil the printing surface of roll paper as you insert it in the slot. This may affect the printing quality. We recommend wearing clean cloth gloves when handling rolls to protect the printing surface.
- If the paper is wrinkled or warped, straighten it out before loading it.
- Load paper straight so it is not fed askew.



Note

- Regardless of whether the leading edge of the roll paper is inserted into the Paper Feed Slot, if "**No paper loaded.**" is displayed, pull the roll paper out from the Paper Feed Slot once and then repeat step 5.

- 6** Once paper feeding starts, you will need to do the following, based on the **ManageRemainRoll** setting and the barcode printed on rolls. (See "Keeping Track of the Amount of Roll Paper Left.") →User's Guide

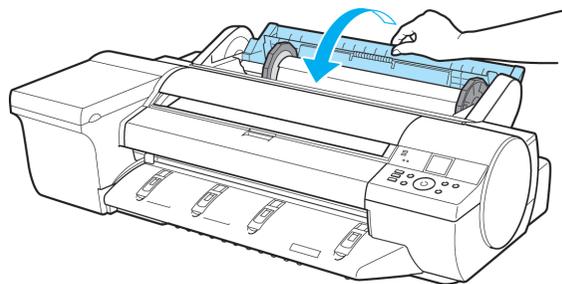
ManageRemain-Roll	Barcodes	Printer Operation After the Paper is Fed
Off	Printed	A menu for selection of the type of paper is shown on the Display Screen.
	Not printed	Press ▲ or ▼ to select the type of paper, and then press the OK button.
On	Printed	The type and amount of paper left is automatically detected based on the barcode printed on the roll. There is no need to specify the type and length of the paper.
	Not printed	A menu for selection of the type and length of paper is shown on the Display Screen. Press ▲ or ▼ to select the type and length of paper loaded, and then press the OK button.



Note

- For details on types of paper to select, see the Paper Reference Guide. (See "Types of Paper.") →User's Guide

7 Close the Roll Feed Unit Cover.



• Cut the edge of the roll using the **Paper Cutting** function if the edge is creased or soiled. (See "Specifying the Cutting Method for Rolls.") →User's Guide



• Adjusting the printhead alignment with the type of paper to be used in printing may enhance printing quality. (See "Automatic Adjustment to Straighten Lines and Colors.") →P.97

Removing the Roll from the Printer

Remove rolls from the printer as follows.



• Once a roll has been advanced, do not pull the paper out by force. This will prevent further feeding, and the printer will be unable to keep track of the amount of roll paper left. If you accidentally pull out paper, follow these steps to remove the roll, and open the paper feed slot.



• If you need to cut the roll, see "Specifying the Cutting Method for Rolls." →User's Guide
 • The operations for a printer with a Spectrophotometer Unit (option) are the same as for a printer with no Spectrophotometer Unit (option). If it is difficult to perform operations from the front of the printer, lower the Up-down Unit. (See "Lowering the Up-down Unit of the Spectrophotometer Unit (option) Manually." →P.16)

1 On the **Tab Selection screen** of the Control Panel, press ◀ or ▶ to select the  (Paper tab) .



• If the **Tab Selection screen** is not displayed, press the **Menu** button.

2 Press the **OK** button.
 The **Paper Menu** is displayed.

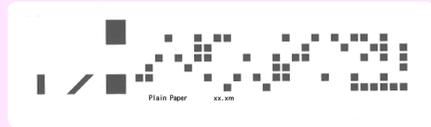
3 Press ▲ or ▼ to select **Eject Paper**, and then press the **OK** button.

- 4** Press ▲ or ▼ to select "Yes", and then press the OK button.
The roll is rewound.

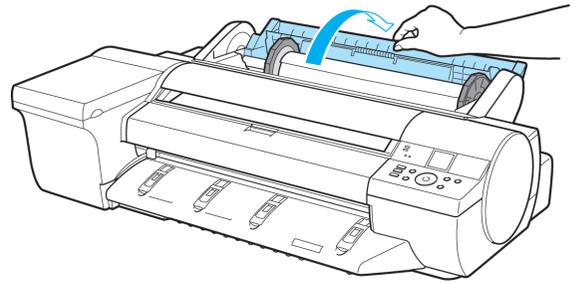


Important

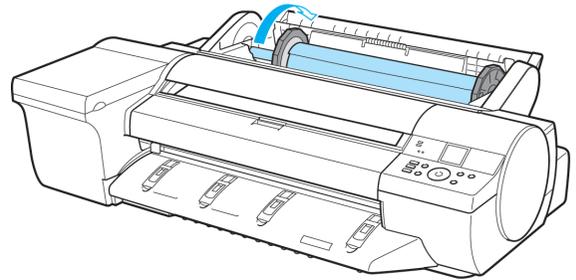
- If you have selected **ManageRemainRoll > On** in the Control Panel menu, a barcode is printed on the leading edge of the roll. Do not remove the roll before the barcode is printed. You will be unable to keep track of the amount of roll paper left. (See "Keeping Track of the Amount of Roll Paper Left.") →**User's Guide**



- 5** Open the Roll Feed Unit Cover.



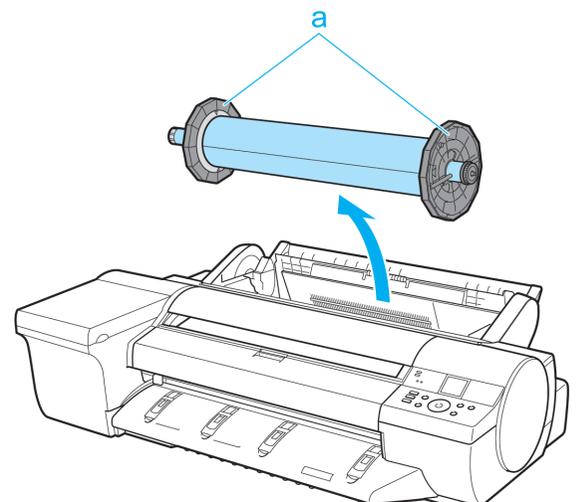
- 6** Using both hands, rotate the Roll Holder toward the back to rewind the roll.



Note

- If it is difficult to perform operations from the front of the printer, perform operations from the back of the printer. If the printer has a Spectrophotometer Unit (option), lowering the Up-down Unit makes it easier to perform operations from the front of the printer. (See "Lowering the Up-down Unit of the Spectrophotometer Unit (option) Manually.") →**P.16**

- 7** Holding the Roll Holder flange (a), remove the holder from the Roll Holder Slot.



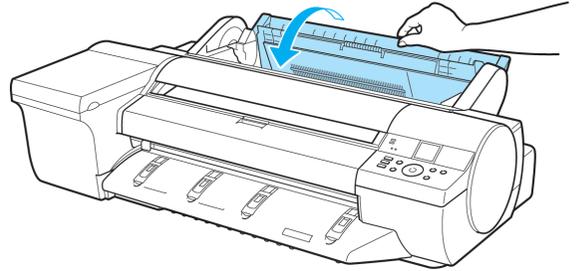


Note

- For instructions on removing rolls from the Roll Holder, see "Removing Rolls From the Roll Holder."

→User's Guide

- 8 Close the Roll Feed Unit Cover.



Note

- To load new paper in the printer at this point, see "Loading Rolls in the Printer." →P.11

Lowering the Up-down Unit of the Spectrophotometer Unit (option) Manually

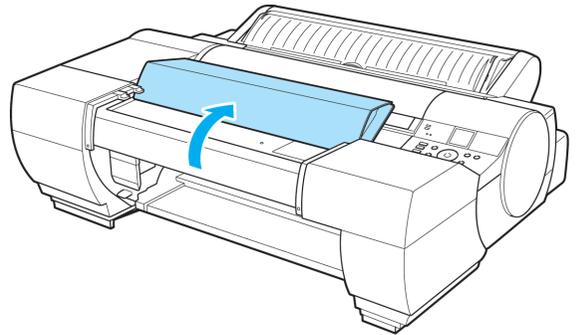
Lowering the Up-down Unit manually before printing makes it easier to handle paper from the front of a printer equipped with a Spectrophotometer Unit (option).



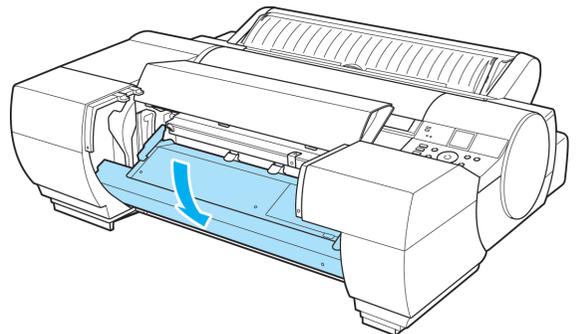
Note

- You can also perform operations from the back of the printer without lowering the Up-down Unit manually.

- 1 Open the Spectrophotometer Unit Cover.



- 2 Press down on the center (near the blue label) of the Up-down Unit to lower the Up-down Unit.



**Note**

- When pressing down on the Up-down Unit, handle the central part (near the blue label). Handling the ends may cause damage.
- After the paper operations are complete, the Up-down Unit will automatically return to its original position.

Handling sheets

Loading Sheets in the Feed Slot	18
Removing Sheets	29
Lowering the Up-down Unit of the Spectrophotometer Unit (option) Manually	16

Loading Sheets in the Feed Slot

When printing on individual sheets, load the sheet in the Top Paper Feed Slot. However, for heavyweight paper such as POP board, load the sheet in the Front Paper Feed Slot.

Selecting the Paper Source and Type of Paper

- If a print job was received

Sheets are automatically selected, and the media type and size specified by the print job are shown on the Display Screen.

1 Press ▲ or ▼ to select **Load Paper**, and then press the **OK** button.

2 Load the sheet in the Top Paper Feed Slot or Front Paper Feed Slot, depending on the type of paper specified by the print job.

- If a type of paper other than **POP Board** is selected

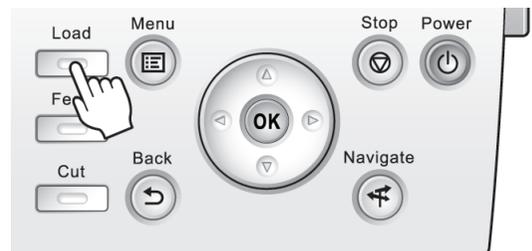
Loading Sheets in the Top Paper Feed Slot →P.18

- If **POP Board** is selected

Loading Heavyweight Sheets in the Front Paper Feed Slot →P.21

- If no print job was received

1 Press the **Load** button.



2 Press ▲ or ▼ to select **Manual Paper**, and then press the **OK** button.



Note

- If any paper has been advanced that will not be used, a message is shown requesting you to remove it. Press ▲ or ▼ to select "Yes", and then press the **OK** button. Remove the paper and go to the next step.

3 Press ▲ or ▼ to select the type of paper, and then press the **OK** button.

When printing on heavyweight paper, select **POP Board** and load the sheet in the Front Paper Feed Slot. (See "Loading Heavyweight Sheets in the Front Paper Feed Slot.") →P.21

When printing on other types of paper, select the type of paper and load the sheet in the Top Paper Feed Slot. (See "Loading Sheets in the Top Paper Feed Slot.") →P.18



Note

- For details on types of paper to select, see the Paper Reference Guide. (See "Types of Paper.") →User's Guide

Loading Sheets in the Top Paper Feed Slot



[View Movies](#)

→User's Guide (HTML)



Important

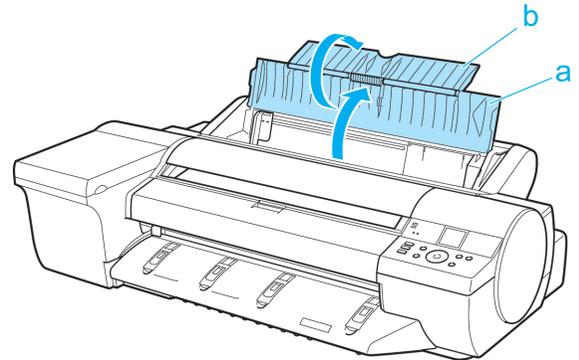
- One sheet of paper can be loaded at a time. Do not load multiple sheets. This may cause paper jams.
- Before feeding paper or printing, make sure the sheet is flat against the Paper Tray Cover. The sheet may jam if it curls before feeding or printing and the trailing edge drops toward the front.
- Paper that is wrinkled or warped may jam. If necessary, straighten the paper and reload it.
- Load the paper straight. Loading paper askew will cause an error.



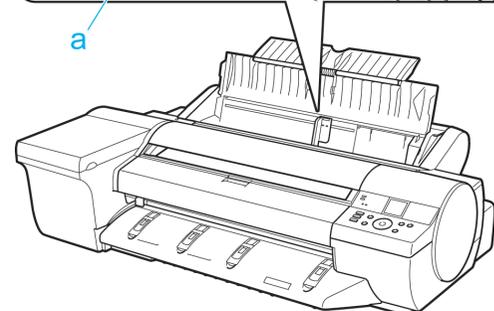
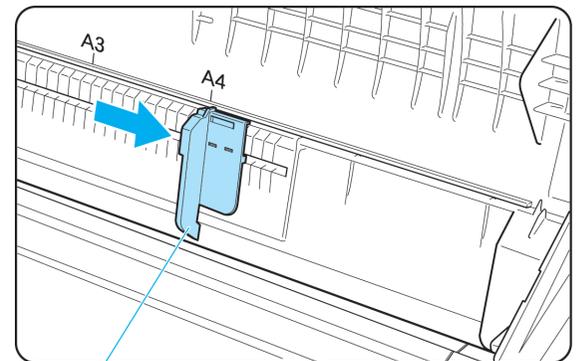
Note

- The loading method for a printer with a Spectrophotometer Unit (option) is the same as for a printer with no Spectrophotometer Unit (option). If it is difficult to perform operations from the front of the printer, lower the Up-down Unit. (See "Lowering the Up-down Unit of the Spectrophotometer Unit (option) Manually." →P.16)
- Store unused paper in the original package, away from high temperature, humidity, and direct sunlight.

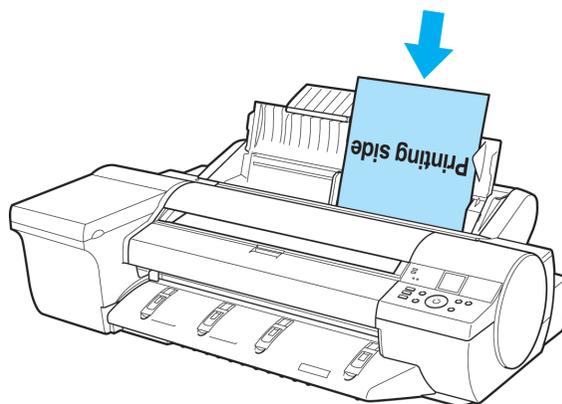
- 1 Open the Paper Tray Cover (a), and then open the Tray Extension (b).



- 2 Slide the Width Guide (a) to align it with the mark for the size of paper you will load.



- 3** Load one sheet, printing-side up, in the Top Paper Feed Slot. Insert the paper until it touches the far end of the tray lightly.



Important

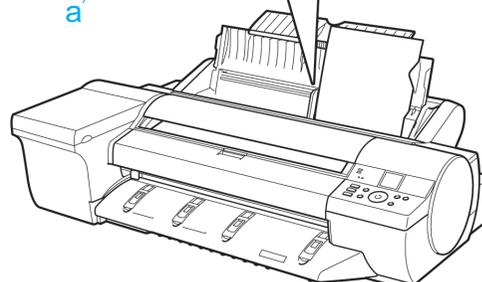
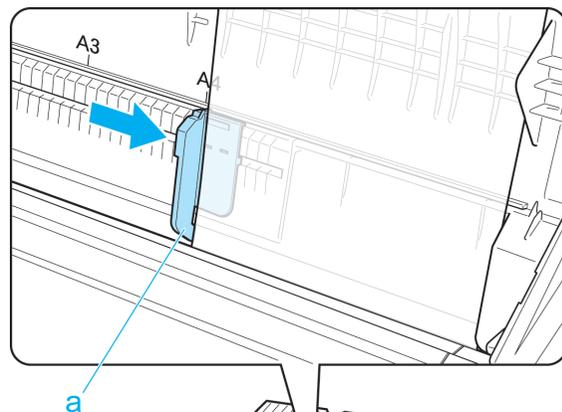
- If you load a sheet larger than A2, the sheet may fall behind the printer under its own weight. Put your hand under the sheet to support it and prevent it from falling.



Note

- If it is difficult to load rolls from the front of the printer, load them from the back of the printer. If the printer has a Spectrophotometer Unit (option), lowering the Up-down Unit makes it easier to perform operations from the front of the printer. (See "Lowering the Up-down Unit of the Spectrophotometer Unit (option) Manually." →P.16)

- 4** Move the Width Guide (a) to match the size of paper loaded. Set the Width Guide against the edge of the paper to prevent the paper from becoming crooked or wrinkled.



- 5** Press the **OK** button.

- If a print job was received
After the paper is advanced, the printer starts printing the print job.
- If no print job was received
The printer now starts feeding the paper.

Loading Heavyweight Sheets in the Front Paper Feed Slot


[View Movies](#)
[→User's Guide \(HTML\)](#)

Important

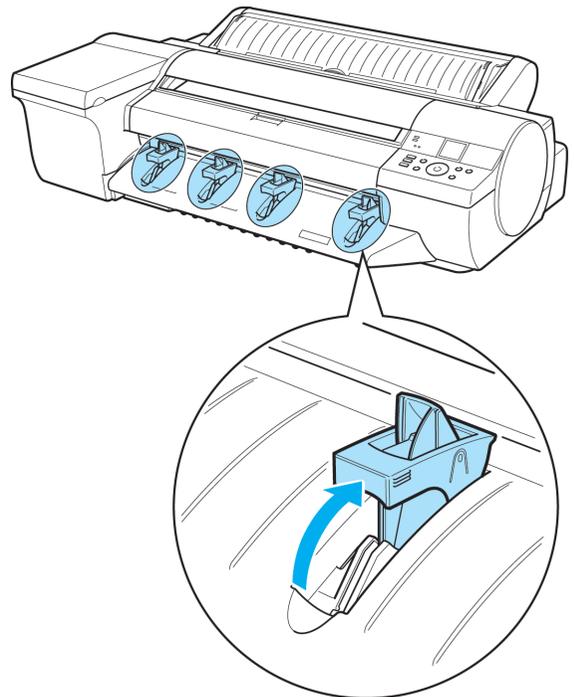
- Always load **POP Board** in the Front Paper Feed Slot for printing. Loading it in other ways may impair operation and damage the printer.
- One sheet of paper can be loaded at a time. Do not load multiple sheets. This may cause paper jams.
- Straighten paper if it is warped before loading it.
- Load the paper straight. Loading paper askew will cause an error.
- Once you load the paper, you cannot shift it sideways. Load the paper straight.
- If paper other than **POP Board** is loaded in the Front Paper Feed Slot, you might not be able to shift the paper or pull it out from the front.


Note

- Store unused paper in the original package, away from high temperature, humidity, and direct sunlight.

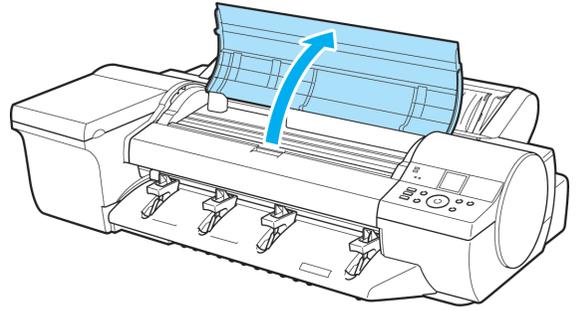
Follow the steps below to perform loading procedures in a printer with no Spectrophotometer Unit (option). When using a printer with a Spectrophotometer Unit (option), refer to For Printers with a Spectrophotometer Unit (option) [→P.25](#) .

- 1 If the message "**Leave 70cm (28") space behind printer.**" is displayed, check the space behind the printer, pull up the four Front Tray Guides above the Ejection Guide, and press the **OK** button.

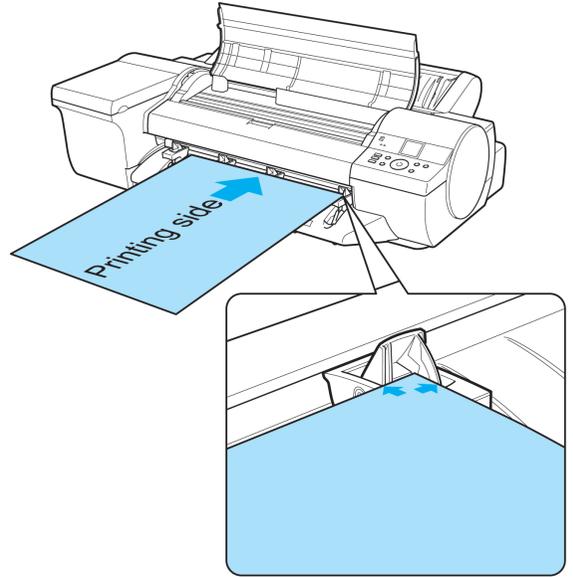

Note

- Sufficient space behind the printer is required when loading paper in the Front Paper Feed Slot. For details on the installation space required, see "Specifications." [→User's Guide](#)

- 2** After "**Open top cover.**" is displayed, open the Top Cover.



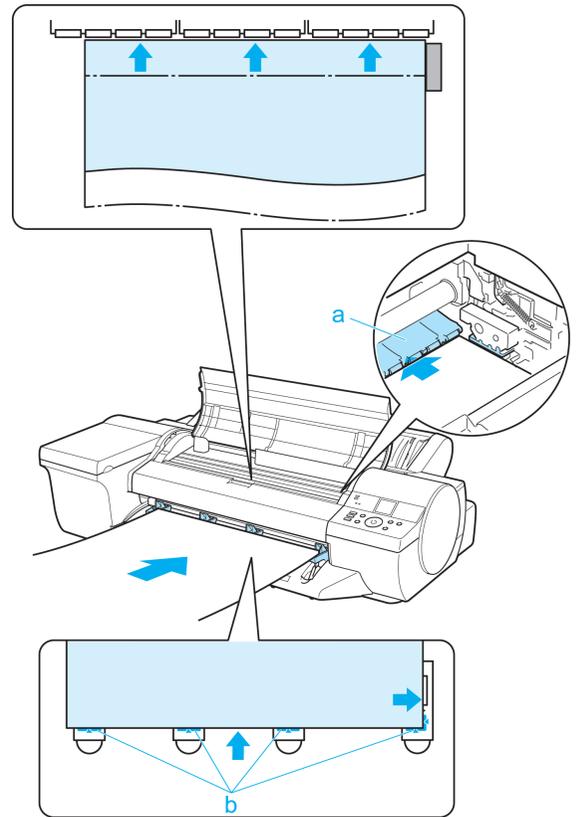
- 3** Set the leading edge of one sheet, printing-side up, on the Front Tray Guides, and insert the sheet in the Front Paper Feed Slot, keeping it level.



Important

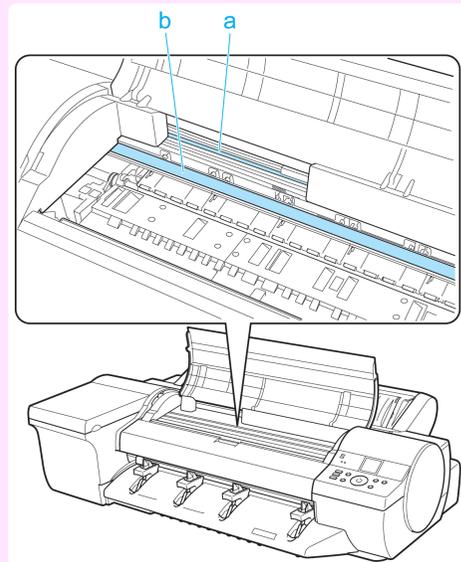
- When you insert the sheet in the Front Paper Feed Slot, keep the sheet level, relative to the paper feed slot. Failure to do this may scratch the printing surface.

- 4** As you look inside the Top Cover, insert the leading edge of the sheet between the Platen and Paper Retainer (a), keeping it parallel to the Paper Retainer (a), and align the paper with the Paper Alignment Line (b) of the Front Tray Guides.



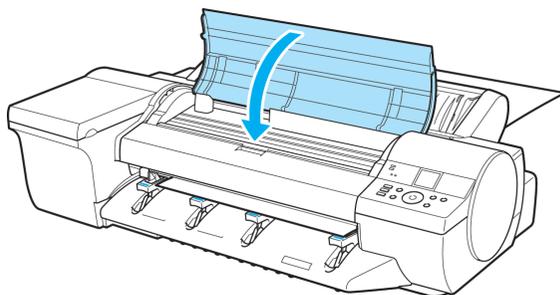
Important

- Do not touch the Linear Scale (a) or Carriage Shaft (b). This may stain your hands and damage the printer.



- 5** When "**Close top cover.**" is displayed, close the Top Cover and press the **OK** button.

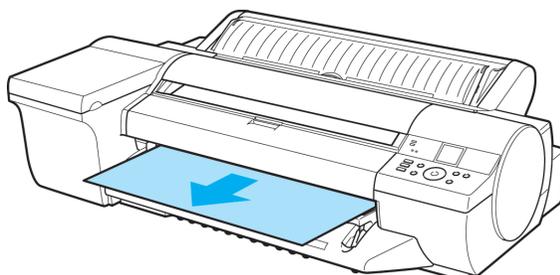
The sheet is held between the Platen and Back Cover, and feeding begins.



- If a print job was received
After the paper is advanced, the printer starts printing the print job.
- If no print job was received
The printer now starts feeding the paper.

- 6** After printing, the printer will temporarily stop advancing the paper while the trailing edge is still in the rollers to prevent the sheet from dropping. Once you press the **OK** button, the paper can be removed.

- 7** Remove the sheet, keeping the front edge level as you pull it out.

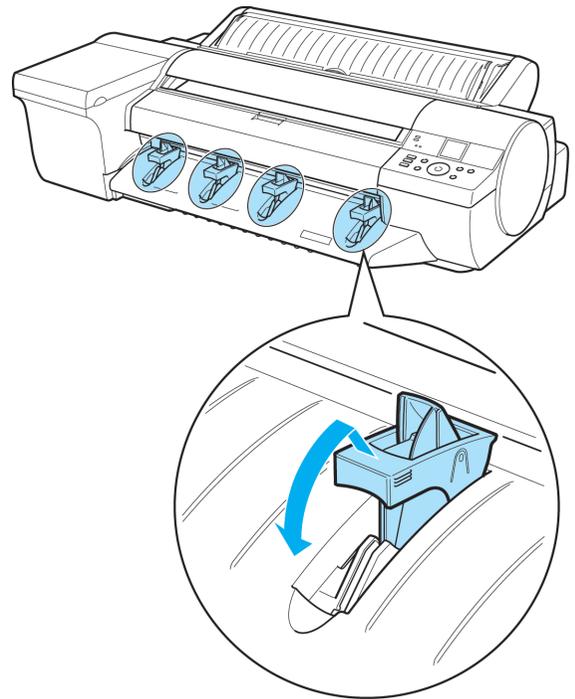


Important

- If **POP Board** is accidentally removed at an angle, it may scratch the printed surface.

- 8** Press the **OK** button.

- 9** Lift the four Front Tray Guides above the Ejection Guide, store them toward the front, and then press the **OK** button.



- When using the Spectrophotometer Unit(option)



[View Movies](#)

[→User's Guide \(HTML\)](#)

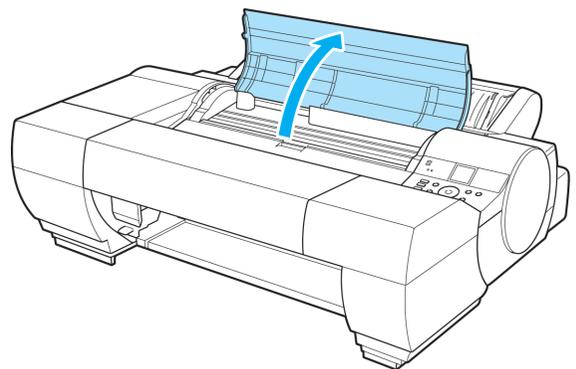
- 1** When the "**Leave 70cm (28") space behind printer.**" message appears, make sure that there is sufficient space behind the printer and press the **OK** button.



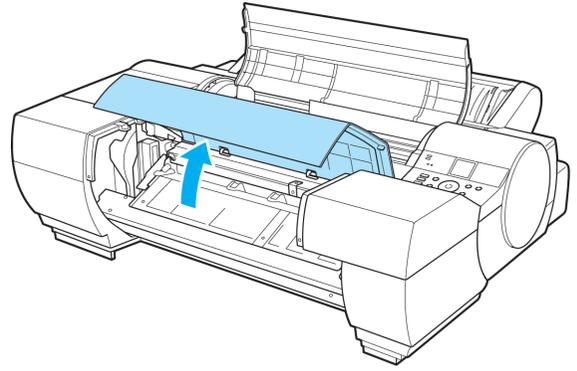
Note

- There needs to be sufficient space behind the printer to load paper into the Front Paper Feed Slot. For more information on installation space, see "Specifications." [→User's Guide](#)

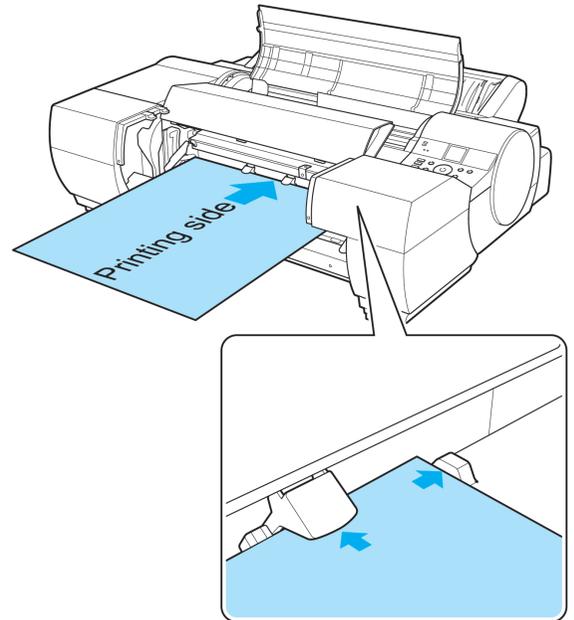
- 2** When the "**Open top cover.**" message appears, open the Top Cover.



- 3** When the "Open the Spectrophotometer Unit cover." message appears, open the Spectrophotometer Unit Cover.



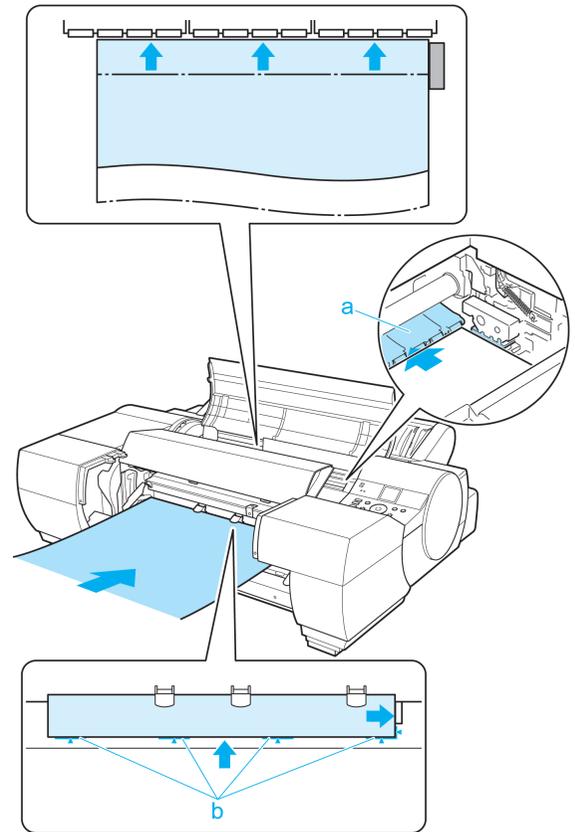
- 4** Insert one sheet of paper along the guide side of the Up-down Unit, making sure it is level.



Important

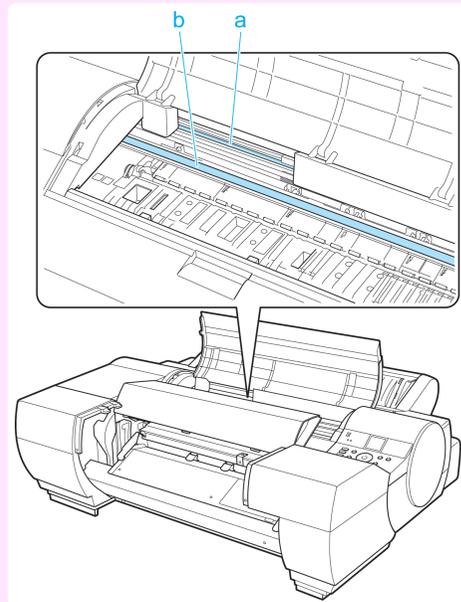
- When you insert the paper into the Front Paper Feed Slot, keep it level as it goes into the paper feed slot. Failure to do so may scratch the printed surface.

- 5** Looking at the inside of the Top Cover, hold the paper parallel to the Paper Retainer (a), place it between the Platen and the Paper Retainer (a), and then align it with the orange Paper Alignment Line (b).

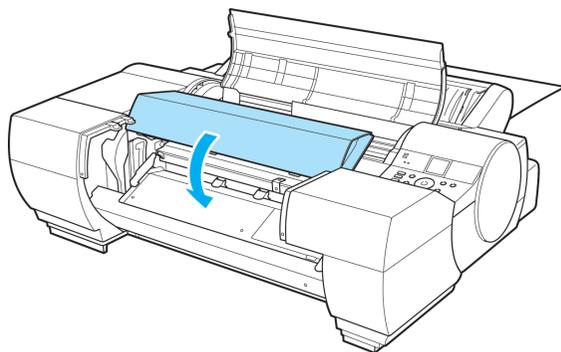


Important

- Do not touch the Linear Scale (a) or Carriage Shaft (b). This may stain your hands and damage the printer.

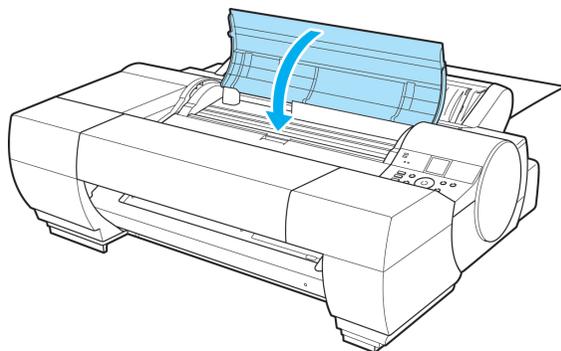


- 6** When the "**Close Spectrophotometer Unit cover.**" message appears, close the Spectrophotometer Unit Cover.



- 7** When the "**Close top cover.**" message appears, close the Top Cover and press the **OK** button.

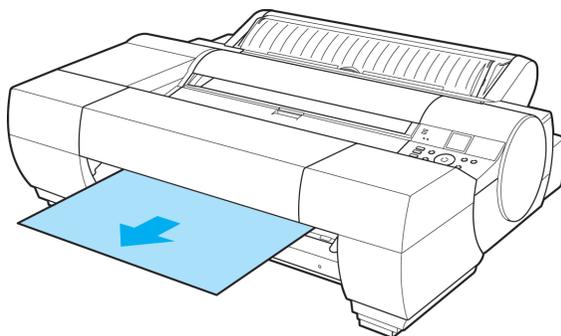
The paper will then be fixed and fed between the Platen and the Back Cover.



- If a print job was received
After the paper is advanced, the printer starts printing the print job.
- If no print job was received
The printer now starts feeding the paper.

- 8** After printing, the paper is stopped momentarily with the trailing edge still held in the rollers to prevent it from falling.
Press the **OK** button to release the paper.

- 9** Remove the sheet, keeping the front edge level as you pull it out.



- If **POP Board** is accidentally removed at an angle, it may scratch the printed surface.

Important

- 10** Press the **OK** button.

Removing Sheets

Remove sheets from the printer as follows.

- Removing sheets from the top paper feed slot →P.29
- Removing heavyweight sheets from the front paper feed slot →P.29

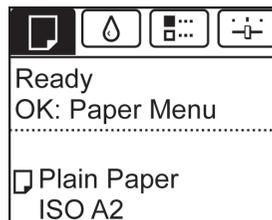


Note

- The operations for a printer with a Spectrophotometer Unit (option) are the same as for a printer with no Spectrophotometer Unit (option).

Removing sheets from the top paper feed slot

- 1 On the **Tab Selection screen** of the Control Panel, press ◀ or ▶ to select the Paper tab ().



Note

- If the **Tab Selection screen** is not displayed, press the **Menu** button.

- 2 Press the **OK** button.
The **Paper Menu** is displayed.

- 3 Press ▲ or ▼ to select **Eject Paper**, and then press the **OK** button.

- 4 Press ▲ or ▼ to select "**Yes**", and then press the **OK** button.
The paper is ejected from the front of the printer.

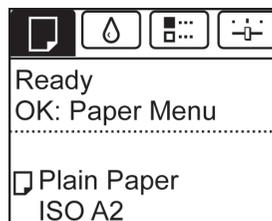


Important

- If the trailing edge of a sheet is not ejected, pull the sheet out, keeping the front edge level. Accidentally removing the sheet at an angle may scratch the printed surface.

Removing heavyweight sheets from the front paper feed slot

- 1 On the **Tab Selection screen** of the Control Panel, press ◀ or ▶ to select the Paper tab ().



Note

- If the **Tab Selection screen** is not displayed, press the **Menu** button.

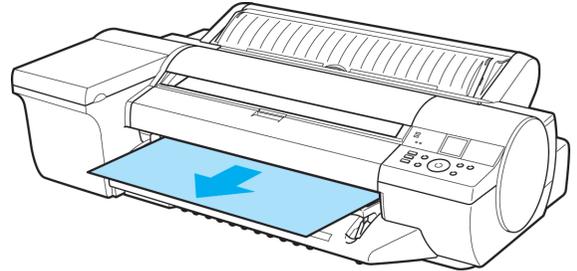
- 2 Press the **OK** button.
The **Paper Menu** is displayed.

- 3 Press ▲ or ▼ to select **Eject Paper**, and then press the **OK** button.

4 Press ▲ or ▼ to select "Yes", and then press the **OK** button.
As the printer ejects the paper, the paper is stopped momentarily with the trailing edge still held in the rollers.

5 Press the **OK** button.
The sheet can now be removed.

6 Remove the sheet, keeping the front edge level as you pull it out.



• If **POP Board** is accidentally removed at an angle, it may scratch the printed surface.

