

# Canon



Color Bubble Jet™ Printer

# BJC-2100 Series

# User's Manual



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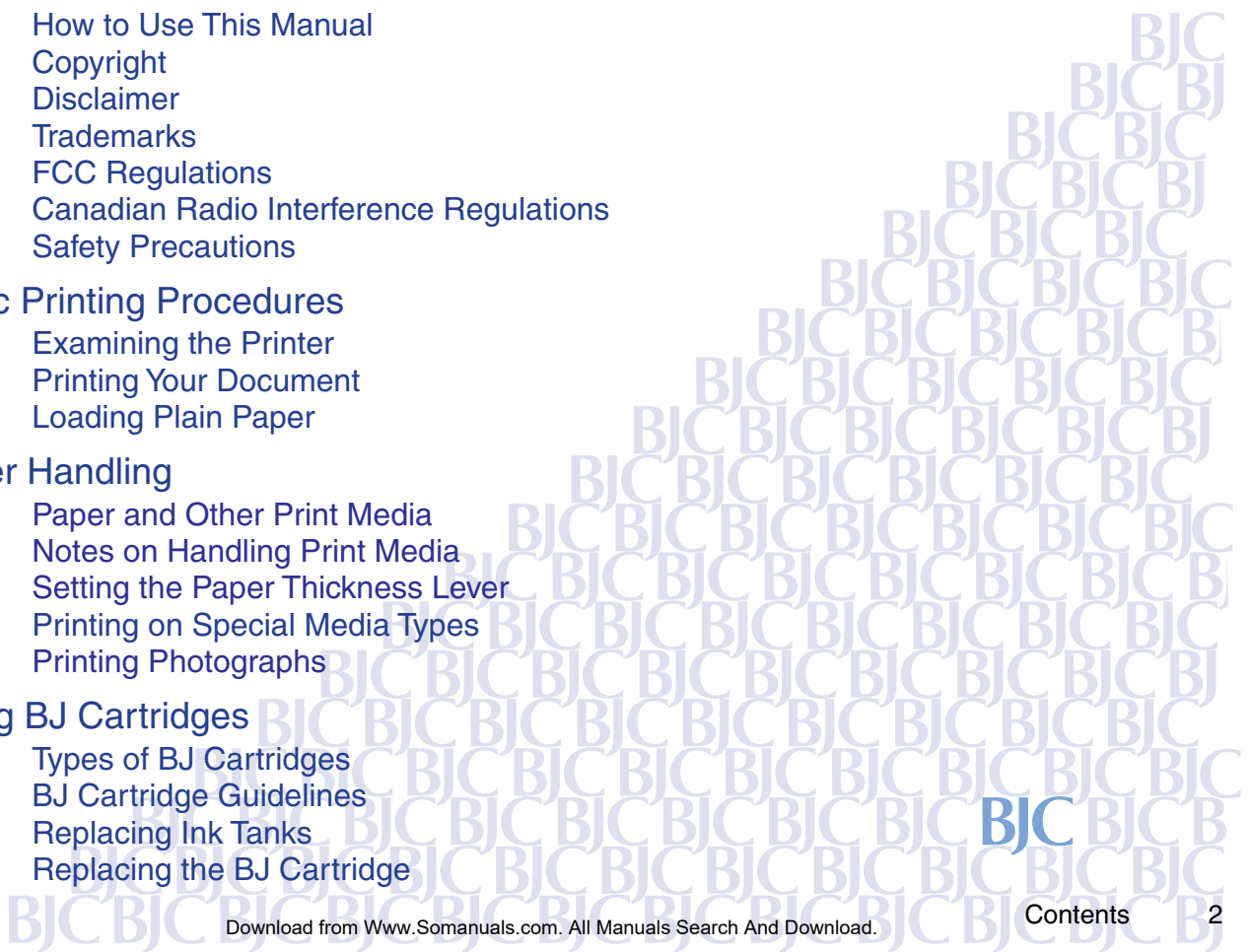
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# Introduction

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Welcome

Printer Documentation

How to Use This Manual

Copyright

Disclaimer

Trademarks

FCC Regulations

Canadian Radio Interference Regulations

Safety Precautions



# Welcome

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Thank you for purchasing the BJC-2100 Series Color Bubble Jet Printer.

## Printer Documentation

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The documentation for your printer consists of these items:

### ■ Quick Start Guide

Shows you how to set up the printer and prepare it for operation according to your computer system. You may also need your computer manual for reference during setup.

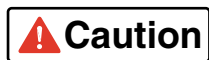
### ■ User's Manual (this manual)

Shows you everything you need to know about using the printer efficiently and safely. A detailed troubleshooting section provides step-by-step guidance for identifying and solving printing problems.

This *User's Manual* provides complete explanations of the features and functions of the printer. To maximize the life of your printer, it's a good idea to familiarize yourself fully with all of its functions.

## ■ Conventions

This *User's Manual* uses the following symbols to indicate important information. Always observe the instructions indicated by these symbols.



### Caution

Cautions alert you to ways to avoid injury to yourself, damage to the printer, or the loss of valuable data.

### Note



Notes provide advice, tips, and suggestions that are intended to help you work more efficiently with the printer.



This arrow and blue text indicate a link to where you can find more information about the current subject.

This manual uses the following symbols depending on the computer system you are using. Always observe the instructions indicated by these symbols.

### Windows

Indicates information for Windows<sup>®</sup> 2000, Windows 98, Windows 95, and Windows NT users only.

### Macintosh

Indicates information for iMac<sup>™</sup> and Power Macintosh<sup>®</sup> G3 and G4 users only.

Throughout this guide the names Microsoft<sup>®</sup> Windows<sup>®</sup> 2000, Microsoft Windows 98, Microsoft Windows 95, and Microsoft Windows NT 4.0, are abbreviated, respectively, as Windows 2000, Windows 98, Windows 95, and Windows NT.

# How to Use This Manual

To view this *User's Manual*, please use Acrobat Reader 4.0, which is included on your CD-ROM, or a later version of Acrobat Reader.



Use this button when you wish to enlarge the screen you are viewing. Select this button in the tool bar, and then click within the screen of the *User's Manual*.



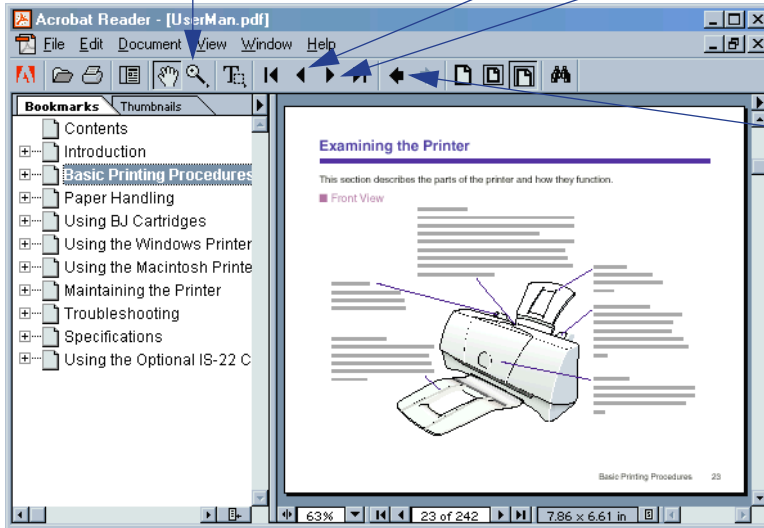
Use this button to display the previous page of the *User's Manual*.



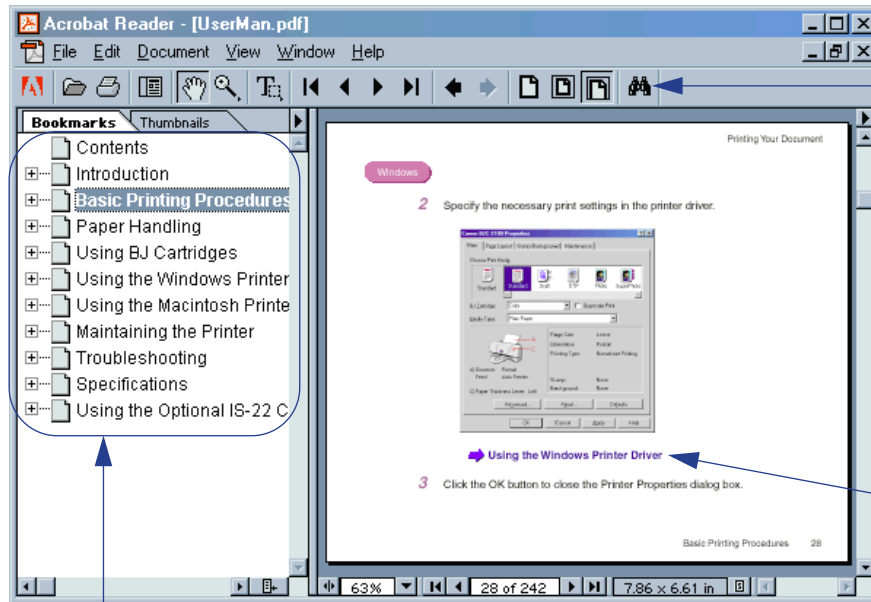
Use this button to display the next page of the *User's Manual*.




Use this button to return to the page you were viewing previously. This button moves you back from another page.







 Use this button when you wish to search for a word.

This arrow and blue text indicate a jump to another location in the *User's Manual* where the topic shaded in blue is discussed.

This column displays a table of contents for the *User's Manual*.  
 Click the desired item to jump to the topic.  
 Click the + (or ►) symbol when you wish to see detailed headings for each chapter.  
 Click the – (or ▼) symbol when you wish to return to the original (condensed) display.

## Copyright

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## Disclaimer

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Canon Computer Systems, Inc. has reviewed this manual thoroughly in order to make it an easy to use guide for your Canon BJC-2100 Series Color Bubble Jet Printer. All statements, technical information, and recommendations in this guide 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, representations or warranties concerning the products described.

Your printer and the software media included with your printer have been sold to you subject to the limited warranties set forth in the warranty card and license agreement enclosed with the respective products. All software is licensed AS IS, as described in the license agreement enclosed with the software media. Further, CCSI reserves the right to make changes in the specifications of the products described in this guide at any time without notice and without obligation to notify any person of such changes.

## Trademarks

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Microsoft and Windows are registered trademarks of Microsoft Corporation in the U.S. and other countries.

Mac and the Mac logo are trademarks of Apple Computer, Inc., registered in the U.S. and other countries. All other product and brand names are trademarks or service marks of their respective owners.



ENERGY STAR<sup>®</sup> COMPLIANT

As an ENERGY STAR<sup>®</sup> Partner, Canon U.S.A., Inc. has determined that this product meets the ENERGY STAR<sup>®</sup> guidelines for energy efficiency.

# FCC Regulations

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## Color Bubble Jet Printer, Model BJC-2100

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

Note: This equipment has been tested and found to comply with the limits for Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

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

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

## Canadian Radio Interference Regulations

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This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the interference-causing equipment standard entitled “Digital Apparatus,” ICES-003 of the Industry and Science Canada.

Cet appareil numérique respecte les limites de bruits radioélectriques applicables aux appareils numériques de Classe B prescrites dans la norme sur le matériel brouilleur: “Appareils Numériques,” NMB-003 édictée par l’Industrie et Sciences Canada.

# Safety Precautions

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Please read the safety warnings 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 as this could result in unforeseen printer faults or cause a fire or electric shock.

Printer Location

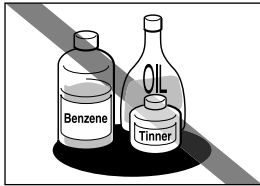
Power Supply and Power Cord

Cleaning and Maintaining the Printer

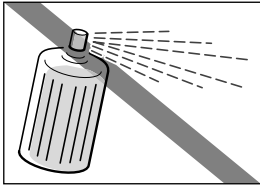
Working Around the Printer

BJ® Cartridges and Ink Tanks

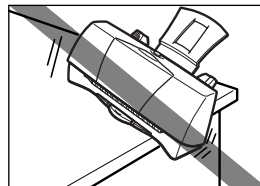
## ■ Printer Location



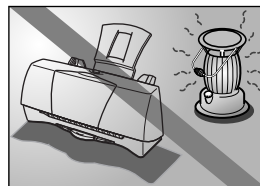
Do not place the printer close to flammable solvents such as alcohol or thinners. If flammable solvents come in contact with electrical components inside the printer, such substances could cause a fire or electric shock.



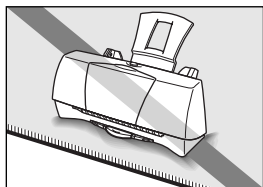
Do not use flammable sprays near the printer. Gases in the spray could cause a fire or electric shock if they come in contact with electrical components inside the printer.



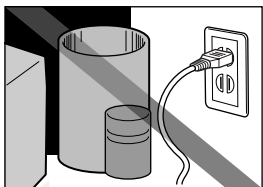
Do not install the printer in a location that is unstable or subject to excessive vibration. The printer could tip over or fall and cause injury.



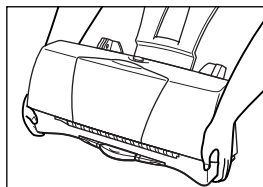
Do not install the printer in locations that are very humid or dusty, in direct sunlight, or close to a heating appliance or fireplace. To avoid the risk of fires or electric shocks, install the printer in a location with an ambient temperature range of 41 to 95°F (5 to 35°C) and humidity of 10 to 90% (condensation free).



Do not place the printer on a thick rug or carpet. Fibers or dust entering the printer could cause a fire.



Keep the power outlet for the printer free of all obstacles so you can unplug the power cord at any time. Such obstacles could prevent you from unplugging the printer when a printer fault occurs and cause a fire or electric shock.

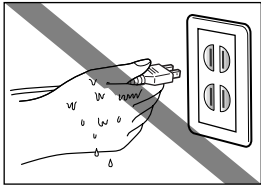


When you are carrying the printer, always use both hands and hold the printer by both ends. When you are moving the printer to another location, keep it stable so that you do not drop it and cause injury.

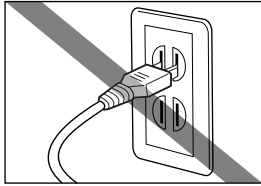


## ■ Power Supply and Power Cord

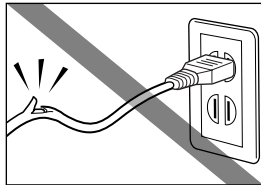
The socket-outlet shall be installed near the equipment and shall be easily accessible.



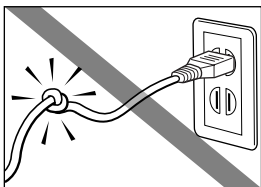
Do not attempt to plug the power cord into the power outlet or unplug the power cord when your hands are wet. This could cause an electric shock.



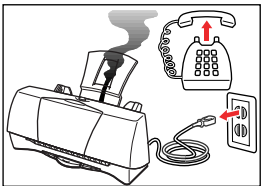
Always push the plug all the way into the power outlet. A loose or poorly inserted plug could cause a fire or electric shock.



Do not damage, modify, stretch or excessively bend or twist the power cord. Do not place heavy objects on the power cord. Power leaking from a damaged power cord could cause a fire or electric shock.

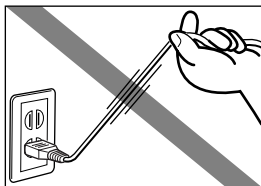


Do not use the printer while the power cord is bundled or knotted. This could cause a fire or electric shock.

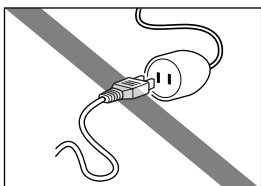


If you detect smoke, unusual smells or strange noises around the printer, immediately unplug the power cord. Continuing to use the printer in these circumstances could cause a fire or electric shock. Call the Canon Customer Care Center.

 **Getting Help From Canon**



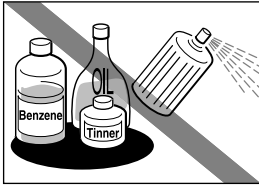
Always grasp the plug when you unplug the power cord. Unplugging the power cord by pulling on the cord can damage the cord and cause a fire or electric shock.



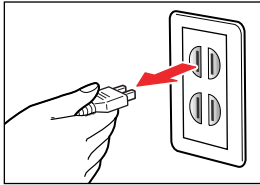
Do not use a power supply voltage other than that supplied in the country of purchase. Using incorrect voltage could cause fire or electric shock. The correct power supply voltage and frequency is as follows:

USA/Canada: AC 120V, 60Hz

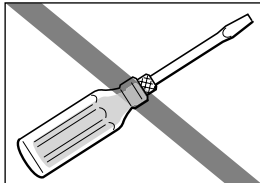
## ■ Cleaning and Maintaining the Printer



Use a damp cloth to clean the printer. Do not use flammable solvents such as alcohol, benzene or thinners. If flammable solvents come in contact with electrical components inside the printer, such substances could cause a fire or electric shock.

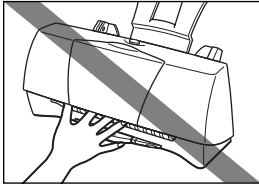


Always unplug the printer from the power outlet when you are cleaning the printer. If you mistakenly plug in the printer while cleaning it, you could touch moving internal printer components and suffer injury.

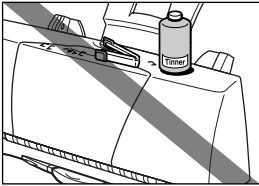


Do not attempt to disassemble or modify the printer. There are no user serviceable parts inside the printer. The printer contains high-voltage components that could cause a fire or electric shock. Never attempt any maintenance procedure other than the ones described in this guide.

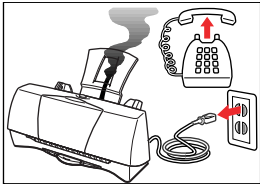
## ■ Working Around the Printer



Do not put your hands or fingers in the printer while it is printing. The printer contains moving parts that could cause injury.



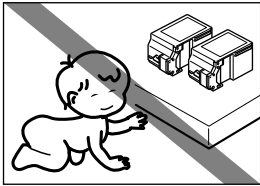
Do not place metal objects (paper clips, staples, etc.) or containers of flammable solvents (alcohol, thinners, etc.) on top of the printer. Such objects could fall or spill into the printer and cause a fire or electric shock.



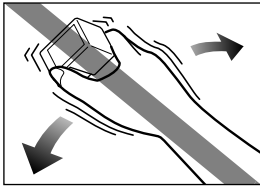
If any foreign object (metal or liquid) enters the printer, unplug the power cord and call the Canon Customer Care Center. Continued use of the printer when a foreign object has fallen into the printer could cause fire or electric shock.

 **Getting Help From Canon**

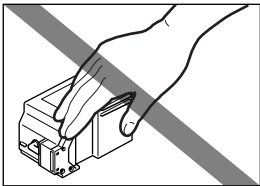
## ■ BJ® Cartridges and Ink Tanks



For safety reasons store BJ cartridges and ink tanks out of the reach of small children. If a child inadvertently licks a BJ cartridge or ink tank or ingests any ink, consult a physician immediately.



Do not subject BJ cartridges or ink tanks to shocks or excessive vibration. This could cause the ink to leak out and stain your clothing or the surroundings.



Do not touch the metal contacts on a BJ cartridge after printing. The metal parts may be very hot and could cause burns.

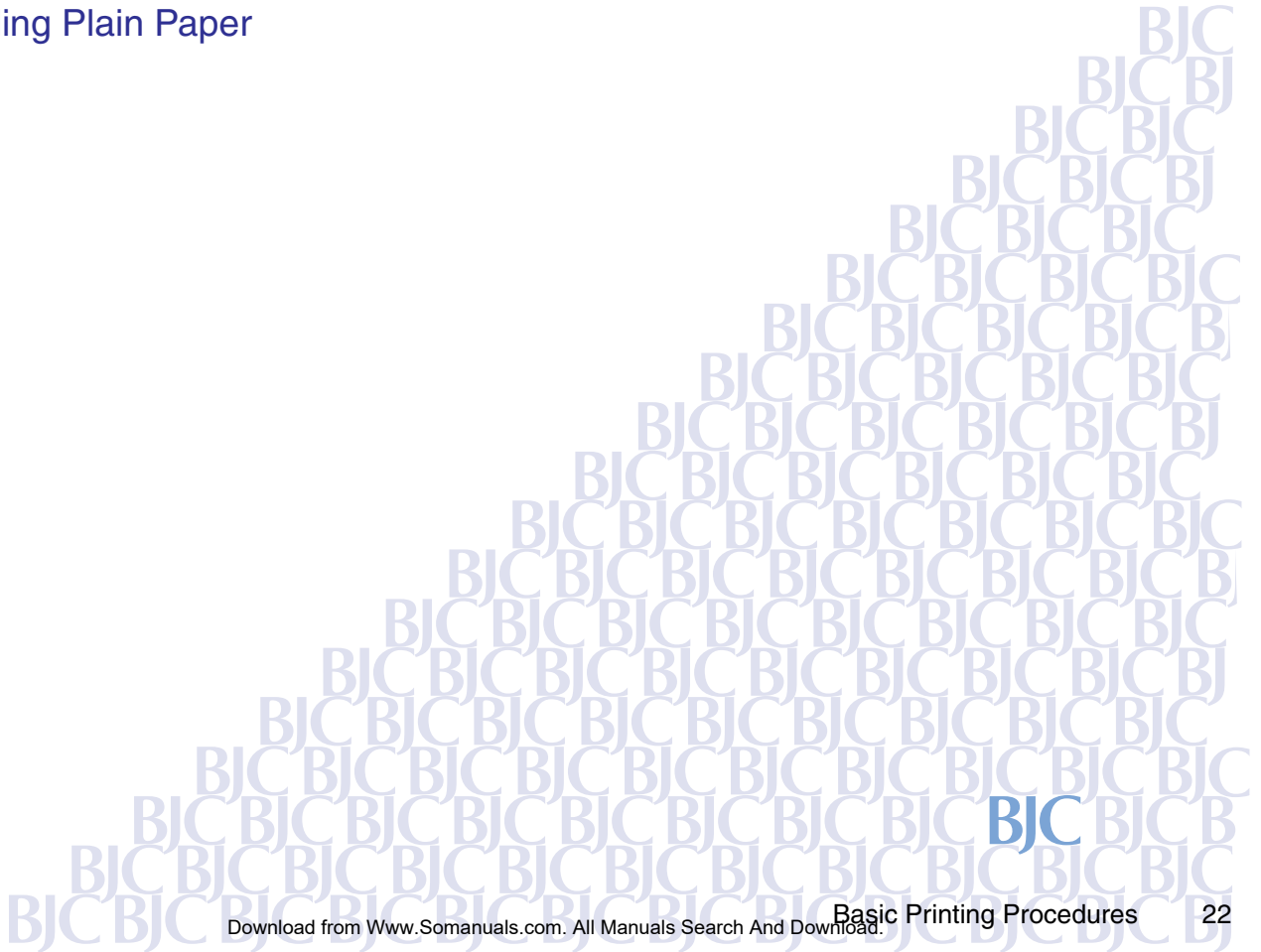
# Basic Printing Procedures

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Examining the Printer

Printing Your Document

Loading Plain Paper



# Examining the Printer

This section describes the parts of the printer and how they function.

## ■ Front View

### Paper Guide

Align this guide with the edge of the sheet loaded into the auto sheet feeder.

### Paper Output Tray

Holds the printed sheets when they are fed out of the printer. Fold this tray down before you start printing. It can be folded up while the printer is not in use.

### RESUME Button

After you have resolved a sheet feeding problem, press this button to resume printing. You can also press this button twice to start a Nozzle Check Pattern. You can start print head cleaning or reset the printer by pressing and holding down the RESUME button for more than two seconds. To avoid wasting ink, do not press and hold the RESUME button for more than two seconds unless necessary.

### Paper Rest

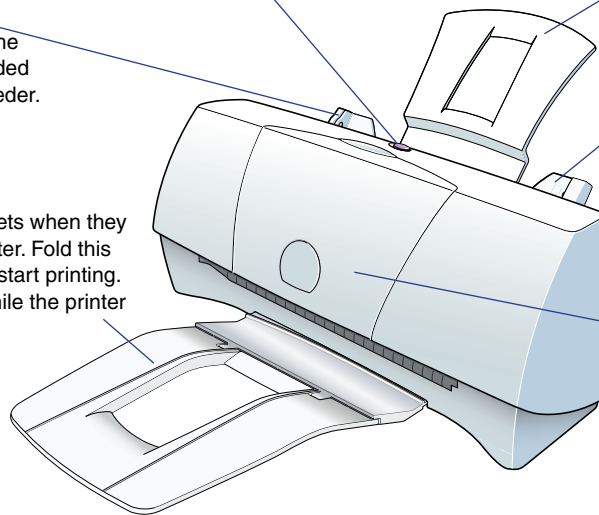
Supports the media loaded in the auto sheet feeder.

### Auto Sheet Feeder

Holds sheets of paper or other media for printing. The auto sheet feeder holds multiple sheets which are automatically fed into the printer one sheet at a time.

### Front Cover

Open this cover to install or replace the BJ cartridge, change the paper thickness lever, or clear a paper jam.

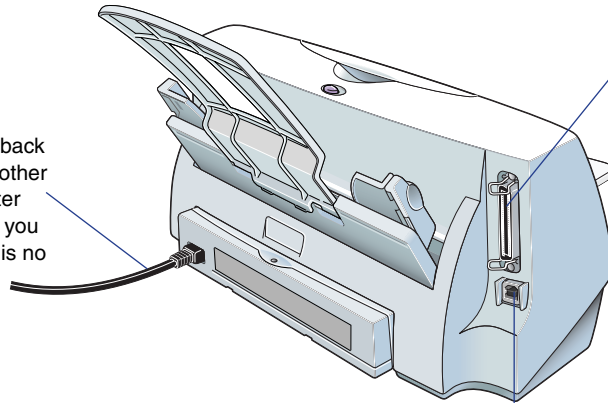


**Note** ▶▶

To ensure optimum performance of the print head, the printer automatically cleans the print head every time it is plugged in or the front cover is closed after being open for more than a few seconds. Avoid unplugging the printer and opening the front cover unnecessarily as print head cleaning consumes ink.

**■ Back View****Power Cord**

Connect the power cord to the back of the printer then connect the other end to a power outlet. The printer switches on automatically after you connect the power cord. There is no power button or power light on the printer.

**Parallel Interface Connector**

Connect the printer cable here and connect the other end of the printer cable to your computer.

**USB Interface**

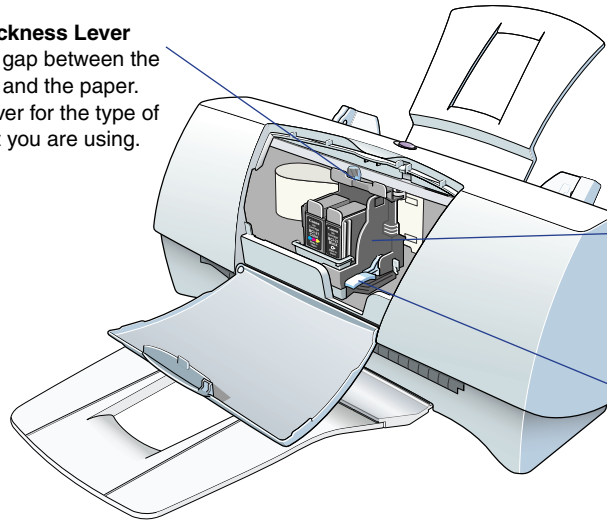
Provides a connection point for connecting a USB interface cable to the printer.



## ■ Inside the Printer

### **Paper Thickness Lever**

Adjust the gap between the print head and the paper. Set this lever for the type of media that you are using.



### **Cartridge Holder**

Holds the BJ cartridge or the optional IS-22 Color Image Scanner Cartridge.

### **Cartridge Lock Lever**

Unlocks the cartridge holder so you can remove and replace the BJ cartridge. Raise the cartridge lock lever to release the BJ cartridge and lower it to lock the BJ cartridge.

# Printing Your Document

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After you set up the printer, you can start printing. This section describes how to print a document on plain paper.

- 1** Create a document using an application program. (Or, open the file you wish to print.)  
Specify the paper size in the application program you are using.
- 2** Make sure that the printer is set up properly.
  - Make sure that the printer is plugged in.
  - Load a stack of plain paper into the auto sheet feeder.

Now you define settings in the printer driver dialog box.

