Canon

Exif Print PictBridge

Photo Printer

PIXMA iP4300 Series

Quick Start Guide

Getting Help from Canon

Help Us Help You Better

Before you contact Canon, please record the following information.

Serial Number (located on the inside of the product):_____

Model Number (located on the top of the product):_____

Setup CD-ROM number (located on the CD-ROM): _____

Purchase Date: _____

Customer Technical Support Sequence*

1. Internet — www.canontechsupport.com

For quick and comprehensive self-help in an intuitively guided interactive troubleshooting environment, the place to start is our helpful tech support web site. In addition, the latest driver downloads, answers to frequently asked questions, product information, and “where to buy” instructions are found here.

2. Email Tech Support — www.canontechsupport.com

For individual attention to a special issue, try emailing our friendly technical support representatives, specially trained to communicate quick, easy, and logical solutions to your inquiries within 24 hours.

3. Toll-Free Live Tech Support — (1-800-828-4040)

This option provides live telephone technical support, free of service charges, Monday-Saturday (excluding holidays), during your product’s 1 year limited warranty period. Telephone Device for the Deaf (TDD) support is available at **(1-866-251-3752)**.

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PIXMA iP4300

Photo Printer

Quick Start Guide

Canon PIXMA iP4300 Photo Printer Quick Start Guide.

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Canon U.S.A., Inc. has reviewed this manual thoroughly in order that it will be an easy-to-use guide to your Canon PIXMA iP4300 Photo Printer. All statements, technical information and recommendations in this manual and in any guides or related documents are believed reliable, but the accuracy and completeness thereof are not guaranteed or warranted, and they are not intended to be, nor should they be understood to be, representation or warranties concerning the products described.

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Before Printing

Turning the Printer On and Off

Turn on the printer before printing.

Note

Auto Power On/Off Feature

You can set the printer to turn on and off automatically.

- Auto Power On: Automatically turns on the printer when print data is sent from the computer.
- Auto Power Off: Automatically turns off the printer when no print data is sent for a certain interval.

Set this setting in the **Maintenance** sheet of the printer driver in Windows®, and in the **Canon IJ Printer Utility** on a Macintosh®. For setting details, refer to the *Printer Driver Guide* on-screen manual.

■ Turning on the Printer

Before turning on the printer, confirm the following.

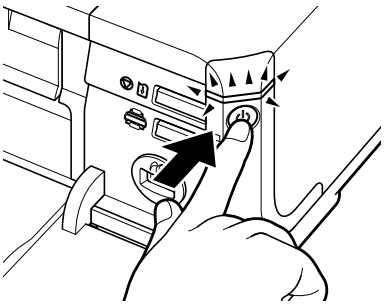
- The Print Head and ink tanks are set into place.
- The printer is connected to your computer (or a compatible device).
- The printer driver is installed.

Note

If preparatory operations above are not complete, follow the *Easy Setup Instructions* to complete them.

1 Press the **POWER** button.

The **POWER** lamp flashes green, and changes to steady, non-flashing light.



Important

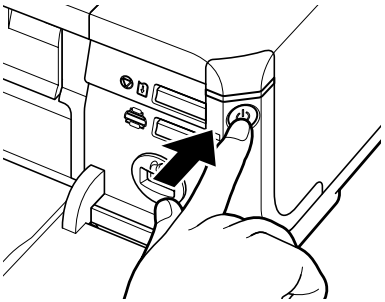
If the **ALARM** lamp begins to flash orange, see “ALARM Lamp Flashes Orange” on page 76.

2 Turn on your computer.

■ Turning off the Printer

1 To turn off the printer, press the **POWER** button.

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



Important

About the Power Plug

When removing the power plug after turing off the printer, be sure to confirm that the **POWER** lamp is not lit. If the power plug is removed from the wall outlet with the **POWER** lamp still lit or flashing green, the printer may become unable to print.

See “Keeping the Best Printing Results” on page 34.

Loading Printing Paper

This section describes how to load printing paper in the Auto Sheet Feeder and the Cassette.

■ Paper Handling

● Recommended Paper and Requirements

Media Type	Model[*1]	Paper Support Load Limit		Printer Driver Setting for Media Type
		Auto Sheet Feeder	Cassette	
Plain Paper	—	0.52 inches / 13 mm	0.52 inches / 13 mm	**Plain Paper**
Envelopes	—	10 envelopes	5 envelopes	**Envelope**
High Resolution Paper	HR-101N	80 sheets (A4, Letter)	80 sheets (A4, Letter)	**High Resolution Paper**
Super White Paper	SW-201	0.52 inches / 13 mm (A4, Letter)	0.52 inches / 13 mm (A4, Letter)	**Plain Paper**
Glossy Photo Paper	GP-401	10 sheets (A4, Letter), 20 sheets (4" x 6" / 101.6 x 152.4 mm, Credit card)	10 sheets (A4, Letter), 20 sheets (4" x 6" / 101.6 x 152.4 mm), Not loadable (Credit card)[*2]	**Glossy Photo Paper**
Glossy Photo Paper "Everyday Use"	GP-501	10 sheets (A4), 20 sheets (4" x 6" / 101.6 x 152.4 mm)	10 sheets (A4), 20 sheets (4" x 6" / 101.6 x 152.4 mm)	**Glossy Photo Paper**
Matte Photo Paper	MP-101	10 sheets (A4, Letter), 20 sheets (4" x 6" / 101.6 x 152.4 mm)	10 sheets (A4, Letter), 20 sheets (4" x 6" / 101.6 x 152.4 mm)	**Matte Photo Paper**
Photo Paper Plus Glossy[*3]	PP-101	10 sheets (A4, Letter, 5" x 7" / 127.0 x 177.8 mm), 20 sheets (4" x 6" / 101.6 x 152.4 mm)	10 sheets (A4, Letter, 5" x 7" / 127.0 x 177.8 mm), 20 sheets (4" x 6" / 101.6 x 152.4 mm)	**Photo Paper Plus Glossy**
Photo Paper Plus Double Sided[*3]	PP-101D	10 sheets (A4, Letter, 5" x 7" / 127.0 x 177.8 mm)	10 sheets (A4, Letter, 5" x 7" / 127.0 x 177.8 mm)	**Photo Paper Plus Double Sided**
Photo Paper Plus Semi-gloss[*3]	SG-101, SG-201	10 sheets (A4, Letter), 10 sheets (8" x 10" / 203.2 x 254.0 mm)[*4], 20 sheets (4" x 6" / 101.6 x 152.4 mm)	10 sheets (A4, Letter), 10 sheets (8" x 10" / 203.2 x 254.0 mm)[*4], 20 sheets (4" x 6" / 101.6 x 152.4 mm)	**Photo Paper Plus Glossy**
Photo Paper Pro[*3]	PR-101	10 sheets (A4, Letter, 8" x 10" / 203.2 x 254.0 mm), 20 sheets (4" x 6" / 101.6 x 152.4 mm, Wide)	10 sheets (A4, Letter, 8" x 10" / 203.2 x 254.0 mm), 20 sheets (4" x 6" / 101.6 x 152.4 mm, Wide)	**Photo Paper Pro**
Photo Stickers[*5]	PS-101	1 sheet	Not loadable[*2]	**Photo Paper Plus Glossy**

Media Type	Model*1	Paper Support Load Limit		Printer Driver Setting for Media Type
		Auto Sheet Feeder	Cassette	
T-Shirt Transfers	TR-301	1 sheet	1 sheet	**T-Shirt Transfers**

Paper with a Model Number is Canon specialty media.

You may not be able to purchase some Canon genuine papers depending on your country.

*1 Paper is not sold in the US by Model Number. Purchase paper by name.

*2 Feeding this paper from the Cassette can damage the printer. Load in the Auto Sheet Feeder.

*3 When loading a stack of paper, the printed side may become marked when it is fed in. In this case, load paper one sheet at a time.

*4 SG-201 only

*5 You can specify the print setting easily by using the Easy-Photo Print provided with the *Setup CD-ROM*.

Note

For a detailed description of printing media types, refer to “Printing Media” in the *User’s Guide* on-screen manual.

Media Types You Cannot Use

Do not use the following types of paper. Using such paper will not only produce unsatisfactory results, but can also cause the printer to jam or malfunction. Additionally, when printing on A5 or smaller sized paper, do not use paper thinner than a post card, including plain paper or notepad paper cut to a small size.

- Folded, curled, or wrinkled paper
- Damp paper
- Paper that is too thin (weighing less than 64 gsm / 17 lb)
- Paper that is too thick (non-Canon genuine paper weighing more than 105 gsm / 28 lb)
- Picture postcards
- Postcards affixed with photos or stickers
- Envelopes with double flaps
- Envelopes with sticker flaps
- Envelopes with an embossed or treated surface
- Any type of paper with holes
- Paper that is not rectangular
- Paper bound with staples or glue
- Paper with adhesives
- Paper decorated with glitter, etc.

● Photo Paper Pro Guidelines

- Do not touch the print surface until the ink is dry (approximately 30 minutes). Colors in dark images may appear indistinct at first, but will become clearer after approximately 30 minutes.
- Images may become smudged if you place printouts in an album before the ink is completely dry. We recommend to allow the ink to dry for 24 hours before placing your printouts in an album.
- Do not attempt to dry the ink with a hair dryer or by exposing printouts to direct sunlight.
- Do not store or display printouts in hot or humid conditions. Never expose them to heat or direct sunlight.
- Store printouts in photo albums, photo frames, or presentation binders to protect them from direct exposure to air or sunlight.
- Do not mount printouts in an adhesive-type album as you may not be able to remove them. Note that some types of clear plastic folders and albums may cause the edges of the paper to turn yellow.

■ Using Specialty Media

Canon recommends that you use Canon genuine media to ensure optimal print quality.

● Photo Quality Media

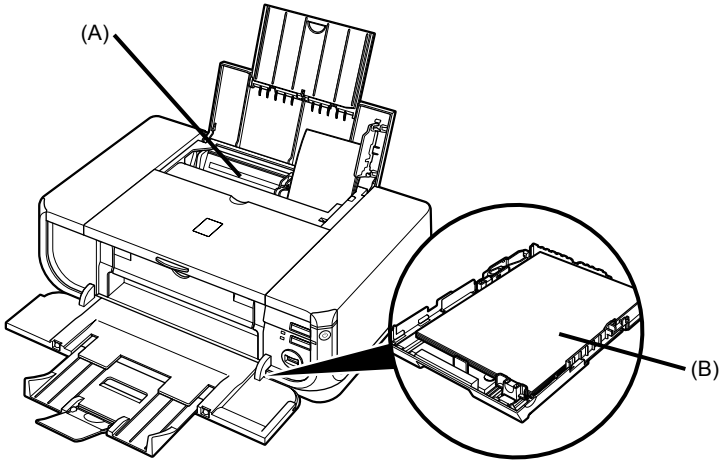
- Glossy Photo Paper
- Matte Photo Paper
- Photo Paper Plus Double Sided
- Photo Paper Plus Glossy
- Photo Paper Plus Semi-gloss
- Photo Paper Pro
- Photo Stickers

● Media Suited for Business Documents

- High Resolution Paper

■ Using the Auto Sheet Feeder and the Cassette

This printer offers two paper sources to load printing paper; the Auto Sheet Feeder, found at the top of the printer, and the Cassette, found at the front of the printer.



(A) Auto Sheet Feeder

(B) Cassette

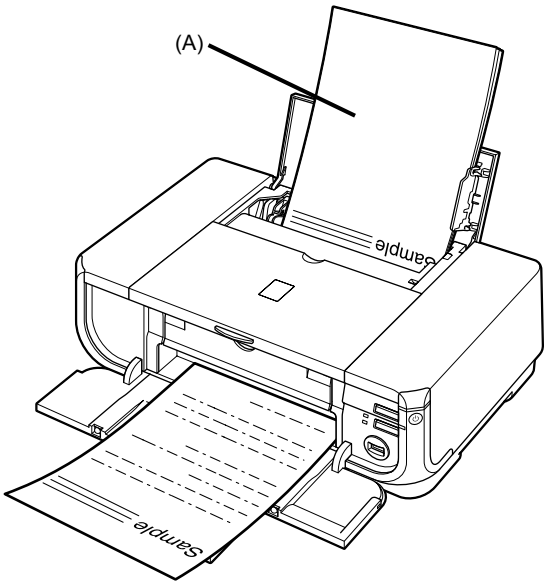
● When Printing for the First Time

At purchase, the printer is set to feed from the Auto Sheet Feeder.

If you are printing without changing paper source settings, load paper in the Auto Sheet Feeder.

Note

For details on loading paper, see “Loading Paper in the Auto Sheet Feeder” on page 13.



(A) Load plain paper in the Auto Sheet Feeder.

- **To Change the Paper Source**

The Auto Sheet Feeder lamp lights up when feeding from the Auto Sheet Feeder, and the Cassette lamp lights up when feeding from the Cassette.

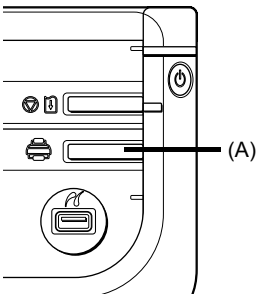
Before you print, make sure that the paper source selection matches the paper source where you actually loaded paper.

To change the paper source, simply press the **Paper Feed Switch**.

For details, see “Changing the Paper Source” on page 11.

Note

You can also select the paper source using the printer driver. For details on paper source selection using the printer driver, refer to the *Printer Driver Guide* on-screen manual.



(A) Press to change the paper source.

■ Paper Source Selection Scenarios

Deciding on the usage of the two paper sources to print with minimum reloading of paper depends mainly on the variety of the type of paper you use regularly, and also on space limitations of the location you are setting the printer.

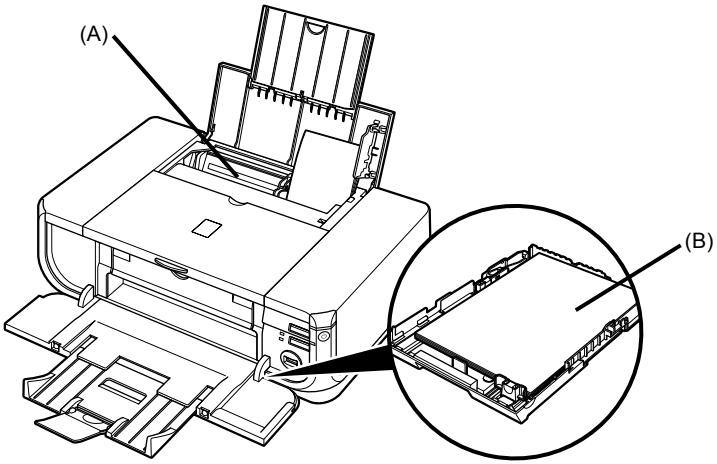
● If you print regularly on photo paper as well as on plain paper

If you use photo paper as much as plain paper, you can load photo paper in the Auto Sheet Feeder and plain paper in the Cassette. This way, you can switch the paper source according to the type of paper just by pressing the **Paper Feed Switch**.

You can also specify the type and size of paper to be fed from the Cassette using the printer driver. You can print more efficiently by specifying the type of paper you use regularly this way, since the paper source will be switched automatically to the Cassette for this paper.

Note

- Some types and sizes of paper are not loadable in the Cassette and requires the use of the Auto Sheet Feeder. Refer to “Compatible Media Types” in “Printing Media” of the *User’s Guide* on-screen manual. For details on loading paper, see “Loading Paper” on page 12.
- For details on printer driver settings, refer to the *Printer Driver Guide* on-screen manual.



(A) Auto Sheet Feeder: Load paper of various types and sizes, including photo paper

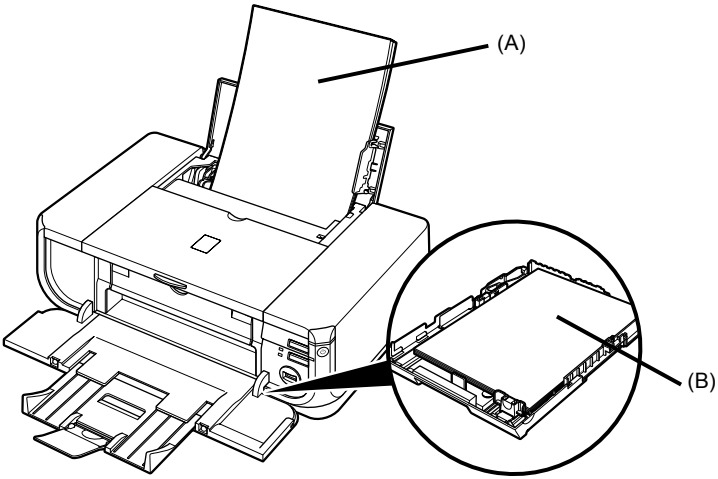
(B) Cassette: Load paper you use most regularly, such as plain paper.

● If you print mainly on plain paper

You can load plain paper of the same size in both paper sources, and set the printer driver to automatically switch the paper source when either paper source runs out of paper during printing.

Note

- For details on loading paper, see “Loading Paper” on page 12.
- For details on printer driver settings, refer to the *Printer Driver Guide* on-screen manual.



(A) Auto Sheet Feeder: Load plain paper

(B) Cassette: Load plain paper

● Choosing the paper source to match the location of the printer

You can choose to use only either the Auto Sheet Feeder or Cassette according to the location of the printer. For example, if you intend to install the printer in a small place, such as on a shelf with minimal space, you can use just the Cassette for printing.

Note

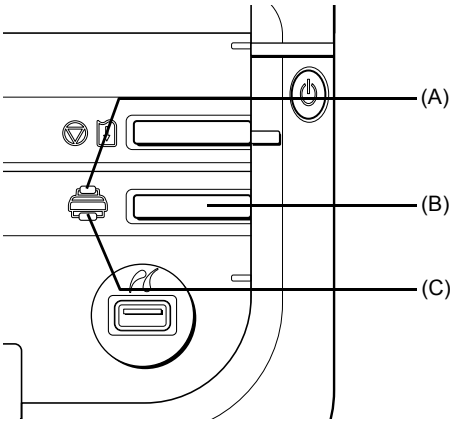
Some types and sizes of paper are not loadable in the Cassette and requires the use of the Auto Sheet Feeder. If you intend to use only the Cassette, check for any usage restrictions in advance. For details on loading paper, see “Loading Paper” on page 12.

■ Changing the Paper Source

Before printing, confirm that the location where you have loaded paper is selected as the paper source. Press the **Paper Feed Switch** to change the paper source.

Important

- If **Paper Feed Switch** is not selected for **Paper Source** in the printer driver, the **Paper Feed Switch** on the printer will be disabled when printing. Confirm the setting in the printer driver. See “Printing with Windows” on page 19 or “Printing with Macintosh” on page 20.
- If a setting other than **Paper Feed Switch** is selected for **Paper Source** in the printer driver, the printer driver settings takes precedence when printing. For details on paper source selection using the printer driver, refer to the *Printer Driver Guide* on-screen manual.



(A) Auto Sheet Feeder lamp

(B) Paper Feed Switch

(C) Cassette lamp

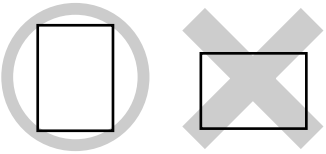
Note

Press the **Paper Feed Switch** to select the paper source so that the **Auto Sheet Feeder** lamp is lit when feeding from the Auto Sheet Feeder, and the **Cassette** lamp is lit when feeding from the Cassette.

■ Loading Paper

Important

- If you cut plain paper to 4" x 6" / 101.6 x 152.4 mm, 5" x 7" / 127.0 x 177.8 mm, or 2.13" x 3.39" / 54.0 x 86.0 mm (credit card-size) for a trial print, it can cause paper jams.
- You cannot print on postcards affixed with photos or stickers.
- Always load paper in portrait orientation (A). Loading paper in landscape orientation (B) can cause the paper to be jammed.



(A) (B)

Note

- For details on the specialty media Canon provides for use with its various printers, refer to “Printing Media” in the *User’s Guide* on-screen manual.
- For detailed instructions on how to load specialty media into the printer, refer to “Printing Media” in the *User’s Guide* on-screen manual.

When Printing on Plain Paper

- You can use general copy paper or Canon’s Super White Paper. When printing on both sides, we recommend Canon’s Super White Paper Double-Sided.

  Paper size:
  - Standard sizes: A4, B5, A5 (Auto Sheet Feeder only), Letter, and Legal (Auto Sheet Feeder only)
  - Non-standard sizes for the Auto Sheet Feeder: 2.13" x 3.39" to 8.5" x 23" / 54.0 x 86.0 mm to 215.9 x 584.2 mm
  - Non-standard sizes for the Cassette: 3.5" x 5" to 8.5" x 11.69" / 89.0 x 127.0 mm to 215.9 x 297.0 mm

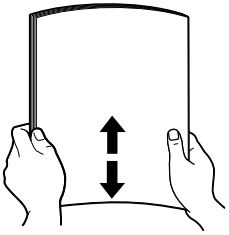
  Paper weight: 17 to 28 lb / 64 to 105 gsm
- You can load up to 150 sheets of plain paper (17 lb / 64 gsm, 0.52 inches / 13 mm in height) in the Auto Sheet Feeder. However, proper feeding of paper may not be possible at this maximum capacity depending on the type of paper or environmental conditions (either very high or low temperature and humidity). In such cases, reduce the sheets of paper you load at a time to around half (around 0.2 inches / 5 mm in paper stack height).
- Do not stack more than 50 sheets in the Paper Output Tray.