Important

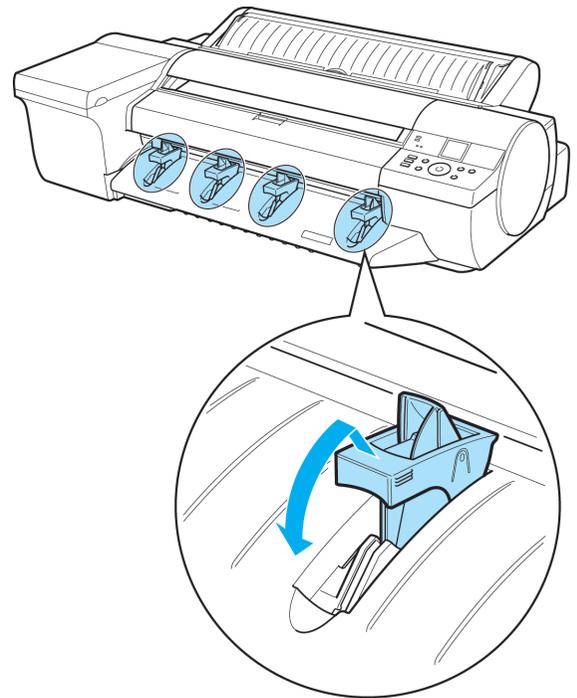
7 Press the **OK** button.



• Always remove the sheet before pressing the **OK** button. If you do not remove the sheet before step 7, it may go back inside the printer, leaving roller marks across the trailing edge of paper.

Important

8 Lift the four Front Tray Guides above the Ejection Guide, store them toward the front, and then press the **OK** button.



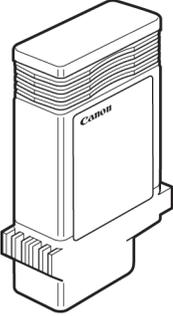
Consumables and Maintenance

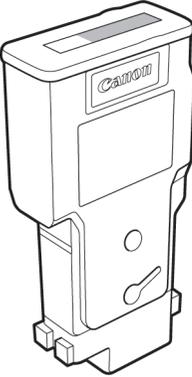
Ink Tanks

Ink Tanks 31
 Replacing Ink Tanks 31

Ink Tanks

When purchasing, check the Model number.

Shape	Colors	Model number	Ink Type	Capacity
	Matte black	PFI-106 MBK	Pigment ink	130 ml (4.4 fl oz)
	Black	PFI-106 BK		
	Cyan	PFI-106 C		
	Magenta	PFI-106 M		
	Yellow	PFI-106 Y		
	Photo cyan	PFI-106 PC		
	Photo magenta	PFI-106 PM		
	Red	PFI-106 R		
	Green	PFI-106 G		
	Blue	PFI-106 B		
	Gray	PFI-106 GY		
	Photo gray	PFI-106 PGY		

Shape	Colors	Model number	Ink Type	Capacity
	Matte black	PFI-206 MBK	Pigment ink	300 ml (10.2 fl oz)
	Black	PFI-206 BK		
	Cyan	PFI-206 C		
	Magenta	PFI-206 M		
	Yellow	PFI-206 Y		
	Photo cyan	PFI-206 PC		
	Photo magenta	PFI-206 PM		
	Red	PFI-206 R		
	Green	PFI-206 G		
	Blue	PFI-206 B		
	Gray	PFI-206 GY		
	Photo gray	PFI-206 PGY		



- For instructions on Ink Tank replacement, see "Replacing Ink Tanks." →P.31
- The provided Starter Ink Tanks contain 90 ml (3.0 fl oz) each.

Replacing Ink Tanks

Compatible ink tanks

For information on supported ink tanks, see "Ink Tanks." →P.31

Replacement ink tanks in 130 ml (4.4 fl oz) and 300 ml (10.2 fl oz) capacities are supported.



Note

- Depending on the color, you can also use ink tanks of different capacities.

Precautions when handling ink tanks

Take the following precautions when handling ink tanks.



Caution

- For safety, keep ink tanks out of the reach of children.
- If ink is accidentally ingested, contact a physician immediately.



Important

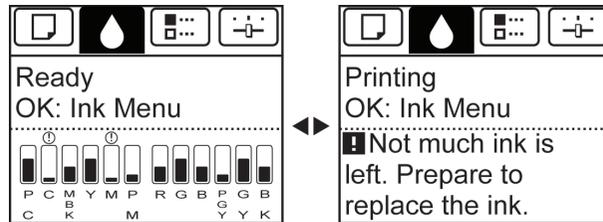
- There may be ink around the ink supply section of ink tanks you removed. Handle ink tanks carefully during replacement. The ink may stain clothing.
- Do not install used ink tanks in another model of printer. This will prevent correct ink level detection, which may damage the printer or cause other problems.
- We recommend using up an Ink Tank in the course of printing within six months after breaking the seal. Printing quality may be affected if you use older ink tanks.
- Do not leave the printer without ink tanks installed for extended periods (a month or more). Residual ink may become clogged inside the printer and affect printing quality.

Confirm the message

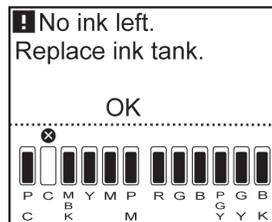
When the ink level becomes low, a message is displayed on the Display Screen.

According to the message, replace the ink tank or prepare a new ink tank. (See "When to Replace Ink Tanks.")

→User's Guide



If a message requests you to replace an Ink Tank, press the **OK** button. In this case, you can skip the step **Access the menu for ink tank replacement**. Follow the instructions in **Remove the ink tanks**.



Important

- Do not remove an Ink Tank during initialization immediately after turning on the printer, or during printhead cleaning. Ink may leak out.

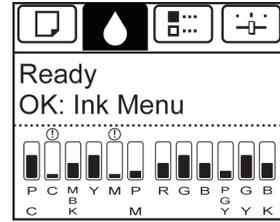


Note

- Ink Tank replacement is possible even during printing, when print jobs are being canceled, or when paper is being advanced.

Access the menu for Ink Tank replacement

- 1 On the **Tab Selection screen** of the Control Panel, press ◀ or ▶ to select the Ink tab ().



Note

- If the **Tab Selection screen** is not displayed, press the **Menu** button.

- 2 Press the **OK** button.
The **Ink Menu** is displayed.
- 3 Press ▲ or ▼ to select **Rep. Ink Tank**, and then press the **OK** button.
A message on the Display Screen requests you to open the Ink Tank Cover. Remove the Ink Tank at this point.

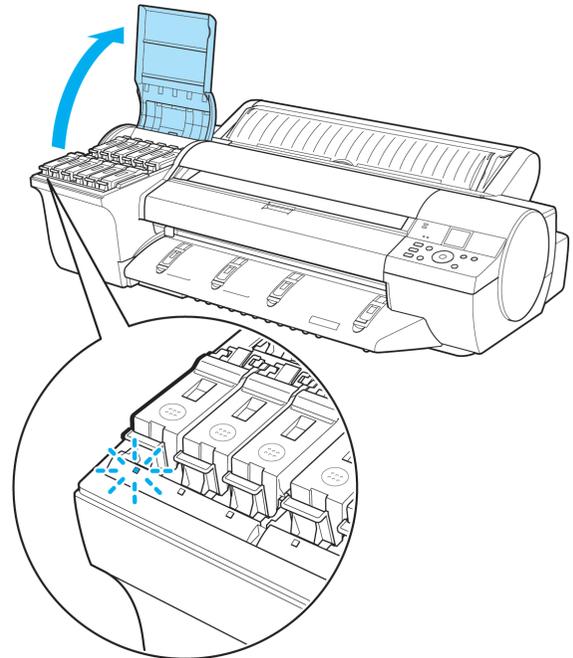
Remove the Ink Tanks



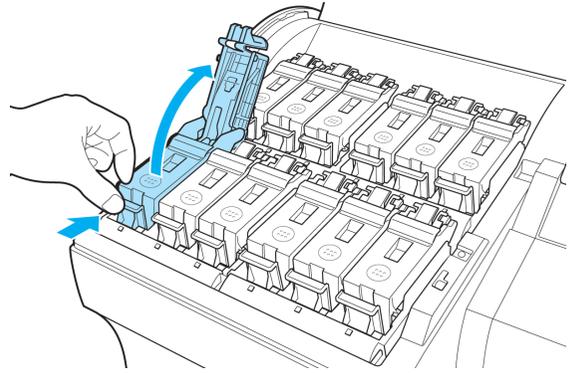
[View Movies](#)

→ [User's Guide \(HTML\)](#)

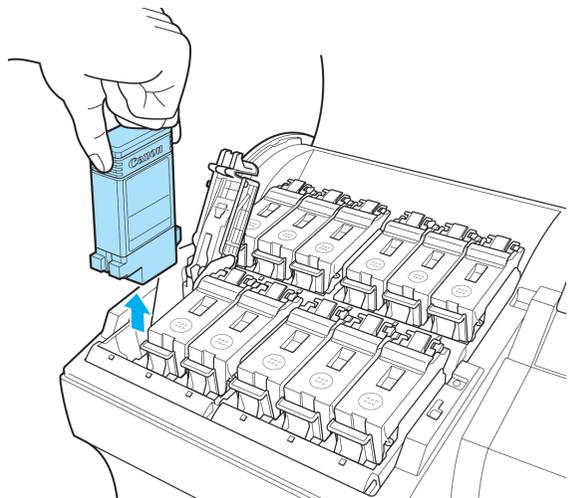
- 1 Open the Ink Tank Cover and check the ink lamps.
Ink lamps flash when there is little ink left.



2 Press the tip of the Ink Tank Lock Lever of the color for replacement horizontally and lift the Ink Tank Lock Lever to open it.

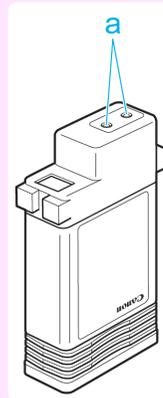


3 Hold the Ink Tank by the grips and remove it. Press the **OK** button.



Important

- If there is still ink in the Ink Tank you removed, store it with the ink holes (a) facing up. Otherwise, ink may leak and cause stains. Put the Ink Tank in a plastic bag and seal it.



Note

- Dispose of used ink tanks according to local regulations.

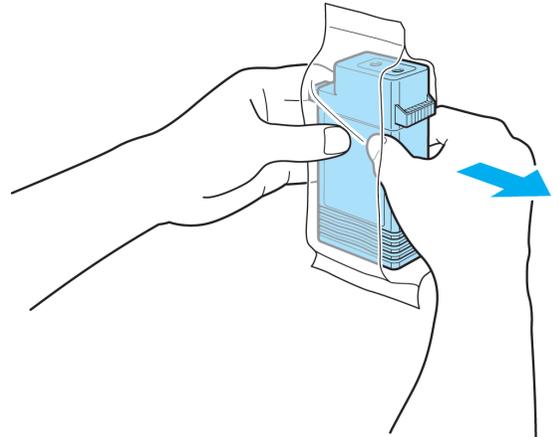
Installing Ink Tanks

- 1 Before opening the pouch, gently agitate the Ink Tank seven or eight times. Agitate the ink in the Ink Tank by slowly rotating the Ink Tank upside-down and right side up repeatedly.



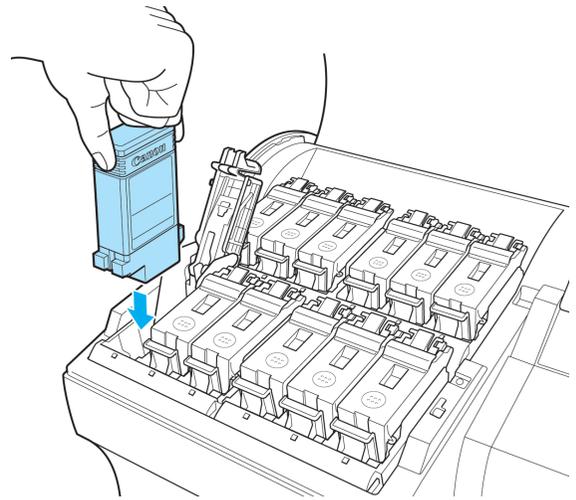
- Important**
- After installing an ink tank, do not remove and shake it. Doing so may cause the ink to leak out.
 - If you do not agitate the Ink Tank, the ink may settle, which may affect printing quality.

- 2 Open the pouch and remove the Ink Tank.



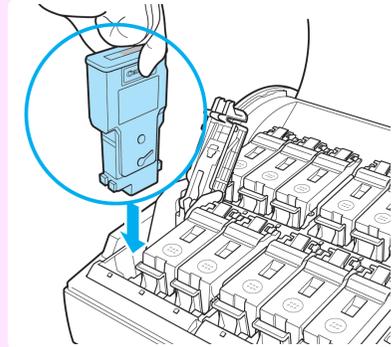
- Important**
- Never touch the ink holes or electrical contacts. This may cause stains, damage the Ink Tank, and affect printing quality.

- 3 Press the **OK** button and install the Ink Tank into the holder as shown, with the ink holes facing down.

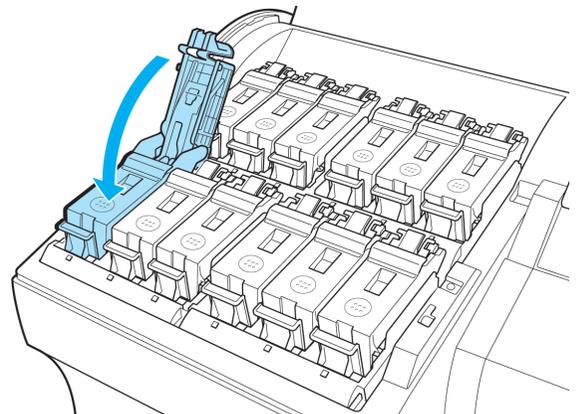


Important

- Ink tanks cannot be installed in the holder if the color or orientation is incorrect. If the Ink Tank does not fit in the holder, do not force it in. Make sure that the color of the Ink Tank Lock Lever matches the color of the Ink Tank and check the orientation of the Ink Tank before reinstalling it.



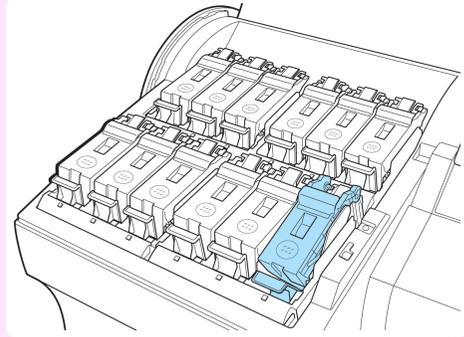
- 4 Push the Ink Tank Lock Lever closed until it clicks into place.





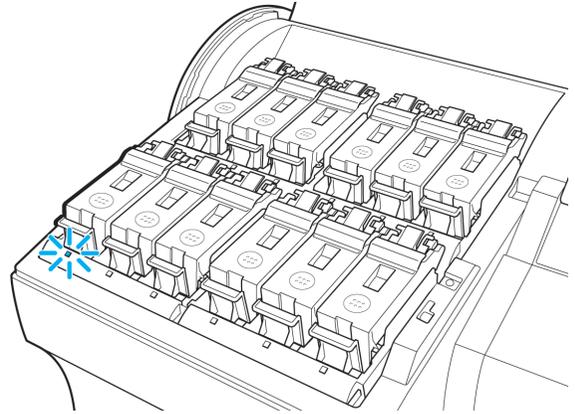
Important

- If a 130 ml (4.4 fl oz) ink tank is installed facing the wrong direction, the rotating part of the Ink Tank Lock Lever come out of place. If this happens, open the Ink Tank Lock Lever to return it to the proper position.



5

Make sure the Ink Lamp is lit in red.

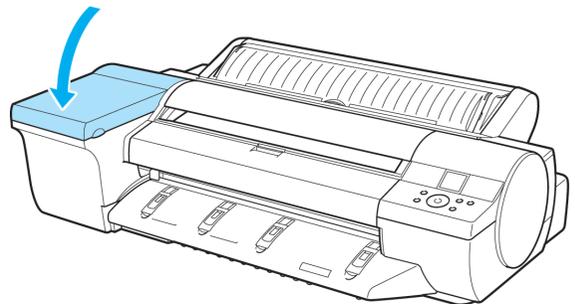


Note

- If the Ink Lamp is not lit, reinstall the tank.

6

Close the Ink Tank Cover.

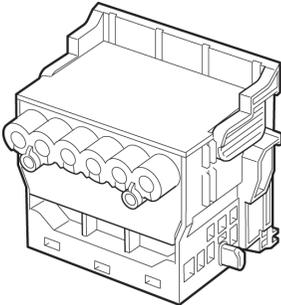


Printheads

Printhead 38
 Replacing the Printhead 38

Printhead

When purchasing, check the Model number.

Shape	Model number
	<p>PF-05</p>



• For instructions on replacing the Printhead, see "Replacing the Printhead." →P.38

Note

Replacing the Printhead

When to replace the Printhead

This printer is equipped with two printheads.
 Replace one or both printheads in the following situations.

- If the printing quality does not improve even after one or two cycles of **Head Cleaning B** from the printer menu
 Replace any printheads with poor printing performance.
- If the Display Screen indicates "**Open top cover and replace the left printhead.**"
 Replace the Printhead on the left side.
- If the Display Screen indicates "**Open top cover and replace the right printhead.**"
 Replace the Printhead on the right side.
- If your Canon dealer has advised Printhead replacement
 Replace the Printhead as directed.

Compatible printheads

For information on compatible printheads, see "Printhead." →P.38

Precautions when handling the Printhead

Take the following precautions when handling the Printhead.



Caution

- For safety, keep the Printhead out of the reach of children.
- If ink is accidentally ingested, contact a physician immediately.
- Do not touch the Printhead immediately after printing. The Printhead becomes extremely hot, and there is a risk of burns.



- There may be ink around the nozzles of the Printhead you remove. Handle the Printhead carefully during replacement. The ink may stain clothing.
- Do not open the Printhead pouch until immediately before installation. After removing the Printhead from the pouch, install it right away. If the Printhead is left after the pouch is opened, the nozzles may dry out, which may affect printing quality.

Access the menu for Printhead replacement



- When replacing the Printhead immediately after printing, wait a few minutes before replacing it. The metal parts of the Printhead become hot during printing, and there is a risk of burns from touching these parts.



- Your hands may become dirty during Printhead replacement. Use the gloves provided with the new Printhead for replacement.



- Prepare a new Ink Tank when ink levels are low.
- When the remaining capacity of Maintenance cartridge is low, prepare a new Maintenance cartridge.

1 Remove any paper that has been advanced by selecting **Eject Paper** in the Control Panel menu.

- When using a roll, rewind it.
(See "Removing the Roll from the Printer.") →P.14
- When using sheets, remove the sheet.
(See "Removing Sheets.") →P.29

2 Clean inside the Top Cover. (See "Cleaning Inside the Top Cover.") →P.51

3 On the **Tab Selection screen** of the Control Panel, press ◀ or ▶ to select the Settings/Adj. tab ().



- If the **Tab Selection screen** is not displayed, press the **Menu** button.

4 Press the **OK** button.
The **Set./Adj. Menu** is displayed.

5 Press ▲ or ▼ to select **Maintenance**, and then press the **OK** button.

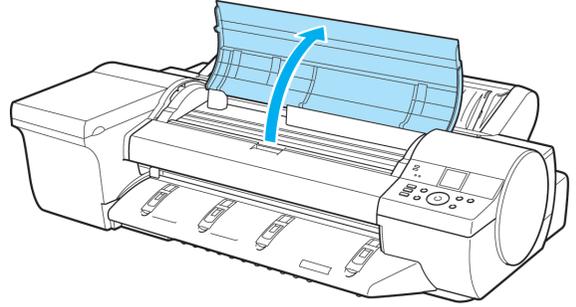
6 Press ▲ or ▼ to select **Replace P.head**, and then press the **OK** button.

7 Press ▲ or ▼ to select the Printhead for replacement.
Select **Printhead L** when replacing the left printhead and **Printhead R** when replacing the right printhead.
Make sure your selection is correct.

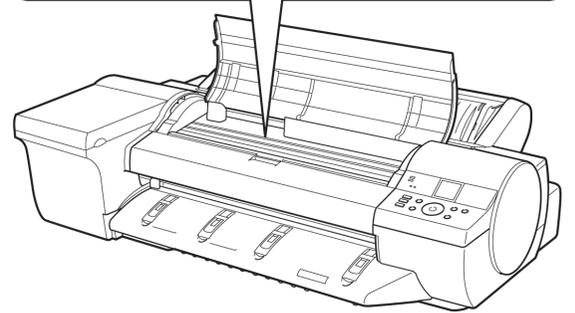
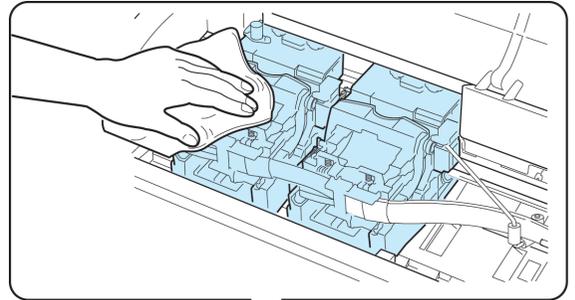
8 Press the **OK** button.
The ink begins to be drawn in, and instructions appear on the Display Screen after this has finished.
It takes about three minutes for the ink to be drawn in.

Replace the Printhead

- 1** Open the Top Cover.
Instructions are now shown on the Display Screen regarding Printhead replacement.



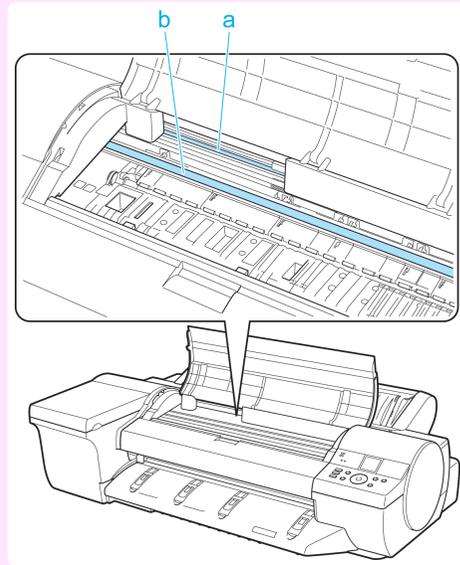
- 2** If the Printhead Fixer Cover or Printhead Fixer Lever is dirty, use a damp cloth that you have wrung out completely to wipe it clean.





Important

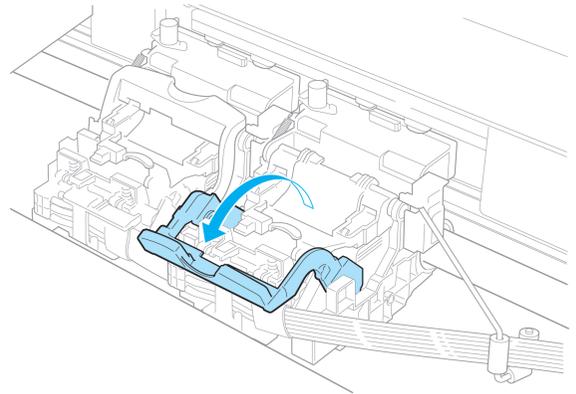
- Do not touch the Linear Scale (a) or Carriage Shaft (b). Touching these parts may damage them.



- Never touch the metal contacts of the Carriage. This may damage the printer.

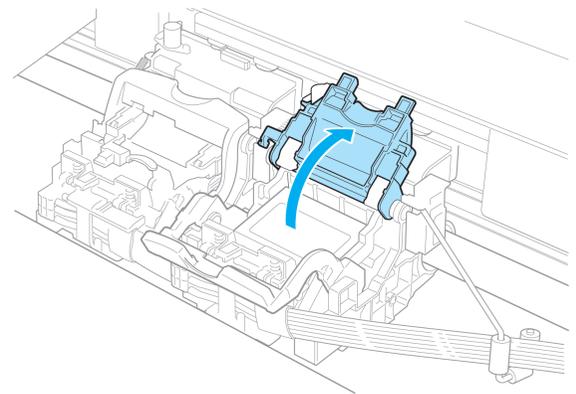
3

Pull the Printhead Fixer Lever forward all the way to open it completely.

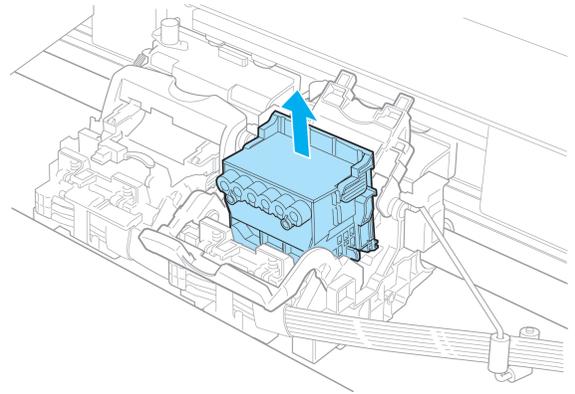


4

Pull up the Printhead Fixer Cover to open it completely.



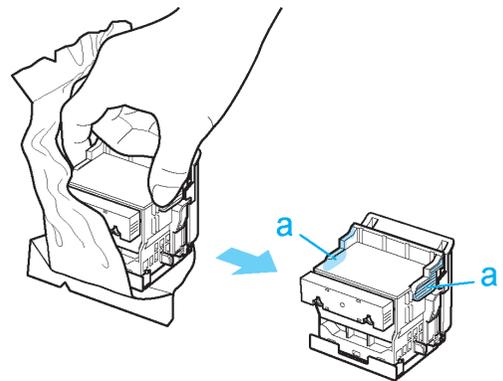
5 Remove the Printhead and press the **OK** button.



Note

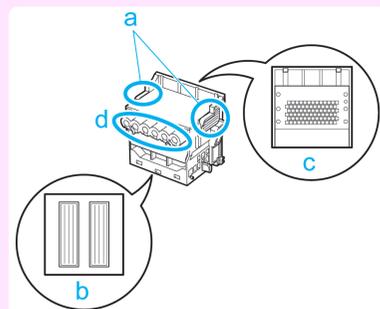
- Dispose of the used Printhead in accordance with local regulations.

6 Holding the new Printhead by the grips (a), remove it from the pouch.

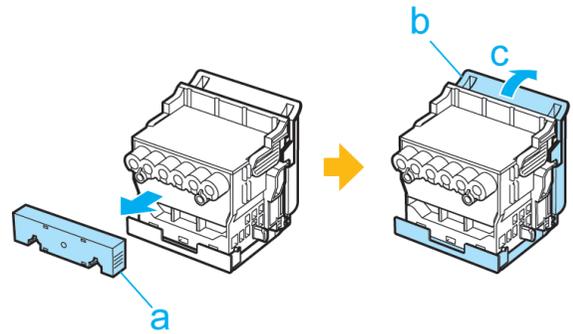


Important

- When handling the Printhead, always hold it by the grips (a). Never touch the nozzles (b) or metal contacts (c). This may damage the Printhead and affect printing quality.
- Never touch the ink supply section (d). This may cause printing problems.



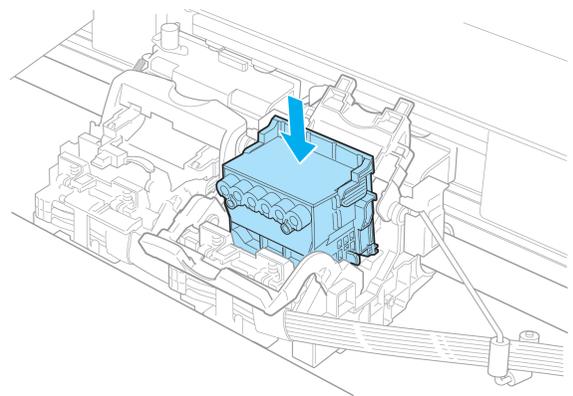
- 7** While firmly holding the Printhead you have removed, use your other hand to remove the orange Protective Part (a). Squeeze the grips (c) of Protective Part (b) and pull it down to remove it.



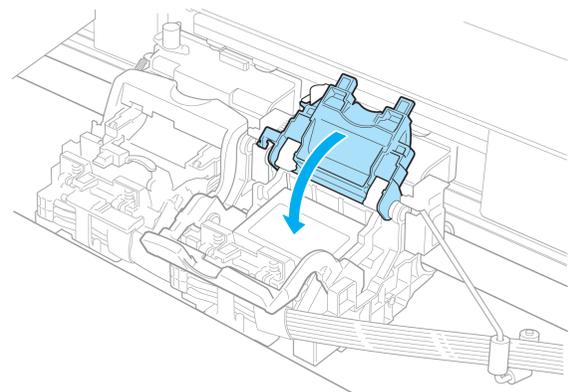
Important

- The inside surface of the Protective Part (a) and Protective Part (b) is coated with ink to protect the nozzles. Be careful not to touch these surfaces when removing the caps.
- The Printhead contains ink to protect the nozzles. We recommend removing Protective Part (b) as you hold it over the Printhead package or safely out of the way to avoid spilling ink and staining your clothes or the surrounding area. If ink accidentally spills, wipe off the ink with a dry cloth.
- If you need to put a Printhead somewhere temporarily before installation, do not keep the nozzles and metal contacts facing down. If the nozzles or metal contacts are damaged, it may affect the printing quality.
- Do not reattach the Protective Part or protective material. Dispose of these materials in accordance with local regulations.

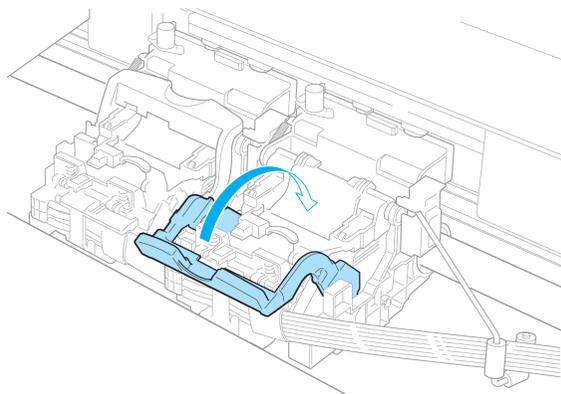
- 8** With the nozzles facing down and the metal contacts toward the back, insert the Printhead into the Carriage. Carefully push the printhead firmly into the Carriage, ensuring that the nozzles and metal contacts do not touch the carriage.



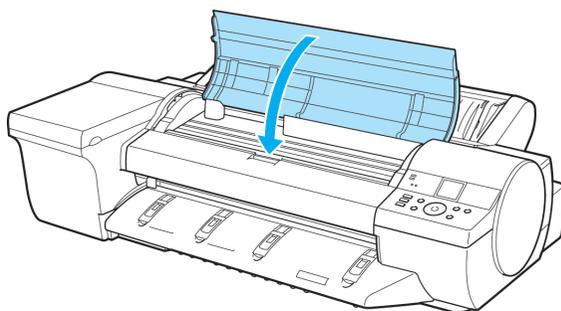
- 9** Pull the Printhead Fixer Cover down toward the front to lock the Printhead in place.



- 10** Push the Printhead Fixer Lever toward the back of the printer until it clicks.



- 11** Close the Top Cover. Ink now fills the system. It takes about 11 minutes for ink to fill the system.



Important

- Never remove an Ink Tank while the system is filling with ink.



Note

- The procedure is now finished if you have set **Rep.P.head Print** to **Off** in the Control Panel menu. In this case, execute the **Initial adjustmt of Head Posi. Adj.** from the Control Panel menu. (See "Adjustment When Installing the Printhead.") →**User's Guide**

- 12** Follow the instructions on the Display Screen to advance the paper. After the paper is advanced the **Initial adjustmt of Head Posi. Adj.** will be executed automatically.



Note

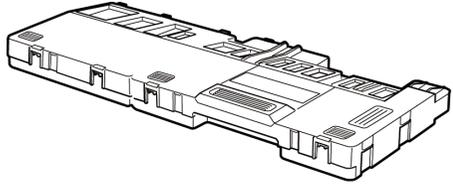
- When printing fine lines or text at high precision on glossy or semi-glossy photo or proofing paper, set the optimal Printhead height before aligning the printhead. (See "Enhancing Printing Quality.") →**User's Guide**

Maintenance Cartridge

Maintenance Cartridge 45
 Replacing the Maintenance Cartridge 45

Maintenance Cartridge

When purchasing, check the Model number.

Shape	Model number
	MC-16



• For instructions on replacing the Maintenance Cartridge, see "Replacing the Maintenance Cartridge." →P.45

Note

Replacing the Maintenance Cartridge

Compatible maintenance cartridges

For information on compatible maintenance cartridges, see "Maintenance Cartridge." →P.45

Precautions when handling the Maintenance Cartridge

Take the following precautions when handling the Maintenance Cartridge.



Caution

- For safety, keep the Maintenance Cartridge out of the reach of children.
- If ink is accidentally ingested, contact a physician immediately.

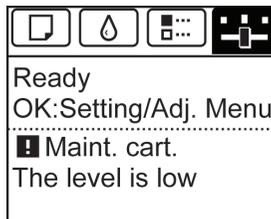


Important

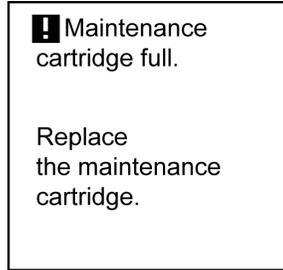
- Do not remove the Maintenance Cartridge except to replace it. Ink may leak out.
- To prevent ink from leaking from a used Maintenance Cartridge, avoid dropping the cartridge or storing it at an angle. Otherwise, ink may leak and cause stains.
- Ink adheres to the top of the Maintenance Cartridge after it has been used. Handle the Maintenance Cartridge carefully during replacement. The ink may stain clothing.

Confirm the message

When the Maintenance Cartridge is almost empty, a message is shown on the Display Screen. According to the message, replace the Maintenance Cartridge or prepare a new Maintenance Cartridge. (See "When to Replace the Maintenance Cartridge.") →User's Guide



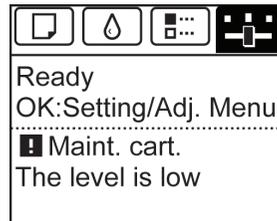
If a message is displayed requesting Maintenance Cartridge replacement, you can skip the step **Access the menu for Maintenance Cartridge replacement**. Follow the instructions in **Replace the Maintenance Cartridge**.



• Do not replace the Maintenance Cartridge during initialization immediately after turning on the printer, during Printhead cleaning, or when ink is being absorbed. Ink may leak out.

Access the menu for Maintenance Cartridge replacement

1 On the **Tab Selection screen** of the Control Panel, press ◀ or ▶ to select the Settings/Adj. tab ().



• If the **Tab Selection screen** is not displayed, press the **Menu** button.

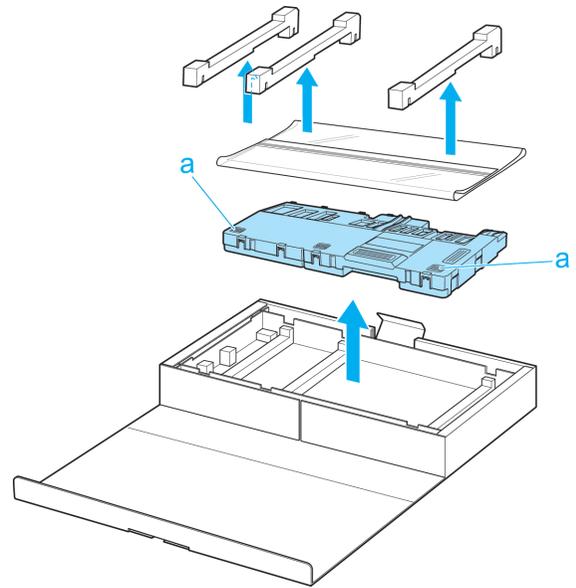
2 Press the **OK** button.
The **Set./Adj. Menu** is displayed.

3 Press ▲ or ▼ to select **Maintenance**, and then press the **OK** button.

4 Press ▲ or ▼ to select **Repl. maint cart**, and then press the **OK** button.

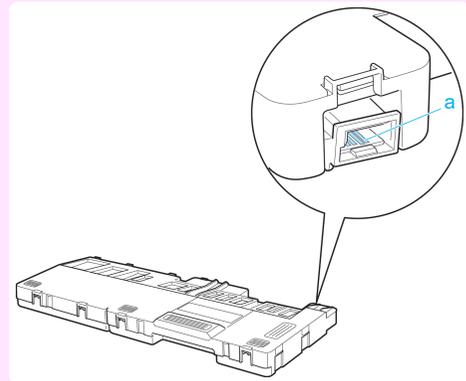
Replace the Maintenance Cartridge

- 1 Open the box of the new Maintenance Cartridge and remove the plastic bag and packaging material. Holding the handles (a) on both sides, pull out the cartridge.

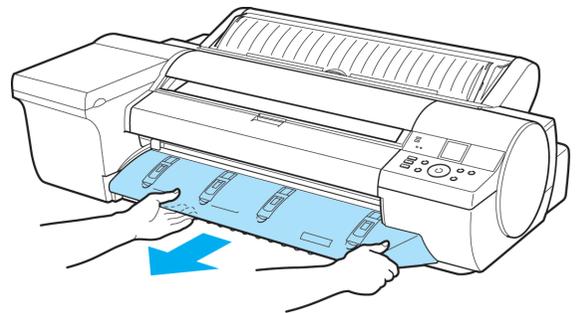


Important

- Never touch the metal contacts (a). This may damage the Maintenance Cartridge.

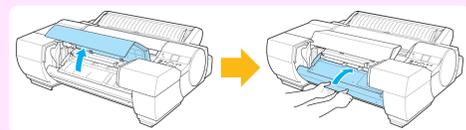


- 2 Remove the Ejection Guide.



Important

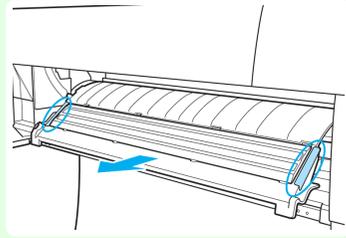
- If the Spectrophotometer Eject Guide is lowered while the optional Spectrophotometer Unit is mounted, open the Spectrophotometer Unit Cover and lift up the central part (near the blue label) of the Up-down Unit. Lifting up the ends of the Up-down Unit may cause damage.





Note

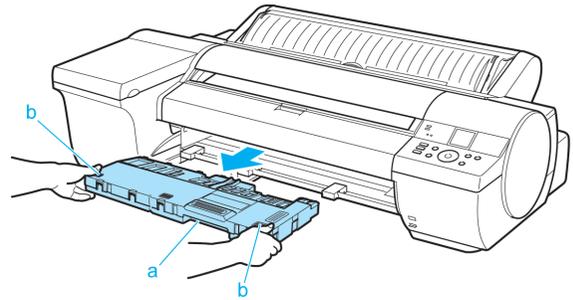
- If the Spectrophotometer Unit is mounted, grasp the blue handles on the left and right sides of the Spectrophotometer Eject Guide and remove the Spectrophotometer Eject Guide from the Spectrophotometer Unit.



Consumables and Maintenance

Maintenance Cartridge

- 3** Pull out the used Maintenance Cartridge by the grip (a). Holding the cartridge by the handles (b) on both sides, keep the cartridge level as you remove it.