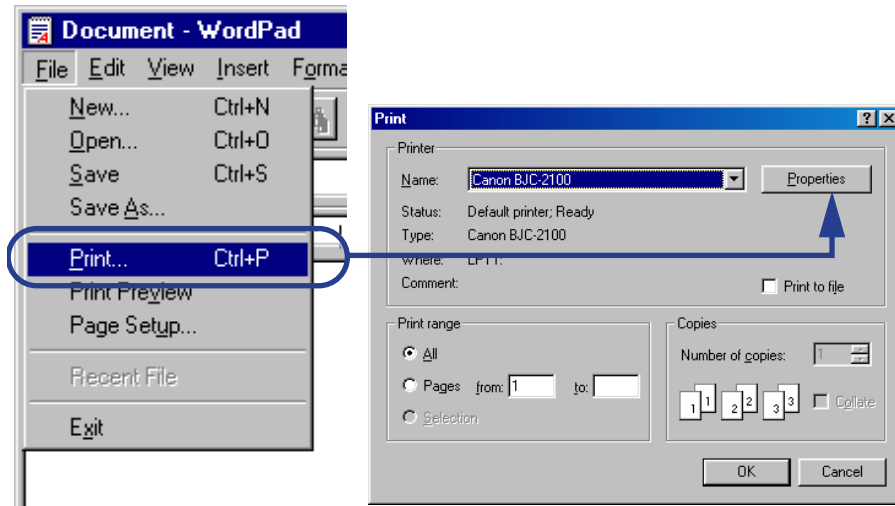
 **For Windows users**

 **For Macintosh users**

## Windows

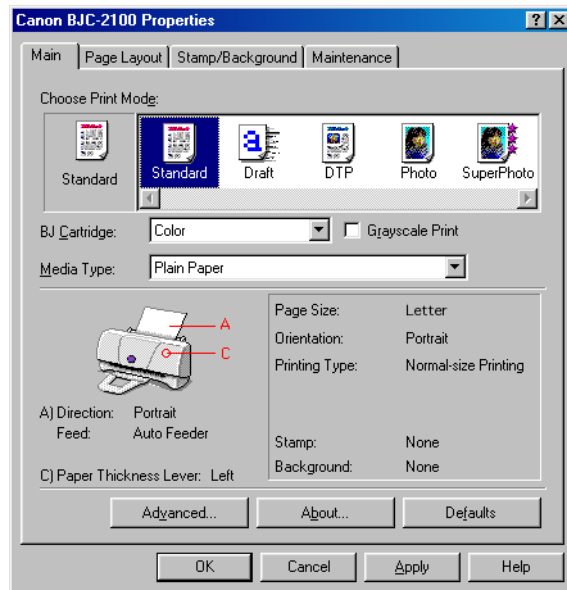
*For Windows users***1** Open the Printer Properties dialog box.

Select the command used for printing, make sure the Canon BJC-2100 is selected as the default printer, and then click the Properties button. (Depending on the application program you use, the print operation procedure may be different. Refer to the documentation for your application program.)



## Windows

- Specify the necessary print settings in the printer driver.

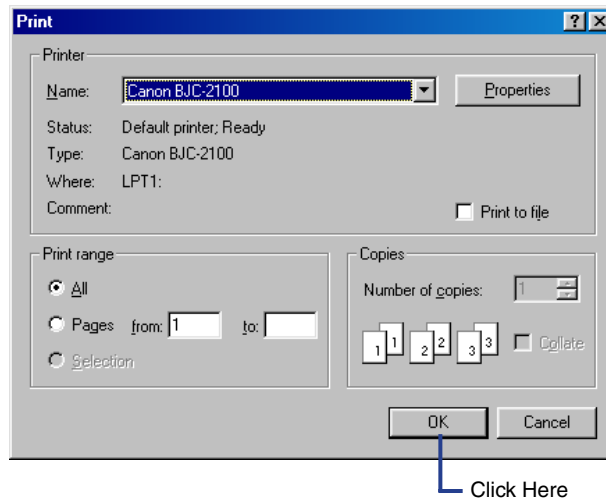


### ➡ Using the Windows Printer Driver

- Click the OK button to close the Printer Properties dialog box.

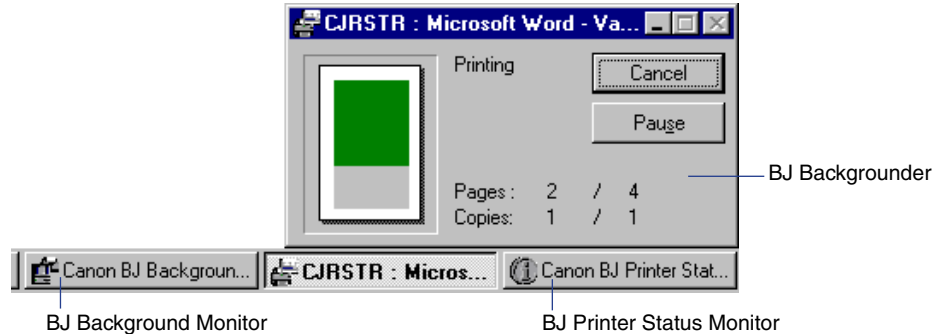
## Windows

- 4 Start printing from the application program.  
Click the OK button. Printing begins.



## Windows

The following screen appears during printing.



### BJ Backgrounder

The BJ Backgrounder is displayed in the lower right corner of the screen. You can cancel or pause the print job.

### BJ Background Monitor

The BJ Background Monitor is launched automatically and is minimized on the Windows Taskbar. You can cancel the print job, change the order of the documents you print, or even switch the priority of background printing over the processing of another application program.

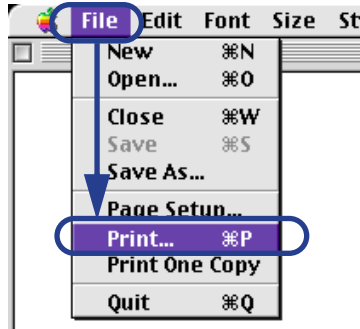
### BJ Printer Status Monitor

The BJ Printer Status Monitor checks the status of the printer. If an error occurs, the BJ Printer Status Monitor displays the cause of the error and a solution. The BJ Printer Status Monitor also detects the remaining ink in the BJ cartridge and displays a warning message when the ink is low.

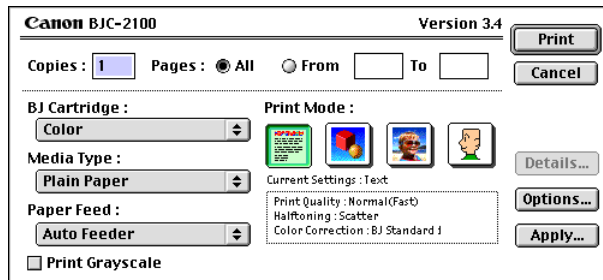
Macintosh

*For Macintosh users*

- 1 Select the command used for printing to open the dialog box.  
Normally select Print or Page Setup from the File menu.



- 2 Specify the necessary print settings in the printer driver.



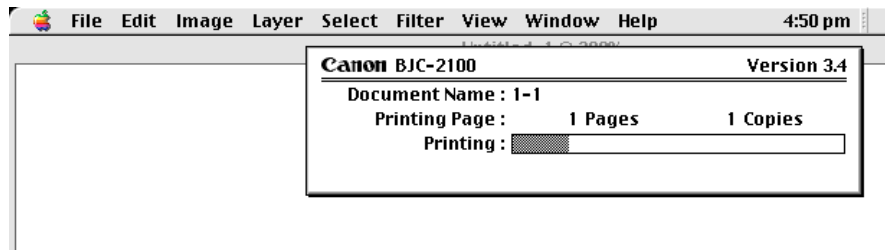
## ➡ Using the Macintosh Printer Driver

## Macintosh

**3** Start printing from the application program.

Click the Print button. Printing begins.

The following screen appears during printing.



When a single Macintosh computer is connected to the printer, and while printing from the print server in a network environment, the print progress is displayed.

While printing from a client unit in a network environment, the data transmission progress to the print server is displayed.

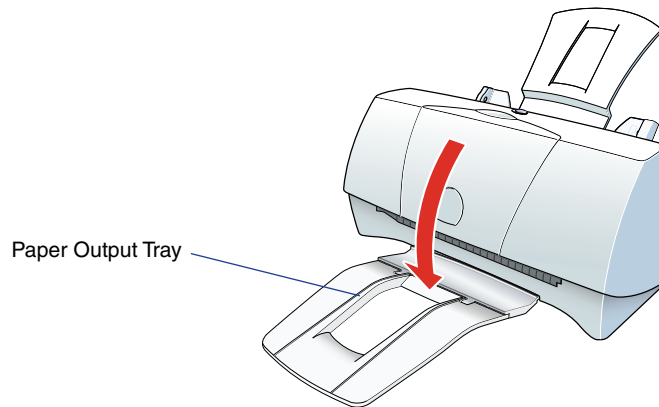


# Loading Plain Paper

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This section describes how you load plain paper.

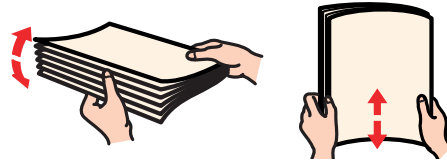
- 1 Lower the paper output tray.



## Note ►►

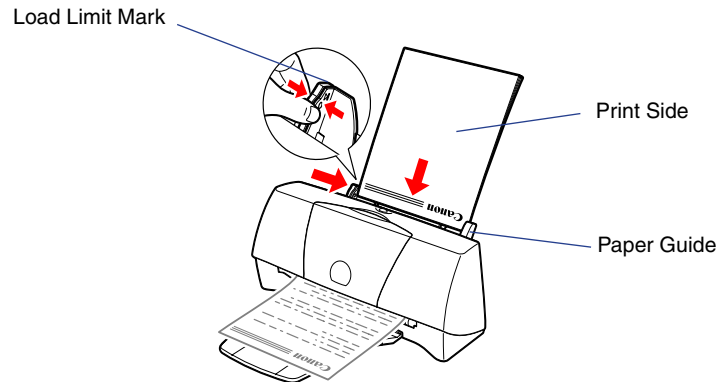
The paper output tray can be raised while you are not printing.

- 2 To avoid paper jams, fan the stack to remove static cling, then align the edges of the stack by tapping it on a flat surface.



- 3 Load the stack of paper.

- Align the stack with the right side of the auto sheet feeder and insert it into the auto sheet feeder. (You can print on either side of plain paper.)
- Slide the paper guide to the left side of the stack until it is snug.



**Note** ►►

Make sure that the top of the stack is not higher than the load limit mark.

# Paper Handling

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Paper and Other Print Media

Notes on Handling Print Media

Setting the Paper Thickness Lever

Printing on Special Media Types

- Artist Canvas

- Back Print Film

- Banner Paper

- Glossy Photo Cards

- Glossy Photo Paper

- Greeting Cards

- High Gloss Film

- High Resolution Paper

- Magnet Sheets

- Transparencies

- T-Shirt Transfer

- Envelopes

Printing Photographs

# Paper and Other Print Media

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This section describes the types of print media you can use with the printer.

## ■ Ordinary Paper

- Plain Paper

You can use standard photocopier paper. The paper weight must be from 17 to 28 lb (64 to 105 g/m<sup>2</sup>). You can also use Canon Bubble Jet Paper.

**Note** ►► To prevent paper jams and other problems, never use media heavier than 28 lb (105 g/m<sup>2</sup>).

### ► Specifications

- Envelopes

You can use the standard US Commercial #10 and European DL sizes. You can also use the envelopes that come with Canon Greeting Cards. Do not use other envelope sizes.

## ■ Canon Specialty Paper

- Artist Canvas

Use this media to add an artistic touch to your images and artwork. In the printer driver, select High Resolution Paper for Media Type and Custom 9.5 × 14 inch for Paper Size.

- Back Print Film

This white translucent film is ideal for displays that use backlighting to show a printed image in the same way as slides and stained glass. The original image is reversed (mirrored) when printed. You cannot print on this media using the BC-22e Photo BJ Cartridge.

- Banner Paper

This banner paper allows you to print on up to six connected sheets of letter-size paper to create party or advertising banners.

- Brilliant White Paper

Canon's unique paper formulation gives you a bright white printing surface that produces incredibly brilliant colors and dark, crisp black text. This paper works great for everyday use, as well as proposals, color presentations, color charts and graphs, flyers, and newsletters. You can print on both sides of the sheet. In the printer driver, select Plain Paper for the Media Type when you load this paper.

- Bubble Jet Paper (water resistant)

The Canon Bubble Jet Paper has been developed for high quality printing with minimal or no smearing or running when in contact with water or damp surfaces, making it a good choice for damp or rainy environments. The paper is specially coated and printable on both sides. (In the printer driver, select Plain Paper for the Media Type when you load this paper.)

- Glossy Photo Cards

A special 4.75 × 8.5 inch sheet made of the same stock as Glossy Photo Paper. You can obtain a Photo Card printed over its entire area by printing the image so that it extends beyond the perforations and then trimming off the unwanted white margins. Use this card when you want to print a full 4 × 6 inch photo.

- Glossy Photo Paper

This paper is slightly heavier than High Resolution Paper because a gloss coating is applied to the print side of the paper. This paper provides near-photographic quality images with the glossy feel of a photographic print.

- Greeting Cards

Get the most out of your card making software with Canon Greeting Cards. These cards give your unique, personalized cards the look and feel of professional cards. You can create cards, invitations, announcements, and more. These cards come in 1/4-fold and 1/2-fold sizes. In the printer driver, select High Resolution Paper for the Media Type.

- High Gloss Film

A film sheet with a higher gloss than Glossy Photo Paper. To obtain the highest quality reproduction of photographs, use this media with the BC-21e Color BJ Cartridge. You cannot print on this media using the BC-22e Photo BJ Cartridge.

- High Resolution Paper

Provides more vivid colors than plain paper. Ideal for printing photographs or business documents that include large numbers of color illustrations and graphs. For best results, use the optional BC-22e Photo BJ Cartridge to produce images comparable to your favorite photographs.

- Magnet Sheets

Printable magnets can be cut to any desired shape or size. In the printer driver, select Glossy Photo Paper for the Media Type.

- Transparencies

Use transparencies to prepare materials for use with an overhead projector. To avoid paper jams and other problems, do not use transparencies intended for use with other Canon BJ printers, laser printers, or photocopiers. You cannot print on this media using the BC-22e Photo BJ Cartridge.

- T-Shirt Transfer

This is a media for creating iron-on prints for T-shirts. You can make an original T-shirt simply by printing your favorite photograph or illustration onto this media. The original image is reversed (mirrored) when printed. You cannot print on this media using the BC-22e Photo BJ Cartridge.

# Notes on Handling Print Media

## Media You Can Use With This Printer

Before you execute a print job, open the printer driver and select the settings that match the media loaded in the printer.

➔ Using the Windows Printer Driver

➔ Using the Macintosh Printer Driver

Media	Load Limit	Print Side	Printer Driver Settings	
			Page Size	Media Type
Plain Paper	50 sheets	See package	Letter, A4, B5, A5	Plain Paper
Legal Paper	10 sheets	See package	Legal	Plain Paper
Artist Canvas	1 sheet	Coated/smooth	9.5 × 14 in.	High Resolution Paper
Back Print Film	10 sheets*	Matte side	Letter, A4	Back Print Film
Banner Paper	1 (2 to 6 sheets)	See package	Letter, A4	Plain Paper
Brilliant White Paper	50 sheets	Either side	Letter, Legal	Plain Paper
Bubble Jet Paper	50 sheets	See package	Letter, A4	Plain Paper
Glossy Photo Cards	1 sheet	Glossy side	Letter, A4	Glossy Photo Cards
Glossy Photo Paper	1 sheet	Glossy side	Letter, A4	Glossy Photo Paper
Greeting Cards	1 sheet	See package	Letter, A4	Other Paper
High Gloss Film	1 sheet	Film side	Letter, A4	High Gloss Film
High Resolution Paper	40 sheets	Whiter side	Letter, A4	High Resolution Paper
Magnet Sheets	1 sheet	Whiter side	Letter	Glossy Photo Paper
Transparencies	20 sheets*	Either side	Letter, A4	Transparency
T-Shirt Transfer	1 sheet	Unlined side	Letter, A4	T-Shirt Transfer
Envelopes US Com. No. 10 European DL	5 envelopes 5 envelopes	Front side Front side	#10 Env. DL Env.	Envelope Envelope

\*Stack one sheet of plain paper behind the media before loading in the sheet feeder.



## ■ Paper Handling Guidelines

To avoid poor print quality and possible damage to the printer, do not use the types of media listed below.

- Folded paper
- Curled paper
- Creased or crumpled paper
- Damp or wet paper
- Excessively thin media (weight less than 17 lb—64 g/m<sup>2</sup>)
- Excessively thick media (weight more than 28 lb—105 g/m<sup>2</sup>)
- Continuous feed paper (tractor feed)
- Punched paper (such as loose-leaf folder inserts)
- Reply-paid postcards (double postal card)
- Postcards with a photograph printed on the reverse side
- Postcards with a photograph or sticker pasted on
- Envelopes with overlapping flaps
- Envelopes with pressure seals
- Envelopes with embossed or treated surfaces
- To avoid touching the print surface, always handle media by the edges. Unclean or scratched print surfaces can adversely affect print quality.

- When storing the print media, put the print media back in its original packaging and avoid locations that are exposed to direct sunlight or that are subject to high temperatures or humidity. To avoid curling or wrinkling the paper, store it in a level place.
- With the following media, remove each printed sheet from the paper output tray as it is ejected, and do not touch the print side until the ink is dry. Guidelines on how long ink takes to dry on each media are as follows.

Artist Canvas	About 15 minutes
Back Print Film	About 15 minutes
Glossy Photo Cards	About 2 minutes
Glossy Photo Paper	About 2 minutes
High Gloss Film	About 2 minutes
Magnet Sheets	About 30 minutes
Transparencies	About 15 minutes

- When large amounts of ink are being used, certain types of media may curl during printing. If this occurs, move the paper thickness lever to the right. Such types of media are most suited for printing of text, and should not be used for printing documents that consist mainly of graphics or photographs.

## ■ Media Sizes

Paper	Width × Length (mm)
Letter	8.5 × 11.0 in.
Legal	8.5 × 14.0 in.
A4	210.0 × 297.0 mm
A5	148.0 × 210.0 mm
B5	182.0 × 257.0 mm
Glossy Photo Cards	4.65 × 8.43 in. (118.0 × 214.0 mm) Perforation size 4.02 × 5.98 in. (102.0 × 152.0 mm) Finished size
US Commercial #10 envelope	9.5 × 4.1 in.
European DL envelope	220 × 110 mm
Canon Greeting Card envelope	4 × 6 in.

Non-standard sizes must be within the following limits:

Minimum: 3.94 × 3.94 in. (100.0 × 100.0 mm)

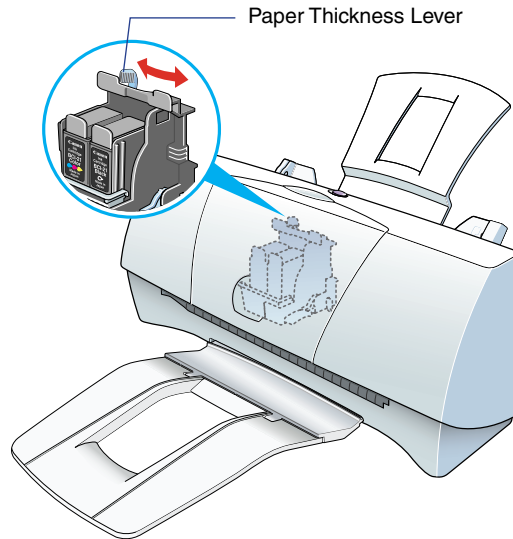
Maximum: 9.5 × 23.0 in. (241.3 × 584.2 mm)

Paper weight must be 17 to 28 lb (64 to 105 g/m<sup>2</sup>).

# Setting the Paper Thickness Lever

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Set the paper thickness lever to match the media type.



Media	Paper thickness lever
Plain paper	Left
Artist Canvas	Right
Back Print Film	Left
Banner Paper	Left
Brilliant White Paper	Left
Bubble Jet Paper	Left
Glossy Photo Cards	Left
Glossy Photo Paper	Left
Greeting Cards	Right
High Gloss Film	Left
High Resolution Paper	Left
Magnet Sheets	Right
Transparencies	Left
T-Shirt Transfer	Right
Envelopes	Right

# Printing on Special Media Types

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Artist Canvas

Back Print Film

Banner Paper

Glossy Photo Cards

Glossy Photo Paper

Greeting Cards

High Gloss Film

High Resolution Paper

Magnet Sheets

Transparencies

T-Shirt Transfer

Envelopes

## ■ Artist Canvas

- Load the Artist Canvas with the print side (coated side) up.
- Load one sheet at a time.
- Set the paper thickness lever to the right.
- Set the Media Type setting in the printer driver to High Resolution Paper.

Windows

 **Selecting the BJ Cartridge and Media Type**

Macintosh

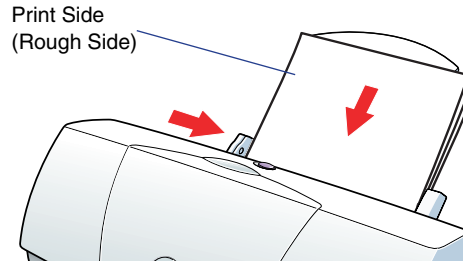
 **Changing the Print Dialog Box Settings**

- Set the Page Size setting to Custom in the printer driver. Then set the Custom page size to 9.5" × 14".
- Remove each printed sheet as it is ejected from the printer.
- Do not touch the printed side until the ink is completely dry. About 15 minutes are required for drying.
- Return unused sheets to the original package. Store the sheets in a flat, dry, cool location away from direct sunlight, high temperature, and high humidity.
- Do not use the BC-22e Photo BJ Cartridge when printing an Artist Canvas.

## ■ Back Print Film

This is semi-transparent film used for backlit display. Printed images are reversed (mirrored).

- Do not use the BC-22e Photo BJ Cartridge when printing back print films.
- Load back print film with the printing side (the rougher side) facing up.



- You can load up to 10 sheets at one time in the sheet feeder.
- Select Back Print Film as the Media Type setting in the printer driver.

Windows

➡ **Selecting the BJ Cartridge and Media Type**

Macintosh

➡ **Changing the Print Dialog Box Settings**

- After printing, remove each sheet from the output tray as it is ejected.
- Allow about 15 minutes for the ink to dry.

### Note ▶▶

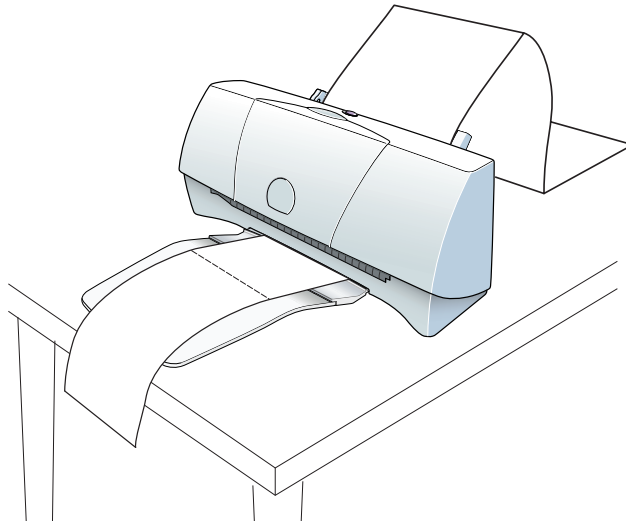
To avoid smudging and prevent printed sheets of back print film from sticking together, place a sheet of uncoated plain paper between each sheet of back print film. When storing a single sheet of back print film in a plastic folder, place sheets of plain paper on both sides of the film.



## ■ Banner Paper

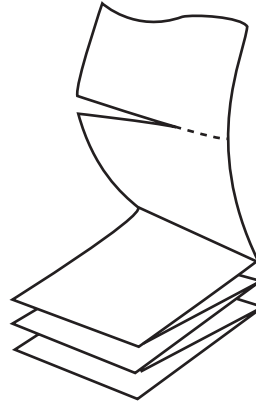
Banner Paper consists of letter-size sheets that are joined together to make one long strip. These are used for printing long posters or banners (up to six sheets in length).

- Printing on banner paper consumes a great deal of ink. If the BJ cartridge is low on ink, replace it.
- Position the printer so that the banner paper can hang straight down as it emerges.

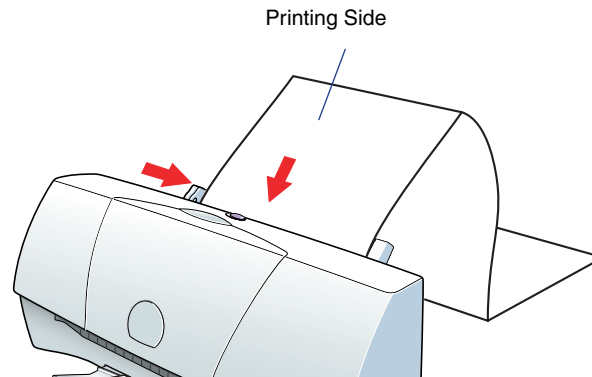


- Do not allow the banner to touch your desk or floor until the ink is dry.

- Tear off the number of sheets you want to print, plus one extra. A maximum of six sheets can be printed at one time. In this case, tear off seven sheets.



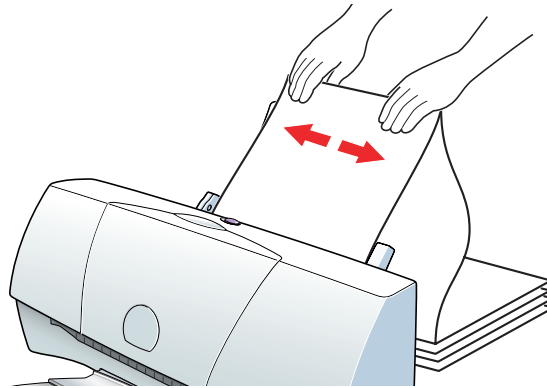
- When setting the paper guide, leave a small space along the edge of the paper.



**Note** ▶▶

Load the banner paper so that the trailing edge is folded up and not hanging down.

- Fold the joint between sheet 1 and sheet 2 upward.



- Set the Media Type setting in the printer driver to Plain Paper.

Windows

➔ **Selecting the BJ Cartridge and Media Type**

Macintosh

➔ **Changing the Print Dialog Box Settings**

- Select the Banner Printing option in the printer driver. For Windows, the Banner Printing option is on the Page Layout tab. For Macintosh, the Banner Printing option is in the Page Setup dialog box. Use your online help for details.

## ■ Glossy Photo Cards

This specialized paper has the same qualities as Glossy Photo Paper. By setting the print area to extend beyond the perforations, you can use this media type to print cards without white margins. This is useful when you want to print a color photo card that covers the entire print area.

- Before creating data to be printed, set the size in the application program to Photo card.
- Do not tear away the perforations before printing.
- Load with the printing side (the glossier side) facing up.
- Load one sheet at a time.
- Set the Media Type setting in the printer driver to Glossy Photo Cards.

Windows

 **Selecting the BJ Cartridge and Media Type**

Macintosh

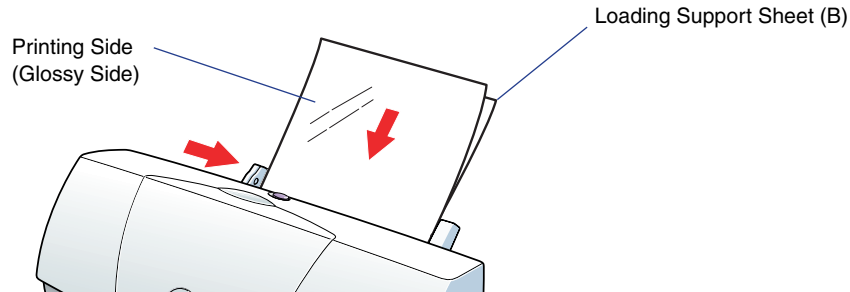
 **Changing the Print Dialog Box Settings**

- After printing, remove each sheet from the tray as it is ejected.
- Remove the borders along the perforations. See the Glossy Photo Card instructions for details.
- Allow about two minutes for the ink to dry.

## ■ Glossy Photo Paper

Glossy Photo Paper is thicker than High Resolution Paper and has a glossy surface that provides print quality close to that of actual photographs.

- Load one sheet of Glossy Photo Paper at a time.
- Load with the printing side (the glossy side) facing up.
- Load the Loading Support Sheet (B) provided with the paper behind the Glossy Photo Paper. See the instructions on the Loading Support Sheet for details.



### Note ►►

Do not use Loading Support Sheet (A), which is also included in the Glossy Photo Paper package.

- Set the Media Type setting in the printer driver to Glossy Photo Paper.

Windows

 **Selecting the BJ Cartridge and Media Type**

Macintosh

 **Changing the Print Dialog Box Settings**

- After printing, remove each sheet from the output tray as it is ejected.
- Allow about two minutes for the ink to dry on the Glossy Photo Paper.

## ■ Greeting Cards

- Refer to the instructions provided with the Greeting Cards package.
- Load one card at a time in the sheet feeder.
- Load the 1/4-fold Greeting Cards with the words “Canon Greeting Cards” facing the paper tray.
- Set the paper thickness lever to the right.
- Set the Media Type setting in the printer driver to Other Paper.

Windows

 **Selecting the BJ Cartridge and Media Type**

Macintosh

 **Changing the Print Dialog Box Settings**

- Remove each printed card as it is ejected from the printer.
- Do not touch the printed side until the ink is completely dry. About two minutes are required for drying.
- Store unused Greeting Cards in the original package in a dry, cool location away from direct sunlight, high temperature, and high humidity.

## ■ High Gloss Film

You can print high quality photographs using this media type with a BC-21e Color BJ Cartridge.

- Do not use the BC-22e Photo BJ Cartridge with High Gloss Film.
- Load this film with the printing side (the glossy side) facing up.
- Load one sheet at a time.
- Set the Media Type setting in the printer driver to High Gloss Film.

Windows

 **Selecting the BJ Cartridge and Media Type**

Macintosh

 **Changing the Print Dialog Box Settings**

- After printing, remove each sheet from the output tray as it is ejected.
- Allow about two minutes for the ink to dry on the High Gloss Film.

## ■ High Resolution Paper

This paper provides superior color development. It is highly suitable for printing business documents that contain color graphs, charts, and photographs.

- Load paper with the printing side (the whiter side) facing up.
- Load up to 40 sheets of paper at a time in the sheet feeder.
- Set the Media Type setting in the printer driver to High Resolution Paper.