When Printing on 5" x 7", 4" x 6", or 2.13" x 3.39" (Credit Card-sized) paper

- Load 2.13" x 3.39" (credit card-sized) paper only in the Auto Sheet Feeder.
- You can load up to 20 sheets of 4" x 6" or 2.13" x 3.39" (credit card-sized) paper and 10 sheets of 5" x 7" paper.
- We recommend using genuine Canon photo media when printing photographs.
  Refer to “Printing Media” in the *User’s Guide* on-screen manual.

Loading Paper in the Auto Sheet Feeder

1 Flatten the four corners of the paper before loading it.



Note

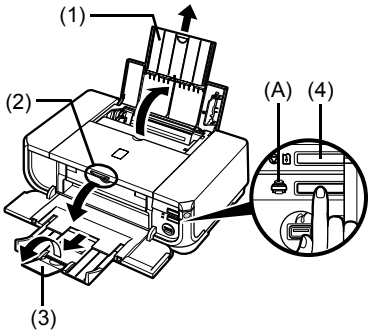
- Align the edges of paper neatly before loading. Loading paper without aligning the edges may cause paper jams.
- If paper is curled, hold the opposing curled corners and gently bend them in the opposite direction until the paper becomes completely flat. See “Paper is curled.” on page 68.
- To avoid curling, handle paper as follows.
  – Put unused paper back into the package and keep them on a level surface.
  – Take out only the necessary number of sheets from the package, just before printing.

2 Prepare to load paper.

(1) Open the Paper Support and pull out the Paper Support Extension to support the paper.

(2) Press the Open Button to open the Paper Output Tray.

(3) Pull out the Paper Output Tray Extension completely.



Note

When closing the Paper Output Tray Extension after printing, lift it up slightly.

(4) Press the **Paper Feed Switch** so that the **Auto Sheet Feeder** lamp (A) lights.

Note

You can also select the paper source with the printer driver.
For details, refer to the *Printer Driver Guide* on-screen manual.

3 Load the paper.

(1) Load the paper in the Auto Sheet Feeder with the print side facing UP.

(2) Align the paper stack against the Cover Guide on the right side of the Paper Support.

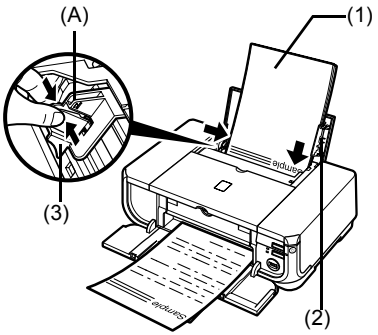
Note

Make sure that the Cover Guide is set upright when you load paper in the Auto Sheet Feeder.

(3) Pinch the Paper Guide and slide it against the left side of the paper stack.

Note

Select the page size of the loaded paper in **Page Size** in the printer driver.
For details on printer driver settings, see "Printing with Windows" on page 19 or "Printing with Macintosh" on page 20.



Do not load higher than the Load Limit Mark (A).

Loading Paper in the Cassette

Some types and sizes of paper are not loadable in the Cassette and requires the use of the Auto Sheet Feeder. If you intend to use only the Cassette, check for any usage restrictions in advance. See "Paper Handling" on page 4.

Important

- Do not leave photo paper, such as Photo Paper Pro, in the Cassette for a long time. This may cause paper discoloration due to natural aging.
- If you load photo paper such as Photo Paper Pro in the Cassette, you may get roller traces on the print surface. To avoid this, load paper in the Auto Sheet Feeder.

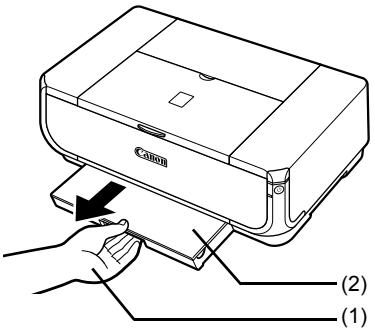
1 Flatten the four corners of the paper before loading it.

See "Flatten the four corners of the paper before loading it." on page 13.

2 Prepare to load paper.

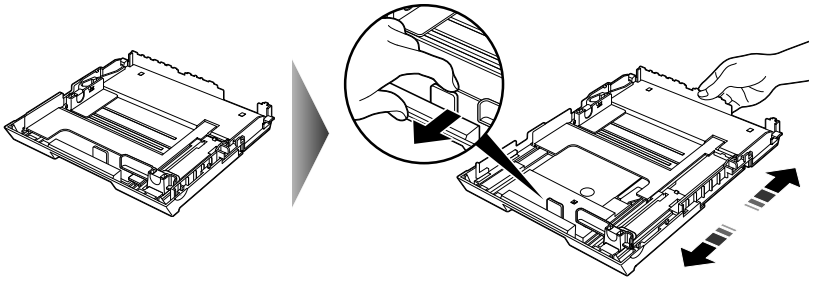
(1) Pull out the Cassette from the printer.

(2) Remove the Cover on the Cassette.

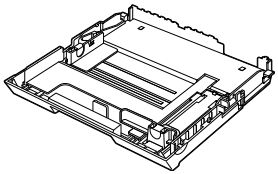


3 Adjust the size of the Cassette.

When loading A5 or larger sized paper (nonstandard-size paper with 8 inches / 203 mm or more in length), extend the Cassette.



When loading 5" x 7" or smaller sized paper (nonstandard-size paper with less than 8 inches / 203 mm in length), do not extend the Cassette.

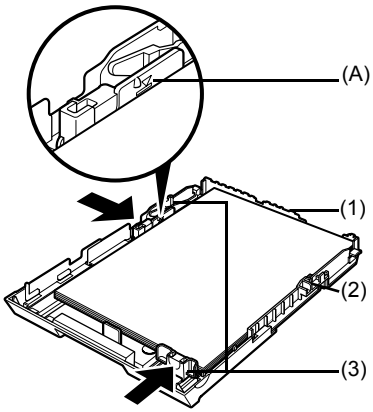


4 Load the paper with the print side facing DOWN.

(1) Load the paper into the Cassette with the print side facing DOWN and the leading edge to the far side.

(2) Align the paper stack against the right side of the Cassette.

(3) Slide the paper guides to fit to the loaded paper stack.



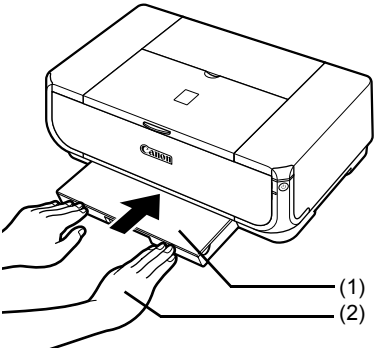
Do not load higher than the Load Limit Mark (A).

5 Insert the Cassette into the printer.

(1) Set the Cover on the Cassette.

(2) Insert the Cassette into the printer.
Push the Cassette all the way into the printer.

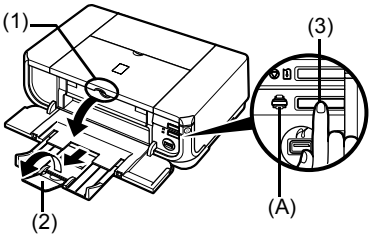
If the Cassette has been extended to accommodate larger paper sizes, the front edge of the Cassette will extend beyond the front of the printer.



6 Prepare the Paper Output Tray.

(1) Push the Open Button to open the Paper Output Tray.

(2) Pull out the Paper Output Tray Extension completely.



Note

When closing the Paper Output Tray Extension after printing, lift it up slightly.

(3) Press the **Paper Feed Switch** so that the **Cassette** lamp (A) lights.

Note

- Select the page size of the loaded paper in **Page Size** in the printer driver.
  For details on printer driver settings, see “Printing with Windows” on page 19 or “Printing with Macintosh” on page 20.
- You can also select the paper source with the printer driver. For details, refer to the *Printer Driver Guide* on-screen manual.

■ Loading Envelopes

Use either European DL or US Comm. Env. #10-sized envelope.

Important

- Do not use envelopes with embossed or treated surfaces, a double flap, pressure seals, or sticker flaps.
- Select either **DL Env.** or **Comm. Env. #10** in the printer driver according to the envelope size you are using. If you do not, the address will be printed in the wrong direction.

● Loading Envelopes in the Auto Sheet Feeder

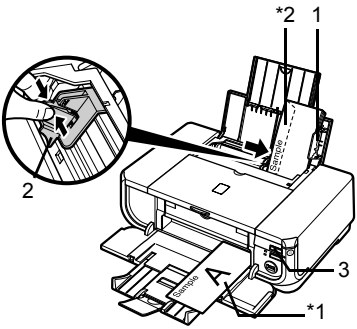
1 Load the envelope against the Cover Guide (the right side of the Paper Support).

Load with the front face UP and the rear flaps DOWN on the left.

A maximum of 10 envelopes can be loaded at once.

Important

Make sure that the Cover Guide is set upright when you load paper in the Auto Sheet Feeder.



*1 Printing orientation
*2 Make sure the flaps are folded.

2 Pinch the Paper Guide and slide it against the left side of the envelope.

3 Press the **Paper Feed Switch** so that the **Auto Sheet Feeder** lamp lights up.

4 In the printer driver, select **Envelope** in **Media Type**, and then select **DL Env.** or **Comm. Env. #10** in **Page Size**.

For details on printer driver settings, see “Printing with Windows” on page 19 or “Printing with Macintosh” on page 20.

● Loading Envelopes in the Cassette

1 Extend the Cassette.

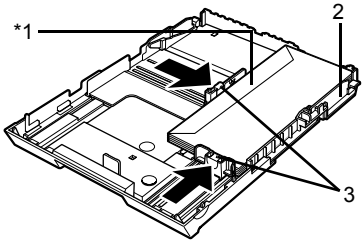
See “Adjust the size of the Cassette.” on page 15.

2 Align the envelope stack against the right side of the Cassette.

Load with the front face DOWN. The flap of the envelope will appear facing UP on the left side.

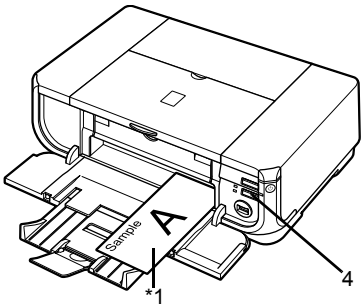
A maximum of 5 envelopes can be loaded at once.

3 Slide the Paper Guide against the side of the envelope.



*1 Make sure the flaps are folded.

4 Press the **Paper Feed Switch** so that the **Cassette** lamp lights up.



*1 Printing orientation

5 In the printer driver, select **Envelope** in **Media Type**, and then select **DL Env.** or **Comm. Env. #10** in **Page Size**.

For details on printer driver settings, see “Printing with Windows” on page 19 or “Printing with Macintosh” on page 20.

Basic Printing

This section describes the procedure for basic printing.

Printing with Windows

1 Turn on the printer and load the paper in the printer.

See “Turning the Printer On and Off” on page 2 and “Loading Printing Paper” on page 4.

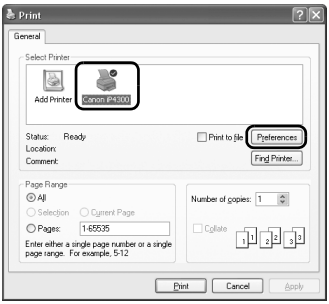
2 Make sure that the proper paper source is selected.

See “Changing the Paper Source” on page 11.

3 Create a document or open a file to print using an appropriate application software.

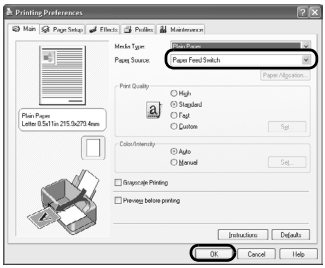
4 Select **Print** on the application software’s **File** menu.

5 Make sure that **Canon iP4300** is selected, and click **Preferences** (or **Properties**)**.**



6 Specify the required settings and click **OK**.

Make sure that **Paper Feed Switch** is selected in **Paper Source**.



> **Note**
>
> For details on other printer driver functions, click **Help** or **Instructions** to view the online help or the *Printer Driver Guide* on-screen manual. **Instructions** is only displayed when the on-screen manuals are installed.

7 Click **Print** (or **OK**).

Printing with Macintosh

1 Turn on the printer and load the paper in the printer.

See “Turning the Printer On and Off” on page 2 and “Loading Printing Paper” on page 4.

2 Make sure that the proper paper source is selected.

See “Changing the Paper Source” on page 11.

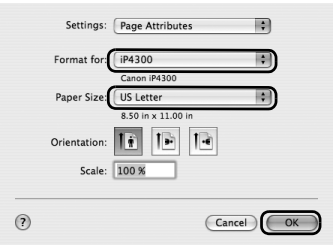
3 Create a document or open a file to print using an appropriate application software.

4 Select **Page Setup** on the application software’s **File** menu.

5 Confirm that **iP4300** is selected in **Format for**.

6 Select the desired paper size in **Paper Size**.

7 Click **OK**.

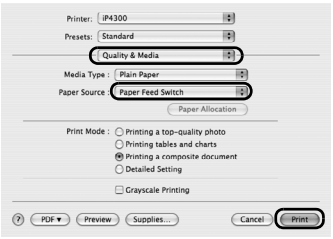


8 Select **Print** on the application software’s **File** menu.

9 Select **Quality & Media** in the pop-up menu.

10 Specify the required settings.

Make sure that **Paper Feed Switch** is selected in **Paper Source**.



Note

For details on other printer driver functions, click ? to view the *Printer Driver Guide* on-screen manual. If the on-screen manuals are not installed, the *Printer Driver Guide* on-screen manual is not displayed even if ? is clicked.

11 Click **Print**.

Printing Photographs Directly from a Compliant Device

Printing from a PictBridge Compliant Device

You can connect a PictBridge compliant device such as a digital camera, camcorder, or mobile phone and print recorded images directly without using a computer.

Note

- PictBridge is an industry standard enabling a range of digital photo solutions, including the direct printing of photos from a digital still camera, camcorder or mobile phone* without the need to use a computer. A device can be connected to this printer for direct printing regardless of the manufacturer or the model as long as it complies with the PictBridge standard.
- You can select the images to print and specify various print settings from your camera or mobile phone.

* PictBridge compatible digital still cameras, digital camcorders, and camera-equipped mobile phones are hereafter collectively referred to as “PictBridge compliant device”.

A device with this mark is PictBridge-compatible.

■ Connecting a PictBridge Compliant Device

To connect a PictBridge compliant device to this printer, use a USB cable recommended by the device’s manufacturer.

Caution

Do not connect any equipment other than PictBridge compliant devices to the Direct Print Port of the printer. If you do so, electric shock, fire, or damage to the device could result.

Note

When printing photos with the digital device connected to the printer, we recommend the use of the AC adapter supplied with the device. If you are using the device battery, be sure to charge it fully.

1 Set up the printer.

Refer to the *Easy Setup Instructions* to set up the printer and make it ready for printing.

Note

The Print Head cannot be aligned using the controls of the PictBridge compliant device. If Print Head alignment is not yet performed and the printer driver is not installed in the computer, be sure to align the Print Head as follows.

Make sure that the printer is on, and then load a sheet of A4 or Letter-sized plain paper in the Auto Sheet Feeder. Hold down the **RESUME/CANCEL** button until the **POWER** lamp flashes green four times, and then release it immediately. The print head alignment pattern is printed, and the print head position is adjusted automatically.

2 Turn on the printer and load the paper in the printer.

See “Turning the Printer On and Off” on page 2 and “Loading Printing Paper” on page 4.

3 Connect the PictBridge compliant device to the printer.

Note

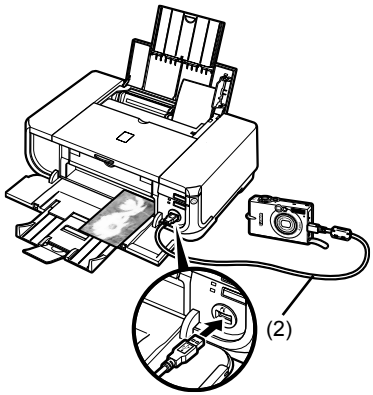
Depending on the model or brand of your device, you may have to select a print mode compliant with PictBridge before connecting the device. You may also have to turn on the device or select Play mode manually after connecting the device to the printer.
Perform necessary operations on the PictBridge compliant device before connecting it to this printer according to instructions given in the device's instruction manual.

(1) Make sure that the PictBridge compliant device is turned off.

(2) Connect the PictBridge compliant device to the printer using a USB cable recommended by the manufacturer of the device.
The device turns on automatically.

If your device does not turn on automatically, turn it on manually.

(3) Set up the PictBridge compliant device for direct printing.
will appear on the LCD of the device when the printer is correctly connected.



Note

If does not appear, see "Cannot Print Properly from a Digital Camera" on page 82.

■ Printing Photographs Directly from a PictBridge Compliant Device

When operating the device, be sure to follow the instructions given in the instruction manual of your PictBridge compliant device. This section describes the page size, media type, layout, image optimization modes, and date printing mode that can be set on a PictBridge compliant device connected to the printer.

● Confirming or Changing PictBridge Print Settings from Your Camera

To change the page size or media type, operate the device to select the PictBridge print setup mode and confirm or change the settings.

About the Settings Explained Below

Some setting items explained below may not be available on some devices. In this case, the **Default** setting explained below is applied for the setting item.

* In the following description, names of settings items are given according to those used in Canon-brand PictBridge compliant devices. Setting item names may be different depending on the brand or model of your device.

● Printable Image Data Format

This printer prints images taken with a DCF® (Design rule for Camera File system)-compatible digital camera*, as well as PNG files.

* Exif2.21 compliant

● Paper Size and Paper Type Settings

If these settings are set to **Default** (the setting to follow that of the printer) on the PictBridge compliant device, **4" x 6"** is applied for **Paper size** and **Photo** (Photo Paper Plus Glossy) is applied for **Paper type**.

The following sizes and types of printing paper can be loaded according to the **Paper size** and **Paper type** settings.

Paper Size Setting	Paper Type Setting	Loadable Paper
10 x 15 cm/4" x 6"	Photo	Photo Paper Plus Glossy
	Fast Photo	Photo Paper Pro
	Photo	Photo Paper Plus Semi-gloss
	Photo	Glossy Photo Paper
		Glossy Photo Paper “Everyday Use”
		Photo Stickers*1
13 x 18 cm/5" x 7"*2	Photo	Photo Paper Plus Glossy
A4/8.5" x 11" (Letter)*3, *4	Photo	Photo Paper Plus Glossy
	Fast Photo	Photo Paper Pro
	Photo	Photo Paper Plus Semi-gloss
	Photo	Glossy Photo Paper
		Glossy Photo Paper “Everyday Use”
5.4 x 8.6 cm/Credit card	Photo	Glossy Photo Paper*5
20 x 25 cm/8" x 10"*6	Fast Photo	Photo Paper Pro
10.1 x 18 cm/4" x 7.1"*2	Fast Photo	Photo Paper Pro

*1 Exclusively used to print photo stickers. When printing on sticker paper, select **10x15 cm/4" x 6"** in **Paper size**.

*2 Can be selected only on certain Canon-brand PictBridge compatible devices.

*3 **Plain Paper** can be selected for **Paper type** only when **Paper size** is set to **A4 or 8.5" x 11" (Letter)**. When **Paper type** is set to **Plain Paper**, borderless printing will be disabled even when **Layout** is set to **Borderless**.

*4 You can print in 4-up layout when **Paper size** is set to **A4 or 8.5" x 11" (Letter)**.

*5 Feeding this paper from the Cassette can damage the printer. Load in the Auto Sheet Feeder.

*6 When printing on Photo Paper Plus Semi-gloss 8" x 10" / 203.2 x 254.0 mm (SG-201), select **20 x 25 cm/8" x 10"** for **Paper size** and **Default** for **Paper type**.

● Layout and Trimming Settings

If these settings are set to **Default** (the setting to follow that of the printer) on the PictBridge compliant device, **Borderless** is applied for **Layout** and **Off (No trimming)** is applied for **Trimming**.

When printing onto Photo Stickers (PS-101), select **N-up** for **Layout**, then select **16-up**.

* Some PictBridge compliant devices may display the Layout option 2-up, 4-up, 9-up, and 16-up. In this case always select **16-up**.

* If there are no options on the PictBridge compliant device that correspond to **16-up**, printing on stickers is not possible.

* When printing on Photo Stickers (PS-101), do not set **Layout** to **Borderless**.

● Image Optimize Setting

If **Image optimize** is set to **Default** (the setting to follow that of the printer) on the PictBridge compliant device, **ExifPrint** is applied.