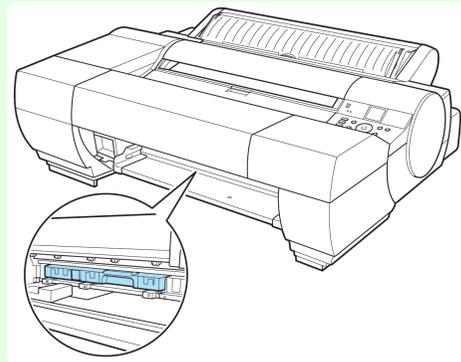
Important

- Used Maintenance Cartridges are heavy. Remove and store the used Maintenance Cartridge, making sure to keep it secure and level. If you drop a used Maintenance Cartridge or store it at an angle, ink may leak and cause stains.
- The remaining Maintenance Cartridge capacity is stored on each printer. Do not install a used Maintenance Cartridge in another printer.

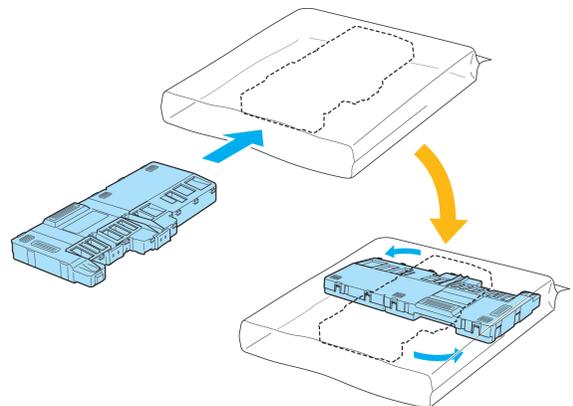


Note

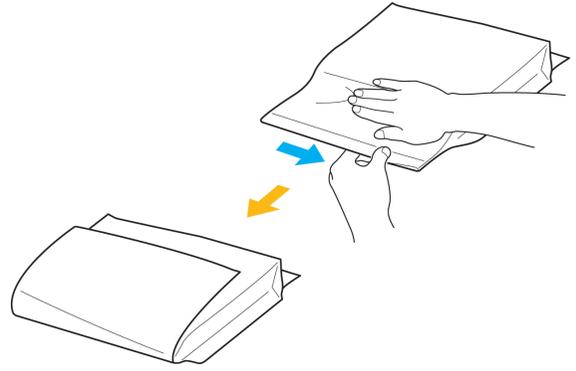
- If the printer has a Spectrophotometer Unit, look under the Spectrophotometer Unit to check the position of the Maintenance Cartridge before removing it.



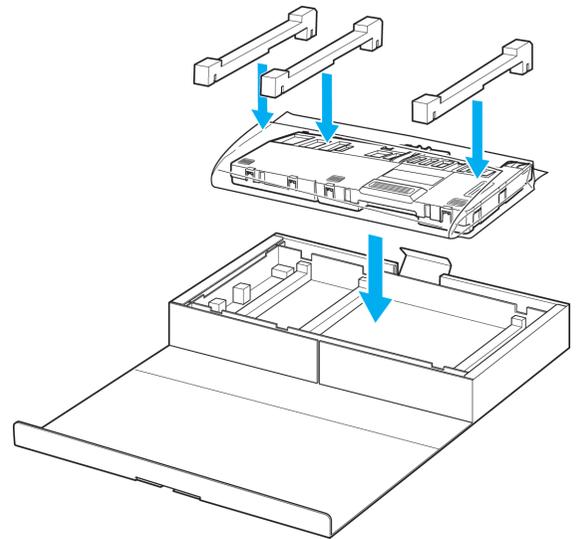
- 4** Keep the used Maintenance Cartridge level as you put it in the plastic bag that was in the box, as shown.



- 5** Expel excess air from the plastic bag as you seal the zipper. Fold the bag in half.



- 6** Put the used Maintenance Cartridge and packaging material in the box, just as the new Maintenance Cartridge was originally packaged, and store the used cartridge keeping it level.



Important

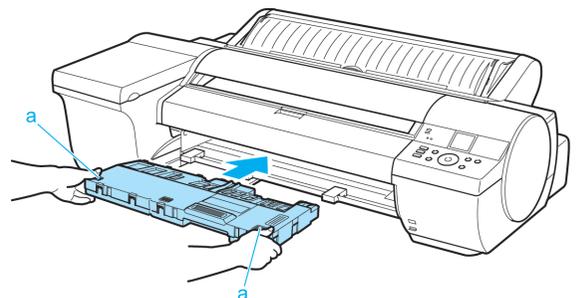
- Always put the used Maintenance Cartridge back in the box and store the box on a flat surface. Otherwise, ink may leak and cause stains.



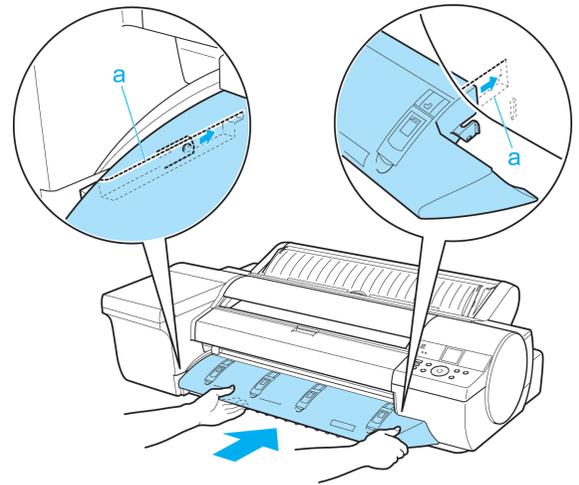
Note

- In accordance with active and ongoing environmental programs, Canon supports recycling of used maintenance cartridges. Follow the instructions provided with the new Maintenance Cartridge that describe how to process the used Maintenance Cartridge.

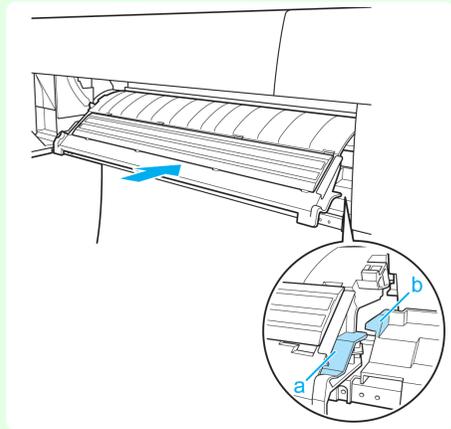
- 7** Holding the handles (a) on both sides of the new Maintenance Cartridge, insert it completely, keeping it level.



8 Hold the Ejection Guide on both sides by the near end. Aligning the Ejection Guide with the guides (a), insert it into the printer until it locks in place.



- Note**
- If the Spectrophotometer Unit is mounted, grasp the blue handles on the left and right sides of the Spectrophotometer Eject Guide, align the protruding parts of the Spectrophotometer Eject Guide (a) with the Spectrophotometer Unit guide (b), and push it in until it clicks.



9 Press the **OK** button.
The Maintenance Cartridge is now initialized.



Cleaning the Printer

Cleaning Inside the Top Cover	51
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Cleaning the Spectrophotometer Unit (option) Parts	54

Cleaning Inside the Top Cover

Clean inside the Top Cover about once a month to maintain better printing quality and help prevent problems. Also clean inside the Top Cover in the following situations to ensure optimal operation.

- If the printed surface or the underside of paper is dirty after printing
- After you have used up a roll
- After borderless printing
- After printing on small paper
- After printing on paper that generates a lot of cutting debris
- If you have replaced the roll
- After printing on paper that generates a lot of paper dust
- If the message "**Blue platen switch is dirty.**" is displayed



Important

- If the Platen inside the Top Cover becomes dirty, it may soil the underside of paper. We recommend cleaning the Platen after borderless printing or printing on small paper.
- If the Ejection Guide is dirty, it may soil the edge of the paper when the paper is cut. We recommend cleaning the Ejection Guide even if it does not appear dirty, because it may actually be covered with paper dust.

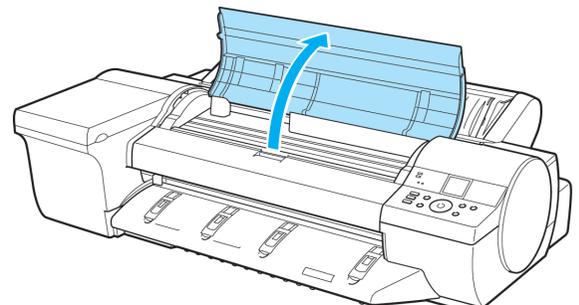
- 1 On the **Tab Selection** screen of the Control Panel, press ◀ or ▶ to select the Settings/Adj. tab ().



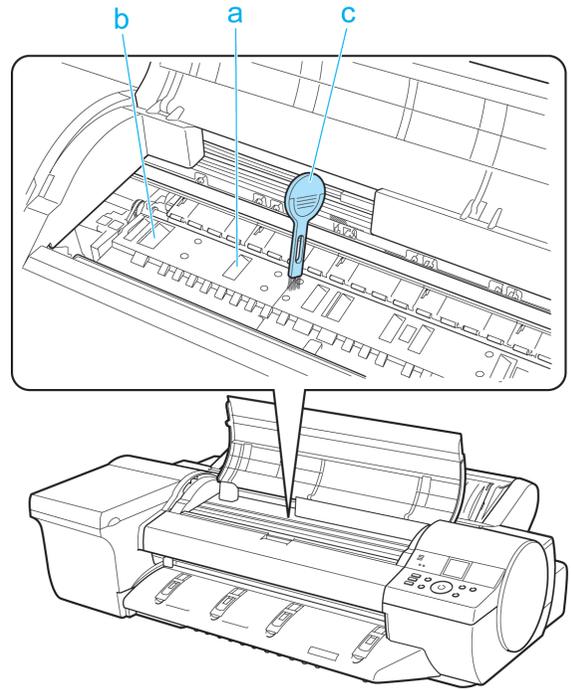
Note

- If the **Tab Selection** screen is not displayed, press the **Menu** button.

- 2 Press the **OK** button.
The **Set./Adj. Menu** is displayed.
- 3 Press ▲ or ▼ to select **Maintenance**, and then press the **OK** button.
- 4 Press ▲ or ▼ to select **Clean Platen**, and then press the **OK** button.
A message on the Display Screen requests you to open the Top Cover.
- 5 Open the Top Cover.



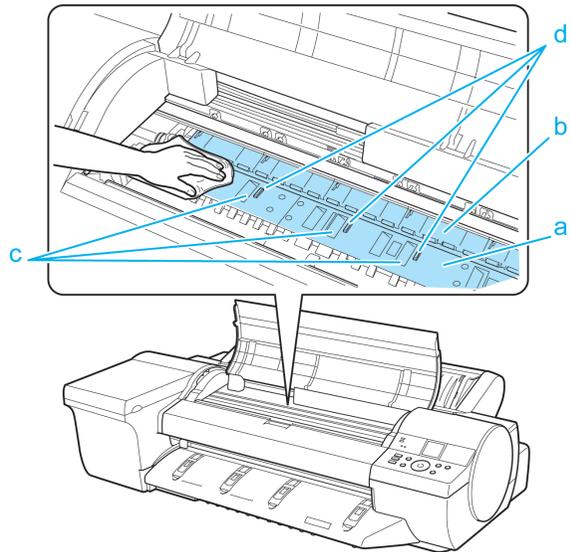
- 6** If paper dust has accumulated in the Vacuum holes (a) on the Platen or in the Borderless Printing Ink Grooves (b), use the Cleaning Brush (c), provided with the printer, to wipe it away.



Note

- If the Cleaning Brush is dirty, rinse it in water.

- 7** Using a damp cloth that you have wrung out completely, wipe inside the Top Cover to clean it. Wipe away any ink residue on the Platen (a) as a whole, on the Paper Retainer (b), Borderless Printing Ink Grooves (c), and blue Switch (d).



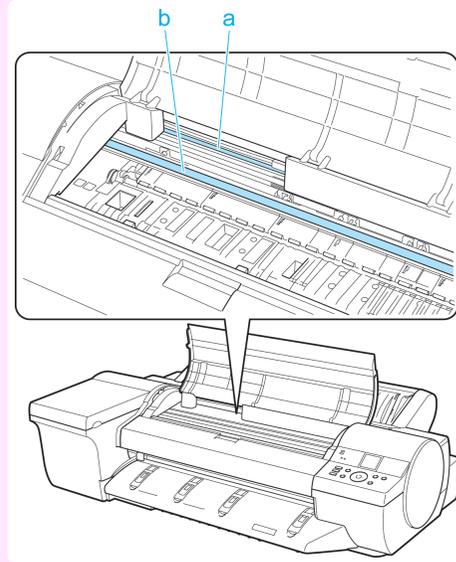
Warning

- Never use flammable solvents such as alcohol, benzene, or thinner. If these substances come into contact with electrical components inside the printer, there is a risk of fire or electrical shock.



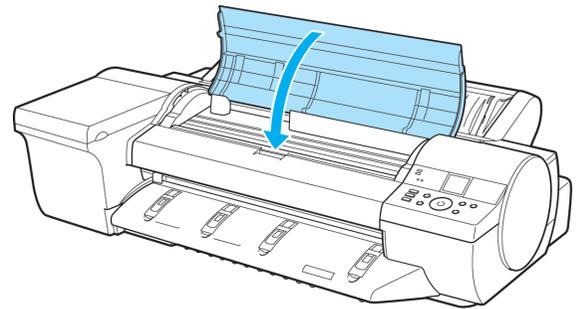
Important

- Do not use a dry cloth to wipe inside the Top Cover. This may create a static charge, which may attract dust and affect the printing quality.
- Do not touch the Linear Scale (a) or Carriage Shaft (b). This may stain your hands and damage the printer.



8

Close the Top Cover.



Cleaning the Printhead

If printing is faint, cleaning the Printhead may improve results.

Choose one of two Printhead cleaning modes (**Head Cleaning A** or **Head Cleaning B**), depending on the problem to resolve.

- **Head Cleaning A**
Use this mode if printing is faint or contains foreign substances. This method of cleaning consumes the least amount of ink.
It takes about six minutes to complete.
- **Head Cleaning B**
Use this mode if no ink is ejected at all, or if **Head Cleaning A** does not solve the problem.
It takes about seven minutes to complete.



Caution

- Do not remove the Maintenance Cartridge or ink tanks during either **Head Cleaning A** or **Head Cleaning B**.



Note

- If printing does not improve after **Head Cleaning B**, try repeating **Head Cleaning B** once or twice. If this still does not improve printing, the Printhead may have reached the end of its useful life. Contact your Canon dealer for assistance.
- Nozzles are periodically checked to ensure they are clear. Configure the settings on the Control Panel menu in **Nozzle Check**. (See "Menu Settings.") [→User's Guide](#)

Perform cleaning as follows.

- 1 On the **Tab Selection screen** of the Control Panel, press ◀ or ▶ to select the Settings/Adj. tab (.



Note

- If the **Tab Selection screen** is not displayed, press the **Menu** button.

- 2 Press the **OK** button.
The **Set./Adj. Menu** is displayed.
- 3 Press ▲ or ▼ to select **Maintenance**, and then press the **OK** button.
- 4 Press ▲ or ▼ to select **Head Cleaning**, and then press the **OK** button.
- 5 Press ▲ or ▼ to select **Head Cleaning A** or **Head Cleaning B**, and then press the **OK** button.
Head cleaning is now executed.
- 6 Print a test pattern to check the nozzles, and determine whether cleaning has cleared the nozzles. (See "Checking for Nozzle Clogging.") [→User's Guide](#)

Cleaning the Spectrophotometer Unit (option) Parts

Clean the Spectrophotometer Unit parts as follows.

Cleaning the White Calibration Tile

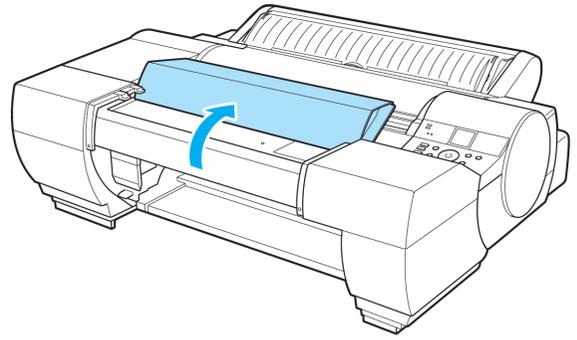
- 1 Turn the printer off.
(See "Turning the Printer On and Off.") [→User's Guide](#)
- 2 Unplug the power cord from the outlet.



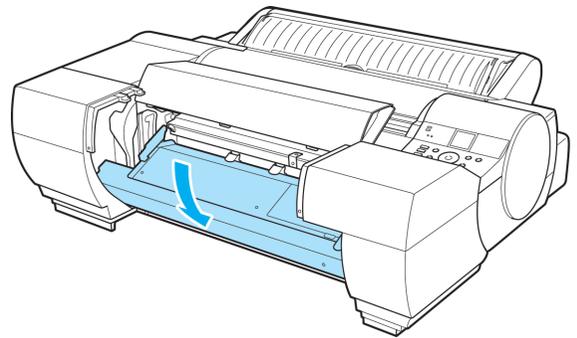
Caution

- Always turn off the printer and unplug the power cord before cleaning or maintenance. Accidentally leaving the printer on poses a risk of injury if you touch moving parts inside the printer.

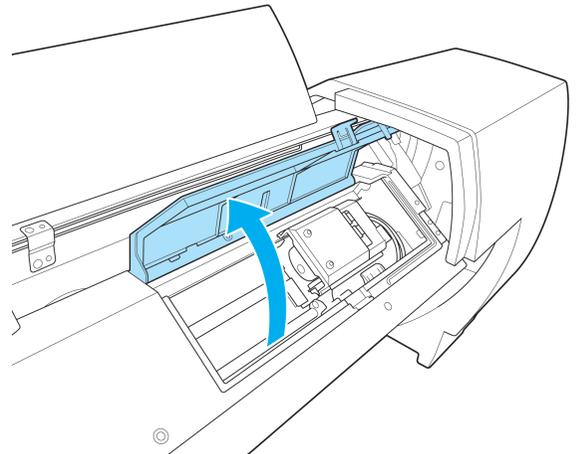
- 3** Open the Spectrophotometer Unit Cover.



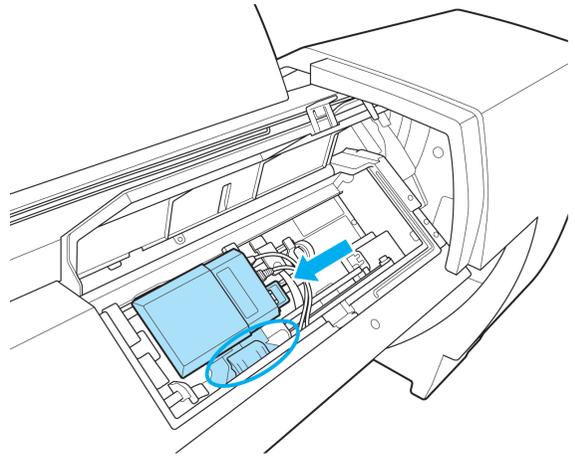
- 4** Press down on the center (near the blue label) of the Up-down Unit to lower the Up-down Unit.



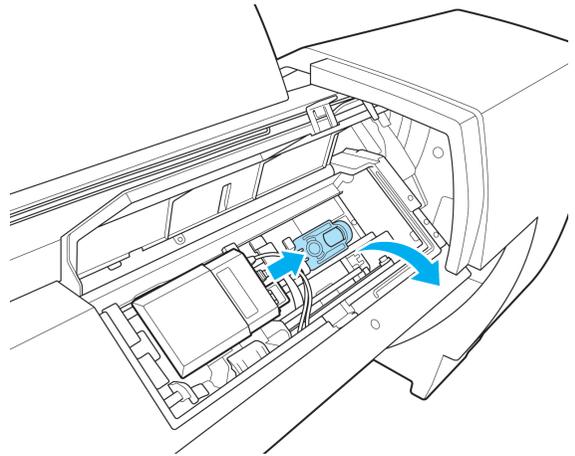
- 5** Open the Up-down Unit cover.



6 Grasp the part with the blue label in the central part of the Spectrophotometer Carriage and move it to the position shown in the diagram.

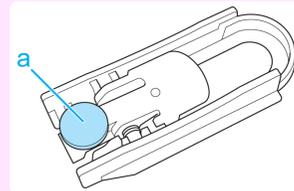


7 Move the White Calibration Tile Holder in the direction of the arrow and remove it from the Up-down Unit.

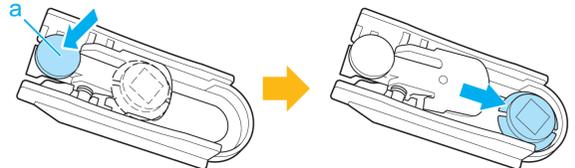


Important

- Do not touch the (a) part of the White Calibration Tile Holder except when removing the White Calibration Tile. Doing so may cause the White Calibration Tile to fall, which can lead to damage.

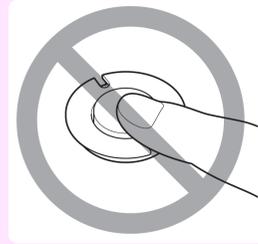


8 Push the (a) part of the White Calibration Tile Holder and remove the White Calibration Tile.





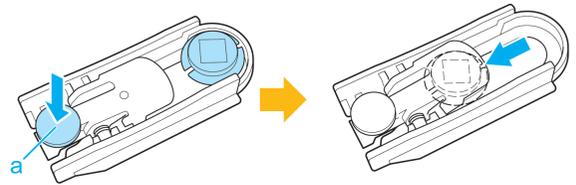
- Never touch the white part of the White Calibration Tile. If the white part is dirty, the printer may not be able to obtain the correct color measurement results.



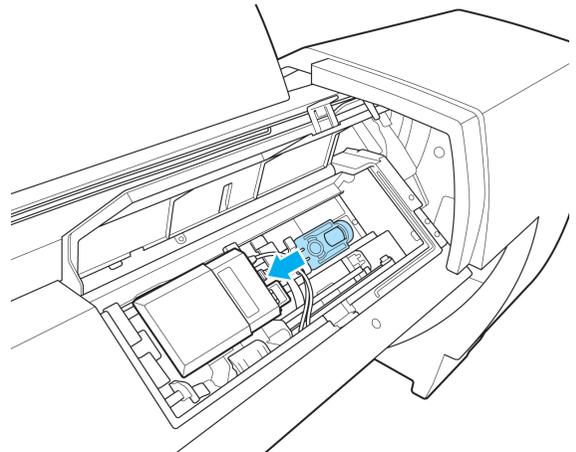
- 9** Wipe the surface of the White Calibration Tile clean with a dry, soft cloth. If the white part is particularly dirty, use a damp cloth that you have wrung out completely to wipe the surface of the White Calibration Tile clean and use a dry cloth to dry the surface.

- 10** Place the White Calibration Tile in the White Calibration Tile Holder and mount it in the position shown in the diagram while pushing down on the (a) part.

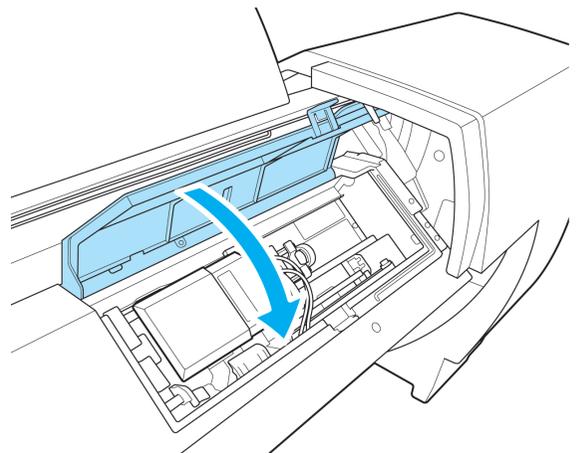
When installing the White Calibration Tile, make sure it is facing the appropriate direction.



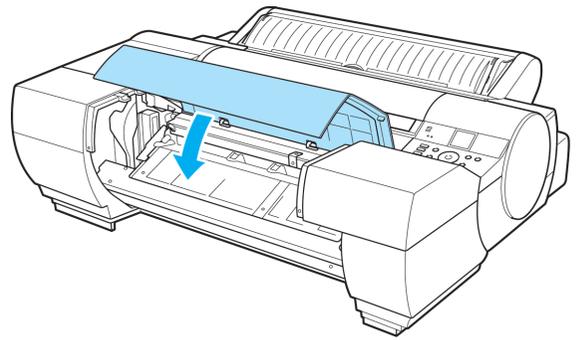
- 11** Install the White Calibration Tile Holder on the Up-down Unit as shown in the figure and move the holder in the direction of the arrow to fix it in place.



- 12** Close the Up-down Unit cover.



- 13** Close the Spectrophotometer Unit Cover.



Cleaning the Spectrophotometer Eject Guide

- 1** Turn the printer off.
(See "Turning the Printer On and Off.") →User's Guide

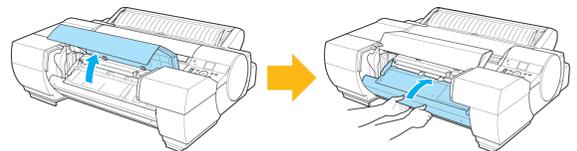
- 2** Unplug the power cord from the outlet.



Caution

- Always turn off the printer and unplug the power cord before cleaning or maintenance. Accidentally leaving the printer on poses a risk of injury if you touch moving parts inside the printer.

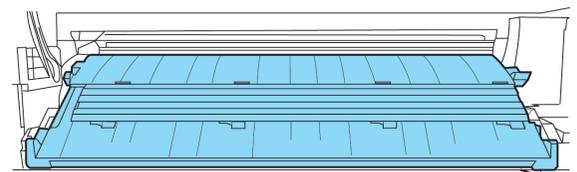
- 3** If the Up-down Unit is lowered, open the Spectrophotometer Unit Cover and lift up the central part (near the blue label) of the Up-down Unit.



Important

- Lifting up the ends of the Up-down Unit may cause damage.

- 4** Wipe the surface of the Spectrophotometer Eject Guide and the surface of the White/Black Backing Plate clean with a dry, soft cloth.
If it is particularly dirty, use a damp cloth that you have wrung out completely to wipe clean and use a dry cloth to dry the surface.



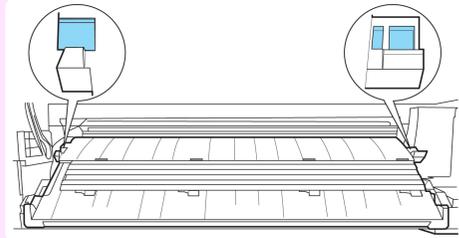
Warning

- Never use flammable solvents such as alcohol, benzene, or thinner. If these substances come into contact with electrical components inside the printer, there is a risk of fire or electrical shock.



Important

- When handling the White/Black Backing Plate, do not touch the white backing plate (a) or black backing plate (b) directly with your hands. If the surface becomes dirty or scratched, the printer may not be able to obtain the correct color measurement results.
- Make sure that no dirt remains in the grooves on both ends of the Spectrophotometer Eject Guide. If any dirt remains, the printer may not be able to obtain the correct color measurement results.



Cleaning the Paper presser

Dirt on the surface of the Paper presser may be transferred onto the paper or the White/Black Backing Plate.

- 1 Turn the printer off.
(See "Turning the Printer On and Off.") → **User's Guide**

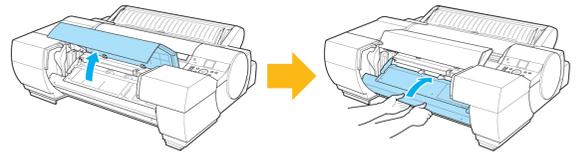
- 2 Unplug the power cord from the outlet.



Caution

- Always turn off the printer and unplug the power cord before cleaning or maintenance. Accidentally leaving the printer on poses a risk of injury if you touch moving parts inside the printer.

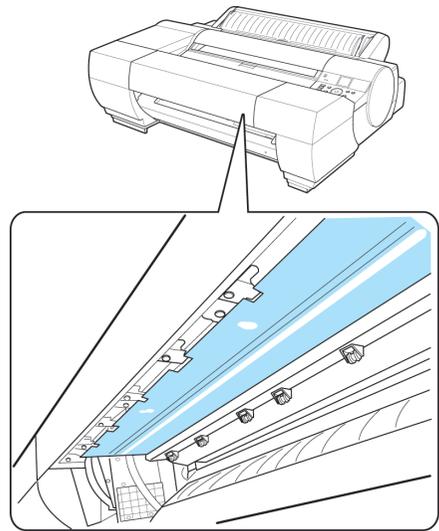
- 3 If the Up-down Unit is lowered, open the Spectrophotometer Unit Cover and lift up the central part (near the blue label) of the Up-down Unit.



Important

- Lifting up the ends of the Up-down Unit may cause damage.

- 4** If the Paper presser is dirty, wipe it clean with a dry cloth. If it is particularly dirty, use a damp cloth that you have wrung out completely to wipe the Paper presser clean and use a dry cloth to dry it.



Warning

- Never use flammable solvents such as alcohol, benzene, or thinner. If these substances come into contact with electrical components inside the printer, there is a risk of fire or electrical shock.



Important

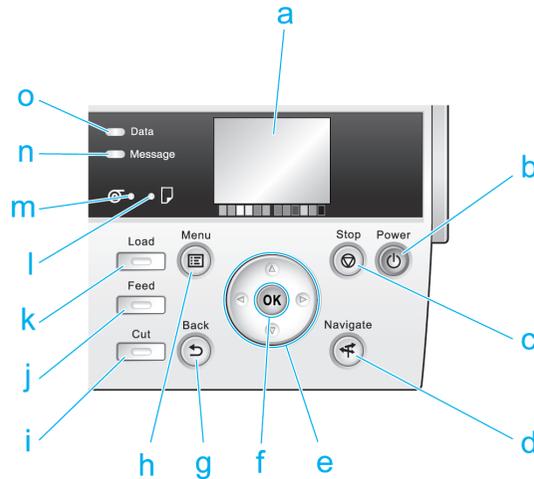
- Do not press down strongly on the Paper presser. Doing so may deform the Paper presser.

Printer Parts

Operations and Display Screen

Control Panel	61
Menu Operations	62
Menu Structure	66

Control Panel



a Display Screen

Shows printer menus, as well as the printer status and messages.

b Power button (green)

Turns the printer on and off. (See "Turning the Printer On and Off.") [→User's Guide](#)
The **Power** button is lit when the printer is on or in Sleep mode.

c Stop button

Cancels print jobs in progress and ends the ink drying period.

d Navigate button

Enables you to check instructions for loading and removing paper or replacing ink tanks or printheads, as well as other operations. (See "How to View Instructions with Navigate.") [→User's Guide](#)

e Arrow buttons

• ◀ button

Press this button on the **Tab Selection screen** to move to another tab.
In menu items requiring numerical input, press this button to move to another digit.

• ▲ button

Press this button when viewing menus to display the next menu item or setting value.

• ▶ button

Press this button on the **Tab Selection screen** to move to another tab.
In menu items requiring numerical input, press this button to move to another digit.

• ▼ button

Press this button when viewing menus to display the next menu item or setting value.

f OK button

Press this button on the **Tab Selection screen** to display the menu of the tab shown.

Pressing this button in menu items of each tab for which  is displayed at left will move to the lower level of the menu item, enabling you to execute menu commands or set menu values.

Also press this button if the Display Screen indicates to press the **OK** button.

g Back button

Displays the screen before the current screen.

h Menu button

Displays the **Tab Selection screen**. (See "Menu Settings.") 

i Cut button

Pressing this button when rolls are loaded cuts the paper, if you have specified **Automatic** or **Eject in Cutting Mode** in the Control Panel menu. (See "Specifying the Cutting Method for Rolls.") 

j Feed button

Pressing this button when rolls are loaded enables you to reposition the paper. (See "Feeding Roll Paper Manually.") 

k Load button

Press this button when loading or replacing paper.

(See "Loading Rolls in the Printer.") 

(See "Loading Sheets in the Feed Slot.") 

l Cut Sheet lamp (green)

Lit when Tray or Front Paper Feed Slot is selected as the paper source.

m Roll Media lamp (green)

Lit when rolls are selected as the paper source.

n Message Lamp (orange)

- On

A warning message is displayed.

- Flashing

An error message is displayed.

- Off

The printer is off or is operating normally.

o Data Lamp (green)

- Flashing

During printing, the Data lamp flashes when the printer is receiving or processing print jobs. Otherwise, this lamp flashes when the print job is paused or the printer is updating the firmware.

- Off

There are no active print jobs when the Data lamp is off.



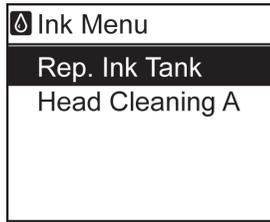
Note

- To recover from Sleep mode, any button can be pressed on the Control Panel.

Menu Operations

To view available menus organized on tabs, select a tab on the **Tab Selection screen** and press the **OK** button. For details, see "Menu Settings." 

- Menus (when the Ink tab is selected and the **OK** button is pressed)



• If the **Tab Selection screen** is not displayed, press the **Menu** button.

Note

Simply press buttons on the Control Panel to access menus on various tabs from the **Tab Selection screen** and set or execute **Menu** items.

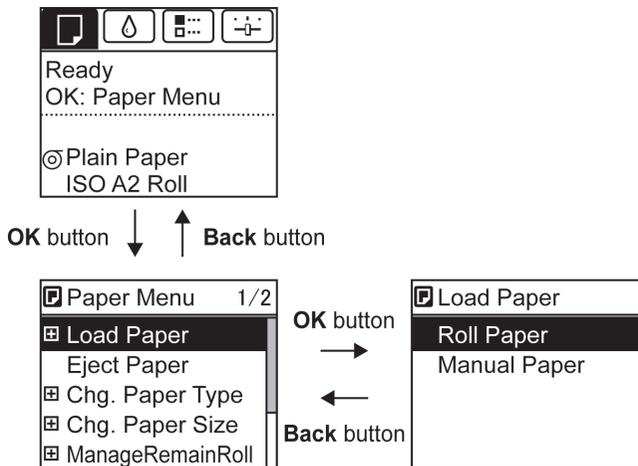
The following section describes menu operations.

- Accessing menus →P.63
- Specifying menu items →P.64
- Specifying numerical values →P.64
- Executing menu commands →P.65

Accessing menus

Printer menus are grouped by function.

Menus are displayed with the upper line selected. You can use the buttons on the Control Panel to access each menu.



- Press **Back** to access a higher menu in the menu list, and press **OK** to access a lower one. If not all menu items are displayed, hold down ▲ or ▼ to scroll through higher and lower menu items. Items you select are highlighted.



The scroll bar at right indicates the current position in the overall menu.

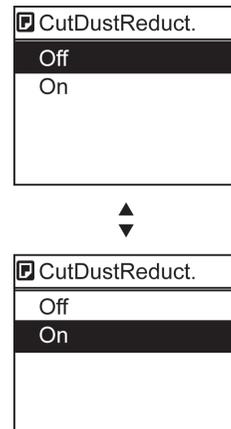
- Lower menus are available if **+** is displayed at left next to the second and subsequent rows. To access the lower menus, select the menu and press the **OK** button.



Specifying menu items

Menu items can be set as follows.

- 1 Press **▲** or **▼** to select the desired setting, and then press the **OK** button. After two seconds, the display reverts to the upper level menu.



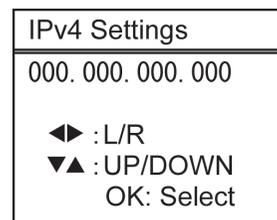
Note

- If a confirmation message is displayed regarding the setting you entered, press the **OK** button. The setting is applied, and the printer is now in **Standby**.

Specifying numerical values

Follow these steps to enter numbers. In this example, network settings items are entered.

- 1 Press the **◀** or **▶** button to move to the next field for input.



- 2 Press the **▲** or **▼** button to enter the value.



Note

- Hold down **▲** or **▼** to increase or decrease the value continuously.

3 Repeat steps 1 and 2 to complete the settings, and then press the **OK** button.



- If a confirmation message is displayed regarding the setting you entered, press the **OK** button. The setting is applied, and the printer is now in **Standby**.

Executing menu commands

Menu commands can be executed as follows.

1 Press **▲** or **▼** to select the action to execute, and then press the **OK** button.
The menu command is now executed.

Menu Structure

The menu structure is shown categorized by tab. The * on the right side of an item indicates the default value. The printer menu is classified into regular menu items available when no print job is in progress and menu during printing items only available while printing is in progress. see "Printer Menu Operations." →[User's Guide](#)

Regular menu	Menu during printing
Paper Menu	Not displayed
Ink Menu	The same Ink Menu as normal is displayed.
Job Menu	The same Job Menu as normal is displayed.
Set./Adj. Menu	A limited Set./Adj. Menu containing the following items is displayed. <ul style="list-style-type: none"> • Adj. Fine Feed (*1) • Printer Info

*1: Only displayed in the menu during printing. Not displayed in the regular menu.

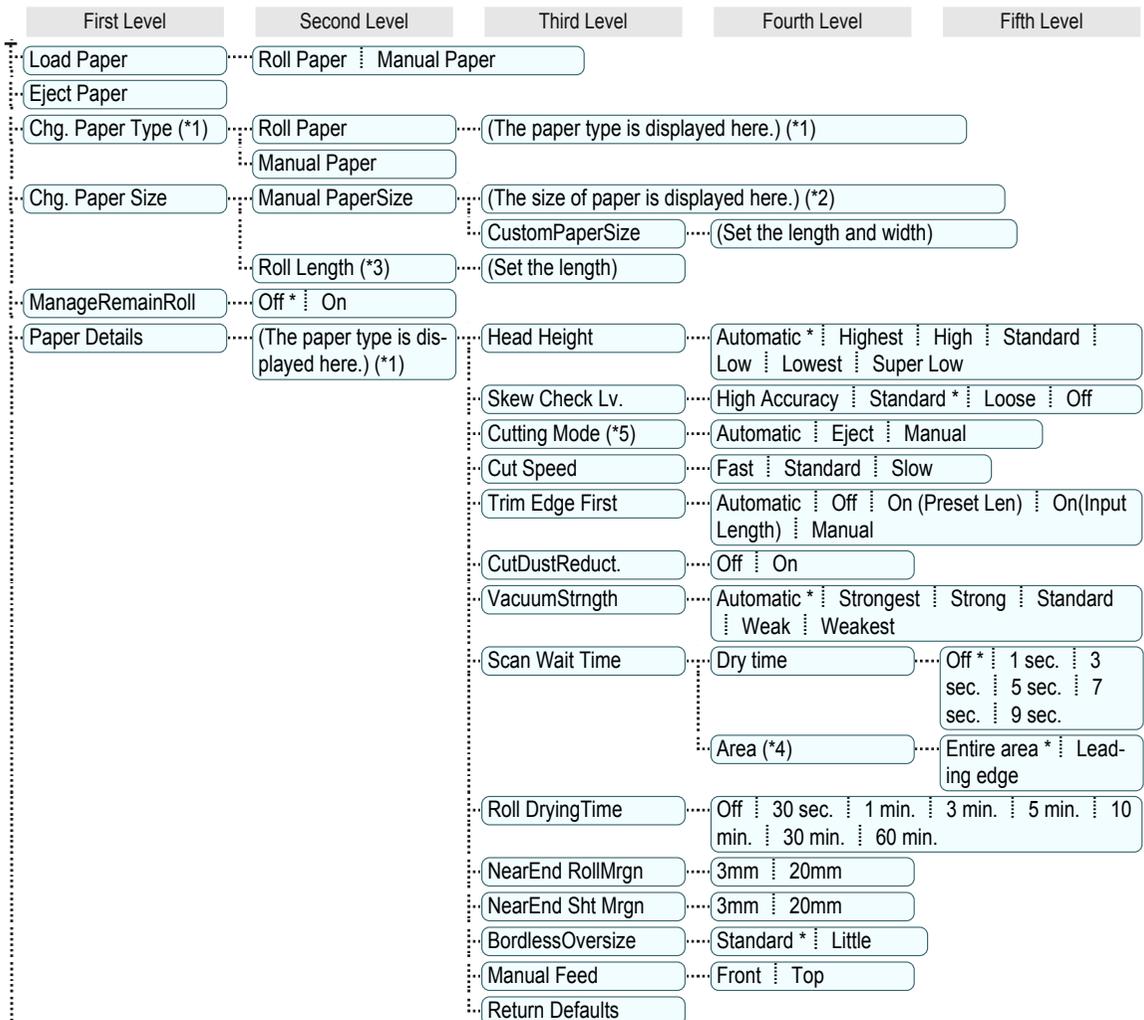
For instructions on menu operations, see "Menu Operations." →[P.62](#)

For details on menu items, see "Menu Settings." →[User's Guide](#)

Menus may change according to the optional products in use.

