

Canon



Photo Printer

PIXMA Pro 9500 Mark II series

Getting Started

Read Me First

Make sure to read this manual before using the printer. Please keep it in hand for future reference.



Contents

1 Preparation

2 Turn the Power On



3 Install the Print Head



4 Install the Ink Tanks



5 Install the Software



6 Loading Paper

After Installing the Printer

■ Symbols

The following symbols are used to mark important instructions. Observe these instructions.



Instructions that, if ignored, could result in personal injury or material damage.



Instructions that must be observed for safe operation.



Additional explanations.



Descriptions for operations that take some time to complete.

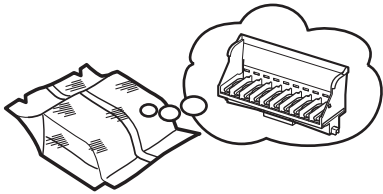
- Microsoft is a registered trademark of Microsoft Corporation.
- Windows is a trademark or registered trademark of Microsoft Corporation in the U.S. and/or other countries.
- Windows Vista is a trademark or registered trademark of Microsoft Corporation in the U.S. and/or other countries.
- Macintosh and Mac are trademarks of Apple Inc., registered in the U.S. and other countries.
- Adobe, Adobe Photoshop, Adobe RGB and Adobe RGB (1998) are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and or other countries.

Model Number: K10336 (Pro9500 Mark II)

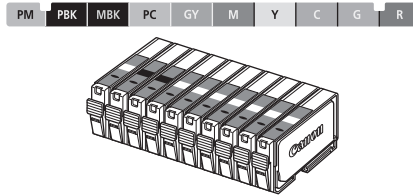
1 Preparation

■ Check the Included Items

Before turning on the printer, remove all the orange tapes and the protective sheets.



Print Head



ink tanks



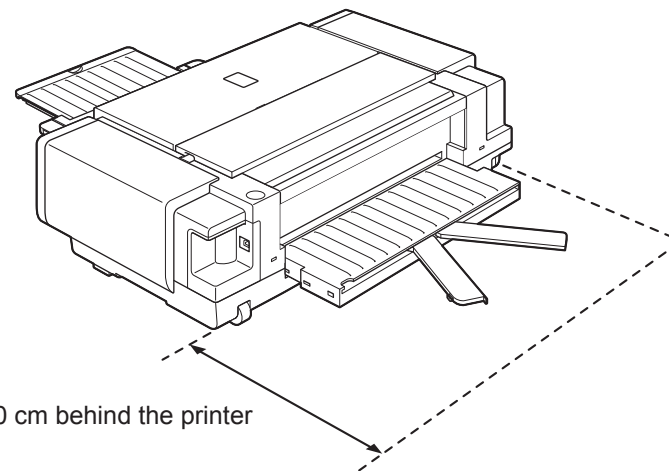
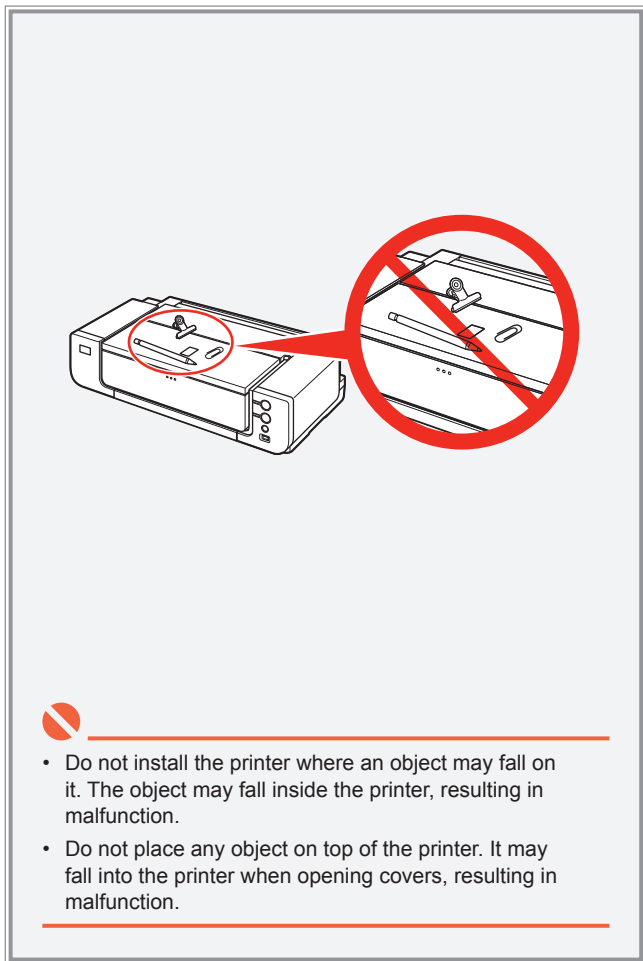
power cord

- Manuals
- Setup CD-ROM (containing the drivers, applications and on-screen manuals)
- Warranty



- A USB cable is necessary to connect the printer with your computer.

■ Choosing a Location

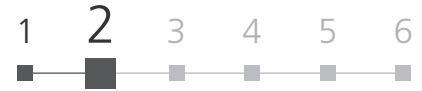


- Place the printer on a flat surface.
- Do not place any object in front of the printer.
- You can print on large size paper such as 14" x 17"/355.6 x 431.8 mm or thick paper by loading the paper in the Front Tray. In that case, keep a space of 15.7"/40 cm behind the printer.

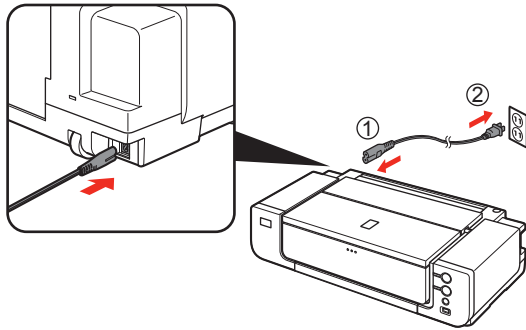


- There are wheels on the back corners of the printer. Lift the front of the printer to move it back and forth easily.

2 Turn the Power On

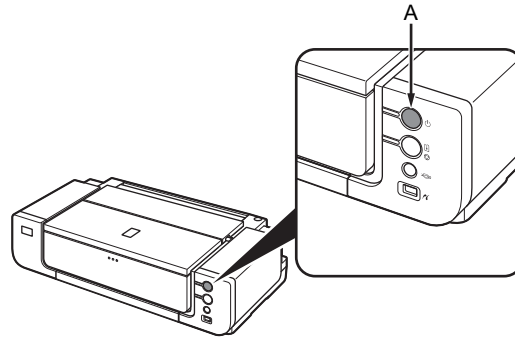


1



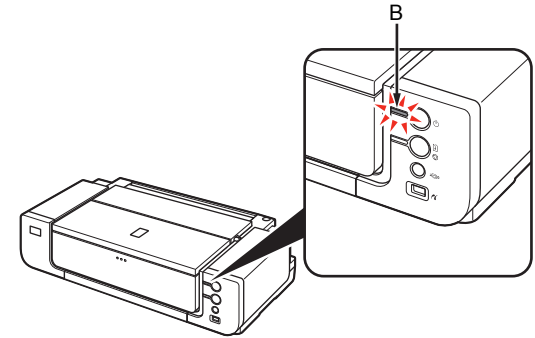
Plug the power cord into the back left of the printer, then connect the other end to the wall outlet.

