Canon

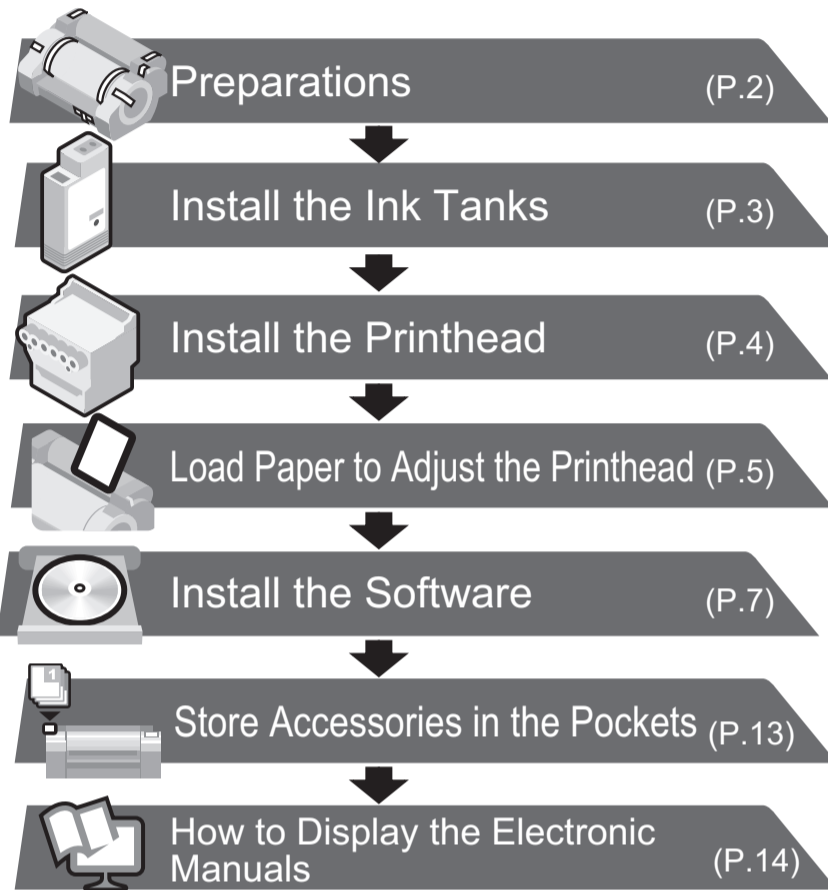## imagePROGRAF iPF770 Series / iPF670 Series

ENG

Setup Guide

Read this manual before attempting to operate the printer.
Keep this manual in a handy location for future reference.

Introduction

⚠ **Caution** • Instructions in this Setup Guide show the iPF770 printer and printer stand ST-34. Note that your printer and printer stand may look different from these illustrations in some cases. However, basic operations are the same.

Overview of Setup

First, the stand needs to be assembled.
Refer to the Stand Setup Guide included with the stand for details on how to assemble the stand.
Note that a stand is optional for the iPF670 series.

Step	Page
Preparations	(P.2)
Install the Ink Tanks	(P.3)
Install the Printhead	(P.4)
Load Paper to Adjust the Printhead	(P.5)
Install the Software	(P.7)
Store Accessories in the Pockets	(P.13)
How to Display the Electronic Manuals	(P.14)

Important • Even if you do not use the printer driver, be sure to install **Media Configuration Tool** from the provided User Software CD-ROM. With **Media Configuration Tool**, the paper types that are available in your area can be registered to the printer. For instructions on installation, refer to "Install the Software" on page 7. (In Windows, select **Install Individual Software** in the **Setup Menu** window to install **Media Configuration Tool** only.)

Details for each step are given in this Setup Guide. Simply follow the instructions to install the printer.

If an error message is displayed during setup or other problems occur, refer to "Responding to Messages" on page 16.

The Manuals Supplied with This Printer

After installing the printer as shown in this Setup Guide, refer to the manuals for instructions on operation and maintenance.

Printed Manuals

Quick Guide

The Quick Guide contains information such as warnings for using this product safely and how to operate the navigation that is useful when replacing paper, ink tanks, and the printhead.
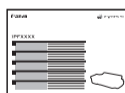
Electronic Manuals

Basic Guide

The Basic Guide describes the following information.
• Loading paper, Replacing the consumables, Control Panel menus, and others
• Troubleshooting tips and Error messages
• Preparations for transferring the printer

User's Guide

This guide describes advanced usage of the printer such as paper saving tips, how to print a poster and banner with the supplied software and print quality adjusting method, in addition to the basic instructions for printing on roll paper or cut sheet.

Paper Reference Guide

This guide describes about the types and specifications of the available media on the printer.

To refer to the electronic manuals Refer to "How to Display the Electronic Manuals" (P.14)

Space Required for Installation

A space larger than the following dimensions needs to be allocated when setting up this printer.

300mm
600mm (When not using the stand)
10mm
200mm
200mm
600mm (When using the stand)
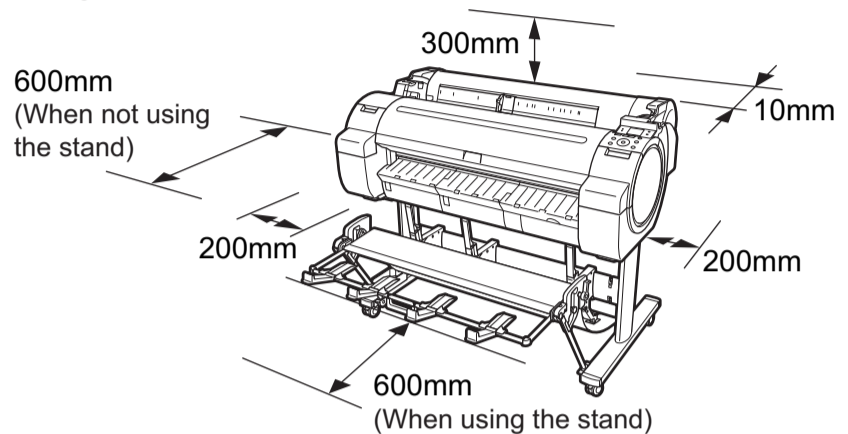
Printer	Stand used (*2)	Installation space (W × D × H mm)
iPF670 Series (*1)	Without stand	1397 × 1308 × 807
	Stand ST-27	1397 × 1700 × 1362
	Stand ST-26	1397 × 1480 × 1362
iPF770 Series	Stand ST-34	1704 × 1700 × 1362
	Stand ST-33	1704 × 1480 × 1362

*1: A stand is optional for the iPF670 series. (It may be included as a standard accessory in some locations.)
*2: The stands that are available differ between regions.

Package Contents
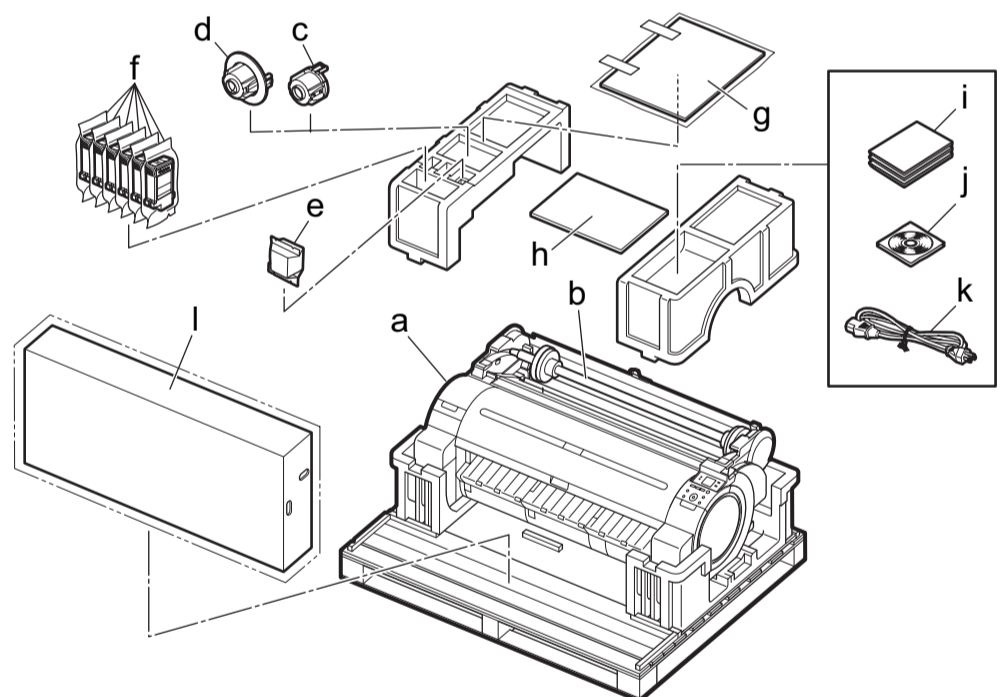
a. Printer
b. Roll holder: Already attached to printer
c. 3-inch paper core attachment R
d. 3-inch paper core attachment L
e. Printhead
f. Starter ink tanks (for first-time installation) C, M, Y, MBK x2, BK
g. Included paper
h. Setup Guide (this document)
i. Set of printer documentation
j. Set of CD-ROMs
k. Power cord
l. Set of stands (iPF770 series only)

MEMO • A stand is optional for the iPF670 series. (It may be included as a standard accessory in some locations.)
• Some items are included with the printer but not described in this manual. Keep these items in a safe place after setup because they are used in various printing applications.
• For instructions on the included items not described in this manual, refer to the User's Guide.
• A cable to connect the printer to a computer is not provided with the printer.

Preparations

Prepare the printer for use by assembling the stand and connecting the power cord.

1 Assemble the stand.

Refer to the Stand Setup Guide included with the stand for details on how to assemble the stand.
Once you have finished, proceed to step 4.

A stand is optional for the iPF670 series. (It may be included as a standard accessory in some locations.)
If you are using the iPF670 series without a stand, proceed to step 2.