Paper Menu

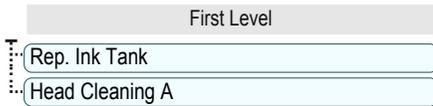
The **Paper Menu** is not displayed during printing.



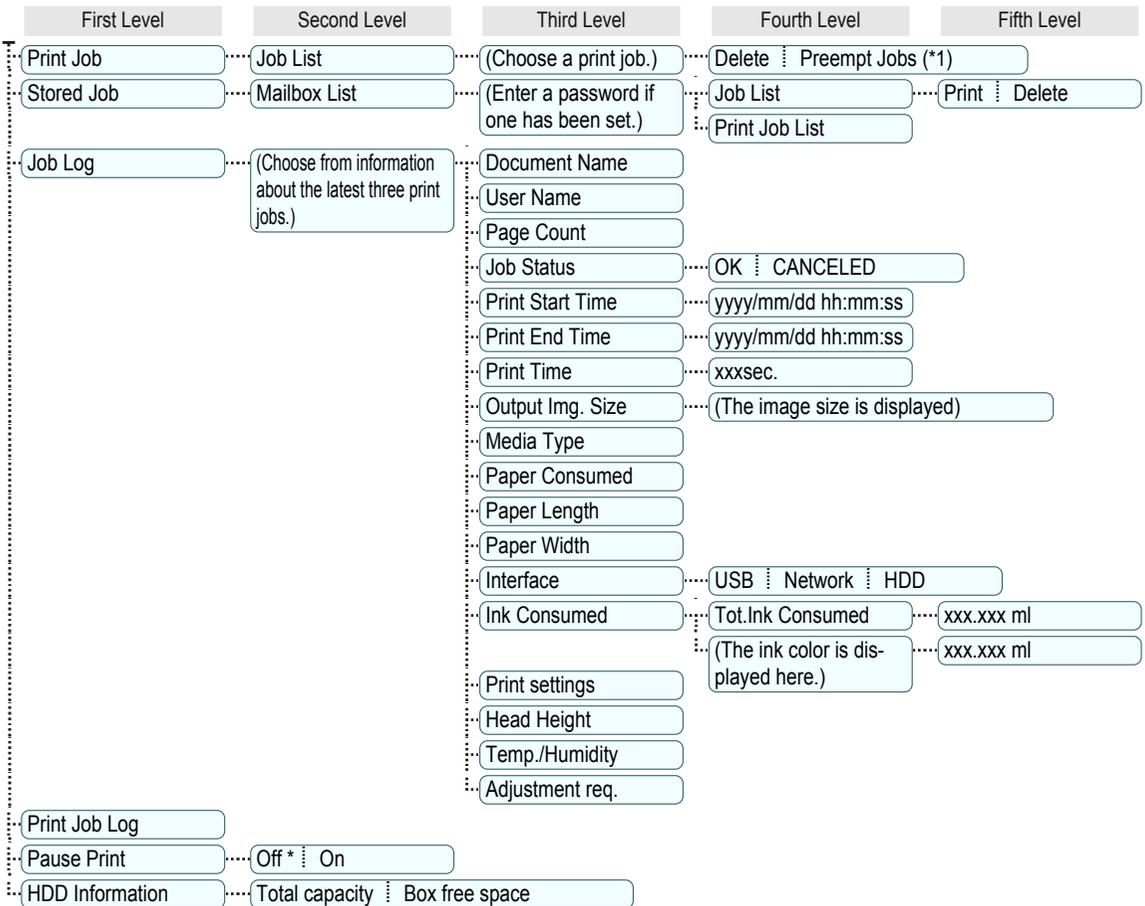


- *1: For information on the types of paper the printer supports, refer to the Paper Reference Guide. (See Paper Reference Guide .) Types of paper in the printer driver and related software (as well as on the Control Panel) are updated when you install the printer driver from the User Software CD-ROM or if you update paper information with the Media Configuration Tool. (See "Updating paper information.") →User's Guide
- *2: For information on the sizes of paper the printer supports, see "Paper Sizes." →User's Guide
- *3: Available only if **ManageRemainRoll** is **On**.
- *4: **Leading edge** is not available as a setting option in the **Paper Detailed Settings** dialog box of the printer driver.
- *5: see "Specifying the Cutting Method for Rolls." →User's Guide

Ink Menu



Job Menu

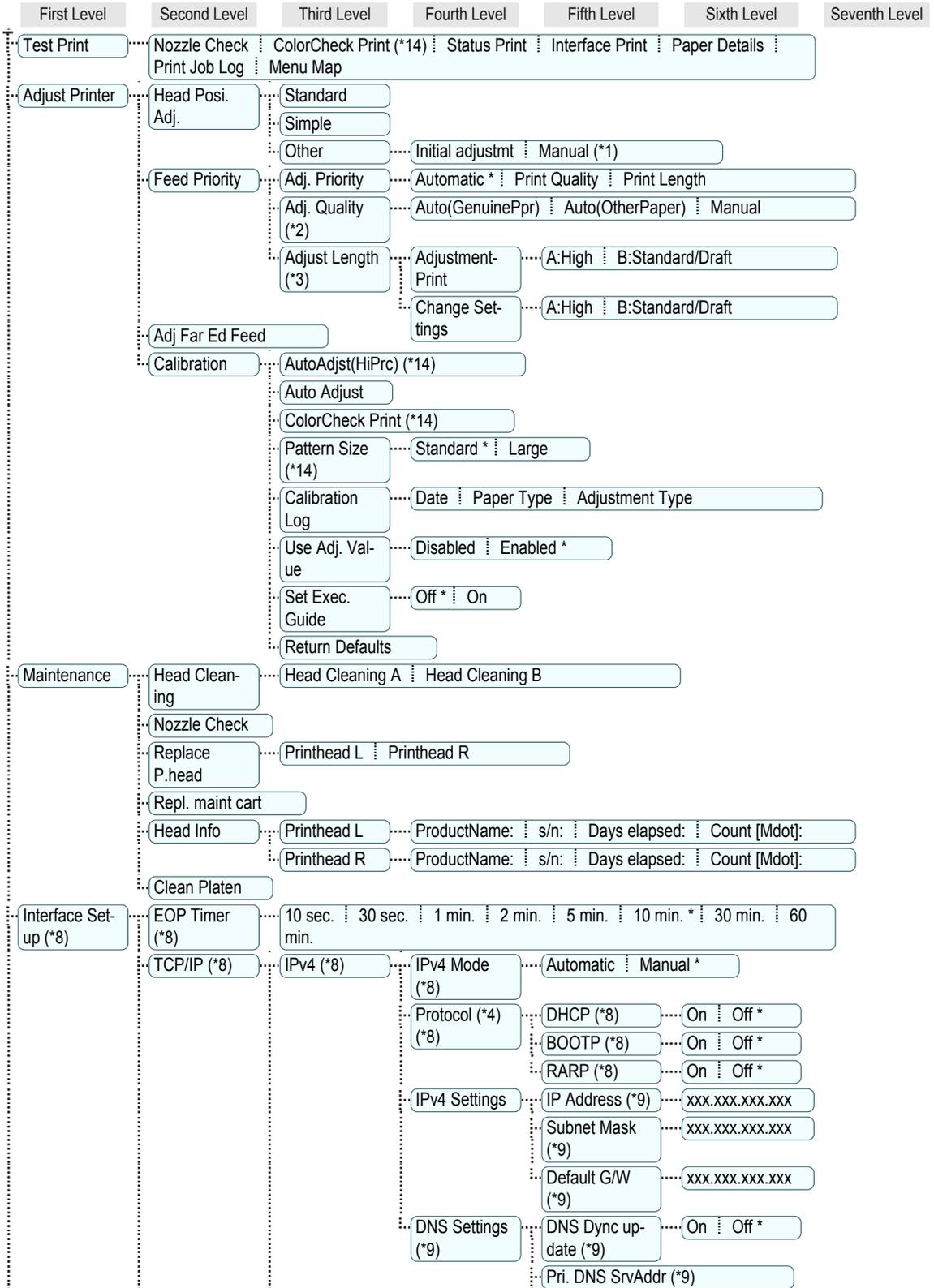


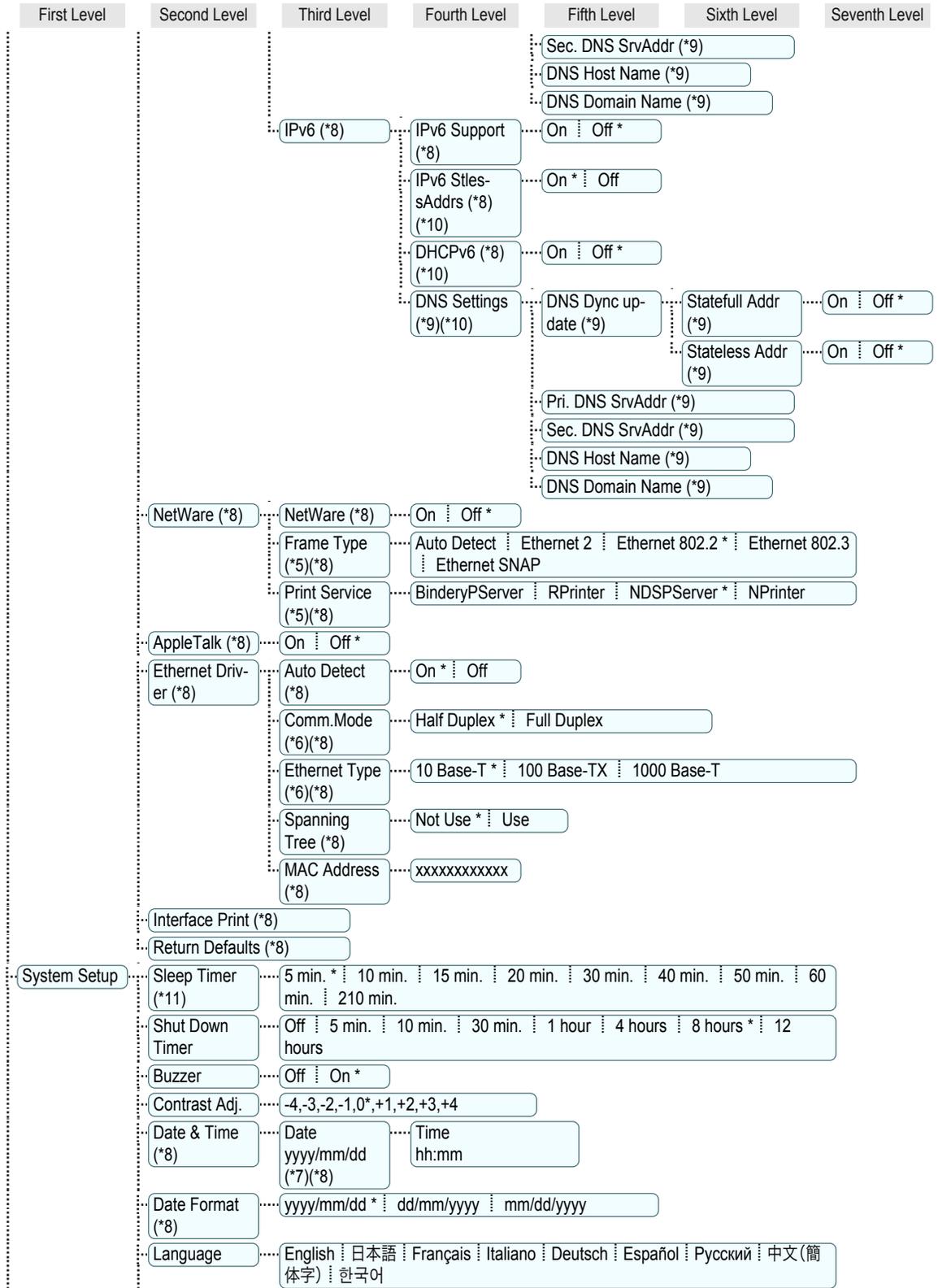
- *1: If a pending job is selected, **Print Anyway** is displayed.

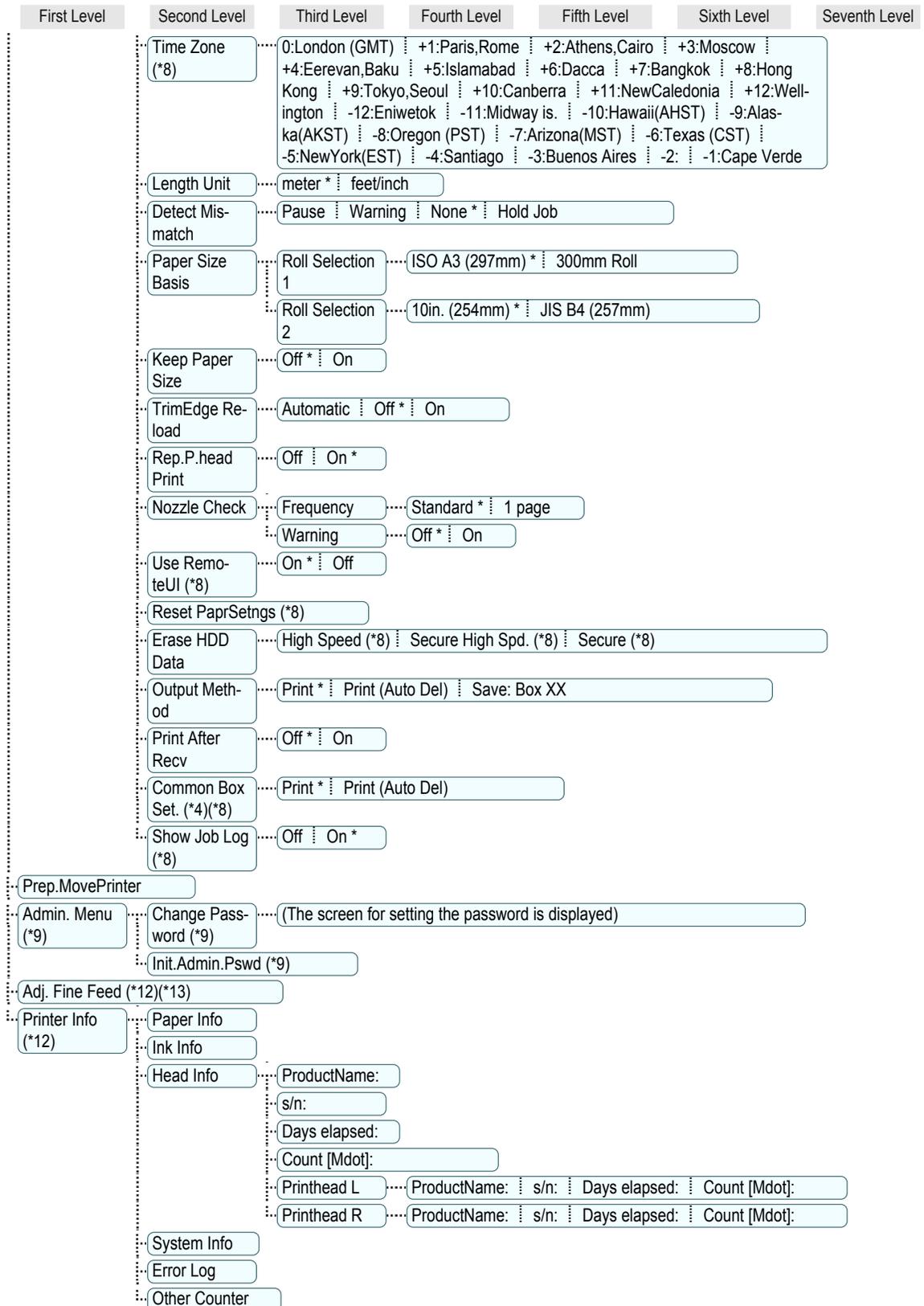


Set./Adj. Menu

Limited items are displayed during printing. The displayed items are indicated by annotations.







*1: Available after you have used **Standard** or **Initial adjustmt in Head Posi. Adj.** once.

*2: Available if **Adj. Priority** is **Automatic** or **Print Quality**.

- *3: Available if **Adj. Priority** is **Automatic** or **Print Length**.
- *4: Not displayed if **IPv4 Mode** is **Manual**.
- *5: Not displayed if **NetWare** is **Off**.
- *6: Not displayed if **Auto Detect** is **On**.
- *7: Follows the setting in **Date Format**.
- *8: Viewing and configuration is possible for administrators, and only viewing for other users.
- *9: Viewing and configuration is possible for administrators only.
- *10: Not displayed if **IPv6 Support** is **Off**.
- *11: Default setting for the time to enter the power save mode/Sleep mode is recommended.
- *12: Displayed as the menu during printing while printing is in progress.
- *13: Not displayed in the regular menu.
- *14: This is displayed when the Spectrophotometer Unit (optional) is mounted.

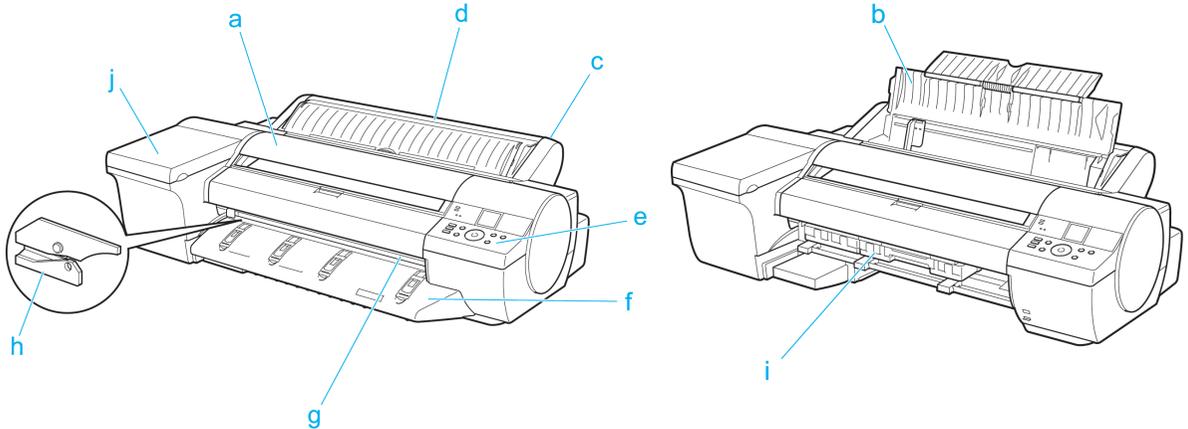
Printer parts

Front	72
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Top Cover (Inside)	73
Paper Feed Slots	74
Inside the Roll Feed Unit Cover	75
Carriage	75
Ink Tank Cover (Inside)	76
Vents	77

Front

Standard

With the Ejection Guide removed



a Top Cover

Open this cover to install the Printhead and remove any jammed paper from inside the printer, as needed. (See "Top Cover (Inside).") →P.73

b Paper Tray Cover

Open this cover to load a sheet in the Top Paper Feed Slot. (See "Paper Feed Slots.") →P.74

c Roll Feed Unit

Load rolls in this unit. You can also load sheets manually.

d Roll Feed Unit Cover

Open this cover to load rolls. (See "Inside the Roll Feed Unit Cover.") →P.75

e Control Panel

Use this panel to operate the printer and check the printer status. (See "Control Panel.") →P.61

f Ejection Guide

Supports output paper.

g Output Tray (Front Paper Feed Slot)

All printed documents are ejected from this slot. When loading heavyweight paper, insert it here. (See "Paper Feed Slots.") →P.74

h Cutter Unit

A round-bladed cutter for automatic roll cutting.

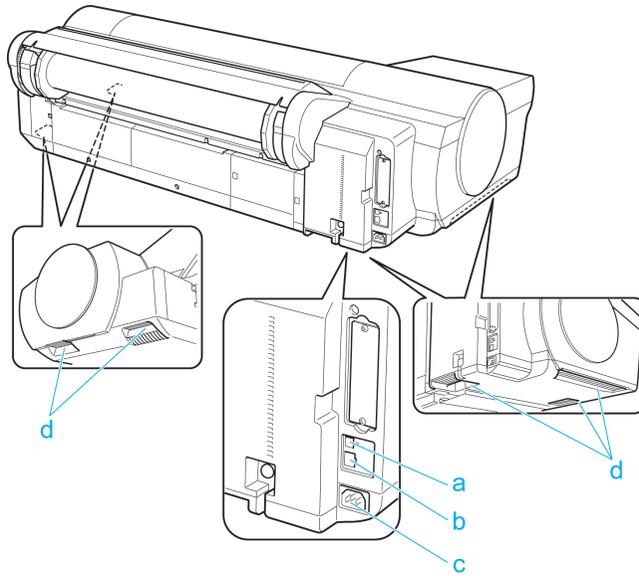
i Maintenance Cartridge

Absorbs excess ink.

j Ink Tank Cover

Open this cover to replace an Ink Tank. (See "Ink Tank Cover (Inside).") →P.76

Back



a USB Port

Connect a USB cable to this port. The printer is compatible with Hi-Speed USB connections.

b LAN connector (Gigabit Ethernet)

Connect a LAN cable to this port.

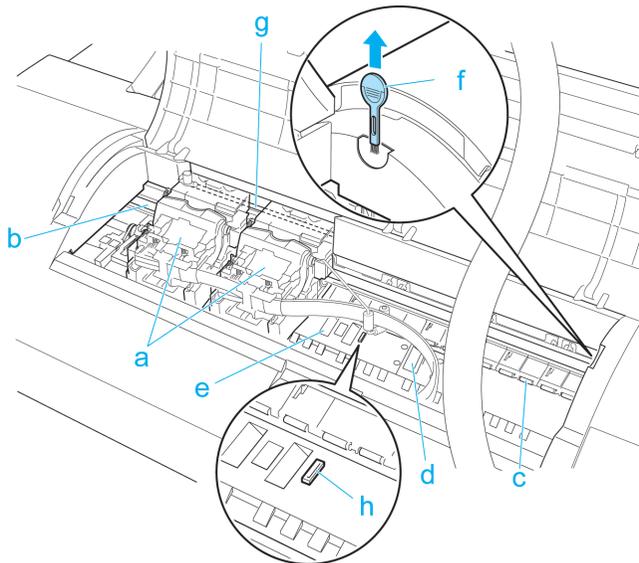
c Power Supply Connector

Connect the power cord to this connector.

d Carrying Handles (5)

When carrying the printer, hold it by these handles under both sides.

Top Cover (Inside)



a Carriage

Mounts the Printhead, and moves to the left and right. This is an important part for printing. (See "Carriage.")

→P.75

b Carriage Shaft

The Carriage slides along this shaft.

c Paper Retainer

Important in supplying the paper. This retainer holds paper as it is fed.

d Platen

The Printhead moves across the platen to print. Vacuum holes on the platen hold paper in place.

e Borderless Printing Ink Grooves

For catching ink outside the edges of paper during borderless printing.

f Cleaning Brush

When cleaning inside the printer under the Top Cover, use this brush to sweep away paper dust on the Platen. Also use the brush to move the blue Switch on the Platen.

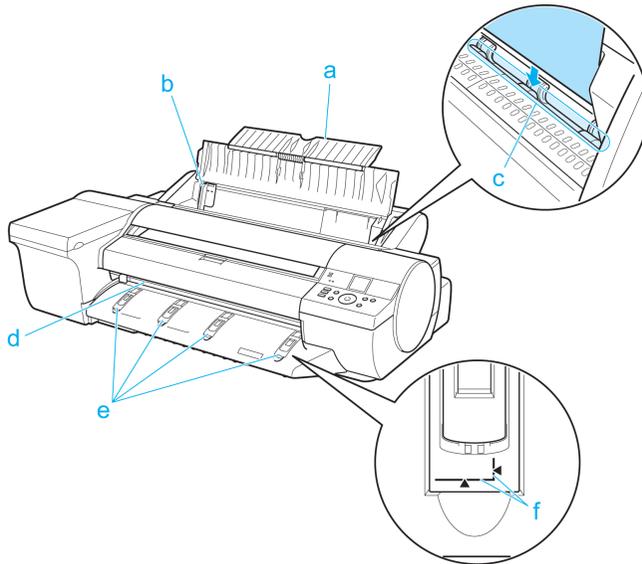
g Linear Scale

The linear scale serves a key role in detecting the Carriage position. Be careful not to touch this part when cleaning inside the Top Cover or clearing paper jams.

h Switch

Set the switch to the side opposite ● if the edges of printed images are blurred. Set the switch to the ● side before borderless printing. (See "Setting the Blue Switch on the Platen." →P.118)

Paper Feed Slots

**a** Tray Extension

When loading a sheet manually, open this tray after opening the Paper Tray Cover.

b Width Guide

When loading a sheet, move the guide to match the paper size.

c Top Paper Feed Slot

When loading a sheet, insert it here.

d Front Paper Feed Slot (Output Tray)

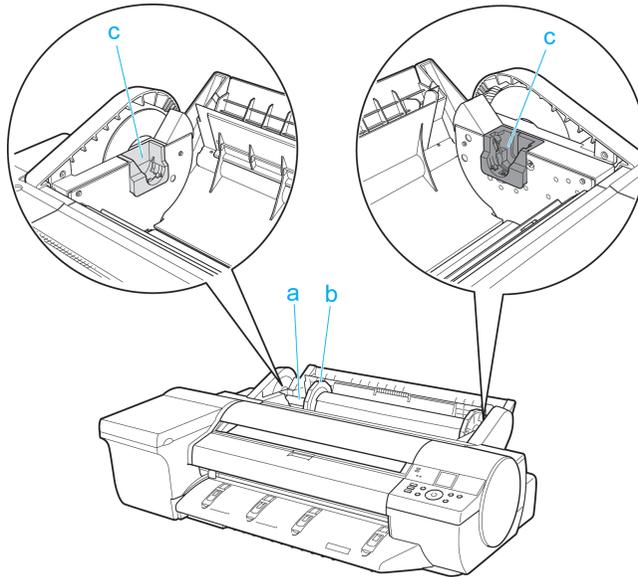
When loading a heavyweight sheet, insert it here. All printed documents are ejected from this slot.

e Front Tray Guides

Lift all of the guides before printing on heavyweight paper. When feeding heavyweight paper, rest the sheet on these guides, align it to the right, and insert the leading edge up to the Paper Alignment Line.

f Paper Alignment Line

Load heavyweight sheets parallel to this line.

Inside the Roll Feed Unit Cover**a** Roll Holder

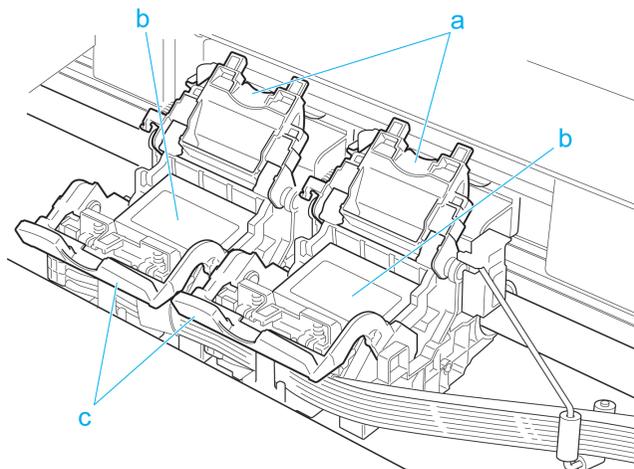
Load the roll on this holder.

b Holder Stopper

Secure rolls on the Roll Holder with this part.

c Roll Holder Slot

Slide the Roll Holder into this slot.

Carriage**a** Printhead Fixer Cover

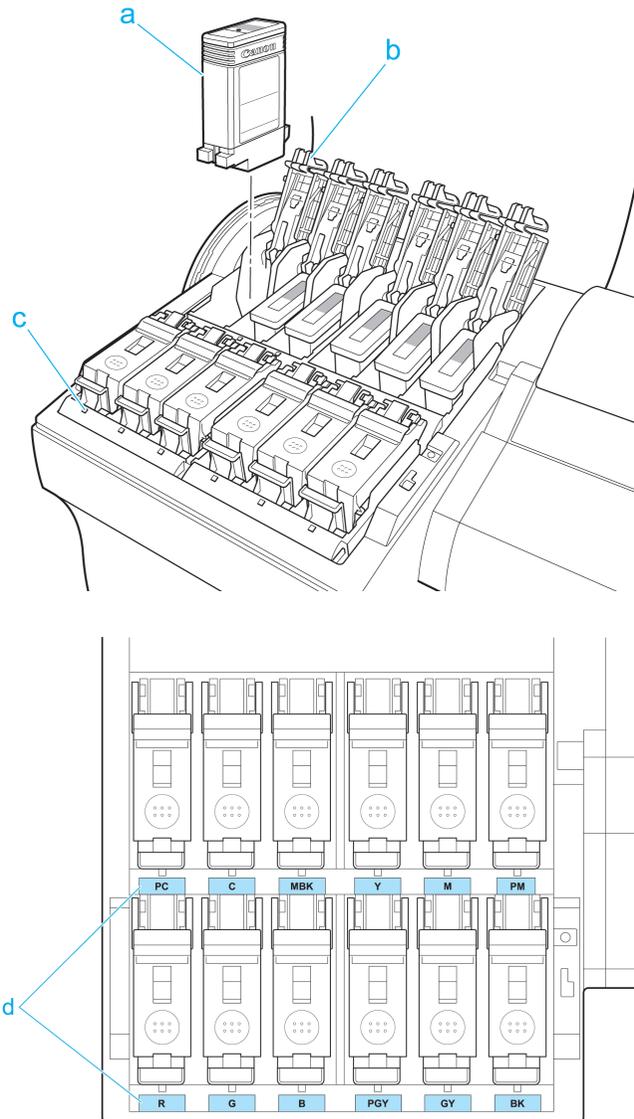
Holds the Printhead in place. Do not open this part except during Printhead replacement.

b Printhead

The printhead is equipped with ink nozzles. It serves a key role in printing.

c Printhead Fixer Lever

Locks the Printhead Fixer Cover. Do not open this part except during Printhead replacement.

Ink Tank Cover (Inside)**a** Ink Tank

Cartridges of ink in various colors.

b Ink Tank Lock Lever

A lever that locks the Ink Tank in place and protects it. Lift and press down the lever when replacing an Ink Tank.

c Ink Lamp (Red)

Indicates the state of the Ink Tank as follows when the Ink Tank Cover is opened.

- On

The Ink Tank is installed correctly.

- Off

No Ink Tank is installed, or the ink level detection function is off.

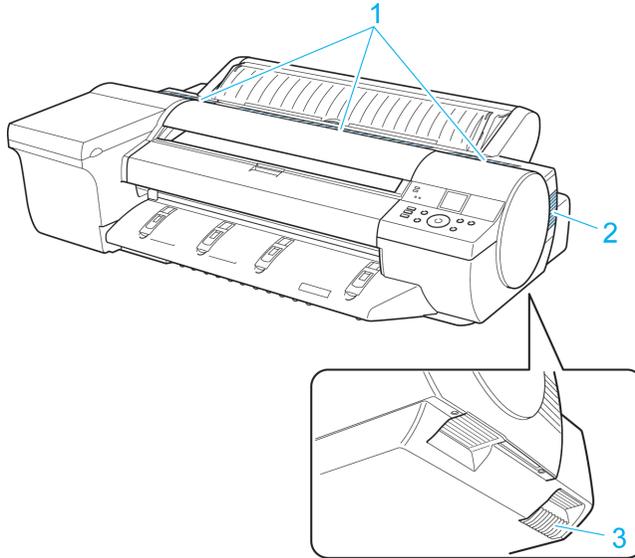
- Flashing Slowly
Not much ink is left.
- Flashing Rapidly
Ink tank is empty.

d Ink Color Label

Load an Ink Tank that matches the color and name on this label.

Vents

There are vents at three positions of the printer as shown: on top (1), on the right (2), and on the bottom on the right (3).

**Important**

- Do not block these vents.
- Also, avoid setting paper or other light objects near the vents.

Printer Relocation

Preparing to Transfer the Printer

Preparing to Transfer the Printer 78
 Reinstalling the Printer 82

Preparing to Transfer the Printer

To protect the internal parts in transit, always follow these steps before transferring the printer to a new location.



Important

- Avoid tilting the printer excessively during transit. This may cause ink in the printer to leak and cause stains. If it is necessary to tilt the printer in transit, contact your Canon dealer.



Note

- Depending on the state of the printer, part replacement may be necessary when preparing to transfer the printer (that is, when you execute the printer menu item to prepare for transfer).
- This work is not necessary when carrying the printer or moving it while mounted on the optional stand. When carrying the printer, always have three or more people securely hold the Carrying Handles in the left and right sides of the base and keep the printer level.

Items to Prepare

Setup Guide	Used for reference when packing the printer
Packaging material	Used to pack the printer
New Maintenance Cartridge (2)	Used to draw in ink

Remove paper

1 Remove the paper.

- Rolls (See "Removing the Roll from the Printer.") →P.14
- Sheets (See "Removing Sheets.") →P.29

Access the **Prep.MovePrinter** menu

1 If the Display Screen shows a message instructing you to replace the Maintenance Cartridge, replace the Maintenance Cartridge.
 (See "Replacing the Maintenance Cartridge.") →P.45

2 On the **Tab Selection screen** of the Control Panel, press ◀ or ▶ to select the Settings/Adj. tab ().



Note

- If the **Tab Selection screen** is not displayed, press the **Menu** button.

3 Press the **OK** button.
 The **Set./Adj. Menu** is displayed.

4 Press ▲ or ▼ to select **Prep.MovePrinter**, and then press the **OK** button to display the confirmation screen.

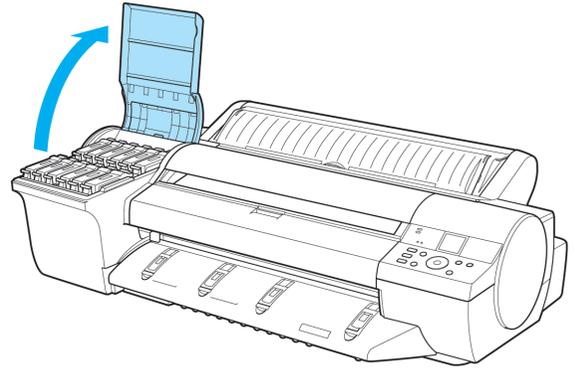
- 5** Press ▲ or ▼ to select **Yes**, and then press the **OK** button. Once preparations are finished, a message on the Display Screen requests you to open the Ink Tank Cover.



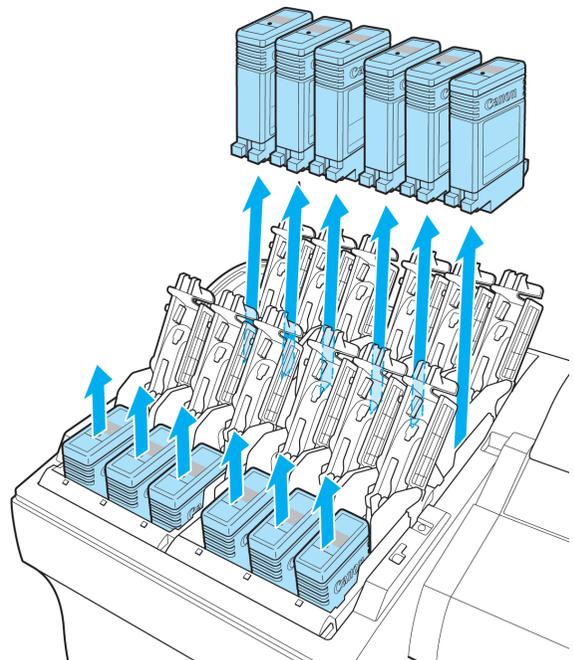
- If consumables must be replaced, the message "**Consumables must be replaced. Call for service.**" is shown on the Display Screen and preparation is not possible. If this message is displayed, press the **OK** button and contact your Canon dealer for assistance.

Remove the Ink Tank

- 1** Open the Ink Tank Cover.

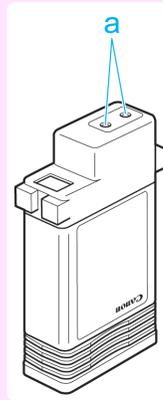


- 2** Lift the ink tank lock levers and remove all ink tanks. Put the ink tanks in a plastic bag and seal it.

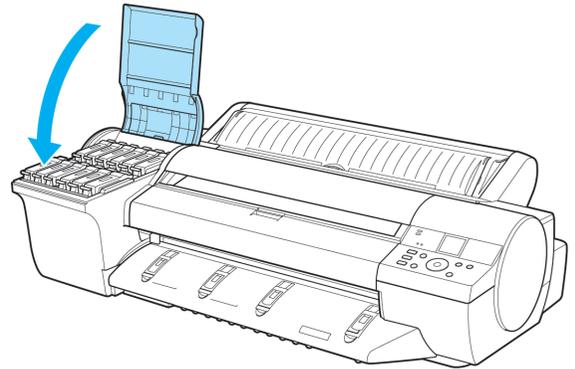




- Store the ink tanks you removed with the ink holes (a) facing up. Otherwise, ink may leak and cause stains.



- 3** Close all ink tank lock levers, and then close the Ink Tank Cover. At this point, ink is drawn out from inside the tubes.



- Do not remove the Maintenance Cartridge unless a replacement message appears. Removing the Maintenance Cartridge while the ink is being drawn in may cause the ink to leak out.

- 4** When the process is finished, "**Completed! Turn Power Off!!**" is displayed. Press the **Power** button and turn off the printer.



Pack the printer

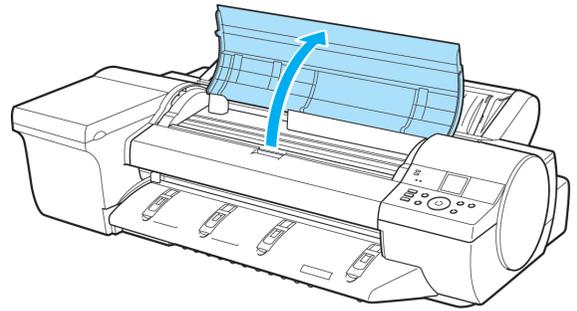
Refer to the Setup Guide for details on packing the printer and installing it after transfer.