Windows **Selecting the BJ Cartridge and Media Type**Macintosh **Changing the Print Dialog Box Settings**

- You can allow up to 20 sheets to stack in the output tray. However, if the printed paper curls, or ink does not dry quickly, remove each sheet as it comes out of the printer.

After printing one package of High Resolution Paper, you need to clean the printer rollers with the cleaning sheet provided in the pack of paper. This cleans paper dust from inside the printer to help reduce sheet feeding problems.

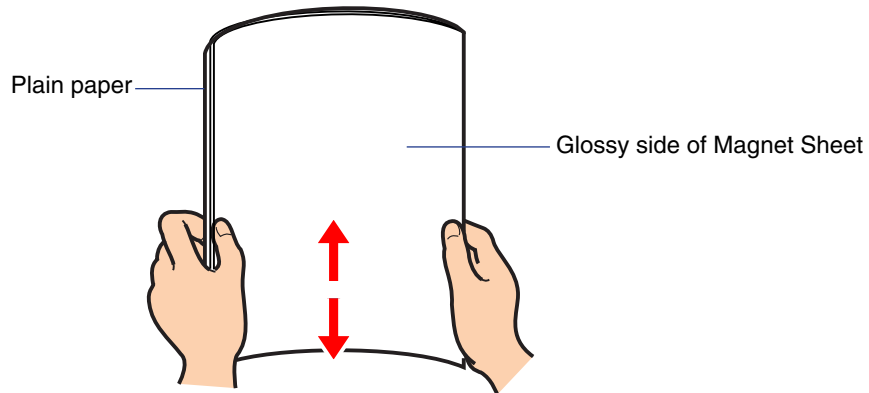
 **Cleaning the Paper Feed Rollers**



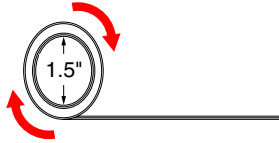
## ■ Magnet Sheets

Prepare the Magnet Sheet as follows:

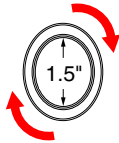
- Place one sheet of plain paper behind one Magnet Sheet.
- Place both sheets on a hard surface to align the bottom edge and sides.



- From the bottom edge, roll the two sheets together with the plain paper facing out and glossy side of the Magnet Sheet facing inside.



- Once rolled, hold in this position for 20 seconds.



- Unroll the media and place it in the sheet feeder immediately.
- Make sure the print (glossy) side of the Magnet Sheet is facing up when you insert it into the sheet feeder.
- Load one Magnet Sheet at a time in the sheet feeder.
- Set the paper thickness lever to the right.

- Set the Media Type setting in the printer driver to Glossy Photo Paper.

Windows

 **Selecting the BJ Cartridge and Media Type**

Macintosh

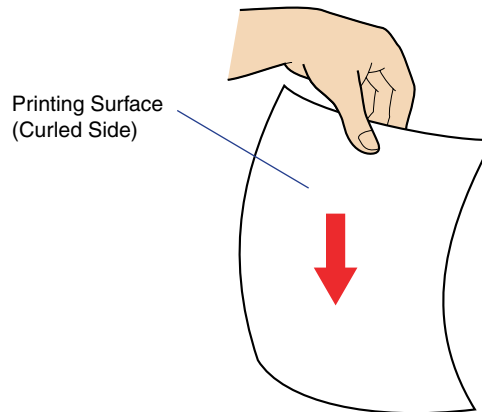
 **Changing the Print Dialog Box Settings**

- Remove each printed sheet as it is ejected from the printer.
- Do not touch the printed side until the ink is completely dry. About 30 minutes are required for drying.
- Discard the sheet of plain paper.
- Return unused Magnet Sheets to the original package. Store the sheets in a flat, dry, cool location away from direct sunlight, high temperature, and high humidity.
- Do not use the BC-22e Photo BJ Cartridge with Magnet Sheets.

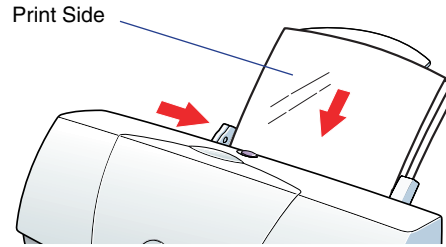
## ■ Transparencies

This is special film for use in overhead projectors. Do not use transparencies for other types of printers or for photocopiers because they will cause paper jams.

- Do not use the BC-22e Photo BJ Cartridge when printing transparencies.
- Do not leave transparencies exposed to high humidity. Use them as soon as possible after removing them from the package.
- Hold the film by its edge; the film will curl slightly to one side. This side is the printing surface.



- Load transparencies with the printing side facing up.



- You can load up to 20 sheets at one time in the sheet feeder.
- Be sure to set the Media Type to Transparency in the printer driver.

Windows

➡ **Selecting the BJ Cartridge and Media Type**

Macintosh

➡ **Changing the Print Dialog Box Settings**

- After printing, remove each printed sheet from the output tray as it is ejected.
- Transparencies require about 15 minutes for the ink to dry.

## Note ▶▶

Store printed transparencies with a sheet of uncoated plain paper sandwiched between each sheet to prevent the film from sticking to each other and to keep the print from smudging. When storing a single sheet of film in a plastic folder, place a sheet of plain paper over the printed side.

## ■ T-Shirt Transfer

You use T-Shirt Transfers for making iron-on appliques for T-shirts. Original T-shirts can be created simply by printing your favorite pictures, then ironing them onto a T-shirt. Printed images are reversed (mirrored).

- Do not use the BC-22e Photo BJ Cartridge when printing T-Shirt Transfers.
- Load T-Shirt Transfers with the printing side (the side without the green line) facing up.
- Load one sheet at a time.
- Set the paper thickness lever to the right.
- Set the Media Type setting in the printer driver to T-Shirt Transfer. You must select T-Shirt Transfer as the Media Type for the image to be reversed.

Windows

 **Selecting the BJ Cartridge and Media Type**

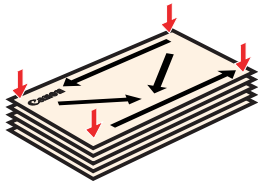
Macintosh

 **Changing the Print Dialog Box Settings**

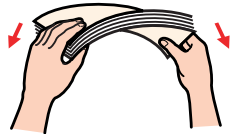
- After printing, remove each sheet from the tray as it is ejected. Transfer the image to the T-shirt as soon as possible. See the instructions provided with the T-Shirt Transfers.

## ■ Envelopes

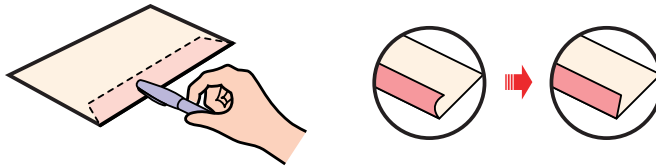
- To assure crisp, clear printing, do not use envelopes with textured or coated surfaces. To avoid paper feed problems, do not use double-flap envelopes or envelopes with exposed adhesive seals.
- Prepare the envelopes.
  - 1 Press down on the corners and the middle of the envelopes to expel air and eliminate warp and curl.



- 2 If the envelopes are still warped, hold the envelopes at diagonally opposed corners and bend lightly. Confirm that the flaps are straight.

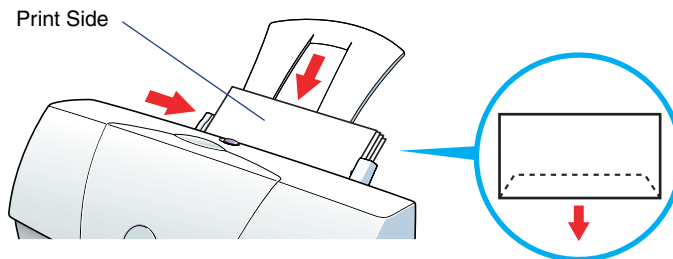


- 3** For more reliable feed, make sure the flaps lie flat by rubbing with the tip of a pen.



### ■ Loading Envelopes

- Load envelopes with the address side facing up (with the flap side facing down).



- You can load up to five envelopes in the sheet feeder.
- Be sure to set the paper thickness lever to the right.
- Set the Media Type to Envelope in the printer driver.
- Do not allow more than five envelopes to stack up in the output tray.



# Printing Photographs



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## ■ Tips for Printing Photographic Images

To produce the best possible print quality for printing photographic images from a digital camera or scanner, or photographic images downloaded from a home page on the Internet, follow these guidelines.

- Use the BC-22e Photo BJ Cartridge.
  - Use special media designed for reproducing photographs.
  - Use the correct print settings in the printer driver.
- 1** Make sure that the printer is plugged in. Also, make sure the BC-22e Photo BJ Cartridge is installed.
  - 2** Load special print media in the auto sheet feeder of the printer.


Excellent prints of photographs can be obtained with plain paper, but for superior color reproduction, use one of the following special media:

-  **High Resolution Paper**
-  **Glossy Photo Paper**
-  **T-Shirt Transfer**

**3** Adjust the printer driver settings.

 **For Windows users**

 **For Macintosh users**

**Note**  For optimum reproduction of all the color tones, make sure that the Media Type setting is correct for the media you have loaded in the printer.

Windows

*For Windows users*



- 1** Open the Printer Properties dialog box and click on the Main tab.
- 2** Select SuperPhoto in the Choose Print Mode box. When SuperPhoto is selected, the BJ Cartridge setting automatically changes to Photo and the Media Type changes to High Resolution Paper. Make sure these settings match the BJ cartridge and media you have installed.
- 3** Click the OK button to close the Printer Properties dialog box.
- 4** Start the print job.

## Macintosh

*For Macintosh users*

- 1** Select the command used for printing (for example, Print from the File menu) to open the Print dialog box.
- 2** Select the Photo icon in the Print dialog box.
- 3** Select Photo in the BJ Cartridge setting, and click the Print button.

**■ About Photo Optimizer**

The Photo Optimizer adjusts a photographic image created with a digital camera when it is printed out. Use the Photo Optimizer to compensate unsatisfactory color balance and over- or underexposure before printing.

## Windows

- 1** Open the Printer Properties dialog box, then click the Main tab.
- 2** Click the Advanced button.
- 3** Select Photo Optimizer in the Quality tab.

#### 4 Check the Whole Page checkbox, if necessary.

**Enabled:** When the Whole Page setting is enabled, the Photo Optimizer adjusts multiple photographic images appearing on the same page separately. Use this setting when any trimmed or rotated images are contained in the page.

**Disabled:** When the Whole Page setting is disabled, the Photo Optimizer adjusts multiple graphic images appearing on the same page as a whole.

### Macintosh

#### 1 Select Photo Optimizer in the Quality panel.

The Photo Optimizer feature works on the image that is edited using the edit menu such as “Cut” and “Rotate” in a graphics application program.



Disabled



Enabled

# Using BJ Cartridges

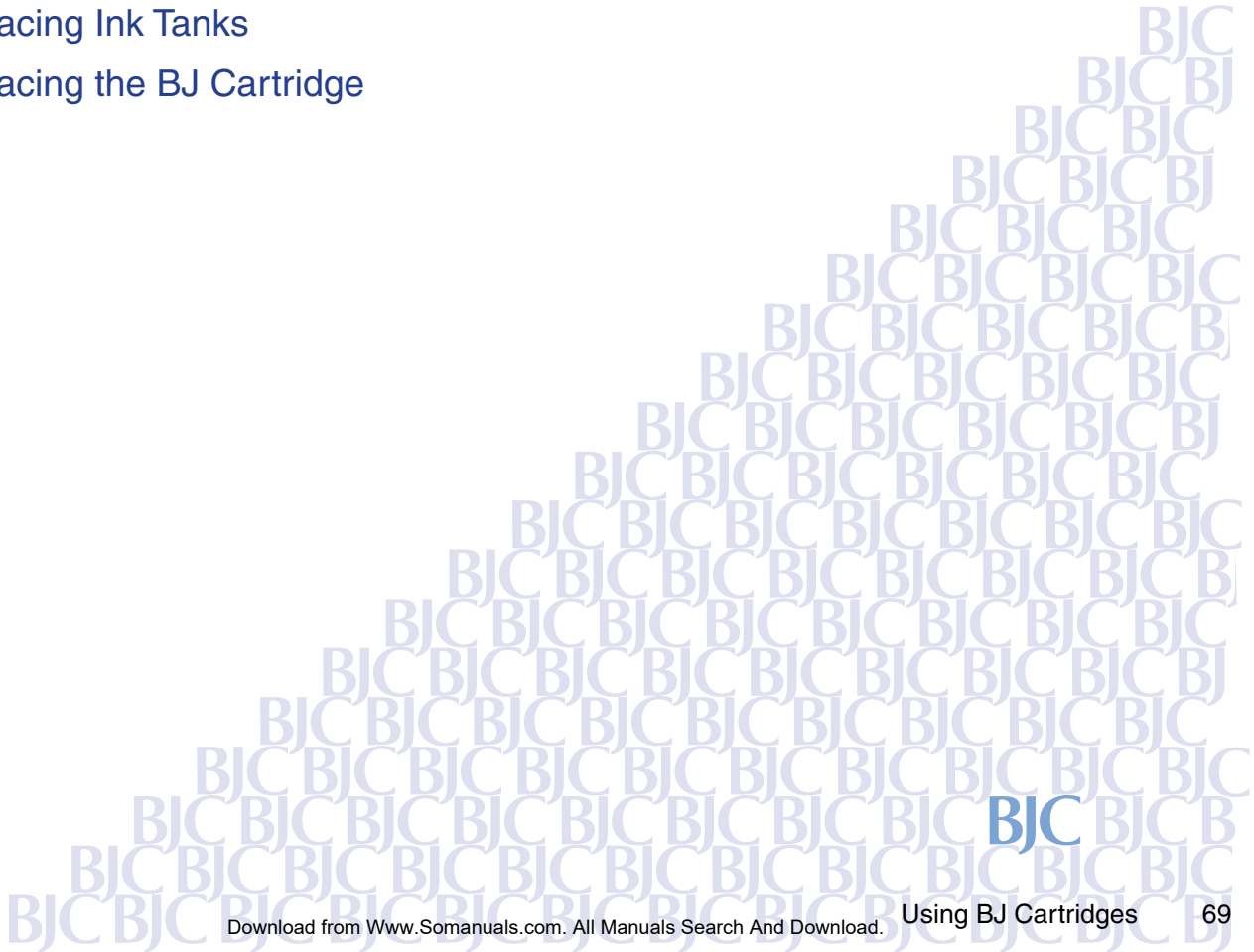
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Types of BJ Cartridges

BJ Cartridge Guidelines

Replacing Ink Tanks

Replacing the BJ Cartridge

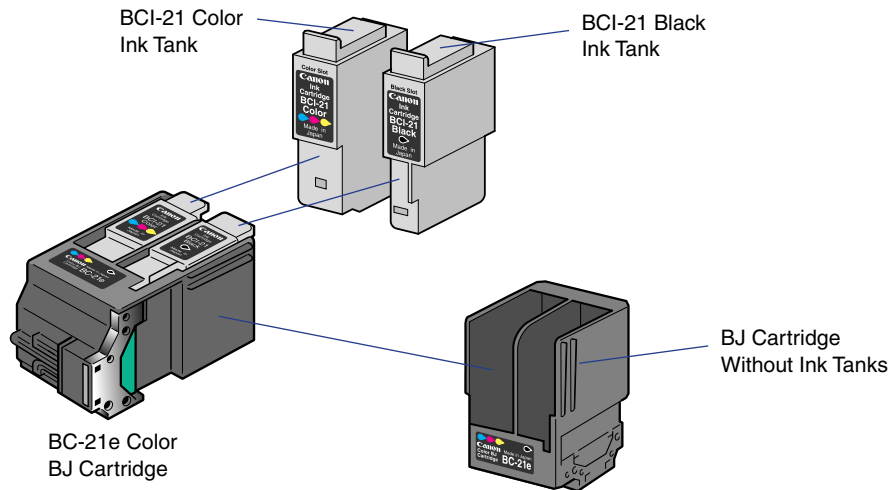


# Types of BJ Cartridges

This section describes the BJ cartridges that you can use with the printer. Select the BJ cartridge that best meets your particular print job.

## ■ BC-21e Color BJ Cartridge (included with printer)

Use this BJ cartridge for standard high-quality color printing.

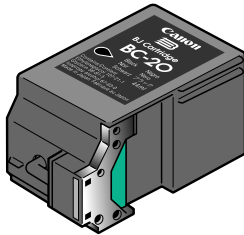


The BC-21e Color BJ Cartridge contains two replaceable ink tanks:

- **BCI-21 Color Ink Tank**  
Contains Cyan, Magenta, and Yellow (CMY) inks.
- **BCI-21 Black Ink Tank**  
Contains only black ink.

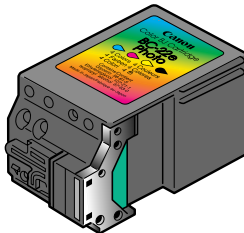
The following BJ cartridges consist of a print head and ink tank sealed in one unit. When this BJ cartridge runs out of ink, discard the entire print head unit.

### ■ BC-20 Black BJ Cartridge (optional)



Use this BJ cartridge for black and white text that does not require color printing.

### ■ BC-22e Photo BJ Cartridge (optional)



The BC-22e Photo BJ Cartridge is designed to produce photo-quality color printing.

# BJ Cartridge Guidelines

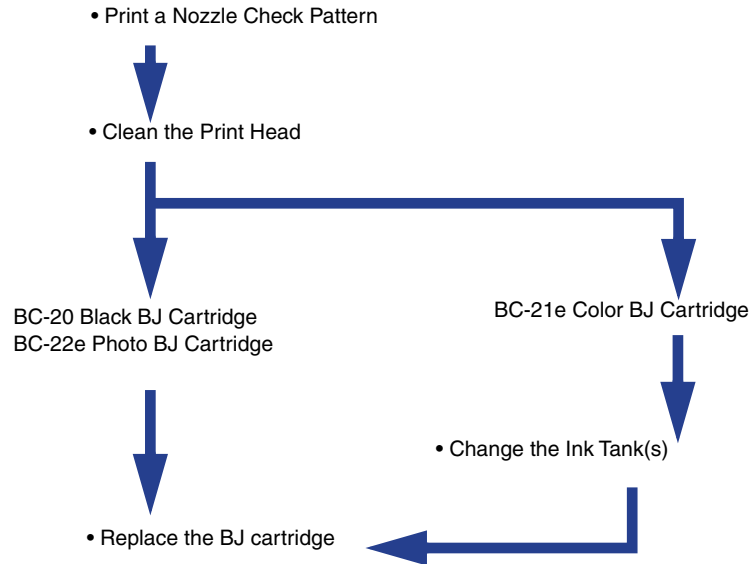
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- Always store BJ Cartridges and ink tanks safely out of the reach of small children. If a child inadvertently licks a BJ cartridge or ink tank or ingests any ink, consult a physician immediately.
- Do not leave an empty ink tank in a BJ cartridge. Remove it immediately after ink runs out.
- To maintain optimum print quality, use up a BJ cartridge within one year after installation and ink tanks within six months of installation.

## ■ When to Replace the BJ Cartridge

When your printed text is faint or the printed colors are wrong, print a Nozzle Check Pattern and check the status of the print head. Based on the results of the Nozzle Check Pattern, clean the print head and replace the ink tank or BJ cartridge if required.





- ➡ **Printing a Nozzle Check Pattern**
- ➡ **Cleaning the Print Head**
- ➡ **Replacing Ink Tanks**
- ➡ **Replacing the BJ Cartridge**

# Replacing Ink Tanks

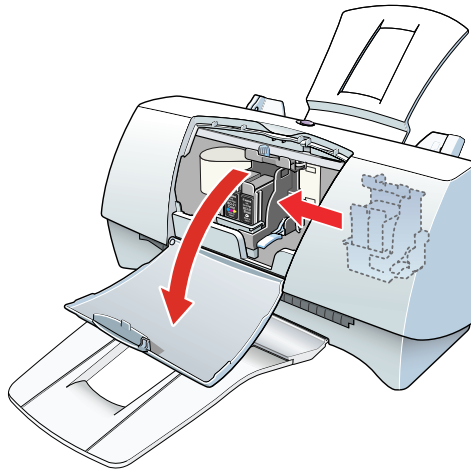
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When using the BC-21e Color BJ Cartridge, you can replace the ink tanks when they run out of ink.

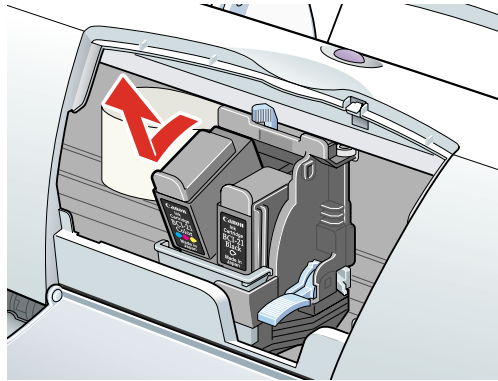
When you purchase extra ink tanks, specify the BCI-21 Color Ink Tank or BCI-21 Black Ink Tank.

Make sure the printer is connected to the power outlet.

- 1** Open the front cover. The cartridge holder moves to the center.



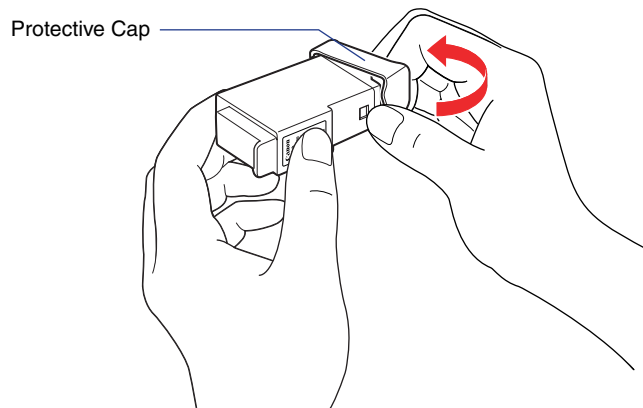
- 2** Pull the tab on the ink tank toward you to release it. Then pull it out of the slot.



**Note** ►►

- To avoid staining your hands, clothing, or areas of the work site, do not shake or drop the ink tank when you are handling it. Also, do not press in on the sides of the ink tank.
- Dispose of the ink tank immediately to prevent spilling and staining.
- Be sure to leave the BJ cartridge in the printer.

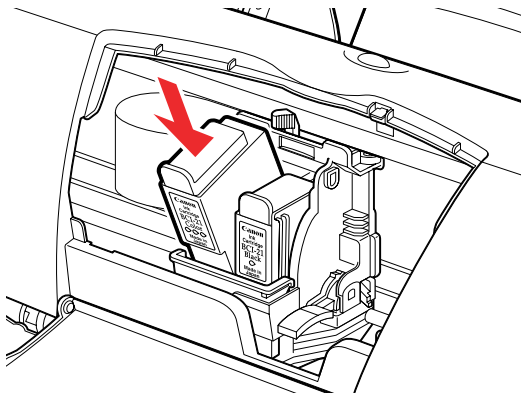
- 3** Remove a new ink tank from its package and remove the protective orange cap.



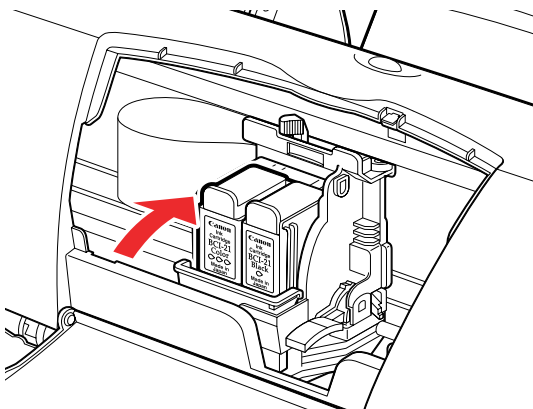
**Note** ▶▶

- To avoid staining your hands, clothing, or areas of the work site, do not shake or drop the ink tank when you are handling it. Also, do not press in on the sides of the ink tank.
- Discard the protective cap immediately. Do not attempt to reattach the cap once removed.
- To avoid interfering with the ink supply from a tank, do not touch an open ink port on the ink tank.

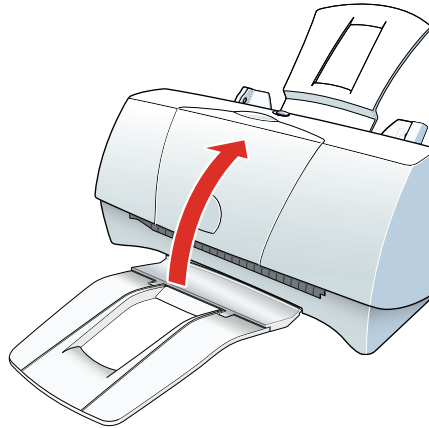
- 4** Slide the new ink tank into the slot.



- 5** Firmly push the ink tank tab down and back into an upright position until the tank locks into place.



## 6 Close the front cover.



### Note ►►

- The cartridge holder moves to the home position on the right side of the printer.
- The printer automatically cleans the print head unit.

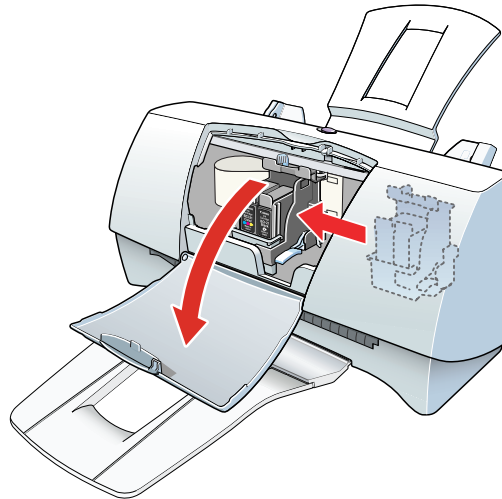
# Replacing the BJ Cartridge

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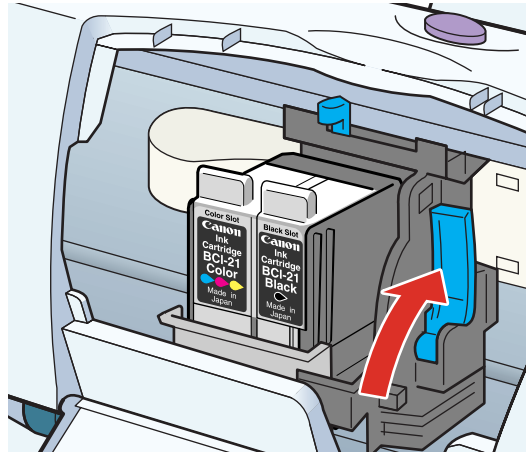
When a BC-20 Black BJ Cartridge or BC-22e Photo BJ Cartridge runs out of ink, or when you want to switch a BJ cartridge with another one, follow the procedure below to change the BJ cartridges.

Make sure the printer is connected to the power outlet.

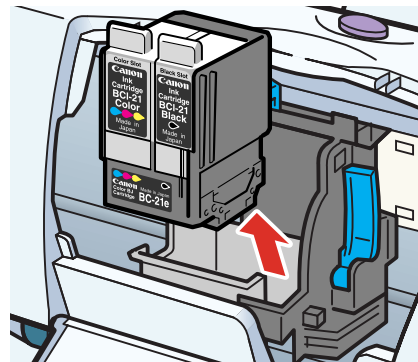
- 1** Open the front cover. The cartridge holder moves to the center of the printer.



- 2 Raise the blue cartridge lock lever on the right side of the cartridge holder to unlock the cartridge holder.



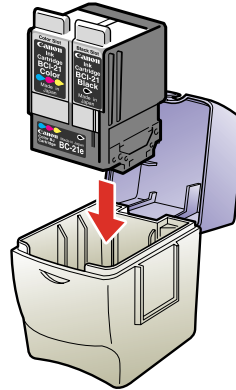
- 3 Lift the BJ cartridge out of the cartridge holder.





If you are replacing a depleted BJ cartridge, dispose of it immediately.

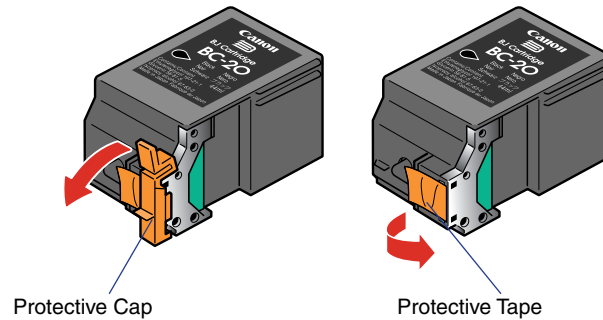
If you are exchanging BJ cartridges for a special print job, hold the BJ cartridge with the label facing you and the print head down and store it in the SB-21 Ink Cartridge Storage Box.



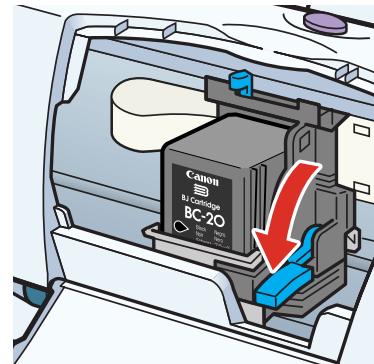
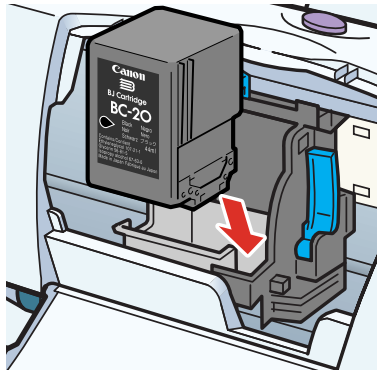
**Note** ►►

Always hold the BJ cartridge by its sides. Never touch the silver plate, print head, or the sharp edges around the print head.