2



Turn on the printer (A).

3

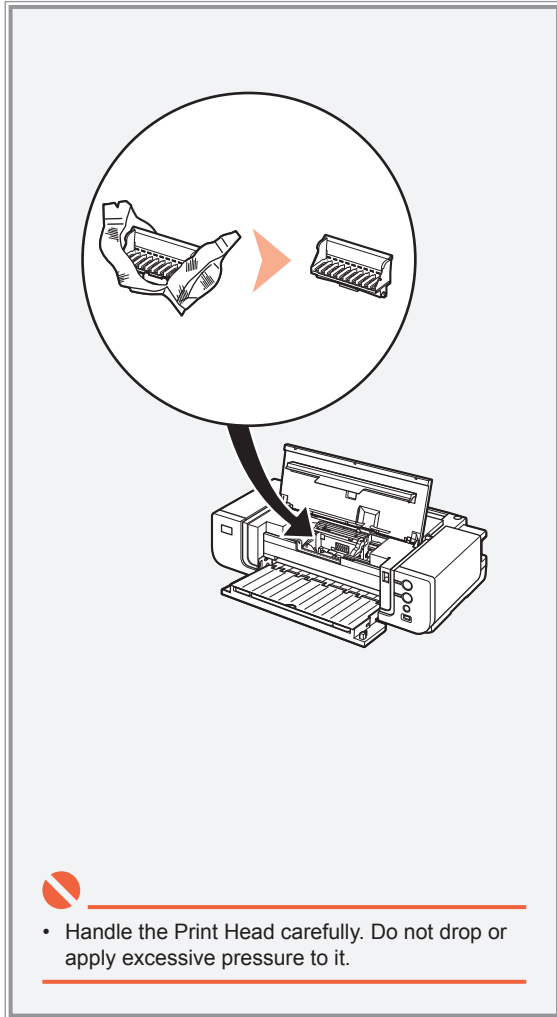
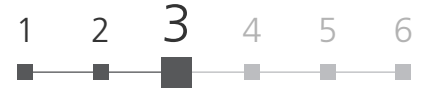


Confirm that the **POWER** lamp (B) lights blue.



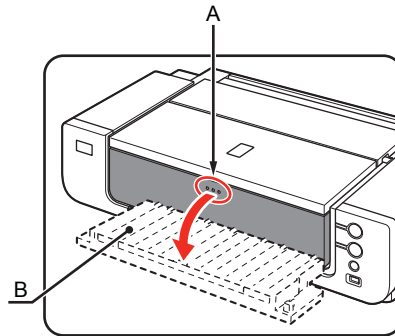
- Do NOT connect the USB cable at this stage.




3 Install the Print Head



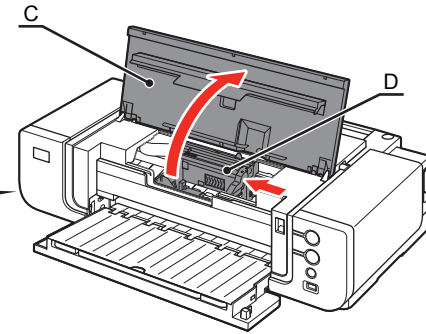
- Handle the Print Head carefully. Do not drop or apply excessive pressure to it.

1



Press the    button (A).
The Front Tray (B) opens.

2

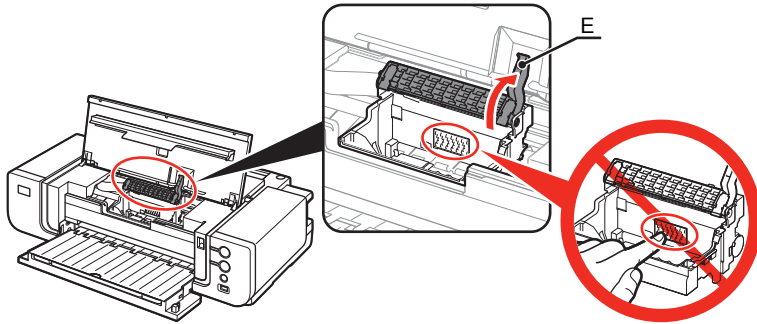


Open the Top Cover (C).
The Print Head Holder (D) comes out. (This is where you install the Print Head.)

- The Print Head Holder makes a noise as it moves. This is normal operation.
- If the Print Head Holder does not move, make sure that the printer is turned on.

3

3



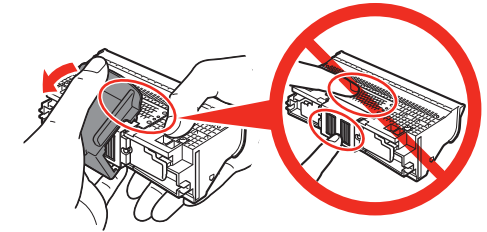
Firmly raise the Print Head Lock Lever (E) until it stops.

4



Remove the Print Head from the silver package.

5

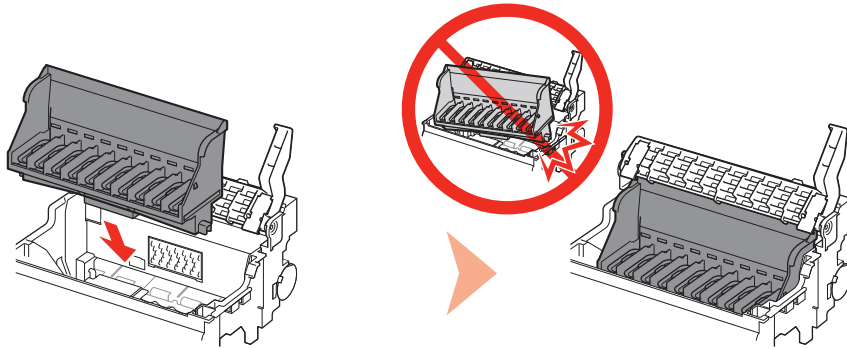


Remove the orange protective cap.



- There may be some transparent or light color ink on the inside of the bag the Print Head comes in, or the inside of the protective cap - this has no effect on print quality. Be careful not to get ink on yourself when handling these items. Be careful not to stain your hands.

6

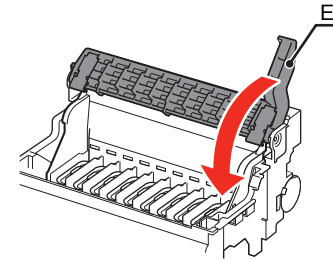


Set the Print Head in place.



- Do not knock the Print Head against the sides of the holder.

7

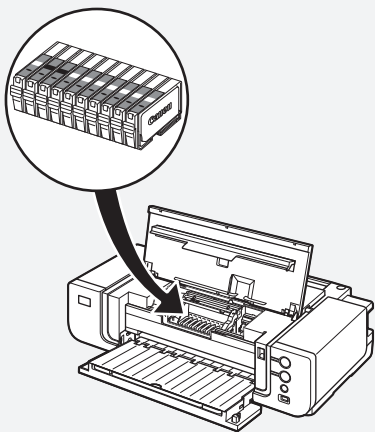


Lower the Print Head Lock Lever (E) completely.