- 1** Disconnect the power cord and interface cable.

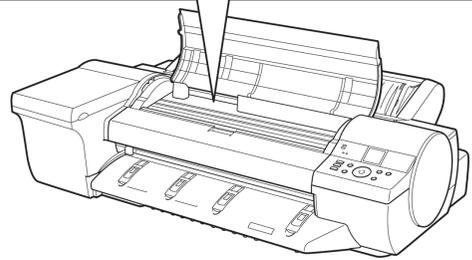
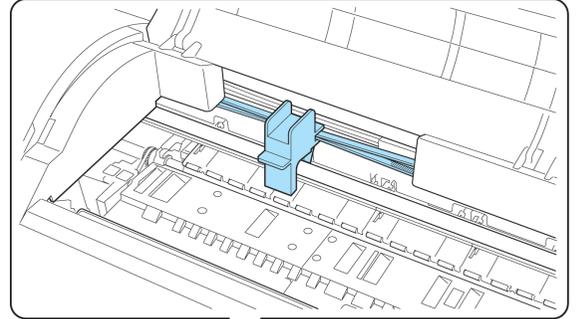


- Unplug the power cord once the power is turned off. Unplugging the printer before it is off and moving it may cause damage. If you accidentally unplug the printer before turning it off, plug it in again, reinstall the ink tank, and perform the procedure again.

- 2** Open the Top Cover.

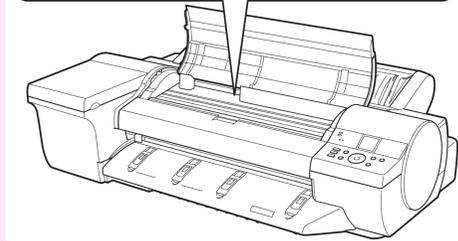
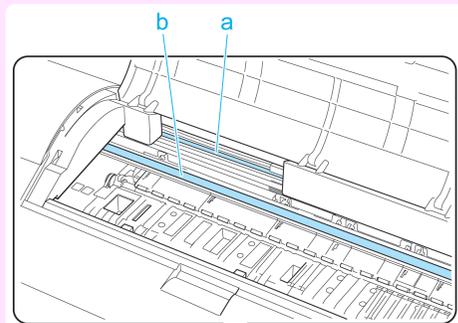


- 3** Pinch the Belt together, insert it between the Belt Stopper, and affix the Belt Stopper to the Carriage Shaft.



Important

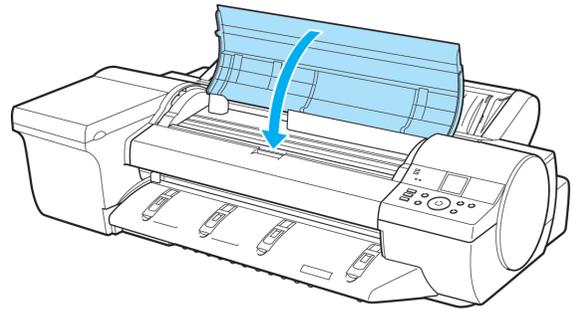
- Do not touch the Linear Scale (a) or Carriage Shaft (b). This may stain your hands and damage the printer.



Note

- Here, the Belt Stopper is the one that was removed and stored after initial installation.

- 4** Close the Top Cover.



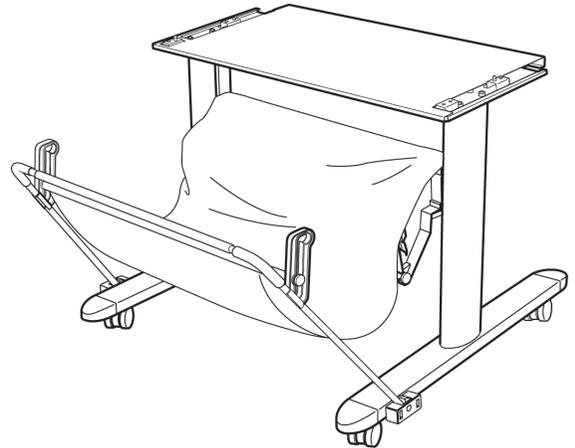
- 5** If any options are attached to the printer, remove them from the printer and pack them.
- 6** Tape down printer covers to secure them, in the reverse order of tape removal during installation.
- 7** Repack the Roll Holder, Holder Stopper, and printer in shipping materials, and then package them in a shipping box.

Reinstalling the Printer

The basic workflow for reinstalling the printer is as follows.
For detailed instructions, see the Setup Guide.

Assemble the stand (optional)

- 1** If you are using the optional Stand, assemble the Stand by referring to the Printer Stand Setup Guide included with the Stand.

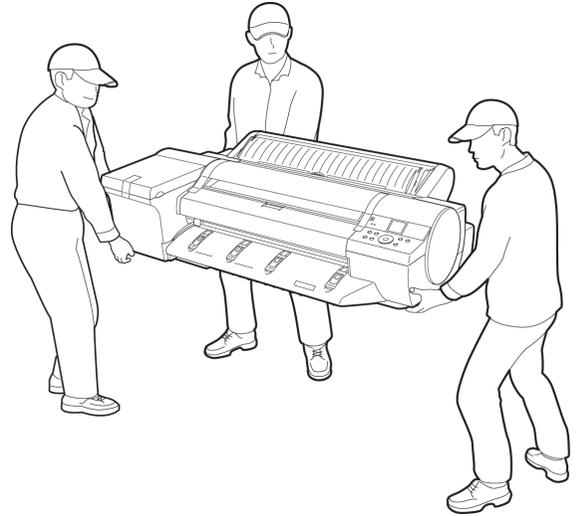


Caution

- The Stand must be assembled by at least two people on a flat surface. Attempting assembly by yourself poses a risk of injury or bending the Stand.
- When assembling the Stand, lock the casters. In addition, always unlock the casters before moving the assembled Stand. Attempting to move the stand when the casters are locked poses a risk of injury or damage to the location site.

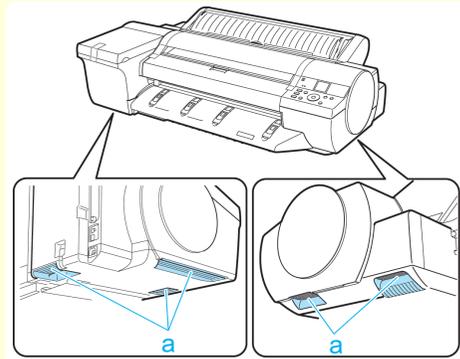
Install the printer

- 1 Install the printer on a table or other flat surface. If you will use the printer on an optional Stand, assemble the Stand before mounting the printer on it, and then secure it with the Main Unit Securing Bolts.

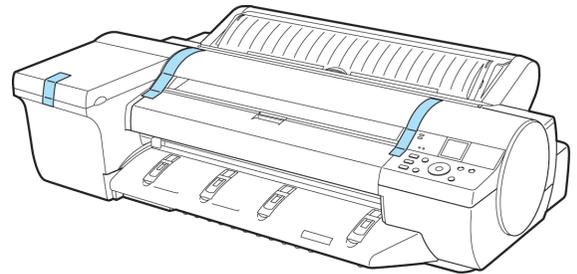


Caution

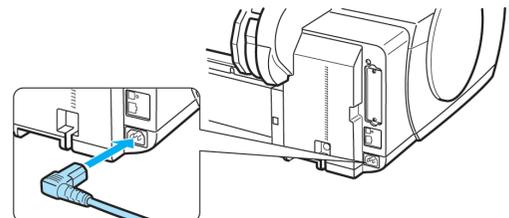
- Moving the printer requires at least three people. Be careful to avoid back strain and other injuries.
- When moving the printer, firmly grasp the Carrying Handles. The printer may be unsteady if you hold it at other positions, which poses a risk of injury from dropping the printer.



- 2 Remove tape and packaging material attached to the printer. Also open the Top Cover and remove stoppers and spacers inside the printer.



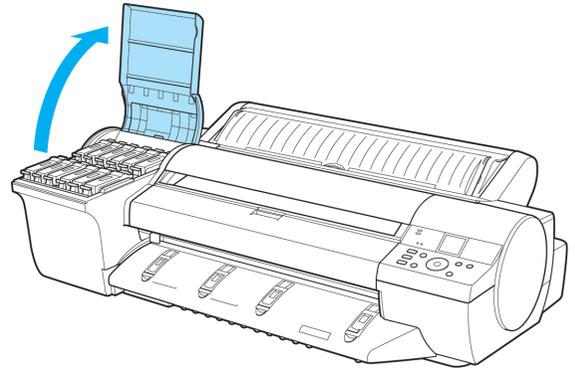
- 3 Connect the power cord to the Power Supply Connector on the back of the printer.



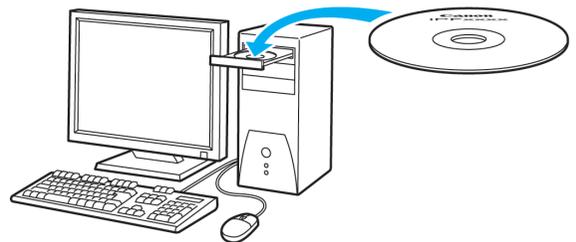
- 4 Plug the power cord into the outlet.
- 5 Press the **Power** button to turn the printer on.



- 6 Open the Ink Tank Cover and install the ink tanks.



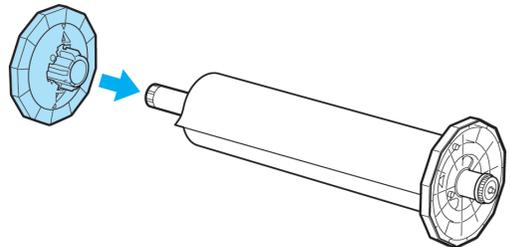
- 7 Install the Software and the Electronic Manuals. Note that the driver installation procedure varies depending on the type of connection. (See "Installing the Software (Windows).")
→P.86
(See "Installing the Software (Mac OS X).")
→P.88



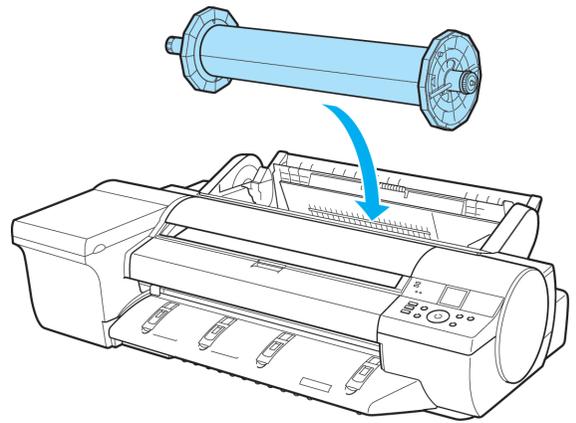
Important

- When the printer is connected to a network (via TCP/IP), the printer's IP address may be changed if you reinstall the printer. In this case, be sure to reconfigure the printer's IP address.

- 8 Load the Roll Media on the Roll Holder. (See "Loading Rolls on the Roll Holder.") →P.9



- 9** Load the Roll Media in the printer.
(See "Loading Rolls in the Printer.") →P.11



Software Installation

Installing the Printer Driver (Windows)

Installing the Software

The basic instructions for installing the software are as follows.
For detailed instructions, see the Setup Guide.

Supported connection methods

The printer driver works over USB or network (TCP/IP) connections.
The driver installation procedure varies depending on the type of connection.
Follow these steps to install the software and Electronic manuals.

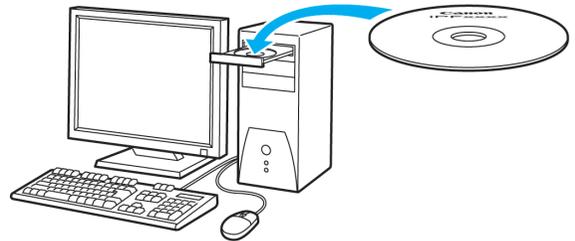
Installing the software and electronic manuals



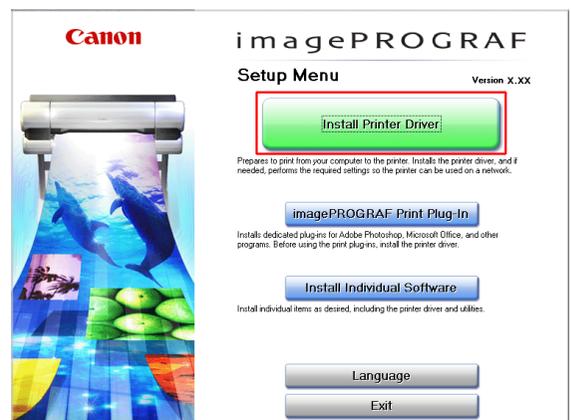
- When setting up a USB connection, connect the USB cable during printer driver installation following the instructions displayed.
If you accidentally connect the USB cable first, the printer driver may not be installed correctly.
- When the printer is connected to a network (via TCP/IP), the printer's IP address may be changed if you reinstall the printer. In this case, be sure to reconfigure the printer's IP address.

1 Turn the computer on.
When setting up a TCP/IP (network) connection, after making sure the printer is on, connect the LAN cable to the Ethernet port on the back of the printer and to your network hub port.

2 Insert the provided User Software CD-ROM for the appropriate operating system in the CD-ROM drive.



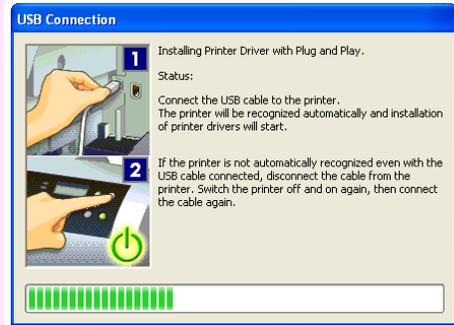
3 Follow the instructions displayed to complete installation.





Important

- For USB connections, when the dialog box at right is displayed, make sure the printer is on and connect the printer and computer with the USB cable.



- 4** On the **Finish** window, select **Restart my computer now** and click **Restart**.
Software settings take effect after the computer restarts.

Next, install the Electronic manuals.



- 5** When the **Install User Manual** dialog box is displayed, insert the provided User Manuals CD-ROM in the CD-ROM drive and follow the instructions displayed to complete installation.

Installing the Printer Driver (Mac OS X)

Installing the Software

The basic instructions for installing the software are as follows.
For detailed instructions, see the Setup Guide.

Supported connection methods

The printer driver works over USB or network (Bonjour or IP) connections.
Follow these steps to install the software and Electronic manuals.

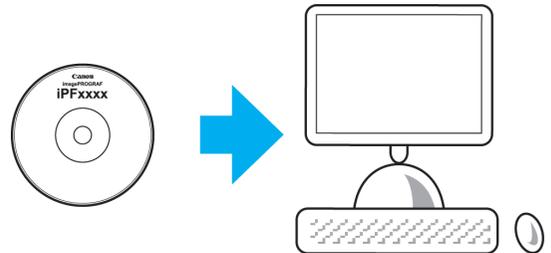
Installing the software and electronic manuals



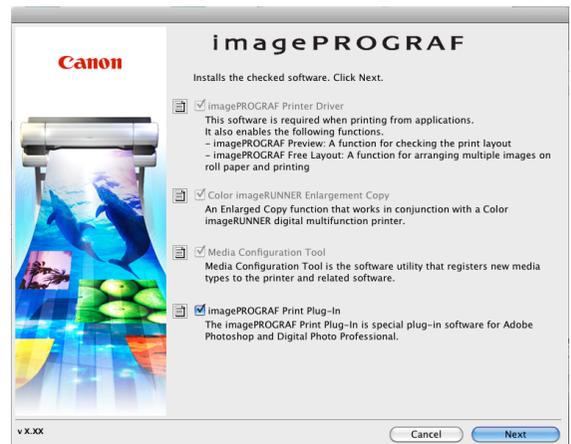
- When the printer is used over a network, the printer's IP address may be changed if you reinstall the printer. In this case, be sure to reconfigure the printer's IP address.

1 After making sure the computer and printer are not connected by a cable, turn the computer on.

2 Insert the provided User Software CD-ROM for the appropriate operating system in the CD-ROM drive.

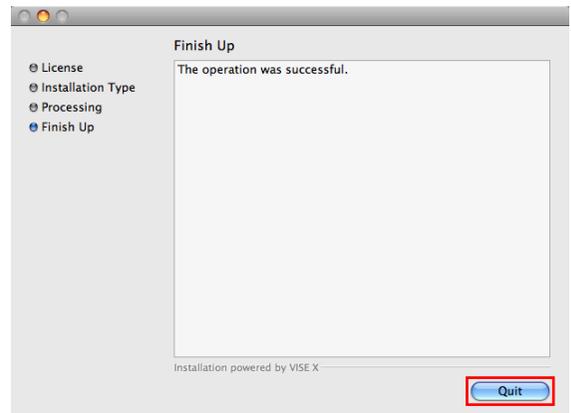


3 Follow the instructions displayed to complete installation.



4 After installation, click **Quit**.

Installation of the software is now finished.
Next, connect the printer and computer.

**5** After confirming the printer is on, connect the printer to your computer or the network.**6** Click **Next** and follow the instructions displayed to register the printer to set up and update the paper information.

Next, install the Electronic manuals.

**7** Insert the provided User Manuals CD-ROM in the CD-ROM drive and follow the instructions displayed to complete installation.

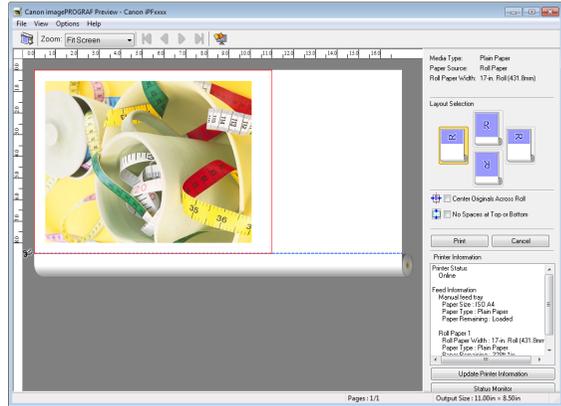
Convenient Printer Driver Features

Print Preview	90
Rotate Page 90 degrees (Converse Paper)	92
Borderless Printing	93
Large-Format Printing	94
Enlarged/Reduced Printing	95
Other Methods of Printing: Printing from Print Plug-Ins	96

Print Preview

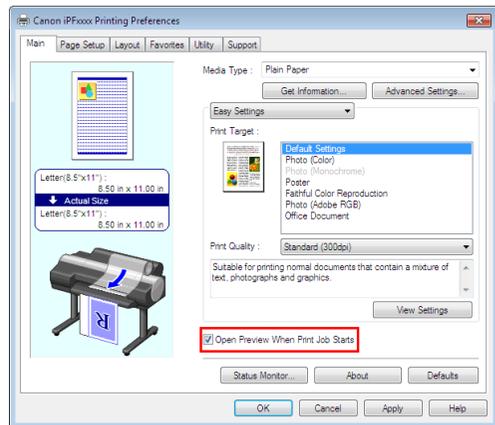
Using the print preview function enables the following.

- Check an image of the document as arranged on the paper, in the position it will be printed. You can reduce printing costs by checking how documents will be printed beforehand, without the need to print them.
- Change the layout orientation relative to the paper. You can save paper by correcting the direction in which the document is arranged on the paper, if necessary.



Configuring Settings in Windows

1. Access the **Main** sheet.
2. Select the **Open Preview When Print Job Starts** check box.
3. Check details in the **Information** dialog box displayed next and click **OK** to close the **Information** dialog box.
4. After you click **OK**, when you print a job, the **imagePROGRAF Preview** window will be displayed.

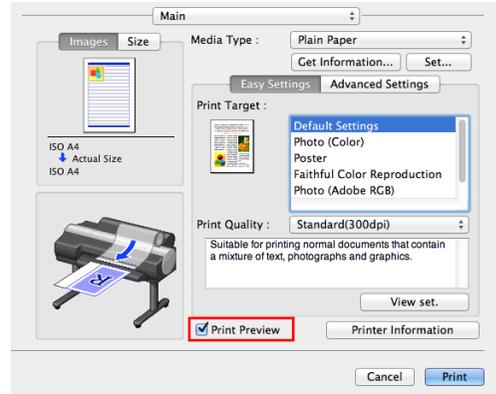


Note

- Under some settings and in some environments, PageComposer may be started.

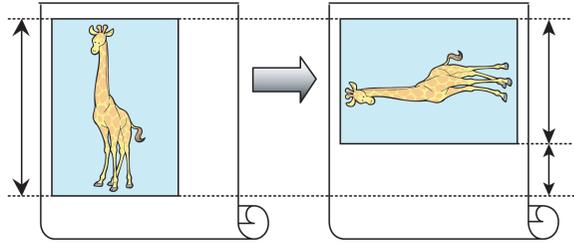
Configuring Settings in Mac OS X

1. In the **File** menu of the source application, choose the appropriate menu item for printer settings to display the **Print** dialog box.
2. Access the **Main** pane.
3. Select the **Print Preview** check box.
4. After you click **Print**, the **Canon imagePROGRAF Preview** window will be displayed.



Rotate Page 90 degrees (Converse Paper)

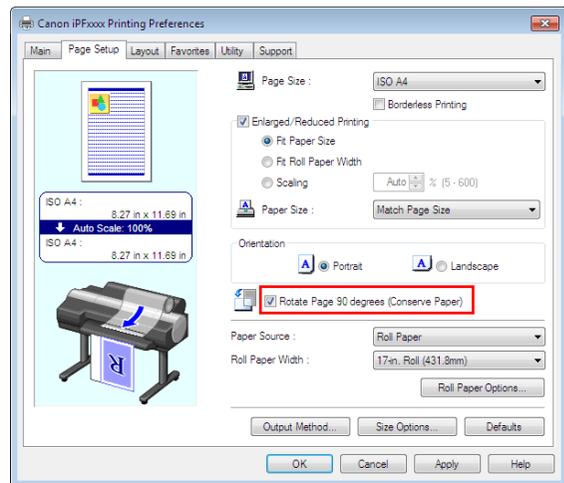
You can conserve roll paper by specifying particular settings as suitable for your original. When you print an original that is in portrait orientation, the original is rotated 90 degrees before printing if it fits within the roll width. This enables you to conserve paper.



Note • If the page would exceed the roll paper width after rotation, you can use this function with Scale to fit Roll Paper Width to print rotated pages.

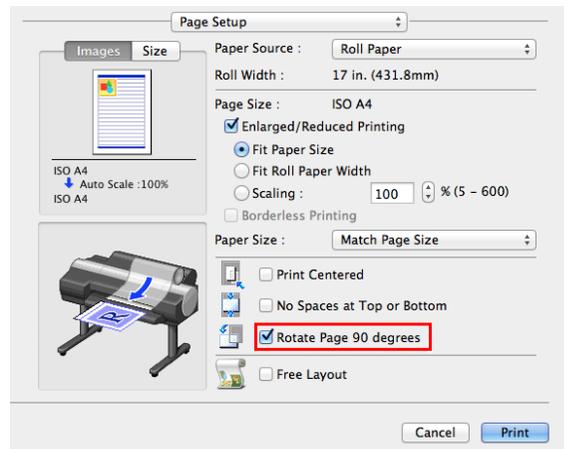
Configuring Settings in Windows

1. Access the **Page Setup** sheet.
2. Select the **Rotate Page 90 degrees (Converse Paper)** check box.



Configuring Settings in Mac OS X

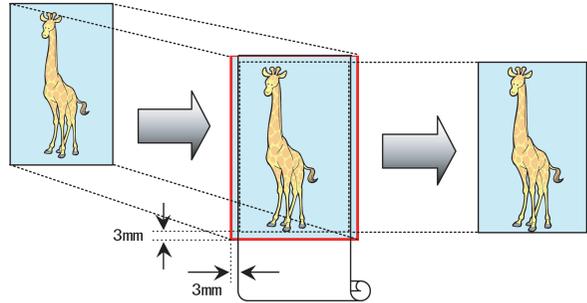
1. Access the **Page Setup** pane.
2. Select the **Rotate Page 90 degrees** check box.



Borderless Printing

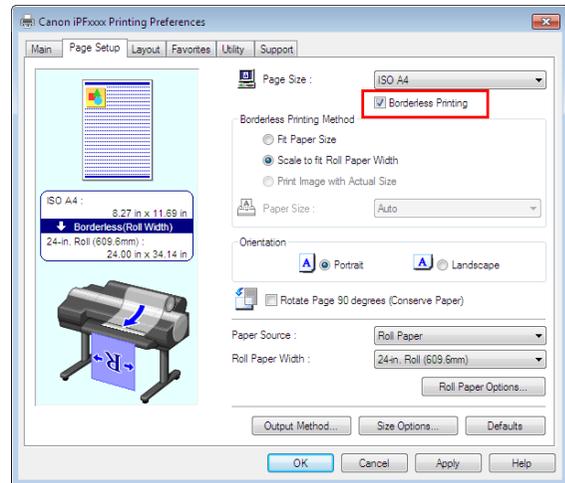
In regular printing, a margin required by the printer is added around the original. With borderless printing, you can print documents without the margin, so that the printed image covers the entire surface of the paper.

Borderless printing is only available with rolls.



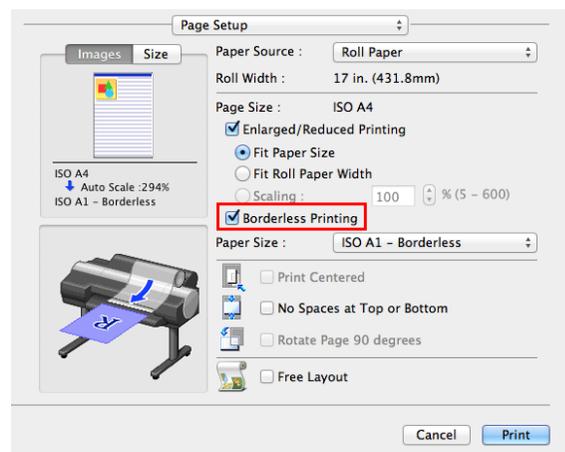
Configuring Settings in Windows

1. Access the **Page Setup** sheet.
2. Select the **Borderless Printing** check box to display the **Information** dialog box.
3. Click the width of the loaded roll in the **Roll Paper Width** list.
4. Click **OK** to close the **Information** dialog box.
5. Select **Fit Paper Size**, **Scale to fit Roll Paper Width**, or **Print Image with Actual Size**.



Configuring Settings in Mac OS X

1. Access the **Page Setup** pane.
2. Select the **Enlarged/Reduced Printing** check box.
3. Select the **Borderless Printing** check box.
4. Select either **Fit Paper Size** or **Fit Roll Paper Width**.



Large-Format Printing

You can create vertical or horizontal banners by printing originals in banner formats on rolls.

Originals created in Microsoft Word or other applications in your preferred size can be enlarged to fill the width of roll paper by completing simple printer driver settings.

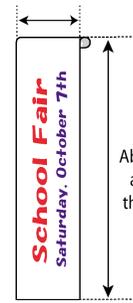
The printer supports roll printing up to a maximum length of 18.0 m (19.7 yd).

Create an original 100 x 500 mm



Automatically Enlarged

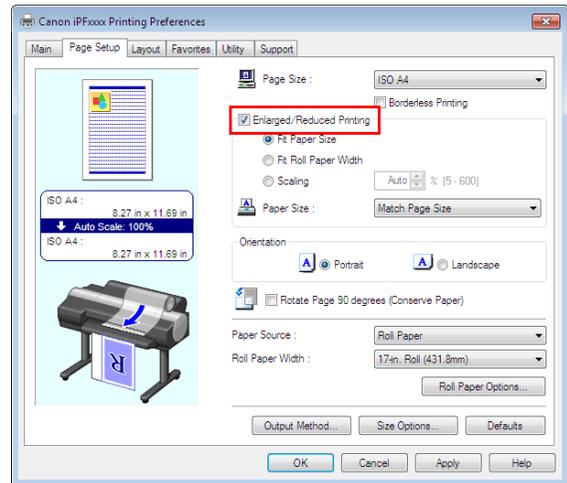
Roll width



About five times as long as the roll width

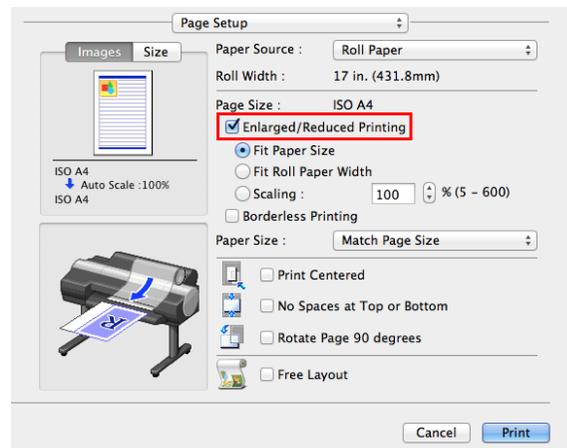
Configuring Settings in Windows

1. Access the **Page Setup** sheet.
2. Click **Size Options** and register the original size.
3. Select the **Enlarged/Reduced Printing** check box.
4. After you click **Fit Roll Paper Width**, the **Information** dialog box is displayed.
5. Click the width of the loaded roll in the **Roll Paper Width** list, and then click **OK**.



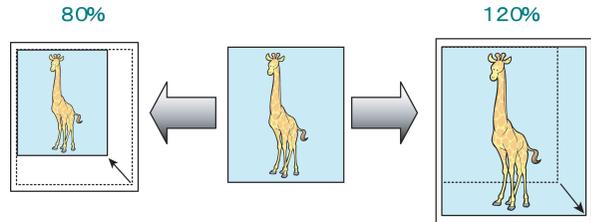
Configuring Settings in Mac OS X

1. Access the **Page Setup** pane.
2. Make sure the width of the loaded roll is displayed in **Roll Width**.
3. Make sure the size of the original you have prepared is displayed in **Page Size**. If you have not registered **Custom Paper Sizes**, resize the original to fit the roll width.
4. Select the **Enlarged/Reduced Printing** check box.
5. Click **Fit Roll Paper Width**.



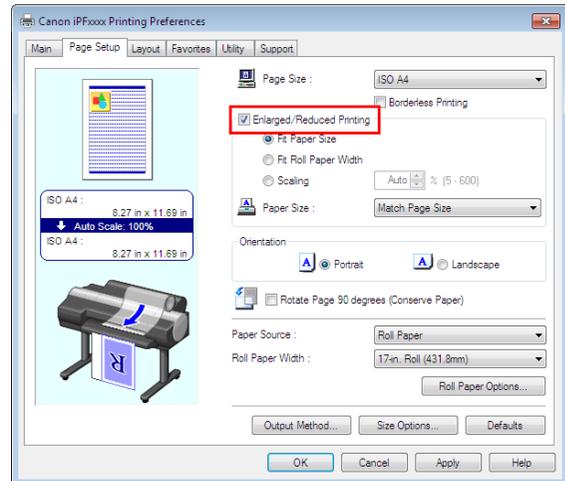
Enlarged/Reduced Printing

Originals can be printed at larger or smaller sizes, as desired.



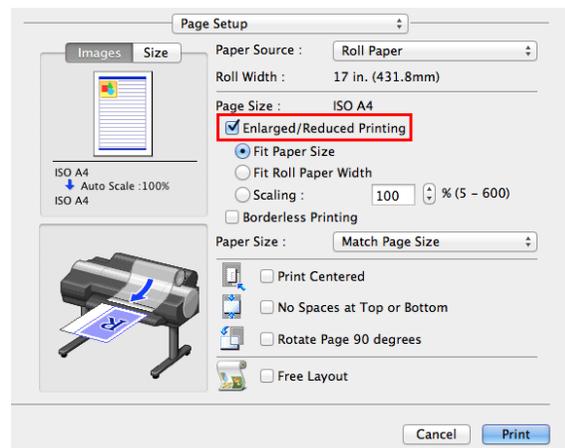
Configuring Settings in Windows

1. Access the **Page Setup** sheet.
2. Click the width of the loaded roll in the **Roll Paper Width** list.
3. In the **Page Size** list, click the size of the original as specified in the source application.
4. Select the **Enlarged/Reduced Printing** check box.
5. Select **Fit Paper Size**, **Fit Roll Paper Width**, or **Scaling**.



Configuring Settings in Mac OS X

1. Access the **Page Setup** pane.
2. Make sure the width of the loaded roll is displayed in **Roll Width**.
3. Make sure the size of the original you have prepared is displayed in **Page Size**.
4. Select the **Enlarged/Reduced Printing** check box.
5. Select **Fit Paper Size**, **Fit Roll Paper Width**, or **Scaling**.



Other Methods of Printing: Printing from Print Plug-Ins

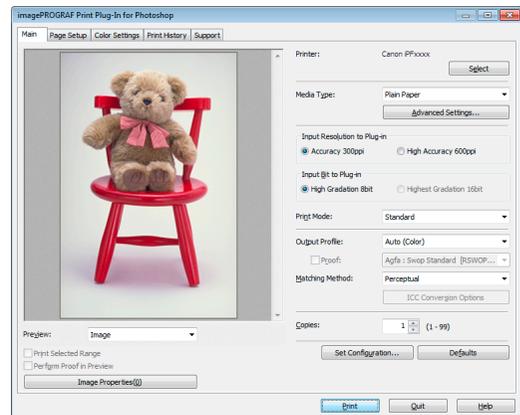
Using print plug-ins, you can print directly from applications such as **Adobe Photoshop** and **Digital Photo Professional**.

The main features of Print Plug-In are as follows.

- You can automatically detect the color space of Adobe RGB or sRGB-use images, etc., and automatically set optimal profiles. Thus, you can print without the trouble of configuring settings.
- You can directly process image data on Adobe Photoshop, and forward the image data to a printer. In this way, you can process 16-bit image data in addition to 8-bit image data.
- You can print an image with adjustment values such as the color balance, brightness, and contrast varying in steps and select your preferred adjustment values.
- You can create and print a layout image for finishing by mounting in a frame with the image extended to the sides of the frame by using the Layout Plug-In that is installed at the same time as the Print Plug-In for Photoshop.
- Loss of gradation in dark areas can be reduced by performing black point compensation.
- You can perform printing press simulation printing by specifying the printing press profile.

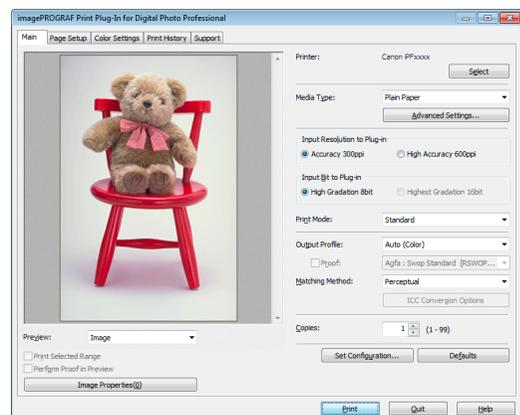
Starting from Adobe Photoshop

1. Start **Adobe Photoshop**.
2. Open the image that you wish to print.
3. If required, select the print range.
4. Select **Export** (or **Data Export**) from the **File** menu and then select the output plug-in that matches your printer.
The imagePROGRAF Print Plug-In for Photoshop window is displayed.



Starting from Digital Photo Professional

1. Start **Digital Photo Professional**.
2. Open the RGB color image that you want to print.
3. If required, select the print range.
4. Select **Plug-in printing** from the **File** menu and then select the output plug-in that matches your printer.
The imagePROGRAF Print Plug-In for Digital Photo Professional window is displayed.



Adjustments for Better Print Quality

Adjusting the Printhead

Automatic Adjustment to Straighten Lines and Colors

If vertical lines in printed documents are warped or colors are out of alignment, execute **Head Posi. Adj.**. The printer will print and read a test pattern, and the Printhead position will be adjusted automatically. There are two modes for automatic Printhead adjustment: **Standard** and **Simple**.

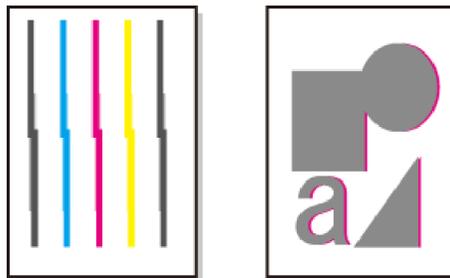
- **Standard**

Execute if vertical lines in printed material are warped or colors are out of alignment. Furthermore, if **Simple** does not improve printing, try **Standard**.

- **Simple**

Executes simple adjustment in a short time.

Execute this when frequently adjusting the printhead, such as during daily inspection.



Important

- This function is not available with **CAD Tracing Paper**, **CAD Translucent Matte Film**, or **CAD Clear Film**.
- If adjustment is not possible as expected using special media, try another type of paper, or try **Manual** adjustment. (See "Manual Adjustment to Straighten Lines and Colors.") →[User's Guide](#)



Note

- Because the results of adjustment vary depending on the type of paper used for adjustment, use the same type of paper as you will use for printing.
- If **Standard** does not improve printing, try adjusting the printhead manually. (See "Manual Adjustment to Straighten Lines and Colors.") →[User's Guide](#)
- If the printhead position was not adjusted during initial setup or when the printhead was replaced, execute **Initial adjustment**. (See "Adjustment When Installing the Printhead.") →[User's Guide](#)
- Advanced adjustment can enable superior printing quality when printing fine lines or text at high precision on glossy or semi-glossy photo or proofing paper. (See "Enhancing Printing Quality.") →[User's Guide](#)

Items to Prepare

When Using Rolls	An unused roll at least 254.0 mm (10.00 in) wide
When Using Sheets	Standard : Six sheets of unused paper, A4/Letter size (or one sheet when using A2) Simple : One sheet of unused paper, A4/Letter size

Perform adjustment as follows.

1 Load paper.

- Loading Rolls on the Roll Holder →[P.9](#)
- Loading Rolls in the Printer →[P.11](#)
- Loading Sheets in the Feed Slot →[P.18](#)



- Always make sure the loaded paper matches the type of paper specified on the printer. Adjustment cannot be completed correctly unless the loaded paper matches the settings.

- 2** On the **Tab Selection screen** of the Control Panel, press ◀ or ▶ to select the Settings/Adj. tab ().



Note

- If the **Tab Selection screen** is not displayed, press the **Menu** button.

- 3** Press the **OK** button.
The **Set./Adj. Menu** is displayed.
- 4** Press ▲ or ▼ to select **Adjust Printer**, and then press the **OK** button.
- 5** Press ▲ or ▼ to select **Head Posi. Adj.**, and then press the **OK** button.
- 6** Press ▲ or ▼ to select **Standard** or **Simple**, and then press the **OK** button.
A test pattern is printed for adjustment.
Adjustment is now finished if you have printed on a roll.
- 7** If you are printing on cut sheets, a confirmation message is displayed on the Display Screen asking you whether to continue printing.
Press the **OK** button and follow the instructions on the Display Screen.