If you are using a Canon-brand PictBridge compatible device, additional options of **VIVID**, **NR**, or **VIVID+NR** may be available, depending on the model.

*** VIVID** prints green and blue portions of photos more vividly.
NR (Noise Reduction) reduces noise in blue portions, such as the sky, and dark portions.
VIVID+NR is a combination of the VIVID and NR functions.

● Date/File No. Print Setting

If **Date/File No. print** is set to **Default** (the setting to follow that of the printer) on the PictBridge compliant device, **Off** is applied.

If the images already have dates superimposed when shot, set this PictBridge setting item to **Off**. If you select **Date**, **File No.**, or **Both**, the date and/or file number will be printed over the date printed by the camera's function.

Note

- Never disconnect the USB cable during printing unless when explicitly allowed to by the PictBridge compliant device.
  When disconnecting the USB cable between the PictBridge compliant device and printer, follow the instructions given in the device's instruction manual.
- You cannot set or do the following by operating on the PictBridge compatible device.
  – Print quality setting
  – Printer maintenance

● Confirming and Changing PictBridge Print Settings on the Printer

You can confirm and change the default settings for items such as media type and size that are preset to the printer and applied to PictBridge printing. To change the settings, you need to install the Canon Setup Utility from the *Setup CD-ROM* and connect the printer to your computer. For details, refer to the *User's Guide* on-screen manual.

Routine Maintenance

Replacing an Ink Tank

When ink runs out, replace the ink tank. The printer will not print if the wrong type of ink tank is used, or if it is installed in the incorrect position.

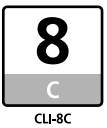
The printer uses the following ink tanks.

Black: CLI-8BK

Magenta: CLI-8M

Black: PGI-5BK

Cyan: CLI-8C



Yellow: CLI-8Y

Note

- Be sure to install the ink tanks in the correct order. The proper arrangement from the left is Black 8, Black 5, Yellow 8, Magenta 8, Cyan 8.
- If printing becomes faint or white streaks appear despite sufficient ink levels, see “When Printing Becomes Faint or Colors Are Incorrect” on page 35.

■ Getting the Ink Level Information

● Ink Level Indication on the Printer

You can confirm the ink level in each ink tank by the ink lamps. Open the Top Cover of the printer to confirm how the ink lamps light or flash.

Ink is low:

.....Repeats

The ink lamp flashes slowly (at around 3-second intervals). You can continue printing for a while, but we recommend you to have a replacement ink tank available.

Ink is out:

.....Repeats

The ink lamp flashes quickly (at around 1-second intervals), and the **ALARM** lamp on the printer flashes orange four or sixteen times. Replace the ink tank with a new one.

* When the **ALARM** lamp on the printer flashes orange seven, thirteen, fourteen, or fifteen times, an error has occurred and the printer is unable to print. For details, “ALARM Lamp Flashes Orange” on page 76.

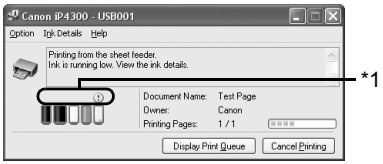
● Ink Level Indication on the Computer

Windows

Open the **Canon IJ Status Monitor** to check the ink level information.

(1) Open the printer properties dialog box.

(2) Click **View Printer Status** on the **Maintenance** tab.
The following message is displayed.



*1 Confirm whether any symbols are displayed here.

Ink is low:

The “!” symbol appears above an ink tank with low ink. Obtain a replacement tank as soon as possible.

Ink may have run out:

The “x” symbol appears above a tank that may have run out of ink and the “Ink may have run out.” message is displayed. Replace the ink tank with a new one.

Ink is out:

The “x” symbol appears above a tank has run out of ink and the “Ink has run out.” message is displayed, and then an error message informing you that you need to replace the ink tank is displayed. Replace the ink tank with a new one immediately.

* To confirm the ink tank information, click the **Ink Details** menu.

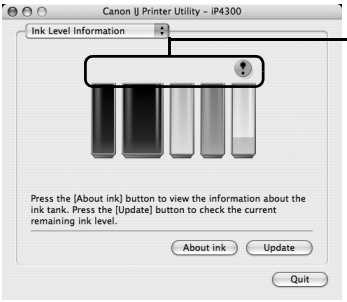
* You can also display the **Canon IJ Status Monitor** by clicking the **Canon IJ Status Monitor** button which appears on the taskbar during printing.

Macintosh

Open the **Canon IJ Printer Utility** to check the ink level information.

(1) Open the **Canon IJ Printer Utility**.
The **Canon IJ Printer Utility** is displayed.

(2) Select **Ink Level Information** in the pop-up menu.
The following dialog box is displayed.



*1 Confirm whether any symbols are displayed here.

Ink is low:

The "!" symbol appears above an ink tank with low ink. Obtain a replacement tank as soon as possible.

Ink is out or may have run out:

The "x" symbol appears above a tank that is out or may have run out of ink. Replace the ink tank with a new one.

* To confirm the ink tank information, click **About ink**.

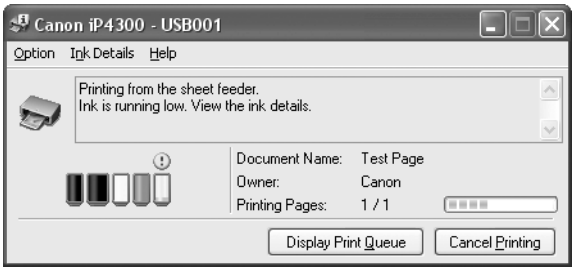
■ Knowing When to Replace Ink Tank

When ink has run out or may have run out in an ink tank, the **ALARM** lamp flashes orange four or sixteen times. When ink has run out or may have run out in an ink tank while printing, one of the following messages is displayed on your computer. Confirm the empty tank and replace it with a new one. After replacing the tank, close the Top Cover to resume printing.

Windows

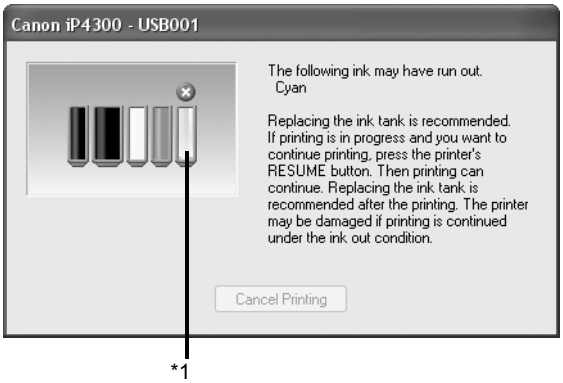
Note

When ink is low, the "!" symbol appears above an ink tank with low ink in the **Canon IJ Status Monitor**. Obtain a replacement tank as soon as possible.



If the ALARM lamp flashes orange four times

- Ink may have run out. Replacing the ink tank is recommended.
- Click **Cancel Printing** to cancel printing. Replace the ink tank with a new one.
- If printing is in progress and you want to continue printing, press the **RESUME/CANCEL** button with the ink tank installed. Then printing can continue. Replacing the ink tank is recommended after the printing. The printer may be damaged if printing is continued under the ink out condition.

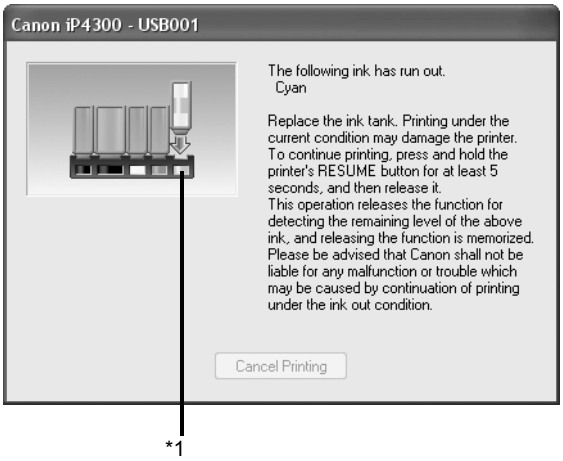


*1 Ink tank that may have run out of ink

If the ALARM lamp flashes orange sixteen times

- Ink has run out. Replace the ink tank.
  Printing under the current condition may damage the printer.
- Click **Cancel Printing** to cancel printing. Replace the ink tank with a new one.
- If you want to continue printing in this condition, you need to release the function for detecting the remaining ink level. Press and hold the **RESUME/CANCEL** button for at least 5 seconds, and then release it.

  * With this operation, releasing the function for detecting the remaining ink level is memorized, and the **Canon IJ Status Monitor** will no longer display the remaining ink level. Please be advised that Canon shall not be liable for any malfunction or trouble which may be caused by continuation of printing under the ink out condition.



*1 Ink tank with no ink.

Macintosh

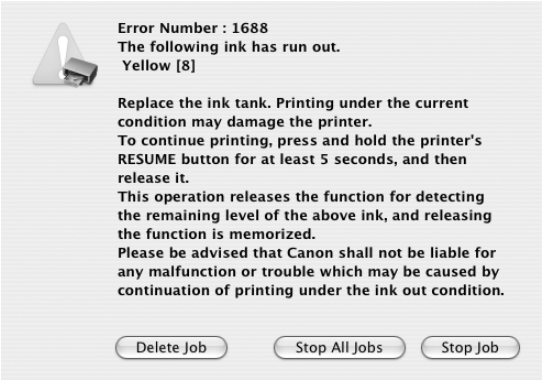
If the ALARM lamp flashes orange four times

- Ink may have run out. Replacing the ink tank is recommended.
- Click **Delete Job** to cancel the current printing job. Click **Stop Job** to stop the current printing job. Click **Stop All Jobs** to stop all printing jobs. Replace the ink tank with a new one.
- If printing is in progress and you want to continue printing, press the **RESUME/CANCEL** button with the ink tank installed. Then printing can continue. Replacing the ink tank is recommended after the printing. The printer may be damaged if printing is continued under the ink out condition.

If the ALARM lamp flashes orange sixteen times

- Ink has run out. Replace the ink tank.
  Printing under the current condition may damage the printer.
- Click **Delete Job** to cancel the current printing job. Click **Stop Job** to stop the current printing job. Click **Stop All Jobs** to stop all printing jobs. Replace the ink tank with a new one.
- If you want to continue printing in this condition, you need to release the function for detecting the remaining ink level. Press and hold the **RESUME/CANCEL** button for at least 5 seconds, and then release it.

  * With this operation, releasing the function for detecting the remaining ink level is memorized, and the **Canon IJ Printer Utility** will no longer display the remaining ink level. Please be advised that Canon shall not be liable for any malfunction or trouble which may be caused by continuation of printing under the ink out condition.



■ Replacing Ink Tanks

When ink tanks run out of ink, replace them using the following steps.

Important

Handling Ink

- To maintain optimal printing quality, we recommend the use of specified Canon brand ink tanks. Refilling ink is not recommended.
- Once you remove an ink tank, replace it immediately. Do not leave the printer with ink tanks removed.
- Replace empty tanks with new ones. Inserting partially used ink tanks may cause the nozzles to clog. Furthermore, with such tanks, the printer will not be able to inform you when to replace the tanks properly.
- Once an ink tank has been installed, do not remove it from the printer and leave it out in the open. This will cause the ink tank to dry out, and the printer may not operate properly when it is reinstalled. To maintain optimal printing quality, use an ink tank within six months of first use.
- Color ink may be consumed even when printing a black-and-white document or when black-and-white printing is specified.
  Color ink is also consumed in Print Head Cleaning and Print Head Deep Cleaning, which may be necessary to maintain the printer's performance. When an ink tank is out of ink, replace it immediately with a new one.

1 Open the Paper Output Tray and the Inner Cover forward to open it.

2 Make sure that the printer is on, and then open the Top Cover.

The Print Head Holder moves to the center.

Caution

- Do not hold the Print Head Holder to stop or move it.
- Do not touch the metallic parts inside the printer.

Important

If the Top Cover is left open for more than 10 minutes, the Print Head Holder moves to the right. Close and reopen the Top Cover to return the holder to the center.

3 Remove the ink tank whose lamp is flashing fast.

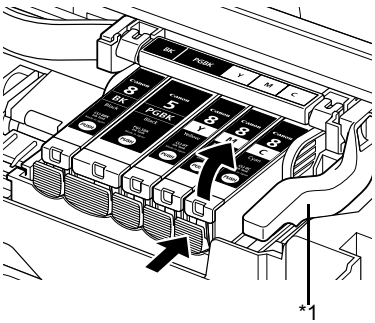
(1) Push the tab and remove the ink tank.

Important

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

Note

- Do not remove more than one ink tank at a time. Be sure to replace ink tanks one by one when replacing more than one ink tank.
- For details on ink tank flashing speed, see "Getting the Ink Level Information" on page 26.



*1 Do NOT touch the Print Head Lock Lever; remove only the ink tank.

4 Prepare the replacement tank.

(1) Remove the new ink tank from its packaging, then pull the orange tape in the direction of the arrow (A) so that the protective film does not remain on the air hole (B). Then remove the film completely (C).

Important

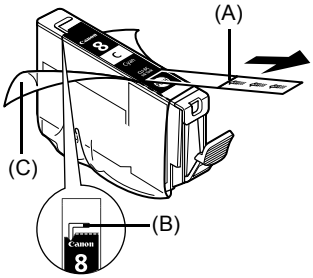
Make sure that all the orange tape has been peeled off along the perforation. If part of the orange tape is remaining, ink may leak out when you remove the protective cap and may not eject properly when printing.

(2) Remove the orange protective cap from the bottom of the ink tank.
Discard the cap once it is removed.

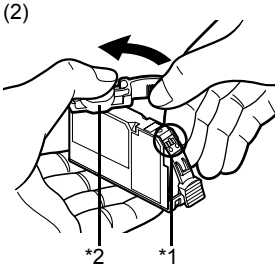
Important

- Be sure to remove the clear film from the ink tank in the exact order shown in step 4-(1), as failure to follow this step may cause the ink to leak and stain your clothes and hands.
- Do not squeeze the side of ink tanks as this may cause the ink to leak out and stain your clothes and hands.
- Do not re-attach the protective cap once you have removed it. Discard it according to the local laws and regulations regarding disposal of consumables.
- Do not touch the open ink port once the protective cap is removed, as this may prevent the ink from being ejected properly.
- Be careful not to stain your clothes and hands with ink on the removed protective cap.

(1)



(2)



*1 Do not touch the electrical contacts on the ink tank. Doing so can cause the printer to malfunction or become unable to print.

*2 Carefully hold the protective cap when removing it to prevent the ink from staining your fingers.

5 Install the ink tank.

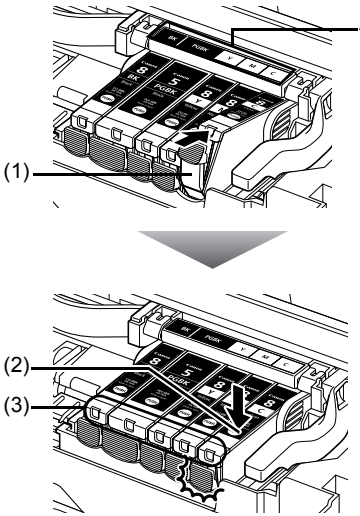
(1) Insert the front end of the ink tank into the Print Head.

(2) Press on the PUSH mark on the ink tank until the ink tank snaps firmly into place.

(3) Make sure that the ink lamp lights up red.

Important

The printer cannot be used unless all the ink tanks are installed.

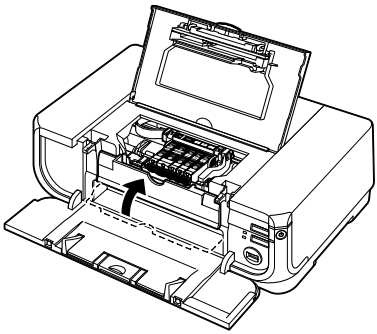


*1 Make sure the position of the tank matches the label.

6 Close the Inner Cover.

Note

Make sure that the Inner Cover is closed. Printing will not start with the Inner Cover open since paper can not be fed properly.



7 Close the Top Cover.

Note

- If the **ALARM** lamp still flashes orange after the Top Cover is closed, see “ALARM Lamp Flashes Orange” on page 76.
- When you start printing after replacing the ink tank, Print Head Cleaning is performed automatically. Do not perform any other operations until Print Head Cleaning finishes. The **POWER** lamp flashes green during cleaning.

Keeping the Best Printing Results

To avoid drying of the Print Head and clogging of the nozzles, note the following.

■ When You Turn Off the Printer

Follow the procedure below to turn off the printer.

(1) Press the **POWER** button to turn off the printer.

(2) Confirm that the **POWER** lamp has gone out.
This takes a few seconds or as long as around 20 seconds.

(3) Unplug the power cord from the wall outlet.
If you are using a power outlet strip, you can switch it off instead.

When you press the **POWER** button to turn off the printer, the printer automatically puts a protective cap on the Print Head to prevent the ink from drying. If you remove the power cord or switch off the power outlet strip before the **POWER** lamp goes out, this capping will not be done properly, causing the Print Head to dry and clog.

■ When You Are Not Using the Printer for a Long Time

When you are not using the printer for a long time, print in both black & white and in color, or perform Print Head Cleaning, about once a month to prevent degradation of the Print Head.

Numerous nozzles are installed in the Print Head for high-precision printing. Just as the uncapped tip of a ballpoint pen or marker becomes dry and unusable if it is not used for a long period of time, the print head nozzles become blocked by dried ink. Periodically printing or cleaning the Print Head can prevent this blockage.

Note

- If the printed area is traced with a highlight pen or paint-stick or stained with water or sweat, ink may blur depending on the paper.
- If the print head nozzles get clogged, printouts will become faint or particular colors will not be printed properly. For details, “When Printing Becomes Faint or Colors Are Incorrect” on page 35.

When Printing Becomes Faint or Colors Are Incorrect

When printing becomes faint or colors are incorrect even if ink remains in the ink tanks, the print head nozzles are probably clogged. Print the nozzle check pattern to confirm the condition of the nozzles and then perform Print Head Cleaning.

If the ruled lines are shifted after running print head maintenance, align the Print Head.

Note

Before performing maintenance

- Open the Top Cover and make sure that all lamps for the ink tanks are lit red.
  - If any one of the lamps is flashing slowly, the associated ink tank is running low. You can continue printing for a while, but we recommend you to have a replacement ink tank available.
  - If any one of the lamps is flashing fast, the associated ink tank is empty. Replace the ink tank. See “Replacing Ink Tanks” on page 31.
    If an ink lamp is flashing fast even though ink remains in that ink tank, it is inserted in the wrong position. Make sure that the ink tank of the correct color is inserted in each position, matching the label. See “Replacing an Ink Tank” on page 26.
  - If the ink tank lamp is not lit, the tank is not set properly. Press the PUSH mark on the ink tank until the tank clicks into place. Make sure that all packaging material is peeled off the ink tank. See “Prepare the replacement tank.” on page 32.
- Increase the **Print Quality** setting in the printer driver settings.
  See “Print Results Not Satisfactory” on page 64.

Step 1

See “Printing the Nozzle Check Pattern” on page 36.

If lines are missing or if white streaks appear

Step 2

See “Print Head Cleaning” on page 39.

If the problem is not resolved after performing Print Head Cleaning twice

Step 3

See “Print Head Deep Cleaning” on page 42.

After cleaning the Print Head, print and examine the nozzle check pattern.

Note

If Print Head Deep Cleaning does not resolve the problem, the Print Head may be damaged. Contact your Canon service representative.

If the Ruled Lines Are Shifted

Step 1

See “Aligning the Print Head” on page 44.

Printing the Nozzle Check Pattern

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

Note

- Make sure that the Inner Cover is closed.

Printing the Nozzle Check Pattern Without a Computer

- Nozzle check pattern printing can be performed also from the printer itself using the **RESUME/CANCEL** button.

1. With the printer on, load a sheet of A4 or Letter-sized plain paper in the Auto Sheet Feeder or Cassette.
2. Press the Open Button to open the Paper Output Tray and extend the Output Tray Extension.
3. Press the **Paper Feed Switch** to select the paper source in which you loaded the paper.
4. Hold down the **RESUME/CANCEL** button until the **POWER** lamp flashes green twice, and then release it immediately.

The nozzle check pattern is printed. Do not open the Top Cover while printing.

Windows

1 With the printer on, load a sheet of A4 or Letter-sized plain paper in the Auto Sheet Feeder or Cassette.

2 Press the Open Button to open the Paper Output Tray and extend the Output Tray Extension.

3 Press the **Paper Feed Switch** to select the paper source in which you loaded the paper.

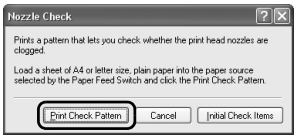
4 Open the printer properties dialog box.

5 Print the Nozzle Check Pattern.

(1) Click the **Maintenance** tab.

(2) Click **Nozzle Check**.

(3) Read the message and click **Print Check Pattern**.
The nozzle check pattern is printed. Do not open the Top Cover while printing.



Note

Clicking **Initial Check Items** displays the items to be checked before printing the pattern.

6 Examine the pattern and take the appropriate action.

See “Examining the Nozzle Check Pattern” on page 38.