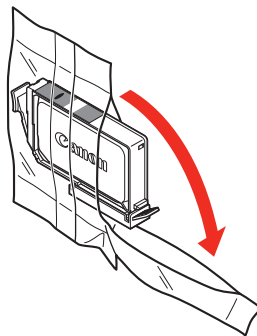
- Pinch the Print Head Lock Lever firmly and lower it gently.
- Once you have installed the Print Head, do not remove it unnecessarily.

4 Install the Ink Tanks



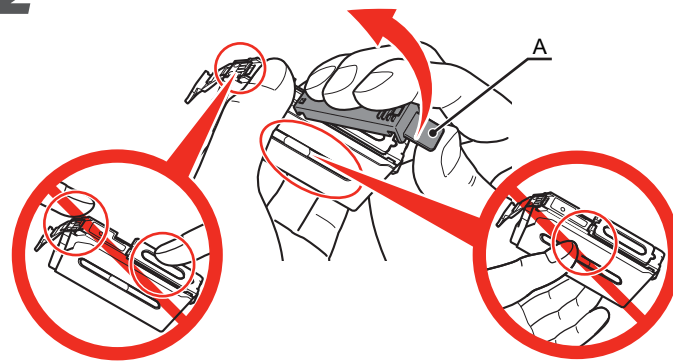
- Handle the ink tanks carefully. Do not drop or apply excessive pressure to them.
- If the Print Head Holder moves to the right, close and reopen the Top Cover.
- Be sure to use the supplied ink tanks.

1



Remove the ink tank from its package.

2

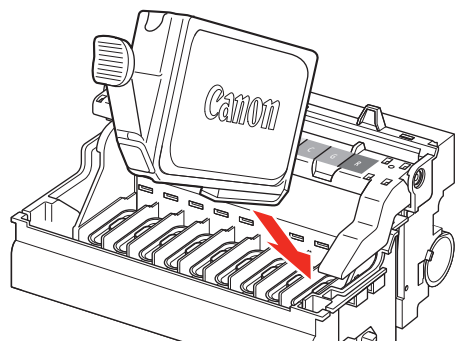


Remove and discard the orange protective cap (A) located on the bottom of the ink tank.



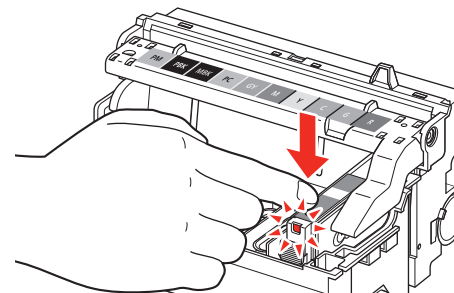
- Do not hold the sides of the ink tank; ink may splash.

3 Install the ink tank



Insert the ink tank.

4



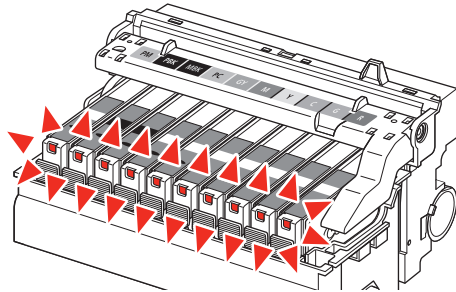
Press the **PUSH** mark on the ink tank until it clicks into place.

Make sure the **Ink** lamp lights red.



5

PM PBK MBK PC GY M Y C G R



Install all the other ink tanks in the same way.

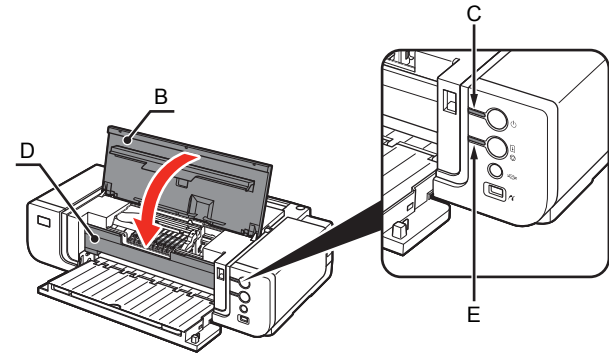
Install all the ink tanks.

Make sure all the **Ink** lamps light red.



- Match the labels when installing.
- Once you have installed the ink tanks, do not remove them unnecessarily.

6



Close the Top Cover (B).



- Wait for about 3 minutes until the **POWER** lamp (blue) (C) stops flashing and stays lit then operating noise stops, and go to the next step. Do not open the Top Cover while the lamp is flashing. The printer vibrates while the lamp is flashing because ink is stirred inside the printer.



- Make sure the Inner Cover (D) is closed.
- If an **Alarm** lamp (E) flashes orange, make sure that the Print Head and the ink tanks are correctly installed.

5 Install the Software

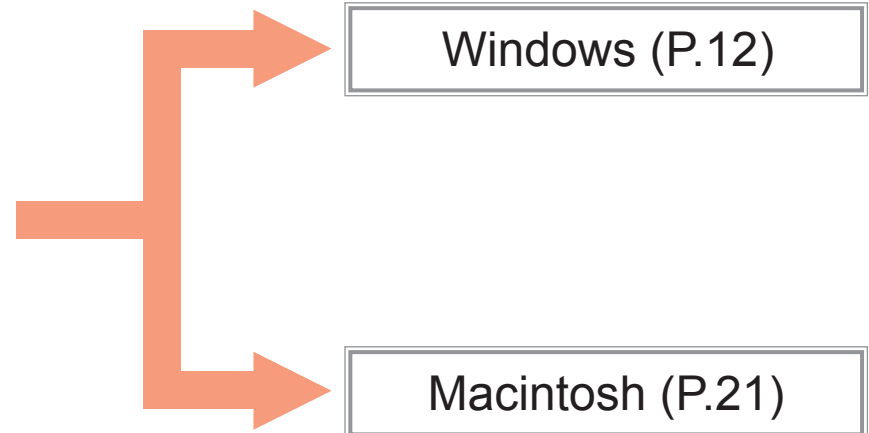


To use the printer by connecting it to a computer, software including the drivers needs to be copied (installed) to the computer's hard disk.

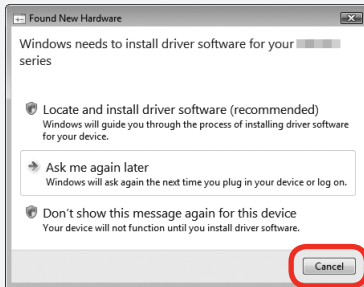
The screens below are based on Windows Vista operating system Ultimate Edition (hereafter referred to as "Windows Vista") and Mac OS X v.10.5.x.



- Quit all running applications before installation.
- You need to log on as the administrator (or a member of the Administrators group).
- Do not switch users during the installation process.
- It may be necessary to restart your computer during the installation process. Follow the on-screen instructions and do not remove the **Setup CD-ROM** during restarting. The installation resumes from where it left off when your computer has been restarted.
- Mac OS 9, Mac OS X Classic environments, or Mac OS X v.10.3.8 or earlier are not supported.