Adjusting the feed amount

Selecting a Feed Amount Adjustment Method	99
Automatic Banding Adjustment	100

Selecting a Feed Amount Adjustment Method

There are two methods of adjusting the paper feed amount, **Print Quality** and **Print Length**, either of which will be applied during printing.

Since the method that is applied during printing is determined from the value of the **Adj. Priority** setting, configure the **Adj. Priority** to match the print target.

- **Print Quality** : Adjusts the feed amount to reduce banding across the sheet in printed documents. **Adj. Quality** settings are applied. When **Adj. Fine Feed** is executed, the **Adj. Fine Feed** settings are applied in addition to the **Adj. Quality** settings.
- **Print Length** : Adjusts the feed amount for better accuracy of lines in printed documents. The settings of **A:High** or **B:Standard/Draft** in **Adjust Length** are applied.
- **Automatic** : **Print Quality** or **Print Length** is selected, depending on **Print Priority** as selected in the printer driver at the time of printing.



- Either **A:High** or **B:Standard/Draft** in the **Adjust Length** menu is applied, depending on printer driver settings at the time of printing.

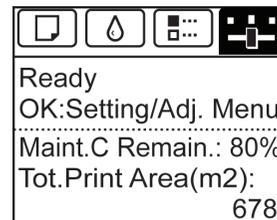
Note

Follow these steps to configure the settings.

1 Load the paper.

- Loading Rolls on the Roll Holder →P.9
- Loading Rolls in the Printer →P.11
- Loading Sheets in the Feed Slot →P.18

2 On the **Tab Selection** screen of the Control Panel, press ◀ or ▶ to select the Settings/Adj. tab ().



- If the **Tab Selection** screen is not displayed, press the **Menu** button.

Note

3 Press the **OK** button.
The **Set./Adj. Menu** is displayed.

4 Press ▲ or ▼ to select **Adjust Printer**, and then press the **OK** button.

5 Press ▲ or ▼ to select **Feed Priority**, and then press the **OK** button.

6 Press ▲ or ▼ to select **Adj. Priority**, and then press the **OK** button.

7 Press ▲ or ▼ to select **Automatic**, **Print Quality**, or **Print Length**, and then press the **OK** button.

Automatic Banding Adjustment

If printed images are affected by banding in different colors across the sheet, execute **Adj. Quality** for automatic adjustment of the paper feed amount.

There are two modes of automatic adjustment to correct banding: **Auto(GenuinePpr)** and **Auto(OtherPaper)**. In either mode, the printer prints and reads a test pattern for automatic adjustment of the feed amount.

- **Auto(GenuinePpr)**

Use this mode with paper identified in the Paper Reference Guide.

(See "Types of Paper.") → [User's Guide](#)

- **Auto(OtherPaper)**

Use this mode with paper not in the Paper Reference Guide, or if **Auto(GenuinePpr)** does not eliminate banding.

(See "Types of Paper.") → [User's Guide](#)



- Adjustment is not possible with **Auto(GenuinePpr)** and **Auto(OtherPaper)** when using highly transparent media. In this case, use **Manual** adjustment.
(See "Manual Banding Adjustment.") → [User's Guide](#)



Note

- We recommend executing the adjustment if you have changed the paper type or paper size.
- Always check the **Adj. Priority** values before using **Auto(GenuinePpr)** or **Auto(OtherPaper)**.
(See "Selecting a Feed Amount Adjustment Method.") → [P.99](#)
- If additional fine-tuning is necessary after **Auto(GenuinePpr)** and **Auto(OtherPaper)**, execute **Adj. Fine Feed**.
(See "Fine-Tuning the Paper Feed Amount.") → [User's Guide](#)
- Use **Adjust Length** to ensure that lines in CAD drawings are printed at exactly the right length.
(See "Adjusting Line Length.") → [User's Guide](#)
- This may take some time, depending on the type of paper.

Items to Prepare

When Using Rolls	An unused roll at least 254.0 mm (10.00 in) wide
When Using Sheets	Auto(GenuinePpr) : One sheet of unused paper, A4/Letter size Auto(OtherPaper) : Two sheets of unused paper, A4/Letter size (or one sheet when using A2)

Perform adjustment as follows.

1 Load the paper.

- Loading Rolls on the Roll Holder → [P.9](#)
- Loading Rolls in the Printer → [P.11](#)
- Loading Sheets in the Feed Slot → [P.18](#)



- Always make sure the loaded paper matches the type of paper specified in the settings. Adjustment cannot be completed correctly unless the loaded paper matches the settings.

2 On the **Tab Selection** screen of the Control Panel, press ◀ or ▶ to select the Settings/Adj. tab ().



Note

- If the **Tab Selection** screen is not displayed, press the **Menu** button.

- 3** Press the **OK** button.
The **Set./Adj. Menu** is displayed.
- 4** Press **▲** or **▼** to select **Adjust Printer**, and then press the **OK** button.
- 5** Press **▲** or **▼** to select **Feed Priority**, and then press the **OK** button.
- 6** Press **▲** or **▼** to select **Adj. Quality**, and then press the **OK** button.
- 7** Press **▲** or **▼** to select **Auto(GenuinePpr)** or **Auto(OtherPaper)**, and then press the **OK** button.
A test pattern is printed for adjustment.
Adjustment is now finished if you have printed on a roll or a sheet of A2 size or larger.
- 8** If you are printing on sheets smaller than A2 size for **Auto(OtherPaper)**, a confirmation message is shown on the Display Screen requesting you to continue printing.
Press the **OK** button and follow the instructions on the Display Screen.

Troubleshooting

Problems Regarding Paper

Clearing Jammed Paper (Paper Feed Slot)	102
Clearing Jammed Roll Paper	103
Clearing a Jammed Sheet, Fed Manually	106
Cut sheets cannot be pulled out from the front paper feed slot	109
Roll paper cannot be inserted into the paper feed slot	109
Cannot load sheets	109
Paper is not cut neatly	110
Paper is not cut	110
Depression on the leading edge is left	110
Margins are wide	110

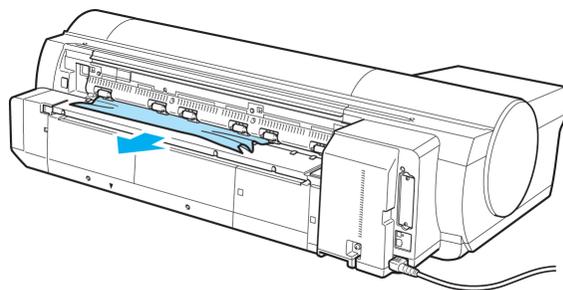
Clearing Jammed Paper (Paper Feed Slot)

Follow these steps to clear jams deep in the Paper Feed Slot →P.102 or to remove any scraps left in the slot when you are clearing jams →P.102 .

Clear any jammed paper deep in the Paper Feed Slot

If paper is jammed deep in the Paper Feed Slot, remove the Roll Feed Unit and clear the paper jam as follows.

- 1 Turn the printer off before removing the Roll Feed Unit from the printer. (See "Removing the Roll Feed Unit." →User's Guide)
- 2 Remove the jammed paper from the Paper Feed Slot.



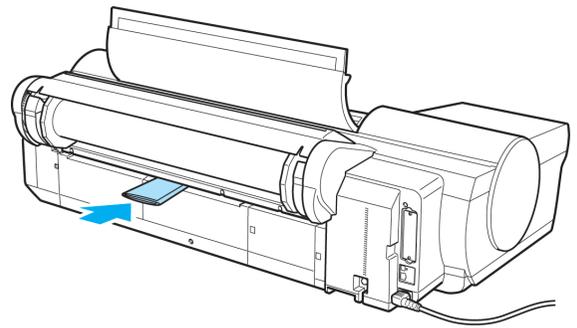
- 3 Attach the Roll Feed Unit to the printer. (See "Installing the Roll Feed Unit." →User's Guide)

Remove scraps left in the Paper Feed Slot

Follow these steps to remove any scraps left in the Paper Feed Slot after you clear jammed sheets or roll paper.

- 1 Press the **Load** button.
- 2 Press ▲ or ▼ to select **Manual Paper**, and then press the **OK** button.
A menu for selection of the type of paper is displayed.
- 3 Select **POP Board** and press the **OK** button.
Instructions for feeding **POP Board** are now displayed on the Control Panel, but follow this procedure to remove the jammed paper.
- 4 Open the Top Cover.

- 5** Fold an A4 sheet lengthwise four times and insert it through the gap of the Back Cover. Push the scrap out toward the Platen.



- 6** Remove the scrap when it is pushed out onto the Platen.
- 7** If any scraps remain inside the paper feed slot, repeat steps 5 and 6.
- 8** Close the Top Cover.
- 9** Turn the printer off. (See "Turning the Printer On and Off.") →User's Guide

Clearing Jammed Roll Paper

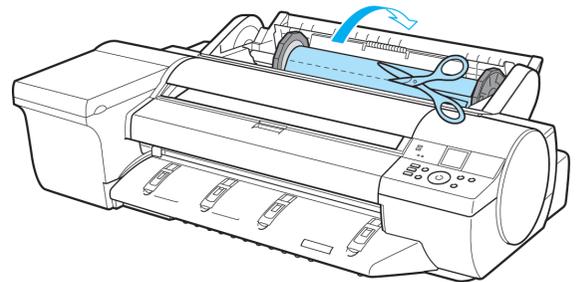
If paper from a roll becomes jammed, "**Paper jam**" is shown on the Display Screen of the Control Panel. Remove the jammed paper as follows.



Important

- For instructions on removing scraps from the paper feed slot after clearing jammed roll paper, see "Clearing Jammed Paper (Paper Feed Slot)." →P.102

- 1** Open the Roll Feed Unit Cover. Use commercially available scissors or the like to cut the paper of the loaded roll.



Caution

- When cutting paper, be careful to avoid injury or damage to the printer.



Note

- If it is difficult to perform operations from the front of the printer, perform operations from the back of the printer. If the printer has a Spectrophotometer Unit (option), lowering the Up-down Unit makes it easier to perform operations from the front of the printer. (See "Lowering the Up-down Unit of the Spectrophotometer Unit (option) Manually.") →P.16

- 2** Press the **OK** button.



- 3** Remove the jammed paper.

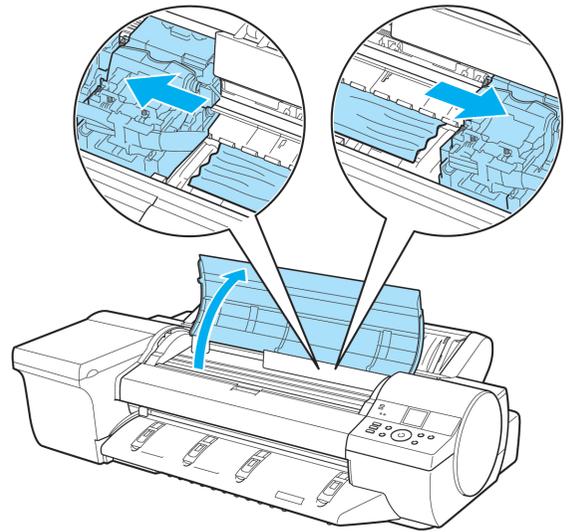
- If paper is jammed inside the Top Cover



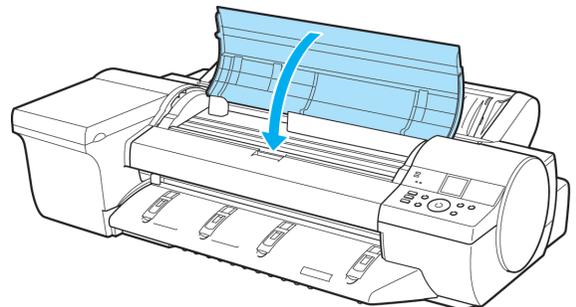
[View Movies](#)

[→User's Guide \(HTML\)](#)

1. Open the Top Cover and move the Carriage to the side.



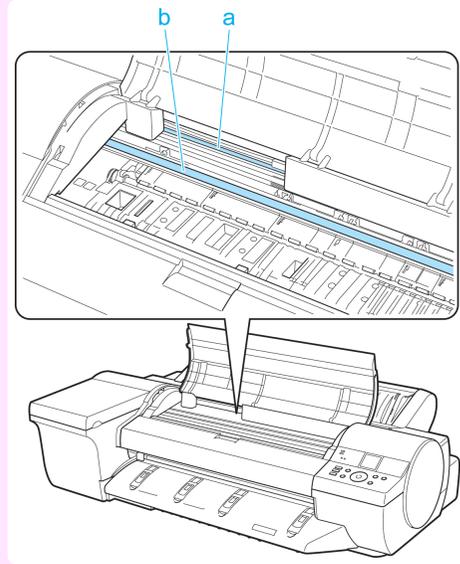
2. Clear any jammed paper from inside the Top Cover.
After removing the paper, make sure there are no other scraps of paper in the printer.
3. Close the Top Cover.





Important

- Do not move the Carriage over jammed paper. This may damage the Printhead.
- Do not touch the Linear Scale (a) or Carriage Shaft (b). This may stain your hands and damage the printer.



- If paper from a roll is jammed by the Paper Feed Slot

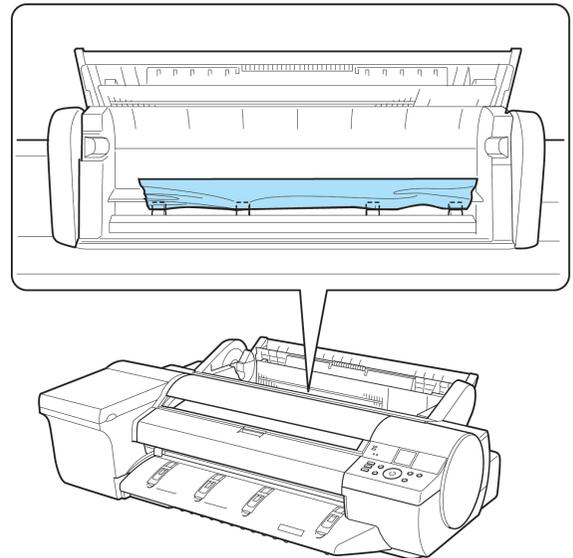


[View Movies](#)

[→User's Guide \(HTML\)](#)

1. Open the Roll Feed Unit Cover.
2. Remove the jammed paper from the Paper Feed Slot.
After removing the paper, make sure there are no other scraps of paper in the printer. If paper is jammed deep in the Paper Feed Slot, remove the roll feed unit, and then clear the paper jam. (See "Clearing Jammed Paper (Paper Feed Slot).")

→P.102



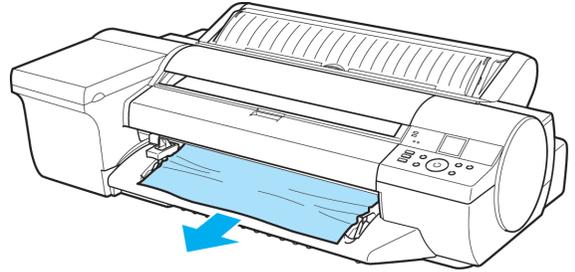
Note

- If it is difficult to perform operations from the front of the printer, perform operations from the back of the printer.
If the printer has a Spectrophotometer Unit (option), lowering the Up-down Unit makes it easier to perform operations from the front of the printer. (See "Lowering the Up-down Unit of the Spectrophotometer Unit (option) Manually.") →P.16

- If the paper is jammed by the Ejection Guide

Remove the jammed paper from the Output Tray.

After removing the paper, make sure there are no other scraps of paper in the printer.



Note

- If the Up-down Unit of the Spectrophotometer Unit (optional) is lowered, lift up the Up-down Unit before removing the paper. When the Up-down Unit is raised, handle the central part (near the blue label). Handling the ends may cause damage.

4 Press the **OK** button.



Clearing a Jammed Sheet, Fed Manually

If a sheet you have fed manually becomes jammed, "**Paper jam**" is shown on the Display Screen of the Control Panel. Remove the jammed paper as follows.

1 Press the **OK** button.



2 Remove the jammed paper.

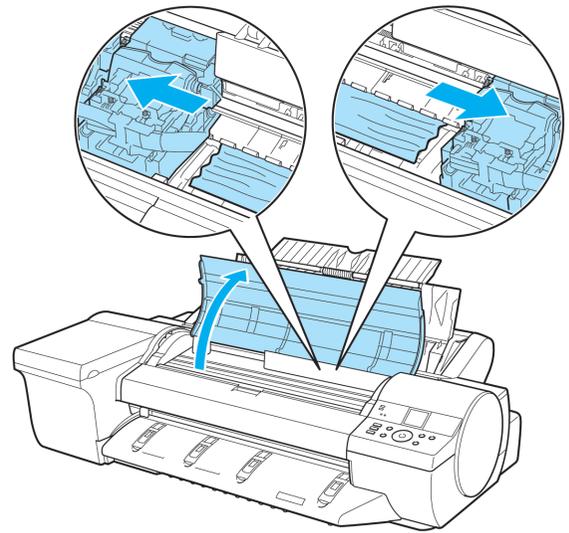
- If paper is jammed inside the Top Cover



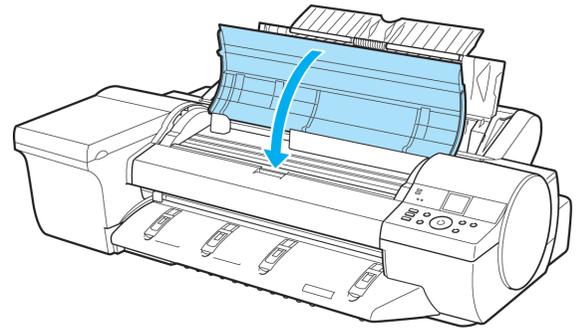
[View Movies](#)

[→User's Guide \(HTML\)](#)

1. Open the Top Cover and manually move the Carriage to the side.

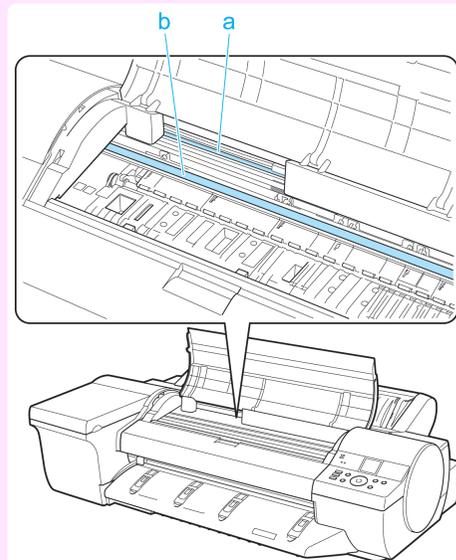


2. Clear any jammed paper from inside the Top Cover.
After removing the paper, make sure there are no other scraps of paper in the printer.
3. Close the Top Cover.



Important

- Do not move the Carriage over jammed paper. This may damage the Printhead.
- Do not touch the Linear Scale (a) or Carriage Shaft (b). This may stain your hands and damage the printer.

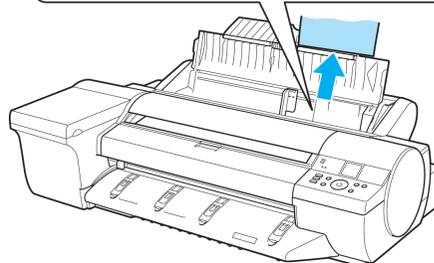
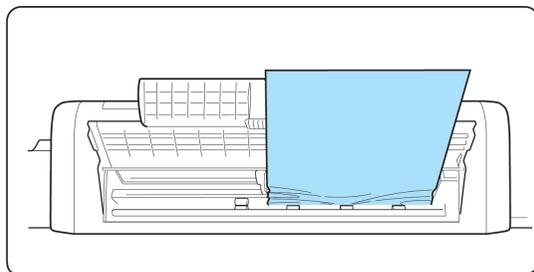


• If the paper is jammed by the Paper Feed Slot of the Top Paper Feed Slot

Remove the jammed paper from the Paper Feed Slot.

After removing the paper, make sure there are no other scraps of paper in the printer.

If paper is jammed deep in the Paper Feed Slot, remove the roll feed unit, and then clear the paper jam. (See "Clearing Jammed Paper (Paper Feed Slot)." →P.102)



Note

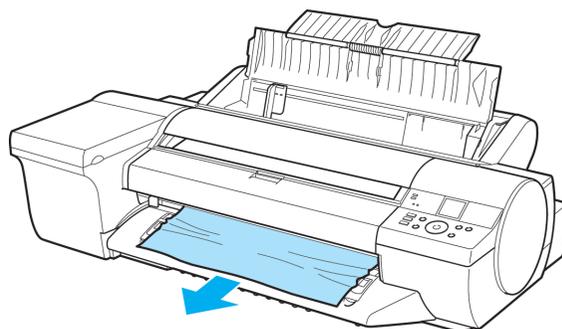
• If it is difficult to perform operations from the front of the printer, perform operations from the back of the printer.

If the printer has a Spectrophotometer Unit (option), lowering the Up-down Unit makes it easier to perform operations from the front of the printer. (See "Lowering the Up-down Unit of the Spectrophotometer Unit (option) Manually." →P.16)

• If the paper is jammed by the Ejection Guide

Remove the jammed paper from the Output Tray.

After removing the paper, make sure there are no other scraps of paper in the printer.

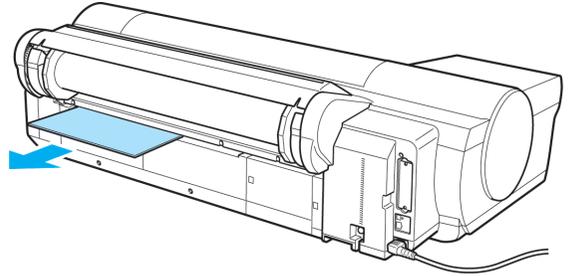


Note

• If the Spectrophotometer Unit (optional) is mounted, then if the Up-down Unit of the Spectrophotometer Unit (optional) is lowered, raise the Up-down Unit before removing the paper.

When the Up-down Unit is raised, handle the central part (near the blue label). Handling the ends may cause damage.

- If paper is jammed in the back of the printer
Remove the jammed paper from the back of the printer.
After removing the paper, make sure there are no other scraps of paper in the printer.



3 Press the **OK** button.



Cut sheets cannot be pulled out from the front paper feed slot

Cause	Corrective Action
You have loaded paper other than POP board.	Push the cut sheet from the front side of the printer towards the back side. Once the edge of the cut sheet protrudes from the back side of the printer, pull it out from the back side.

Roll paper cannot be inserted into the paper feed slot

Cause	Corrective Action
The roll paper is warped.	Straighten out curls and reload the roll.
Paper is jammed by the paper feed slot.	Remove the jammed paper. (See "Clearing Jammed Roll Paper.") →P.103 (See "Clearing a Jammed Sheet, Fed Manually.") →P.106
After a roll was advanced, the paper was manually pulled out by force, closing the Paper Feed Slot.	Remove the roll and open the paper feed slot. (See "Removing the Roll from the Printer.") →P.14

Cannot load sheets

Cause	Corrective Action
The paper source selection is incorrect.	Press the Load button and select the paper source.

Paper is not cut neatly

Cause	Corrective Action
The paper is bent or curled at the cut position.	Straighten out any curling by the edges of the paper.
Paper rises by the ends of the cut position before it is cut.	Reload the paper correctly.
You are using paper that cannot be cut with the Cutter Unit.	Specify Manual in Cutting Mode in the Control Panel menu and use scissors or a cutting tool to cut the roll after printing. (See "Specifying the Cutting Method for Rolls.") →User's Guide
Cut Speed is not configured correctly in the Control Panel menu.	Change the Cut Speed setting in the Control Panel menu. (See "Menu Structure.") →P.66
During cutting, printed documents fall out at an angle.	In the Control Panel menu, set Cutting Mode to Eject . Hold documents after printing, as they are cut. (See "Specifying the Cutting Method for Rolls.") →User's Guide

Paper is not cut

Cause	Corrective Action
The printed document became caught on a foreign object by the Output Tray, which lifted the document. The Cutter passed under the paper.	Remove the foreign object by the Output Tray to enable the printer to eject the printed document, keeping it level.
In the printer driver, No or Print Cut Guideline is specified in Automatic Cutting .	Specify Yes in Automatic Cutting in the printer driver.
In the Control Panel menu, Cutting Mode is set to Eject or Manual .	If the Cutting Mode is Eject , press the Cut button to cut the paper. If the Cutting Mode is Manual , cut rolls with scissors or the like.

Depression on the leading edge is left

Cause	Corrective Action
Keeping a roll in the printer for a long time without printing on it may leave a depression on the leading edge.	When printing quality is most important, we recommend setting TrimEdge Reload to On or Automatic so that the paper edge is automatically cut before printing. (See "Menu Structure.") →P.66

Margins are wide

Cause	Corrective Action
Rolls are advanced a specific amount before cutting to prevent problems with cutting and paper ejection.	This operation is normal.

Printing does not start

The Data lamp on the Control Panel does not light up	111
The printer does not respond even if print jobs are sent	111
Ink Filling.. is displayed	111
The display screen indicates Agitating... ..	111

The Data lamp on the Control Panel does not light up

Cause	Corrective Action
The printer is not on.	Make sure the power cord is securely plugged in, all the way. Press the Power button to turn on the printer.
The target printer was not selected when printing.	In Windows, select the printer by clicking Select Printer or Printer in the printing dialog box and try printing again.
	In Mac OS X, open the dialog box of the printer driver, select the printer from the list of Printer , and try printing again.
The print job is paused.	In Windows, restart the print job as follows. <ol style="list-style-type: none"> 1. Select the printer icon in the Printers and Faxes (or Printers) window. 2. Clear Pause Printing in the File menu to restart the print job.
	In Mac OS X, restart the print job as follows. <ol style="list-style-type: none"> 1. Click Print & Fax. (This is identified as Printer Setup Utility or Print Center in other versions of Mac OS X.) 2. Select the printer, and then Resume Printer (or Start Jobs) in the Printers menu to restart the print job.

The printer does not respond even if print jobs are sent

Cause	Corrective Action
In the Control Panel menu, Pause Print is On.	Set Pause Print to Off. (See "Pausing Printing.") → User's Guide
You have selected Save in mail box in Output Method on the printer.	Print the job saved on the printer's hard disk. (See "Printing Saved Jobs.") → User's Guide
Print jobs are pending.	Manage the jobs on hold and print as needed. (See "Managing Pending Jobs (Printing or Deleting Jobs on Hold).") → User's Guide

Ink Filling.. is displayed

Cause	Corrective Action
The printer was forced off during operation.	Wait until the system has been filled with ink.

The display screen indicates Agitating...

Cause	Corrective Action
Ink agitation is in progress.	Please wait until ink agitation is finished. The time for agitation varies depending on how long the printer has been off. (Between about 30 seconds and two minutes.)

The printer stops during a print job

An error message is shown on the Display Screen	112
The printer ejects blank, unprinted paper	112

An error message is shown on the Display Screen

Cause	Corrective Action
An error message is displayed during printing.	Check the error message and take action as necessary. (See "Error Messages.") →P.156
The last portion of roll paper was used during a print job, and paper could not be advanced because the trailing edge is taped to the roll.	Remove the used roll and insert a new roll. (See "Removing the Roll from the Printer.") →P.14 (See "Removing Rolls From the Roll Holder.") →User's Guide (See "Loading and Printing on Rolls.") →User's Guide

The printer ejects blank, unprinted paper

Cause	Corrective Action
The leading edge of the roll paper was cut to straighten it.	The leading edge of rolls may be cut to straighten it if Trim Edge First is set to a value other than Off in the Control Panel menu. (See "Cutting the Leading Edge of Roll Paper Automatically.") →User's Guide
The Printhead nozzles are clogged.	Print a test pattern to check the nozzles and make sure the Printhead is in good condition for printing. (See "Checking for Nozzle Clogging.") →User's Guide
A print job was received from an incompatible printer driver.	Use the correct imagePROGRAF printer driver for the printer and try printing again.
The printer is damaged.	Contact your Canon dealer for assistance.

Problems with the printing quality

Printing is faint	113
Paper rubs against the printhead	113
The edges of the paper are dirty	114
The surface of the paper is dirty	115
The back side of the paper is dirty	115
Roller marks are left across the trailing edge of paper	115
Immediately after borderless printing, the trailing edge margin is soiled during regular printing	115
Printed colors are inaccurate	116
Banding in different colors occurs	116
Colors in printed images are uneven	117
Image edges are blurred or white banding occurs	118
Setting the Blue Switch on the Platen	118
The contrast becomes uneven during printing	121
The length of printed images is inaccurate in the feeding direction	121
Images are printed crooked	121
Documents are printed in monochrome	122
Line thickness is not uniform	122
Lines or colors are misaligned	122
Borders appear during borderless printing	123

Printing is faint

Cause	Corrective Action
You may be printing on the wrong side of the paper.	Print on the printing surface.
The Printhead nozzles are clogged.	Print a test pattern to check the nozzles and see if they are clogged. (See "Checking for Nozzle Clogging.") →User's Guide
Because the printer was left without ink tanks installed for some time, ink has become clogged in the ink supply system.	After the ink tanks have been installed for 24 hours, run Head Cleaning B from the Control Panel. (See "Cleaning the Printhead.") →P.53
Paper is jammed inside the Top Cover.	Follow the steps below to remove the jammed piece of paper inside the Top Cover. 1. Open the Top Cover and make sure the Carriage is not over the Platen. 2. Remove any scraps of paper inside the Top Cover. (See "Clearing Jammed Roll Paper.") →P.103 (See "Clearing a Jammed Sheet, Fed Manually.") →P.106 3. Close the Top Cover.
The ink was not dry when paper was cut.	Specify a longer drying period in the Control Panel menu, in Paper Details > Roll DryingTime . (See "Menu Settings.") →User's Guide
Printing may be faint if Print Quality in Advanced Settings in the printer driver is set to Standard or Draft .	In Advanced Settings of the printer driver, choose Highest or High in Print Quality . Printing in Draft or Standard mode is faster and consumes less ink than in Highest or High modes, but the printing quality is lower. (See "Giving Priority to Particular Graphic Elements and Colors for Printing.") →User's Guide
You are printing on paper that tends to generate dust when cut.	In the Control Panel menu, set CutDustReduct. in Paper Details to On . (See "Reducing Dust from Cutting Rolls.") →User's Guide

Paper rubs against the printhead

Cause	Corrective Action
The type of paper specified in the printer driver does not match the type loaded in the printer.	Load paper of the same type as you have specified in the printer driver. (See "Loading Rolls in the Printer.") →P.11 (See "Loading Sheets in the Feed Slot.") →P.18

Cause	Corrective Action
The type of paper specified in the printer driver does not match the type loaded in the printer.	Make sure the same type of paper is specified in the printer driver as you have loaded in the printer. 1. Press the Stop button and stop printing. 2. Change the type of paper in the printer driver and try printing again.
Paper has been loaded incorrectly, causing it to wrinkle.	Reload the paper. (See "Loading Rolls in the Printer.") →P.11 (See "Loading Sheets in the Feed Slot.") →P.18
The Printhead is set too low in the Control Panel menu.	In the Control Panel menu, set Head Height to Automatic . (See "Troubleshooting Paper Abrasion and Blurry Images.") →User's Guide
You are printing on heavyweight paper or paper that curls or wrinkles easily after absorbing ink.	When printing on Canon Heavyweight Coated Paper or other paper-based media, choose a VacuumStrength setting of Strong or Strongest in the Control Panel menu. If rubbing still occurs, in the Control Panel menu, use a higher Head Height setting. (See "Adjusting the Vacuum Strength.") →User's Guide (See "Troubleshooting Paper Abrasion and Blurry Images.") →User's Guide
	When printing on CAD Tracing Paper or other film-based media, choose a VacuumStrength setting of Standard , Strong , or Strongest in the Control Panel menu. If rubbing still occurs, in the Control Panel menu, use a higher Head Height setting. (See "Adjusting the Vacuum Strength.") →User's Guide (See "Troubleshooting Paper Abrasion and Blurry Images.") →User's Guide
	When printing on paper 0.1 mm (0.004 in) thick or less, choose a VacuumStrength setting of Weakest in the Control Panel menu. If rubbing still occurs, in the Control Panel menu, use a higher Head Height setting. (See "Adjusting the Vacuum Strength.") →User's Guide (See "Troubleshooting Paper Abrasion and Blurry Images.") →User's Guide
	If edges of the paper curl and become soiled when printing on rolls of glossy photo paper, in Paper Detailed Settings in the printer driver, set Near End Margin to 20mm .
When you have loaded paper, the paper you have loaded does not match the type selected on the Control Panel.	Be sure to select the correct type of paper in the Control Panel menu when loading paper. (See "Loading Rolls in the Printer.") →P.11 (See "Loading Sheets in the Feed Slot.") →P.18

The edges of the paper are dirty

Cause	Corrective Action
The Platen has become dirty after borderless printing or printing on small paper.	Open the Top Cover and clean the Platen. (See "Cleaning Inside the Top Cover.") →P.51
The type of paper as specified on the printer does not match the type specified in the printer driver.	Make sure the same type of paper is specified on the printer as in the printer driver. (See "Changing the Type of Paper.") →User's Guide
	Make sure the same paper type is specified in the printer driver as on the printer. 1. Press the Stop button and stop printing. 2. Change the type of paper in the printer driver and try printing again.
The paper is wrinkled or warped.	Straighten out the wrinkles or curls and reload the paper. Do not use paper that has been printed on previously. (See "Loading Rolls in the Printer.") →P.11 (See "Loading Sheets in the Feed Slot.") →P.18
A cut line is printed because CutDustReduct. is On in the Control Panel menu to reduce cutting dust.	If this function is not needed, set CutDustReduct. to Off in the Control Panel menu. (See "Menu Settings.") →User's Guide
The Printhead is set too low in the Control Panel menu.	In the Control Panel menu, set Head Height to Automatic . (See "Troubleshooting Paper Abrasion and Blurry Images.") →User's Guide
You are printing on heavyweight paper or paper that curls or wrinkles easily after absorbing ink.	When printing on Canon Heavyweight Coated Paper or other paper-based media, choose a VacuumStrength setting of Strong or Strongest in the Control Panel menu. If rubbing still occurs, in the Control Panel menu, use a higher Head Height setting. (See "Adjusting the Vacuum Strength.") →User's Guide

Cause	Corrective Action
You are printing on heavyweight paper or paper that curls or wrinkles easily after absorbing ink.	(See "Troubleshooting Paper Abrasion and Blurry Images.") →User's Guide When printing on CAD Tracing Paper or other film-based media, choose a VacuumStrength setting of Standard , Strong , or Strongest in the Control Panel menu. If rubbing still occurs, in the Control Panel menu, use a higher Head Height setting. (See "Adjusting the Vacuum Strength.") →User's Guide (See "Troubleshooting Paper Abrasion and Blurry Images.") →User's Guide
The Ejection Guide is soiled.	Clean the Ejection Guide. (See "Cleaning the Printer Exterior.") →User's Guide

The surface of the paper is dirty

Cause	Corrective Action
The Paper Retainer is soiled.	Clean the Paper Retainer. (See "Cleaning Inside the Top Cover.") →P.51
You are using a paper that does not dry easily.	In the Control Panel menu, set Roll DryingTime to at least 1 min . (See "Menu Settings.") →User's Guide When paper that does not dry easily is used for printing, it may curl during printing and touch the Output Tray. In this case, in the Control Panel menu, complete the settings for Dry time and Area in Scan Wait Time . However, note that printing will now take longer. (See "Menu Settings.") →User's Guide
The optional Spectrophotometer Unit is dirty.	Clean the Paper presser. (See "Cleaning the Spectrophotometer Unit (option) Parts.") →P.54

The back side of the paper is dirty

Cause	Corrective Action
The Platen has become dirty after borderless printing or printing on small paper.	Open the Top Cover and clean the Platen. (See "Cleaning Inside the Top Cover.") →P.51
The Platen suction is too strong.	In the Control Panel menu, reduce the level of VacuumStrength . (See "Adjusting the Vacuum Strength.") →User's Guide
BordlessOversize is set to Standard in the Control Panel menu.	Set BordlessOversize to Little in the Control Panel menu. (See "Menu Settings.") →User's Guide

Roller marks are left across the trailing edge of paper

Cause	Corrective Action
The paper was removed without pressing the OK button after printing from the Front Paper Feed Slot.	Following the instructions displayed, press the OK button, and after removing the paper, press the OK button again. Wipe the rollers to clean them. (See "Cleaning Inside the Top Cover.") →P.51 (See "Cleaning the Paper Retainer.") →User's Guide

Immediately after borderless printing, the trailing edge margin is soiled during regular printing

Cause	Corrective Action
Depending on your printing environment, after borderless printing in which the leading and trailing edge of the roll is cut automatically, any ink adhering to the cutter unit may rub off on the next printed document.	Follow these steps to change the Between Pages setting of Drying Time to a value between about 30 seconds and 3 minutes before trying borderless printing again. 1. On the Main sheet of the printer driver, click Advanced Settings by Media Type . 2. Select an ink drying time in the list for the Between Pages setting of Drying Time .

Printed colors are inaccurate

Cause	Corrective Action
Color adjustment has not been activated in the Advanced Settings of the printer driver.	In the Advanced Settings of the printer driver, access Color Settings in Color Mode to adjust colors. (See "Main Sheet (Windows).") → User's Guide (See "Main Pane (Mac OS X).") → User's Guide
Colors have not been adjusted on the computer or monitor.	Refer to the computer and monitor documentation to adjust the colors. Adjust the settings of the color management software, referring to the software documentation as needed.
The Printhead nozzles are clogged.	Print a test pattern to check the nozzles and see if they are clogged. (See "Checking for Nozzle Clogging.") → User's Guide
In the Windows printer driver, Application Color Matching Priority is not selected.	Click Special Settings on the Layout sheet of the printer driver and select Application Color Matching Priority in the dialog box. (See "Layout Sheet (Windows).") → User's Guide
There may be a slight difference in how colors are printed after Printhead replacement because of individual variation among printheads.	Execute color calibration. (See "Color Calibration Using the Printer Sensor.") → User's Guide
Printhead characteristics gradually change through repeated use, and colors may change.	Execute color calibration. (See "Color Calibration Using the Printer Sensor.") → User's Guide
Color may change slightly even on the same model of printer if you use a different version of the firmware or printer driver, or when you print under different settings or in a different printing environment.	Follow these steps to prepare the printing environment. <ol style="list-style-type: none"> 1. Use the same version of firmware or printer driver. (See "Updating the Firmware.") →User's Guide 2. Specify the same value for all settings items. 3. Execute color calibration. (See "Color Calibration Using the Printer Sensor.") →User's Guide

Banding in different colors occurs

Cause	Corrective Action
The paper feed amount is out of adjustment.	Adjust the feed amount. (See "Adjusting the Feed Amount.") → User's Guide If printed sheets are affected by banding in different colors by the trailing edge (about 20–30 mm (0.8–1.2 in) from the edge), try adjusting the feed amount of the trailing edge of sheets. (See "Adjusting Color on the Trailing Edge of Sheets.") → User's Guide
Printing does not proceed smoothly because print jobs are interrupted during transmission.	Exit other applications and cancel other print jobs.
In the Control Panel menu, Adj. Priority is set to Print Length .	Setting Adj. Priority to Print Quality in the Control Panel menu and adjusting the feed amount may improve results. (See "Adjusting the Feed Amount.") → User's Guide
The Printhead is out of alignment.	Adjust the Printhead alignment. (See "Automatic Adjustment to Straighten Lines and Colors.") → P.97
The Printhead nozzles are clogged.	Print a test pattern to check the nozzles and see if they are clogged. (See "Checking for Nozzle Clogging.") → User's Guide
Streaks may occur if you set the Print Quality too low.	Choose a higher level of Print Quality in the Advanced Settings of the printer driver and try printing again. Printing in Draft or Standard mode is faster and consumes less ink than in Highest or High modes, but the printing quality is lower. (See "Giving Priority to Particular Graphic Elements and Colors for Printing.") → User's Guide
The type of paper specified in the printer driver does not match the type loaded in the printer.	Load paper of the same type as you have specified in the printer driver. (See "Loading Rolls in the Printer.") → P.11 (See "Loading Sheets in the Feed Slot.") → P.18

Cause	Corrective Action
The type of paper specified in the printer driver does not match the type loaded in the printer.	<p>Make sure the same type of paper is specified in the printer driver as you have loaded in the printer.</p> <ol style="list-style-type: none"> 1. Press the Stop button and stop printing. 2. Change the type of paper in the printer driver and try printing again.