- 4** Take the new BJ cartridge out of its package.  
Remove the orange protective cap and tape.

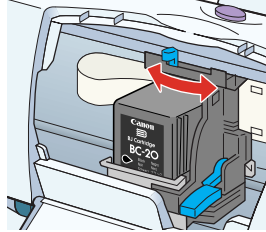


- 5** Set the BJ cartridge into the cartridge holder. Then lower the cartridge lock lever until it locks into place.

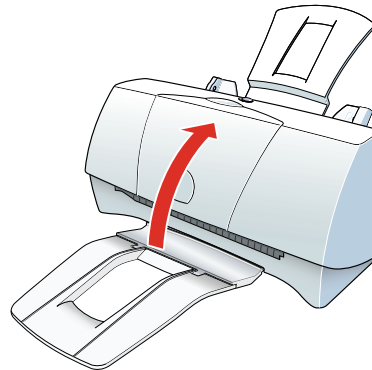


- 6 Set the paper thickness lever for the type of media that you are going to load.

➡ **Setting the Paper Thickness Lever**



- 7 Close the front cover.



**Note** ▶▶

- The cartridge holder moves to the home position on the right side of the printer.
- The printer automatically cleans the print head unit.

# Using the Windows Printer Driver

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Printer Driver Basics

Opening the Printer Properties Dialog Box

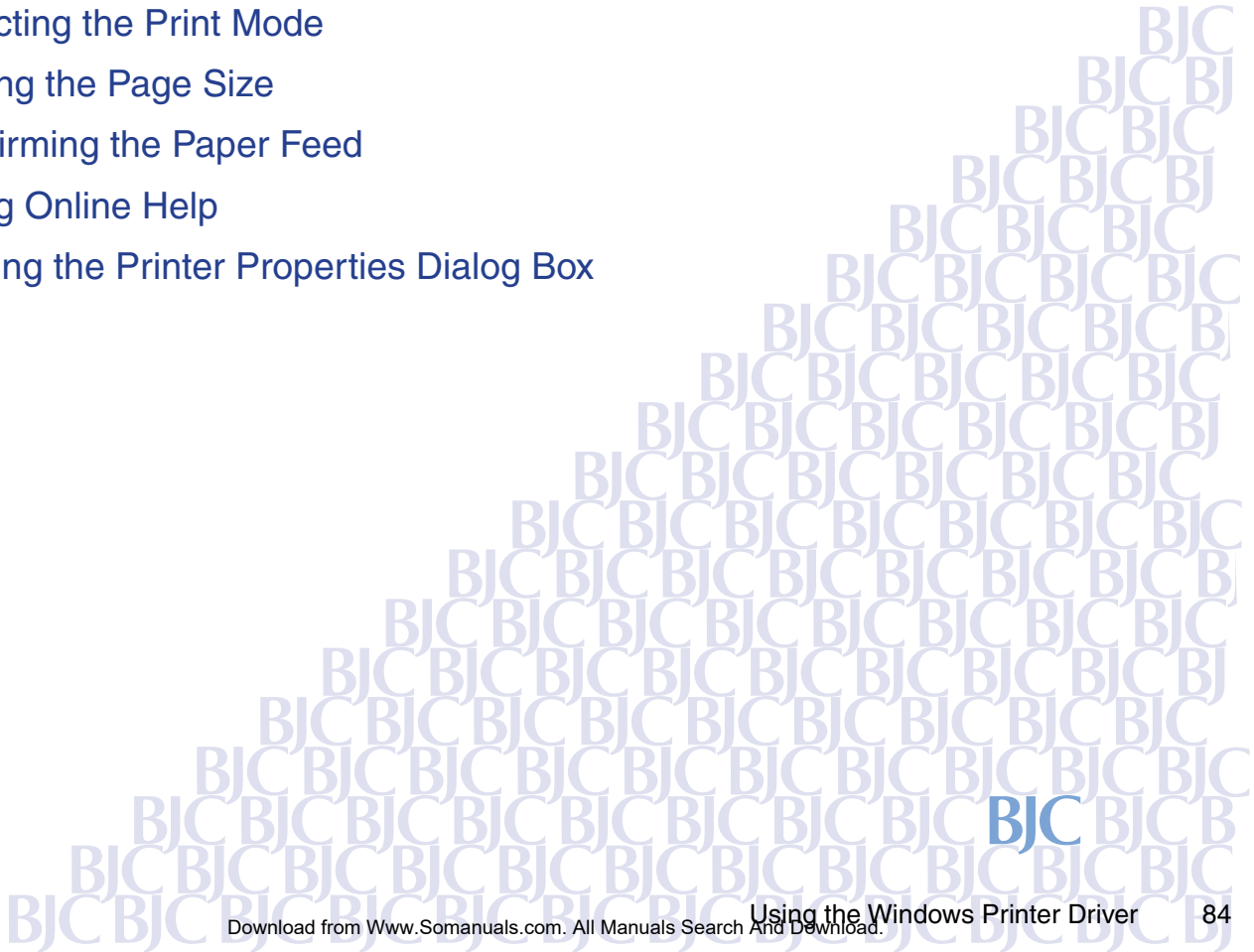
Selecting the Print Mode

Setting the Page Size

Confirming the Paper Feed

Using Online Help

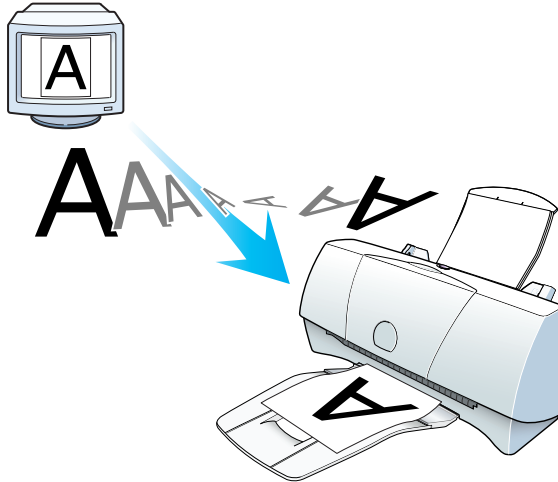
Closing the Printer Properties Dialog Box



# Printer Driver Basics

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The printer driver controls communication between the printer and your computer. To use the printer with your computer, you must install the printer driver. For instructions on installing the printer driver, refer to the *Quick Start Guide*.



## Note ►►

You'll also want to use the online Help to learn more about the functions of the printer driver.

[► Using Online Help](#)

# Opening the Printer Properties Dialog Box

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When you specify the print settings or use maintenance functions such as print head cleaning, open the Printer Properties dialog box. There are two different ways to open the Printer Properties dialog box: from your application program or from the Start menu.

**Note** ►► This section describes the general procedures for opening the Printer Properties dialog box. Depending on the application program you use, different menu items may be used for printing. For more details, refer to the User's Manual for your application program.

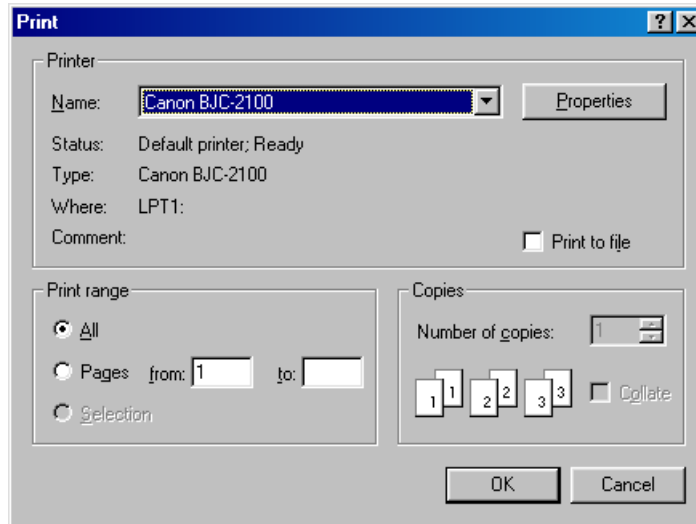
## ■ From Your Application Program

You can open the Printer Properties dialog box from your application program before printing.

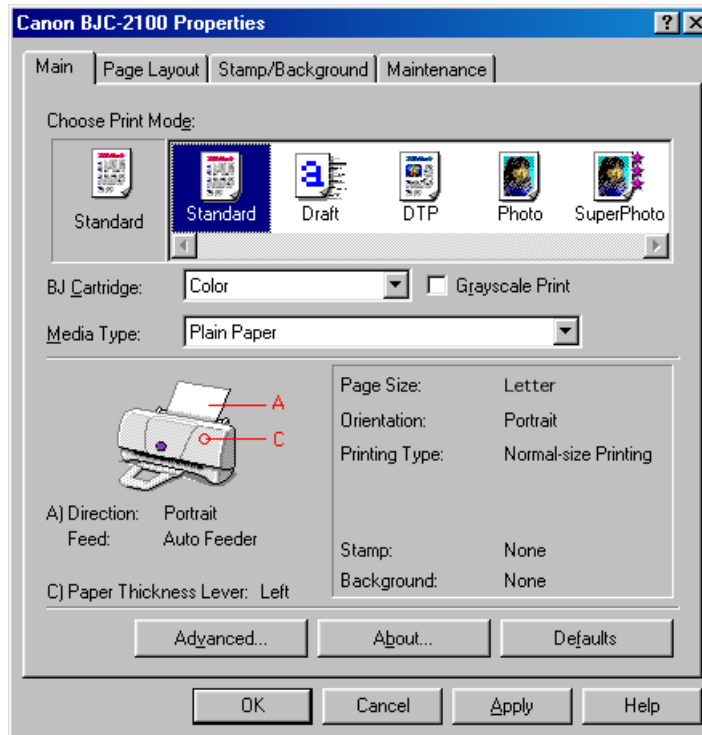
- 1 Select the command used for printing (for example, Print or Print Setup in the File menu) in your application program.

## 2 Make sure that Canon BJC-2100 is selected in the Printer box.

If another printer name is displayed, click the down-arrow and then select Canon BJC-2100 from the pull-down list.



- 3 Click the Properties button. The Printer Properties dialog box opens. Make sure that the Main, Page Layout, Stamp/Background, and Maintenance tabs are displayed in the Printer Properties dialog box.



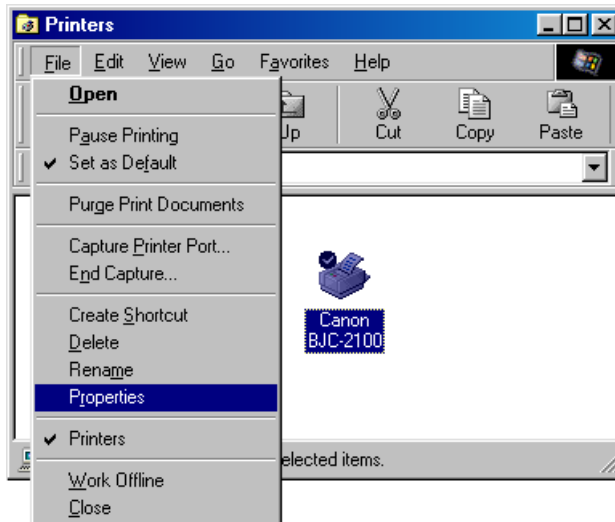


## ■ Directly From the Start Menu

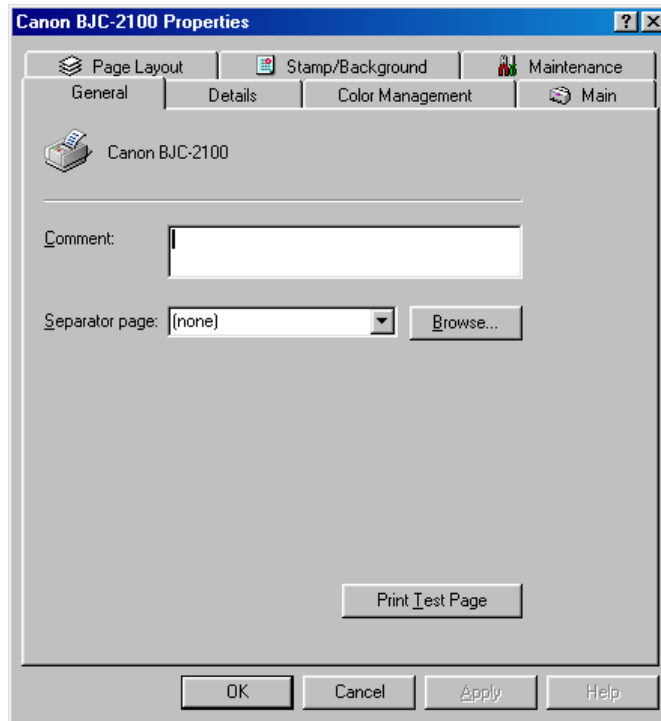
When you wish to specify print settings that are common to all application programs, open the Printer Properties dialog box directly from the Start menu.

This method is also helpful when you wish to use maintenance functions such as print head cleaning without starting up an application program.

- 1 Click the Start button. Point to Settings, then click Printers.
- 2 When the Printers window is displayed, click the Canon BJC-2100 icon.



- 3 Select Properties from the File menu. The Printer Properties dialog box opens. Make sure that the Main, Page Layout, Stamp/Background, and Maintenance tabs are contained in the Printer Properties dialog box.



**Note** ►►

When you open the Printer Properties dialog box directly from the Start menu, some other tabs (such as General and Details) are added by the Windows operating system. For more details on these additional tabs, refer to your Windows documentation.



# Selecting the Print Mode




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Before you start a print job, open the Printer Properties dialog box and specify the print mode. The print settings in the Printer Properties dialog box allow fine control over the print quality and color adjustment, but you can simplify the setup procedure by selecting the icon in which the most appropriate print settings are pre-assigned.

## ■ Selecting a Default Print Mode

The following print modes are set up as defaults in the printer driver. When you select an icon in the Choose Print Mode box, the combination of BJ Cartridge and Media Type settings changes automatically. Select the most appropriate icon according to your print job.

Print Mode Icon	Purpose	BJ Cartridge	Media Type
 Standard	For printing documents that consist mostly of text (such as word processor files) at the standard print quality.	Color	Plain Paper
 Draft	Gives priority to print speed rather than print quality. Use this print mode for trial printing.	Color	Plain Paper

Print Mode Icon	Purpose	BJ Cartridge	Media Type
 DTP	Automatically recognizes photographs and graphics and prints using the optimum print settings. This print mode is the best choice when you print data that contains different elements such as text, tables, graphs, and photographs in the same document.	Color	Plain Paper
 Photo	Produces high print quality for printing photographs and other graphics with fine gradations of tone.	Color	High Resolution Paper
 SuperPhoto	Produces the best possible print quality for printing photographs. This print mode is also suitable for printing graphics with fine gradations of tone.	Photo	Glossy Photo Paper

### Note ►►

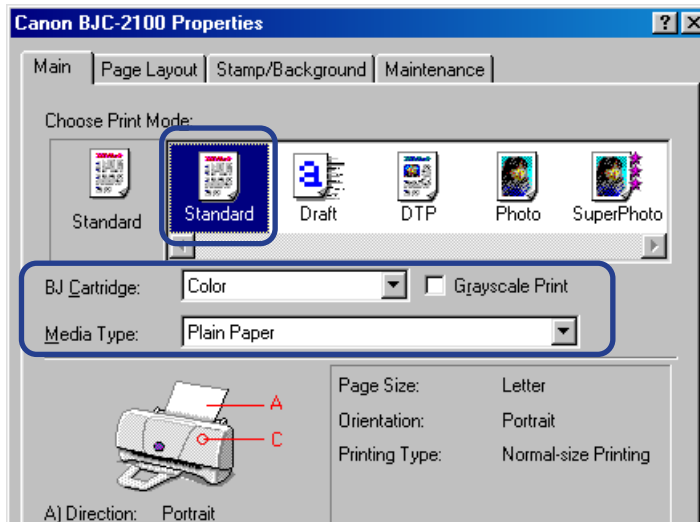
- In addition to the BJ Cartridge and Media Type settings, other print settings are also pre-assigned in each icon in the Choose Print Mode box. To confirm all default settings, click the Advanced button after selecting the icon. The settings in the Quality, Special Effects, and Color tabs are the properties of the print mode.
- You can modify the default print mode settings, as necessary.
- To learn about all the features of the printer driver, use the online help.

### Using Online Help

## ■ Selecting the BJ Cartridge and Media Type

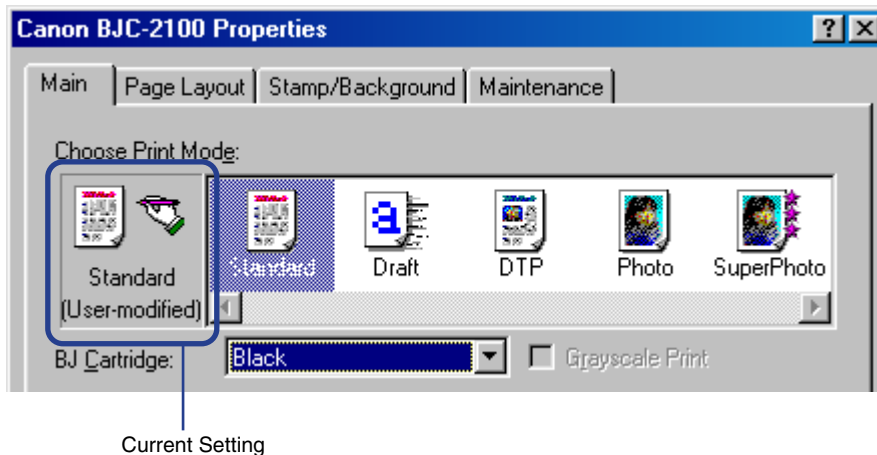
After you select the icon, match the BJ Cartridge and Media Type settings with the BJ cartridge and print media installed in the printer.

- 1 Open the Printer Properties dialog box, then click the Main tab.
- 2 Select the desired icon according to your print purpose in the Choose Print Mode box.
- 3 Make sure that the BJ Cartridge and Media Type settings match the BJ cartridge and print media installed in the printer.



**Note** ▶▶

When you change a default setting in the BJ Cartridge or Media Type box, the icon that indicates the current settings changes to User-modified.



You can start a print job with the User-modified icon, or you can save the settings in the Choose Print Mode box under a new icon.

Use the online help feature to learn how to save the modified settings.

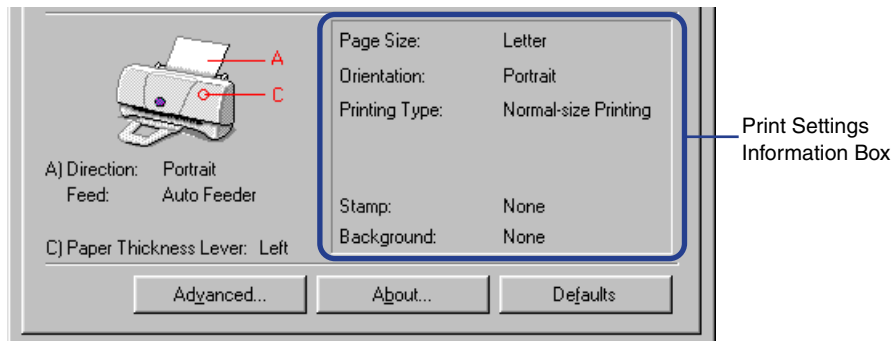
**➔ Using Online Help**

# Setting the Page Size

Set the page size you use from within the application program before printing. Also make sure that the Page Size setting in the Printer Properties dialog box is identical to the paper size setting in the application program.

## ■ Confirming the Page Size

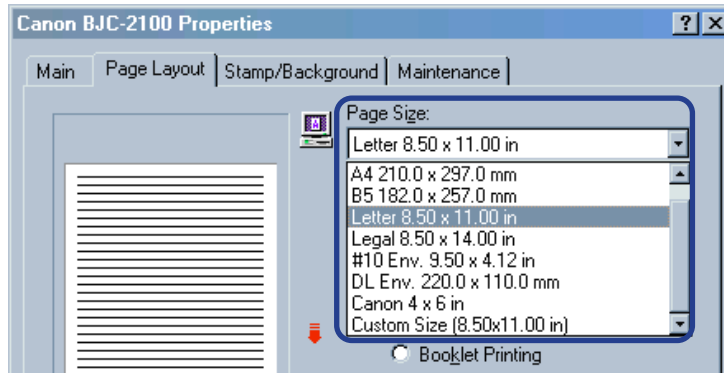
You can view the size of paper you use in the print settings information box of the Main tab. Make sure that Page Size is identical to the setting in the application program before printing.



If this information is not correct, click on the Page Layout tab and make the correct selections.

## ■ Changing the Page Size (for standard paper sizes)

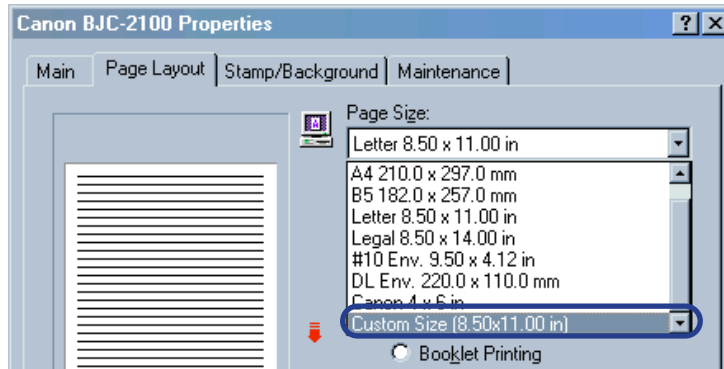
- 1 Click the Page Layout tab.
- 2 Click the down-arrow in the Page Size box, then select the appropriate page size from the pull-down list.





## ■ Changing the Paper Size (for custom paper sizes)

- 1 Click the Page Layout tab.
- 2 Click the down-arrow in the Page Size box, then select Custom Size from the pull-down list.

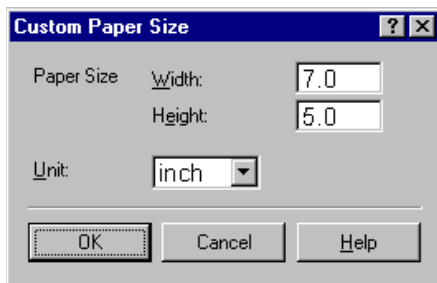


The Custom Page Size dialog box is displayed.

- 3** Select inches or millimeters for the unit of measurement in the Unit box, and enter the desired width and height within the following ranges:

width: 3.94" to 9.50" (100.0 mm to 241.3 mm)

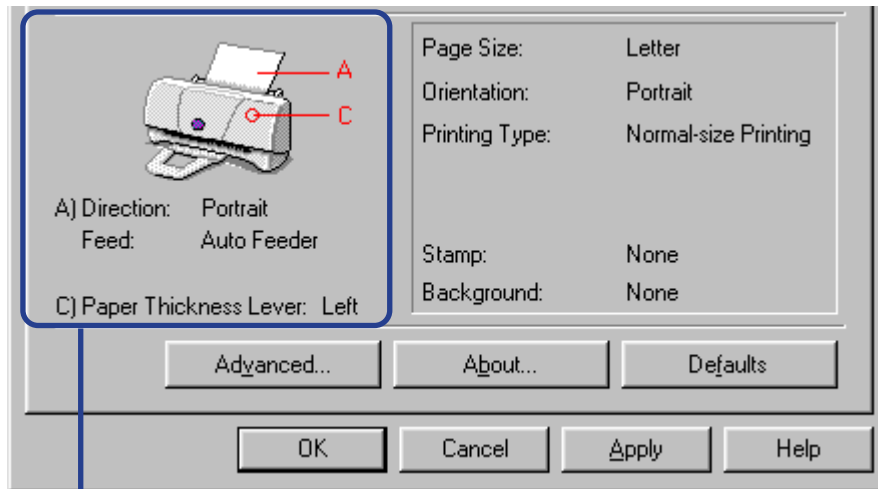
height: 3.94" to 23.0" (100.0 mm to 584.2 mm)



- 4** Click the OK button.

# Confirming the Paper Feed

You can view the paper feed method in the illustrated guideline in the Main tab.



Illustrated Guideline

If this information is not correct, click on the Page Layout tab and make the correct selections. Use the online help feature to find out about the Settings on the Page Layout tab.

## ➡ Using Online Help




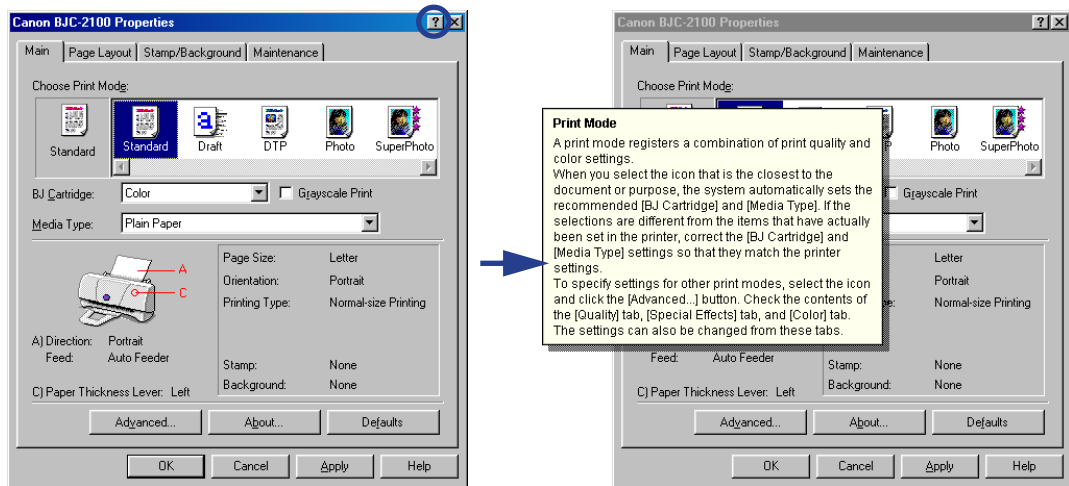
**Note** Manual Feed is not available for the BJC-2100. Only Auto Feeder is provided.

# Using Online Help

When you want to learn about a particular topic, the online help function provides the necessary information on the screen of your computer. Use the online help to learn about all the features of your printer driver.

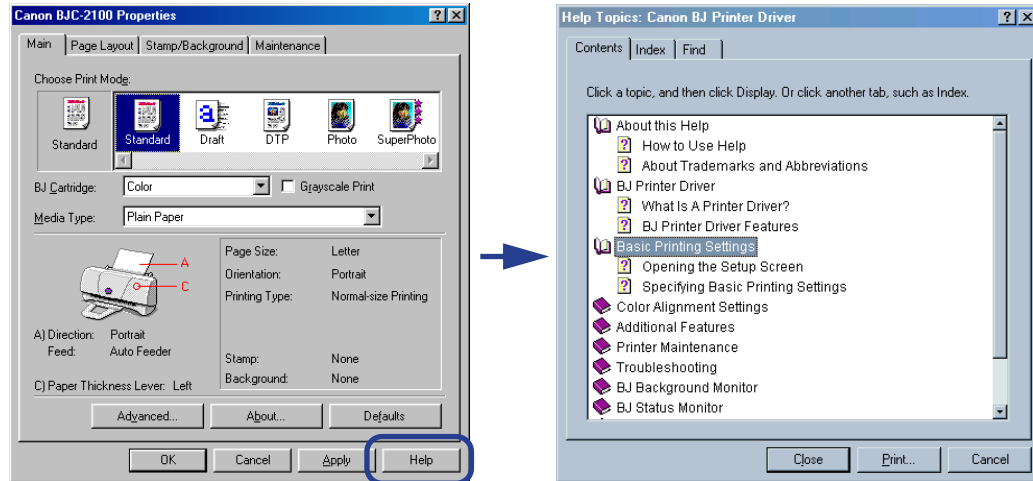
## ■ Finding Information on a Particular Topic

- 1 When you click the ? button on the upper right corner of the Printer Properties dialog box, the shape of the mouse pointer changes to  .
- 2 Click the desired item to learn more about the item. A detailed explanation appears.



## ■ Finding Information on an Operation Procedure

- 1 Click the Help button on the lower right corner of the Printer Properties dialog box.
- 2 When the contents of the Canon BJ Printer Driver Help are displayed, select the desired item to learn more about the item.

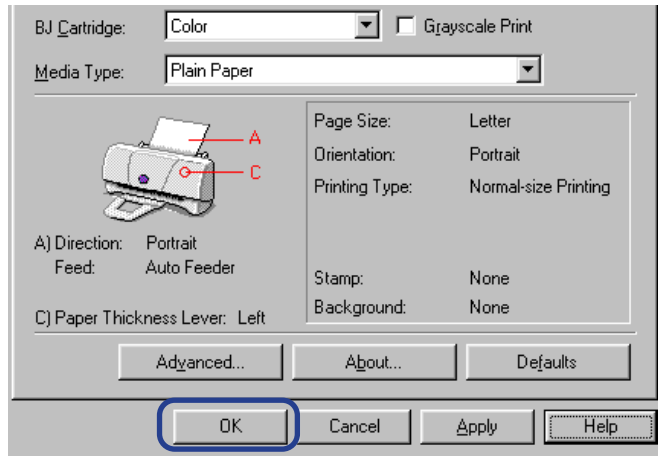


To find an item you want information about, click the Index or Find tab and enter a keyword.

# Closing the Printer Properties Dialog Box

After specifying the necessary print settings, close the Printer Properties dialog box and start your print job.