2 Remove the packing materials from the top of the printer.
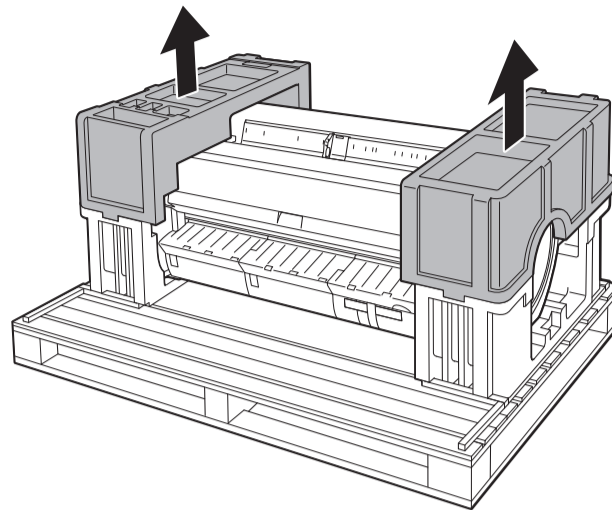
3 Three people should hold the printer's carrying handles and place the printer on a table or other flat location.

⚠ Caution
- The iPF770 Series weighs approximately 53 kg and the iPF670 Series approximately 43 kg by themselves. Moving the printer requires at least three people. Be careful to avoid back strain and other injuries.
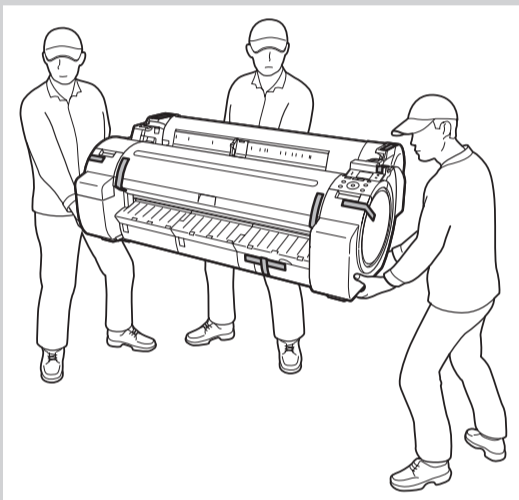
- When moving the printer, firmly grasp the carrying handles. Holding the printer at other positions is dangerous, and may cause injury and damage if the printer is dropped.
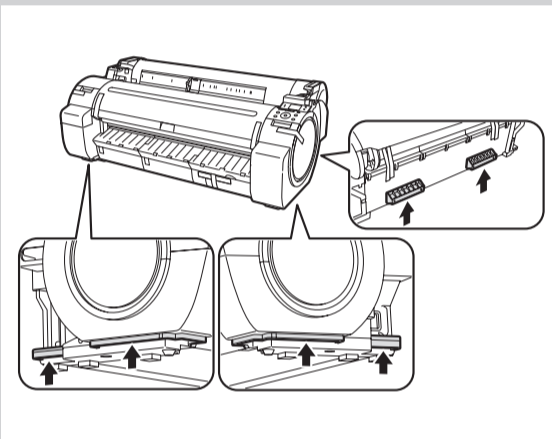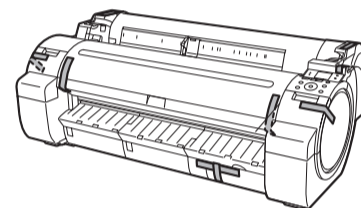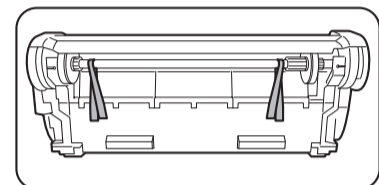
- When setting the printer down temporarily make sure to put the printer on a flat, stable place.
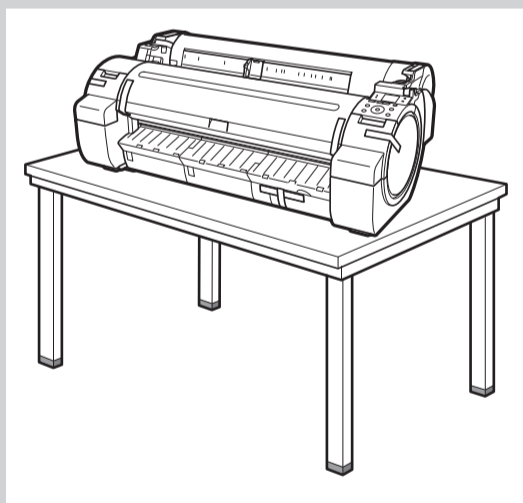
- The way to set the printer down or to carry with the load only to the center of the printer, may cause damage to the printer.
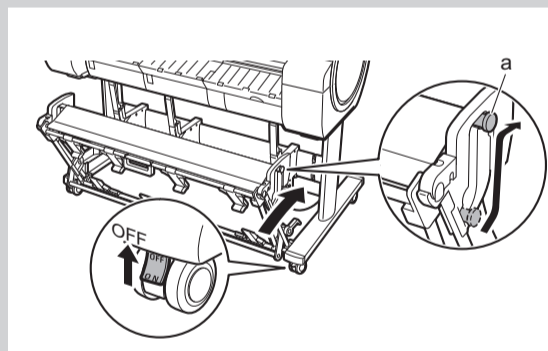
**4** Remove the orange tape used to secure the roll holder to the printer.

**5** Move the printer to the location where you will use it.

⚠ Caution
- When moving the stand, lift the support rod to the position (a) before closing the output stacker and unlocking the 4 casters. Failure to do so may lead to scratched flooring, damage to the basket cloth, and injury.

- After you have moved the stand, be sure to lock the 4 casters.
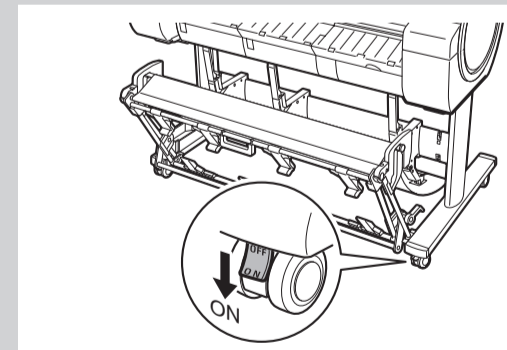
6 Plug the power cord into the power supply connector on the right of the printer and plug the other end into the outlet.
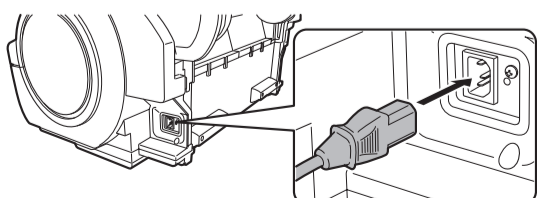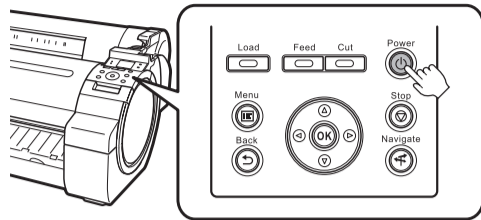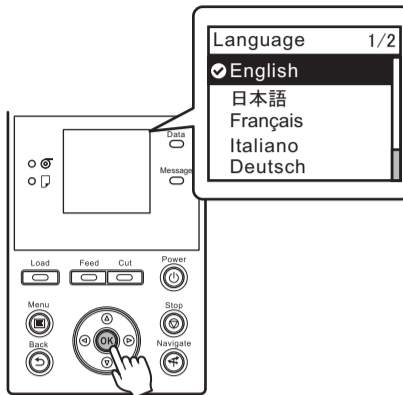
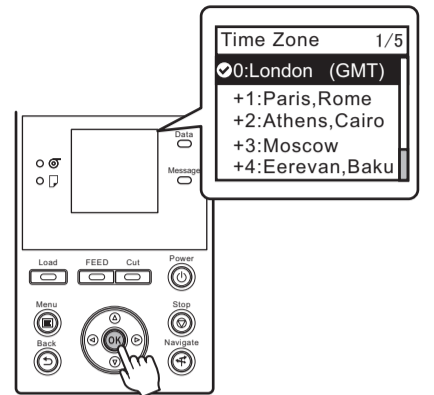## Install the Ink Tanks

Install the 6 ink tanks.

1 Press the power button to turn on the printer.

2 When the following screen appears, use the ▲ and ▼ keys to select a language and press **OK**.

Language	1/2
☑English	
日本語	
Français	
Italiano	
Deutsch	

3 Select your local time zone and press **OK**.

| Time Zone	1/5
☑0:London (GMT)	
+1:Paris,Rome	
+2:Athens,Cairo	
+3:Moscow	
+4:Eerevan,Baku	

4 Instructions on ink tank installation are shown on the display screen. As instructed, grab the handle on the ink tank cover to open it.
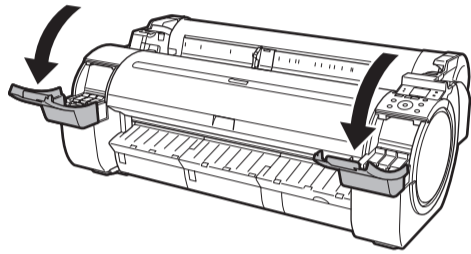
5 While pressing the stopper of the ink tank lock lever inwards, open the ink tank lock lever upwards.
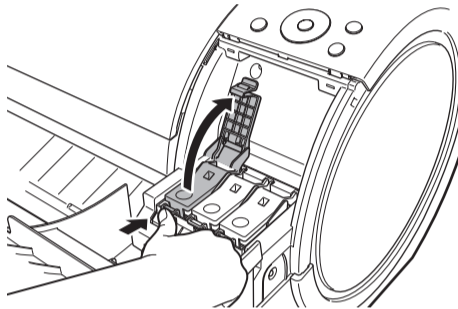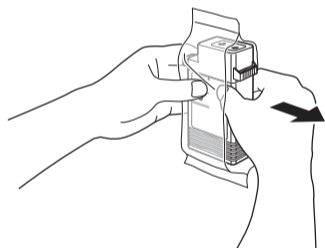
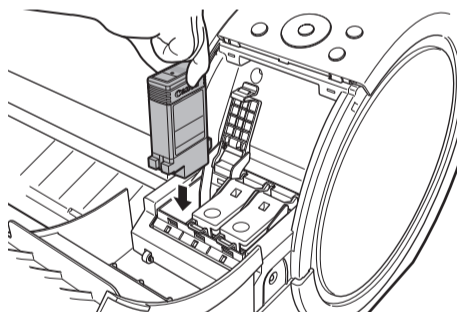**6** Shake the ink tanks gently 1 to 2 times before opening the pouch.
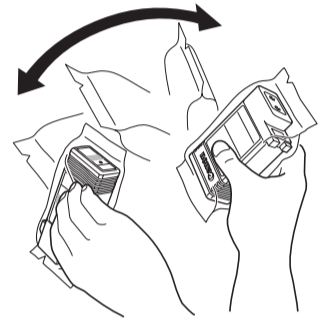
Important
- Failure to shake ink tanks may result in reduced print quality because ink ingredients have settled on the bottom of the tank.
- If the ink tank is cold, allow it to adjust to room temperature before attaching it to the printer.
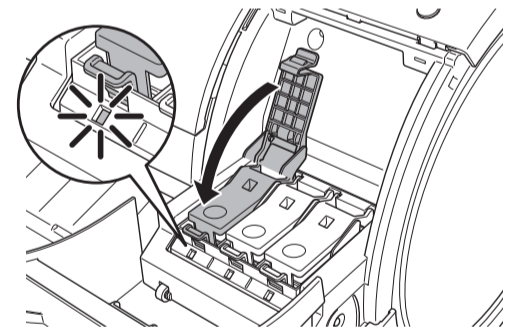
7 Open the pouch and remove the ink tank.