Macintosh

1 With the printer on, load a sheet of A4 or Letter-sized plain paper in the Auto Sheet Feeder or Cassette.

2 Press the Open Button to open the Paper Output Tray and extend the Output Tray Extension.

3 Press the **Paper Feed Switch** to select the paper source in which you loaded the paper.

4 Open the **Canon IJ Printer Utility** dialog box.

5 Print the Nozzle Check Pattern.

(1) Select **Test Print** in the pop-up menu.

(2) Click **Nozzle Check**.

(3) Read the message and click **Print Check Pattern**.
The nozzle check pattern is printed. Do not open the Top Cover while printing.

Note

Clicking **Initial Check Items** displays the items to be checked before printing the pattern.

6 Examine the pattern and take the appropriate action.

See “Examining the Nozzle Check Pattern” on page 38.

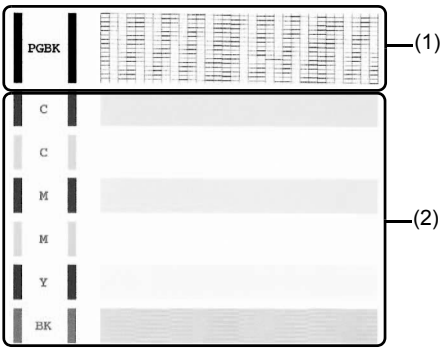
Examining the Nozzle Check Pattern

Examine the nozzle check pattern output by the printer, and clean the Print Head if necessary.

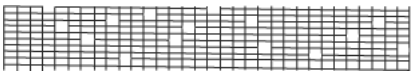
Note

The nozzle check pattern will not be printed correctly if there is not enough ink. Replace the ink tank if the remaining amount of ink is insufficient.
See “Replacing an Ink Tank” on page 26.

1 Confirm the printed nozzle check pattern.



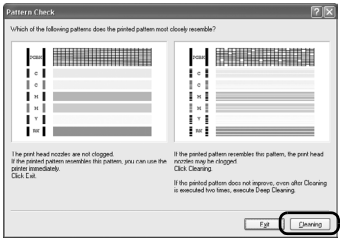
(1) If lines of this pattern are missing, the **Black** print head nozzle needs cleaning.
Example: When lines are missing



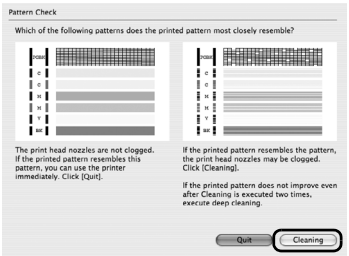
(2) If these patterns have white streaks, the **Color** print head nozzle needs cleaning.
Example: When white streaks appear

2 When cleaning is necessary, click **Cleaning** on the **Pattern Check** dialog box.

Windows



Macintosh



To proceed to cleaning of the Print Head, go to step 4-(3) of the Windows or Macintosh Print Head Cleaning procedure, depending on your platform. See “Print Head Cleaning” on page 39.

If no lines of the group (1) pattern are missing and the group (2) patterns have no white streaks, click **Exit** or **Quit** to exit nozzle check pattern examination.

Print Head Cleaning

Clean the Print Head if lines are missing or if white streaks appear in the printed nozzle check pattern. Cleaning unclogs the nozzles and restores the print head condition. Note that cleaning the Print Head causes used ink to be absorbed in the ink absorber. Cleaning the Print Head consumes ink, so perform Print Head Cleaning only when necessary.

Note

- Make sure that the Inner Cover is closed.

Cleaning the Print Head Without a Computer

- The Print Head can also be cleaned from the printer itself, using the **RESUME/CANCEL** button.
  1. Make sure that the printer is on.
  2. Hold down the **RESUME/CANCEL** button until the **POWER** lamp flashes green once, and then release it immediately.

Windows

If you click **Cleaning** on the **Pattern Check** dialog box that is displayed after printing the nozzle check pattern, the **Print Head Cleaning** dialog box shown in of step 4-(3) in the following procedure will appear.

1 Make sure that the printer is on.

2 Press the Open Button to open the Paper Output Tray and extend the Output Tray Extension.

3 Open the printer properties dialog box.

4 Start **Print Head Cleaning**.

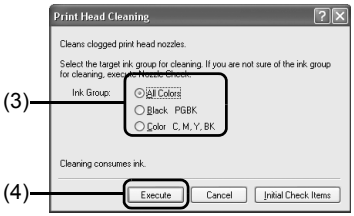
(1) Click the **Maintenance** tab.

(2) Click **Cleaning**.

(3) Select the ink group to be cleaned.
When cleaning the nozzles of black ink tanks:
Select **Black** to clean the nozzles of PGI-5BK, **Color** to clean the nozzles of CLI-8BK.

Note

Clicking **Initial Check Items** displays the items to be checked before cleaning.



(4) Click **Execute**.
Print Head Cleaning starts when the **POWER** lamp starts flashing green.

Do not perform any other operations until Print Head Cleaning finishes. This takes about 40 seconds.

(5) Load a sheet of A4 or Letter-sized plain paper in the Auto Sheet Feeder or Cassette.

(6) Press the **Paper Feed Switch** to select the paper source in which you loaded the paper.

(7) Click **Print Check Pattern**.
The nozzle check pattern is printed.

Do not perform any other operations until the nozzle check pattern finishes printing.

Note

The nozzle check pattern will not be printed correctly if there is not enough ink. Replace the ink tank if the remaining amount of ink is insufficient. See “Replacing an Ink Tank” on page 26.

5 Check the print head condition with the printed nozzle check pattern, and take appropriate action.

See “Examining the Nozzle Check Pattern” on page 38.

Note

If the problem is not resolved after performing steps 4 and 5 twice, try **Print Head Deep Cleaning**. See “Print Head Deep Cleaning” on page 42.

Macintosh

If you click **Cleaning** on the **Pattern Check** dialog box that is displayed after printing the nozzle check pattern, the **Print Head Cleaning** dialog box shown in of step 4-(3) in the following procedure will appear.

1 Make sure that the printer is on.

2 Press the Open Button to open the Paper Output Tray and extend the Output Tray Extension.

3 Open the **Canon IJ Printer Utility** dialog box.

4 Start **Print Head Cleaning**.

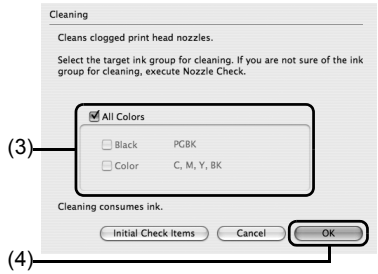
(1) Make sure that **Cleaning** is selected in the pop-up menu.

(2) Click **Cleaning**.

(3) Select the ink group to be cleaned.
When cleaning the nozzles of black ink tanks:
Select **Black** to clean the nozzles of PGI-5BK, **Color** to clean the nozzles of CLI-8BK.

Note

Clicking **Initial Check Items** displays the items to be checked before cleaning.



(4) Click **OK**.
Print Head Cleaning starts when the **POWER** lamp starts flashing green.

Do not perform any other operations until Print Head Cleaning finishes. This takes about 40 seconds.

(5) Load a sheet of A4 or Letter-sized plain paper in the Auto Sheet Feeder or Cassette.

(6) Press the **Paper Feed Switch** to select the paper source in which you loaded the paper.

(7) Click **Print Check Pattern**.
The nozzle check pattern is printed.

Do not perform any other operations until the nozzle check pattern finishes printing.

Note

The nozzle check pattern will not be printed correctly if there is not enough ink. Replace the ink tank if the remaining amount of ink is insufficient.
See “Replacing an Ink Tank” on page 26.

5 Check the print head condition with the printed nozzle check pattern, and take appropriate action.

See “Examining the Nozzle Check Pattern” on page 38.

Note

If the problem is not resolved after performing steps 4 and 5 twice, try **Print Head Deep Cleaning**.
See “Print Head Deep Cleaning” on page 42.

Print Head Deep Cleaning

If print quality does not improve by standard Print Head Cleaning, try Print Head Deep Cleaning, which is a more powerful process. Note that cleaning the Print Head causes used ink to be absorbed in the ink absorber. Print Head Deep Cleaning consumes more ink than standard Print Head Cleaning, so perform this procedure only when necessary.

Note

Make sure that the Inner Cover is closed.

Windows

1 With the printer on, load a sheet of A4 or Letter-sized plain paper in the Auto Sheet Feeder or Cassette.

2 Press the Open Button to open the Paper Output Tray and extend the Output Tray Extension.

3 Open the printer properties dialog box.

4 Start **Print Head Deep Cleaning**.

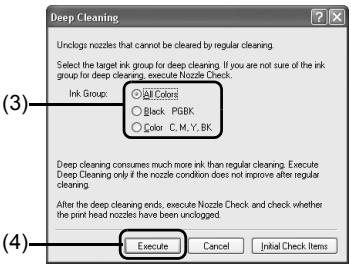
(1) Click the **Maintenance** tab.

(2) Click **Deep Cleaning**.

(3) Select the ink group to be deeply cleaned.
When cleaning the nozzles of black ink tanks:
Select **Black** to clean the nozzles of PGI-5BK, **Color** to clean the nozzles of CLI-8BK.

Note

Clicking **Initial Check Items** displays the items to be checked before deep cleaning.



(4) Click **Execute**.

(5) When the confirmation message is displayed, click **OK**.
Print Head Deep Cleaning starts when the **POWER** lamp starts flashing green.
Do not perform any other operations until Print Head Deep Cleaning finishes. This takes about 75 seconds.

5 Check the condition of the Print Head.

(1) Print the nozzle check pattern to check the print head condition.
See “Printing the Nozzle Check Pattern” on page 36.
If a particular color is not printed properly, replace the ink tank of that color.
See “Replacing an Ink Tank” on page 26.

(2) If the print head nozzles are still not clean, turn off the printer and perform another Print Head Deep Cleaning after 24 hours.

(3) If this does not solve the problem, the Print Head may be damaged. Contact your Canon service representative.

Macintosh

1 With the printer on, load a sheet of A4 or Letter-sized plain paper in the Auto Sheet Feeder or Cassette.

2 Press the Open Button to open the Paper Output Tray and extend the Output Tray Extension.

3 Open the **Canon IJ Printer Utility** dialog box.

4 Start Print Head Deep Cleaning.

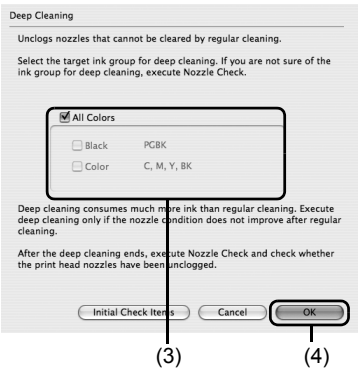
(1) Make sure that **Cleaning** is selected in the pop-up menu.

(2) Click **Deep Cleaning**.

(3) Select the ink group to be deeply cleaned.
When cleaning the nozzles of black ink tanks:
Select **Black** to clean the nozzles of PGI-5BK, **Color** to clean the nozzles of CLI-8BK.

> **Note**
> Clicking **Initial Check Items** displays the items to be checked before deep cleaning.

(4) Click **OK**.
Print Head Deep Cleaning starts when the **POWER** lamp starts flashing green.
Do not perform any other operations until Print Head Deep Cleaning finishes. This takes about 75 seconds.



5 Check the condition of the Print Head.

(1) Print the nozzle check pattern to check the print head condition.
See “Printing the Nozzle Check Pattern” on page 36.
If a particular color is not printed properly, replace the ink tank of that color.
See “Replacing an Ink Tank” on page 26.

(2) If the print head nozzles are still not clean, turn off the printer and perform another Print Head Deep Cleaning after 24 hours.

(3) If this does not solve the problem, the Print Head may be damaged. Contact your Canon service representative.

Aligning the Print Head

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

Note

Make sure that the Inner Cover is closed.

■ Automatic Print Head Alignment

For Automatic Print Head Alignment, follow the procedure below.

Note

- You cannot feed paper from the Cassette when performing Automatic Print Head Alignment. Always load paper in the Auto Sheet Feeder.

Aligning the Print Head without a Computer

- The Print Head can also be aligned from the printer itself, using the **RESUME/CANCEL** button. If the printer driver is not installed in the computer, align the Print Head in this way.
  1. Make sure that the printer is on.
  2. Press the Open Button to open the Paper Output Tray and extend the Output Tray Extension.
  3. Load a sheet of A4 or Letter-sized plain paper in the Auto Sheet Feeder.
  4. Hold down the **RESUME/CANCEL** button until the **POWER** lamp flashes green four times, and then release it immediately.

  The print head alignment pattern is printed. Do not open the Top Cover while printing. The print head position is adjusted automatically when the print head alignment pattern finishes printing.

Windows

1 With the printer on, load a sheet of A4 or Letter-sized plain paper in the Auto Sheet Feeder.

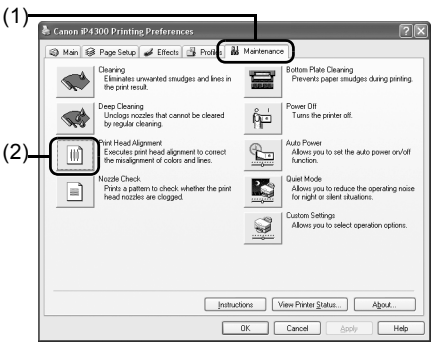
2 Press the Open Button to open the Paper Output Tray and extend the Output Tray Extension.

3 Open the printer properties dialog box.

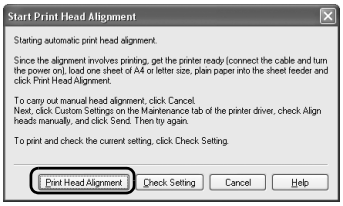
4 Print the pattern.

(1) Click the **Maintenance** tab.

(2) Click **Print Head Alignment**.



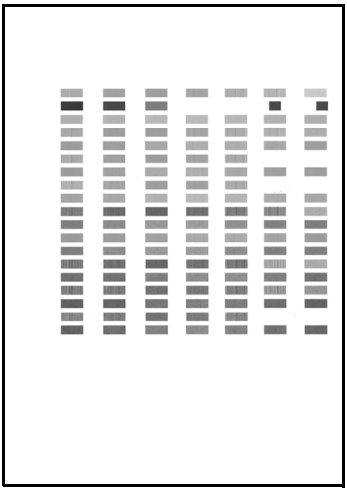
(3) Read the message and click **Print Head Alignment**.
The print head alignment pattern is printed. Do not open the Top Cover while printing. Printing takes about 4 minutes to complete.



Note

Clicking **Check Setting** prints the current settings and finishes Print Head Alignment.

If the pattern is printed as shown to the right, the Print Head is aligned automatically.



Note

- The pattern is printed in black and blue.
- If the pattern is not printed successfully, see “ALARM Lamp Flashes Orange” on page 76.
- If results of Automatic Print Head Alignment are not satisfactory, see “Manual Print Head Alignment” on page 47 and align the Print Head manually.

Macintosh

1 With the printer on, load a sheet of A4 or Letter-sized plain paper in the Auto Sheet Feeder.

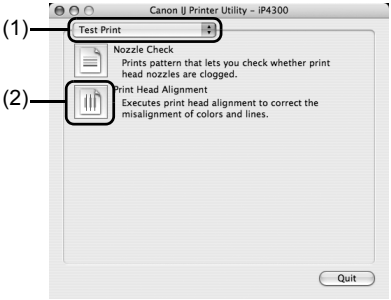
2 Press the Open Button to open the Paper Output Tray and extend the Output Tray Extension.

3 Open the **Canon IJ Printer Utility** dialog box.

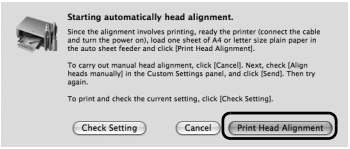
4 Print the pattern.

(1) Select **Test Print** in the pop-up menu.

(2) Click **Print Head Alignment**.

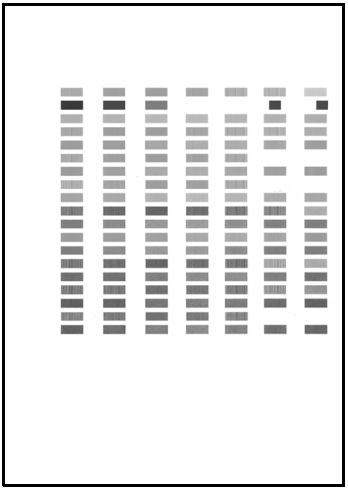


(3) Read the message and click **Print Head Alignment**.
The print head alignment pattern is printed. Do not open the Top Cover while printing. Printing takes about 4 minutes to complete.



> **Note**
>
> Clicking **Check Setting** prints the current settings and finishes Print Head Alignment.

If the pattern is printed as shown to the right, the Print Head is aligned automatically.



> **Note**
>
> - The pattern is printed in black and blue.
> - If the pattern is not printed successfully, see “ALARM Lamp Flashes Orange” on page 76.
> - If results of Automatic Print Head Alignment are not satisfactory, see “Manual Print Head Alignment” on page 47 and align the Print Head manually.

■ Manual Print Head Alignment

If the results of Automatic Print Head Alignment are not satisfactory, follow the procedure below to perform Manual Print Head Alignment to precisely align the Print Head.

For details on performing Automatic Print Head Alignment, see “Automatic Print Head Alignment” on page 44.

Windows

1 Make sure that the printer is on and load three sheets of A4 or Letter-sized plain paper in the Auto Sheet Feeder or Cassette.

Important

You cannot print the print head alignment pattern if paper of size other than A4 or Letter is loaded. Be sure to use A4 or Letter-sized plain paper.

2 Press the Open Button to open the Paper Output Tray and extend the Output Tray Extension.

3 Press the **Paper Feed Switch** to select the paper source in which you loaded the paper.

4 Open the printer properties dialog box.

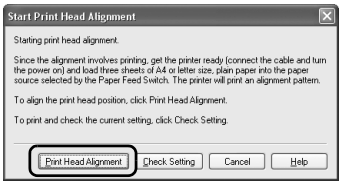
5 Click the **Maintenance** tab and then **Custom Settings.**

6 Select the **Align heads manually** check box, and then click **Send**.

7 When the confirmation message is displayed, click **OK**.

8 In the **Maintenance** sheet click **Print head alignment.**

9 When the confirmation message is displayed, click **Print Head Alignment**.



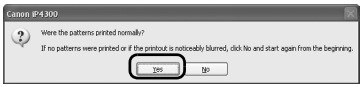
Important

Do not open the Top Cover while printing.

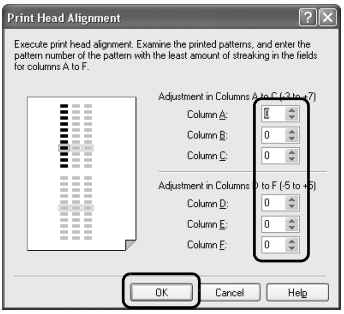
Note

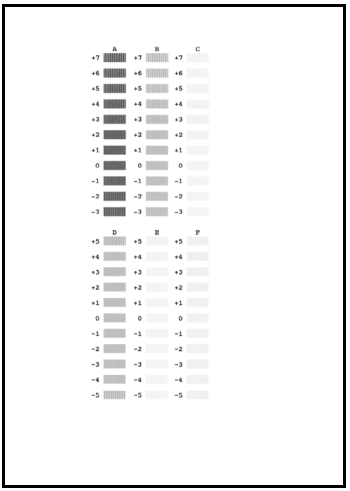
Clicking **Check Setting** prints the current settings and finishes Print Head Alignment.

10 After the pattern is printed, click **Yes**.



11 Look at the printout. From the patterns, select the most even, least irregular patterns for each column and enter their numbers. Click **OK**.





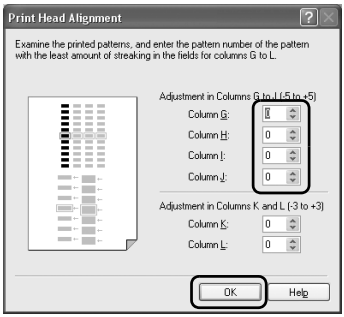
12 When the confirmation message is displayed, click **OK**.

Important

Do not open the Top Cover while printing.

13 In the same way, select the best patterns for each column, enter their numbers, then click **OK**.

Columns G to J are striped vertically and columns K and L are striped horizontally. For Columns K and L, the best patterns will be smooth and have no streaks in the border indicated by the arrows.