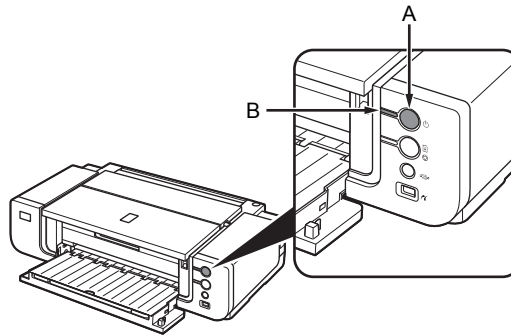


If the **Found New Hardware** or **Found New Hardware Wizard** dialog box appears:



- 1 Remove the USB cable connected to your computer.
The dialog box may close. In this case, proceed from **1**.
- 2 Click **Cancel** to quit the dialog box.
- 3 Proceed from **1**.

1



TURN OFF THE PRINTER (A).

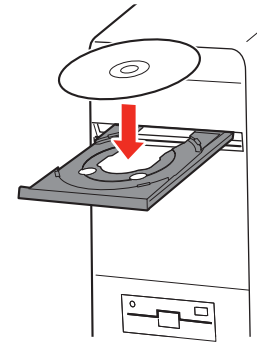


- Make sure that the **POWER** lamp (B) has stopped flashing and is off.







- It takes about 1 minute until the printer turns off.

2



Turn on the computer, then insert the **Setup CD-ROM** into the CD-ROM drive.

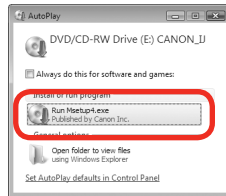
The setup program should start automatically.

- | | | | |
|---|-----------------|---|-----------------------|
|  | Windows Vista |  | Go to Step 3 . |
|  | Windows XP/2000 |  | Go to Step 5 . |



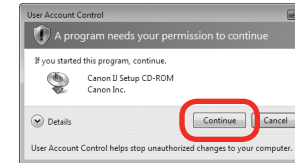
- If the program does not start automatically, double-click the CD-ROM icon on the computer. When the CD-ROM contents appear, double-click **MSETUP4.EXE**.

3 Windows Vista



AutoPlay screen appears, click **Run Msetup4.exe**.

4 Windows Vista



User Account Control dialog box appears, click **Continue**.

If the same dialog box reappears in subsequent steps, click **Continue**.



5



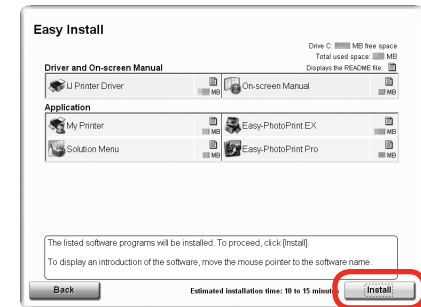
Click **Easy Install**.

Drivers, application software, and on-screen manuals are installed automatically.



- If you want to select particular items to install, click **Custom Install** and follow the on-screen instructions to proceed with the installation.
- You can install the XPS Printer Driver from **Custom Install**. (Windows Vista SP1 or later.)
- The XPS Printer Driver is a printer driver suitable for printing High Dynamic Range images (full 16-bit workflow) using Easy-PhotoPrint Pro.
- When installing the XPS Printer Driver, select the IJ Printer Driver at the same time.

6

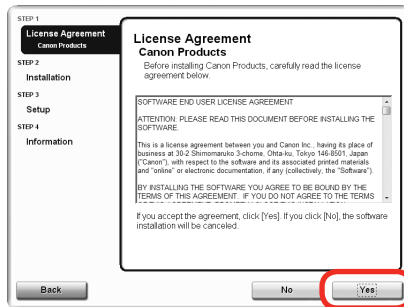


Click **Install**.



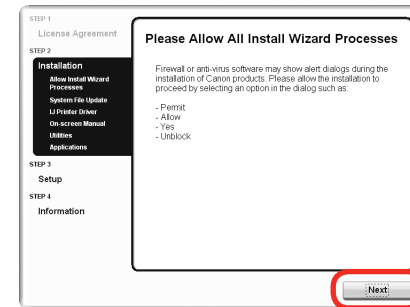
- Move the cursor over items to display explanations.

7



Read the **License Agreement** screen carefully and click **Yes**.

8



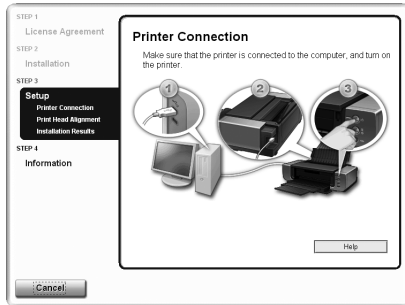
When the **Please Allow All Install Wizard Processes** screen appears, click **Next**.

Installation starts.

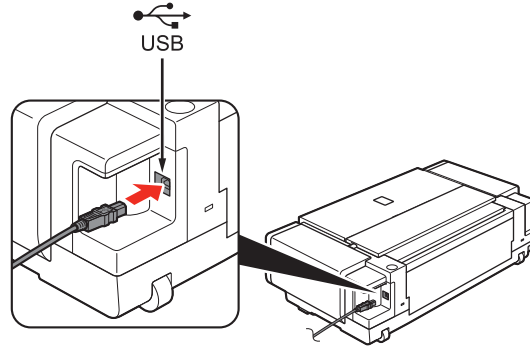


- During installation, follow any on-screen instructions to install the software.

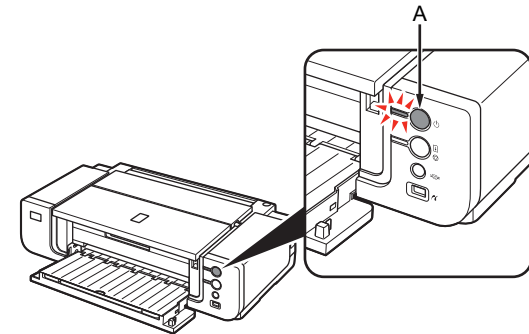
9



When the **Printer Connection** screen appears, connect the printer to the computer with a USB cable.



10



Turn on the printer (A).

When the printer is recognized by the computer, a message appears on the screen.



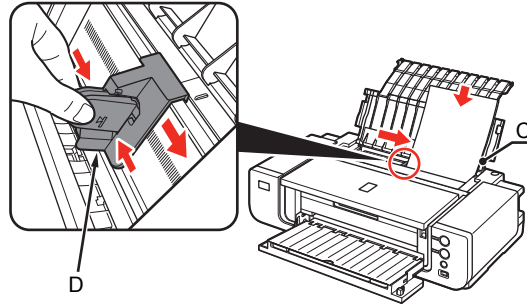
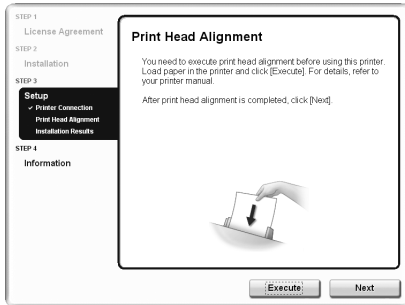
- The USB port is located on the right side of the printer.



- It takes about 30 seconds for the **POWER** lamp to light blue.
- If installation does not continue after 10 minutes, click **Help** on the screen in step **9**, then confirm the message.