- 1 Make sure the information on the tabs is correct.
- 2 Click the OK button. The print settings become enabled and the Printer Properties dialog box closes.



**Note** ►►

- To set the print settings without closing the Printer Properties dialog box, click the Apply button.
- To ignore any changes you have made, click the Cancel button.
- To change the print settings back to the factory settings, click the Defaults button.

# Using the Macintosh Printer Driver

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Printer Driver Basics

Selecting a Printer Driver

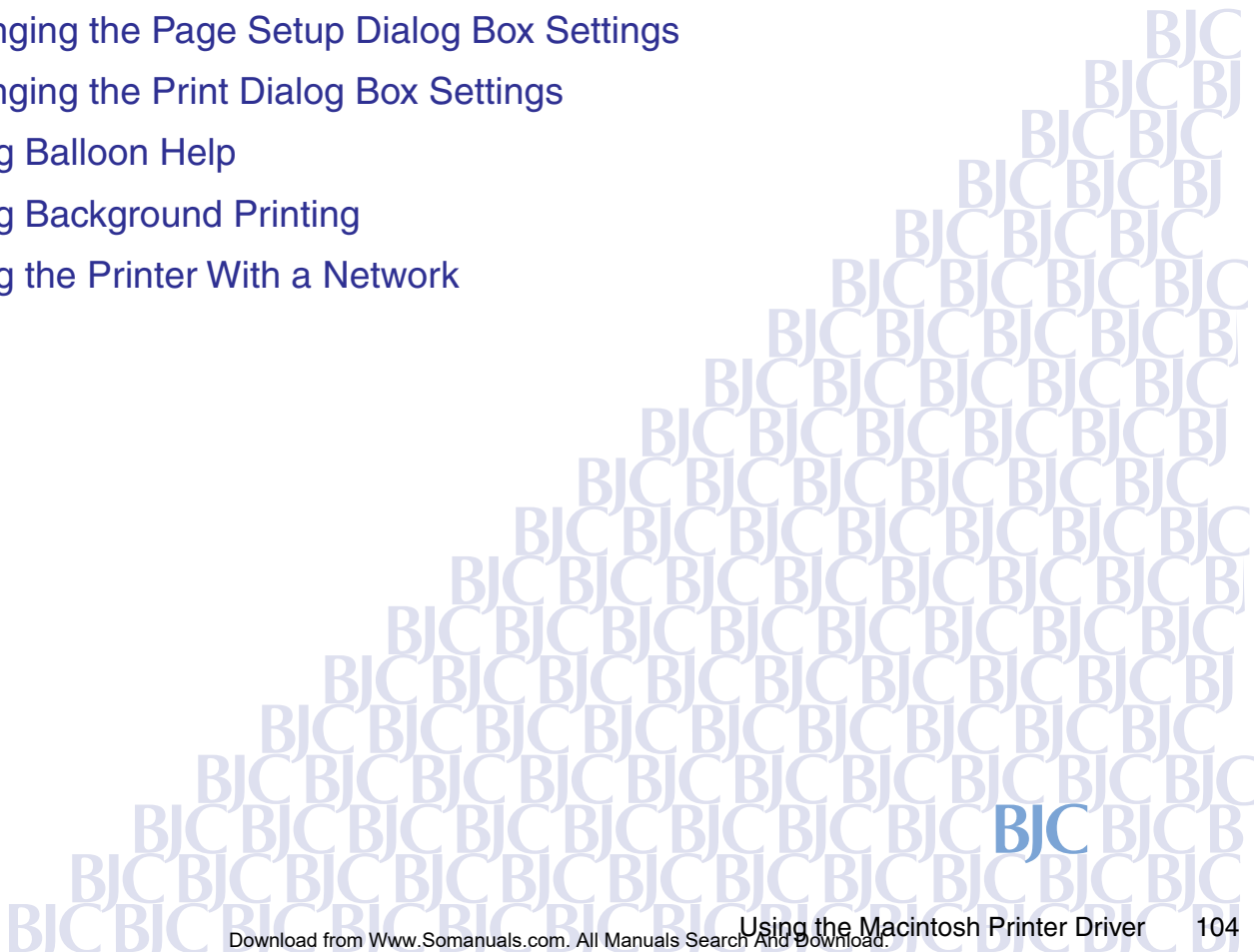
Changing the Page Setup Dialog Box Settings

Changing the Print Dialog Box Settings

Using Balloon Help

Using Background Printing

Using the Printer With a Network

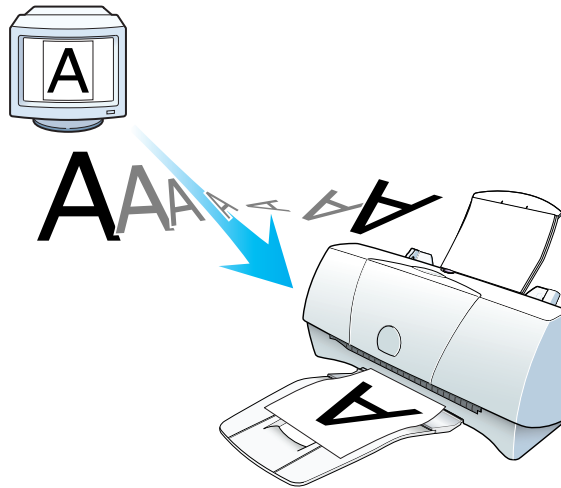




# Printer Driver Basics

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The printer driver controls communication between the printer and your computer. To use the printer with your computer, you must install the printer driver. For instructions on installing the printer driver, refer to the *Quick Start Guide*.



## Note ►►

You'll also want to use the online Help to learn more about the functions of the printer driver.

## ➡ Using Balloon Help

# Selecting a Printer Driver

Before using the Page Setup dialog box and the Print dialog box, you must first go into Chooser in the Apple Menu and choose the correct printer driver.

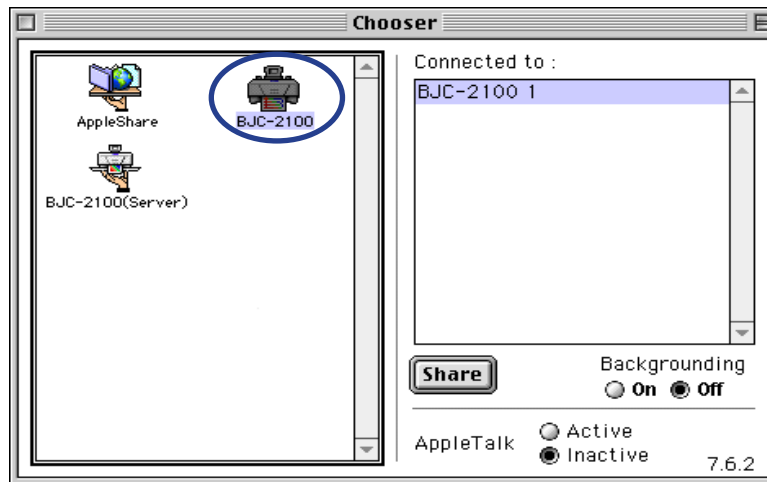
## ■ Selecting the Printer Driver Using Chooser

- Make sure the printer is connected to your Macintosh.

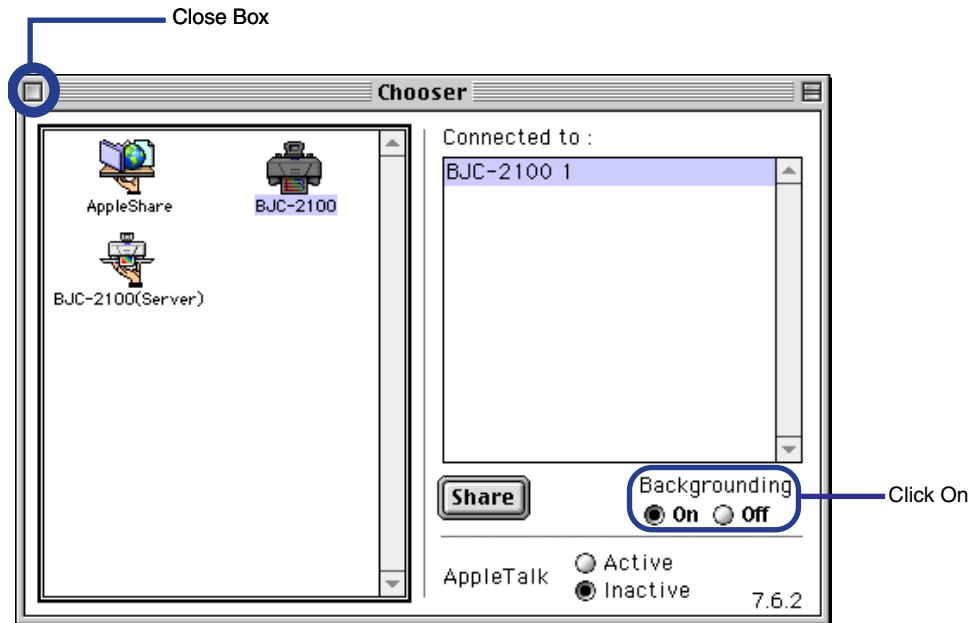
**1** Select Chooser from the Apple Menu.

The Chooser is displayed.

**2** Click the BJC-2100 icon.



- 3 To perform background printing, set Backgrounding to On.



- 4 Click in the close box to close the Chooser. You can now use the BJC-2100 for printing.

# Changing the Page Setup Dialog Box Settings

The size of the paper used for printing is usually set when a document is created with an application. In your application, open the Page Setup dialog box and select the paper size you are using with your printer.

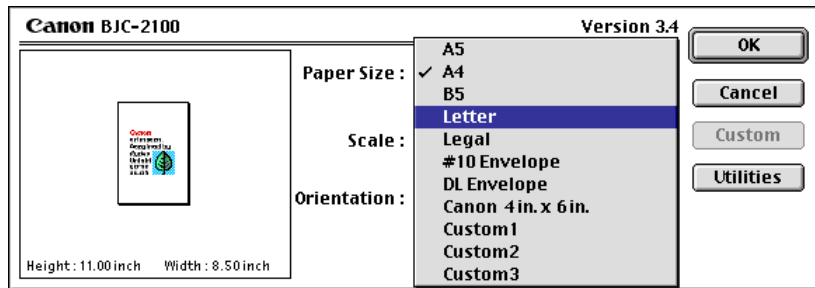
## ■ Selecting the Paper Size and the Orientation

You can open the Page Setup dialog box from your application program.

- 1 Select the command used for Page Setup in your application program.

Normally, click Page Setup from the File menu, and the Page Setup dialog box is displayed.

- 2 Click on Paper Size, and then select the appropriate paper size from the pop-up menu.



### 3 Select Orientation.



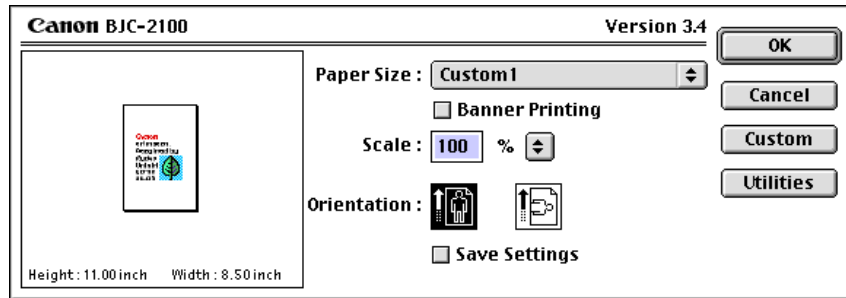
### 4 Click the OK button. The Page Setup dialog box closes.

## ■ Selecting the Paper Size (for custom paper sizes)

When you use custom paper sizes, select any one of Custom1 to Custom3.

### 1 Select the command used for Page Setup in your application program.

Normally, click Page Setup from the File menu, and the Page Setup dialog box is displayed.

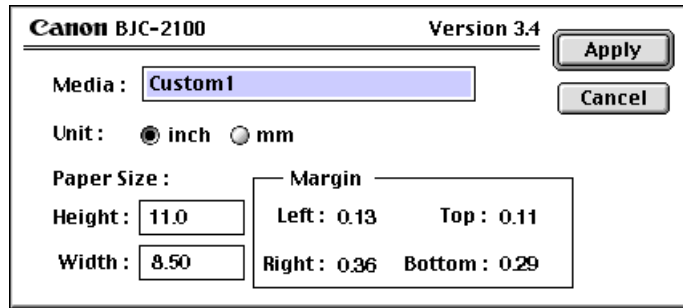


Depending on the application, more options may be displayed.

2 In Paper Size, select any one of Custom1 to Custom3 and then click the Custom button.

The Custom dialog box is displayed.

3 Select inches or millimeters for the unit of measurement in Unit and enter the desired width and height.



4 Click the Apply button.

The Custom dialog box closes and the specified paper size is set.

### Note ►►

- Any of Custom1 to Custom3 can be specified as the user-defined paper size.
- To make the setting made with the Page Setup dialog box the default, so that it is automatically selected whenever a new document is created, place a check mark in the Save Settings checkbox.

# Changing the Print Dialog Box Settings

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Before you can start printing, you'll want to make a few basic settings. Set the BJ Cartridge and Media Type settings to match your printer setup, then select the icon that corresponds to the print mode you want to use to print your document.

## ■ Setting the Print Mode and Starting to Print

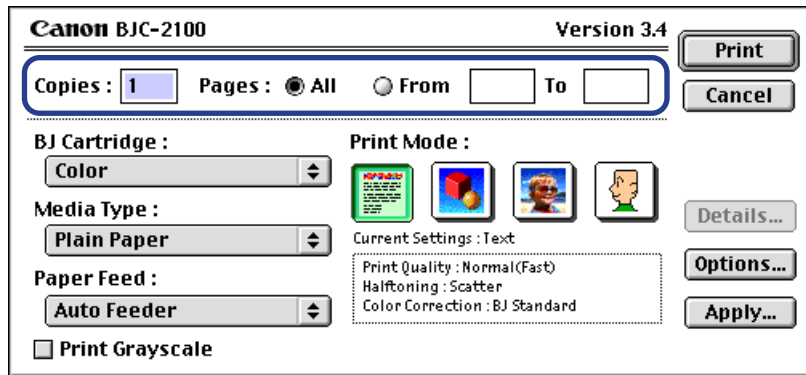
This section explains how to make the required settings before you start printing. You must enter values for Copies, Pages, BJ Cartridge, Media Type, and Print Mode.

This section describes the general procedure for opening the Print dialog box from an application program. Depending on the program you are using, different menu items may be used for printing. For more details, refer to the User's Manual for your application program.

- 1** Select the command you use for Printing in your application program.

Normally, click Print from the File menu, and the Print dialog box is displayed.

- 2 Enter the number of copies to be printed, and then set which pages are to be printed.



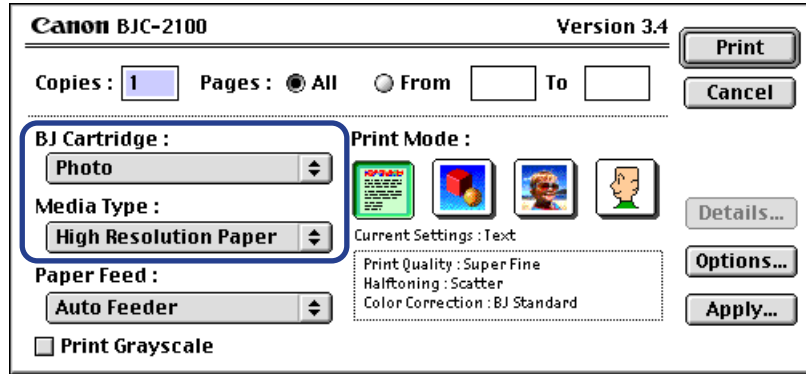
**Note** ►►

When only certain pages of a document are to be printed, click the From button and enter the first and last print pages.



### 3 Select BJ Cartridge and Media Type.

Click the up- or down-arrow to display a pop-up menu.

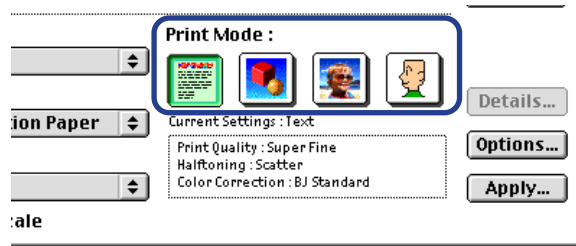


#### Note ►►

- When a document created in color is to be printed out in monochrome, place a check mark in the Print Grayscale checkbox.
- Paper Feed includes only Auto Feeder as a selection item.

#### 4 Select the Print Mode icon.

Select the icon that is closest to your document type and intended results. The Current Settings shows the name of the selected icon, along with information on the Halftoning and Color Correction for the selected Print Mode.



#### Print Mode Icons



Text

Prints documents made up primarily of text at normal quality.



Graphic

Intended for printing graphs and other computer graphics with clear color boundaries.



Photo

Intended for printing photographs and other graphics that use gradations of color and Tone.



Manual

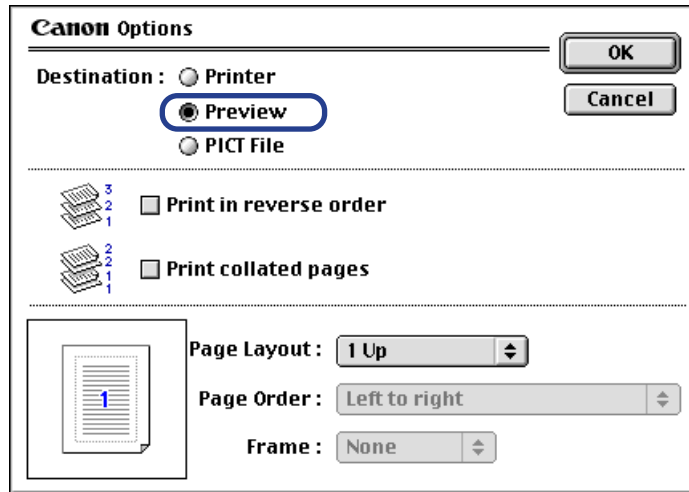
Allows you to customize the print mode settings.

#### 5 Click the Print button to close the Print dialog box and start the print job.

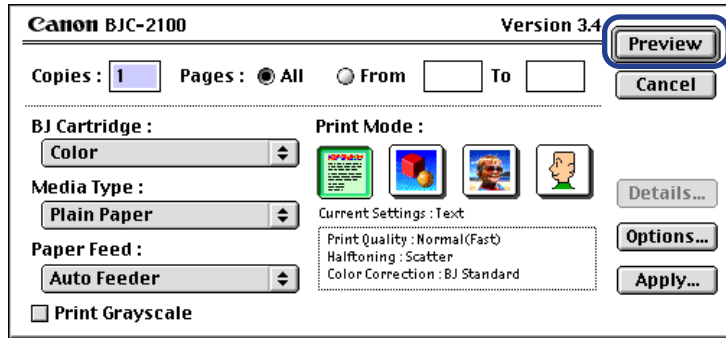
## ■ Displaying a Print Preview of the Document

To view a preview of the document as it will appear when printed, click the Options... button and change the output destination.

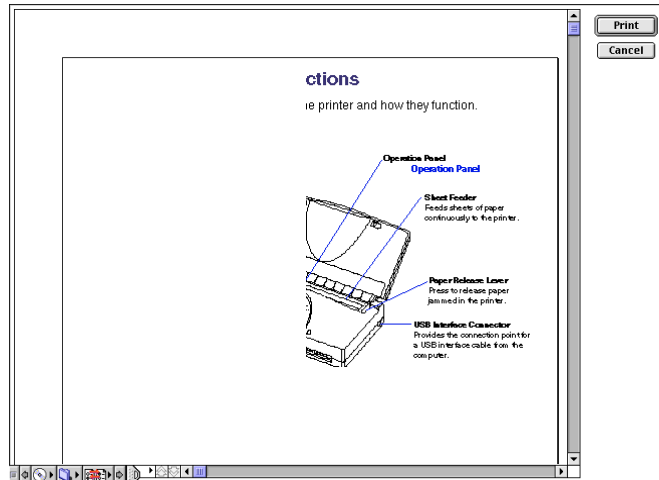
- 1 Open the Print dialog box, and click the Options... button.  
The Options dialog box is displayed.
- 2 Select Preview as the output destination, and click the OK button.



3 Click the Preview button in the Print dialog box.



The Preview dialog box is displayed.



**Note** ►►

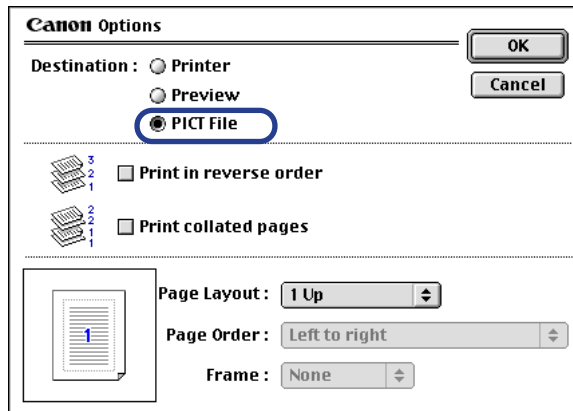
When the preview screen is displayed as a result of selecting manual for Print Mode, you can adjust the Color Balance and Density Settings.

- 4 When you are satisfied with the document and want to print it, click the Print button. To close the preview screen without printing, click the Cancel button.

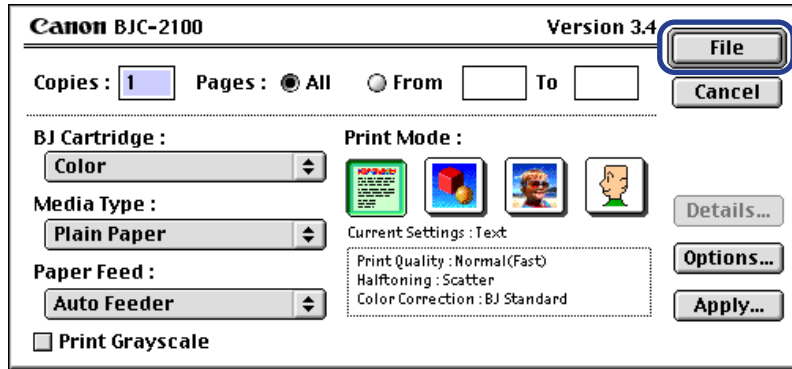
### ■ Saving a Document as a PICT File

To save your document as a PICT file, click the Options... button and change the output destination.

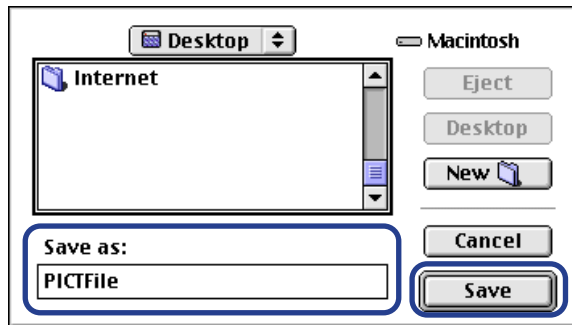
- 1 Open the Print dialog box, and click the Options... button. The Options dialog box is displayed.
- 2 Select PICT File as the output destination, and click the OK button.



- 3 Click the File button in the Print dialog box.



- 4 Type in the name under which you want to save and click the Save button.



The document data is saved in PICT file format.

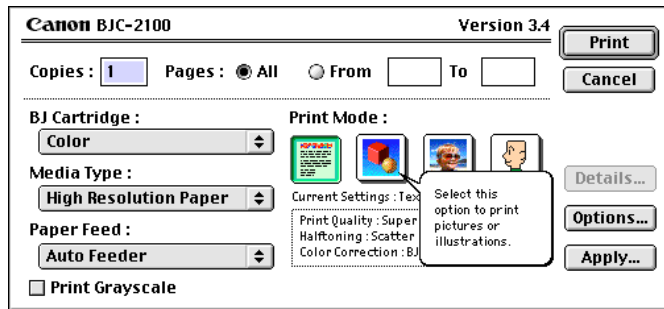
# Using Balloon Help

Turn on balloon help to display an explanation of each function on the screen. When you position the cursor over a given item, a brief explanation of that item appears in a balloon. Use the balloon help to learn about all the features of your printer driver.

## ■ Displaying Balloon Help

To display the balloon help, select Show Balloons from the Help menu. Position the pointer over the desired item to display a balloon help explanation.

- 1 Select Show Balloons from the Help menu.
- 2 Display the printer driver screens (the Page Setup dialog box, the Print dialog box, and so forth).
- 3 Position the cursor over the item for which you want to display an explanation. An explanation of the item is displayed.



## Note ►►

To turn off the balloon help, select Hide Balloons from the Help menu.

# Using Background Printing

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If background printing is selected with Chooser, you can open the BJ PrintMonitor to confirm the progress of printing or to stop printing. Also, you can change the order in which suspended documents are printed.

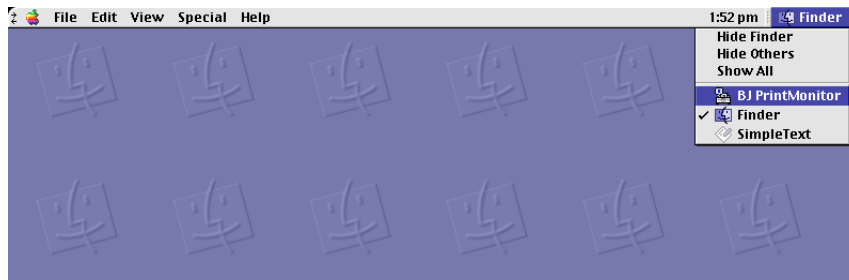
## ■ About Background Printing

The print processing method that enables you to do other tasks simultaneously while printing documents is called “Background Printing.” To perform background printing, select Chooser from the Apple Menu, select a printer driver and set Backgrounding to On.

During background printing, you can display the BJ PrintMonitor to confirm the progress of printing or to stop the printing.

## ■ Displaying the BJ PrintMonitor Window

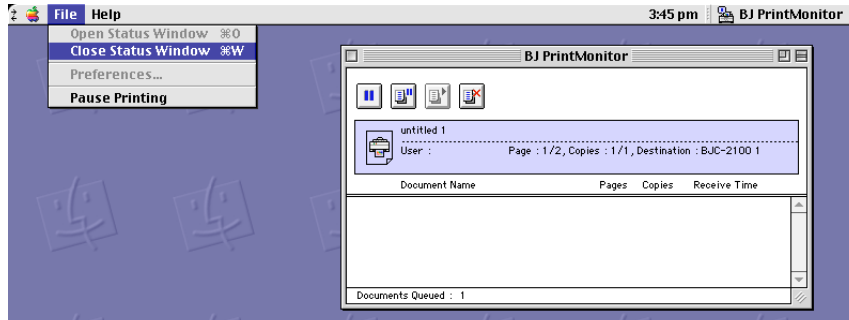
When Backgrounding is set to On, the BJ PrintMonitor starts up automatically when you print. The BJ PrintMonitor appears in the Application Menu. To verify the print process, click the BJ PrintMonitor icon in the Application Menu.





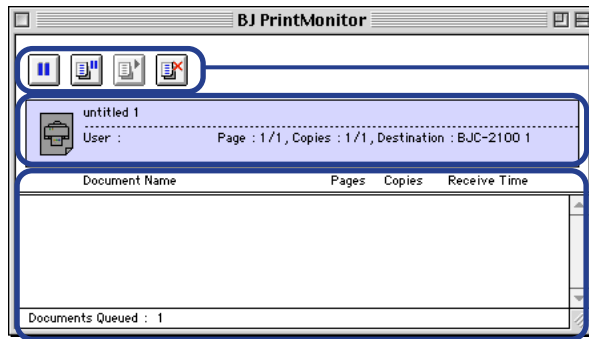
## ■ Closing the BJ PrintMonitor Window

When you select Close Status Window from the File menu, the BJ PrintMonitor window closes.



## ■ BJ PrintMonitor Function

The BJ PrintMonitor shows the document currently being printed and a list of the documents queued for printing. Print queue document information includes the document name, number of pages, number of copies, and the time when the print job was accepted. The total number of print queue documents is displayed in the bottom row.



### Control Buttons




Suspends printing of the document. Restarts the printing of the document.



Suspends the printing of specified documents only.



Restarts the printing of the documents suspended with .






Stops printing of the specified document.

Shows information on the document currently being printed. The icon on the left gradually fills with black as printing proceeds.

Lists the names of the queued documents.

The BJ PrintMonitor makes it possible to perform the following tasks.

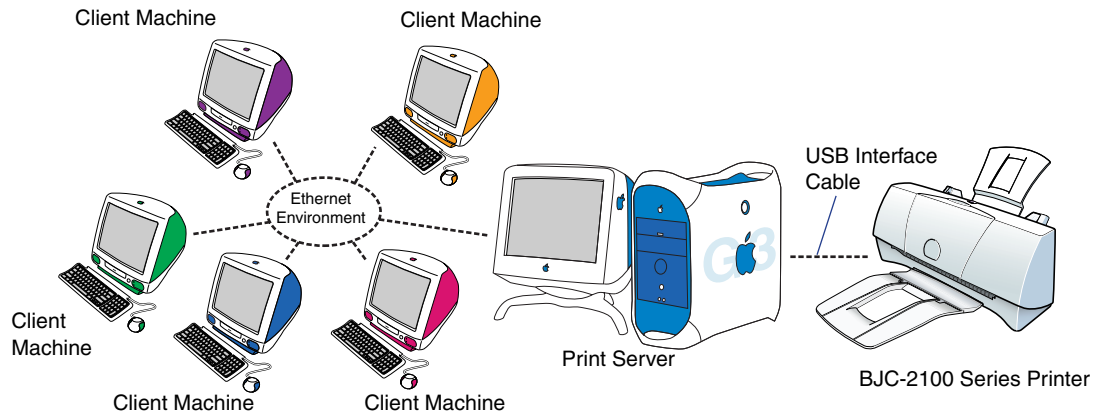
- You can change the order of the documents in the print queue. Position the cursor over the name of the document whose position you want to change and drag it to the desired position in the queue while holding down the mouse button. When you release the button, the document moves to the selected position. You can temporarily suspend the printing of one document so that another document in the print queue can be printed out.
- You can stop printing.  
Click the document name you want to stop printing and then click the  icon. The selected document is deleted from the list.
- You can suspend or restart printing.  
Click the name of the document you want to suspend printing and then click the  icon. To restart printing, click the  icon.