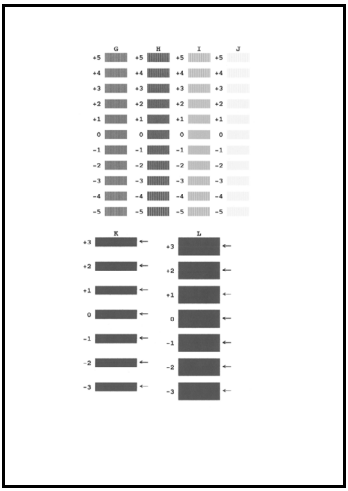
Note

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

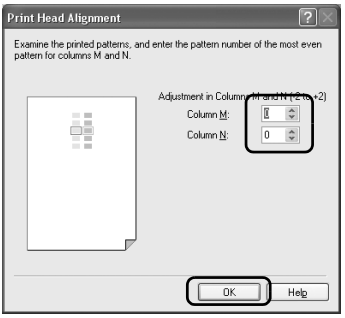
(A) (B)

(A) Less noticeable white streaks

(B) More noticeable white streaks

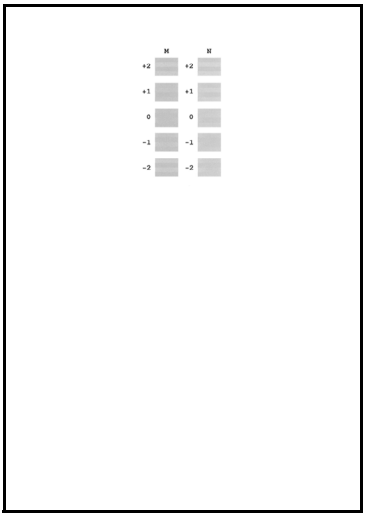


14 When the confirmation message is displayed, click **OK**.



Important

Do not open the Top Cover while printing.



15 In the same way, select the most even patterns for each column, enter their numbers, then click **OK**.

16 When the confirmation message is displayed, click **OK**.

Note

When you turn off the printer, be sure to press the **POWER** button on the printer. Otherwise, the settings made here will not be saved.

Macintosh

1 Make sure that the printer is on and load three sheets of A4 or Letter-sized plain paper in the Auto Sheet Feeder or Cassette.

Important

You cannot print the print head alignment pattern if paper of size other than A4 or Letter is loaded. Be sure to use A4 or Letter-sized plain paper.

2 Press the Open Button to open the Paper Output Tray and extend the Output Tray Extension.

3 Press the **Paper Feed Switch** to select the paper source in which you loaded the paper.

4 Open the **Canon IJ Printer Utility** dialog box.

5 Select **Custom Settings** in the pop-up menu.

6 Select the **Align heads manually** check box, and then click **Send**.

7 When the confirmation message is displayed, click **OK**.

8 Select **Test Print** in the pop-up menu.

9 Click **Print Head Alignment**.

10 When the confirmation message is displayed, click **Print Head Alignment**.

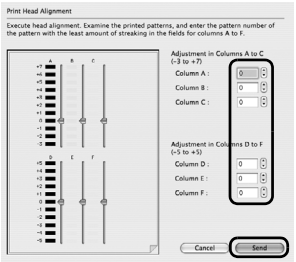
Important

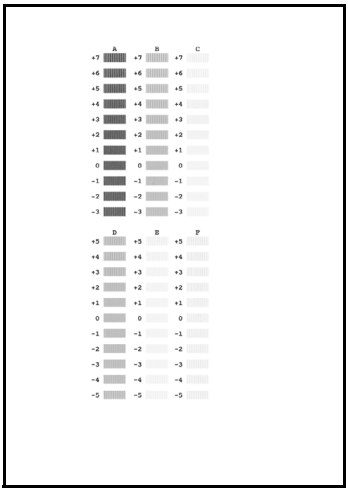
Do not open the Top Cover while printing.

Note

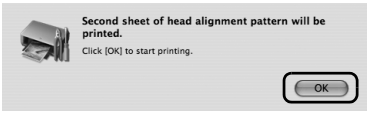
Clicking **Check Setting** prints the current settings and finishes Print Head Alignment.

11 Look at the printout. From the patterns, select the most even, least irregular patterns for each column and enter their numbers. Click **Send**.





12 When the confirmation message is displayed, click **OK**.

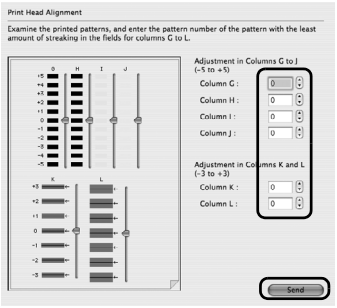


Important

Do not open the Top Cover while printing.

13 In the same way, select the best patterns for each column, enter their numbers, then click **Send**.

Columns G to J are striped vertically and columns K and L are striped horizontally. For Columns K and L, the best patterns will be smooth and have no streaks in the border indicated by the arrows.



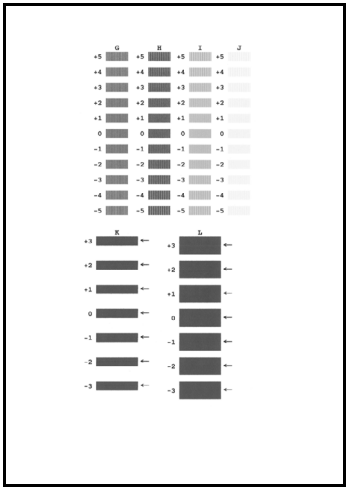
Note

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

(A) (B)

(A) Less noticeable white streaks

(B) More noticeable white streaks

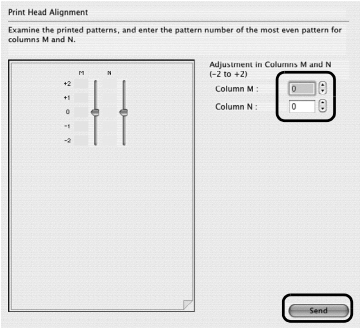


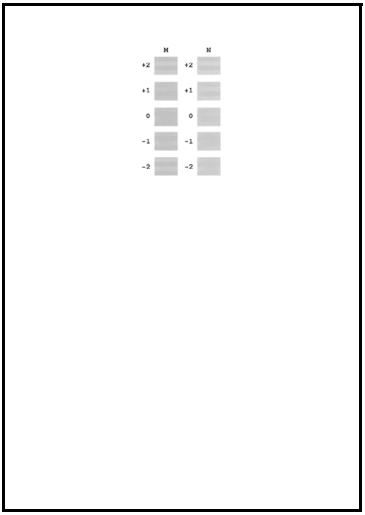
14 When the confirmation message is displayed, click **OK**.

Important

Do not open the Top Cover while printing.

15 In the same way, select the most even patterns for each column, enter their numbers, then click **Send**.





Note

When you turn off the printer, be sure to press the **POWER** button on the printer.
Otherwise, the settings made here will not be saved.

Cleaning Your Printer

This section describes the cleaning procedure that is needed to maintain your printer.

■ Cleaning the Paper Feed Rollers (Roller Cleaning)

Clean the paper feed rollers if paper is not fed properly. Cleaning the paper feed rollers will wear the rollers, so perform this only when necessary.

> **Note**
> Make sure that the Inner Cover is closed.

1 Make sure that the printer is turned on, and then remove any paper from the Auto Sheet Feeder and Cassette.

2 Press the Open Button to open the Paper Output Tray and extend the Output Tray Extension.

3 Press the **Paper Feed Switch** to select the paper source to clean.

4 Hold down the **RESUME/CANCEL** button and release it when the **POWER** lamp flashes green three times.

The Paper Feed Rollers will rotate as they clean.

5 Repeat step 4 twice.

6 Load three or more sheets of A4 or Letter-sized plain paper in portrait orientation in the paper source you selected in step 3.

7 Hold down the **RESUME/CANCEL** button and release it when the **POWER** lamp flashes green three times.

The paper cleans the Paper Feed Rollers as it feeds through the printer.

8 Repeat step 7 three times.

If there are no signs of improvement after performing cleaning three times, contact a Canon service representative.

■ Cleaning the Inside of the Printer

If the printed paper is smudged, the inside of the printer may be dirty.

To always get best quality printing result, periodical cleaning of the inside of the printer is recommended.

You can clean this part in two ways:

- See “Cleaning with the Printer Driver (Bottom Plate Cleaning)” on page 56.
- See “Cleaning the Protrusions Inside the Printer” on page 59.

Important

When using Photo Paper Plus Double Sided PP-101D, be sure to clean the inside of the printer before printing.

● Cleaning with the Printer Driver (Bottom Plate Cleaning)

Note

- Make sure that the Inner Cover is closed.

Cleaning the Inside of the Printer without a Computer

- The inside of the printer can also be cleaned without a computer; it can be performed from the printer itself.

1. Make sure that the printer is turned on, and then remove any paper from the Auto Sheet Feeder.
2. Press the Open Button to open the Paper Output Tray and extend the Output Tray Extension.
3. Fold a sheet of A4 or Letter-sized plain paper in half widthwise, and then unfold it.
4. Load this and only this sheet of paper in the Auto Sheet Feeder with the open side to the front.
5. Hold down the **RESUME/CANCEL** button and release it when the **POWER** lamp flashes green five times.
   The paper cleans the inside of the printer as it feeds through the printer.
   If the ejected paper is smudged, clean the inside of the printer again.
   If the problem is not resolved after performing cleaning twice, the protrusions inside the printer may be stained. Clean them according to instructions. See “Cleaning the Protrusions Inside the Printer” on page 59.

Windows

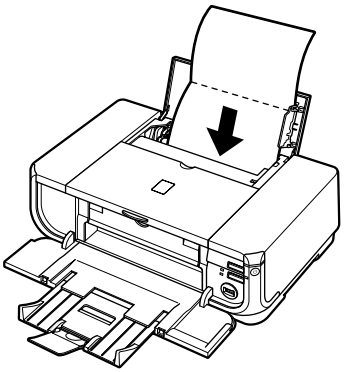
1 Make sure that the printer is turned on, and then remove any paper from the Auto Sheet Feeder.

2 Press the Open Button to open the Paper Output Tray and extend the Output Tray Extension.

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

4 Load this and only this sheet of paper in the Auto Sheet Feeder with the open side to the front.

5 Open the printer properties dialog box.



6 Click the **Maintenance** tab, and then **Bottom Plate Cleaning**.

7 Follow the instructions displayed in the message.

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

If the ejected paper is smudged, clean the inside of the printer again.

If the problem is not resolved after performing cleaning twice, the protrusions inside the printer may be stained. Clean them according to instructions. See “Cleaning the Protrusions Inside the Printer” on page 59.

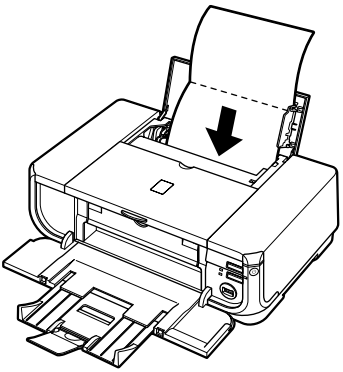
Macintosh

1 Make sure that the printer is turned on, and then remove any paper from the Auto Sheet Feeder.

2 Press the Open Button to open the Paper Output Tray and extend the Output Tray Extension.

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

4 Load this and only this sheet of paper in the Auto Sheet Feeder with the open side to the front.



5 Open the **Canon IJ Printer Utility** dialog box.

6 Make sure that **Cleaning** is selected in the pop-up menu.

7 Click **Bottom Plate Cleaning**.

8 Follow the instructions displayed in the message.

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

If the ejected paper is smudged, clean the inside of the printer again.

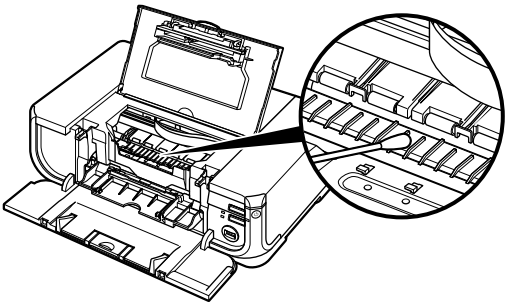
If the problem is not resolved after performing cleaning twice, the protrusions inside the printer may be stained. Clean them according to instructions. See “Cleaning the Protrusions Inside the Printer” on page 59.

Cleaning the Protrusions Inside the Printer

If protrusions inside the printer are stained, wipe off any ink from the protrusions using a cotton swab or the like.

Important

Before cleaning the inner parts, be sure to turn the printer off.



Troubleshooting

This section describes troubleshooting tips for problems you may encounter when using the printer.

Note

If you cannot find appropriate tips for your problem, refer to the on-screen manuals.

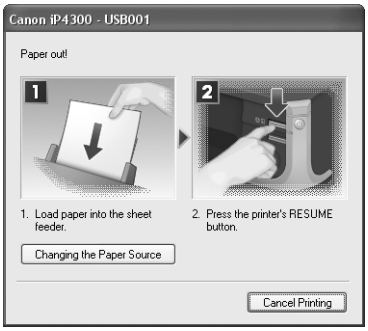
- “Cannot Install the Printer Driver” on page 61
- “Cannot Connect to Computer Properly” on page 63
  - “Printing Speed Is Slow / USB 2.0 Hi-Speed Connection Does Not Work” on page 63
  - Windows ““Hi-Speed USB Device Plugged into non-Hi-Speed USB Hub” or “This Device Can Perform Faster” Message Is Displayed (Windows XP Only)” on page 63
- “Print Results Not Satisfactory” on page 64
  - “Cannot Print to End of Job” on page 64
  - “Part of the Page Is Not Printed” on page 64
  - “Ink Does Not Come Out/Printing Does Not Start/Printing Is Blurred/Colors Are Wrong/ Straight Lines Are Misaligned” on page 64
  - “Printed Paper Curls or Has Ink Blots” on page 66
  - “Printed Surface Is Scratched/Paper Is Smudged” on page 66
- “Printer Does Not Start” on page 69
- “Paper Does Not Feed Properly” on page 70
- “Paper Jams” on page 72
- “ALARM Lamp Flashes Orange” on page 76
  - “ALARM Lamp Flashes Orange” on page 76
  - “POWER Lamp Flashes Green and ALARM Lamp Flashes Orange Alternately” on page 78
- “Error Message Appears on the Screen” on page 78
  - Windows “Writing Error/Output Error/Communication Error” on page 78
  - “Error Regarding Automatic Duplex Printing Is Displayed” on page 79
  - Macintosh “Error No.: 300 Is Displayed” on page 80
  - Macintosh “Error No.: 1700 Is Displayed” on page 80
  - Macintosh “Error No.: 1851 Is Displayed” on page 81
  - Macintosh “Error No.: 1856 Is Displayed” on page 81
  - Macintosh “Error No.: 2001 Is Displayed” on page 81
  - Macintosh “Error No.: 2500 Is Displayed” on page 81
- “Cannot Print Properly from a Digital Camera” on page 82

Windows

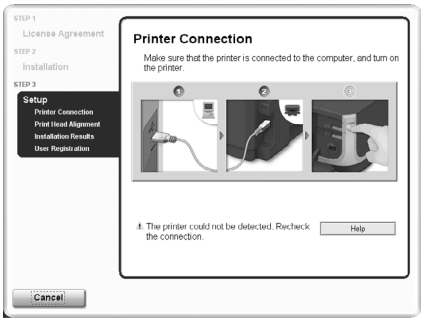
If an Error Occurs When the Printer Is Connected to a Computer

When an error occurs in printing such as the printer is out of paper or paper is jammed, a troubleshooting message is displayed automatically. Take the appropriate action described in the message.

The message may vary depending on the version of your Windows operating system.



Cannot Install the Printer Driver

Cause	Action
Windows Unable to proceed beyond the Printer Connection screen.	If you were unable to proceed beyond the Printer Connection screen, follow the procedure below to reinstall the printer driver.  **(1)** Click **Cancel** on the **Printer Connection** screen. **(2)** Click **Start Over** on the **Installation Failure** screen. **(3)** Click **Back** on the screen that appears next. **(4)** Click **Exit** on the **Welcome** screen, then remove the CD-ROM. **(5)** Turn the printer off. **(6)** Restart the computer. **(7)** Make sure you have no application software running, including anti-virus software. **(8)** Follow the procedure described in the *Easy Setup Instructions* to reinstall the printer driver.

Cause	Action
Installation does not start automatically when the *Setup CD-ROM* is inserted into your computer's disc drive.	Windows Click **Start** > **My Computer** > double-click the CD-ROM icon. In non-XP Windows, open the **My Computer** window and then double-click the CD-ROM icon. **Note** To use the Run command to start the setup program, specify your disc drive and then the name of the setup program, Msetup4.exe. The drive letter of the disc drive depends on your computer. Macintosh Double-click the CD-ROM icon on your desktop to start installation. If the CD-ROM icon is not displayed on the desktop, there may be a problem with the CD-ROM. Contact a Canon service representative.
Installation procedure not followed correctly.	Follow the procedure described in the *Easy Setup Instructions* for proper installation. If the drivers were not installed correctly, uninstall the printer driver, restart your computer, and then reinstall the drivers. Refer to the *Printer Driver Guide* on-screen manual. Windows **Note** If the installer was forced to be terminated due to an Windows error, the system may be in an unstable condition and you may not be able to install the drivers. Restart your computer before reinstalling.
The *Setup CD-ROM* is defective.	Windows Click **Start**, select **My Computer**, and confirm that CD-ROM icon is visible. In non-XP Windows, double-click the **My Computer** icon and confirm that the CD-ROM icon is visible in the window. Macintosh Confirm that the CD-ROM icon is displayed when you insert the CD-ROM. If the CD-ROM icon is not displayed, restart your computer. If the icon is still not displayed, try different disks and see if they are displayed. If other disks are displayed, there is a problem with the *Setup CD-ROM*. Contact a Canon service representative.

Cannot Connect to Computer Properly

■ Printing Speed Is Slow / USB 2.0 Hi-Speed Connection Does Not Work

Cause	Action
Your system environment is not fully compatible with USB 2.0 Hi-Speed.	If your system environment is not fully compatible with USB 2.0 Hi-Speed, the printer will operate at a lower speed provided under USB 1.1. In this case, the printer operates properly but printing speed may slow down due to communication speed. Check the following to ensure that your system environment supports USB 2.0 Hi-Speed connection. ● The USB port on your computer supports USB 2.0 Hi-Speed connection. ● The USB cable, and the USB hub if you are using one, support USB 2.0 Hi-Speed connection. Be sure to use a certified USB 2.0 Hi-Speed cable. We recommend the cable to be no longer than around 10 feet (3 meters). ● The operating system of your computer supports USB 2.0 Hi-Speed connection. Obtain and install the latest update for your computer. ● The USB 2.0 Hi-Speed driver operates properly. Obtain the latest version of the USB 2.0 Hi-Speed driver compatible with your hardware and install it on your computer. **Important** For details on USB 2.0 Hi-Speed of your system environment, contact the manufacturer of your computer, USB cable, or USB hub.

Windows

■ “Hi-Speed USB Device Plugged into non-Hi-Speed USB Hub” or “This Device Can Perform Faster” Message Is Displayed (Windows XP Only)

Cause	Action
The printer is connected to a computer that does not support USB 2.0 Hi-Speed.	Your system environment is not compatible with USB 2.0. See “Printing Speed Is Slow / USB 2.0 Hi-Speed Connection Does Not Work” on page 63.

Print Results Not Satisfactory

■ Cannot Print to End of Job

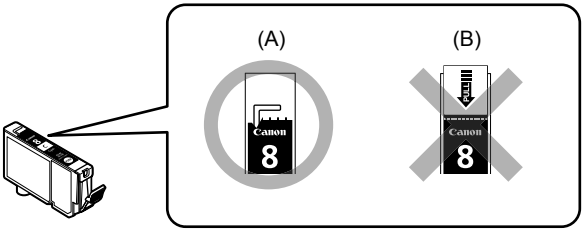
Cause	Action
Windows Size of the print data is extremely large (Windows XP/Windows 2000 only).	In Windows XP and Windows 2000, click **Print Options** on the **Page Setup** sheet. Then, select the **Reduce spool data size** check box in the displayed dialog. Selecting **Reduce spool data size** may reduce the print quality.

■ Part of the Page Is Not Printed

Cause	Action
Page Size setting in the printer driver does not match the actual size of the paper loaded in the printer.	If the Page Size setting, set in the application software you are printing from or in the printer driver, does not match the actual size of the printing paper, part of the page may not be printed. Check the page size setting in your application. Then, check **Page Size** on the **Page Setup** sheet in the printer properties dialog box of the printer driver (Windows) or the **Page Setup** dialog box of the printer driver (Macintosh).
You are performing automatic duplex printing.	When performing automatic duplex printing, the printable area at the top of the page will be 0.08 inches / 2 mm narrower than the usual. For this reason, the bottom of the page may not be printed. To prevent this, select **Use reduced printing** from the printer driver. **Important** Reduced printing may affect the layout depending on your document. Windows **(1)** Open the printer properties dialog box. **(2)** Click **Print Area Setup** in the **Page Setup** sheet and select **Use reduced printing**. Macintosh **(1)** Open the **Print** dialog box. **(2)** Select **Duplex Printing & Margin** in the pop-up menu. **(3)** Select **Automatic Duplex Printing and** click **Use reduced printing** in **Print Area**.

■ Ink Does Not Come Out/Printing Does Not Start/Printing Is Blurred/ Colors Are Wrong/Straight Lines Are Misaligned

Cause	Action
Ink tank is empty.	Open the Top Cover and check the ink lamps. If an ink lamp is flashing red slowly at about 3-second intervals, ink is running low. If an ink lamp is either flashing red fast at about 1-second intervals or is not lit, the tank is empty. Replace the ink tank, and close the Top Cover. See “Replacing an Ink Tank” on page 26. **Note** For details on different flashing speeds, see “Replacing an Ink Tank” on page 26.