Important
- Never touch the ink holes (a) or metal contacts (b). Touching these parts may cause stains, damage the ink tank, and affect print quality.

- Avoid dropping the ink tank after removing it from the pouch.Otherwise, ink may leak and cause stains.
- Do not remove and shake ink tanks that have already been installed in the printer because ink may leak out.

8 Insert the ink tank into the holder facing as shown, with the ink holes down.
At this time, detach and reattach the ink tanks 2 to 3 times and ensure that the ink tanks are security attached.
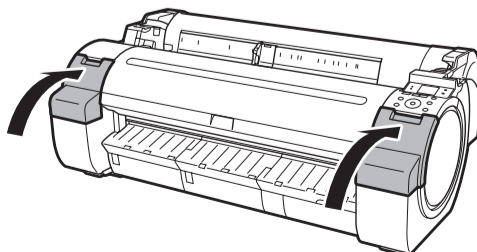
Important
- If the ink tank does not fit in the holder, make sure the color of the ink tank lock lever matches the color of the ink tank, and check the orientation of the ink tank.

9 Close the ink tank lock lever until it clicks into place. Make sure the ink lamp is lit in red.
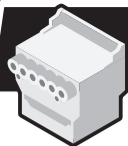
Important
- If the ink lamp is not lit, repeat steps 5 and 9.

10 Repeat steps 5 to 9 to install all of the ink tanks.
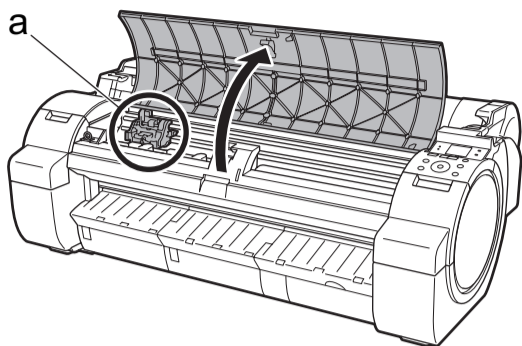
11 Close the ink tank cover.

Install the Printhead

Next, install the printhead.

1 **Open Upper Cover** is shown on the display screen. As instructed, open the top cover.

Instructions on printhead attachment are shown on the display screen.

Important • When installing the printhead, do not move the carriage (a) from the position shown in the figure.
If you move the carriage (a), a warning noise sounds and the printhead cannot be installed.
If you have moved the carriage (a), close the top cover. The carriage (a) moves to the position shown in the figure.
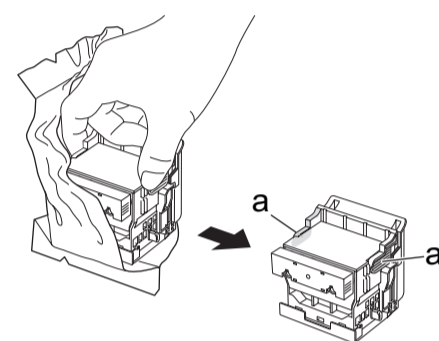
2 Pull the printhead fixer lever forward all the way to open it completely.
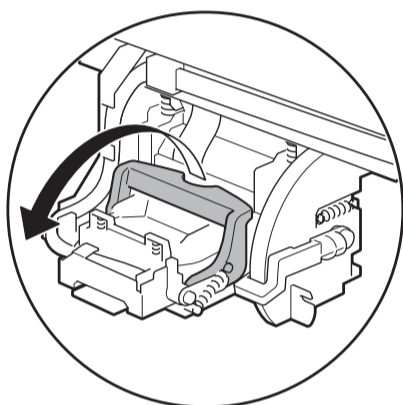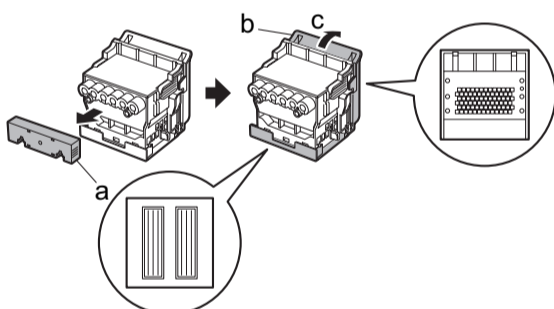
3 Lift the printhead fixer cover (a) to open it fully.
At this time, make sure that no debris becomes adhere to the contacts (b) on the carriage.
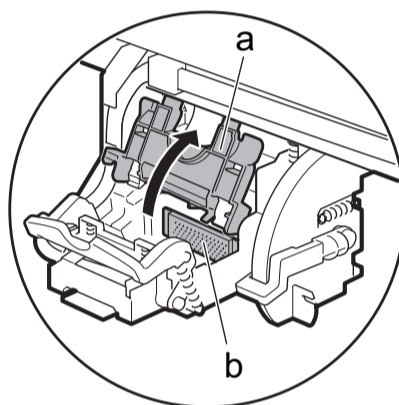
**4** Hold the printhead by the grips (a) as you remove it from the pouch.

5 Remove the orange protective part (a). To remove orange protective part (b), push the grip (c) as you remove the part.

Important • Never touch the parts covered by the protective part. This may damage the printhead and affect printing quality.
• The printhead contains ink. When removing the protective material, it is recommended that you do it over the bag that the printhead came in to avoid spilling the ink and soiling your clothes or the surrounding items.
• Do not reattach the protective part after removing it. Dispose of these materials according to local regulations.

6 Insert the printhead into the carriage (b) with the ink holes (a) facing away from the printer as shown in the figure. Carefully push the printhead firmly into the carriage (b), ensuring that the part covered by the protective part does not touch the carriage.
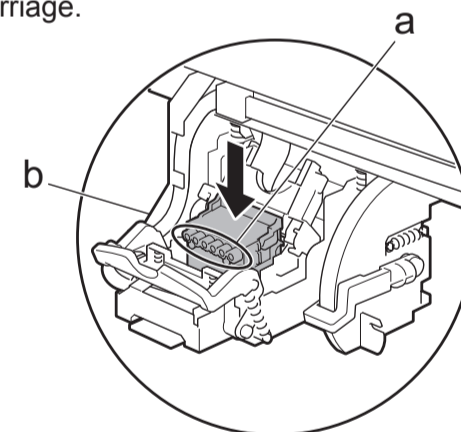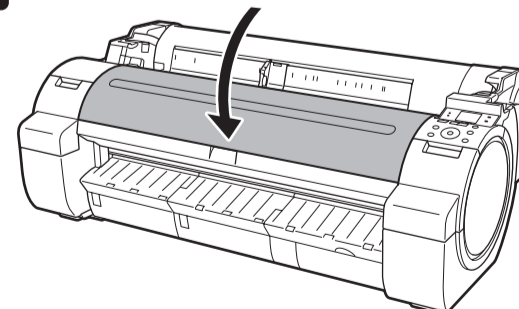
7 Pull the printhead fixer cover down toward the front to lock the printhead in place.
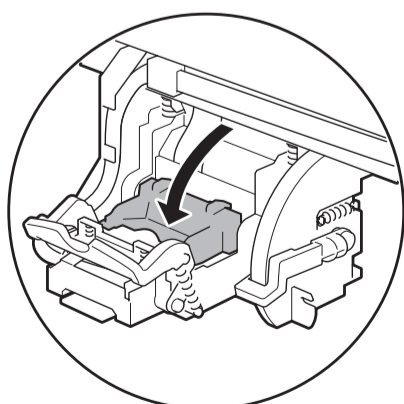
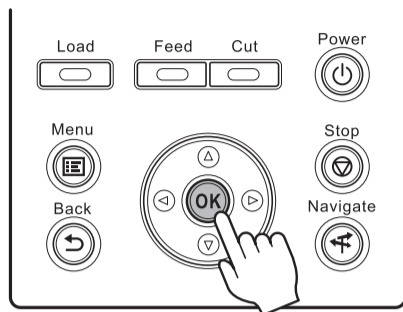**8** Push the printhead fixer lever all the way back.
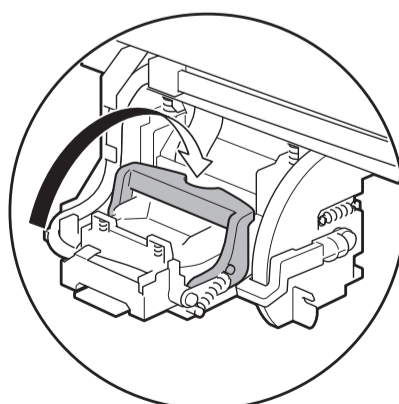
9 Close the top cover.

Load Paper to Adjust the Printhead

Load the included paper and adjust the printhead.

1 **Select type of paper for printhead adj.** is shown on the display screen. Check that **Cut Sheet** is selected and press **OK**.

Instructions on loading cut sheets are shown on the display screen.