# Using the Printer With a Network

The BJC-2100 Series printer can be connected to a network. To enable use of the printer from any computer connected to the network, the BJC-2100 printer driver must be installed on each computer.

## ■ Connection Environment and Installation

- The BJC-2100 can be connected to an Ethernet environment.
- Install the printer driver on all the computers with USB that will use this printer.
- The printer must be connected to the computer acting as the print server via a USB interface cable. The print server and the client machines use different printer drivers and different tools to confirm printing progress. Refer to the example shown below.



**Print server**

Refers to the computer to which the printer is directly connected via a USB interface cable. On the print server, select the printer driver called BJC-2100. From the print server, the progress of printing can be confirmed using the BJ PrintMonitor.

**Client machine**

Refers to a computer that is connected to the print server via an Ethernet network. From a client machine, select the printer driver called BJC-2100 (Server). When printing is executed, data is sent to the printer via the print server. From a client machine, the progress of printing can be confirmed by starting the BJ StatusMonitor on the print server.

**■ Selecting the Printer Driver**

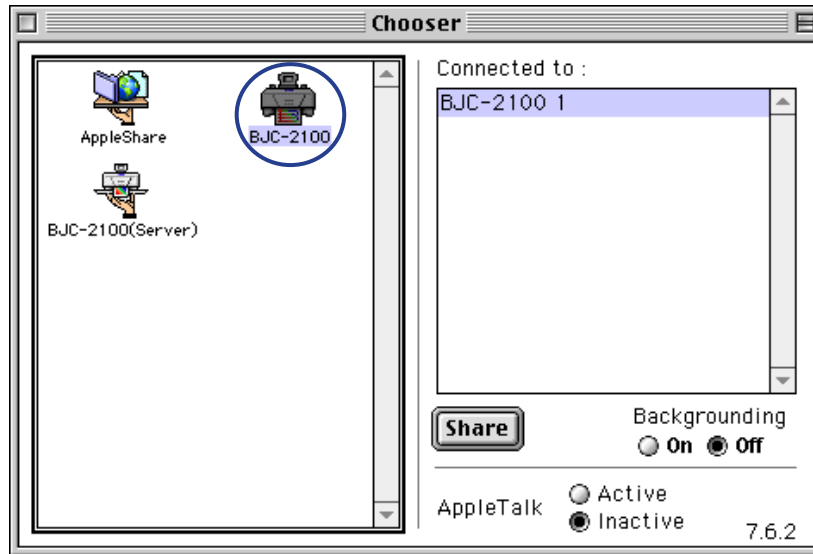
To use the printer with a network, the correct printer driver must be installed on each computer.

First, set up the print server. Then, make the necessary settings for each client machine.

***Setting up the print server***

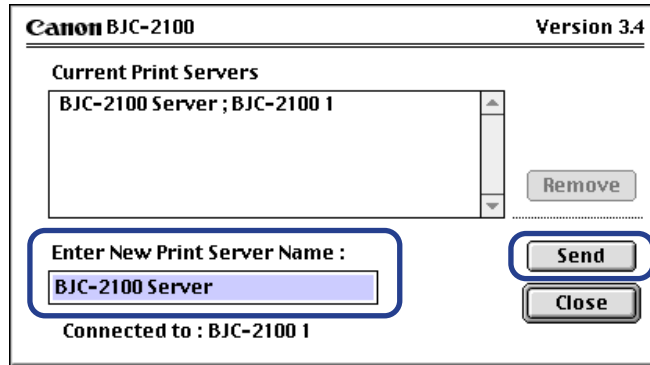
- 1** Select Chooser from the Apple Menu and make AppleTalk active.

- 2 Select the BJC-2100 icon and select the printer name from Connected to:.



- 3 Click the Share button.

- 4 Confirm that BJC-2100 server is selected for Enter New Print Server Name:, and then click the Send button.



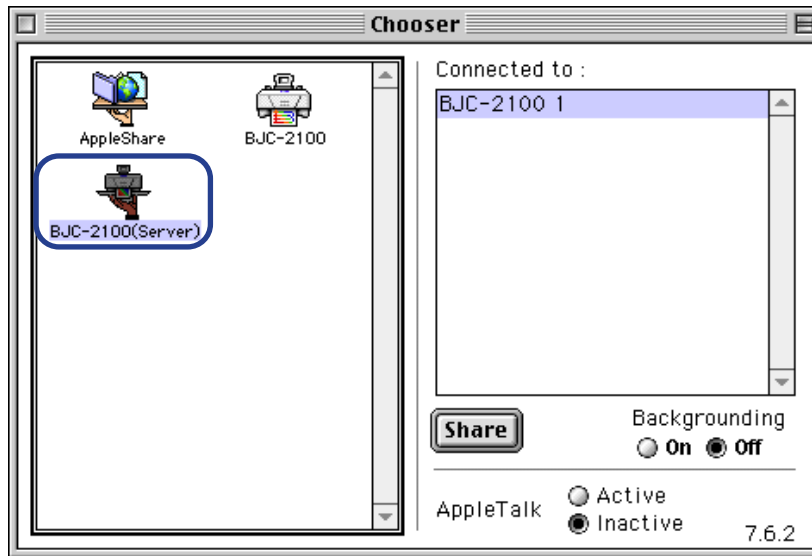
- 5 Confirm that a new print server name has been added to Current Print Servers, and then click the Close button.
- 6 Click the closebox to close the Chooser.

**Note** ▶▶

You can enter any desired name in the Enter New Print Server Name box.

## Setting up client machines

- 1 Select Chooser from the Apple Menu and make AppleTalk active.
- 2 Select the BJC-2100 (Server) icon and select the print server in Connected to:.



- 3 Click the closebox to close the Chooser.

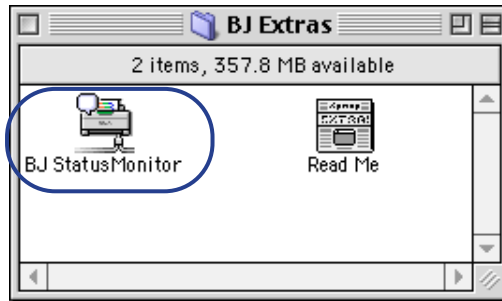


## ■ Confirming the Status of the Print Server from a Client Machine

When the progress of printing with the print server is to be confirmed in the BJ PrintMonitor, start the BJ StatusMonitor.

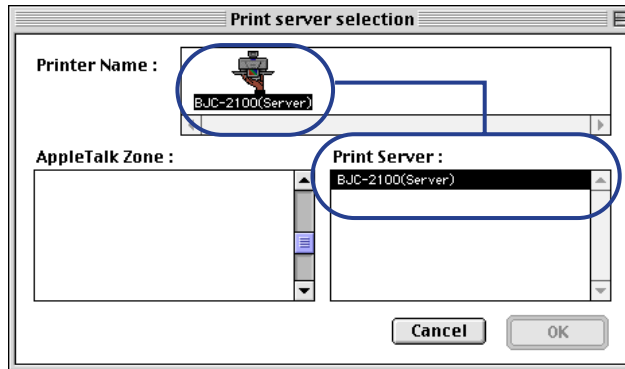
### *Starting the BJ StatusMonitor*

Double-click the BJ StatusMonitor icon in the BJ Extra folder.



*Select a print server on which you can check printing progress.*

- 1 Select Print Server Selection from the File menu.
- 2 Select a printer and a printer server on which you can check printing progress.



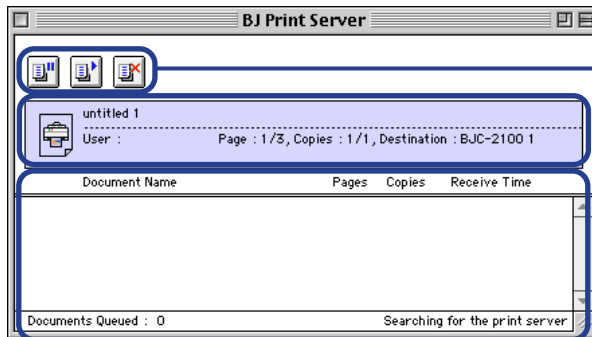
**Note** ►► If AppleTalk Zone is set, select a zone that includes a print server on which you can check printing progress.

### *Closing the BJ StatusMonitor window*





Select Quit from the File menu to close the BJ StatusMonitor.

## Functions of the BJ StatusMonitor

The progress of print jobs being performed by the print server can be confirmed using the BJ StatusMonitor. A list of documents that are currently being printed as well as those in the print queue is displayed. The information related to the jobs in the print queue includes the document name, number of pages, number of copies, and the time at which the print job was accepted. The total number of documents in the print queue is displayed in the bottom row.



### Functions of the buttons


-  Suspends the printing of specified documents only.
-  Restarts printing of the documents suspended with .
-  Stops printing of the specified document.

Displays information related to the document currently being printed. The icon on the left gradually fills with black as printing progresses.



Lists the names of the queued documents.

The following operations can be performed with the BJ StatusMonitor. Note, however, that the owner of the client machine and the owner of the document must be the same. If you double-click a document name, you can determine the owner of the print job.

- **Stop printing**

Click the name of the document for which you want to stop printing and then click the  icon. The selected document is deleted from the list.

- **Suspend/Restart printing**

Click the name of the document for which you want to suspend printing and then click the  icon. To restart printing, click the  icon.

**Note** ►►

- The owner of a computer can be determined from the Owner Name item after selecting File Sharing from the control panel.
- When you are using two or more print servers, you can switch the display of BJ StatusMonitor. Select the desired print server from Print Server and then click the OK button. You can then switch the display of the BJ StatusMonitor.

# Maintaining the Printer

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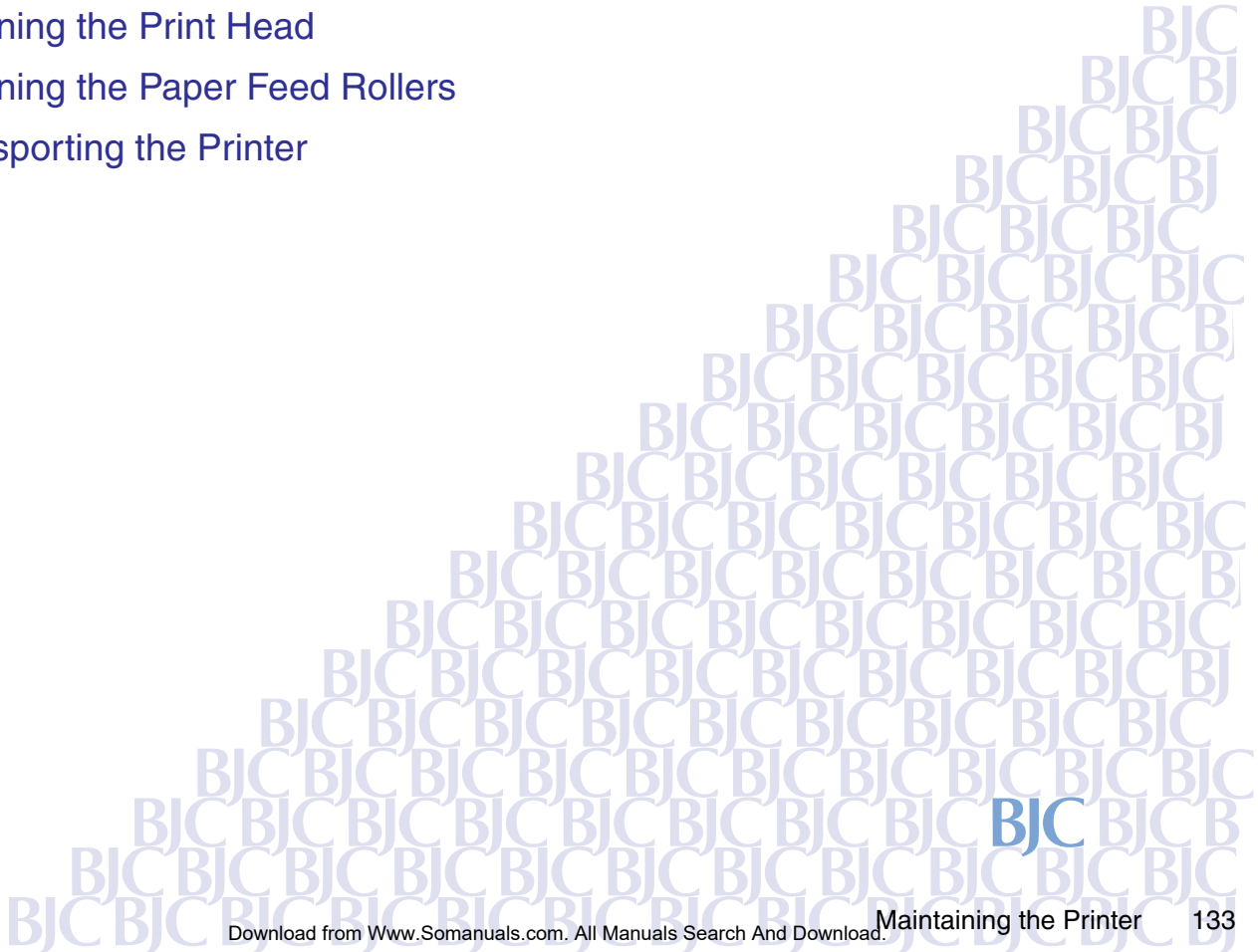
Cleaning the Printer

Printing a Nozzle Check Pattern

Cleaning the Print Head

Cleaning the Paper Feed Rollers

Transporting the Printer

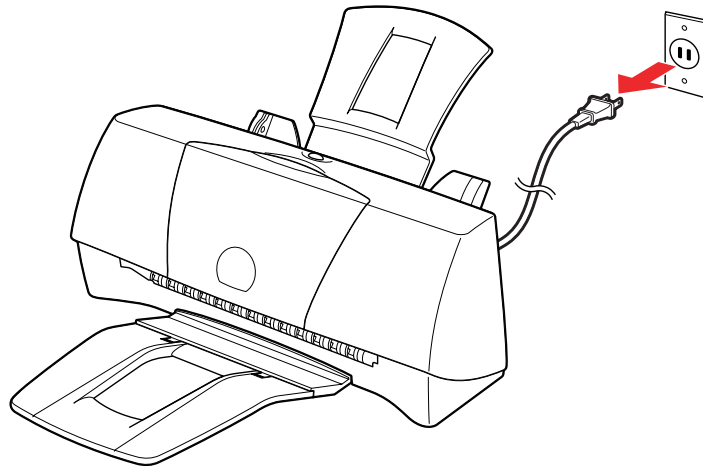


# Cleaning the Printer

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The inside of the printer may become soiled with ink and paper dust as the printer is used.

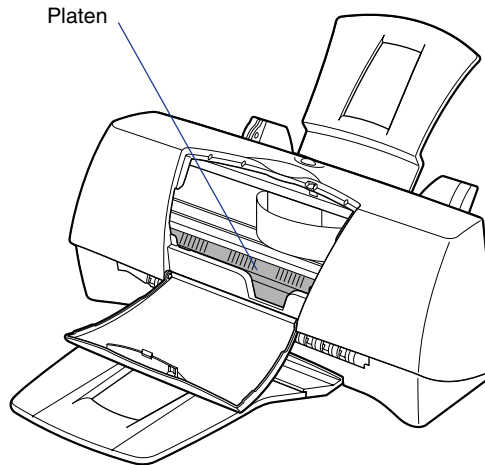
- 1 Unplug the printer from the power outlet.



If you have been using the printer, wait at least one minute before proceeding.

- 2 Open the front cover and wipe inside the printer with a clean dry cloth.

Look for sprayed ink, paper dust, or scraps of paper especially around the platen. Avoid touching parts inside the printer such as the cartridge holder.



**Caution**

- To avoid serious personal injury, never use flammable solvents such as thinners, benzene or alcohol to clean the printer. If such substances come in contact with electrical components inside the printer, they could cause a fire or electric shock.
- Always unplug the printer from the power outlet when you are cleaning it. You could touch moving parts inside the printer and suffer injury if you clean the printer while it is still on.

# Printing a Nozzle Check Pattern

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The Nozzle Check Pattern confirms whether the inks are being correctly ejected from the print head nozzles. Print the Nozzle Check Pattern when your printouts are streaked or the color tones are not correct, or after print head cleaning.

Make sure that the printer is plugged in and more than one sheet of plain paper is loaded in the printer.

 **For Windows users**

 **For Macintosh users**

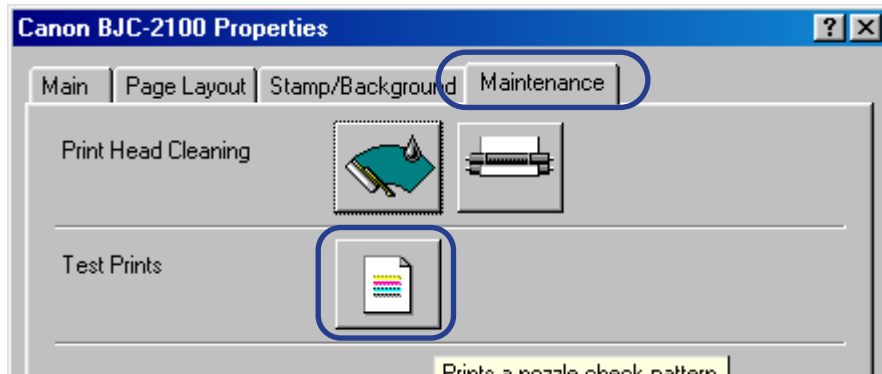
The following sections describe how to print the Nozzle Check Pattern using your printer driver. You can also print the Nozzle Check Pattern directly from the printer. Press the RESUME button twice quickly.



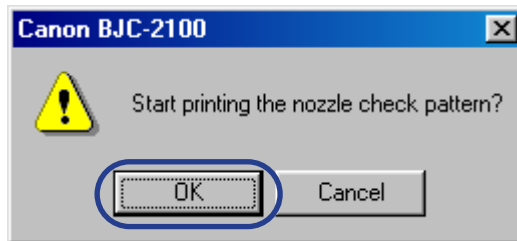
## Windows

*For Windows users*

- 1 Open the Printer Properties dialog box, then click the Maintenance tab.
- 2 Click the Nozzle Check Pattern icon in the Test Prints box.



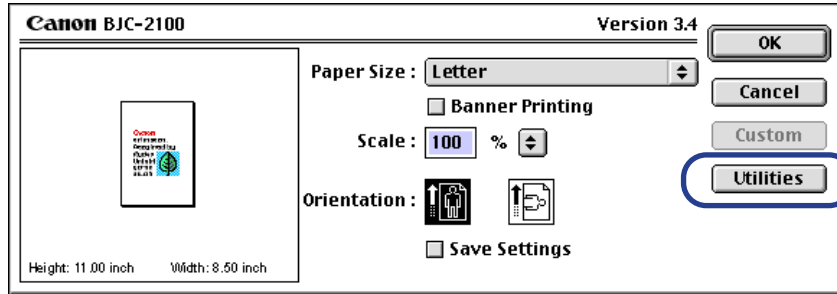
- 3 When a confirmation message appears, click the OK button.



Macintosh

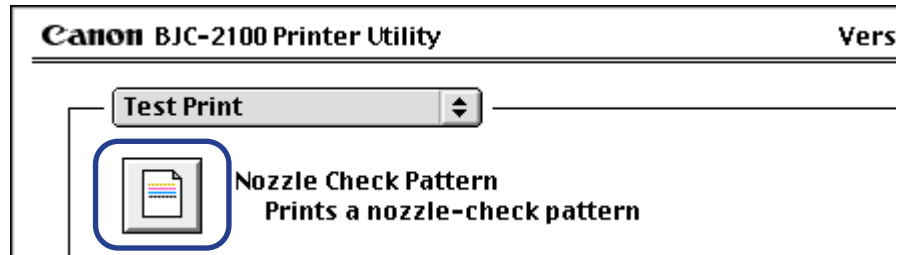
*For Macintosh users*

- 1 Select Page Setup from the File menu, then click the Utilities button.



- 2 Select Test Print.

**3** Select Nozzle Check Pattern.



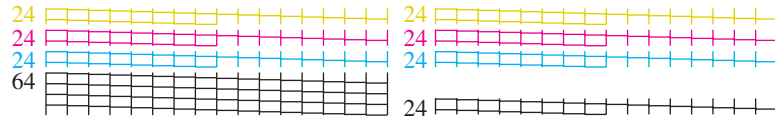
**4** When a confirmation message appears, click the OK button.



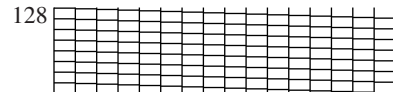
## ■ Examining a Nozzle Check Pattern

The patterns show the status of the BJ cartridge.

### BC-21e Color BJ Cartridge or BC-22e Photo BJ Cartridge



### Black BJ Cartridge



If the pattern is broken or missing, or a specific color is not printed, clean the print head.

 **Cleaning the Print Head**

# Cleaning the Print Head

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Cleaning the print head clears the nozzles.

**Note** ▶▶ Cleaning the print head consumes ink so clean the print head only when necessary.

Make sure that the printer is plugged in.

The following sections describe how to start print head cleaning from the printer driver.

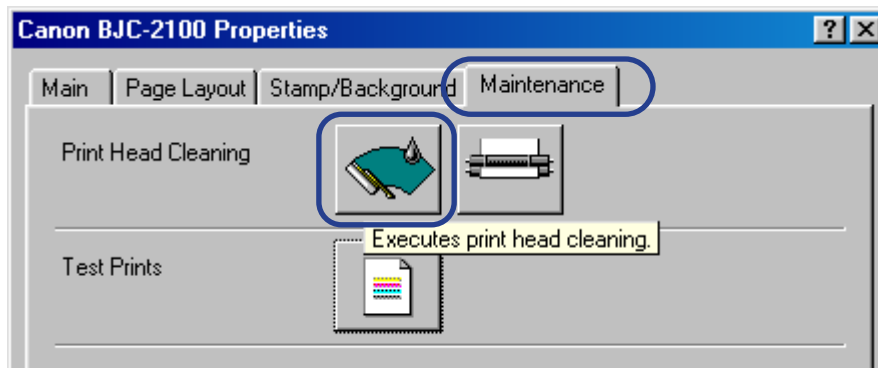
 **For Windows users**

 **For Macintosh users**

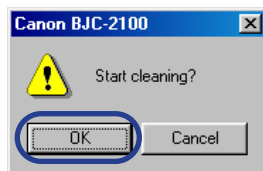
## Windows

*For Windows users*

- 1 Open the Printer Properties dialog box, then click the Maintenance tab.
- 2 Select the print head cleaning icon in the Print Head Cleaning box.



- 3 When a confirmation message appears, click the OK button.

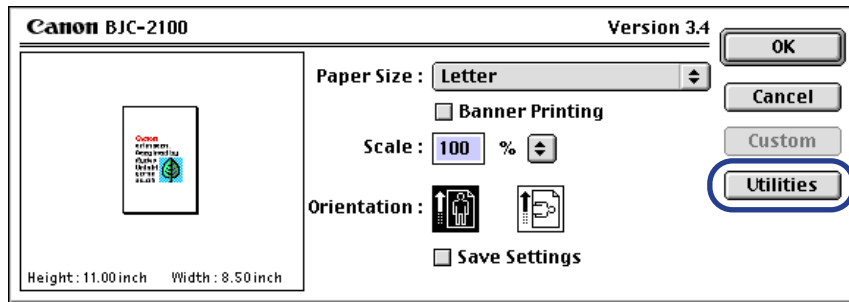


Cleaning begins; this takes approximately 30 seconds.

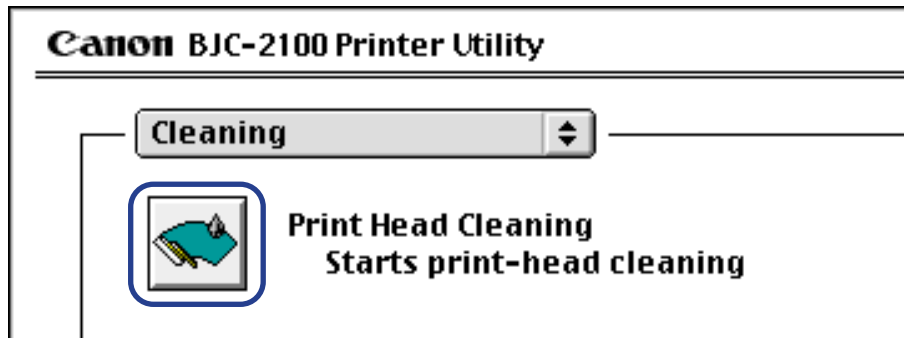
Macintosh

*For Macintosh users*

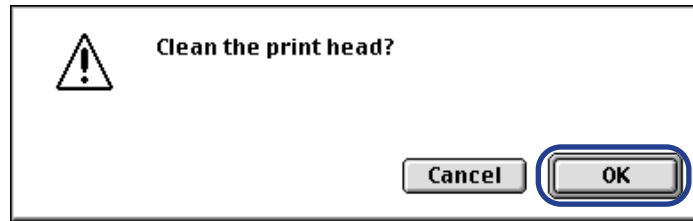
- 1 Select Page Setup from the File menu, then click the Utilities button.



- 2 Select Print Head Cleaning.



- 3 Click the OK button.



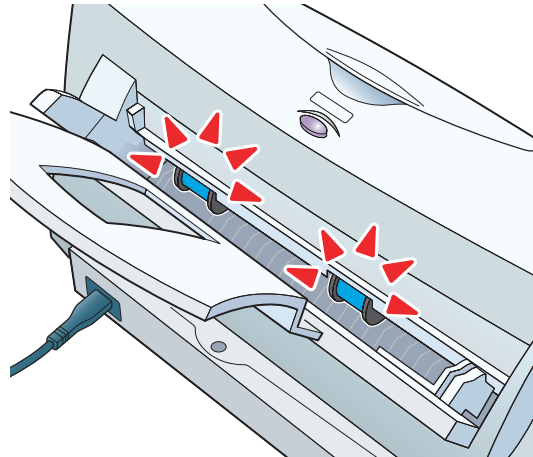
The Cleaning begins. Completion takes approximately 30 seconds.



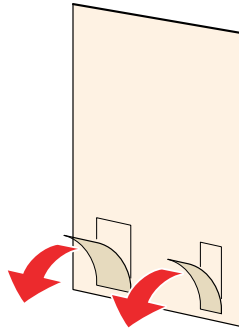
## Cleaning the Paper Feed Rollers

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If you frequently print on specially coated paper, like High Resolution Paper, paper dust will accumulate inside the printer and may adversely affect paper feed. To prevent this, clean the feed rollers using the cleaning sheet provided in the packet of coated paper.

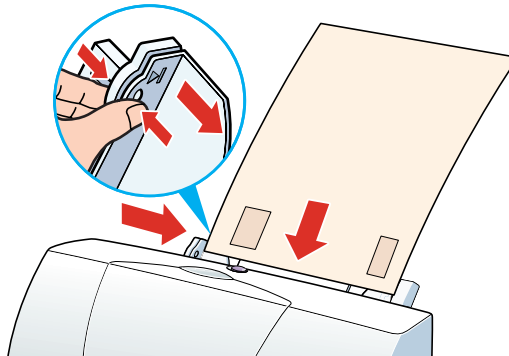


- 1 Peel the two pieces of tape off the cleaning sheet.



- 2 Load the cleaning sheet

- Load the sheet with the taped side facing up and the sticky pads down.
- Slide the paper guide snug against the left side of the cleaning sheet.



### 3 Start cleaning.

#### Windows

Open the Printer Properties dialog box, click the Maintenance tab and then click the clean paper feed rollers icon.

#### Macintosh

Select Page Setup from the File menu, then click Utilities and click the Feed Rollers Cleaning icon.