Colors in printed images are uneven

Cause	Corrective Action
Line Drawing/Text is selected when printing images in many solid colors.	In Print Priority in the Advanced Settings of the printer driver, choose Image .
You are printing on paper that curls easily.	Printed colors may appear uneven on the leading edge of paper that is susceptible to curling. Select a stronger level in VacuumStrength in the Control Panel menu to increase suction against the paper, or specify a leading margin of 20 mm (0.79 in) or more. (See "Adjusting the Vacuum Strength.") → User's Guide
Printed colors may be uneven if you set the Print Quality too low.	Choose a higher level of Print Quality in the Advanced Settings of the printer driver. Printing in Fast or Standard mode is faster and consumes less ink than in Highest quality or High modes, but the printing quality is lower. (See "Giving Priority to Particular Graphic Elements and Colors for Printing.") → User's Guide
Color may be uneven between dark and light image areas.	Select Unidirectional Printing in the Advanced Settings of the printer driver.
When borderless printing is used, the edge of the paper is cut during printing. Thus, ink density may be slightly uneven at the leading edges.	<p>Specify No in Automatic Cutting in the printer driver before printing. In this case, the paper can be printed without borders on the left and right sides only. Cut the printed document ejected from the printer, and then use scissors or a cutting tool to cut away the edges on the top and bottom.</p> <p>Choose a higher level of Print Quality in the Advanced Settings of the printer driver. (See "Giving Priority to Particular Graphic Elements and Colors for Printing.") →User's Guide</p>
The Printhead is out of alignment.	Adjust the Printhead alignment. (See "Automatic Adjustment to Straighten Lines and Colors.") → P.97
Allowing printed documents to dry on top of each other may cause uneven colors.	To avoid uneven colors, we recommend drying each sheet separately.
Density may be uneven if you use Glossy Paper or Canon Coated Paper .	In Advanced Settings of the printer driver, choose Highest quality or High in Print Quality .
The type of paper specified in the printer driver does not match the type loaded in the printer.	<p>Load paper of the same type as you have specified in the printer driver. (See "Loading Rolls in the Printer.") →P.11 (See "Loading Sheets in the Feed Slot.") →P.18</p> <p>Make sure the same type of paper is specified in the printer driver as you have loaded in the printer.</p> <ol style="list-style-type: none"> 1. Press the Stop button and stop printing. 2. Change the type of paper in the printer driver and try printing again.
Colors may be uneven at the trailing edge when you print on heavyweight sheets even if you execute Adj Far Ed Feed .	For heavyweight sheets or similar paper, execute Adj Far Ed Feed with the Front Tray Guides raised. Also keep the Front Tray Guides raised during printing. Lower the Front Tray Guides when printing on paper other than heavyweight sheets.
Scan Wait Time > Area in the Control Panel menu is set to Leading edge .	When Scan Wait Time > Area is set to Leading edge , colors may be uneven 110–140 mm from the leading edge. (The position varies depending on the Print Quality setting.) In this case, select Scan Wait Time > Area > Entire area . However, note that printing will now take longer. (See "Menu Settings.") → User's Guide
When you load paper in the Front Paper Feed Slot and print, colors may be uneven at the leading edge of the paper.	Choose a higher level of Print Quality in the Advanced Settings of the printer driver. Printing in Fast or Standard mode is faster and consumes less ink than in Highest quality or High modes, but the printing quality is lower.

Cause	Corrective Action
When you load paper in the Front Paper Feed Slot and print, colors may be uneven at the leading edge of the paper.	(See "Giving Priority to Particular Graphic Elements and Colors for Printing.") →User's Guide Straighten the paper if it is warped, and then load it straight into the printer. (See "Loading Sheets in the Feed Slot.") →P.18

Image edges are blurred or white banding occurs

Cause	Corrective Action
The Platen suction is too strong.	In the Control Panel menu, reduce the level of VacuumStrngth . (See "Adjusting the Vacuum Strength.") →User's Guide Close the blue Switch on the platen so that it matches the paper size. (See "Setting the Blue Switch on the Platen.") →P.118
Incorrect Printhead alignment value.	When printing fine lines or text at high precision on glossy or semi-glossy photo or proofing paper, set the optimal Printhead height before aligning the printhead. (See "Enhancing Printing Quality.") →User's Guide In the Control Panel menu, set Head Height to a lower height. (See "Troubleshooting Paper Abrasion and Blurry Images.") →User's Guide
The type of paper specified in the printer driver does not match the type loaded in the printer.	Load paper of the same type as you have specified in the printer driver. (See "Loading Rolls in the Printer.") →P.11 (See "Loading Sheets in the Feed Slot.") →P.18 Make sure the same type of paper is specified in the printer driver as you have loaded in the printer. <ol style="list-style-type: none"> 1. Press the Stop button and stop printing. 2. Change the type of paper in the printer driver and try printing again.

Setting the Blue Switch on the Platen

If printed documents exhibit the following symptoms, adjust the setting of the blue Switch on the Platen.

- Image edges are blurred
- Image edges are affected by white banding

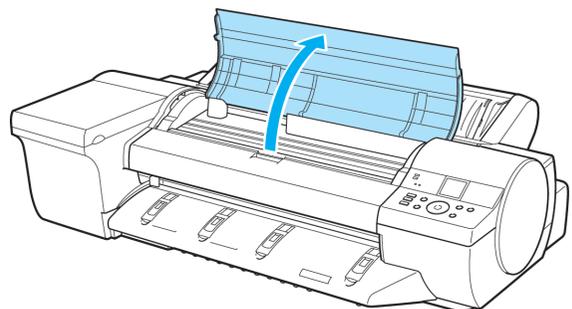


- Always set all of the blue Switches on the Platen to the ● side for borderless printing. If the Switch are not set correctly, the print quality may deteriorate.

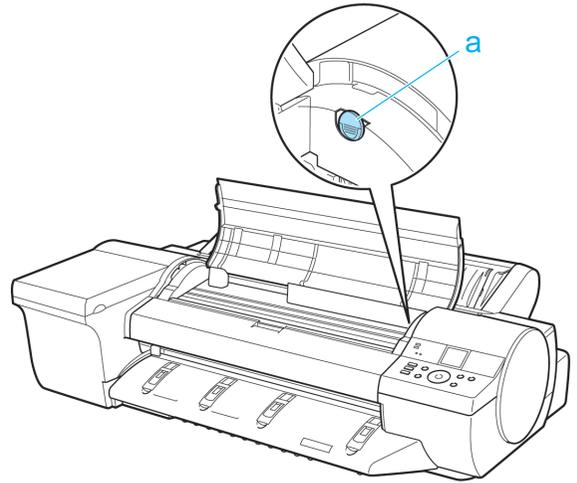
1 Remove any loaded paper that will not be used.

- Rolls (See "Removing the Roll from the Printer.") →P.14
- Sheet (See "Removing Sheets.") →P.29

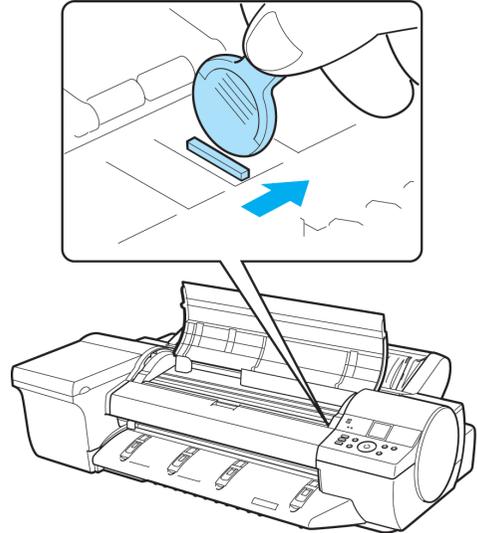
2 Open the Top Cover.



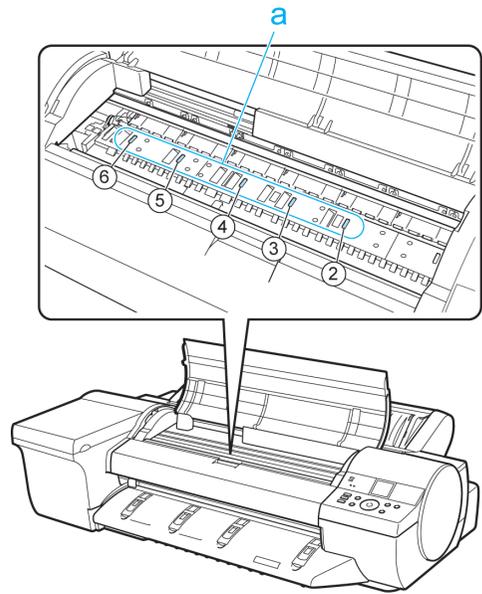
3 Remove the Cleaning Brush (a).



4 Using the back of the Cleaning Brush, move the first Switch to the side opposite ●.



- 5** Refer to the following table to confirm the number on the Platen (a) that corresponds to the size of paper for printing.



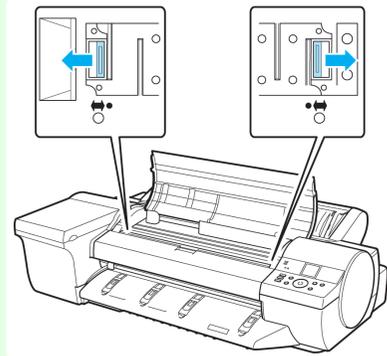
Number	Dimensions	Paper Size
2	254 mm (10 in) or 257 mm	10"x12", 8"x10", or JIS B4
3	355 mm (14 in)	14"x17"
4	406 mm (16 in), 420 mm, or 432 mm (17 in)	16-in. Roll (406.4mm), ISO A2, 17-in. Roll (431.8mm), or ANSI C
5	515 mm (20 in)	JIS B2 or JIS B3
6	610 mm (24 in)	ISO A1, ISO A2, or 20"x24"

- 6** Using the back of the Cleaning Brush, move the Switch to the side opposite ●, corresponding to the size of the paper for printing. In this case, note that you will move the switch in the opposite direction from the direction in step 4.

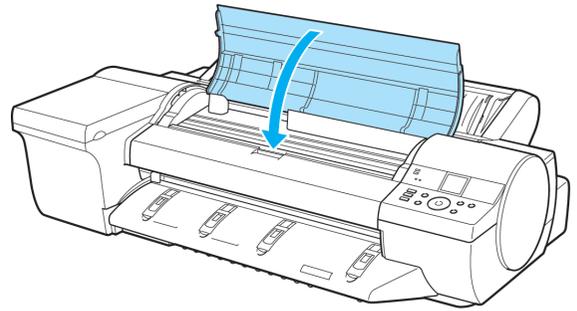


Note

- The Switch only moves number 1 and the number that matches the paper size. Set all of the switches where the number does not match the paper size in switches number 2 and higher to the ● side.



7 Close the Top Cover.



The contrast becomes uneven during printing

Cause	Corrective Action
The paper feed amount is out of adjustment.	Adjust the feed amount. (See "Adjusting the Feed Amount.") → User's Guide
The type of paper specified in the printer driver does not match the type loaded in the printer.	Load paper of the same type as you have specified in the printer driver. (See "Loading Rolls in the Printer.") → P.11 (See "Loading Sheets in the Feed Slot.") → P.18
	Make sure the same type of paper is specified in the printer driver as you have loaded in the printer. 1. Press the Stop button and stop printing. 2. Change the type of paper in the printer driver and try printing again.

The length of printed images is inaccurate in the feeding direction

Cause	Corrective Action
In the Control Panel menu, Adj. Priority is set to Print Quality .	Set Adj. Priority to Print Length in the Control Panel menu, and then execute Adjust Length . (See "Adjusting the Feed Amount.") → User's Guide
The type of paper specified in the printer driver does not match the type loaded in the printer.	Load paper of the same type as you have specified in the printer driver. (See "Loading Rolls in the Printer.") → P.11 (See "Loading Sheets in the Feed Slot.") → P.18
	Make sure the same type of paper is specified in the printer driver as you have loaded in the printer. 1. Press the Stop button and stop printing. 2. Change the type of paper in the printer driver and try printing again.

Images are printed crooked

Cause	Corrective Action
In the Control Panel menu, Skew Check Lv. is set to Loose or Off .	In the Control Panel menu, set Skew Check Lv. to Standard . (See "Menu Settings.") → User's Guide
In the Control Panel menu, Width Detection is set to Off .	Set Width Detection to On in the Control Panel menu. (See "Menu Settings.") → User's Guide
Roll paper is loaded askew.	If there is a gap between the roll paper and roll holder, reload the roll. (See "Loading Rolls on the Roll Holder.") → P.9 (See "Loading Rolls in the Printer.") → P.11

Documents are printed in monochrome

Cause	Corrective Action
In the Advanced Settings of the printer driver, Monochrome or Monochrome (Photo) , is specified in Color Mode .	In the Advanced Settings of the printer driver, specify Color in Color Mode and try printing again.
The Printhead nozzles are clogged.	Print a test pattern to check the color ink nozzles and see if they are clogged. (See "Checking for Nozzle Clogging.") → User's Guide

Line thickness is not uniform

Cause	Corrective Action
In the Special Settings dialog box of the Windows printer driver, Fast Graphic Process is selected.	Access the printer driver Properties dialog box from Print in the File menu of the source application, and follow these steps to print. <ol style="list-style-type: none"> 1. Clear the option Open Preview When Print Job Starts on the Main sheet. 2. Clear the option Page Layout on the Layout sheet. 3. Click the Special Settings button on the Layout sheet to display the Special Settings dialog box, and then clear the option Fast Graphic Process.
The blue Switch on the platen is set incorrectly.	Move the Switch numbered corresponding to the size of paper for printing opposite to the ● position. (See "Setting the Blue Switch on the Platen.") → P.118
The type of paper specified in the printer driver does not match the type loaded in the printer.	Load paper of the same type as you have specified in the printer driver. (See "Loading Rolls in the Printer.") → P.11 (See "Loading Sheets in the Feed Slot.") → P.18 Make sure the same type of paper is specified in the printer driver as you have loaded in the printer. <ol style="list-style-type: none"> 1. Press the Stop button and stop printing. 2. Change the type of paper in the printer driver and try printing again.
Incorrect Printhead alignment value.	When printing fine lines or text at high precision on glossy or semi-glossy photo or proofing paper, set the optimal Printhead height before aligning the printhead. (See "Enhancing Printing Quality.") → User's Guide In the Control Panel menu, use a lower Head Height setting. (See "Troubleshooting Paper Abrasion and Blurry Images.") → User's Guide
Depending on the type of paper, the thickness of printed lines may be noticeably inconsistent.	Specify Proof in Print Priority in the printer driver. (See "Giving Priority to Particular Graphic Elements and Colors for Printing.") → User's Guide

Lines or colors are misaligned

Cause	Corrective Action
The Printhead is not being aligned correctly.	Adjust the Printhead alignment. (See "Automatic Adjustment to Straighten Lines and Colors.") → P.97 (See "Manual Adjustment to Straighten Lines and Colors.") → User's Guide When printing fine lines or text at high precision on glossy or semi-glossy photo or proofing paper, set the optimal Printhead height before aligning the printhead. (See "Enhancing Printing Quality.") → User's Guide In the Control Panel menu, use a lower Head Height setting. (See "Troubleshooting Paper Abrasion and Blurry Images.") → User's Guide
The type of paper specified in the printer driver does not match the type loaded in the printer.	Load paper of the same type as you have specified in the printer driver. (See "Loading Rolls in the Printer.") → P.11 (See "Loading Sheets in the Feed Slot.") → P.18 Make sure the same type of paper is specified in the printer driver as you have loaded in the printer.

Cause	Corrective Action
The type of paper specified in the printer driver does not match the type loaded in the printer.	<ol style="list-style-type: none"> 1. Press the Stop button and stop printing. 2. Change the type of paper in the printer driver and try printing again.
Depending on the type of paper, printed lines may be noticeably misaligned.	Specify Proof in Print Priority in the printer driver. (See "Giving Priority to Particular Graphic Elements and Colors for Printing.") → User's Guide

Borders appear during borderless printing

Cause	Corrective Action
When executing borderless printing on A1 (594 mm) or A2 (420 mm) rolls, the Spacer for Borderless Printing was not attached to the Roll Holder.	For borderless printing on A1 (594 mm) or A2 (420 mm) rolls, attach the included Spacer for Borderless Printing to the Roll Holder. (See "Loading Rolls on the Roll Holder.") → P.9
The paper selected for borderless printing at actual size was wider than the actual page size.	For borderless printing at actual size, use roll paper that has the same width as the actual page size. (See "Borderless Printing at Actual Size.") → User's Guide
There are spaces (margins) on the document.	Make sure there are no register marks or transparent objects on the document.
Your application is configured to include spaces (margins).	Check to see if your application is configured to include spaces (margins).
BordlessOversize is set to Little on the Control Panel menu.	Set BordlessOversize to Standard on the Control Panel menu. (See "Menu Settings.") → User's Guide

Spectrophotometer Trouble Shooting

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Acquiring color measurement data takes a long time

Cause	Corrective Action
Roll DryingTime in the Control Panel menu is set to a value other than Off .	If Roll DryingTime is set to a value other than Off , change it to Off only while executing acquire color measurement data. When Roll DryingTime is set to a value other than Off , the paper takes longer to dry than the drying time set in the Color Measurement Preferences dialog box in the Color Calibration Management Console. (See "Menu Structure.") →P.66

Measurement results are unusual/suspect

Cause	Corrective Action
The test pattern was not measured correctly during the Color Check.	Setting the Pattern Size to Large on the Control Panel or Color Calibration Management Console can improve measurement results. (See "Menu Structure.") →P.66 (See "Executing Color Check.") →User's Guide (See "Executing Color Check.") →User's Guide
The test pattern is damaged or dirty because the paper was transported while the ink was still wet.	Configure the paper drying settings on the Color Calibration Management Console. (See "Acquiring Color Measurement Data For Any Color Chart.") →User's Guide (See "Acquiring Color Measurement Data For Any Color Chart.") →User's Guide
The test pattern is damaged or dirty because the Printhead is set too low on the Control Panel menu.	Set Head Height to a higher value on the Control Panel menu. (See "Troubleshooting Paper Abrasion and Blurry Images.") →User's Guide
A Spectrophotometer Unit part is dirty.	Clean the White Calibration Tile, White/Black Backing Plate, and Paper presser. (See "Cleaning the Spectrophotometer Unit (option) Parts.") →P.54
The Spectrophotometer Sensor and White Calibration Tile need to be adjusted.	Performing yearly adjustments can help restore the Spectrophotometer Sensor and White Calibration Tile to their original levels of accuracy and precision. Contact your Canon dealer for more information on adjustment services. (See "Replacing the Spectrophotometer Sensor of the Spectrophotometer Unit (option).") →User's Guide
The color of the White/Black Backing Plate is not selected correctly.	Turn the printer off and then change the color of the White/Black Backing Plate. (See "Switching the White/Black Backing Plate (Optional) Color.") →User's Guide

You cannot execute AutoAdjst(HiPrc) from the computer

Cause	Corrective Action
Since the printer belongs to a calibration group, Auto Adjust (High Precision) cannot be executed from Color Calibration Management Console. However, if it belongs to a calibration group for a paper type where only Auto Adjust (High Precision) can be executed, Auto Adjust (High Precision) can be executed.	Execute AutoAdjst(HiPrc) in the Control Panel menu. (See "Color Calibration Using the Spectrophotometer Unit (option).") →User's Guide

Cannot print over a network

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Cannot connect the printer to the network

Cause	Corrective Action
The Ethernet cable is not connected correctly to the printer's Ethernet port.	<ol style="list-style-type: none"> 1. Make sure the printer is connected to the network with the correct Ethernet cable, and then turn the printer on. For instructions on connecting the cable, refer to the Setup Guide. 2. Make sure the Link indicator is lit. The top and bottom indicators are lit if the printer is connected via 1000Base-T. The bottom indicator is green if the printer is connected via 100BASE-TX, and the top indicator is orange if connected via 10BASE-T. If the Link indicator is not lit, check the following points. <ul style="list-style-type: none"> • Make sure the hub is on. • Make sure the end of the Ethernet cable is connected correctly. Insert the Ethernet cable until it clicks and locks in place. • Make sure there is no problem with the Ethernet cable. If there is any problem, replace the Ethernet cable. • Check the communication mode with the hub. Although the printer normally detects the hub communication mode and transmission rate automatically (in auto negotiation mode), sometimes the hub settings cannot be detected. In this case, configure the connection method manually, specifying the communication mode in use. (See "Configuring the Communication Mode Manually.") →User's Guide

Cannot print over a TCP/IP network

Cause	Corrective Action
The printer's IP address is not configured correctly.	Make sure the printer's IP address is configured correctly. (See "Configuring the IP Address Using imagePROGRAF Device Setup Utility.") →User's Guide (See "Configuring the IP Address Using the Printer Control Panel.") →User's Guide
The printer's TCP/IP network settings are not configured correctly.	Make sure the printer's TCP/IP network settings are configured correctly. (See "Configuring the Printer's TCP/IP Network Settings With RemoteUI.") →User's Guide
The computer you are trying to print from is not configured correctly.	Make sure the computer's TCP/IP network settings are configured correctly. (See "Configuring the Printer Driver Destination (Windows).") →User's Guide (See "Configuring the Destination in TCP/IP Networks (Macintosh).") →User's Guide

Cannot print over a NetWare network

Cause	Corrective Action
The printer's NetWare settings are not configured correctly.	Make sure the printer's NetWare settings are configured correctly. In particular, make sure a valid frame type is selected. (See "Configuring the Printer's NetWare Network Settings With RemoteUI.") →User's Guide
The computer you are trying to print from is not configured correctly.	Make sure the computer's NetWare settings are configured correctly. (See "Configuring NetWare Network Settings.") →User's Guide
The NetWare server and services are not configured correctly.	Check the following points. <ol style="list-style-type: none"> 1. Make sure the NetWare file server is running. 2. Make sure there is enough free disk space on the NetWare file server. Insufficient disk space may prevent you from processing large print jobs.

Cause	Corrective Action
The NetWare server and services are not configured correctly.	<ol style="list-style-type: none"> 3. Start NWADMIN or PCONSOLE and confirm that the print service is configured correctly and the print queue is available. 4. If data transmission to a printer on another subnet fails, deactivate NCP burst mode in that printer's network protocol settings. 5. If the printer is used in queue server mode, specify Other/Unknown as the printer type.
The printer was turned off and on when not disconnected from the server.	Leave the printer off for at least 30 seconds, and then restore power.

Cannot print over AppleTalk or Bonjour networks

Cause	Corrective Action
The AppleTalk protocol is not enabled on the printer.	Activate AppleTalk on the printer. (See "Configuring the Printer's AppleTalk Network Settings.") →User's Guide
The computer you are trying to print from is not configured correctly.	Make sure the computer's AppleTalk settings are configured correctly. (See "Configuring the Destination for AppleTalk Networks (Macintosh).") →User's Guide (See "Configuring the Destination for Bonjour Network (Macintosh).") →User's Guide
The computer and printer are not on the same network.	Due to the nature of Bonjour, you cannot print if the printer is on another network behind a router. Make sure the computer and printer are on the same network. For information about network settings, ask your network administrator.

Installation problems

Removing Installed Printer Drivers

Follow these steps to remove installed printer drivers and utilities.

Removing printer drivers (Windows)

Remove the printer driver as follows.



Note

- The following instructions are for Windows XP. The method of removing printer drivers varies depending on the version of Windows.

- From the Windows **start** menu, select **Programs > Canon Printer Uninstaller > imagePROGRAF Printer Driver Uninstaller** to display the **Delete Printer** window.
- Select the printer in the list and click **Delete**.
- Click **Yes** after the **Warning** message is displayed.
- Make sure that the printer has been removed from the list, and then click **Exit**.

Removing printer drivers and imagePROGRAF Printmonitor (Macintosh)

Remove the printer driver or imagePROGRAF Printmonitor as follows.

- Insert the User Software CD-ROM provided with the printer in the CD-ROM drive.
- Start the printer driver installer included in the User Software CD-ROM. Open the **OS X** folder and double-click **iPF Driver Installer X**.
- In the upper left menu, choose **Uninstall**, and then click **Uninstall**.
- Follow the instructions on the screen to remove the printer driver or imagePROGRAF Printmonitor.

Removing imagePROGRAF Status Monitor (Windows)

Remove imagePROGRAF Status Monitor as follows.



Note

- The following instructions are for Windows XP. The method of removing printer drivers varies depending on the version of Windows.

- Select **Control Panel** from the **start** menu.
- Select **Add or Remove Programs**.
- Select **imagePROGRAF Status Monitor**, and then click the **Change/Remove** button.

Removing imagePROGRAF Device Setup Utility (Windows)

Remove imagePROGRAF Device Setup Utility as follows.



Note

- The following instructions are for Windows XP. The method of removing printer drivers varies depending on the version of Windows.

- 1** From the Windows **start** menu, select **Programs > imagePROGRAF Device Setup Utility > Uninstaller (imagePROGRAF Device Setup Utility)** to start the wizard.
- 2** In the wizard window, click **Delete**, and then click **Next**.
- 3** Follow the instructions on the screen to remove imagePROGRAF Device Setup Utility.

Other problems

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The printer does not go on

Cause	Corrective Action
The printer is unplugged.	Plug the power cord into the outlet, and then turn on the printer.
The specified voltage is not supplied.	Check the voltage of the outlet and breaker. (See "Specifications.") →User's Guide

The printer takes time to start up

Cause	Corrective Action
The printer may have shut down incorrectly last time. This may happen after power outages or if the printer is unplugged before it is turned off. In this case, the next time power is restored, the printer's hard disk is checked, and startup may take some time.	Please wait a while, because it may take several minutes to finish checking the hard disk. If an error message is displayed after the hard disk check, follow the instructions indicated to resolve the problem.

If the Printer Makes a Strange Sound

Cause	Corrective Action
The printer makes a sound during operation.	<p>The following sounds do not indicate a problem with the printer.</p> <ul style="list-style-type: none"> • There is a sound of suction from the Platen. To prevent paper from rising, paper is held against the Platen by suction from Vacuum holes under it. • Roll paper makes a fluttering sound during printing. There may be a fluttering sound when large paper is advanced. • You suddenly hear the sound of cleaning operations. At regular intervals, for printer maintenance, cleaning operations will begin automatically, even if the printer is in Sleep mode. • You suddenly hear the sound of ink agitation. At regular intervals, to ensure optimal printing quality, the ink is agitated automatically, even if the printer is in Sleep mode. Ink agitation takes about 30 seconds. The ink is also agitated automatically under the following conditions. Note that other operations are not possible while "Agitating..." is displayed on the control panel. <ul style="list-style-type: none"> • After the printer is turned on • After data transmission • After ink tank replacement <p>In other cases, contact your Canon dealer.</p>

Messages advising to check the maintenance cartridge are not cleared

Cause	Corrective Action
The printer has not detected the new Maintenance Cartridge that was used to replace the old one.	Remove the new Maintenance Cartridge you have just installed and insert it again firmly. (See "Replacing the Maintenance Cartridge.") →P.45

The printer consumes a lot of ink

Cause	Corrective Action
Many full-page color images are printed.	In print jobs such as photos, images are filled with color. This consumes a lot of ink. This does not indicate a problem with the printer.
Head Cleaning B in the Control Panel menu is executed frequently.	Head Cleaning B in the Control Panel menu consumes a lot of ink. This does not indicate a problem with the printer. Unless the printer has been moved or stored for a long period or you are troubleshooting Printhead problems, we recommend not performing Head Cleaning B , to the extent possible.
You have just finished initial installation, when more ink is consumed to fill the system.	After initial installation or at the first-time use after transfer, ink flows into the system between the Ink Tank and Printhead, which may cause the ink level indicators to drop to 80%. This does not indicate a problem with the printer.
The Printhead nozzles are clogged.	Check for nozzle clogging. (See "Checking for Nozzle Clogging.") → User's Guide

Ink Level Detection

Ink level detection will be deactivated if you load ink tanks once emptied.

Ink level detection

Ink tanks specified for this printer feature an ink level detection function to prevent the ink from running out during printing, which prevents printer damage. (See "Ink Tanks.") →**P.31**
 This function will not work correctly if you use refill ink tanks. As a result, printing stops. Thus, before using refill ink tanks, you must cancel the ink level detection.
 Printing with the ink level detection canceled may lead to printer damage and printing problems. Canon Inc. is not liable for any damage that may occur as a result of refilling ink.



Important

- After ink level detection has been released, this function cannot be reactivated for currently loaded Ink Tank. To use ink level detection again, replace the Ink Tank with new ones specified for use with the printer.
- Repeatedly removing and inserting an Ink Tank may damage the connection between the Ink Tank and the printer, which may cause ink leakage from the Ink Tank and damage the printer.

Releasing ink level detection

1 On the Display Screen, a message indicates that the ink level cannot be detected. After checking the message, press the **▶** button.

Remaining level of the ink cannot be correctly detected.
Check ink tank. ▶

2 Press **▲** or **▼** to select **Information**, and then press the **OK** button.

◀ Please Check
Check
Information

- 3** A confirmation message is shown on the Display Screen about releasing ink level detection. After checking the message, press the ► button.

Tank once emptied
is used. Printing
stopped due to ink
level unknown. ►

- 4** After checking the message, press the ► button.

To continue, you
must release ink
level detection. ◀▶

- 5** Press ▲ or ▼ to select **Yes**, and then press the **OK** button.

◀ Release?
No
Yes

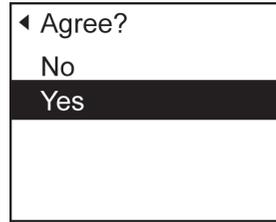
- 6** Check the message and press the ► button.

Release ink level
detection after
confirming that ink
is in ink tank. ►

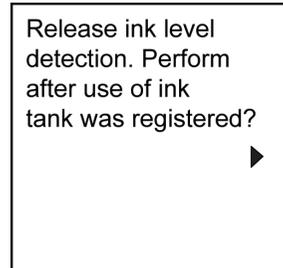
- 7** Check the message and press the ► button.

Canon is not liable
for damages due to
ink tank filling. ◀▶

8 Press ▲ or ▼ to select **Yes**, and then press the **OK** button.

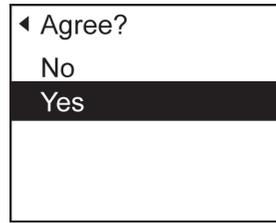


9 A confirmation message about updating ink information is shown on the Display Screen. After checking the message, press the ► button.



10 Press ▲ or ▼ to select **Yes**, and then press the **OK** button.

Ink level detection is now released.



Error Message

Messages regarding paper

Paper mismatch 133

MediaType Mismatch 133

The paper is too small. 134

The paper is too small. 134

PaprWidth Mismatch 135

Paper size not detected. 135

Insufficient paper for job 135

This paper cannot be used. 136

Cannot execute this command. Use other paper. 144

Roll printing is selected. 136

Roll printing is selected, but manual paper is loaded. 136

The roll is empty. 136

Roll feed unit error. 137

No Roll Unit. 137

Manual printing is selected. 137

Manual printing is selected, but a roll is loaded. 137

Wrong paper feed slot for manual paper. 137

Paper jam. 138

Paper loaded askew. 138

Paper not aligned with right guide. 138

Cannot detect paper 139

Cannot feed paper. 139

Cannot cut paper. 139

End of paper feed. 140

Borderless printng not possible. 140

Roll paper is not securely in contact with roll holder. 141

Error Message

Messages regarding paper

Paper mismatch

Cause	Corrective Action
You tried to print a test pattern for printer adjustment on several sheets, but sheets of different types or sizes of paper were used.	When printing a test pattern for adjustment, use sheets of the same size and type of paper, in the required quantity. Press ▲ or ▼ to select Change Paper , press the OK button, and replace the paper. (See "Loading and Printing on Sheets.") → User's Guide The printer now starts printing the test pattern. Press ▲ or ▼ to select Stop Printing , and then press the OK button.

MediaType Mismatch

Cause	Corrective Action
When Detect Mismatch in the Control Panel menu is set to Pause , the type of paper loaded does not match the type specified in the printer driver.	Follow these steps to ensure the paper type matches on the printer and in the printer driver. 1. Press ▲ or ▼ to select Stop Printing , and then press the OK button. 2. Change the paper type setting in the printer driver to the type loaded in the printer and try printing again. Follow these steps to ensure the paper type matches on the printer and in the printer driver. 1. Press ▲ or ▼ to select Change Paper , and then press the OK button.

Cause	Corrective Action
When Detect Mismatch in the Control Panel menu is set to Pause , the type of paper loaded does not match the type specified in the printer driver.	<ol style="list-style-type: none"> Replace the loaded paper with paper of the type and size you have specified in the printer driver. (See "Loading and Printing on Rolls.") → User's Guide (See "Loading and Printing on Sheets.") → User's Guide <p>Press ▲ or ▼ to select Print, and then press the OK button to resume printing. However, note that this error may cause paper jams and affect the printing quality.</p>
When Detect Mismatch in the Control Panel menu is set to Warning , the type of paper loaded does not match the type specified in the printer driver.	You can continue to print, but note that this error may cause problems in the printing results.

The paper is too small.

Cause	Corrective Action
When Detect Mismatch in the Control Panel menu is set to Pause or Hold Job , paper smaller than the size specified in the printer driver is loaded.	<p>Press ▲ or ▼ to select Print, and then press the OK button to resume printing. However, note that this error may cause paper jams and affect the printing quality.</p> <p>Adjust the paper size setting in the printer driver to match the size loaded in the printer as follows.</p> <ol style="list-style-type: none"> Press ▲ or ▼ to select Stop Printing, and then press the OK button. Change the paper size setting in the printer driver to the size loaded in the printer and try printing again. <p>Replace the loaded paper with paper of a size that matches the size setting in the printer driver as follows.</p> <ol style="list-style-type: none"> Press ▲ or ▼ to select Change Paper, and then press the OK button to stop printing. Replace the loaded paper to match the settings in the printer driver and try printing again. (See "Loading and Printing on Rolls.") → User's Guide (See "Loading and Printing on Sheets.") → User's Guide
When Detect Mismatch in the Control Panel menu is set to Warning , paper smaller than the size specified in the printer driver is loaded.	You can continue to print, but note that this error may cause problems in the printing results.

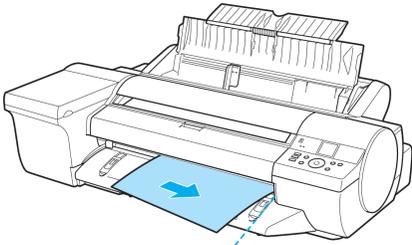
The paper is too small.

Cause	Corrective Action
A sheet has come out of the printer during printing.	<ol style="list-style-type: none"> Press the OK button and remove the sheet. Confirm the paper size and setting. Reload the paper. (See "Loading Sheets in the Feed Slot.") → P.18
The loaded paper is too small. (When you have attempted to print a test print sheet or other printer status information.)	<p>Replace the roll with a roll 10 inches in width or larger as follows.</p> <ol style="list-style-type: none"> Press ▲ or ▼ to select Change Paper, and then press the OK button. (See "Removing the Roll from the Printer.") → P.14 (See "Removing Rolls From the Roll Holder.") → User's Guide Replace the roll with a roll 10 inches wide or larger. (See "Loading Rolls on the Roll Holder.") → P.9 (See "Loading Rolls in the Printer.") → P.11 The printer will resume printing. <p>Press ▲ or ▼ to select Stop Printing, and then press the OK button.</p>

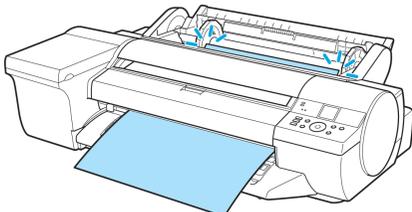
PapriWidth Mismatch

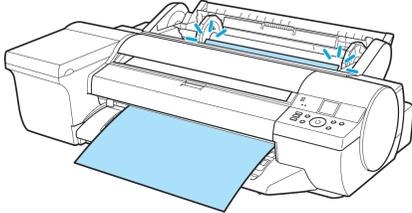
Cause	Corrective Action
<p>When Detect Mismatch in the Control Panel menu is set to Pause or Hold Job, the width of the loaded roll does not match the width specified in Fit Roll Paper Width in the printer driver.</p>	<p>Press ▲ or ▼ to select Print, and then press the OK button to resume printing. However, note that this error may cause paper jams and affect the printing quality.</p> <p>Press ▲ or ▼ to select Stop Printing, and then press the OK button.</p> <p>Follow these steps to replace the roll to match the width specified in the printer driver.</p> <ol style="list-style-type: none"> 1. Press ▲ or ▼ to select Change Paper, and then press the OK button. (See "Removing the Roll from the Printer.") →P.14 (See "Removing Rolls From the Roll Holder.") →User's Guide 2. Replace with paper of the width configured in the printer driver. (See "Loading Rolls on the Roll Holder.") →P.9 (See "Loading Rolls in the Printer.") →P.11 The printer now starts printing the print job. <p>Make sure the roll width selected in the dialog box displayed when you select Fit Roll Paper Width in the printer driver matches the width of the roll loaded in the printer, and then try printing again.</p>

Paper size not detected.