2 Slide the width guide (a) and align it with the mark for the size of paper to be loaded. In this example, align the width guide with A2 to align it with the size of the sample paper.

a
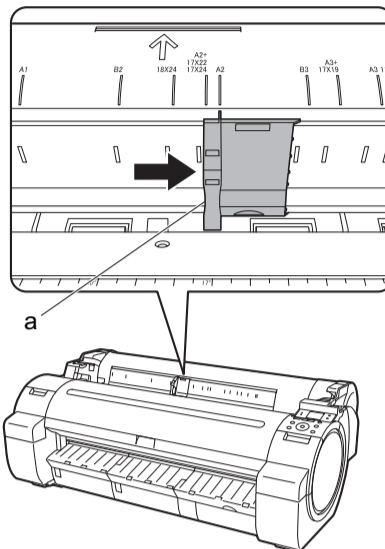
3 Prepare one sheet of paper.
Refer to the packaging for the paper to check which side is the printable surface.

> ✋ **Important** • Return unused paper to the pouch it came in, and store it away from heat, humidity and direct sunlight.

4 Load the sheet straight into the paper feed slot with the printing-side facing up, making sure the right edge is aligned with the paper alignment guide (a) to the right of the roll cover.
Insert the paper until the leading edge makes contact and you hear a tone.

a

Printing side
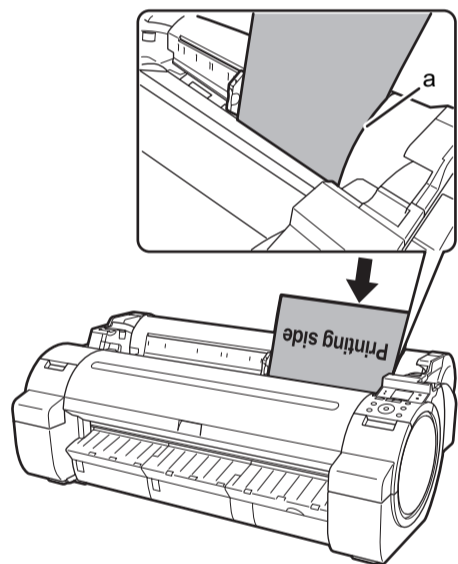
> ✋ **Important** • Only one sheet can be loaded in the printer. Do not load two or more sheets. Doing so might cause a paper jam.
> • Wrinkled or warped paper might cause paper jams. Be sure to flatten the paper out before loading it.

5 Adjust the position of the width guide (a) to the size of the paper to be loaded. Make sure the width guide fits properly against the edge of the paper to prevent it from being tilted or wrinkled.

a
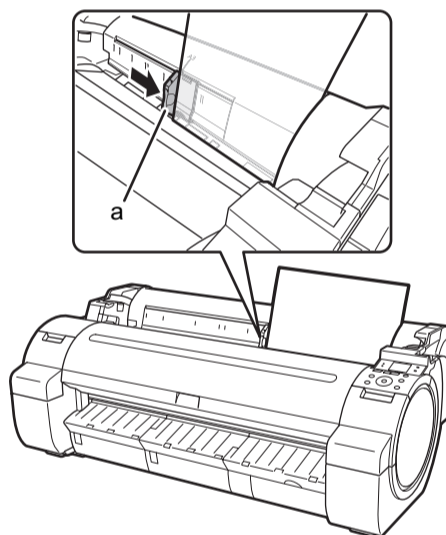
6 A message confirming paper advance is shown on the display screen. Press **OK**.
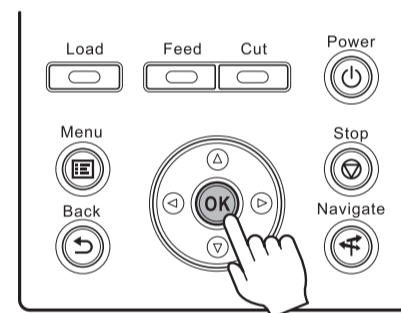
7 The screen for selecting the paper type is shown on the display screen. Press ▲ or ▼ to select the type of paper loaded in the printer.
Select **Coated Paper** and press **OK**.
Then from the menu that appears, select **Coated Paper** and press **OK**.
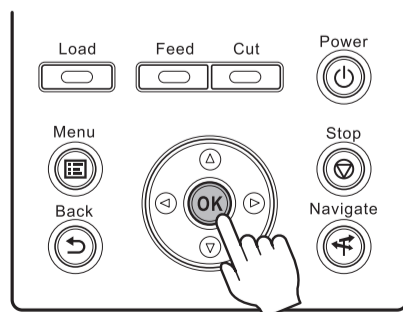
The paper is advanced.

8 When paper advance ends, the system is automatically filled with ink for the first time and printhead adjustment is started. It takes a total of about 20 minutes. Make use of this time by referring to "Install the Software" on page 7 to install the software on your PC.

> ✏ **MEMO** • Charging the system with ink fills the system from the ink tanks to the printhead. In addition, cleaning is performed to keep the printer in optimal condition. This may cause the remaining ink indicator and maintenance cartridge capacity indicator to drop some amount. The starter ink tank is for first-time installation. It is recommended that you purchase replacement ink tanks quickly.

9 When printhead adjustment ends, paper is printed with an adjustment pattern and is ejected.
While holding the paper, press the release lever (a) backwards to remove the paper.
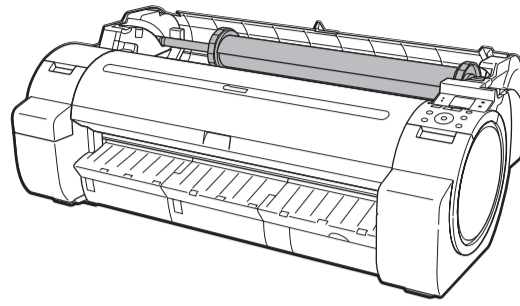
a
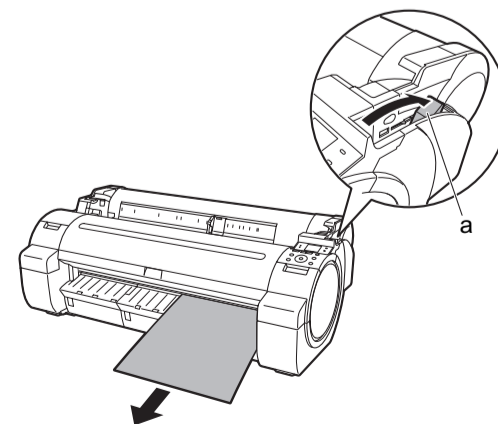
10 Pull the release lever forward.
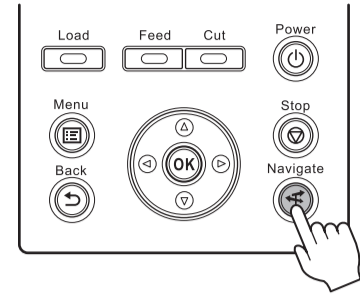
Printer setup is now complete.

✏ MEMO
• The method for loading roll paper is given in the User's Guide, Basic Guide, and the control panel navigation function, which can be accessed using the procedure in "How to Display the Electronic Manuals" (P.14).

Follow the procedure below to display the navigation on how to load roll paper.

1. Press **Navigate**.

2. Use the ▲ and ▼ keys to select **Load Roll Paper** and press **OK**.
3. Use the ▲ and ▼ keys to select **View Op. Guide** and press **OK**.
   The navigation starts.

Install the Software

Request for cooperation with quality improvement of Canon Large Format Printer

For development and marketing of products that better meet customer needs, Canon requests that you send information related to your Canon Large Format Printer to Canon through the Internet. Check the content of the "Extended Survey Program" window that is displayed during the software installation process. (See step 6 on page 7)

• If you agree to our request, Canon requests that you approve to install the Canon Large Format Printer Extended Survey Program.
• The Canon Large Format Printer Extended Survey Program automatically sends anonymous printer information on a periodic basis.
• The Canon Large Format Printer Extended Survey Program does not send information unrelated to Canon Large Format Printer.
• Canon does not send e-mail to you using the Canon Large Format Printer Extended Survey Program.
• You can terminate automatic transmission of the Canon Large Format Printer Extended Survey Program at any time.
• The automatic transmission can be terminated at any time.
• If you have any questions about this program, please contact our customer support contact center.
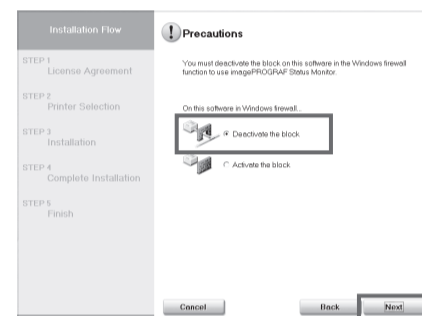
Windows

You can print from Windows via USB or TCP/IP (network) connections.
The installation procedure varies depending on how your printer is connected. Install the software by following instructions below. If you connect the printer with a USB cable, refer to "For USB connections" on page 7. If you connect the printer with TCP/IP (network), refer to "For TCP/IP (network) connections" on page 8.

Important
• Installation requires administrative rights (such as those of Administrator). Be sure to log on using an account with administrative rights before installation.

<Compatible Operating Systems>
32-bit: Windows 8.1, Windows 8, Windows 7, Windows Vista, Windows Server 2008, Windows Server 2003 R2, Windows Server 2003, Windows XP
64-bit: Windows 8.1, Windows 8, Windows 7, Windows Vista, Windows Server 2012 R2, Windows Server 2012, Windows Server 2008 R2, Windows Server 2008, Windows Server 2003 R2, Windows Server 2003

MEMO
• For the Windows OS, use the latest version of Service Pack.

MEMO
The following screen may be displayed during installation depending on the security settings of your computer.

• Select **Deactivate the block** and click **Next**.