### 4 When you are prompted to confirm the cleaning, click the OK button.

**Important** ►► Do not re-use a cleaning sheet.

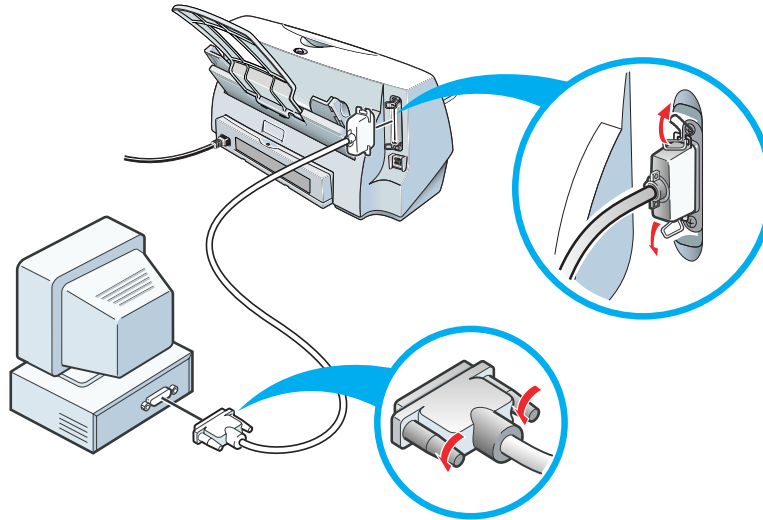
# Transporting the Printer

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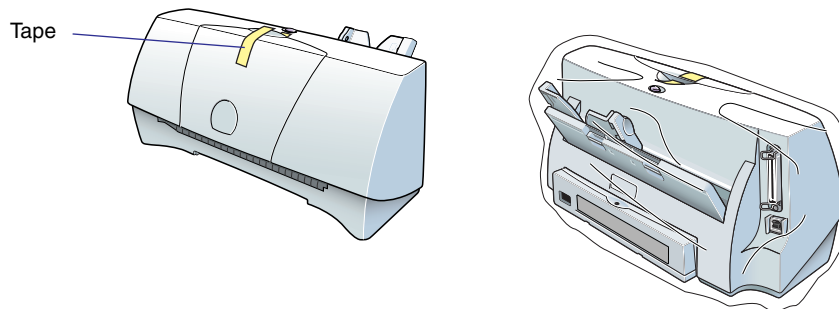
Use the original box and packing material to repack the printer for shipping or moving to another location. (When you do not use the original box, make sure that the printer is packaged properly so that it does not get damaged during the transportation.)

- 1** Open the front cover and remove the BJ cartridge from the cartridge holder. Store the removed BJ cartridge in the SB-21 Ink Cartridge Storage Box.
- 2** Remove the paper rest and the paper output tray from the printer.
- 3** Unplug the power cord from the power outlet.

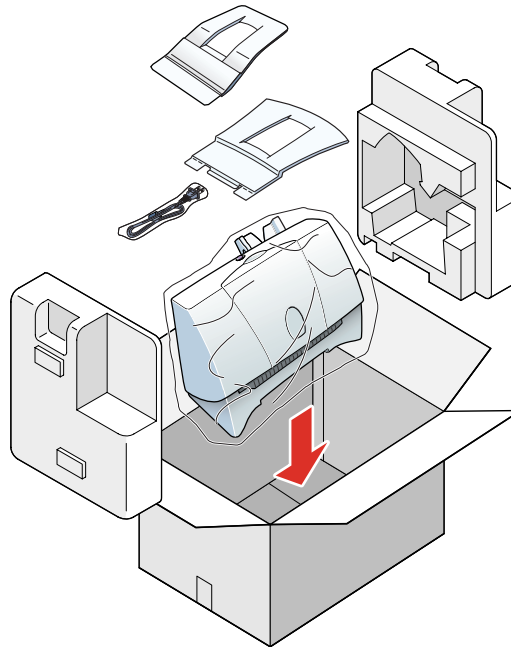
- 4** Disconnect the printer cable from the computer and printer. Also, disconnect the power cord from the printer.



- 5** Reattach the tape to the printer and insert the printer into its plastic bag.



- 6 Fit the packing material on either end of the printer and pack the printer into the original box.



**Note** ▶▶

If you are shipping the printer through a shipping agent, mark the box with “FRAGILE” or “HANDLE WITH CARE”.

# Troubleshooting

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Printout Is Unsatisfactory

Printer Does Not Start or Stops Mid-job

Paper Jams or Does Not Feed

An Error Message Appears

Other Problems

Before You Call for Help

Getting Help From Canon



# Printout Is Unsatisfactory

---

Color Document Printed in Monochrome

Colors Not Clear

Printed and On-screen Colors Do Not Match

Printout Does Not Match the Document Displayed on the Screen

Printed Text Rotated 90 Degrees

Printing in Top Left Corner

Text Cut Off at Bottom Right Corner, Right Edge, or Bottom Edge

Text or Image Reversed (Mirrored)

Enlarged/Reduced Printing Not Correct

Single Page Prints Over Two or More Pages

Colors Streaked or Incorrect

Straight Lines Are Broken

Printed Pages Curled

Backs of Pages Stained With Ink

Ink Blurred

Printed Surface Scratched

White Streaks Visible

Colors Streaked or Uneven

Last Part of Print Job Not Printing

Characters and Figures Notched / Gradation Streaked or Unnatural

Color Document Not Satisfactory



## ■ Color Document Printed in Monochrome

A document created in color is printed in monochrome.

### CHECK 1

#### **BC-20 BLACK BJ CARTRIDGE INSTALLED?**

Color printing is not possible using the BC-20 Black BJ Cartridge. Replace it with a suitable color cartridge, such as the BC-21e Color BJ Cartridge or BC-22e Photo BJ Cartridge depending on your application.

 **Replacing the BJ Cartridge**

### CHECK 2

#### **BLACK SELECTED IN THE PRINTER DRIVER?**

Confirm that the BJ cartridge setting in the printer driver dialog box is not Black and that it matches the type of cartridge installed.

 **Types of BJ Cartridges**

### CHECK 3

#### **GRAYSCALE PRINT SELECTED?**

Windows

Open the Printer Properties dialog box and disable Grayscale Print in the Main tab.

Macintosh

Disable Print Grayscale on the left bottom corner of the Print dialog box.

**CHECK 4****MONOCHROME PRINTING SELECTED IN APPLICATION PROGRAM?**

Some application programs have a setting in the print dialog box that allows you to enable or disable color printing.

Check that the setting is enabled in the application program.

For details, refer to the documentation of the application program.

**CHECK 5****CORRECT PRINTER DRIVER SELECTED?**Windows

If the wrong printer driver (one that supports only monochrome printing) is selected, all the documents are printed in monochrome.

Start the print job again and check that “Canon BJC-2100” is displayed in the Name entry box of the Print dialog box.

If the name of another printer is displayed, click the down-arrow and select “Canon BJC-2100” from the pull-down list.

**Note** 

To avoid this problem, set the BJC-2100 as the default printer. To do so, click Start, select Settings, and click on Printers. Highlight the Canon BJC-2100 icon and right-click. Now click the Set As Default option (make sure a check mark appears).

## ■ Colors Not Clear

The colors in printed photographs and illustrations are not as clear as you expected.

### CHECK 1

#### **BJ CARTRIDGE AND MEDIA CORRECT FOR THE PRINT JOB?**

When printing photographs or illustrations, use High Resolution Paper, Glossy Photo Paper, or High Gloss Film. These media provide better color reproduction and brighter colors than plain paper.

If you are printing graphs or charts, use the BC-21e Color BJ Cartridge. The BC-22e Photo BJ Cartridge is the best choice for natural images with fine color gradations, such as photographs.

A clogged or worn BJ cartridge may cause printing problems. Print a Nozzle Check Pattern and check the printed patterns.

#### **Printing a Nozzle Check Pattern**

## **CHECK 2**

### **PRINTER DRIVER SETTINGS CORRECT FOR MEDIA AND PRINT JOB?**

Open the printer driver dialog box and select the print mode best suited for the print job.

Also make sure that the BJ Cartridge and Media Type settings match the BJ cartridge and media currently set in the printer.

Windows



#### **Selecting the BJ Cartridge and Media Type**

You may also want to click the Advanced button in the Main tab. Click the Color tab, check that Color Adjustment is enabled and then adjust the color settings such as Color Balance, Output Style, and Brightness.

Macintosh



#### **Changing the Print Dialog Box Settings**

Select the Color panel and change the settings such as the Matching method.

**CHECK 3****RE-FILLED INK TANK INSTALLED IN THE BJ CARTRIDGE?**

You may not be able to achieve satisfactory performance with an ink tank that has been re-filled or that uses third party ink. It is recommended that you use ink tanks specifically designed for use with the Canon BJ cartridge.

 **Using BJ Cartridges**

## ■ Printed and On-screen Colors Do Not Match

The colors you see on the screen do not match the colors you see in the printed copy of the same image. For example, objects that appear blue on the screen are printed purple and objects that appear pale green on the screen are printed dark green.

A color display and printer do not reproduce color in the same way. The printed color tones may not perfectly match the colors you see on the screen because screen color varies depending on how the screen is viewed and calibrated.

When the differences between displayed and printed colors are too extreme, check the following.

### **CHECK 1**

#### **IS THE INK IN THE BJ CARTRIDGE IN GOOD CONDITION?**

If there are wide differences between the screen colors and printed colors, one of the ink tanks may have run out of ink or some of the print head nozzles may be clogged.

Print a Nozzle Check Pattern and check the results.

Clean the print head when the patterns are broken or missing.

 **Printing a Nozzle Check Pattern**

 **Cleaning the Print Head**

## **CHECK 2**

### **ARE THE PRINTER DRIVER SETTINGS CORRECT?**

Open the printer driver dialog box and select the print mode best suited for the print job in the Choose Print Mode box under the Main tab.

Also make sure that the BJ Cartridge and Media Type settings match the BJ cartridge and media currently set in the printer.

Windows



#### **Selecting the Print Mode**

You may also want to click the Advanced button in the Main tab, click the Color tab and adjust the color settings such as Color Balance, Output Style, and Brightness. If Color Adjustment is off, click the checkbox to turn it on.

Macintosh



#### **Changing the Print Dialog Box Settings**

Use Manual for printing.

## **CHECK 3**

### **ARE YOU USING PLAIN PAPER OR HIGH RESOLUTION PAPER?**

The color clarity of your printouts will be different when using various print media. To obtain the best color results, use Canon High Resolution Paper or Canon Glossy Photo Paper.

## ■ Printout Does Not Match the Document Displayed on the Screen

The document is displayed correctly on the screen but the printout does not match the screen.

### **CHECK 1**

#### **DID YOU CANCEL A PRINT JOB BEFORE IT WAS COMPLETED?**

There may be data remaining in the printer or the computer from the previous print job. Unplug the printer and power down the computer, then plug the printer back in, restart the computer, and try printing again.

#### Windows

To check for print data remaining from a previous job, select Settings from the Start menu, then click Printers. Double-click the BJC-2100 icon. If you see one or more print jobs queued for printing, select Purge Print Documents from the Printer menu. For details, see your Windows documentation or online Help.



**CHECK 2****ARE YOU USING THE CORRECT PRINTER DRIVER?**

Windows

Meaningless characters and symbols may print if you have selected the wrong printer driver for the print job.

Start the print procedure again and make sure that “Canon BJC-2100” is displayed in the Name entry box of the Print dialog box.

If another driver is selected, click the down-arrow and select “Canon BJC-2100” from the pull-down list.

**Note** ▶▶

To avoid this problem, set the BJC-2100 as the default printer.

**CHECK 3****ARE THE PRINTER AND COMPUTER SECURELY CONNECTED?**

Check the printer cable connections at the printer and computer. A faulty or loose connection can result in a printout that does not match the document displayed on the screen.

**CHECK 4****IS THE PROBLEM IN THE ORIGINAL FILE?**

If the printout does not match the document displayed on the screen when you print a certain file, the cause of the problem may be in the file or the application program you are using. Rebuild the file and print it again.

If the rebuilt file prints correctly, the original file was probably faulty.

If the rebuilt file does not print correctly, contact the software application company.

 **Before You Call for Help**

## ■ Printed Text Rotated 90 Degrees

The document text orientation is not correct and it is printed rotated 90 degrees.

### CHECK 1

#### **IS THE ORIENTATION SETTING CORRECT?**

Select Portrait to print across the width of the page and select Landscape to print across the length of the page.

Open the printer driver dialog box and set the correct printing direction.

Windows

Check the button for Orientation in the Page Layout tab.

Macintosh

Select Page Setup from the File menu and check Orientation.

### CHECK 2

#### **IS LANDSCAPE ORIENTATION SPECIFIED IN THE APPLICATION PROGRAM?**

Check the Orientation feature in your application program.

Some application programs have a setting in the print dialog box that allows you to set the orientation.

For details, refer to the documentation of the application program.

### **Note** ►►

If the application program has an Orientation setting, make sure that the setting (Portrait/Landscape) matches the Orientation setting in the printer driver.

## ■ Printing in Top Left Corner

### CHECK 1

#### **IS THE PAPER IN THE PRINTER LARGER THAN THE PAGE SIZE SPECIFIED IN THE PRINTER DRIVER?**

If you print on paper larger than the page size selected in the printer driver, the page is printed in the top left corner.

Open the printer driver dialog box and check the page size setting. If the setting does not match, replace the paper in the printer or change the page size setting.

Windows



**Setting the Page Size**

Macintosh



**Changing the Page Setup Dialog Box Settings**

### CHECK 2

#### **IS SCALED PRINTING SET FOR REDUCTION IN THE PRINTER DRIVER?**

If Scaled Printing is set for reduction in the printer driver, the document is reduced and printed in the top left corner of the page.

To disable Scaled Printing, open the Printer Properties dialog box for Windows or the Page Setup dialog box for Macintosh and change the setting.

Windows



**Opening the Printer Properties Dialog Box**

Macintosh



**Changing the Page Setup Dialog Box Settings**

If you want to use Scaled Printing with reduction, make sure that the correct percentage is set and confirm that the page size selection is correct.

Refer to the printer driver online help for more details.

### ■ Text Cut Off at Bottom Right Corner, Right Edge, or Bottom Edge

The text is printing in the bottom right corner of the page or printing beyond the right or bottom margins and cut off from view.

#### **CHECK 1**

#### **IS THE PAPER IN THE PRINTER SMALLER THAN THE PAGE SIZE SPECIFIED IN THE PRINTER DRIVER?**

If you print on paper smaller than the page size selected in the printer driver, text is printed in the bottom right corner, or cut off at the bottom or right edge of the paper.

Open the printer driver dialog box and check the page size setting.

If the setting does not match the size of the paper in the printer, replace the paper in the printer or change the page size setting.

Windows



**Setting the Page Size**

Macintosh



**Changing the Page Setup Dialog Box Settings**

**CHECK 2****IS SCALED PRINTING SET FOR ENLARGEMENT IN THE PRINTER DRIVER?**

If Scaled Printing is set for enlargement in the printer driver, the document is enlarged and printed in the bottom right corner, or cut off at the bottom or right edge of the paper.

To disable Scaled Printing, open the Printer Properties dialog box for Windows or the Page Setup dialog box for Macintosh and change the setting.

Refer to the printer driver online help for more details.

A rounded rectangular button with a purple-to-pink gradient background and the word "Windows" in white text.A blue arrow pointing to the right.

**Opening the Printer Properties Dialog Box**

A rounded rectangular button with a purple-to-pink gradient background and the word "Macintosh" in white text.A blue arrow pointing to the right.

**Changing the Page Setup Dialog Box Settings**

## ■ Text or Image Reversed (Mirrored)

The printed image is printed with left and right sides reversed or “mirrored”.

### CHECK

#### **IS BACK PRINT FILM OR T-SHIRT TRANSFER SELECTED FOR MEDIA TYPE?**

Open the printer driver dialog box and check the Media Type setting. If the setting is not correct, click the down-arrow and select the correct media from the pull-down list.

The Media Type setting must match the media loaded in the printer for the print job.

Windows



Selecting the Print Mode

Macintosh



Changing the Print Dialog Box Settings

## ■ Enlarged/Reduced Printing Not Correct

A print job set up for Scaled Printing in the printer driver is not executing correctly.

### CHECK 1

#### **DOES THE SIZE OF THE PAPER IN THE PRINTER MATCH THE PAGE SIZE SETTING IN THE PRINTER DRIVER?**

Windows

If you are using Scaled Printing to enlarge or reduce the print job so it fits on the paper in the printer, first set the Page Size in the Page Layout tab to the size specified in the application program. Next, set the Printer Page Size to the size of the paper in the printer.

### CHECK 2

#### **ARE YOU USING THE CORRECT PAPER SIZE FOR SCALED PRINTING?**

To set the scale for the enlargement or reduction, load paper that matches the printer page size setting.

Refer to the printer driver online help for more details.



## ■ Single Page Prints Over Two or More Pages

### CHECK 1

#### **DOES THE PAGE SIZE SETTING IN THE APPLICATION PROGRAM AND PRINTER DRIVER MATCH?**

Windows

Set the same Page Size setting for the application program and the printer driver.

Open the Printer Properties dialog box, click the Page Layout tab, and select the Page Size that matches the Page Size setting in the application program.

#### **Setting the Page Size**

### CHECK 2

#### **IS THE SIZE OF THE TOP MARGIN SPECIFIED IN THE APPLICATION PROGRAM TOO LARGE?**

In the application program, set the top, bottom, right or left margin to the minimum values. If you cannot change the margin, increase the number of lines per page.

### **Note**

For more information about setting the page format in the application program, refer to the documentation of your application program.

## ■ Colors Streaked or Incorrect

The text appears scratched, streaked, or the wrong colors are printed.

### CHECK 1

#### **IS THE INK IN THE BJ CARTRIDGE IN GOOD CONDITION?**

If text or images are streaked, scratched, faint, or if the wrong colors are printing, one of the ink tanks may have run out of ink, the print nozzles may be clogged, or the print head may be worn out.

Print a Nozzle Check Pattern and check the printed patterns.

Clean the print head when the patterns are broken or missing.

Windows



**Printing a Nozzle Check Pattern**

Macintosh



**Cleaning the Print Head**

### CHECK 2

#### **HAS THE PROTECTIVE TAPE OR CAP BEEN REATTACHED?**

After removing the orange protective cap and tape, do not attempt to re-attach them to the BJ cartridge. Re-attaching the tape or cap can cause air bubbles or trap dirt or dust and clog the ink nozzles.

If the protective tape or cap has been re-attached, remove it. Install the BJ cartridge in the printer and clean the print head immediately.

After cleaning the print head, if printing is patchy or streaked replace the BJ cartridge.

**CHECK 3****DID YOU PRINT ON THE CORRECT PRINT SIDE OF THE MEDIA?**

The correct print side is different for each type of media.

Make sure that the correct print side is facing up when you load the media in the auto sheet feeder.

 **Notes on Handling Print Media****■ Straight Lines Are Broken****CHECK 1****IS THE BJ CARTRIDGE INSTALLED CORRECTLY?**

Remove the BJ cartridge and re-install it correctly.

 **Replacing the BJ Cartridge****CHECK 2****IS PRINT QUALITY SET TO FAST IN THE PRINTER DRIVER?**

Changing Print Quality to Fine in the printer driver may improve the quality of printed straight lines.

 **Windows**

- 1** Open the Printer Properties dialog box.
- 2** Click the Advanced button in the Main tab.
- 3** In the Quality tab, drag the slide bar to the right to select Fine.

**Macintosh**

- 1** When using Manual for printing, click the Details button in the Print dialog box.
- 2** In the Quality panel, drag the slide bar to the right to select Fine.

**■ Printed Pages Curled**

As printed pages are ejected from the printer, they are curled or wavy.

**CHECK 1****ARE YOU PRINTING ON THIN PAPER?**

The large amount of ink used to print color photographs and illustrations can cause printed pages to curl or warp.

For such cases, be sure to use special media such as High Resolution Paper or Glossy Photo Paper.

**Note** ▶▶

When you use High Resolution Paper, Glossy Photo Paper, or other special media, always load the pages with the print side facing up. Only one side of these media is treated with a special coating for better ink absorption.

**CHECK 2****IS THE PRINTER DRIVER SET FOR HIGH DENSITY PRINTING?**

Move the Intensity setting (print density) to a lower setting and execute the print job again. A lower intensity setting uses less ink thus preventing curling of the printed page.

**Windows**

- 1** Open the Printer Properties dialog box and click the Advanced button in the Main tab.
- 2** Click the Color tab.
- 3** Use the Intensity slide bar to change the Intensity setting.

**Macintosh**

- 1** When using Manual for printing, click the Details button in the Print dialog box.
- 2** Click the Color panel, and use the Intensity slide bar to change the intensity setting.

**Note** 

Curling occurs most frequently with small paper sizes such as A5. To avoid this curling problem, try not to use small paper sizes to print documents that contain photographs or illustrations.

## ■ Backs of Pages Stained With Ink

The backs of pages are stained after they are printed and ejected from the printer.

### **CHECK 1**

#### **IS THE INSIDE OF THE PRINTER DIRTY?**

Clean the printer periodically. Printouts may be stained by excess ink inside of the printer.

#### **Cleaning the Printer**

### **CHECK 2**

#### **IS A PAGE EJECTED BEFORE THE PREVIOUS PAGE IS DRY?**

If you are printing on media that requires a few minutes to dry, remove each page from the paper output tray as it is ejected from the printer. This prevents the next page from stacking on top of a printed page before it is dry.

## ■ Ink Blurred

Images are not sharp or the ink has spread and run together.

### CHECK 1

#### **ARE YOU PRINTING A PHOTOGRAPH OR ILLUSTRATION THAT REQUIRES A LARGE AMOUNT OF INK?**

In the printer driver, set Print Quality to Fine. The Fine setting reduces the tendency for ink to spread in printing color documents that require large amounts of ink, and reduces the tendency for ink to spread where black areas are adjacent to colored areas.

#### Windows

- 1** Open the Printer Properties dialog box.
- 2** Click the Advanced button in the Main tab.
- 3** In the Quality tab, drag the slide bar to the right toward the Fine setting.

#### Macintosh

- 1** When using Manual for printing, click the Details button in the Print dialog box.
- 2** In the Quality panel, drag the slide bar to the right toward the Fine setting.

**CHECK 2****ARE YOU USING PLAIN PAPER?**

If you are using plain paper, use another type of print media. To minimize ink spread, use High Resolution Paper, Glossy Photo Paper, or High Gloss Film.

**CHECK 3****IS THE PRINT HEAD DIRTY?**

Clogged print head nozzles can cause ink spread and blurring, so clean the print head.

 **Cleaning the Print Head****CHECK 4****IS THE PRINTER DRIVER SET FOR HIGH DENSITY PRINTING?**

The Intensity setting in the printer driver can be used to adjust print density (that is, the amount of ink used to print). Lowering the print density setting can reduce the tendency for ink to spread in color photographs or illustrations.

**Windows**

- 1** Open the Printer Properties dialog box and click the Advanced button in the Main tab.
- 2** Click the Color tab.
- 3** Use the Intensity slide bar to change the intensity setting.



## Macintosh

- 1** When using Manual for printing, click the Details button in the Print dialog box.
- 2** In the Color panel, use the Intensity slide bar to change the print density setting.

### ■ Printed Surface Scratched

The print side of the paper is scratched.

#### **CHECK 1**

#### **ARE YOU PRINTING ON THICK PAPER?**

If you print on paper thicker than the allowed maximum weight of 28 lb (105 g/m<sup>2</sup>), the print head may scratch the printed surface of the page. If you experience difficulty when printing on thick paper, clean the print head.

 **Cleaning the Print Head**

#### **CHECK 2**

#### **IS THE PAPER THICKNESS LEVER SET CORRECTLY?**

When printing on thick paper such as envelopes or banner paper, move the paper thickness lever all the way to the right.

Also, try moving the paper thickness lever to the right if the printer surface is scratched when printing on plain paper.

**CHECK 3****ARE YOU PRINTING ON CURLED PLAIN PAPER?**

If curled plain paper is loaded with the curl bowing up, the print head may scratch the bottom edge of the paper.

Remove the plain paper, turn it over, and load it in the auto sheet feeder again.

**CHECK 4****ARE YOU EXECUTING A HIGH DENSITY PRINT ON PLAIN PAPER?**

If you execute a high density print job on plain paper, the paper may absorb too much ink and curl, and the print head may scratch the surface of the curled page. Lower the Intensity setting.

**Windows**

- 1** Open the Printer Properties dialog box, and click the Advanced button in the Main tab.
- 2** Click the Color tab.
- 3** Use the Intensity slide bar to change the color density setting.

**Macintosh**

- 1** When using Manual for printing, click the Details button in the Print dialog box.
- 2** In the Color panel, use the Intensity slide bar to change the print density setting.

**CHECK 5****ARE YOU PRINTING OUTSIDE THE RECOMMENDED PRINTING AREA?**

If you print outside the recommended printing area, the print head may scratch the bottom edge of the page.

To avoid problems, print only in the recommended printing area.

 **Printing Area**

■ **White Streaks Visible**

**CHECK****PRINT A NOZZLE CHECK PATTERN.**

If colors are broken or missing, clean the print head.

If any portion of the Nozzle Check Pattern is streaked, the print head could be clogged or the BJ cartridge may be worn out.

 **Printing a Nozzle Check Pattern**

 **Cleaning the Print Head**

 **Replacing the BJ Cartridge**

**Note** 

If the Nozzle Check Pattern prints normally, there may be a problem in the application program. For details, refer to the documentation of your application program.

## ■ Colors Streaked or Uneven

Patterns of uneven or streaked coloring appear on the printout.

### CHECK 1

#### **IS PRINT QUALITY ON THE QUALITY TAB IN THE PRINTER DRIVER SET TO FAST?**

Set Print Quality to Fine and print again. This reduces uneven coloration you may see in a document where a large amount of ink is used.

##### Windows

- 1** Open the Printer Properties dialog box.
- 2** Click the Advanced button in the Main tab.
- 3** In the Quality tab, drag the slide bar to the right toward Fine and click the OK button.

##### Macintosh

- 1** When using Manual for printing, click the Details button in the Print dialog box.
- 2** In the Quality panel, drag the slide bar to the right toward Fine.

**CHECK 2****IS HALFTONING SET FOR OPTIMUM PERFORMANCE?**

Check the Halftoning setting in the Quality tab of the printer driver. The Diffusion setting smoothes uneven or streaked colors.

**Windows**

- 1** Open the Printer Properties dialog box.
- 2** Click the Advanced button in the Main tab.
- 3** In the Halftoning box under the Quality tab, disable Auto if it is checked and enabled.
- 4** Click Diffusion and click the OK button.

**Macintosh**

- 1** When using Manual for printing, click the Details button in the Print dialog box.
- 2** In the Quality panel, set Halftoning to Scatter.

## ■ Last Part of Print Job Not Printing

The last part of each page in the document is not printed.

### CHECK 1

#### **ARE YOU USING THE PAPER SIZE SPECIFIED IN THE PAGE SIZE SETTING?**

If the size of the paper loaded in the printer does not match the page size setting in the printer driver, part of each page may not print.

Open the printer driver dialog box and adjust the setting.

Windows

 **Setting the Page Size**

Macintosh

 **Changing the Page Setup Dialog Box Settings**

### **Note**

Set the same page size setting for the application program and the printer driver.

### CHECK 2

#### **ARE THE COMPUTER AND PRINTER SECURELY CONNECTED?**

Check the connection of the printer cable at the computer and printer. A loose connection can cause losing part of a print job.

**CHECK 3****IS A WPS DRIVER INSTALLED?**

Windows

You may not be able to print correctly with a WPS (Windows Printing System) driver installed in your system. Confirm whether or not a WPS driver is installed in your system.

Change the WPS driver port setting to FILE or delete the WPS driver.

- 1** Open the WPS Driver Properties window.
- 2** In the Details tab, select FILE in the “Print to the following port” setting.
- 3** To delete the WPS driver, select Programs and then Windows Printing System from the Windows Start menu and click Uninstall.

## ■ Characters and Figures Notched / Gradation Streaked or Unnatural

Macintosh

Characters and figures print with unnatural notches. Gradation appears streaked.

### **CHECK**

#### **ARE YOU USING AN APPLICATION PROGRAM THAT ONLY SUPPORTS POSTSCRIPT?**

The BJC-2100 is a QuickDraw printer and is not a PostScript printer. Therefore, if you use an application program that only supports PostScript, the lines of characters and figures may print with unnatural notches. Always use an application program that supports QuickDraw.

Some PostScript application programs have a setting that allows you to use ATM fonts or TrueType fonts. When you specify the ATM fonts or TrueType fonts in an application program, characters, figures and gradation can be reproduced properly.



## ■ Color Document Not Satisfactory

### **CHECK 1**

#### **ARE THE COLOR ADJUSTMENT SETTINGS CORRECT?**

In the printer driver, you can adjust the color tones of the image by changing the density of each color (cyan, magenta, yellow and black). For example, you can lower the magenta setting when the reds are too dark or raise the cyan setting when the blues are too light.

#### Windows

- 1** Open the Printer Properties dialog box, and click the Advanced button in the Main tab.
- 2** Click the Color tab.
- 3** Move the slide bars of the individual colors to the left or right (or click the arrows on each end of the slide bars).

#### **Note** ▶▶

If Color Adjustment is grayed out and cannot be used, check Color Adjustment in the checkbox. For Windows 98, confirm that Use ICM is not checked.

**Macintosh**

- 1** When using Manual for Printing, click the Details button.
- 2** Click the Color panel.
- 3** Move the slide bars of the individual colors to the left or right.

**CHECK 2****IS THE BRIGHTNESS ADJUSTED CORRECTLY?**

In the printer driver, you can specify the contrast among intermediate tones between black and white. For example, adjusting the brightness toward Light makes the overall image brighter, with stronger contrast in the light areas and lower contrast in the dark areas.

**Note** ▶▶

Brightness is also referred to as the gamma curve coefficient.

**Windows**

- 1** Open the Printer Properties dialog box, and click the Advanced button in the Main tab.
- 2** Click the Color tab.
- 3** Specify the desired brightness setting in the Brightness box.

**Note** ▶▶

If Brightness is grayed out and cannot be used, check Color Adjustment in the checkbox. For Windows 98, confirm that Use ICM is not checked.

## Macintosh

- 1** When using Manual for printing, click the Details button.
- 2** Select the Color panel.
- 3** Specify the desired brightness setting.

**Note** ►►

If Brightness is grayed out and cannot be used, check Brightness in the checkbox.

**CHECK 3****ARE THE OUTPUT STYLE SETTINGS CORRECT?**

The Output Style settings in the printer driver allow you to specify whether intermediate tones are emphasized in the printout or primary colors are printed more brightly.