Cause	Corrective Action
<p>Paper has been loaded askew, or warped paper has been loaded.</p> 	<p>Press the OK button and reload the paper. (See "Loading Rolls in the Printer.") →P.11 (See "Loading Sheets in the Feed Slot.") →P.18</p> <p>If "Not finished printing. Finish printing remaining jobs?" is displayed on the Display Screen, press the OK button. Printing will resume, starting from the page on which the error occurred.</p> <p>If this error recurs after you reload the roll, remove the Roll Holder from the printer, push the roll firmly in until it touches the Roll Holder flange, and reload the Roll Holder in the printer. (See "Loading Rolls on the Roll Holder.") →P.9</p>

Insufficient paper for job

Cause	Corrective Action
<p>The printer has received a print job longer than the amount of roll paper left when ManageRemainRoll in the Control Panel menu is On.</p> 	<p>Press ▲ or ▼ to select Print, and then press the OK button to resume printing. However, the roll paper may run out during the print job and you may not be able to print all of the document.</p> <p>Press ▲ or ▼ to select Change Paper, and then press the OK button. Change the Paper Source of the printer driver, or replace the roll with a roll that has enough paper for the print job, and then print. (See "Removing the Roll from the Printer.") →P.14 (See "Loading Rolls in the Printer.") →P.11</p>

Cause	Corrective Action
<p>The printer has received a print job longer than the amount of roll paper left when ManageRemainRoll in the Control Panel menu is On.</p> 	<p>Press ▲ or ▼ and select Stop Printing or press the Stop button to stop printing.</p>

This paper cannot be used.

Cause	Corrective Action
<p>Paper that is too large for the printer has been loaded.</p>	<p>Press the OK button and load paper of the correct size. (See "Paper Sizes.") →User's Guide</p>
<p>Paper that is too small for the printer has been loaded.</p>	<p>Press the OK button and load paper of the correct size. (See "Paper Sizes.") →User's Guide</p>
<p>Paper has been loaded that is too small to print the test pattern for printhead adjustment or nozzle checking.</p>	<p>Press the OK button and load unused paper A4/Letter (vertical) or larger. More than one sheet may be required depending on the adjustment.</p>

Roll printing is selected.

Cause	Corrective Action
<p>You have attempted to print on a roll, but no roll is loaded.</p>	<p>Press ▲ or ▼ to select Load Roll Paper, and then press the OK button. Load the roll, and then print. (See "Loading Rolls on the Roll Holder.") →P.9 (See "Loading Rolls in the Printer.") →P.11</p>
	<p>Press ▲ or ▼ and select Stop Printing or press the Stop button to stop printing.</p>

Roll printing is selected, but manual paper is loaded.

Cause	Corrective Action
<p>A print job for rolls was received when a sheet is loaded.</p>	<p>Follow these steps to load and print on a roll.</p> <ol style="list-style-type: none"> 1. Press ▲ or ▼ to select Eject Paper, press the OK button, and remove the sheet. (See "Removing Sheets.") →P.29 2. Load a new roll. (See "Loading Rolls in the Printer.") →P.11 The printer now starts printing the print job.
	<p>Press ▲ or ▼ to select Stop Printing, and then press the OK button.</p>

The roll is empty.

Cause	Corrective Action
<p>The roll is empty.</p>	<p>Follow these steps to replace the used roll with a new roll of the same type and size.</p> <ol style="list-style-type: none"> 1. Press the OK button and remove the roll. (See "Removing the Roll from the Printer.") →P.14 (See "Removing Rolls From the Roll Holder.") →User's Guide 2. Load the new roll. (See "Loading Rolls on the Roll Holder.") →P.9 (See "Loading Rolls in the Printer.") →P.11 3. If no barcode was printed on the roll, specify the type of paper. (See "Changing the Type of Paper.") →User's Guide

Error Message

Messages regarding paper

Cause	Corrective Action
The roll is empty.	<p>4. When you have selected ManageRemainRoll > On in the control panel menu and a barcode is not printed on the roll, also specify the paper length. (See "Specifying the Paper Length.") →User's Guide</p> <p>5. If "Not finished printing. Finish printing remaining jobs?" is shown on the Display Screen, press the OK button. Printing will resume, starting from the page on which the error occurred. If no message appears, printing will continue from the next page.</p>
There is remaining roll paper, but because it could not be advanced, it could not be detected.	<p>The unused portion of the roll is heavy, and this is placing a burden on the printer. It may be helpful to change the printing mode, which will change the paper feed timing. Choose a higher level of Print Quality in the Advanced Settings of the printer driver. (See "Giving Priority to Particular Graphic Elements and Colors for Printing.") →User's Guide</p>

Roll feed unit error.

Cause	Corrective Action
The Roll Feed Unit is not working.	<p>Turn off the printer, remove the Roll Feed Unit momentarily, and then reinstall it. (See "Removing the Roll Feed Unit.") →User's Guide (See "Installing the Roll Feed Unit.") →User's Guide</p> <p>If the message is displayed again despite these measures, contact your Canon dealer for assistance.</p>

No Roll Unit.

Cause	Corrective Action
The printer has received a print job, but the Roll Feed Unit is not installed.	<p>Press the Stop button and stop printing.</p> <ol style="list-style-type: none"> 1. Turn the printer off and install the Roll Feed Unit. 2. Turn the printer on and resend the print job.

Manual printing is selected.

Cause	Corrective Action
You have attempted to print on a sheet, but no sheet is loaded.	<p>Press ▲ or ▼ to select Load Paper, and then press the OK button. Load a sheet, and then print. (See "Loading and Printing on Sheets.") →User's Guide</p> <p>Press ▲ or ▼ and select Stop Printing or press the Stop button to stop printing.</p>

Manual printing is selected, but a roll is loaded.

Cause	Corrective Action
A print job for printing on sheets was sent when a roll is loaded.	<ol style="list-style-type: none"> 1. Press ▲ or ▼ to select Remove Roll Paper, and then press the OK button to stop printing. 2. After removing the roll, load and print on a sheet of the type and size of paper you have specified in the printer driver. (See "Removing the Roll from the Printer.") →P.14 (See "Loading and Printing on Sheets.") →User's Guide <p>Press ▲ or ▼ to select Stop Printing, and then press the OK button to stop printing.</p>

Wrong paper feed slot for manual paper.

Cause	Corrective Action
The Paper Feed Slot used to load the sheet is different from the Paper Feed Slot specified in Paper Source in the printer driver.	<p>Load the sheet in the Paper Feed Slot matching the printer driver Paper Source setting as follows.</p> <ol style="list-style-type: none"> 1. Press ▲ or ▼ to select Eject Paper, and then press the OK button to stop printing. The sheet is now ejected.

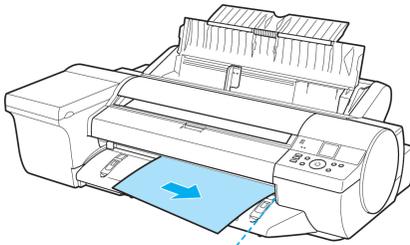
Cause	Corrective Action
The Paper Feed Slot used to load the sheet is different from the Paper Feed Slot specified in Paper Source in the printer driver.	<ol style="list-style-type: none"> 2. Load the paper in the Paper Feed Slot specified in the printer driver. The printer will resume printing. <p>Change the printer driver Paper Source setting to match the Paper Feed Slot where the sheet is loaded as follows.</p> <ol style="list-style-type: none"> 1. Press ▲ or ▼ to select Stop Printing, and then press the OK button. 2. In the printer driver, change the Paper Source setting to match the Paper Feed Slot where the sheet is loaded, and then resend the print job.

Paper jam.

Cause	Corrective Action
A paper jam occurred in the printer during printing.	<ol style="list-style-type: none"> 1. Cut the paper on the upper side of the Paper Feed Slot. 2. Press the OK button. 3. Remove the jammed paper. (See "Clearing Jammed Paper (Paper Feed Slot).") →P.102 (See "Clearing Jammed Roll Paper.") →P.103 (See "Clearing a Jammed Sheet, Fed Manually.") →P.106 4. Load the paper. (See "Loading Rolls in the Printer.") →P.11 (See "Loading Sheets in the Feed Slot.") →P.18 5. If "Not finished printing. Finish printing remaining jobs?" is shown on the Display Screen, press the OK button. Printing will resume, starting from the page on which the error occurred.

Paper loaded askew.

Cause	Corrective Action
Paper loaded crooked was detected when the paper was advanced.	<p>Press the OK button and reload the paper. (See "Loading Rolls in the Printer.") →P.11 (See "Loading Sheets in the Feed Slot.") →P.18</p> <p>If this error recurs after you reload the roll, remove the Roll Holder from the printer, push the roll firmly in until it touches the Roll Holder flange, and reload the Roll Holder in the printer. (See "Loading Rolls on the Roll Holder.") →P.9</p>



Important

- To disable this message (if it is displayed repeatedly despite reloading paper, for example), choose **Off** or **Loose** in the **Skew Check Lv.** setting of the printer menu. However, this may cause jams and printing problems because paper may be askew when printed. Also, the Platen may become soiled, which may soil the back of the next document when it is printed.

Paper not aligned with right guide.

Cause	Corrective Action
Skew Check Lv. on the Control Panel menu is set to something other than Off and the paper is not aligned with the guide on the right during loading.	<p>Follow these steps to reload the sheet.</p> <ol style="list-style-type: none"> 1. Press the OK button to clear the error. 2. Reload the paper. (See "Loading Sheets in the Feed Slot.") →P.18

Cannot detect paper

Cause	Corrective Action
The printer could not detect the paper.	Reload the paper as follows. <ol style="list-style-type: none"> 1. Remove the paper and press the OK button. 2. Reload the paper. (See "Loading Sheets in the Feed Slot.") →P.18 (See "Loading Rolls in the Printer.") →P.11

Cannot feed paper.

Cause	Corrective Action
Paper could not be advanced correctly during feeding.	<ol style="list-style-type: none"> 1. Press the OK button. 2. Remove the paper. (See "Clearing Jammed Roll Paper.") →P.103 (See "Clearing a Jammed Sheet, Fed Manually.") →P.106 3. Load the paper. (See "Loading Rolls in the Printer.") →P.11 (See "Loading Sheets in the Feed Slot.") →P.18 4. If "Not finished printing. Finish printing remaining jobs?" is shown on the Display Screen, press the OK button. Printing will resume, starting from the page on which the error occurred.
Paper could not be advanced correctly during ejection.	<ol style="list-style-type: none"> 1. Press the OK button. 2. Remove the paper. (See "Clearing Jammed Roll Paper.") →P.103 (See "Clearing a Jammed Sheet, Fed Manually.") →P.106

Cannot cut paper.

Cause	Corrective Action
There are sheets left on the Ejection Guide.	<ol style="list-style-type: none"> 1. Press the OK button and remove the paper. 2. Load paper. 3. If "Not finished printing. Finish printing remaining jobs?" is shown on the Display Screen, press the OK button. Printing will resume, starting from the page on which the error occurred. (See "Loading Rolls in the Printer.") →P.11
There is a foreign object by the Output Tray, obstructing the Cutter Unit.	<ol style="list-style-type: none"> 1. Lift the Top Cover and remove the foreign object. 2. If "Not finished printing. Finish printing remaining jobs?" is shown on the Display Screen, press the OK button. Printing will resume, starting from the page on which the error occurred.
You are not using the printer under the recommended environmental conditions for the paper.	Use the printer only where the recommended environmental conditions for the paper are met. Note that various environmental conditions are recommended for various types of paper. For details on the recommended environmental conditions, see the Paper Reference Guide. (See Paper Reference Guide .)
You are using paper that is not compatible with automatic cutting.	<ol style="list-style-type: none"> 1. Specify Manual as the cutting method and use scissors or a cutting tool to cut the roll. (See "Specifying the Cutting Method for Rolls.") →User's Guide For information about paper that is compatible with automatic cutting, see the Paper Reference Guide. (See Paper Reference Guide .) 2. Press the OK button and remove the paper.

Cause	Corrective Action
In other cases, the Cutter Unit may be damaged.	Contact your Canon dealer for assistance.

End of paper feed.

Cause	Corrective Action
Although an attempt was made to advance the paper manually, it reached the limit position that can be advanced.	Canceling manual advancing. (See "Feeding Roll Paper Manually.") → User's Guide

Borderless printing not possible.

Cause	Corrective Action
The print job received specifies a type or width of paper that is not compatible with borderless printing.	Follow these steps to change the settings of the print job to enable borderless printing. <ol style="list-style-type: none"> 1. Press ▲ or ▼ to select Stop Printing, and then press the OK button. 2. Make sure the correct printer driver for the printer is selected and try printing again. For information on types of paper compatible with borderless printing, refer to the Paper Reference Guide. (See Paper Reference Guide .)
	Select None when you have set Detect Mismatch on the control panel to Warning . However, note that this error may cause paper jams and affect the printing quality.
	Press ▲ or ▼ to select Print With Border , and then press the OK button to continue printing. The document will be printed with a border.
The loaded paper is a size not compatible with borderless printing.	Press ▲ or ▼ to select Stop Printing , and then press the OK button.
	Replace the paper with paper compatible for borderless printing as follows. <ol style="list-style-type: none"> 1. Press ▲ or ▼ to select Change Paper, and then press the OK button. (See "Removing the Roll from the Printer.") → P.14 (See "Removing Rolls From the Roll Holder.") → User's Guide 2. Replace the paper with paper compatible for borderless printing. (See "Loading Rolls on the Roll Holder.") → P.9 (See "Loading Rolls in the Printer.") → P.11 The printer now starts printing the print job. For information on types of paper compatible with borderless printing, refer to the Paper Reference Guide. (See Paper Reference Guide .)
	Press ▲ or ▼ to select Print With Border , and then press the OK button to continue printing. The document will be printed with a border.
Because paper expands or contracts depending on the environment of use, it may become narrower or wider than the supported width for borderless printing.	Press the OK button to stop printing. Use each type of paper only where the recommended environmental conditions are met. For details on environmental conditions for various paper, see the Paper Reference Guide. (See Paper Reference Guide .)
	Select None when you have set Detect Mismatch in the Control Panel menu to Warning . However, note that this error may affect the printing quality.
The paper is loaded askew.	Press ▲ or ▼ to select Change Paper and straighten the paper so that the edges are between the ink grooves for borderless printing. Insert the roll firmly until it touches the flange of the Roll Holder. For borderless printing on A1 (594 mm or 23.4 in) or A2 (420 mm or 16.5 in) rolls, attach the included Spacer for Borderless Printing to the Roll Holder. (See "Loading Rolls on the Roll Holder.") → P.9
	Select None when you have set Detect Mismatch in the Control Panel menu to Warning . However, note that this error may affect the printing quality.
	Press ▲ or ▼ to select Print With Border , and then press the OK button to continue printing. The document will be printed with a border.
	Press ▲ or ▼ and select Stop Printing or press the Stop button to stop printing.

Roll paper is not securely in contact with roll holder.

Cause	Corrective Action
<p>Skew Check Lv. on the Control Panel menu is set to something other than Off and the roll paper is not placed securely in the Roll Holder during loading.</p>	<p>Follow these steps to reload the roll.</p> <ol style="list-style-type: none"><li data-bbox="714 237 1284 266">1. Press the OK button and remove the roll holder from the printer.<li data-bbox="714 282 1284 340">2. Insert the roll firmly on the Roll Holder until it touches the flange. (See "Loading Rolls on the Roll Holder." →P.9)<li data-bbox="714 355 1034 384">3. Load the Roll Holder in the printer.

Messages regarding ink

Ink insufficient.	142
No ink left.	142
Remaining level of the ink cannot be correctly detected. Check ink tank.	142
Cannot detect ink level correctly. Close tank cover.	142
Close Ink Tank Cover	142
Ink tank is empty.	143
Not much ink is left.	143
Check if ink tank is set, and its color and direction.	143
The following ink tanks cannot be recognized.	143
Do not pull out ink tank.	143

Ink insufficient.

Cause	Corrective Action
The ink level is low, so you cannot print, clean the Printhead, or do other operations that require ink.	Press the OK button and replace the Ink Tank that is low with a new Ink Tank. (See "Replacing Ink Tanks.") →P.31

No ink left.

Cause	Corrective Action
There is no ink left. There are no ink colors with ✕ displayed above the remaining ink indicator.	Press the OK button, open the Ink Tank Cover, and replace the Ink Tank for the color that is out of ink. (See "Replacing Ink Tanks.") →P.31

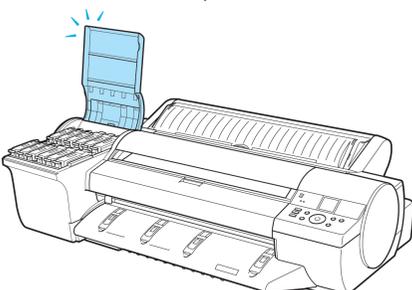
Remaining level of the ink cannot be correctly detected. Check ink tank.

Cause	Corrective Action
Ink level detection cannot work correctly if you use refill ink tanks.	The refill ink tank can no longer be used. See the section Ink level detection and take the appropriate action. (See "Ink Level Detection.") →P.130

Cannot detect ink level correctly. Close tank cover.

Cause	Corrective Action
The remaining ink level could not be correctly detected.	Close the Ink Tank Cover. The buzzer stops sounding. Next, " No ink left. " is displayed and see "No ink left.." →P.142

Close Ink Tank Cover

Cause	Corrective Action
The Ink Tank Cover is open. 	Close the Ink Tank Cover.

Ink tank is empty.

Cause	Corrective Action
There is no ink left in an ink tank. There are no ink colors with ✕ displayed above the remaining ink indicator in the Ink tab top screen. (See "Checking Ink Tank Levels.") → User's Guide	Open the Ink Tank Cover, and replace the Ink Tank for the color that is out of ink. (See "Replacing Ink Tanks.") → P.31

Not much ink is left.

Cause	Corrective Action
Not much ink is left.	Prepare a new Ink Tank. We recommend replacing the Ink Tank with a new Ink Tank at this point if you plan to print large-format or high-quantity jobs.

Check if ink tank is set, and its color and direction.

Cause	Corrective Action
There is no Ink Tank of the indicated color in the printer.	Load the Ink Tank. (See "Replacing Ink Tanks.") → P.31
There is a problem with the Ink Tank.	Replace it with a new Ink Tank. (See "Replacing Ink Tanks.") → P.31

The following ink tanks cannot be recognized.

Cause	Corrective Action
An Ink Tank that is incompatible with the printer is loaded.	Load an Ink Tank that is compatible with the printer. (See "Replacing Ink Tanks.") → P.31

Do not pull out ink tank.

Cause	Corrective Action
The Ink Tank was removed using an incorrect procedure.	Install the Ink Tank that was removed. The buzzer stops sounding. Next, replace the Ink Tank using the procedure on the Display Screen in the Control Panel.

Messages regarding printing or adjustment

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Spectrophotometer Unit cover open.	147
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Cannot execute this command. Use other paper.

Cause	Corrective Action
Paper compatible with color calibration is not loaded.	<ol style="list-style-type: none"> 1. Press the OK button to clear the error. 2. Load paper that is compatible with color calibration. See the Paper Reference Guide. (See Paper Reference Guide .) <p>Always make sure the loaded paper matches the type of paper in the printer paper settings. Adjustment cannot be completed correctly unless the loaded paper matches the settings.</p>

Cannot print as specified.

Cause	Corrective Action
The loaded paper is too small. (When you have attempted to print a test print sheet or other printer status information.)	<p>Replace the paper with paper of A4/Letter (vertical) size or larger as follows.</p> <ol style="list-style-type: none"> 1. Press ▲ or ▼ to select Change Paper, press the OK button, and remove the paper. (See "Removing Sheets.") →P.29 2. Switch to paper A4/Letter (vertical) or larger. (See "Loading and Printing on Sheets.") →User's Guide The printer will resume printing. <p>Press ▲ or ▼ to select Stop Printing, and then press the OK button.</p>

Cannot calibrate.

Cause	Corrective Action
The paper for printing a test pattern is soiled. Otherwise, you have loaded colored paper.	<p>Press the OK button to clear the error. Load unused paper compatible with color calibration. (See Paper Reference Guide .)</p>

Cause	Corrective Action
The test pattern was printed too faintly.	Press the OK button to clear the error. Take steps to remedy faint printing. (See "Printing is faint.") →P.113
Direct sunlight or strong lighting may be shining on the printer and causing the sensor to malfunction.	Press the OK button to clear the error. Take steps to ensure the printer is not used when exposed to direct sunlight or strong lighting.

Excessive temperature or humidity.

Cause	Corrective Action
The temperature or humidity where the printer is installed is out of the acceptable range for operation.	Press ▲ or ▼ to select Stop , and then press the OK button to stop printing. Use the printer under suitable environmental conditions. Also note that various environmental conditions are recommended for various types of paper. For details on the recommended environmental conditions, see the Paper Reference Guide. (See Paper Reference Guide .)
	Press ▲ or ▼ to select Continue , and then press the OK button to continue with color calibration. However, note that correct adjustment may not be possible.

Please execute common calibration.

Cause	Corrective Action
There is not even one Common calibration execution result. Note that this is displayed when all of the following are satisfied.	Execute Common calibration. (See "Color Calibration Using the Printer Sensor.") →User's Guide
<ul style="list-style-type: none"> • If Set Exec. Guide is On in the Control Panel menu. • If the printer is loaded with a type of paper on which color calibration cannot be executed. 	Set Set Exec. Guide to Off on the Control Panel menu. (See "Menu Structure.") →P.66

Please common calibrat using above paper.

Cause	Corrective Action
It is now recommended that you execute Common calibration. Note that this is displayed when Set Exec. Guide in the Control Panel menu is set to On and any of the following is true.	Execute Common calibration. (See "Color Calibration Using the Printer Sensor.") →User's Guide
<ul style="list-style-type: none"> • If the printer is loaded with a type of paper on which color calibration cannot be executed and the predefined conditions since executing the Common calibration the last time have been reached. • Although a media type that color calibration can be executed on is loaded in the printer, there is no record or performing color calibration on that media, and the designated criteria from executing Common calibration the last time have been reached. 	Set Set Exec. Guide to Off on the Control Panel menu. (See "Menu Structure.") →P.66

Please calibrate using above paper.

Cause	Corrective Action
It is now recommended that you execute Unique calibration. Note that this is displayed when Set Exec. Guide in the Control Panel menu is set to On and any of the following is true.	Execute Unique calibration. (See "Color Calibration Using the Printer Sensor.") →User's Guide
<ul style="list-style-type: none"> • If the printer is loaded with a type of paper on which color calibration can be executed, but there is no record of having executed color calibration on that paper or a record of having executed Common calibration other any other type of paper. • If the printer is loaded with a type of paper on which color calibration can be executed, there is a record of having executed color calibration on that paper, and the predefined conditions since executing the color calibration the last time have been reached. • The Spectrophotometer Unit (optional) is installed. Although a media type that color calibration can be executed on using the Spectrophotometer Unit is loaded in the printer and the result of a color check on that media exceeded the threshold value, the color calibration has not been performed. 	Set Set Exec. Guide to Off on the Control Panel menu. (See "Menu Structure.") →P.66

Cause	Corrective Action
(See "Paper that can be used in Color Calibration.") →User's Guide (See "Color Checks Using the Spectrophotometer Unit (option).") →User's Guide	Set Set Exec. Guide to Off on the Control Panel menu. (See "Menu Structure.") →P.66

Before borderless printing, move the blue platen switch.

Cause	Corrective Action
The blue Switch on the platen was set to the side opposite • when a borderless print job was received.	Before borderless printing, set the blue Switch on the platen to the • side. (See "Setting the Blue Switch on the Platen.") →P.118

Blue platen switch is dirty.

Cause	Corrective Action
The blue Switch on the platen is dirty.	Open the Top Cover and clean the blue Switch on the platen. (See "Cleaning Inside the Top Cover.") →P.51

Move the blue platen switch No.xx to the right. (xx represents a number)

Cause	Corrective Action
The printer has detected that the blue Switch on the platen needed in maintenance during printing is set away from the • mark.	Set blue platen Switch of the indicated number toward the • side. (See "Setting the Blue Switch on the Platen.") →P.118

Cannot adjust paper feed.

Cause	Corrective Action
The Printhead nozzles are clogged.	Execute Adj. Quality again, as follows. <ol style="list-style-type: none"> 1. Press the OK button to clear the error. 2. Print a test pattern to check the nozzles. (See "Checking for Nozzle Clogging.") →User's Guide 3. Clean the Printhead if the nozzles are clogged. (See "Cleaning the Printhead.") →P.53 4. Execute Adj. Quality again. (See "Automatic Banding Adjustment.") →P.100
Highly transparent film is loaded that cannot be used for automatic feed amount adjustment.	Press the OK button to clear the error, and then adjust the feed amount manually. (See "Manual Banding Adjustment.") →User's Guide

Check printed document.

Cause	Corrective Action
The Printhead nozzles are becoming clogged.	If printing is faint, clean the Printhead. (See "Cleaning the Printhead.") →P.53

Spectrophotometer Unit not connected.

Cause	Corrective Action
The Spectrophotometer Unit is not installed correctly.	Turn off the power and reinstall the Spectrophotometer Unit.

Spectrophotometer Sensor not mounted.

Cause	Corrective Action
The Spectrophotometer Sensor to be loaded into the Spectrophotometer Carriage is not installed correctly.	Turn off the power, and reinstall by pushing the two connectors all the way into the Spectrophotometer Sensor. (See "Replacing the Spectrophotometer Sensor of the Spectrophotometer Unit (option).") →User's Guide

Spectrophotometer Unit Calibration white tile error.

Cause	Corrective Action
The White Calibration Tile is not installed.	Install the White Calibration Tile. (See "Replacing the Spectrophotometer Sensor of the Spectrophotometer Unit (option).") →User's Guide
The White Calibration Tile is dirty.	Remove, clean, and reinstall the White Calibration Tile. (See "Cleaning the Spectrophotometer Unit (option) Parts.") →P.54
The performance of part of the Spectrophotometer Sensor may be impaired.	If this message is still displayed after cleaning the White Calibration Tile, we recommend adjusting the Spectrophotometer Sensor. Contact your Canon dealer for more information on adjustment services. (See "Replacing the Spectrophotometer Sensor of the Spectrophotometer Unit (option).") →User's Guide

Spectrophotometer Unit eject guide not mounted.

Cause	Corrective Action
The Spectrophotometer Eject Guide is installed incorrectly, such as being installed askew, or not pushed in all the way.	Make sure that the Spectrophotometer Eject Guide is loaded in the correct position, push it in all the way, and press the OK button.
There is a foreign object on the Spectrophotometer Eject Guide.	Remove the foreign object and press the OK button.
The performance of part of the Spectrophotometer Unit may be impaired.	Turn off the printer, wait a while, and then turn it on again. If the same message is displayed again, contact your Canon dealer for assistance.

Spectrophotometer Unit Backing plate error.

Cause	Corrective Action
The White/Black Backing Plate is not installed correctly.	Remove and correctly attach the White/Black Backing Plate, and then press the OK button. (See "Switching the White/Black Backing Plate (Optional) Color.") →User's Guide
The White/Black Backing Plate is soiled.	Clean the White/Black Backing Plate and then press the OK button. (See "Cleaning the Spectrophotometer Unit (option) Parts.") →P.54

Spectrophotometer up-down unit cover open.

Cause	Corrective Action
The Up-down Unit Cover of the Spectrophotometer Unit is open.	Close the Up-down Unit Cover and press the OK button.

Spectrophotometer Unit cover open.

Cause	Corrective Action
The Spectrophotometer Unit Cover of the Spectrophotometer Unit is open.	Close the Spectrophotometer Unit Cover and press the OK button.

Spectrophotometer read error.

Cause	Corrective Action
The Spectrophotometer Sensor to be loaded into the Spectrophotometer Carriage is not installed correctly.	Turn off the power, and reinstall by pushing the two connectors all the way into the Spectrophotometer Sensor. (See "Replacing the Spectrophotometer Sensor of the Spectrophotometer Unit (option).") →User's Guide
The color measurement pattern was not printed correctly.	Check the color measurement pattern. If the printing is faint, clean the printhead and perform the operation again. (See "Cleaning the Printhead.") →P.53
The color measurement pattern is out of alignment.	Pulling or lifting a printed color measurement pattern may cause the pattern to come out of alignment. Perform the operation again taking care not to touch the color measurement pattern. Execute Feed Priority to improve the printing position of the pattern for color measurement.

Cause	Corrective Action
The color measurement pattern is out of alignment.	<p>(See "Automatic Banding Adjustment.") →P.100</p> <p>If the same message is displayed again after performing the above operation, set Pattern Size to Large on the Control Panel menu and perform the operation again.</p> <p>(See "Menu Structure.") →P.66</p> <p>Alternately, it may be resolved by selecting Air Drying in Drying Method in the Color Measurement Preferences dialog box in the Color Calibration Management Console and selecting the Dry Separated Chart check box if it is off.</p> <p>(See "Acquiring Color Measurement Data For Any Color Chart.") →User's Guide (See "Acquiring Color Measurement Data For Any Color Chart.") →User's Guide</p>
The performance of part of the Spectrophotometer Unit may be impaired.	<p>Turn off the printer and wait a while before restoring power, and then perform the operation again.</p> <p>If the same message is displayed again, contact your Canon dealer for assistance.</p>

Clean calibration white tile because it may be dirty.

Cause	Corrective Action
The White Calibration Tile may be dirty.	<p>Remove, clean, and reinstall the White Calibration Tile.</p> <p>(See "Cleaning the Spectrophotometer Unit (option) Parts.") →P.54</p> <p>If this message is still displayed after cleaning the White Calibration Tile, we recommend adjusting the Spectrophotometer Sensor.</p> <p>Contact your Canon dealer for more information on adjustment services.</p> <p>(See "Replacing the Spectrophotometer Sensor of the Spectrophotometer Unit (option).") →User's Guide</p>

Messages regarding printheads

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Cannot recognize print head x. (x is L, R, or not displayed)	150
Execute printhead cleaning.	150

Cannot adjust printhead.

Cause	Corrective Action
The Printhead nozzles are clogged.	<p>Execute Head Posi. Adj. again, as follows.</p> <ol style="list-style-type: none"> 1. Press the OK button to clear the error. 2. Print a test pattern to check the nozzles. (See "Checking for Nozzle Clogging.") →User's Guide 3. Clean the Printhead if the nozzles are clogged. (See "Cleaning the Printhead.") →P.53 4. Execute Head Posi. Adj. again. (See "Automatic Adjustment to Straighten Lines and Colors.") →P.97
The Printhead cannot be aligned; highly transparent film is loaded.	<p>Press the OK button to clear the error.</p> <p>We recommend using a type of paper that you often use, other than film, for Printhead adjustment. (See "Automatic Adjustment to Straighten Lines and Colors.") →P.97</p>

PHeads: wrong pos.

Cause	Corrective Action
The printheads are installed in the wrong positions.	Open the Top Cover and switch the Printhead used once in the right side to the right side. Switch the Printhead used once in the left side to the left side.

Wrong x printhead. (x is L, R, or not displayed)

Cause	Corrective Action
An incompatible Printhead has been installed.	Open the Top Cover. Replace the Printhead L with a new one if Printhead L is displayed and the Printhead R if Printhead R is displayed. If neither left or right is indicated, replace both Printhead L and Printhead R with new ones. (See "Replacing the Printhead.") → P.38

x printhead error (x is L, R, or not displayed)

Cause	Corrective Action
There is a problem with the Printhead.	<p>Follow these steps to replace the Printhead.</p> <ol style="list-style-type: none"> 1. Open the Top Cover. 2. Replace the Printhead L with a new one if Printhead L is displayed and the Printhead R if Printhead R is displayed. If neither left or right is indicated, replace both Printhead L and Printhead R with new ones. (See "Replacing the Printhead.") →P.38
	<p>Follow these steps to replace the Printhead.</p> <ol style="list-style-type: none"> 1. Turn off the printer, wait a while, and then turn it on again. 2. Open the Top Cover. 3. Replace the left printhead with a new one if Printhead L is displayed and the right one if Printhead R is displayed. If neither left or right is indicated, replace both printheads. (See "Replacing the Printhead.") →P.38

Cannot recognize print head x. (x is L, R, or not displayed)

Cause	Corrective Action
No Printhead is installed.	<p>Follow these steps to install the Printhead.</p> <ol style="list-style-type: none"> 1. Open the Top Cover. 2. Install the Printhead L if Printhead L is displayed and the Printhead R if Printhead R is displayed. If neither left or right is indicated, install both Printhead L and Printhead R. (See "Replacing the Printhead.") →P.38
The Printhead cannot be recognized because it is not installed correctly.	<p>Follow these steps to reinstall the Printhead.</p> <ol style="list-style-type: none"> 1. Open the Top Cover. 2. Reinstall the Printhead L if Printhead L is displayed and the Printhead R if Printhead R is displayed. If neither left nor right is indicated, re-install both Printhead L and Printhead R. (See "Replacing the Printhead.") →P.38

Execute printhead cleaning.

Cause	Corrective Action
The Printhead nozzles are clogged.	<p>Follow these steps to clean the Printhead.</p> <ol style="list-style-type: none"> 1. Stop printing by pressing ▲ or ▼ to select Stop Printing. 2. Clean the Printhead. (See "Cleaning the Printhead.") →P.53 <p>If the message is still displayed when printing, replace the Printhead. (See "Replacing the Printhead.") →P.38</p>
	<p>Press ▲ or ▼ to select Print, and then press the OK button to resume printing. However, note that this error may affect the printing quality.</p>
	<p>If OK is shown on the Display Screen, clean the Printhead.</p> <ol style="list-style-type: none"> 1. Press the OK button on the Control Panel to stop printing. 2. Clean the Printhead. (See "Cleaning the Printhead.") →P.53 <p>If the message is still displayed when printing, replace the Printhead. (See "Replacing the Printhead.") →P.38</p>

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No Maintenance Cartridge capacity.	151
Maintenance cartridge full.	151
Maintenance cartridge problem.	151

No maintenance cartridge.

Cause	Corrective Action
The Maintenance Cartridge is not installed.	Install the Maintenance Cartridge. (See "Replacing the Maintenance Cartridge.") →P.45

Wrong maintenance cartridge.

Cause	Corrective Action
A Maintenance Cartridge for a different model of printer is installed.	Replace it with the Maintenance Cartridge for your particular model. (See "Maintenance Cartridge.") →P.45

Maint. cart. The level is low

Cause	Corrective Action
The Maintenance Cartridge is almost full.	You can continue to print, but prepare a new Maintenance Cartridge to use when the message for replacement is displayed.

No Maintenance Cartridge capacity.

Cause	Corrective Action
The Maintenance Cartridge cannot absorb enough ink for Printhead cleaning or other operation.	After confirming that the printer has stopped operating, replace the Maintenance Cartridge. (See "Replacing the Maintenance Cartridge.") →P.45

Maintenance cartridge full.

Cause	Corrective Action
The Maintenance Cartridge is full.	After confirming that the printer has stopped operating, replace the Maintenance Cartridge. (See "Replacing the Maintenance Cartridge.") →P.45

Maintenance cartridge problem.

Cause	Corrective Action
An incompatible or used Maintenance Cartridge has been installed.	Install an unused Maintenance Cartridge specified for use with the printer. (See "Replacing the Maintenance Cartridge.") →P.45

Messages regarding the hard disk

Hard disk error.	152
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Mail box full. Now printing without saving data.	152
Mail box nearly full.	152
Maximum jobs stored.	152
Mail box full. Delete unwanted data	152

Hard disk error.

Cause	Corrective Action
The format of the printer's hard disk is invalid.	Press the OK button to start reformatting the hard disk. When formatting is finished, data on the printer hard disk is erased and the printer automatically restarts.

File read error.

Cause	Corrective Action
Files on the printer's hard disk have become corrupted.	Restart the printer. Only the corrupted files will be deleted, and the printer will restart.

The mail box is full.

Cause	Corrective Action
There is no more space on the printer's hard disk.	Press the Stop button and stop printing.
	Delete print jobs from the queue. (See "Managing the Job Queue (Deleting or Preempting Other Jobs).") → User's Guide
	Delete unneeded jobs stored in personal boxes. (See "Deleting Saved Jobs.") → User's Guide

Mail box full. Now printing without saving data.

Cause	Corrective Action
No more space is available on the printer's hard disk, so jobs are now printed without saving them. (Print jobs can no longer be saved on the hard disk.)	After printing, this message is cleared.
	Delete unneeded jobs stored in personal boxes. (See "Deleting Saved Jobs.") → User's Guide

Mail box nearly full.

Cause	Corrective Action
There is now less than 1 GB available for personal boxes on the printer hard disk.	Delete unneeded jobs stored in Personal Boxes. (See "Deleting Saved Jobs.") → User's Guide

Maximum jobs stored.

Cause	Corrective Action
100 jobs are stored in the personal box.	Delete unneeded jobs stored in personal boxes. (See "Deleting Saved Jobs.") → User's Guide

Mail box full. Delete unwanted data

Cause	Corrective Action
100 jobs are stored in the Personal Box.	Press the Stop button and stop printing.
	Delete print jobs from the queue. (See "Managing the Job Queue (Deleting or Preempting Other Jobs).") → User's Guide

Cause	Corrective Action
100 jobs are stored in the Personal Box.	Delete unneeded jobs stored in personal boxes. (See "Deleting Saved Jobs.") →User's Guide

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GARO Wxxxx (x represents a number)

Cause	Corrective Action
There is a problem with the print job.	Try printing again, using the correct printer driver. It is also possible to continue printing in this state. However, you may not be able to obtain the desired printing results.

ERROR Exxx-xxxx (x represents a letter or number)

Cause	Corrective Action
An error requiring service may have occurred. <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p>! ERROR Exxx-xxxx</p> <p>Call for service.</p> <p>OK: Printer Info.</p> </div>	Write down the error code and message, turn off the printer, and contact your Canon dealer for assistance.

Hardware error. xxxxxxxx-xxxx (x represents a letter or number)

Cause	Corrective Action
The last portion of roll paper was used during a print job. The paper was not advanced because the trailing edge is taped to the roll.	Turn off the printer and remove the roll from the printer before restoring power.
Fastening tape or the Belt Stopper has not been removed inside the Top Cover.	Turn off the printer, open the Top Cover and remove the tape or the Belt Stopper before restoring power.
An error requiring service may have occurred. <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p>! Hardware error. xxxxxxx-xxxx</p> <p>Turn off printer, wait, then turn on again.</p> <p>OK: Printer Info.</p> </div>	Turn off the printer and wait at least three seconds before restoring the power. If the message is displayed again, write down the error code and message, turn off the printer, and contact your Canon dealer for assistance.

Prepare for parts replacement.

Cause	Corrective Action
It is almost time to replace consumables for which service is required.	If "Parts replacement time has passed." is displayed, you can continue to use the printer for some time. Contact your Canon dealer for assistance.

Error Message

Other Messages

Parts replacement time has passed.

Cause	Corrective Action
It is past the recommended time to replace consumables for which service is required.	Contact your Canon dealer for assistance.

Unknown file.

Cause	Corrective Action
Data sent to keep the printer up to date (such as paper information) is in the wrong format.	Check the data. Turn off the printer and wait a while before restoring power, and then resend the data.
You have uploaded firmware for a different model.	Check the firmware version. Turn off the printer and wait a while before restoring power, and then resend the firmware. If the message is displayed again, contact your Canon dealer for assistance.

Calibration There is a problem with the multi-sensor.

Cause	Corrective Action
The performance of a sensor inside the printer may be impaired.	Press the OK button and cancel calibration. Contact your Canon dealer for assistance.

Multi-sensor error

Cause	Corrective Action
Direct sunlight or strong lighting may be shining on the printer and causing the sensor to malfunction.	Take steps to ensure the printer is not used when exposed to direct sunlight or strong lighting.
The performance of a sensor inside the printer may be impaired.	Turn off the printer and wait at least three seconds before restoring the power. If the message is displayed again, contact your Canon dealer for assistance.

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