11

Align the Print Head



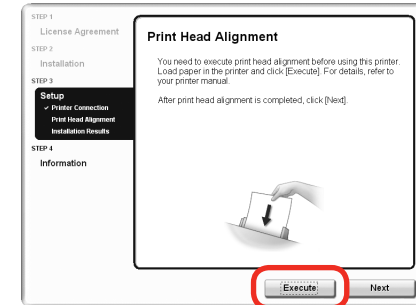
When the **Print Head Alignment** screen appears, load two sheets of A4 or Letter-sized plain paper in the Rear Tray (C) as shown.

Pinch and slide the Paper Guide (D) against the left edge of the paper.



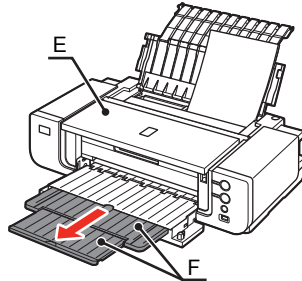
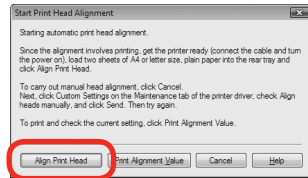
- For details, refer to "6 Loading Paper" on page 28.

12



Click **Execute**.

13



When the **Start Print Head Alignment** dialog box appears, click **Align Print Head**.

Click **OK** in the subsequent message.

Printing of the pattern starts.

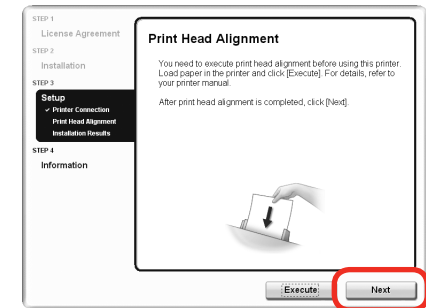
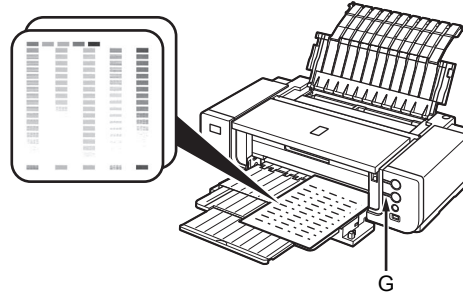


- Wait until the pattern printing ends (about 10 minutes), and go to the next step.
- Do not open the Top Cover (E) while printing.



- Pull out the Front Tray Extension (F) beforehand.

14



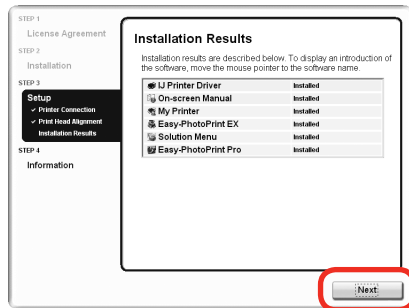
Make sure that the pattern shown is printed, then click **Next** on the **Print Head Alignment** screen.

Some parts of patterns printed on the first page are faint.



- If you align the Print Head automatically again, patterns different from those shown above may be printed.
- When Print Head Alignment cannot be executed properly, the **Alarm** lamp (G) will flash orange 11 times. In this case, refer to "When Printing Becomes Faint or Colors Are Incorrect" in the on-screen manual: **Basic Guide**.

15



Click **Next**.

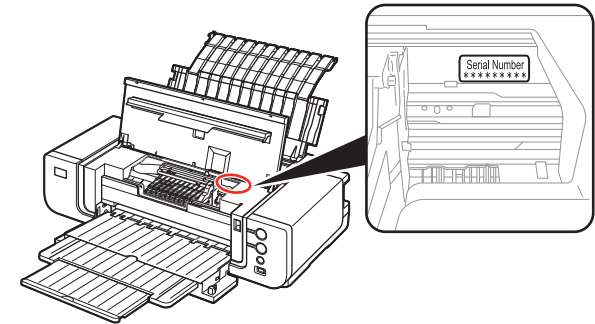
It may take a while for the next screen to appear. Click **Next** only once.

16



Click **Next**.

If connected to the Internet, the user registration page appears. Follow the on-screen instructions to register your printer. You will need your product serial number, which is located on the inside of the printer.

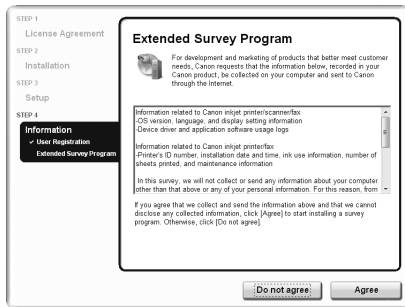


- Internet connection is required. (Connection fees apply.)



- To register later, click **Cancel**. User registration can be started from the **Canon Solution Menu** icon. For details, refer to "Solution Menu" on page 31.
- If you are already registered, the **Product Registration** screen appears.

17



When the **Extended Survey Program** screen appears, confirm the message.

If you can agree, click **Agree**. If you click **Do not agree**, the Extended Survey Program will not be installed.
(This has no effect on the printer's functionality.)

18



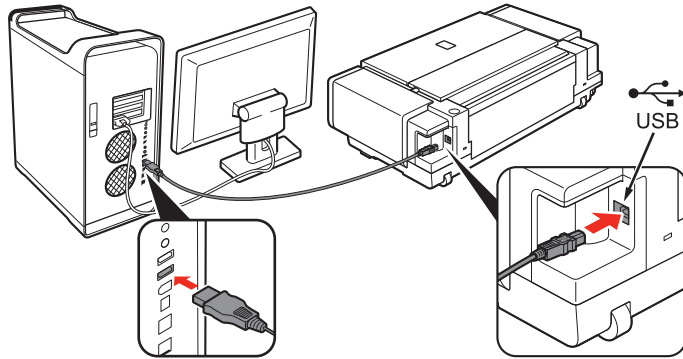
Click **Exit**.

If **Restart** is displayed, make sure that the **Restart the system now (recommended)** check box is selected, then click **Restart**.

After restarting the computer, remove the **Setup CD-ROM** and keep it in a safe place.

Next, read "6 Loading Paper" on page 28!

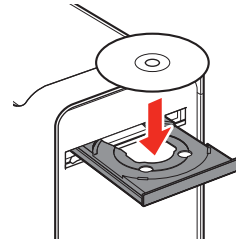
1



Connect the printer to the computer with a USB cable.

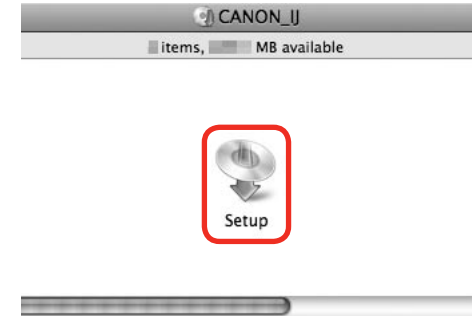
Make sure the printer is turned on.

2



Turn on the computer, then insert the **Setup CD-ROM** into the CD-ROM drive.

3



Double-click the **Setup** icon.

If the CD-ROM folder does not open automatically, double-click the **CANON_IJ** icon on the desktop.



- The USB port is located on the right side of the printer.