For USB connections

Install the software

Important
• Use a USB cable that conforms to the Hi-Speed USB specification.
• Connect the USB cable to the printer according to the on-screen instructions during installation of the printer driver. If you connect the USB cable before installing the printer driver, the printer driver may not be installed correctly.
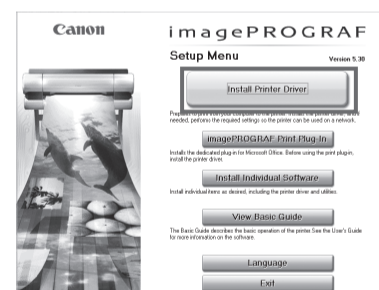
1 After making sure the printer is not connected to the computer, turn the computer on. Insert the provided User Software CD-ROM for your operating system in the CD-ROM drive.
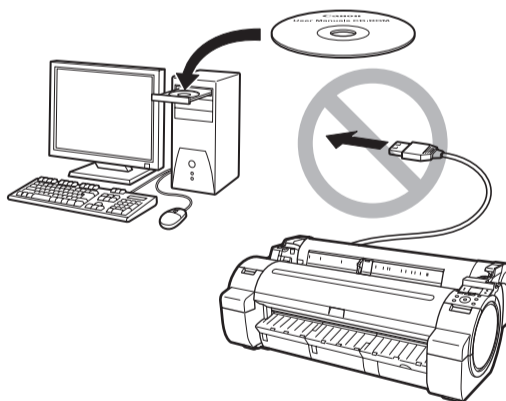
**2** In the **Setup Menu** window, click **Install Printer Driver**.

MEMO
• To choose a different language, click **Language**.
• You can view the basic operation of the printer in the Basic Guide that is contained on the CD-ROM by clicking **View Basic Guide**.
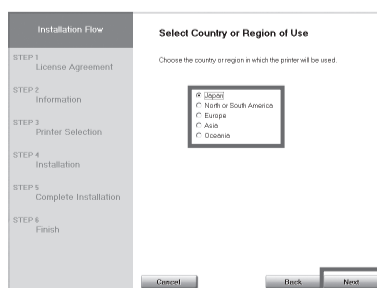
3 Select the software to install in the **Installation List** window, and then click **Next**.
Point the mouse pointer at a software name to display a summary of the software.
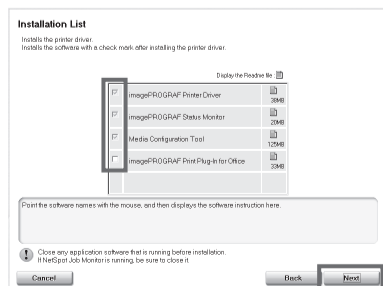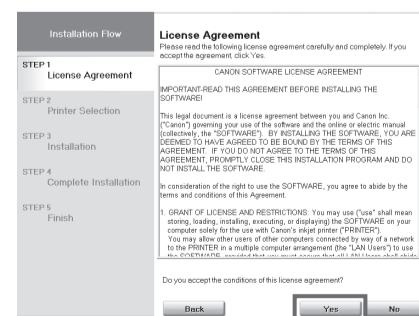
4 In the **Select Country or Region of Use** window, select the country or region of use and click **Next**.
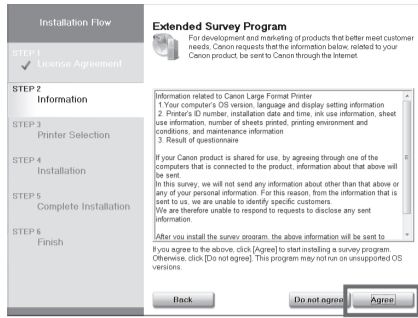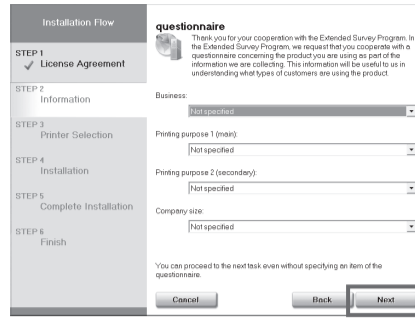
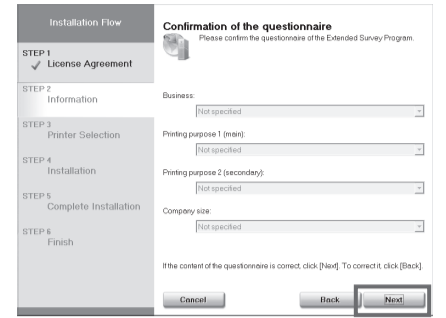**5** After reading the license agreement, click **Yes**.

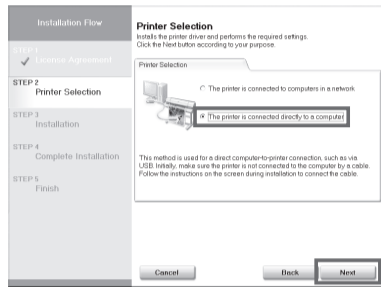**6** If you can agree Extended Survey Program, click **Agree**.

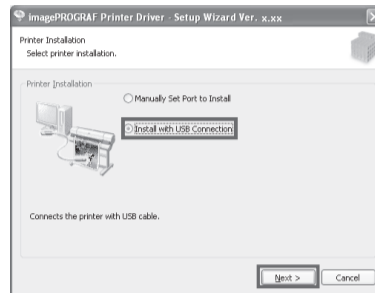**7** If you can respond to the questionnaire, click **Next**.

8 Confirm your questionnaire responses, and click **Next**.
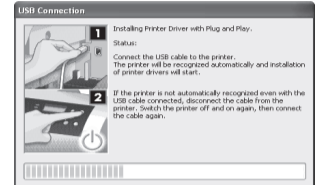

9 In the **Printer Selection** window, select **The printer is connected directly to a computer** and click **Next**.
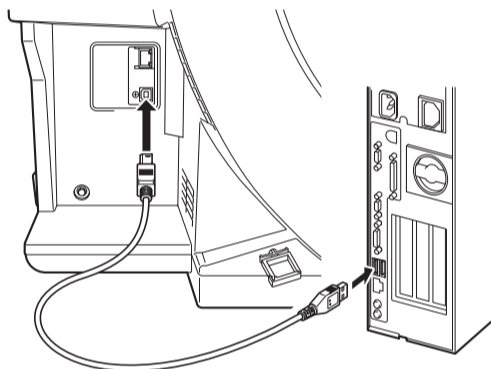

10 In the **Printer Installation** dialog box, select **Install with USB Connection**, and click **Next**.

11 When the following dialog box is displayed, make sure the printer is on and use the USB cable to connect the printer to the computer.
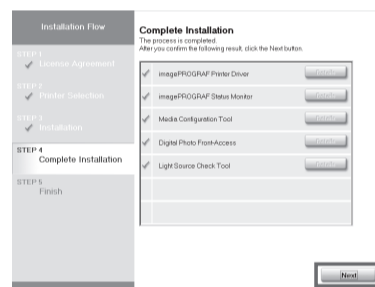

MEMO
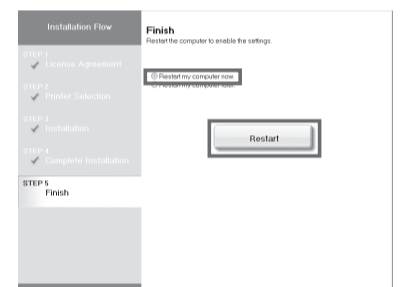• If a warning message is displayed, click **Retry** to try again.

Important
• Be careful not to insert the USB cable into the LAN port.

12 After reviewing the installation results in the **Complete Installation** window, click **Next**.

13 In the **Finish** window, select **Restart my computer now** and click **Restart**.

When you restart the computer, the software settings are enabled. The software installation is now completed.

For TCP/IP (network) connections

Install the software

Important
• If the printer is already connected to the network, confirm the IP address assigned to the printer. Ask your network administrator for further information.

1 Use the LAN cable to connect the LAN port on the back of the printer to the hub port. Pass the network cable through the wiring bracket (a).
If the printer is already connected to the network, proceed to step 2.

MEMO
• If the printer is on, the Link indicator under the LAN port lights.

| 1000Base-T connection | The LED on the bottom lights green. |
| 100Base-TX connection | The LED on the top lights orange. |
| 10Base-T connection | The LED on the top lights green. |

a
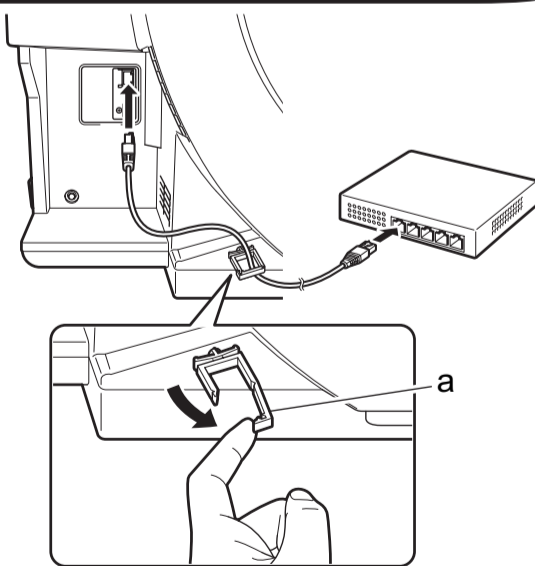
2 Make sure the printer is on.
Turn the computer on and insert the provided User Software CD-ROM for your operating system in the CD-ROM drive.
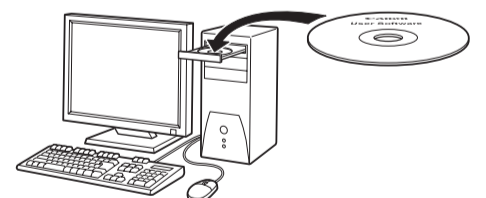
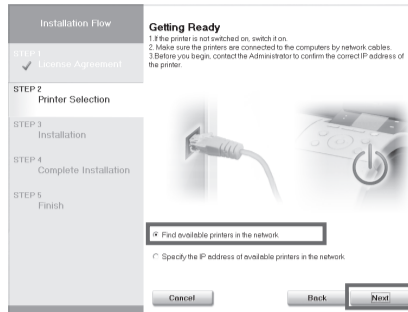**3** Perform procedures of steps 2-8 on pages 7-8.