Cause	Action
Ink tank is not installed securely. / Part of the orange tape is remaining.	Open the Top Cover and check the ink lamps. If the ink lamp is not lit, press the PUSH mark on the ink tank until it clicks into place. The ink lamp lights up red when the ink tank is fully inserted. Make sure all of the orange tape is peeled off the ink tank and the air hole is completely exposed, as illustrated in (A). If any orange parts are left as in (B), remove all of the orange parts.  (A) Correct L-shaped air hole (B) Incorrect Part of the orange tape is remaining. Peel off the tape completely along the perforation.
Media Type setting in the printer driver does not match the actual type of paper.	Make sure that the **Media Type** set in the **Main** sheet of the printer driver (Windows) or the **Quality & Media** sheet of the **Print** dialog box (Macintosh) matches the type of the loaded printing paper.
Print Head nozzles are clogged.	Print the nozzle check pattern to check for uneven ink output. ● **If the nozzle check pattern does not print out properly** Check if any of the missing colors are due to empty tanks. If there is plenty of ink and the printer does not print, clean the Print Head and then print the nozzle check pattern to check that ink is ejecting properly. ● **If the problem is not resolved after performing Print Head Cleaning twice** Perform Print Head Deep Cleaning. If the problem is not resolved after performing Print Head Deep Cleaning, turn off the printer and perform Print Head Deep Cleaning again after 24 hours or later. ● **If the problem is still not resolved after performing Print Head Deep Cleaning twice** The Print Head may be damaged. Contact your Canon service representative. For details on how to print the nozzle check pattern, how to clean the Print Head, and how to perform Print Head Deep Cleaning, see “When Printing Becomes Faint or Colors Are Incorrect” on page 35.
The media is loaded with the wrong side facing upwards.	Many types of paper are made to be printed on only a particular side of the paper. Printing on the wrong side may cause unclear prints or prints with reduced quality. Refer to “Printing Media” in the *User’s Guide* on-screen manual.
Print Head is misaligned.	If you did not align the Print Head after installation, straight lines may be printed misaligned. If ruled lines are printed misaligned or print results are otherwise unsatisfactory, perform Print Head Alignment. See “Automatic Print Head Alignment” on page 44 and perform Automatic Print Head Alignment. If this does not solve the problem, see “Manual Print Head Alignment” on page 47 and perform Manual Print Head Alignment.

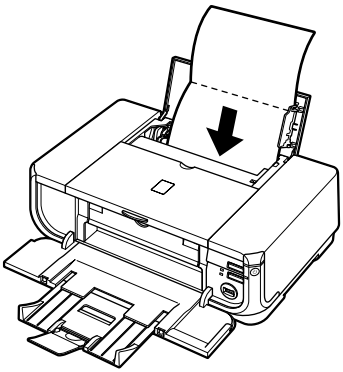
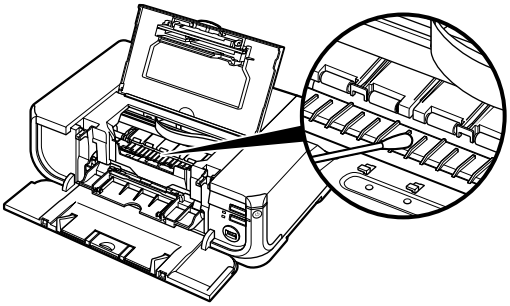
Cause	Action
Print quality is not set appropriately.	Set the **Print Quality** setting to **High** in Windows or **Fine** in Macintosh. Windows **(1)** Open the printer properties dialog box. **(2)** On the **Main** sheet, click **High** for the **Print Quality** setting. Macintosh **(1)** Open the **Print** dialog box. **(2)** Select **Quality & Media** in the pop-up menu and then click **Detailed Setting**. **(3)** Drag the slide bar to set **Print Quality** to **Fine**. **Note** Depending on the type of paper, you may not be able to set **Print Quality** to **High** (Windows) or **Fine** (Macintosh).

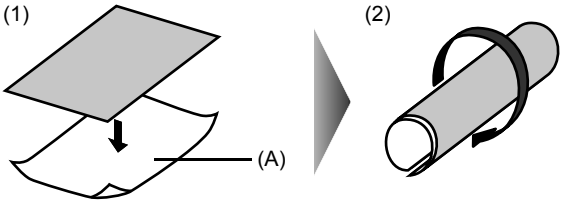
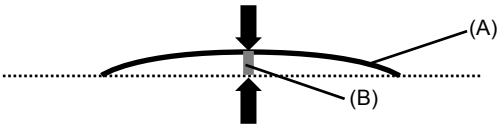
■ Printed Paper Curls or Has Ink Blots

Cause	Action
Paper is too thin.	When printing data with high color saturation such as photographs or images in deep color, we recommend using Photo Paper Pro or other Canon specialty paper. See “Media Types You Cannot Use” on page 5.
Media Type setting in the printer driver does not match the actual type of paper.	Make sure that the **Media Type** set in the **Main** sheet of the printer driver (Windows) or the **Quality & Media** sheet of the **Print** dialog box (Macintosh) matches the type of the loaded printing paper.

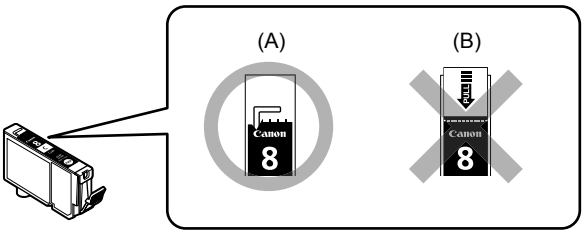
■ Printed Surface Is Scratched/Paper Is Smudged

Cause	Action
Paper Feed Rollers are dirty.	Follow the procedure below to clean the Paper Feed Rollers. Cleaning the Paper Feed Rollers will wear the rollers, so perform this procedure only when necessary. **(1)** Make sure that the printer is turned on, and then remove any paper from the Auto Sheet Feeder and Cassette. **(2)** Press the Open Button to open the Paper Output Tray and extend the Output Tray Extension. **(3)** Press the **Paper Feed Switch** to select the paper source to clean. **(4)** Hold down the **RESUME/CANCEL** button and release it when the **POWER** lamp flashes green three times. The Paper Feed Rollers will rotate as they clean. **(5)** Repeat step 4 twice. **(6)** Load three or more sheets of A4 or Letter-sized plain paper in portrait orientation in the paper source you selected in step 3. **(7)** Hold down the **RESUME/CANCEL** button and release it when the **POWER** lamp flashes green three times. The paper cleans the Paper Feed Rollers as it feeds through the printer. **(8)** Repeat step 7 three times. If there are no signs of improvement after cleaning the rollers three times, contact a Canon service representative.

Cause	Action
Inside of the printer is dirty.	When performing duplex printing, if the paper size specified in the printer driver does not match the actual size of paper loaded in the paper source, the inside will become stained with ink, causing printed paper to become smudged. ● Check the page size setting in your application. Then, check **Page Size** on the **Page Setup** sheet in the printer properties dialog box of the printer driver (Windows) or the **Page Setup** dialog box of the printer driver (Macintosh). ● Follow the procedure below to clean the inside of the printer. **(1)** Make sure that the printer is turned on, and then remove any paper from the Auto Sheet Feeder. **(2)** Press the Open Button to open the Paper Output Tray and extend the Output Tray Extension. **(3)** Fold a sheet of A4 or Letter-sized plain paper in half widthwise, and then unfold it. **(4)** Load this sheet of paper in the Auto Sheet Feeder with the open side to the front.  **(5)** Hold down the **RESUME/CANCEL** button and release it when the **POWER** lamp flashes green five times. The paper cleans the inside of the printer as it feeds through the printer. If the ejected paper is smudged, clean the inside of the printer again. If the problem is not resolved after performing cleaning twice, the protrusions inside the printer may be stained. In this case, wipe off any ink from the protrusions using a cotton swab or the like.  **Important** Before cleaning the inner parts, be sure to turn the printer off.

Cause	Action
Printing on inappropriate type of paper.	● Check to see if the paper you are printing on is not too thick or curled. See “Media Types You Cannot Use” on page 5. ● When performing Borderless Printing, print quality may be reduced at the top and bottom edges of the paper. Make sure that the paper you are using is suitable for Borderless Printing. For details, refer to the *Printer Driver Guide* on-screen manual.
Paper is curled.	If you are using paper with either any of the corners or the whole printing surface curled, the paper may become dirty, not feed properly, or both. Use such paper after correcting paper curl as follows. **(1)** With the printing side (A) facing up, cover the paper with a fresh sheet of plain paper to avoid staining or scratching the surface. **(2)** Roll up the paper in a direction opposite to paper curl as seen below.  **(3)** Check to see that the paper curl is corrected to within approximately 0.08 to 0.2 inches / 2 to 5 mm (B) in height.  We recommend printing curl-corrected paper one sheet at a time.
Printing on thick paper.	Selecting the **Prevent paper abrasion** setting will widen the clearance between the Print Head and the loaded paper. If you notice abrasion even with the media type set correctly to match the loaded paper, set the printer to prevent paper abrasion. * Clear the **Prevent paper abrasion** check box once printing is complete, and then click **Send**. **Windows** Open the printer properties dialog box, and in **Custom Settings** in the **Maintenance** sheet, select the **Prevent paper abrasion** check box, and then click **Send**. **Macintosh** In the **Canon IJ Printer Utility**, select **Custom Settings** in the pop-up menu, select the **Prevent paper abrasion** check box, and then click **Send**. When **Prevent paper abrasion** is selected, the setting is also applied to direct printing from a digital camera. This setting can also be performed using the **RESUME/CANCEL** button on the printer. With the printer on, hold down the **RESUME/CANCEL** button until the **POWER** lamp flashes green seven times, and then release the button. When you turn off the printer, this setting is canceled.

Printer Does Not Start

Cause	Action
Ink tank is empty.	Open the Top Cover and check the ink lamps. If an ink lamp is either flashing red at about 1-second intervals or is not lit, the tank is empty. Replace the ink tank, and close the Top Cover. See “Replacing an Ink Tank” on page 26. To continue printing, confirm the number of times the **ALARM** lamp is flashing and take the appropriate action. See “ALARM Lamp Flashes Orange” on page 76. **Note** If multiple ink lamps are flashing, check how fast they are flashing. Fast flashing (at about 1-second intervals) indicates the tank is empty. Slow flashing (at about 3-second intervals) indicates ink is low. For details on different flashing speeds, see “Replacing an Ink Tank” on page 26.
Ink tank not installed in proper position.	Open the Top Cover and check the ink lamps. If there is still sufficient ink but its ink lamp is flashing red, an ink tank may be installed in a wrong position. Confirm that the ink tanks are installed in the appropriate positions. See “Replacing an Ink Tank” on page 26.
Ink tank is not installed securely. / Part of the orange tape is remaining.	Open the Top Cover and check the ink lamps. If the ink lamp is not lit, press the PUSH mark on the ink tank until it clicks into place. The ink lamp lights up red when the ink tank is fully inserted. Make sure all of the orange tape is peeled off the ink tank and the air hole is completely exposed, as illustrated in (A). If any orange parts are left as in (B), remove all of the orange parts.  (A) Correct L-shaped air hole (B) Incorrect Part of the orange tape is remaining. Peel off the tape completely along the perforation.

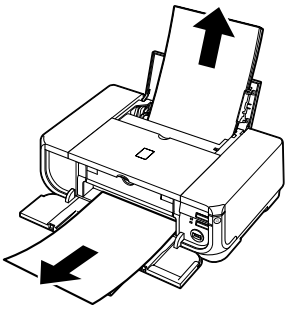
Cause	Action
Unnecessary print jobs are left in queue. / Computer problems.	Restarting your computer may solve the problem. If there are any unnecessary print jobs, follow the procedure below to delete them. **Windows** **(1)** Open the printer properties dialog box. Refer to “Opening the Printer Properties Dialog Box Directly from the Start Menu” in “Opening the Printer Properties Dialog Box (Windows)” of the *User's Guide* on-screen manual. **(2)** Click the **Maintenance** tab and then **View Printer Status**. **(3)** Click **Display Print Queue**. **(4)** Select **Cancel All Documents** (**Purge Print Documents** in Windows Me or Windows 98) on the **Printer** menu. You may not be able to select individual print jobs in Windows XP or Windows 2000. **(5)** When the confirmation message is displayed, click **Yes**. The print jobs are deleted. **Macintosh** **(1)** Click the printer icon in the Dock to display the list of print jobs in progress. In Mac® OS X v.10.2.8, click the printer icon in the Dock to start up the **Print Center** and double-click the name of your printer in the **Printer List**. **(2)** Select the print job to delete and click . The print jobs are deleted.

Paper Does Not Feed Properly

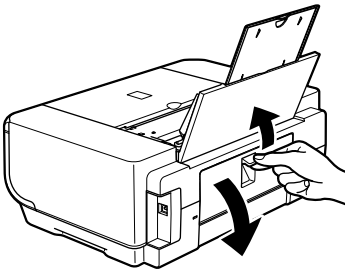
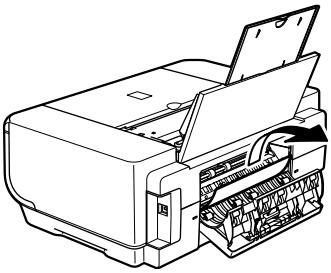
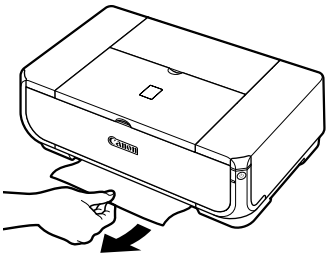
Cause	Action
Printing on inappropriate type of paper.	Check to see if the paper you are printing on is not too thick or curled. See “Media Types You Cannot Use” on page 5.
Paper Feed Rollers are dirty.	Follow the procedure below to clean the Paper Feed Rollers. Cleaning the Paper Feed Rollers will wear the rollers, so perform this procedure only when necessary. **(1)** Make sure that the printer is turned on, and then remove any paper from the Auto Sheet Feeder and Cassette. **(2)** Press the Open Button to open the Paper Output Tray and extend the Output Tray Extension. **(3)** Press the **Paper Feed Switch** to select the paper source to clean. **(4)** Hold down the **RESUME/CANCEL** button and release it when the **POWER** lamp flashes green three times. The Paper Feed Roller will rotate as it is cleaned. **(5)** Repeat step 4 twice. **(6)** Load three or more sheets of A4 or Letter-sized plain paper in portrait orientation in the paper source you selected in step 3. **(7)** Hold down the **RESUME/CANCEL** button and release it when the **POWER** lamp flashes green three times. The paper cleans the Paper Feed Rollers as it feeds through the printer. **(8)** Repeat step 7 three times. If there are no signs of improvement after cleaning the rollers three times, contact a Canon service representative.

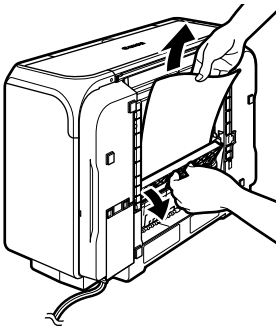
Cause	Action
Paper not loaded properly.	Make sure of the following when you load paper in the printer. ● When loading two or more sheets of paper, align the edges of the sheets before loading. ● Always load the paper in portrait orientation, either in the Auto Sheet Feeder or the Cassette, regardless of the printing orientation. ● When loading paper in the Auto Sheet Feeder, load the paper with the print side facing UP. Align the right edge of the paper stack against the Cover Guide and slide the Paper Guide so that it just touches the left edge of the stack. ● When loading paper in the Cassette, load the paper with the print side facing DOWN. Align the right edge of the paper stack against the right edge of the Cassette and slide the Paper Guides against the left and bottom edges of the stack. For details on loading paper, see “Loading Paper” on page 12.
Paper source selection is inappropriate.	Make sure that the proper paper source is selected. If not, change the paper source using the **Paper Feed Switch** or the printer driver. For details, see “Changing the Paper Source” on page 11. **Note** When printing from your computer, if a setting other than **Paper Feed Switch** is selected for **Paper Source** in the printer driver, the printer driver settings takes precedence when printing. For details on paper source selection using the printer driver, refer to the *Printer Driver Guide* on-screen manual.
Too much plain paper loaded.	You can load approximately up to 150 sheets of 17 lb / 64 gsm plain paper (0.52 inches / 13 mm in stack height). However, proper feeding of paper may not be possible at this maximum capacity depending on the type of paper or environmental conditions (either very high or low temperature and humidity). In such cases, reduce the sheets of paper you load at a time to around half (around 0.2 inches / 5 mm in paper stack height). For details on loading paper, see “Loading Paper” on page 12.

Paper Jams

Cause	Action
Paper jammed in the Paper Output Slot or the Auto Sheet Feeder.	Remove the paper following the procedure below. **(1)** Slowly pull the paper out, either from the Auto Sheet Feeder or from the Paper Output Slot, whichever is easier.  ● If the paper tears and a piece remains inside the printer, open the Top Cover and remove it. After removing all paper, close the Top Cover, turn the printer off, and turn it back on. * Be careful not to touch the components inside the printer. ● If you cannot pull the paper out, turn the printer off and turn it back on. The paper will be ejected automatically. **(2)** Reload the paper in the printer, and press the **RESUME/CANCEL** button on the printer. If you turned off the printer in step 1, all print jobs in queue are canceled. Reprint if necessary. **Note** ● For details on how to load paper, see “Loading Printing Paper” on page 4. ● When reloading the paper in the printer, see “Paper Does Not Feed Properly” on page 70 to confirm that you are using the correct paper and are loading it into the printer correctly. ● A5-sized paper are suited to print documents consisting mainly of text. We do not recommend using such paper to print documents with photos or graphics, since the printout may curl and cause paper exit jams. If you cannot remove the paper or the paper tears inside the printer, or if the paper jam error continues after removing the paper, contact your Canon service representative.
Landscape credit card-sized paper jammed inside the printer.	Do not load credit card-sized paper in the landscape orientation. Remove the paper following the procedure below. **(1)** Load a single sheet of the same paper in the Auto Sheet Feeder in portrait orientation. Do not load it in the landscape orientation. **(2)** Turn off the power. **(3)** Turn on the power. The paper is fed and then pushes out the jammed paper as it ejects. If you cannot remove the jammed paper or the paper jam error continues after removing the paper, contact your Canon service representative.

Cause	Action
Landscape 4" x 6" / 101.6 x 152.4 mm paper loaded in the Cassette jammed inside the printer.	Always load 4" x 6" / 101.6 x 152.4 mm media in portrait orientation regardless of the printing orientation. Remove the paper following the procedure below. **(1)** Turn off the power, and then open the Rear Cover. **(2)** Fold a piece of A4 or Letter-sized plain paper in four, push it in until it hits the jammed paper, then pull out the paper folded in four. **(3)** Close the Rear Cover, then turn on the power. Wait until the jammed paper is automatically ejected. If you cannot remove the jammed paper or the paper jam error continues after removing the paper, contact your Canon service representative.

Cause	Action
Paper jammed inside the printer at the transport unit.	Remove the paper following the procedure below. **(1)** Open the Rear Cover.  **(2)** If you can see the jammed paper, slowly pull the paper out.  ● Be careful not to touch the components inside the printer. ● If you cannot pull the paper out, turn the printer off and turn it back on. The paper will be ejected automatically. **(3)** Close the Rear Cover. **(4)** If you were not able to remove the paper out in step 2, remove the Cassette. **(5)** Slowly pull the jammed paper out.  **(6)** If any paper is sticking out of the Cassette, reload the paper in the Cassette. **(7)** Insert the Cassette into the printer again, and press the **RESUME/CANCEL** button on the printer. If you turned off the printer in step 2, all print jobs in queue are canceled. Reprint if necessary. **Note** When reloading the paper into the printer, see “Paper Does Not Feed Properly” on page 70 to confirm that you are using the correct paper and are loading it into the printer correctly. If you cannot remove the paper or if the paper tears inside the printer, or if the paper jam error continues after removing the paper, contact your Canon service representative.

Cause	Action
Paper jammed inside the printer at the duplex transport section.	Remove the paper following the procedure below. **(1)** Remove the Cassette. If the paper is loaded in the Auto Sheet Feeder, remove the paper from the Auto Sheet Feeder and close the Paper Support. **(2)** Set the printer upright with the rear side down. **(3)** Slowly pull the jammed paper out while pulling the green cover toward you.  **⚠ Caution** Set the printer back to its original position immediately after removing the jammed paper. **(4)** If any paper is sticking out of the Cassette, reload the paper in the Cassette. Reload paper in the Auto Sheet Feeder, if necessary. **(5)** Insert the Cassette into the printer. **(6)** Press the **RESUME/CANCEL** button on the printer. **Note** When reloading the paper into the printer, see “Paper Does Not Feed Properly” on page 70 to confirm that you are using the correct paper and are loading it into the printer correctly. If you cannot remove a sheet of paper or a teared piece of paper inside the printer, or if the paper jam error continues after removing the paper, contact your Canon service representative.