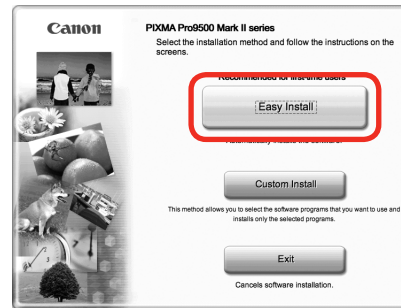
4



Enter your administrator name and password.
Click **OK**.

If you do not know your administrator name or password,
click **Help**, then follow the on-screen instructions.

5



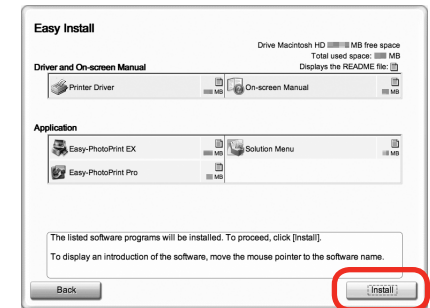
Click **Easy Install**.

Drivers, application software, and on-screen manuals are installed automatically.



- If you want to select particular items to install, click **Custom Install** and follow the on-screen instructions to proceed with the installation.

6

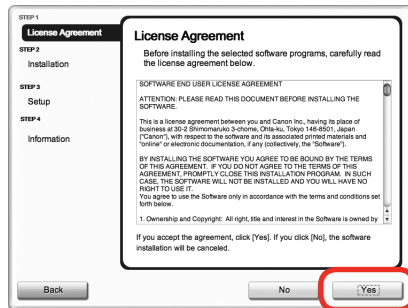


Click **Install**.



- Move the cursor over items to display explanations.

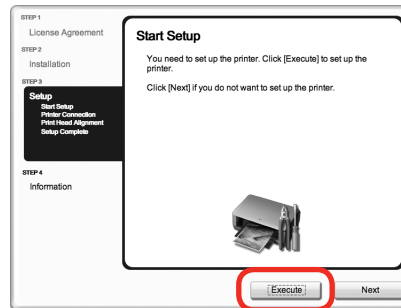
7



Read the **License Agreement** screen carefully and click **Yes**.

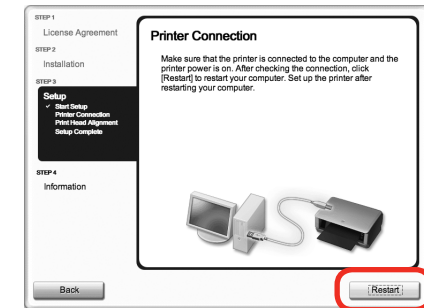
Installation starts.

8



When the **Start Setup** screen appears, click **Execute**.

9



Click **Restart**.

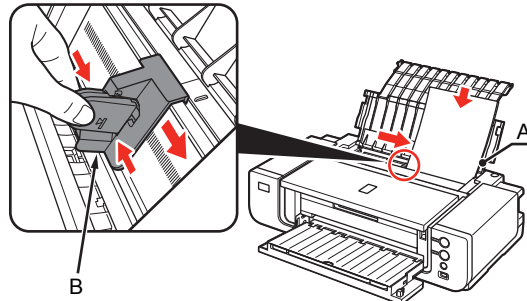
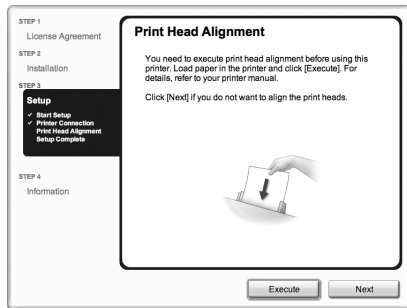
The **Print Head Alignment** screen appears after the computer has been restarted.



- During installation, follow any on-screen instructions to install the software.



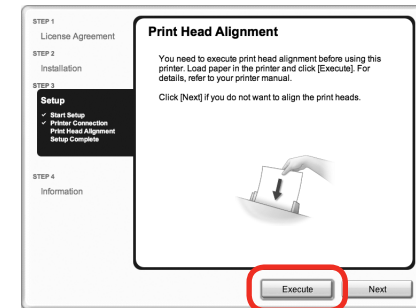
10 Align the Print Head



When the **Print Head Alignment** screen appears, load two sheets of A4 or Letter-sized plain paper in the Rear Tray (A) as shown.

Pinch and slide the Paper Guide (B) against the left edge of the paper.

11

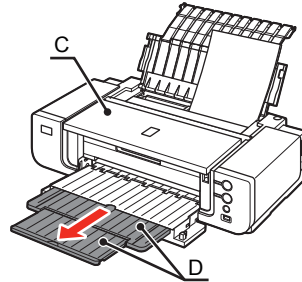


Click **Execute**.



- For details, refer to "6 Loading Paper" on page 28.

12



When this screen appears, click **OK**.

Printing of the pattern starts.

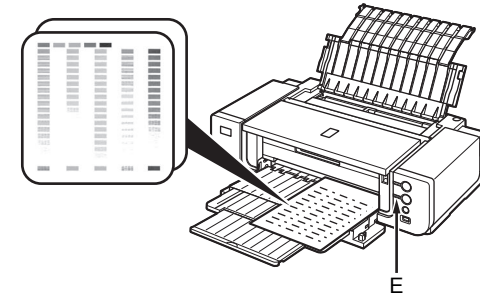


- Wait until the pattern printing ends (about 10 minutes), and go to the next step.
- Do not open the Top Cover (C) while printing.



- Pull out the Front Tray Extension (D) beforehand.

13



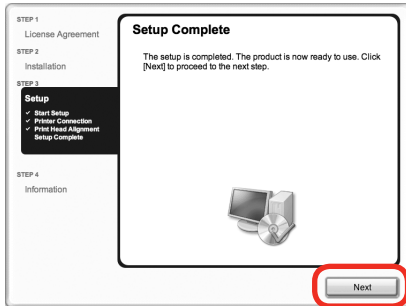
Make sure that the pattern shown is printed.

Some parts of patterns printed on the first page are faint.



- If you align the Print Head automatically again, patterns different from those shown above may be printed.
- When Print Head Alignment cannot be executed properly, the **Alarm** lamp (E) will flash orange 11 times. In this case, refer to "When Printing Becomes Faint or Colors Are Incorrect" in the on-screen manual: **Basic Guide**.

14



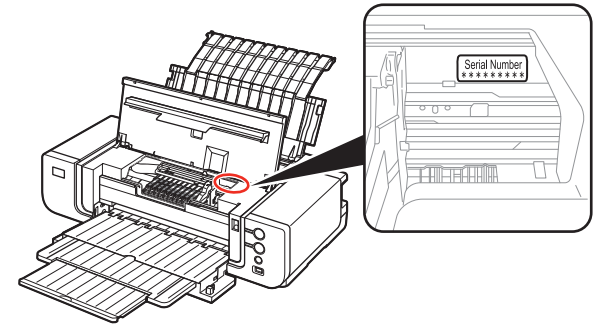
Click **Next**.

15



Click **Next**.

If connected to the Internet, the user registration page appears. Follow the on-screen instructions to register your printer. You will need your product serial number, which is located on the inside of the printer.