4 In the **Printer Selection** window, select **The printer is connected to computers in a network** and click **Next**.
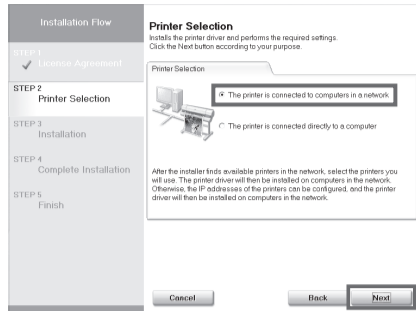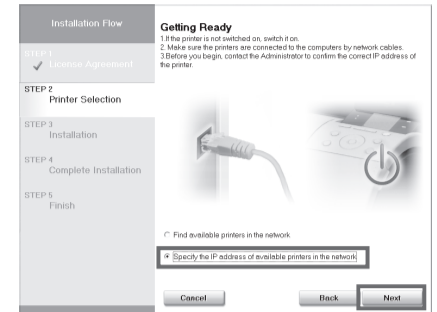

5 When searching the available printer on the network

After reading the precautions in the **Getting Ready** window, select **Find available printers in the network** and click **Next**.
Proceed to step 6.

When entering the printer's IP address manually

After reading the precautions in the **Getting Ready** window, select **Specify the IP address of available printers in the network** and click **Next**.
Proceed to step 8.

6 When searching the available printer on the network

Available printers are listed in the **Search Results** window.
Select a printer from the list on either their **IPv4 Devices** or **IPv6 Devices** tabs and click **Next**.
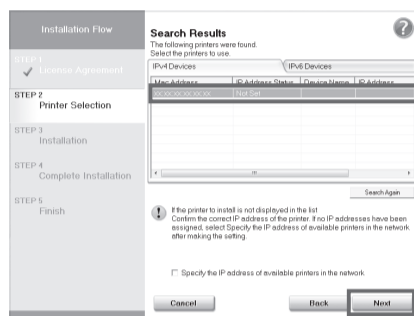
MEMO
- The **IPv6 Devices** tab is not displayed in Windows XP, Windows Server 2003 R2, and Windows Server 2003.
- If the printer you want to use is not displayed in the list on the **IPv6 Devices** tab, connect via IPv4 instead.
- If the printer you want to use is not displayed in the list of printers on the **IPv4 Devices** tab, refer to "When the printer cannot be found on the network" on page 10 to setup and configure an IP address for the printer.

The following step differs depending on the **IP Address Status** of the selected printer.
In the case of **Not Set** or **IP Address Overlap**, proceed to step 7.
In the case of **Available**, the installation begins. Proceed to step 9.

7 When searching the available printer on the network

In the **Method of Configuring IP Addresses** window, select the method of configuring the IP address as suitable for your system.

- To configure by directly entering the IP address
  Select **Configure manually** in **Method of Configuring IP Addresses** and enter the IP address.

- To have the IP addresses allocated automatically using the DHCP server function
  Select **Configure automatically**. Note that other settings outside of the procedure are also required. ("Using DHCP", P.10)

Once you have selected the method for configuring IP addresses, enter your preferred name for the printer in **Device Name** and the installation location in **Printer Location** under **Information About Printer to Configure**, and click **Install** to begin the installation.
Proceed to step 9.
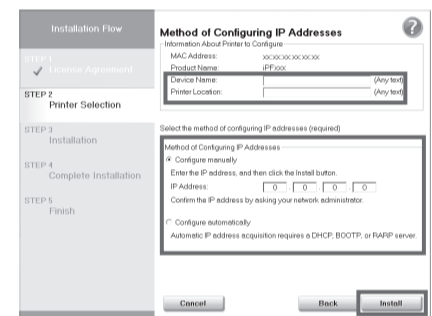
8 When entering the printer's IP address manually

In the **IP Address Specification** window, select either **IPv4 Address** or **IPv6 Address** to enter the printer's IP address and click **Install**.
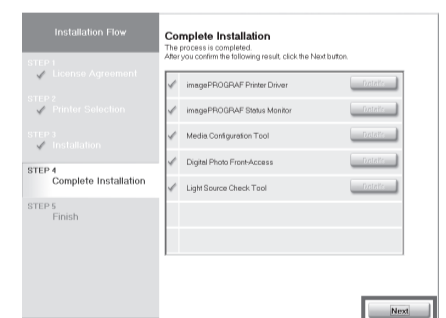The installation process begins.
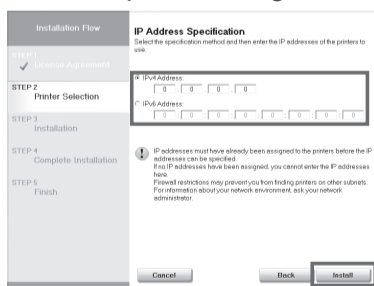
Important
- Ask your network administrator for the IP address, as needed.

MEMO
- The **IPv6 Devices** tab is not displayed in Windows XP, Windows Server 2003 R2, and Windows Server 2003.

9 After reviewing the installation results in the **Complete Installation** window, click **Next**.

10 In the **Finish** window, select **Restart my computer now** and click **Restart**.

11 When you restart the computer, the software settings are enabled. The software installation is now completed.

When the printer cannot be found on the network

If your printer cannot be found when connecting to the network for the first time, setup an IP address for the printer and then configure it on the printer.
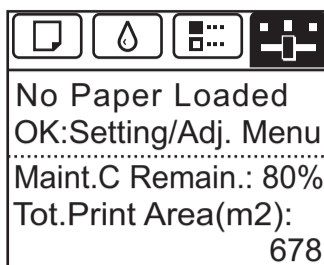
When ink fills the system for the first time, after printhead adjustment is finished, specify the IP address on the printer's control panel.

> **Important** • When ink fills the system for the first time, do not operate the printer until printhead adjustment is finished.

1 On the tab selection screen of the control panel, press the ◄ and ► keys to select ⊡ (settings/adj. tab) and press **OK**.

```
┌────┬────┬────┬────┐
│ 🗋 │ ◊  │ ▤  │ ⊞  │
└────┴────┴────┴────┘
No Paper Loaded
OK:Setting/Adj. Menu
········································
Maint.C Remain.: 80%
Tot.Print Area(m2):
                 678
```

2 Use the ▲ and ▼ keys to select **Interface Setup** and press **OK**.

3 Use the ▲ and ▼ keys to select **TCP/IP** and press **OK**.

---

4 Enter the IP address. Navigate through the following menus using the ▲ and ▼ keys on the control panel.

1.Select **IPv4** and press **OK**.

2.Select **IPv4 Settings** and press **OK**.

3.Select **IP Address** and press **OK**.

4.Enter the IP address.

> **MEMO** How to enter IP addresses
> 1. Press the ◄ and ► keys to select a field for inputting values.
> 2. Use the ▲ and ▼ keys to input values.
>   • Pressing ▲ increases the value by one.
>   • Pressing ▼ decreases the value by one.
>   • Holding down either the ▲ or ▼ keys continually increases or decreases the value.
> 3. Press **OK** once you have finished.

5 Press **Menu**.

**6** On the registration confirmation message that appears, select Yes using the ▲ and ▼ keys, and then press **OK**.
The IP address is set on the printer. Next, restart installation of the printer driver.

---

7 In the **Search Results** window, select **Specify the IP address of available printers in the network** and click **Next**. When the **IP Address Specifications** window appears, follow the instructions of "When entering the printer's IP address manually" in step 8 to 11 on page 9 to complete the installation of the software.

> **MEMO** • If the following screen appears, click **Retry** and select **Specify the IP address of available printers in the network** on the next screen that appears.
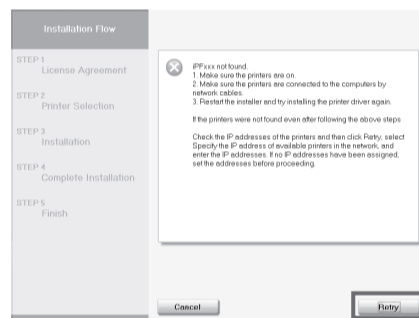
Using DHCP

To use the DHCP server function to automatically allocate an IP address to the printer, one of the following settings needs to be configured. Check with your network administrator for the settings that match your system.

When used in an environment with a DNS server

Configure the DNS dynamic update function in the printer and register the printer DNS host name with the DNS server.

When used in an environment without a DNS server

Configure the DHCP server to always allocate the same IP address to the printer.

This section describes how to turn on DNS dynamic update from the control panel of the printer.

> **MEMO** • The DNS dynamic update function can also be configured using Remote UI. Refer to "Configuring the Printer's TCP/IP Network Settings With RemoteUI" in the user guide for details.

1 Perform steps 1 to 3 of the procedure in "When the printer cannot be found on the network" on page 10.

2 Select **IPv4** or **IPv6** using the ▲ and ▼ keys and then press **OK**.

3 Select **DNS Settings** using the ▲ and ▼ keys and then press **OK**.

4 Select **DNS Dync update** using the ▲ and ▼ keys and then press OK.

5

For IPv4

Select **On** using the ▲ and ▼ keys and then press **OK**.

For IPv6

1. When **Use the same host name and domain name as IPv4?** is displayed, select **Off** using the ▲ and ▼ keys and then press **OK**.
2. Select **Statefull Addr** using the ▲ and ▼ keys and then press **OK**, and then select **On** using the ▲ and ▼ keys and then press **OK**.
3. Set **Stateless Addr** to **On** using the same procedure as in Step 2.

Mac OS

You can print from Mac OS via USB or network connections such as Bonjour or IP.
Install the software depending on your computer environment.

<Compatible Operating Systems>
OS X v10.6.8 to v10.9

Install the software

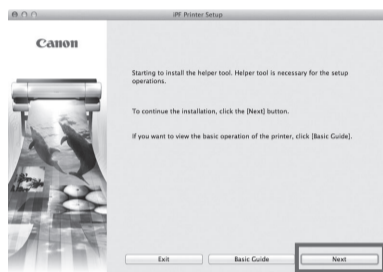**Important** • If you install the software, log onto the computer as an administrator.