ALARM Lamp Flashes Orange

■ ALARM Lamp Flashes Orange

When a printer error occurs, the **ALARM** lamp flashes orange as shown below. The number of flashes indicates the type of error that has occurred. Count the flashes and take the appropriate action to correct the error.

Note the number of flashes

Repeats

Cause	Action
Two flashes: Printer is out of paper. / Paper does not feed.	Reload paper in the Auto Sheet Feeder or Cassette and press the **RESUME/CANCEL** button.
Three flashes: Paper Output Tray is closed. / Paper jam.	If the Paper Output Tray is closed, open it. The printer resumes printing. If opening the Paper Output Tray does not resolve the problem, or if the tray was open to begin with, the paper may be jammed. Remove the jammed paper, reload paper properly in the printer, and then press the **RESUME/CANCEL** button. See “Paper Jams” on page 72.
Four Flashes: Ink tank is not installed properly. / Ink may have run out.	Possible causes are as follows: ● If the lamp on the ink tank is not lit, the ink tank may not be installed properly. Install an appropriate ink tank. ● If the lamp on the ink tank is flashing, ink may have run out. Replacing the ink tank is recommended. If printing is in progress and you want to continue printing, press the **RESUME/CANCEL** button with the ink tank installed. Then printing can continue. Replacing the ink tank is recommended after the printing. The printer may be damaged if printing is continued under the ink out condition. See “Replacing an Ink Tank” on page 26. **Note** If multiple ink lamps are flashing, check how fast they are flashing. Fast flashing (at about 1-second intervals) indicates the tank is empty. Slow flashing (at about 3-second intervals) indicates ink is low. For details on different flashing speeds, see “Getting the Ink Level Information” on page 26.
Five flashes: Print Head is not installed. / Print Head is defective.	Follow the directions given in the *Easy Setup Instructions* to install the Print Head. If the Print Head is already installed, remove the Print Head once and then reinstall it. If the error is still not resolved, the Print Head may be damaged. Contact your Canon service representative.
Six flashes: Inner Cover is open.	Close Inner Cover, then press the **RESUME/CANCEL** button on the printer. Do not open or close the Inner Cover while printing is in progress, as this can damage the printer.
Seven Flashes: Ink tank is not installed in the correct position.	Possible causes are as follows: ● Some ink tanks are not installed in the correct position. ● More than one ink tanks of the same color are installed. Confirm that the ink tanks are installed in the appropriate positions. See “Replacing an Ink Tank” on page 26.

Cause	Action
Eight flashes: Ink absorber is almost full.	The printer has a built-in ink absorber to hold the ink used during Print Head Cleaning, for example. Eight flashes indicates that the ink absorber is nearly full. Press the **RESUME/CANCEL** button to cancel the error so you can continue printing. Before the ink absorber becomes completely full, contact a Canon service representative. (You will need to replace a particular part of the printer.) **Important** Canon recommends that you call for service as soon as this error occurs. Once the ink absorber becomes completely full, printing cannot be performed until the ink absorber is replaced.
Nine flashes: No response from connected digital camera or video camcorder. / Connected digital camera or video camcorder is not compatible with this printer.	Disconnect the cable connecting the printer and the device, and then reconnect it. Depending on the model or brand of your device, you may have to select a PictBridge-compliant print mode on the device before connecting it to the printer. You may also have to turn on the camera or select Play mode manually after connecting the device to the printer. Perform necessary operations according your device's instruction manual before reconnecting it to the printer. If the error is still not resolved, there is a possibility that you are using a digital camera or digital video camcorder that is not supported by this printer. Use a digital camera or digital video camcorder compatible with this printer.
Ten Flashes: Cannot perform duplex printing.	The size of paper may not be compatible with automatic duplex printing. The sizes of media suitable for auto duplex printing are A4, Letter, A5, and 5" x 7". Make sure that the size of the paper loaded in the printer is correct. Pressing the **RESUME/CANCEL** button will eject the paper and restart printing from the front side of the next paper. The reverse side of the ejected sheet will not be printed.
Eleven flashes: Automatic Print Head Alignment failed.	Possible causes are as follows: ● Paper of size other than A4 or Letter is loaded in the Auto Sheet Feeder. Press the **RESUME/CANCEL** button on the printer to dismiss the error, then load a sheet of A4/Letter-sized paper in the Auto Sheet Feeder. Automatic Print Head Alignment cannot be performed using paper from the Cassette. For Automatic Print Head Alignment, always load paper in the Auto Sheet Feeder. ● Print Head nozzles are clogged. Press the **RESUME/CANCEL** button to dismiss the error, and print the nozzle check pattern to check the status of the Print Head. See "Printing the Nozzle Check Pattern" on page 36. ● The Paper Output Slot is exposed to strong light. Press the **RESUME/CANCEL** button to dismiss the error, and then adjust your operating environment and/or the position of the printer so that the Paper Output Slot is not exposed directly to strong light. After carrying out the above measures, if the problem continues after aligning the Print Head again, press the **RESUME/CANCEL** button to dismiss the error, and then perform Manual Print Head Alignment. For details on Manual Print Head Alignment, see "Manual Print Head Alignment" on page 47.
Thirteen Flashes: Ink level cannot be detected.	The remaining ink level cannot be correctly detected. Replace the ink tank and close the Top Cover. Printing with an ink tank that was once empty may damage the printer. If you want to continue printing in this condition, you need to release the function for detecting the remaining ink level. Press and hold the **RESUME/CANCEL** button for at least 5 seconds, and then release it. * With this operation, releasing the function for detecting the remaining ink level is memorized. Please be advised that Canon shall not be liable for any printer malfunction or damage caused by refilled ink tanks. See "Replacing an Ink Tank" on page 26.
Fourteen Flashes: Ink tank cannot be recognized.	The ink tank is not compatible with this printer. (The lamp on the ink tank is off.) Install an appropriate ink tank. See "Replacing an Ink Tank" on page 26.

Cause	Action
Fifteen Flashes: Ink tank cannot be recognized.	An Ink tank error has occurred. (The lamp on the ink tank is off.) Replace the ink tank. See “Replacing an Ink Tank” on page 26.
Sixteen Flashes: Ink has run out.	Ink has run out. (The lamp on the ink tank flashes.) Replace the ink tank and close the Top Cover. Printing under the current condition may damage the printer. If you want to continue printing in this condition, you need to release the function for detecting the remaining ink level. Press and hold the **RESUME/CANCEL** button for at least 5 seconds, and then release it. * With this operation, releasing the function for detecting the remaining ink level is memorized. Please be advised that Canon shall not be liable for any malfunction or trouble which may be caused by continuation of printing under the ink out condition. See “Replacing an Ink Tank” on page 26.

■ POWER Lamp Flashes Green and ALARM Lamp Flashes Orange Alternately

If the **POWER** and **ALARM** lamps flash alternately, disconnect the printer cable from the printer, turn the printer off, and then unplug the printer from the power supply. Plug the printer back in and turn the printer back on after leaving it for a while.

If the problem is not resolved, contact your Canon service representative.

Error Message Appears on the Screen

Windows

■ Writing Error/Output Error/Communication Error

Cause	Action
The printer is not ready.	Confirm that the **POWER** lamp is lit. If the **POWER** lamp is off, turn the printer on. While the **POWER** lamp is flashing green, the printer is initializing. Wait until the **POWER** lamp stops flashing and remains lit green. If the **ALARM** lamp is flashing orange, an error may have occurred in the printer. For details on how to resolve the error, see “ALARM Lamp Flashes Orange” on page 76.
Paper is not loaded.	An out of paper error may have been left unattended for a period of time. Load paper and press the **RESUME/CANCEL** button. If paper is loaded, make sure that the paper source (the Auto Sheet Feeder or Cassette) is selected correctly. If the paper source is not selected correctly, press the **Paper Feed Switch** or use the printer driver to change the paper source.

Cause	Action
Printer port setting does not match the computer's interface connecting the printer.	Check the printer port settings. **(1)** Click **Start** > **Control Panel** > **Printers and Other Hardware** > **Printers and Faxes**. In non-XP Windows, click **Start** > **Settings** > **Printers**. **(2)** Click the **Canon iP4300** icon. **(3)** Open the **File** menu and select **Properties**. **(4)** Click the **Ports** tab to confirm the port settings. Make sure that a port named **USBnnn (Canon iP4300)** (where n is a number) is selected for **Print to the following port(s)**. In Windows Me or Windows 98, click the **Details** tab and make sure that **MPUSBPRNnn (Canon iP4300)** is selected for **Print to the following port**. If the port setting is not correct, change the port setting according to the interface you are using, or reinstall the printer driver.
The printer is not connected properly.	Make sure that the printer cable is securely plugged in to the printer and the computer. ● If you are using a relay device such as a USB hub, disconnect it, connect the printer directly to the computer, and try printing again. If printing starts normally, there is a problem with the relay device. Consult the reseller of the relay device for details. ● There could also be a problem with the USB cable. Replace the USB cable and try printing again.
Printer driver is not installed properly.	The printer driver may not be installed properly. Uninstall them following the procedure described in the *Printer Driver Guide* on-screen manual and reinstall them following the procedure described in the *Easy Setup Instructions*.

■ Error Regarding Automatic Duplex Printing Is Displayed

Cause	Action
The correct media size is not selected in the printer driver.	First, check the **Page Size** setting in the application software you are printing from. Then, check the **Page Size** setting on the **Page Setup** sheet in the printer properties dialog box (Windows) or the **Page Setup** dialog box (Macintosh). The page sizes that can be used for Automatic Duplex Printing are Letter, A4, B5, A5, and 5" x 7" / 127.0 x 177.8 mm. Check that the page size of the loaded paper is correct. **Note** To switch to manual duplex printing, follow the procedure below. Windows On the **Page Setup** sheet, clear the **Automatic** check box. Then try printing again. Macintosh Manual duplex printing is not available.

Macintosh

■ Error No.: 300 Is Displayed

Cause	Action
The printer is not ready.	Make sure that the printer is turned on, and that it is connected securely to the computer. If the **POWER** lamp is off, turn the printer on. While the **POWER** lamp is flashing green, the printer is initializing. Wait until the **POWER** lamp stops flashing and remains lit green. When the **ALARM** lamp is flashing orange, an error may have occurred on the printer. For details on how to resolve the error, see “ALARM Lamp Flashes Orange” on page 76.
Printer is not connected properly.	Make sure that the USB cable is plugged in securely to the computer and the printer. ● If you are using a relay device such as a USB hub, disconnect it, connect the printer directly to the computer, and try printing again. If printing starts normally, there is a problem with the relay device. Consult the reseller of the relay device for details. ● There could also be a problem with the USB cable. Replace the USB cable and try printing again.
Your printer is not selected in **Printer** on the **Print** dialog box.	Select **iP4300** in **Printer** on the **Print** dialog box. If **iP4300** does not appear in **Printer**, follow the procedure below to check that the driver for your printer is installed to your computer. **(1)** Select **Print and Fax Preferences** from **Printer**. In Mac OS X v.10.2.8 or 10.3.x, select **Edit Printer List** from **Printer**. **(2)** Check that **iP4300** is displayed in the list of printers and that the check box is selected. In Mac OS X v.10.2.8, check that **iP4300** is displayed in the **Printer List**. **(3)** If **iP4300** is not displayed, click **Add(+)** to add the printer. If you cannot add the printer, follow the procedure described in the *Easy Setup Instructions* to reinstall the printer driver.

Macintosh

■ Error No.: 1700 Is Displayed

Cause	Action
The ink absorber is almost full.	The printer has a built-in ink absorber to hold the ink used during Print Head Cleaning, for example. This error message indicates that the ink absorber is nearly full. Press the **RESUME/CANCEL** button to cancel the error so you can continue printing. Before the ink absorber becomes completely full, contact a Canon service representative. (You will need to replace a particular part of the printer.) **Important** Canon recommends that you call for service as soon as this error occurs. Once the ink absorber becomes completely full, printing cannot be performed until the ink absorber is replaced.

Macintosh

■ Error No.: 1851 Is Displayed

Cause	Action
Inner Cover was open when you started printing.	Close Inner Cover, then press the **RESUME/CANCEL** button on the printer. The printer resumes printing.

Macintosh

■ Error No.: 1856 Is Displayed

Cause	Action
Inner Cover was opened while printing was in progress.	Close the Inner Cover, then press the **RESUME/CANCEL** button on the printer. A page of print data being sent at the time of the error will be erased, so print that page again.

Macintosh

■ Error No.: 2001 Is Displayed

Cause	Action
No response from connected digital camera or video camcorder. / Connected digital camera or video camcorder connected is not compatible with this printer.	Disconnect the cable connecting the printer and the device, and then reconnect it. Depending on the model or brand of your device, you may have to select a PictBridge-compliant print mode on the device before connecting it to the printer. You may also have to turn on the camera or select Play mode manually after connecting the device to the printer. Perform necessary operations according your device's instruction manual before reconnecting it to the printer. If the error is still unresolved, there is a possibility that you are using a digital camera or digital video camcorder that is not supported by this printer. Use a digital camera or digital video camcorder compatible with this printer.

Macintosh

■ Error No.: 2500 Is Displayed

Cause	Action
Automatic Print Head Alignment has failed.	See “Eleven flashes: Automatic Print Head Alignment failed.” on page 77.

Cannot Print Properly from a Digital Camera

The following are the possible errors that may occur when printing directly from a digital still camera or digital video camcorder*, and the actions to resolve them.

* Hereafter, the digital still cameras and digital video camcorders are collectively referred to as “digital camera” or “camera”.

Note

- PictBridge compatible digital cameras can be connected to your printer for direct printing.
- This section describes errors that are indicated on Canon-brand PictBridge compatible cameras. The error messages and operations may vary depending on the camera you are using. If you are using a non-Canon PictBridge compatible camera and not sure how to dismiss the printer error message from the camera, check the status of the **ALARM** lamp and dismiss the error message. For details on dismissing an error message from the printer, see “ALARM Lamp Flashes Orange” on page 76.
- If you connect a digital camera not compatible with PictBridge, the **ALARM** lamp on your printer will flash orange nine times. In this case, unplug the cable connecting the camera to the printer to dismiss the error message.
- A communication time out occurs if printing takes a long time or if it takes too much time to send data. This may cancel printing. In such cases, disconnect the cable between the printer and the camera, and then reconnect it. Turn the camera on if it does not turn on automatically. If the problem is still not resolved, select a different photo and check if it can be printed.
- Your PictBridge compatible device may need to be switched to printing mode before it is connected to the printer, depending on the model of the camera. Also, it may need to be turned on manually or switched to playback mode after connected to the printer. Refer to your camera’s instruction manual and take perform necessary operation before connection.
- The print head nozzles may be clogged if printing becomes faint or colors are incorrect. See “When Printing Becomes Faint or Colors Are Incorrect” on page 35.
- If the paper is curled or its surface is scratched during printing, make sure that you are using the correct type of paper. If the problem is not resolved by using the correct type of paper, turn on the Prevent paper abrasion function. See “Printing on thick paper.” on page 68.
- For the errors indicated on the camera and their solution, also refer to your camera’s instruction manual. For details on other troubles with a digital camera, contact the manufacturer of the camera.

Error Message On Camera	Action
“Printer in use”	The printer is busy, perhaps processing a print job from the computer. Wait until printing is complete. If the printer is warming up, wait until the warm-up is complete. When it is ready, the printer starts printing your print job automatically.
“No paper”	Load paper in the paper source, or press the **Paper Feed Switch** to select a paper source with paper (either the Auto Sheet Feeder or Cassette), and select **Continue**[*1] in the display on your camera.
“Paper Error”	If the Paper Output Tray is closed, open it. The printer resumes printing. If the Inner Cover is open, close it and select **Stop** in the display on your camera to stop printing.
“Paper jam”	Select **Stop** in the display on your camera to stop printing. Remove the jammed paper, load new paper, press the **RESUME/CANCEL** button on the printer, and reprint.
“Printer cover open”	Close the Top Cover on the printer.
“No Print Head”	The Print Head is not installed or is defective. (The **ALARM** lamp on the printer flashes five times.) Follow the directions described in the *Easy Setup Instructions* to install the Print Head. If the Print Head is already installed, remove the Print Head and then reinstall it. If the error is still not resolved, the Print Head may be damaged. Contact your Canon service representative.

Error Message On Camera	Action
"Waste tank (ink absorber*2) full"/ "ink absorber*2 full"	The printer has a built-in ink absorber to hold the ink used during Print head cleaning, for example. This error message indicates that the ink absorber is nearly full. You can continue printing for a while by selecting **Continue***1 in the display on your camera. However, because printing is disabled once the ink absorber becomes completely full and until the ink absorber is replaced, you are recommended to contact a Canon service representative as early as possible. (You will need to replace a particular part of the printer.)
"No ink"	You can check the printer status according to the way the **ALARM** lamp on the printer (orange) and ink lamps (red) flash. Check the status of each lamp and take the appropriate action to resolve the error. ● Printer **ALARM** lamp flashes orange four times and the ink lamp is off The ink tank may not be installed properly. Install the appropriate ink tank. ● Printer **ALARM** lamp flashes orange four times and the ink lamp flashes fast (at about 1-second intervals) Ink may have run out. Replacing the ink tank is recommended. If printing is in progress and you want to continue printing, select **Continue***1 in the display on your camera with the ink tank installed. Then printing can continue. Replacing the ink tank is recommended after the printing. The printer may be damaged if printing is continued under the ink out condition. See "Replacing an Ink Tank" on page 26. **Note** If multiple ink lamps are flashing, check how fast they are flashing. Fast flashing (at about 1-second intervals) indicates the tank is empty. Slow flashing (at about 3-second intervals) indicates ink is low. For details on different flashing speeds, see "Getting the Ink Level Information" on page 26. ● Printer **ALARM** lamp flashes orange seven times and the ink lamp flashes fast (at about 1-second intervals) Some ink tanks are not installed in the correct position, or more than one ink tanks of the same color are installed. Confirm that the ink tanks are installed in the appropriate positions. See "Replacing an Ink Tank" on page 26. ● Printer **ALARM** lamp flashes orange fourteen times and the ink lamp is off The ink tank is not compatible with this printer. Install an appropriate ink tank. See "Replacing an Ink Tank" on page 26. ● Printer **ALARM** lamp flashes orange sixteen times and the ink lamp flashes fast (at about 1-second intervals) Ink has run out. Replace the ink tank and close the Top Cover. Printing under the current condition may damage the printer. If you want to continue printing in this condition, you need to release the function for detecting the remaining ink level. Press and hold the **RESUME/ CANCEL** button for at least 5 seconds, and then release it. * With this operation, releasing the function for detecting the remaining ink level is memorized. Please be advised that Canon shall not be liable for any malfunction or trouble which may be caused by continuation of printing under the ink out condition. See "Replacing an Ink Tank" on page 26.

Error Message On Camera	Action
“Ink Error”	If the **ALARM** lamp on the printer flashes orange thirteen times, an ink tank that was once empty is installed. Replace the ink tank and close the Top Cover. Printing with an ink tank that was once empty may damage the printer. If you want to continue printing in this condition, you need to release the function for detecting the remaining ink level. Press and hold the **RESUME/CANCEL** button for at least 5 seconds, and then release it. * With this operation, releasing the function for detecting the remaining ink level is memorized. Please be advised that Canon shall not be liable for any printer malfunction or damage caused by refilled ink tanks. See “Replacing an Ink Tank” on page 26.
“Hardware Error”	When the **ALARM** lamp on the printer flashes orange fifteen times, an ink tank error has occurred. Replace the ink tank. See “Replacing an Ink Tank” on page 26.
“Printer error”	An error requiring servicing may have occurred. (Printer **POWER** lamp flashes green and **ALARM** lamp flashes orange alternately.) Disconnect the cable between the printer and the camera, turn off the printer, and unplug the power cord of the printer from the power supply. After a while, plug the power cord of the printer back in, turn on the printer, and then reconnect the camera to the printer. If the same error occurs, contact your Canon service representative.

*1 To resume printing, you can also press the **RESUME/CANCEL** button on the printer instead of selecting **Continue** on the camera.

*2 The ink absorber absorbs ink used during cleaning, for example. If this message appears, you will need to call for servicing to replace the absorber and to check the printer for proper operation.

Appendix

Reading the On-screen Manuals

Along with this *Quick Start Guide*, on-screen manuals are also supplied with your printer. For detailed instructions on installing the on-screen manuals, refer to your setup sheet.

You can view the on-screen manuals in the following way:

Windows

To view the on-screen manual, double-click the **iP4300 On-screen Manual** shortcut icon on the desktop, or click **Start** > **All Programs** (or **Programs**) > **Canon iP4300 Manual** > **iP4300 On-screen Manual**.

System Requirements

Browser: Windows HTML Help Viewer

Note

- Microsoft Internet Explorer® 5.0 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.

Macintosh

To view the on-screen manual, double-click the **iP4300 On-screen Manual** alias on the desktop.