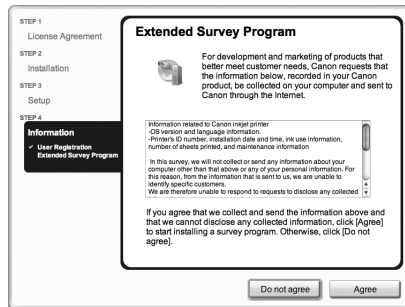


- Internet connection is required. (Connection fees apply.)



- To register later, click **Cancel**. User registration can be started from the **Solution Menu** icon. For details, refer to "Solution Menu" on page 31.
- If you are already registered, the **Product Registration** screen appears.

16



When the **Extended Survey Program** screen appears, confirm the message.

If you can agree, click **Agree**. If you click **Do not agree**, the Extended Survey Program will not be installed.
(This has no effect on the printer's functionality.)



- The screen does not appear on Mac OS X v.10.3.9.

17



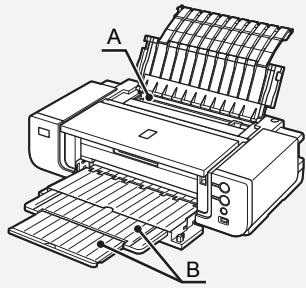
Click **Exit**.

Remove the **Setup CD-ROM** and keep it in a safe place.

Next, read "6 Loading Paper" on page 28!

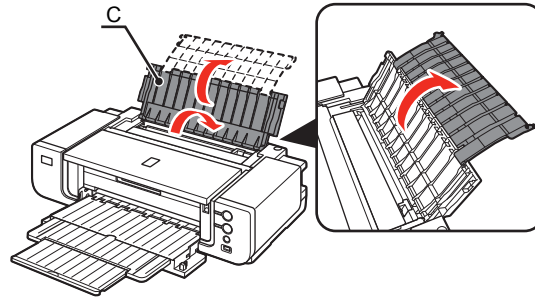
6 Loading Paper

This section explains how to load paper in the Rear Tray (A).



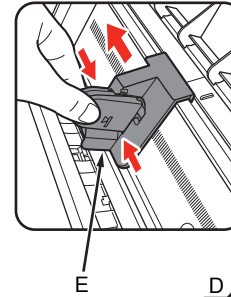
- Pull out the Front Tray Extension (B) beforehand.

1



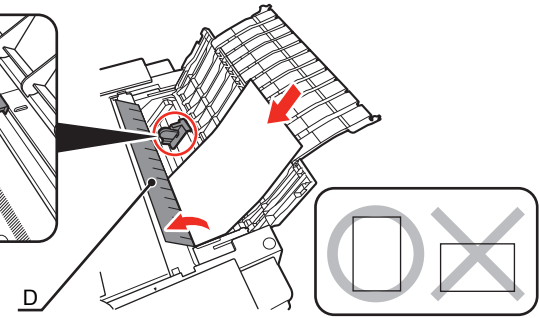
Open the Paper Support (C).

2



Open the Feed Slot Cover (D), then pinch and slide the Paper Guide (E).

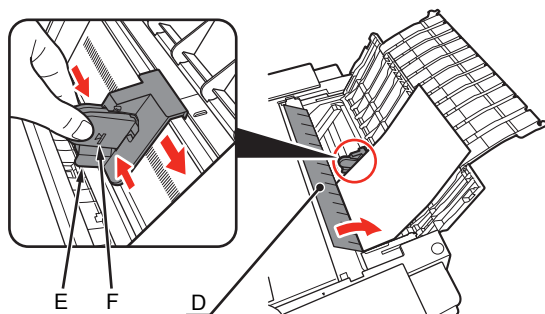
3



Load paper straight along the right edge of the Rear Tray.

Load paper in portrait orientation with the printing side facing up.

4



Pinch and slide the Paper Guide (E) against the left edge of the paper, then close the Feed Slot Cover (D).

Confirm that the loaded paper does not exceed the line (F).

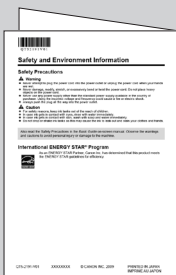
Printer installation is now complete!



- You can print on large size paper such as 14" x 17"/355.6 x 431.8 mm or thick paper by loading the paper in the Front Tray. For details on how to load paper in the Front Tray, refer to "Loading Paper" in the on-screen manual: **Basic Guide**.

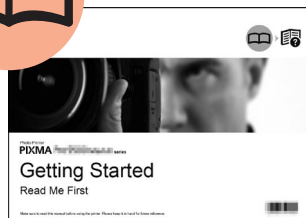
■ Manuals

Safety Precautions



Safety and Environment Information

For proper use, read safety precautions before using the printer.



Getting Started (this manual)

Describes how to set up and use your printer. Introduces the printer and its functions, the included manuals and application software.



Basic Guide

Describes the basic operations and gives an introduction to other functions available.



on-screen manuals

Advanced Guide Digital Photo Printing Guide

Describes various operating procedures to make full use of printer. Also includes "Troubleshooting" information for your printer.



■ Solution Menu

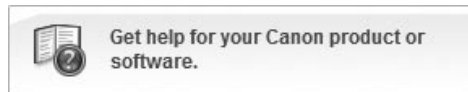
Solution Menu is a gateway to functions and information that allow you to make full use of the printer!



Example: Windows Vista



*The buttons displayed vary depending on the country or region of purchase.



To open the on-screen manual, click the button shown to the left in Solution Menu.

Open various applications and on-screen manuals with a single click.

You can start Solution Menu from the **Canon Solution Menu** icon on the desktop (Windows) or on the Dock (Macintosh).

If you have a problem with printer settings, click the **Change settings or find solutions to problems.** in Solution Menu to open **My Printer** (Windows only).