1 After making sure the printer is not connected to the computer, turn the computer on. Insert the provided User Software CD-ROM for your operating system in the CD-ROM drive.
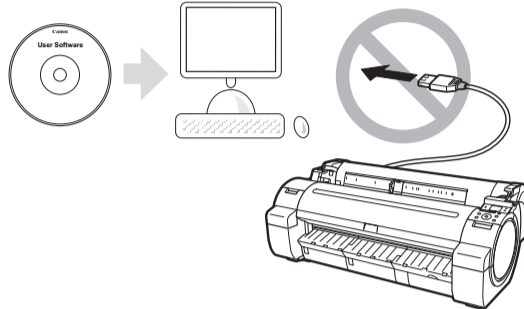
2 On the desktop, double-click the CD-ROM icon and then the **iPF Printer Setup** icon.
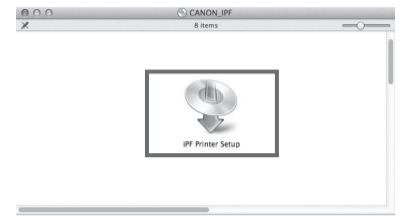
3 Click **Next**.

4 If a screen requesting the name and password is displayed, enter the user name and password of a user with administrative rights and click **OK** (or **Install Helper** on OS X v10.7 or later).

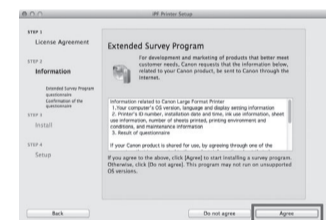**5** Select the country or region where you are using the printer, and click **Next**.
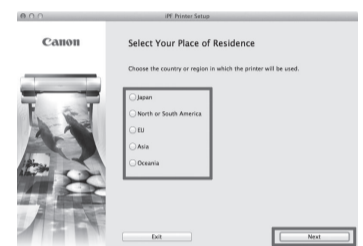
6 Select the software to install and click **Next**.
Move the mouse pointer near the name of the software to display an overview of the software.
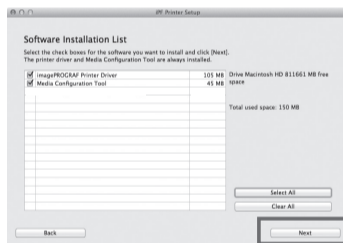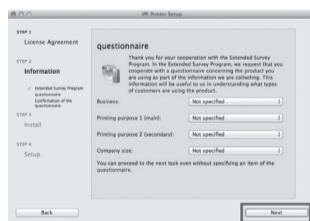
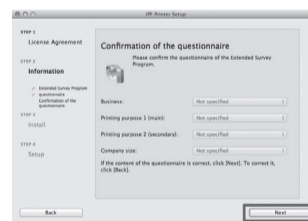**7** After reading the software license agreement, click **Yes**.

8 If you can agree Extended Survey Program, click **Agree**.
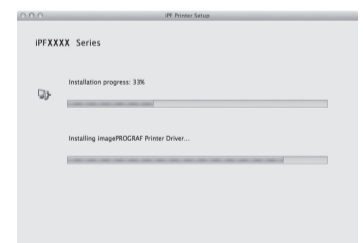
9 If you can respond to the questionnaire, click **Next**.

**10** Confirm your questionnaire responses, and click **Next**.

11 The progress of the installation is displayed.
Once all of the installation has finished, the screen automatically advances to the setup screen.
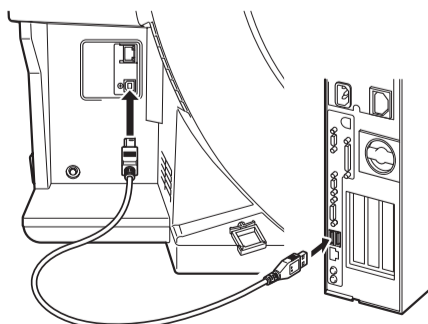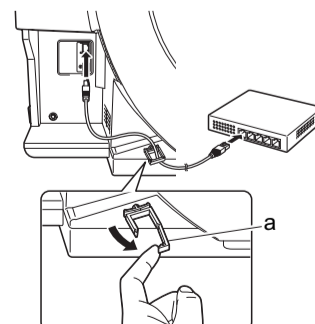
Connect the printer to a computer

12 When the following screen is displayed, make sure that the printer is on, and then connect the printer to the computer or the network with a cable.
When connecting to a network, pass the network cable through the wiring bracket (a).
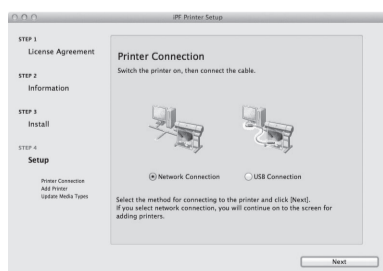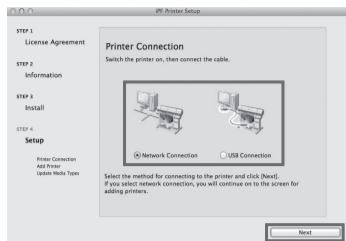
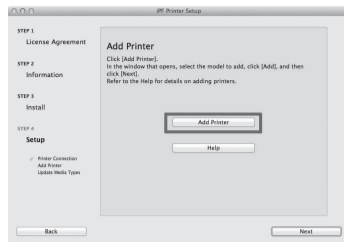• For USB connections

• For network connections

MEMO • Be careful not to insert the USB cable into the LAN port.

13 Select the method of connecting to the printer, and click **Next**.
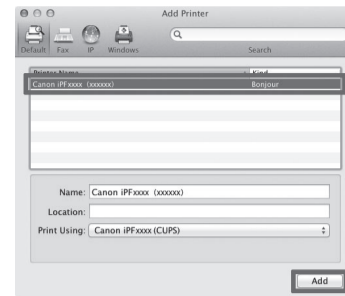For USB connection, the printer is automatically added and you should proceed to step 17.
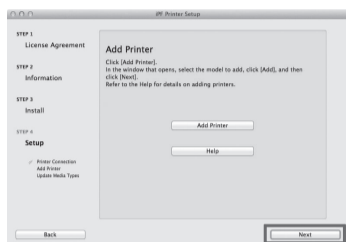
14 Click **Add Printer**.

MEMO
• You can view a description of adding printers by clicking **Help**.

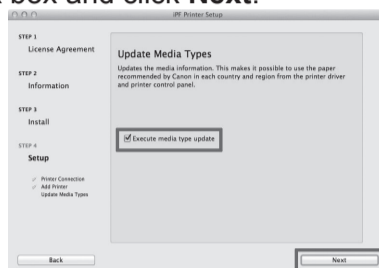**15** Select the printer to add from **Default** and click **Add**.

MEMO
• It may take a long time until the printer information is displayed on the screen.
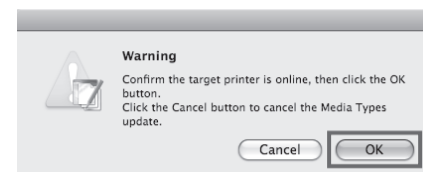• You can also add the printer by specifying the IP address by selecting **IP**.

16 Click **Next**.

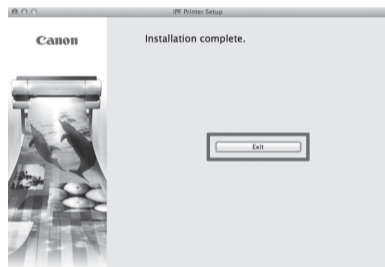**17** Select the **Execute media type update** check box and click **Next**.

18 Click **OK**.

MEMO
• If the same model of printer is already registered on the computer, a screen is displayed for printer selection. Select the desired printer and click **Next**.

19 Click **Exit**.

Important
• The following screen is displayed while the media information is being updated. Do not perform any other operations. When the media information has been updated, the screen is no longer displayed.
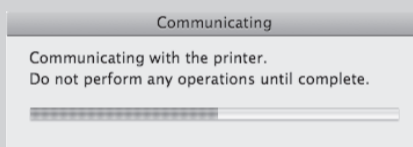
Store Accessories in the Pockets

1 Use the manual pocket to store the manual so you can refer to it as needed.
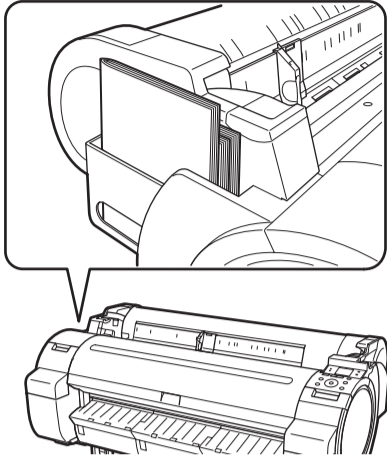
2 When using the stand, store the 3-inch paper core attachment and other accessories in the accessory pocket.

MEMO • The accessory pocket is included with the stand.

How to Display the Electronic Manuals
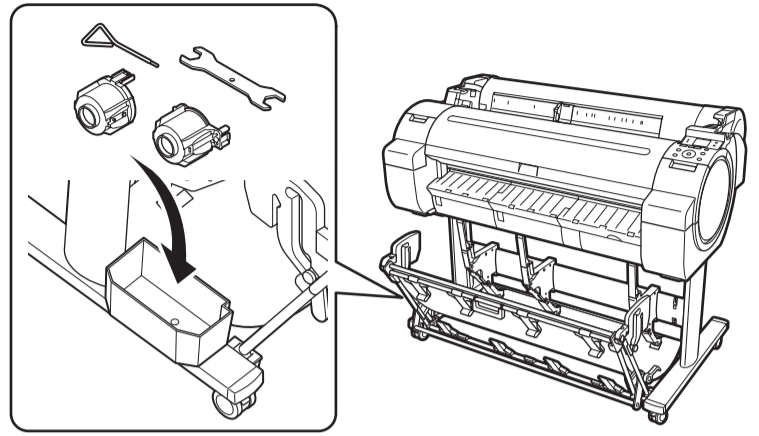
The electronic manuals for this printer are the User's Guide, Paper Reference Guide, and Basic Guide. For details on the content of each manual, refer to "The Manuals Supplied with This Printer" on P. 1.

Viewing the User's Guide and Paper Reference Guide

The User's Guide and Paper Reference Guide are not included with the printer. You can view each of the manuals on the Web from the links in the installed software by using the following procedure. An Internet connection is required in order to view the manuals.

On Windows

This section describes how to view the User's Guide and Paper Reference Guide from the printer driver.