Note

If you installed the *User's Guide* from the **Manual** folder in the *Setup CD-ROM*, open the folder in which you copied the *User's Guide* and double-click **top.htm**.

System Requirements

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.
- We recommend using Safari as your Web browser to view the HTML format on-screen manuals. If Safari is not installed on your computer, download it from Apple Computer, Inc. website and install it.

Specifications

General Specifications	
Printing resolution (dpi)	9600 (horizontal)* x 2400 (vertical) * Ink droplets can be placed with a pitch of 1/9600 inch at minimum.
Print speed * *** Based on Canon standard pattern. Print speed may vary depending on system configuration, software, document complexity, print mode and page coverage.**	Black printing (text pattern) Max Speed (Custom Setting 5): 30 ppm Standard: 14.8 ppm Color printing Max Speed (Custom Setting 5): 24 ppm Standard: 11.6 ppm
Print width	8.0 inches / 203.2 mm max. (for Borderless Printing: 8.5 inches / 216 mm)
Acoustic noise level	Approx. 34.0 dB (A) (when printing in the highest quality mode on Photo Paper Pro)
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. 11 W Standby: Approx. 1 W OFF: Approx. 0.5 W
External dimensions (with the Paper Support and Paper Output Tray retracted)	Approx. 17.5 (W) x 11.9 (D) x 6.3 (H) inches / Approx. 445 (W) x 303 (D) x 160 (H) mm
Weight	Approx. 6.5 kg (Approx. 14.3 lb.)
Print Head	Total 3584 nozzles (BK: 512 nozzles, C/M/Y/Dye Bk 512x6 nozzles)

Camera Direct Print (PictBridge)	
Paper size	**Default** (the setting to follow that of the printer) **4" x 6" / 10 x 15 cm** (Photo Paper Plus Glossy, Photo Paper Pro, Photo Paper Plus Semi-gloss, Glossy Photo Paper, Glossy Photo Paper "Everyday Use", Photo Stickers*1) **5" x 7"** / **13 x 18 cm** (Photo Paper Plus Glossy)*2 **8.5" x 11" / A4** (Photo Paper Plus Glossy, Photo Paper Pro, Photo Paper Plus Semi-gloss, Glossy Photo Paper, Glossy Photo Paper "Everyday Use", Plain Paper) **Credit card** / **5.4 x 8.6 cm** (Glossy Photo Paper Card Size) **8" x 10" / 20 x 25 cm** (Photo Paper Pro) **4" x 7.1" / 10.1 x 18 cm** (Photo Paper Pro)*2 *1 Canon-brand sticker. Printing on this paper is available only when the Layout function on your camera has a 16-up option. See "Recommended Paper and Requirements" on page 4. *2 If using a Canon PictBridge-compatible camera, you can select it.
Paper type	**Default** (the setting to follow that of the printer), **Photo** (Photo Paper Plus Glossy, Glossy Photo Paper), **Fast Photo** (Photo Paper Pro), **Plain Paper** (Only A4/Letter)
Layout	**Default** (the setting to follow that of the printer), **Borderless**, **Bordered**, **N-up** (2, 4, 9, 16)* * Layout compatible with Canon-brand sticker above. See "Recommended Paper and Requirements" on page 4.
Image optimize	**Default** (the setting to follow that of the printer), **On**, **Off**, **"VIVID"***, **"NR"** (Noise Reduction)*, **"VIVID+NR"*** * If using a Canon PictBridge-compatible camera, you can select it.
Print date & file no.	**Default** (Off: No printing), **Date**, **File No.**, **Both**, **Off**
Trimming	**Default** (Off: No trimming), **On** (follow camera's setting), **Off**

Minimum System Requirements*1

Windows*2

Interface	Operating System	Processor	RAM	Hard Disk Space*4
USB 2.0 Hi-Speed	Windows XP SP1, SP2	Pentium III*3 (Celeron 566 MHz)	128 MB	400 MB
	Windows 2000 Professional SP4			
USB	Windows XP SP1, SP2	Pentium II 300 MHz *3		
	Windows 2000 Professional SP2, SP3, SP4 Windows Millennium Edition Windows 98, 98 Second Edition			

Macintosh*2

Interface	Operating System	Processor	RAM	Hard Disk Space*4
USB 2.0 Hi-Speed USB	Mac OS X v.10.4	Intel processor PowerPC G3/ G4/G5	256 MB	250 MB
	Mac OS X v.10.2.8 - v.10.3		128 MB	

*1 Conform to the operating system's requirement when it is higher than this. For updated compatibility, visit our website.

*2 Operation can only be guaranteed on a computer with built-in USB or USB 2.0 Hi-Speed port and pre-installed Windows XP, 2000, Me, 98, or Mac OS X v.10.2.8 - v.10.4.

*3 Including compatible processors.

*4 For bundled software installation.

- CD-ROM drive
- Display: Windows; 800 x 600 Color 16 bit, Macintosh; 800 x 600 Thousands Colors

- Macintosh File System: Mac OS Extended (Journaled), Mac OS X Extended.

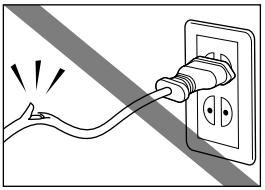
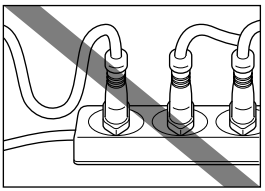
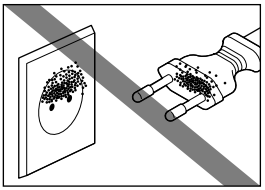
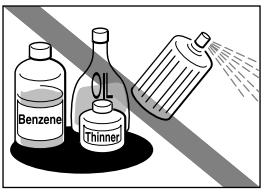
Additional System Requirements for On-Screen Manuals	
Windows Browser: Windows HTML Help Viewer Note: Microsoft Internet Explorer 5.0 or later must be installed. The on-screen manual may not be displayed properly depending on your operating system or Internet Explorer version. We recommend that you keep your system up to date with Windows Update.	Macintosh 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.

⚠Safety Precautions

Please read the safety warnings and cautions provided in this manual to ensure that you use the printer safely. Do not attempt to use the printer in any way not described in this manual.

⚠ Warning

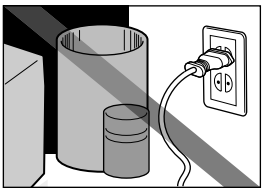
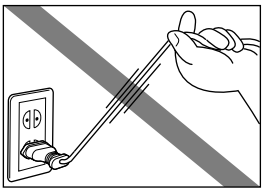
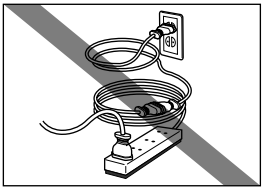
You may cause an electric shock, fire, or damage the printer if you ignore any of these safety precautions.

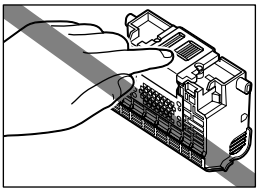
Choosing a location	Do not place the printer close to flammable solvents such as alcohol or thinners.
Power supply	Never attempt to plug in or unplug the printer from the power supply when your hands are wet.
	Always push the plug all the way into the power outlet.
	Never damage, modify, stretch or excessively bend or twist the power cord. Do not place heavy objects on the power cord. 
	Never plug the printer into a power socket that is shared with other equipment (extension lead/cord, 2- or 3-way adapter, etc.). 
	Never use the printer if the power cord is bundled or knotted.
	If you detect smoke, unusual smells or strange noises around the printer, immediately unplug the printer at the power supply and call for service.
	Periodically, unplug the printer and use a dry cloth to wipe off any dust or dirt collected on the plug and the power outlet. If the printer is placed at a location exposed to a lot of dust, smoke, or high humidity, the dust collected on the plug absorbs moisture and may cause insulation failure and fire. 
Cleaning the printer	Use a damp cloth to clean the printer. Never use flammable solvents such as alcohol, benzene or thinners. If flammable solvents come in contact with electrical components inside the printer, it could cause a fire or electric shock. 
	Always unplug the printer from the power outlet before cleaning the printer. If you accidentally switch the printer on while cleaning it, you could injure yourself or damage the printer.
Maintaining the printer	Do not attempt to disassemble or modify the printer. There are no user serviceable parts inside the printer. The printer contains high-voltage components. Never attempt any maintenance procedure not described in this guide.

Working around the printer	Do not use highly flammable sprays near the printer. This could cause a fire or electric shock if the spray comes into contact with electrical components inside the printer.

⚠ Caution

You may cause injury or damage the printer if you ignore any of these safety precautions.

Choosing a location	Do not install the printer in a location that is unstable or subject to excessive vibration.
	Do not install the printer in locations that are very humid or dusty, in direct sunlight, outdoors, or close to a heating source. To avoid the risk of fire or electric shocks, install the printer in a location with an ambient temperature range of 5°C to 35°C (41°F to 95°F) and humidity of 10% to 90% (condensation free).
	Do not place the printer on a thick rug or carpet.
	Do not place the printer with its back attached to the wall.
Power supply	Ensure that the area around the power outlet is kept clear at all times so you can easily unplug the power cord if necessary. 
	Never remove the plug by pulling on the cord. 
	Do not use an extension lead/cord. 
	Never use a power supply source other than the one rated for the printer in the country of where you purchased the printer. AC 100-240 V, 50/60 Hz
Working around the printer	Never put your hands or fingers in the printer while it is printing.
	Do not place any object on the printer.
	Do not place metal objects (paper clips, staples, etc.) or containers of flammable solvents (alcohol, thinners, etc.) on top of the printer.
	If any foreign object (metal or liquid) fall into the printer, unplug the power cord and call for service.
	Do not transport or store the printer on a slant, vertically or upside-down, as the ink may leak and damage the printer.

Print Heads and ink tanks	For safety reasons, store Print Heads and ink tanks out of the reach of small children. If a child ingests any ink, consult a doctor immediately.
	Do not shake Print Heads or ink tanks. Ink may leak out and stain clothing or the surrounding area.
	Never touch the electrical contacts on a Print Head after printing. The metal parts may be very hot and could cause burns. 
	Do not throw ink tanks into fire.

Users in the U.S.A.

■ Regulatory Information

FCC Notice (U.S.A. Only)

For 120V, 60Hz model

Model Number: K10284

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

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

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

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

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

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

Canon U.S.A., Inc.
One Canon Plaza
Lake Success, NY 11042
1-516-328-5600

■ Canon U.S.A., INC. LIMITED WARRANTY --- (USA Only)

The limited warranty set forth below is given by Canon U.S.A., Inc. ("Canon USA") with respect to the new or refurbished Canon-brand product ("Product") packaged with this limited warranty, when purchased and used in the United States only.

The Product is warranted against defects in materials and workmanship under normal use and service (a) for a period of one (1) year from the date of original purchase when delivered to you in new condition in its original container or (b) for 90 days from the date of original purchase for refurbished Products. Defective parts or a defective Product returned to a Canon USA repair facility or a Canon USA Authorized Service Facility ("ASF"), and proven to be defective upon inspection will be (a) repaired; (b) exchanged for new or comparable rebuilt, recovered, remanufactured, repaired and/or recycled parts or; (c) exchanged for a refurbished Product, as determined by the Canon USA repair facility or the ASF. Warranty repair or replacement shall not extend the original warranty period of the Product. A dated proof of purchase is required at the time of warranty service. A copy of your dated bill of sale will satisfy this requirement. This warranty does not cover any accessories, or any consumables, such as paper or ink cartridges, as to which there shall be no warranty or replacement.

This limited warranty shall only apply if the Product is used in conjunction with compatible computers, peripheral equipment and software. Canon USA shall have no responsibility for such items except for compatible Canon brand peripheral equipment covered by a separate warranty ("Separate Warranty"). Repairs of such Canon brand peripheral equipment shall be governed by the terms of the Separate Warranty. Non-Canon brand equipment and software that may be distributed with the Product are sold "as is" and without warranty of any kind by Canon USA, including any implied warranty regarding merchantability or fitness for a particular purpose, and all such warranties are disclaimed. The sole warranty, if any, with respect to such non-Canon brand items is given by the manufacturer or producer thereof.

This limited warranty covers all defects encountered in normal use of the Product and does not apply in the following cases:

(a) Loss of or damage to the Product due to abuse, neglect, mishandling, improper packaging by you, alteration, accident, electrical current fluctuations, improper use, failure to follow operating or maintenance instructions in, or environmental conditions prescribed in, Canon USA's user's manual or other documentation, or services performed by someone other than a Canon USA repair facility or ASF. Without limiting the foregoing, dropping the Product, scratches, and abrasions will be presumed to have resulted from misuse, abuse or failure to operate the Product as set forth in the user's manual or other documentation for the Product.

(b) Use of parts, media, software or supplies (other than those sold by Canon USA), including non-Canon ink cartridges or refilled ink cartridges, that cause damage to the Product or cause abnormally frequent service calls or service problems.

(c) If the Product has had its serial number or dating defaced, altered or removed.

ANY SYSTEM SOFTWARE (WHETHER FACTORY LOADED ON THE PRODUCT OR CONTAINED ON THE SOFTWARE DISKETTES OR CD-ROMS ENCLOSED WITH, OR ACCOMPANYING, THE PRODUCT), AND ANY UTILITY SOFTWARE, DISTRIBUTED WITH OR FOR THE PRODUCT, IS SOLD "AS IS" AND WITHOUT WARRANTY BY CANON USA. THE SOLE WARRANTY WITH RESPECT TO SUCH SOFTWARE IS CONTAINED IN THE SOFTWARE MANUFACTURER'S LICENSE AGREEMENT DISTRIBUTED THEREWITH, INCLUDING ANY LIMITATIONS AND DISCLAIMERS THEREON. PLEASE CONTACT CANON USA IMMEDIATELY IF YOU HAVE NOT RECEIVED A COPY OF THE SOFTWARE MANUFACTURER'S LICENSE AGREEMENT.

NO IMPLIED WARRANTY, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, APPLIES TO THE PRODUCT AFTER THE APPLICABLE PERIOD OF THE EXPRESS LIMITED WARRANTY STATED ABOVE, AND NO OTHER EXPRESS WARRANTY OR GUARANTY, EXCEPT AS MENTIONED ABOVE, GIVEN BY ANY PERSON OR ENTITY WITH RESPECT TO THE PRODUCT SHALL BIND CANON USA, OR ITS ASF. (SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.) CANON USA SHALL NOT BE LIABLE FOR LOSS OF REVENUES OR PROFITS, INCONVENIENCE, EXPENSE FOR SUBSTITUTE EQUIPMENT OR SERVICE, STORAGE CHARGES, LOSS OR CORRUPTION OF DATA, OR ANY OTHER SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY THE USE, MISUSE, OR INABILITY TO USE THE PRODUCT REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED, AND EVEN IF CANON USA OR ITS ASF HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOR SHALL RECOVERY OF ANY KIND AGAINST CANON USA OR ITS ASF BE GREATER IN AMOUNT THAN THE PURCHASE PRICE OF THE PRODUCT CAUSING THE ALLEGED DAMAGE. WITHOUT LIMITING THE FOREGOING, YOU ASSUME ALL RISK AND LIABILITY FOR LOSS, DAMAGE OR INJURY TO YOU AND YOUR PROPERTY AND TO OTHERS AND THEIR PROPERTY ARISING OUT OF THE POSSESSION, USE, MISUSE, OR INABILITY TO USE THE PRODUCT SOLD BY CANON USA NOT CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CANON USA, OR ITS ASF. (SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU.) THIS LIMITED WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE

ORIGINAL PURCHASER OF THE PRODUCT OR THE PERSON FOR WHOM IT WAS PURCHASED AS A GIFT, AND STATES YOUR EXCLUSIVE REMEDY.

Canon USA offers a range of customer technical support* options:

- Interactive troubleshooting, e-mail technical support, the latest driver downloads and answers to frequently asked questions (**www.canontechsupport.com**)
- Toll-free live technical support Monday-Saturday (excluding holidays) at 1-800-828-4040
- Telephone Device for the Deaf (TDD-1-866-251-3752)
- Repair or Exchange Service Options:
  In the event service is required for the Product during the limited warranty period, Canon USA offers two hardware support options:

  Authorized Service Facility Carry-In / Mail-In Service

  Canon USA's Carry-In/Mail-In Service provides repair or exchange, at Canon USA's option, through Canon USA's Authorized Service Facility (ASF) network. The name and telephone number of the ASF(s) near you may be obtained from Canon USA's Web site at **www.canontechsupport.com** or by calling the Canon USA Customer Care Center at 1-800-828-4040, or any time while speaking to a technical support person. A Product covered by this limited warranty will be repaired or exchanged, as determined by Canon USA, and returned without charge by the ASF.

  InstantExchange Service **

  A Canon Customer Care Center or ASF technician will attempt to diagnose the nature of the problem and, if possible, correct it over the telephone. If the problem cannot be corrected over the telephone, and you elect the InstantExchange option, a reference number will be issued to you. You will be asked for the Product serial number and other information pertaining to your defective Product and for a ship-to location for the replacement Product (must include street address).

  The Canon USA repair facility will ship out the replacement Product, via 2nd day Air freight service, prepaid by Canon USA. After receipt of the replacement Product (with instructions and a prepaid waybill), follow the enclosed instructions on how to ship the defective Product to the Canon USA repair facility. The defective Product must be returned in the shipping carton in which the replacement Product was packed and include the reference number, A COPY OF YOUR DATED PROOF OF PURCHASE (BILL OF SALE), and a complete explanation of the problem. DO NOT INCLUDE ANY OTHER ITEMS WITH THE DEFECTIVE PRODUCT IN THE RETURN SHIPPING CARTON, AND BE SURE TO RETAIN YOUR PRINTHEAD AND INK CARTRIDGE(S) AND TANK(S).

  InstantExchange Service expedites, usually by the second business day, the exchange of a defective Product with a replacement Product, which will normally be shipped the same day if your request for this service is by 3 p.m. E.T. Monday through Friday, except holidays (three (3) business day InstantExchange Service for Alaska and Hawaii). Canon USA does not guarantee expedited shipping service in the event of the occurrence of factors beyond its reasonable control. The replacement Product you receive may be a refurbished or reconditioned unit and will be covered for the balance of the period remaining on your original limited warranty. NOTE THAT BY USING THIS SERVICE YOU WILL KEEP THE REPLACEMENT PRODUCT THAT IS SENT TO YOU. CANON USA WILL RETAIN THE DEFECTIVE PRODUCT THAT YOU ORIGINALLY PURCHASED, WHICH SHALL BECOME THE PROPERTY OF CANON USA. InstantExchange warranty program service is available only during the express limited-warranty period for your Product and only in the continental United States, Alaska and Hawaii during such period.

This limited warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

* Support program specifics are subject to change without notice.

** InstantExchange warranty service is subject to the availability of refurbished or new replacement units.

Canon U.S.A., Inc.
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Ordering Information

For additional supplies, use the following descriptions and order numbers.

Description	Order #
Ink Tanks	
PGI-5 Black	0628B002
CLI-8 Black	0620B002
CLI-8 Cyan	0621B002
CLI-8 Magenta	0622B002
CLI-8 Yellow	0623B002
Canon Specialty Papers	
Photo Paper Plus Glossy (4" x 6"/ 20 sheets)	7980A007
Photo Paper Plus Glossy (4" x 6"/ 50 sheets)	7980A012
Photo Paper Plus Glossy (4" x 6"/ 120 sheets)	7980A022
Photo Paper Plus Glossy (5" x 7"/ 20 sheets)	7980A019
Photo Paper Plus Glossy (8.5" x 11"/ 20 sheets)	7980A006
Photo Paper Plus Double Sided (5" x 7"/ 10 sheets)	9981A006
Photo Paper Plus Double Sided (8.5" x 11"/ 10 sheets)	9981A005
Photo Paper Plus Double Sided Album Kit (5" x 7")	0041B005
Photo Paper Plus Double Sided Album Kit (8.5" x 11")	0041B006
Photo Paper Pro for Borderless Printing (4" x 6"/ 20 sheets)	1029A014
Photo Paper Pro for Borderless Printing (4" x 6"/ 75 sheets)	1029A027
All Occasion Photo Cards (4" x 8"/ 50 sheets)	1029A055
Photo Paper Pro (8.5" x 11"/ 15 sheets)	1029A004
Photo Paper Pro (8.5" x 11"/ 30 sheets)	1029A028
Photo Paper Pro (8" x 10"/ 20 sheets)	1029A059
Matte Photo Paper (4" x 6"/ 120 sheets)	7981A014
Matte Photo Paper (8.5" x 11"/ 50 sheets)	7981A004
Photo Paper Glossy (4" x 6"/ 50 sheets)	0775B021
Photo Paper Glossy (4" x 6"/ 100 sheets)	0775B022
Photo Paper Glossy (8.5" x 11"/ 50 sheets)	0775B023
Photo Paper Glossy (8.5" x 11"/ 100 sheets)	0775B024
Glossy Photo Paper Credit Card Size	9157A023
Photo Stickers	0001C001
High Resolution Paper (8.5" x 11"/ 100 sheets)	1033A011

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

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Canon

The following ink tanks are compatible with this product.

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