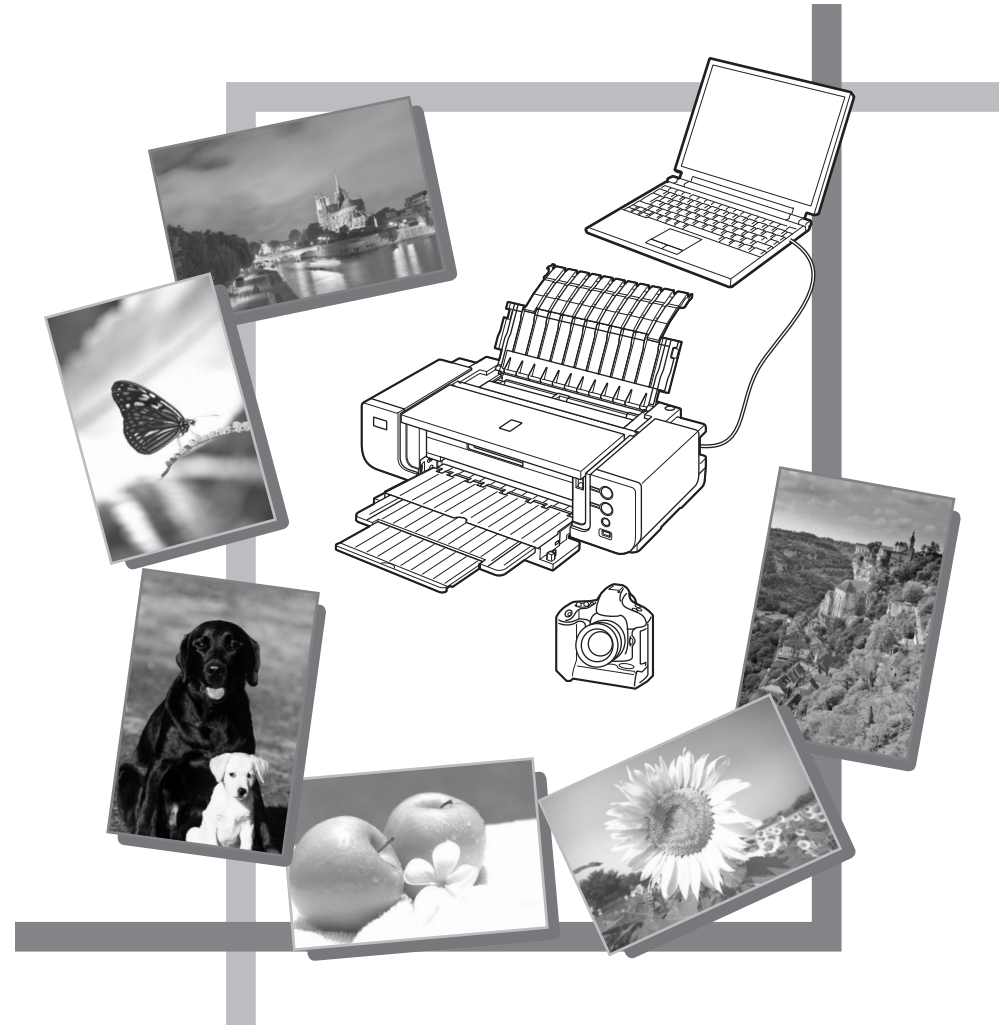
■ Utilizing the Printer

Easy-PhotoPrint Pro is one of the application software. Easy-PhotoPrint Pro allows you to print high quality photos easily by utilizing the digital photo colors.

Since ICC profiles are also available, you can print photos in colors that are closer to your ideal colors using color management.

For details on how to use the application software and the printer, refer to the on-screen manuals: **Basic Guide** and **Advanced Guide**.

For photo printing and color management, refer to the on-screen manual: **Digital Photo Printing Guide** as well.



Specifications

General Specifications	
Printing resolution (dpi)	4800 (horizontal) x 2400 (vertical)
Interface	USB Port: Hi-Speed USB* Direct Print Port: PictBridge * A computer that complies with Hi-Speed USB standard is required. Since the Hi-Speed USB interface is fully upwardly compatible with USB 1.1, it can be used at USB 1.1.
Print width	Rear Tray: 12.7 inches max. (322.2 mm) (for Borderless Printing: 13 inches/329 mm) Front Tray: 13.7 inches max. (348.8 mm) (for Borderless Printing: 14 inches/356 mm)
Acoustic noise level	Approx. 36.0 db (A) * When printing in the high print quality mode on Photo Paper Plus Glossy II .
Operating environment	Temperature: 5 to 35°C (41 to 95°F) Humidity: 10 to 90% RH (no condensation)
Storage environment	Temperature: 0 to 40°C (32 to 104°F) Humidity: 5 to 95% RH (no condensation)
Power supply	AC 100-240 V, 50/60 Hz
Power consumption	Printing: Approx. 14W Standby (minimum): Approx. 1.2W OFF: Approx. 0.9W
External dimensions	Approx. 26.0 (W) x 14.0 (D) x 7.6 (H) inches Approx. 660 (W) x 355 (D) x 193 (H) mm * With the Paper Support, Front Tray and Front Feed Support retracted.
Weight	Approx. 15.2 kg (Approx. 33.4 lb) * With the print head and ink tanks installed.
Print Head/Ink	Total 7,680 nozzles (PM/PBK/MBK/PC/GY/M/Y/C/G/R each 768 nozzles)

Minimum System Requirements		
☞ Conform to the operating system's requirements when higher than those given here.		
	Windows	Macintosh
Operating System	Windows Vista, Vista SP1	Mac OS X v.10.5
Processor	1 GHz processor	Intel processor, PowerPC G5, PowerPC G4 (867 MHz or faster)
RAM	512 MB	512 MB
	Windows XP SP2, SP3 300 MHz processor 128 MB	Mac OS X v.10.4 Intel processor, PowerPC G5, PowerPC G4, PowerPC G3 256 MB
	Windows 2000 Professional SP4 300 MHz processor 128 MB	Mac OS X v.10.3.9 PowerPC G5, PowerPC G4, PowerPC G3 128 MB
Browser	Internet Explorer 6.0 or later	Safari
Hard Disk Space	450 MB Note: For bundled software installation.	600 MB Note: For bundled software installation.
CD-ROM Drive	Required	
Display	SVGA 800 x 600	XGA 1024 x 768
	<ul style="list-style-type: none"> Windows: Note: Operation can only be guaranteed on a PC with Windows Vista, XP or 2000 pre-installed. Easy-PhotoPrint Pro is a software plug-in for Canon Digital Photo Professional Ver. 2.1 or later, Adobe Photoshop CS/CS2/CS3/CS4 and Adobe Photoshop Elements 6. Adobe Photoshop Elements 6: DVD Drive is required for installation. Windows: XP, Vista only Macintosh: Mac OS X v10.4.8 - 10.5.2 Following additional hard disk space is required Windows: 1.5 GB Macintosh: 1 GB <ul style="list-style-type: none"> To upgrade from Windows XP to Windows Vista, first uninstall software bundled with the Canon inkjet printer. Macintosh: Hard Disk must be formatted as Mac OS Extended (Journaled) or Mac OS Extended. 	

Additional System Requirements for the on-screen manuals

Windows	Macintosh
Browser: Easy Guide Viewer Note: Microsoft Internet Explorer 6.0 or later must be installed. The on-screen manual may not be displayed properly depending on your operating system or Internet Explorer version. We recommend that you keep your system up to date with Windows Update.	Browser: Help Viewer Note: The on-screen manual may not be displayed properly depending on your operating system. We recommend that you keep your system up to date.

Specifications are subject to change without notice.

About Consumables

Consumables (ink tanks / FINE Cartridges) are available for 5 years after production has stopped.

Getting Help from Canon

Email Tech Support — www.canontechsupport.com

Toll-Free Live Tech Support— (1-800-828-4040) under warranty

This option provides live telephone technical support, free of service charges,

Monday-Friday (excluding holidays), during the warranty period.

Telephone Device for the Deaf (TDD) support is available at (1-866-251-3752).

Ordering Information

The following ink tanks are compatible with this printer.



Order

PGI-9 Matte Black	1033B002
PGI-9 Photo Black	1034B002
PGI-9 Cyan	1035B002
PGI-9 Magenta	1036B002
PGI-9 Yellow	1037B002
PGI-9 Photo Cyan	1038B002
PGI-9 Photo Magenta	1039B002
PGI-9 Red	1040B002
PGI-9 Green	1041B002
PGI-9 Gray	1042B002

Call 1-800-OK-CANON to locate a dealer near you, or visit the Canon eStore at www.canonestore.com

CANON U.S.A. INC.

One Canon Plaza, Lake Success, NY 11042 U.S.A.

www.usa.canon.com