> MEMO • You can also view each of the manuals by clicking the links to the product manuals from other installed software.
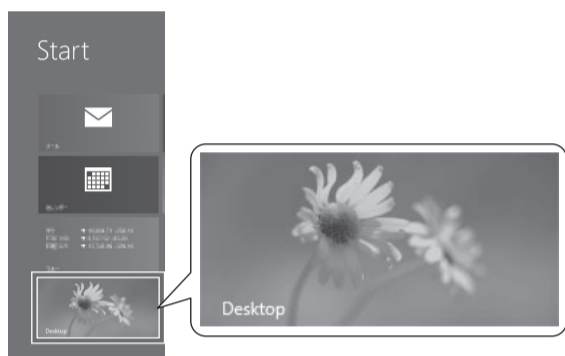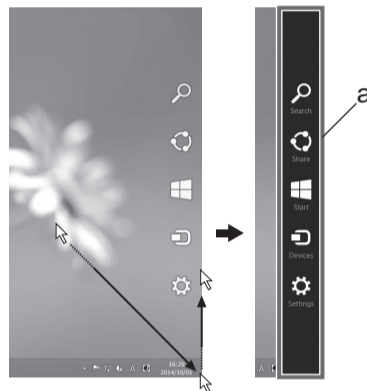
1

On Windows 7 and earlier

Click the **Control Panel** from the desktop **Start** menu.
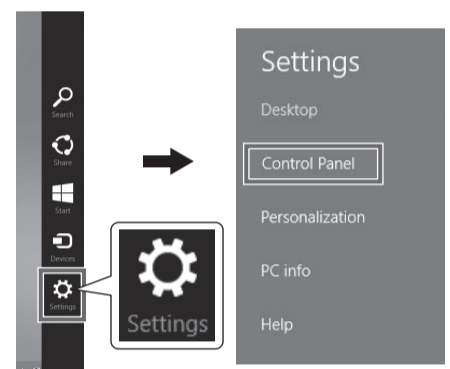
On Windows 8 and later

1. If the **Start** screen is displayed, click the **Desktop** tile to display the desktop.

2. Move the mouse pointer upwards from the bottom right corner of the desktop to display the charms (a).
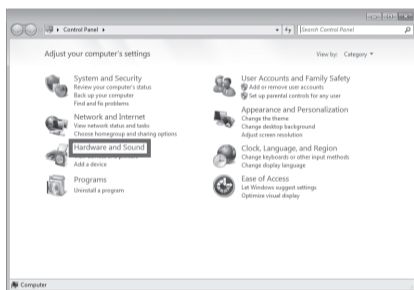

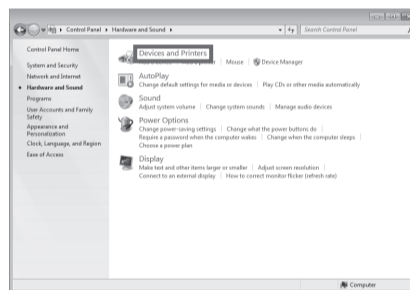3. Click the **Settings** button and then **Control Panel**.

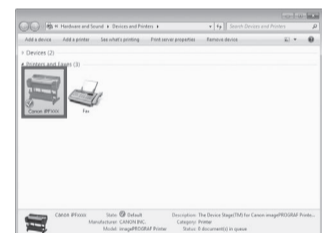**2** Click **Hardware and Sound** (or **Printer and Other Hardware**).

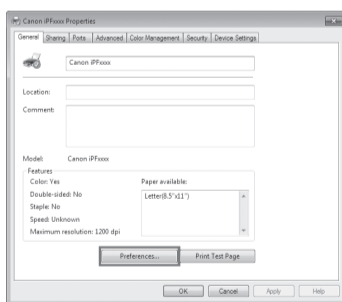**3** Click **Devices and Printers** (or **Printers** or **Printers and Faxes**).

4 Right-click the printer and then click **Printer Properties** (or **Properties**).

5 Click **Preferences** (or **Printing Preferences**) to open the **Printing Preferences** dialog box that has the name of the printer in the title.

6 Select the **Support** sheet and click the **User Manual** button.
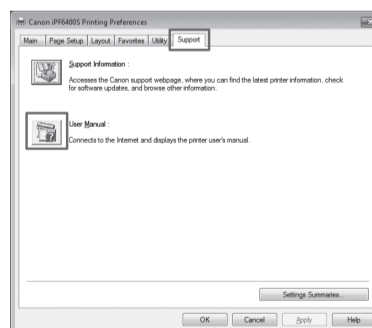
7 To display the user guide, click **User's Guide**.
To display the Paper Reference Guide, click **Paper Reference Guide**.

On Mac OS

This section describes how to view the User's Guide and Paper Reference Guide from the **Printmonitor** that is installed with the printer driver.

> MEMO • You can also view each of the manuals by clicking the links to the product manuals from other installed software.

1 Click the **System Preferences** icon in the **Dock**.

2 Click **Print & Scan**. (This is identified as **Printers & Scanners** or **Print & Fax** in other versions of Mac OS.)

3 Select the printer from the list of printers and click **Options & Supplies**.

4 Click **Utility**.
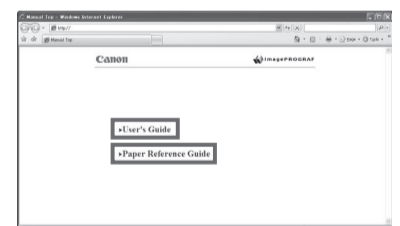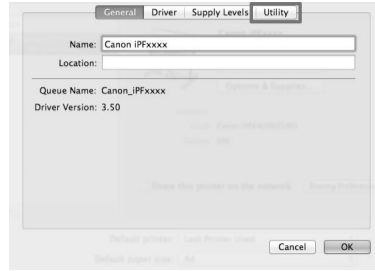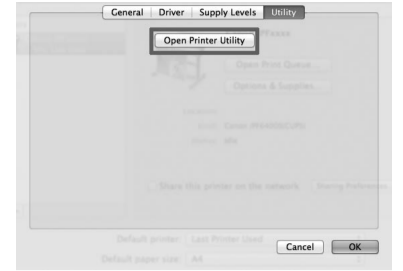
5 Click **Open Printer Utility**.

6 Click **Support**.
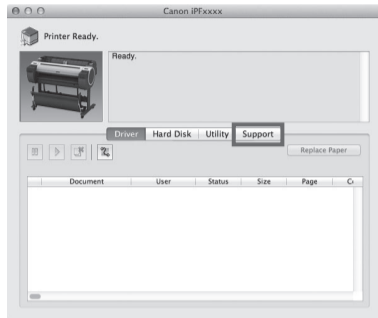
7 Click the **User Manual** button.

8 To display the user guide, click **User's Guide**.
To display the Paper Reference Guide, click **Paper Reference Guide**.
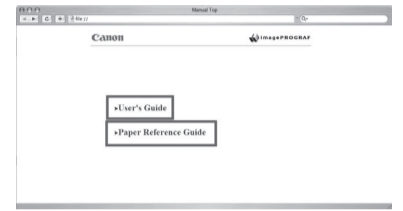
Viewing the Basic Guide

The Basic Guide is stored on the User Software CD-ROM that is included with the printer. Use the following procedure to view it.

On Windows

1 Load the User Software CD-ROM into the CD-ROM drive of the computer.

2 Click **View Basic Guide** in the **Setup Menu** window.

3 Open the PDF file that is contained in the folder that opens.

The Basic Guide is displayed.
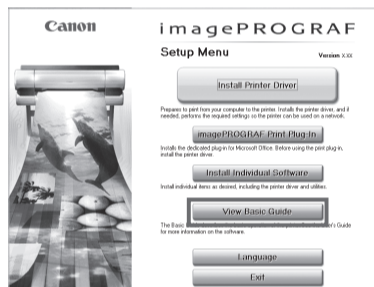
On Mac OS

1 Load the User Software CD-ROM into the CD-ROM drive of the computer.

2 Double-click the CD-ROM on the Desktop and then the **iPF Printer Setup** icon.

3 Click **Basic Guide**.

4 Open the PDF file that is contained in the folder that opens.

The Basic Guide is displayed.

⚠ Responding to Messages

Error messages may appear on the display screen of the control panel during printer installation in some cases. If so, it may not indicate a problem with the printer, and the issue may be easily resolved. Common messages and the causes are listed here with c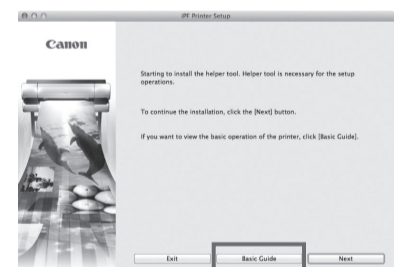orrective actions. For more information on other messages, refer to the User's Guide or Basic Guide. (See "How to Display the Electronic Manuals" on P.14)

Message	Cause	Corrective Action
Check if ink tank is set, and its color and direction.	There is no ink tank of the indicated color in the printer.	Load or reload the ink tank. (see steps 4-11 on page 3)
Cannot recognize print head. Open the top cover and re-insert the printhead.	The printhead is not installed.	Install the printhead. (see steps 1-9 on page 4)
Paper is crooked. Push the release lever back, then Pull out the cut sheet.	The loaded paper is crooked.	1. Press the release lever backwards. 2. Pull out the paper. 3. Pull the release lever forward. 4. Load or reload the paper.
Could not detect paper size. Push release lever back, Pull out the cut sheet.	The paper is loaded in the wrong position or the paper is curled.	
Insert the maintenance cartridge.	The maintenance cartridge is removed.	Install the maintenance cartridge correctly.
Hardware error. 03130031-2F7x (where x is 0, 1, or 2)	The ink tank is not installed correctly.	Turn off the power, remove and then reinstall all of the ink tanks, and then turn on the power. (See steps 4-5 and 8-11 on page 3) If the same message is displayed again, write down the error code and message, turn off the printer, and contact your Canon dealer for assistance.
Hardware error. xxxxxxxx-xxxx (x represents a letter or number)	Another kind of error has occurred.	Turn off the printer and wait at least three seconds before restoring the power. If the message still appears, write down the error code and message, turn off the printer, and contact your Canon dealer for assistance.
ERROR Exxx-xxxx (x represents a letter or number)	You may have encountered an error that cannot be resolved.	Write down the error code and message, turn off the printer, and contact your Canon dealer for assistance.

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