Auto: (Windows)	Samples the data stream and selects the optimum matching method for the print job.
Accurate or Photo:	Emphasizes intermediate tones. Best suited for natural images (skin tone, sky blue, foliage green, etc.).
Vivid or Graphic:	Emphasizes primary colors. Reds, blues, yellows printed brightly for color graphs, charts, and tables.
Spot Color: (Macintosh)	Emphasizes basic colors. Best suited for documents that require few intermediate colors.

### Windows

- 1** Open the Printer Properties dialog box, and click the Advanced button in the Main tab.
- 2** Click the Color tab.
- 3** Select Auto, Accurate, or Vivid in the Output Style box.

#### Note ►►

If Output Style is grayed out and cannot be used, check Color Adjustment in the checkbox. For Windows 98, confirm that Use ICM is not checked.

### Macintosh

- 1** When using Manual for printing, click the Details button.
- 2** Select the Color panel.
- 3** Specify the Matching Method setting.

#### Note ►►

If Output Style is grayed out and cannot be used, check Matching Method in the checkbox.

# Printer Does Not Start or Stops Mid-job

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Printer Does Not Operate After It Is Plugged In

Print Job Does Not Start

Printing Halts

Printing Starts But Nothing Prints

Cartridge Holder Does Not Move to Center

Cartridge Holder Does Not Return to Home Position

Checking the Printer and Computer Connection

Setting the BJC-2100 as the Default Printer

## ■ Printer Does Not Operate After It Is Plugged In

The printer does not operate after its power cord is plugged into a power outlet.

### **CHECK 1**      **IS THE PRINTER PLUGGED IN?**

There is no power button on this printer. The printer is turned on automatically as soon as it is plugged into the power outlet.

Confirm that printer power plug is connected to the printer and plugged into a live power outlet.

### **CHECK 2**      **IS THE POWER OUTLET LIVE?**

Connect another electrical device to the same power outlet. If the other device operates normally, the power outlet is functioning normally.

If you perform these checks and the problem is not solved, unplug the printer and contact the Canon Customer Care Center.

 **Before You Call for Help**

 **Getting Help From Canon**

## ■ Print Job Does Not Start

Printer does not operate after the print job is executed from the computer.

### **CHECK 1**      **IS THE PRINTER TURNED ON?**

There is no power button on the printer. The printer turns on automatically as soon as you plug it into the power outlet.

#### **Printer Does Not Operate After It Is Plugged In**

### **CHECK 2**      **ARE YOU PRINTING A VERY LARGE FILE?**

A very large file may require some time to process before printing begins. Photographs and illustrations can increase the size of a file. For a very large file, wait a few minutes for the print job to begin.

### **CHECK 3**      **ARE THE PRINTER AND COMPUTER SECURELY CONNECTED?**

Check the printer cable connections at the printer and computer. A faulty or loose connection can prevent it from starting.

#### **Checking the Printer and Computer Connection**

**CHECK 4****ARE YOU USING THE CORRECT PRINTER DRIVER?**

A print job may not start if you have selected the wrong printer driver for the print job.

**Windows**

Check that “Canon BJC-2100” is displayed in the Name entry box of the Print dialog box. If another driver is selected, click the down-arrow and select “Canon BJC-2100” from the pull-down list. If BJC-2100 does not appear in the list, you must install the printer driver.

**Note** ▶▶

If you use only the BJC-2100, select the BJC-2100 as the default printer.

**Macintosh**

Select BJC-2100 from the Chooser in the Apple menu.

**➡ Setting the BJC-2100 as the Default Printer**



**CHECK 5****IS THE CORRECT PRINTER PORT SELECTED?**

Windows

If you are using the Parallel interface to connect your printer, set your printer port to LPT1.

If you are using the USB Interface to connect your printer, set your printer port to USBPRNnn.

- 1** Open the Printer Properties dialog box directly from the Start menu.
- 2** Click the Details tab and select LPT1 or USBPRNnn in the Print to the following port box (LPT1: Canon BJ LPT Printer Port).

** Opening the Printer Properties Dialog Box**

## ■ Printing Halts

The printer stops printing before the print job is complete.

### **CHECK 1**

#### **IS THE PRINT JOB A FINELY DETAILED PHOTOGRAPH OR ILLUSTRATION?**

The printer requires more time to process a finely detailed illustration or photograph.

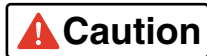
If the print job requires using a large amount of black ink on plain paper, the print job may require more time.

### **CHECK 2**

#### **HAS THE PRINTER BEEN OPERATING FOR A LONG TIME?**

The print head may occasionally overheat during a long print job.

If the print head overheats, printing pauses at the end of a pass across the page to allow time for the print head to cool and then restarts after a brief interval. Interrupt printing at a convenient point, unplug the printer and wait for at least 15 minutes for the print head to cool.



**Caution**

To avoid minor burns, do not touch the print head or the surrounding area.

## ■ Printing Starts But Nothing Prints

The printer operates but nothing is printed on the page.

### **CHECK 1**

#### **IS THE INK IN THE BJ CARTRIDGE IN GOOD CONDITION?**

The print head nozzles may be clogged, one or more of the ink tanks may be low, or the BJ cartridge may be worn.

Print a Nozzle Check Pattern to check the status of the print head and clean the print head.

 **Printing a Nozzle Check Pattern**

 **Cleaning the Print Head**

If the problem is not solved, replace the ink tank or the BJ cartridge.

 **Replacing Ink Tanks**

 **Replacing the BJ Cartridge**

If the Nozzle Check Pattern looks correct, check that the printer is connected to the computer securely. If the connection is loose, printing will start but nothing may be printed.

Also check that there is not a problem with the original file.

**CHECK 2****DID YOU REMOVE THE ORANGE PROTECTIVE TAPE FROM THE PRINT HEAD?**

If the orange protective tape is not removed from the BJ cartridge, ink cannot be ejected from the BJ cartridge. Remove the BJ cartridge and check the print head. If the tape has not been removed, remove it.

** Replacing the BJ Cartridge****■ Cartridge Holder Does Not Move to Center**

You want to switch the BJ cartridge, replace an ink tank, or replace the BJ cartridge, but the cartridge holder does not move to the center when you open the front cover.

**CHECK 1****IS THE PRINTER TURNED ON?**

Confirm that the printer is plugged in.

**CHECK 2****HAVE YOU BEEN PRINTING FOR AN EXTENDED PERIOD?**

The print head overheats if you print continuously for long periods. When this happens, the cartridge holder stops moving to protect the print head. Wait about 15 minutes for the print head to cool.

## ■ Cartridge Holder Does Not Return to Home Position

When you replace a BJ cartridge or ink tank, the cartridge holder does not return to the home position after you close the front cover.

### Note ►►

The cartridge holder normally stays at the right except during printing or when you open the front cover.

### CHECK

#### **IS THE BJ CARTRIDGE CORRECTLY INSTALLED?**

The cartridge holder will not return to the home position if the BJ cartridge is not correctly installed. Disconnect the power cord. Then reconnect the power cord and reinstall the BJ cartridge.

If the reinstalled cartridge holder still does not return to the starting position, install another BJ cartridge.

#### **➡ Replacing the BJ Cartridge**

If the problem still persists, there may be a fault in the printer. Contact the Canon Customer Care Center.

#### **➡ Getting Help From Canon**

## ■ Checking the Printer and Computer Connection

If you have problems with the printer, the cause may be in the hardware you are using to connect the printer and computer.

- If you are using a switching device, USB hub or external buffer, disconnect the device and connect the printer directly to the computer again. If you can print normally with the direct connection, contact the manufacturer of the device.
- The printer cable may be faulty, or you may be using the wrong type of cable. Replace the printer cable and try again.

Recommended printer cable specifications are as follows:

When using the parallel interface

Material:	AWG28 or larger
Type:	Twisted-pair shielded cable
Length:	Up to 2.0 m (6.5 ft)
Connectors:	Amphenol 30360 or equivalent

When using the USB interface

Material:	AWG28 (data wiring pair) or AWG20 to 28 (distribution pair)
Type:	Twisted-pair shielded cable
Length:	Up to 5.0 m (16.4 ft)
Connectors:	USB standard Series B pluggable

## ■ Setting the BJC-2100 as the Default Printer

When you are using more than one printer, you may find it convenient to set the BJC-2100 as the default printer.

### Windows

- 1** On the Windows desktop, click the Start button, point to Settings, and click Printers.
- 2** When the Printer window opens, click the BJC-2100 icon to highlight it.
- 3** Select Set As Default from the File menu.

### Macintosh

- 1** Select Chooser from the Apple menu.
- 2** Select BJC-2100.

# Paper Jams or Does Not Feed

---

Paper Does Not Feed From Auto Sheet Feeder

Envelopes Do Not Feed

Paper Skewing During Feeding

Multiple Sheets Feed Together

Paper Jam



## ■ Paper Does Not Feed From Auto Sheet Feeder

After the print job is started, the paper loaded in the auto sheet feeder does not feed.

### **CHECK 1**      **IS THE PAPER TOO THICK?**

Thick paper does not feed. Do not attempt to print on paper or other media thicker than 28 lb (105 g/m<sup>2</sup>).

### **CHECK 2**      **IS THE SHEET FEEDER OVERLOADED?**

The number of sheets you can load in the auto sheet feeder depends on the media you are using. The media does not feed correctly if you exceed the prescribed number of sheets.

 **Notes on Handling Print Media**

### **CHECK 3**      **IS THE PAPER FOLDED OR CURLED?**

To avoid misfeeds and paper jams, do not load paper in the auto sheet feeder that is folded, curled or wrinkled.

 **Notes on Handling Print Media**

**CHECK 4**

**DID YOU REMOVE THE PAPER REST?**

Make sure the paper rest is installed on the printer at all times.

**CHECK 5**

**ARE YOU PRINTING TRANSPARENCIES OR BACK PRINT FILM?**

If you are printing on transparencies or back print film, insert a sheet of plain paper (of the same size) in the auto sheet feeder behind the transparencies or film.

## ■ Envelopes Do Not Feed

Envelopes do not feed or skew during feeding.

### CHECK 1

#### **ARE THE ENVELOPES CURLED OR BENT?**

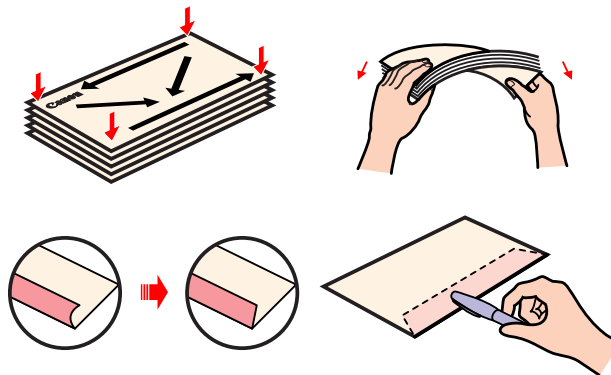
Before you load envelopes, make sure they are flat. Press down firmly around the edges of the stack to flatten the envelopes and expel air from inside the envelopes.

If the envelopes are still not perfectly flat, hold the edges of the stack diagonally and bend them gently to straighten them.

Make sure that the flaps in the stack are straight and not overlapping.

If the envelopes still do not feed, use a pen or similar object to flatten the edges of the envelopes.

#### Envelopes



**CHECK 2****ARE TOO MANY ENVELOPES LOADED?**

You can set up to 5 envelopes in the auto sheet feeder.

**CHECK 3****IS THE PAPER GUIDE SET CORRECTLY?**

If the paper guide on the auto sheet feeder is not set correctly, the paper does not feed straight or may jam in the printer.

The paper guide must be snug against the side of the stack and not too tight.

**CHECK 4****ARE THE ENVELOPES LOADED CORRECTLY?**

To avoid misfeeds and jams, always load the top edge of an envelope (or stack of envelopes) lengthwise with the flap side down.



## ■ Paper Skewing During Feeding

The paper or other media does not feed straight into the paper feed slot.

### CHECK 1

#### **IS THE AUTO SHEET FEEDER OVERLOADED?**

The number of sheets you can load in the auto sheet feeder depends on the media you are using. The media does not feed correctly if you exceed the prescribed number of sheets.

### CHECK 2

#### **IS THE PAPER FOLDED OR CURLED?**

To avoid misfeeds and paper jams, do not load paper in the auto sheet feeder that is folded, curled, or wrinkled.



#### **Notes on Handling Print Media**

### CHECK 3

#### **IS THE PAPER GUIDE SET CORRECTLY?**

If the paper guide on the auto sheet feeder is not set correctly, the paper does not feed straight or may jam in the printer.

The paper guide must be snug against the side of the stack and not too tight.

## ■ Multiple Sheets Feed Together

When you have a stack of paper in the sheet feeder, more than one sheet feeds from the stack at the same time.

### **CHECK 1**

#### **DID YOU FAN THE STACK BEFORE LOADING?**

Before loading a stack of media in the auto sheet feeder, always fan the pages to remove static cling and align the edges. Fanning the stack separates the sheets so they can feed smoothly from the auto sheet feeder.

### **CHECK 2**

#### **IS THE AUTO SHEET FEEDER OVERLOADED?**

The number of sheets you can load in the auto sheet feeder depends on the media you are using. The media does not feed correctly if you exceed the prescribed number of sheets.

### **CHECK 3**

#### **IS THE PAPER FOLDED OR CURLED?**

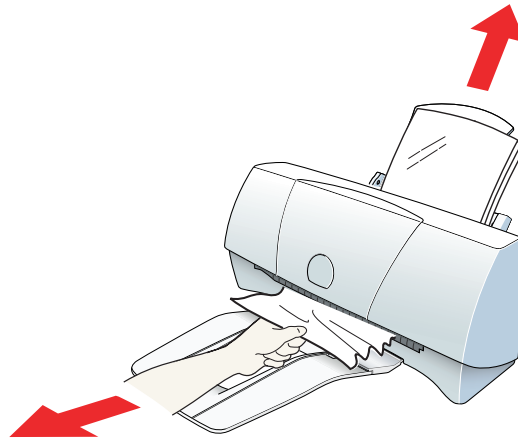
To avoid misfeeds and paper jams, do not load paper in the auto sheet feeder that is folded, curled, or wrinkled.

 **Notes on Handling Print Media**

## ■ Paper Jam

If paper jams in the printer, remove it.

- 1** Slowly pull the paper out of the printer from the auto sheet feeder or the paper output slot, whichever is easier. If the paper tears or shreds, unplug the printer, then open the front cover and remove all the fragments of paper.
- 2** Close the front cover, load the paper, and then print again.



**Note** ▶▶

- You can load paper within the range of 17 to 28 lb (64 to 105 g/m<sup>2</sup>) in the auto sheet feeder.

**➡ Media Sizes**

- To avoid misfeeds and paper jams, do not load wrinkled, folded, or curled paper in the auto sheet feeder.

**➡ Notes on Handling Print Media**



# An Error Message Appears

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Error Writing to LPT1 or USBPRNnn

Windows

Application Error, General Protection Fault

Windows

Other Error Messages

## ■ Error Writing to LPT1 or USBPRNnn

Windows

You cannot print when this message appears.

### CHECK 1      **IS THE PRINTER PLUGGED IN?**

Confirm that printer's power plug is connected to the printer and plugged into a live power outlet. After the printer is plugged in, the printer turns on automatically. There is no power button on the printer.

#### **Printer Does Not Operate After It Is Plugged In**

### CHECK 2      **ARE THE PRINTER AND COMPUTER CONNECTED PROPERLY?**

Check the connections of the printer cable at the computer and the printer.

### CHECK 3      **IS PRINT SPOOLING OPERATING CORRECTLY?**

Cancel spooling and send the print job directly to the printer.

- 1**    Open the Printer Properties dialog box from the Start menu.
- 2**    Click the Details tab and click the Spool Settings button. Click the button for "Print directly to the printer".

#### **Opening the Printer Properties Dialog Box**

**CHECK 4****IS THE PRINTER PORT OPERATING CORRECTLY?**

Check the status of the printer port.

When you are using the parallel interface:

- 1** Right-click the My Computer icon and select Properties from the pop-up menu.
- 2** Click the Device Manager tab.
- 3** Select Ports (COM & LPT), then double-click Canon BJ LPT Printer Port (LPT1).
- 4** In the General tab, check that Original Configuration (Current) is enabled. An error will occur if this item is disabled. Read the message under Device Status and verify that a problem is not indicated.
- 5** Click the Resources tab and read the message in the list under Conflicting device list. If a conflict is indicated, delete the competing device.

When you are using the USB interface:

- 1** Right-click the My Computer and then select Properties.
- 2** Double-click Universal serial bus controller on the Device manager tab, and then double-click CANON BJC-2100.
- 3** Note what is displayed on the General tab.

## **CHECK 5**

### **IS THE PRINTER DRIVER INSTALLED CORRECTLY?**

There may be a problem with the printer driver. Uninstall the printer driver and install it again.

**CHECK 6****IS THE PRINTER PORT SETTING IDENTICAL TO THE INTERFACE YOU ARE USING?**

If the printer port setting is not identical to the interface connected to the printer, an error message appears.

To check the printer port setting, open the Printer Properties dialog box and click the Details tab.

- If LPT1 is displayed in the “Print to the following port” box, the printer port is set to the parallel port.
- If USBPRNnn (nn: numerals) is displayed in the “Print to the following port” box, the printer port is set to the USB port.

If the printer port setting does not match the printer’s interface connection type, shut down Windows and unplug the printer. Then connect the printer using the correct interface specified in the printer driver again, or install the correct printer driver that matches the connected interface again.

**CHECK 7****IS A WPS DRIVER INSTALLED?**

You may not be able to print correctly if a WPS (Windows Printing System) driver is installed in your computer.

- 1** Click Start, point to Settings, and click Printers.
- 2** If a WPS driver is installed, right-click the icon and then select Properties from the pop-up menu.
- 3** Click the Details tab and check the “Print to the following port” setting.

If the selected port is the port also used by the BJC-2100, change the WPS driver port setting to FILE or delete the WPS driver.

## ■ Application Error, General Protection Fault Windows

### CHECK 1

#### **ARE YOU USING A WINDOWS 3.1 APPLICATION PROGRAM?**

Attempting to print from a Windows 3.1 application program installed on the Windows 98 or Windows 95 platform may cause an error. Use a Windows 98 or Windows 95 compatible application program.

### CHECK 2

#### **ARE SEVERAL APPLICATION PROGRAMS RUNNING IN THE BACKGROUND?**

If you are running several application programs at the same time, there may not be enough memory available for the print job.

Quit the other application programs and try again.

### CHECK 3

#### **DOES THE COMPUTER HAVE SUFFICIENT MEMORY?**

Make sure that you have the required amount of memory installed for the application program you are using to print.

For details, refer to the User's Manual for your application program.

If the amount of memory is insufficient, install more memory.

### **Checking the Printing Environment**

**CHECK 4****IS THERE SUFFICIENT FREE SPACE ON THE HARD DISK?**

An error may occur if there is not enough free space available on the hard disk.

Check the amount of free space on the hard disk.

If there is little free space available on the disk, delete any unneeded files.

** Checking the Printing Environment****CHECK 5****IS THERE A PROBLEM IN THE FILE YOU ARE TRYING TO PRINT?**

If one of these errors occurs only when you try to print a particular file, there may be a problem in the file or the application program. Rebuild the file and try printing it again.

If there is not a problem with the new file, the old file was probably faulty. If the same error occurs with the new file, call the Canon Customer Care Center.

** Before You Call for Help**** Getting Help From Canon**



**CHECK 6****IS THE PRINTER DRIVER INSTALLED CORRECTLY?**

There may be a problem with the printer driver.

Uninstall the printer driver and install it again.

**■ Other Error Messages****CHECK 1****AN ERROR DISPLAYED IN THE BJ STATUS MONITOR?**A purple rounded rectangular button with the word "Windows" in white text.

When an error occurs, the BJ Status Monitor screen opens.

The Print Status tab displays a short description of the error and other information about the print job. Click the Guide tab to display instructions on how to solve the problem.

For problems that require more than one step in correcting the problem, click the Next button to see the next screen, or click the Back button to see the previous screen.

## CHECK 2


### **AN ERROR DISPLAYED IN ANY SCREENS OTHER THAN THE BJ STATUS MONITOR?**

One of the following messages may be displayed.

 Could not spool successfully due to insufficient disk space


Delete any unneeded files to make more disk space available.

#### **Checking the Printing Environment**


 Could not spool successfully due to insufficient memory

Quit any other application programs you are running in the background.

#### **Checking the Printing Environment**

 Printer driver could not be found

Uninstall the printer driver and reinstall it.

 Background printing failed

Restart Windows and try again.

 Could not print [application name]-[file name]

Try printing again after the current job is finished.

**CHECK 3****ANY ERROR NUMBER (XXXX:) DISPLAYED?**

Macintosh

**Error number (\*202) displayed**

Sufficient memory not available for the application program.

Check that the required amount of memory is allocated to the application program.

If there is not enough memory installed, install more memory.

Refer to the User's Manual for your computer for information on installing additional memory.

**Error number (\*203) displayed**

Installed printer driver not operating correctly.

Remove the installed BJ printer driver and then install the printer driver again.

## Error number (\*300) displayed

Check the following:

- Printer is plugged in?
- Printer cable is connected securely?

Make sure that the printer cable is securely fastened to the computer and the printer.

If the problem cannot be solved, check the settings in Chooser.

- 1** Select Chooser from the Apple menu.
- 2** Click the BJC-2100 icon.
- 3** Make sure that BJC-2100 is specified in the Connect to box.

If the problem still cannot be solved, remove unneeded documents from Control Panels folder, and try again.

## Other Problems

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Cannot Install Printer Driver

BJ Status Monitor Does Not Open

Cannot Execute Background Printing

Ink Runs Out Too Quickly

## ■ Cannot Install Printer Driver

### CHECK 1

#### **DID YOU FOLLOW THE PRINTER DRIVER INSTALLATION INSTRUCTIONS IN THE *QUICK START GUIDE*?**

The *Quick Start Guide* provides step-by-step instructions for installing the printer driver. If you are re-installing the printer driver, remove any other Bubble Jet printer drivers that have been installed on the computer before re-installing the printer driver.

### Note ►►

If an error occurred during installation and you had to shut down the installation procedure, you may not be able to install the printer driver because Windows is no longer stable. Restart Windows and then reinstall the printer driver.

## **CHECK 2**

### **ARE ANY OTHER APPLICATION PROGRAMS RUNNING?**

The installation program may not execute successfully if it is started with other applications running in the background.

Before you run the installation program again, shut down all other application programs.

If other BJ printer drivers are installed in your system, uninstall them before you run the installation program again.

## **CHECK 3**

### **DID YOU SPECIFY THE CORRECT CD-ROM DRIVE FOR INSTALLATION?**

Windows

If the driver installation program did not start automatically when you loaded the CD-ROM, double-click the My Computer icon, then double-click the CD-ROM icon on the Windows desktop.

For details about the installation procedure, refer to the *Quick Start Guide*.

## **Note** ▶▶

- The drive name (E: for example) varies according to how your system is set up.
- When you install the printer driver from Run in the Start menu, correctly specify the CD-ROM drive and file name of the printer driver installation program (Setup.exe).

**CHECK 4****IS THERE A PROBLEM WITH THE INSTALL ME FIRST CD-ROM?**

The Install Me First CD-ROM may be damaged. On the Windows desktop, double-click the My Computer icon then double-click the CD-ROM icon. If Windows cannot read the CD-ROM, call the Canon Customer Care Center.

 **Before You Call for Help**

 **Getting Help From Canon**



## ■ BJ Status Monitor Does Not Open

Windows

### CHECK 1

#### **DO YOUR COMPUTER AND PRINTER CABLE SUPPORT BI-DIRECTIONAL COMMUNICATION?**

Check the hardware specifications for your computer and printer cable. Operation of the BJ Status Monitor depends on bi-directional data transfer between the computer and printer. The computer and printer cable must both be capable of sustaining bi-directional data transfer.

### Note ►►

If you are unsure as to whether your computer or printer cable supports bi-directional communication, contact your hardware manufacturer.

### CHECK 2

#### **IS THE BI-DIRECTIONAL OPTION SELECTED IN THE PRINTER DRIVER?**

Check the bi-directional option.

- 1** Open the Printer Properties dialog box from the Start menu.
- 2** Click the Details tab and click the Spool Settings button.
- 3** In the Spool Settings dialog box, click the button for “Enable bi-directional support for this printer.”

### **Opening the Printer Properties Dialog Box**

## ■ Cannot Execute Background Printing

The BJ Backgrounder is not displayed during a print job and you cannot use background printing.

### CHECK 1

#### IS THERE ENOUGH FREE SPACE AVAILABLE ON THE HARD DISK?

You may not be able to print if there is not enough free space on the hard disk. Delete unneeded files to create more space.

### Note ►►

If you are unable to make more space available on your hard disk by deleting files, turn background printing off.

#### ➡ Checking the Printing Environment

### CHECK 2

#### IS BACKGROUND PRINTING ENABLED IN THE PRINTER DRIVER?

##### Windows

- 1** Open the Printer Properties dialog box, then click the Page Layout tab.
- 2** Check Background Printing in the Background checkbox.

##### Macintosh

- 1** Select Chooser from the Apple menu.
- 2** Set Backgrounding to On.

## ■ Ink Runs Out Too Quickly

### **CHECK**

#### **ARE YOU OPENING AND CLOSING THE FRONT COVER?**

Each time you open the front cover for more than a few seconds, print head cleaning starts and ink is consumed. Although this automatic mechanism is employed to ensure optimum print head performance, to conserve ink you want to avoid opening the front cover unnecessarily.

### **Note** ▶▶

Print head cleaning also starts automatically whenever you replace a BJ cartridge.

# Before You Call for Help

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Narrowing Down the Problem

Checking the Printing Environment

## ■ Narrowing Down the Problem

If you are experiencing difficulties, try to narrow the problem down to one of these three factors:

- Printer problem

If the printer does not operate and you cannot resolve the problem, make a note of the nature of the fault and your observations then contact the Canon Customer Care Center.

### Getting Help From Canon

- Hardware problem other than the printer

If the printer is operating normally and the settings in the application program are also correct, there may be a problem with a printer cable or in the computer system (for example, memory, hard disk, interface). Contact your computer manufacturer.

- Application program problem

Problems that arise only when you use a particular application program are probably caused by the application program. For details, consult your software company.

The problem may also be solved by installing the latest version of the printer driver.

## ■ Checking the Printing Environment

Check the information on the operating environment such as the name and version number of your operating system, the amount of memory installed, hard disk capacity and amount of free space on hard disk, and the printer driver version number.

- Checking the Windows version and memory capacity

### Windows

- 1** Right-click the My Computer icon and select Properties from the pop-up menu.
- 2** On the General tab note the system name, version number, and memory capacity.

### Macintosh

Select “About This Computer” from the Apple menu.

- Checking the amount of free space on the hard disk

### Windows

- 1** On the Windows desktop, double-click the My Computer icon.
- 2** Right-click the icon of the hard disk and select Properties from the pop-up menu.
- 3** On the General tab, check the hard disk capacity and the amount of free space.

### Macintosh

- 1** On the desktop, click the icon of the hard disk.
  - 2** Select Get Info from the File menu.
  - 3** Select General Information.
- Checking the version number of the printer driver

### Windows

- 1** On the Windows desktop, click the Start button, select Settings, and click Printers.
- 2** Right-click the BJC-2100 icon and select Properties from the pop-up menu.
- 3** Click the Main tab and click the About button. The printer driver version is displayed.

### Macintosh

- 1** Double-click the Extensions Folder in the System Folder and then select the BJC-2100 icon.
- 2** Select Get Info from the File menu.
- 3** Select General Information.
- 4** Check Version.

# Getting Help From Canon

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Canon Computer Systems, Inc. offers a full range of customer technical support\* options:

- For e-mail technical support, the latest driver downloads and answers to frequently asked questions ([www.ccsi.canon.com](http://www.ccsi.canon.com))
- 24-hour, 7-day-a-week automated support for troubleshooting issues on most current products (**1-800-423-2366**)
- 24-hour, Fax-On-Demand System for product specifications and technical information (**1-800-526-4345**)
- Free technical support Monday–Saturday for products still under warranty \*\* (**1-757-413-2848**)
- Technical support 7 days a week for products no longer under warranty, for \$24.99 per call (**1-800-423-2366**), or for \$2.50 per minute, to a maximum of \$25.00 per call (**1-900-246-1200**)

**Note** ►► Within Canada, call for technical support 24 hours a day, 7 days a week (**1-800-OK-CANON**)

\* Support program specifics subject to change without notice.

\*\* Refer to individual product information for warranty details.



# Specifications

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Printing Specifications

Printing Area



# Printing Specifications

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## Printing method

Bubble Jet on-demand

## Printing resolution

720 (horizontal) × 360 (vertical) dpi

## Print speed (printing with Canon standard pattern):

### Black printing using BC-20 Black BJ Cartridge

Fast: 5 ppm

Normal: 4 ppm

### Color printing using BC-21e Color BJ Cartridge

Fast: 2 ppm  
(\*2.5 ppm)

Normal: 1.5 ppm

\* Measured at ISO 10561

## Print direction

Bi-directional

## Print width

Max. 8.0 in (203.2 mm)

## ■ Interface Specifications

Interface (parallel)

IEEE 1284-compatible

Interface (USB)

USB 1.10-compatible

Interface connector (parallel)

Amphenol 57-40360 or equivalent

Interface connector (USB)

USB standard Series B receptacle (USB interface)

Recommended printer cable (parallel)

Material: AWG28 or larger

Type: Twisted-pair shielded cable

Length: Up to 6.5 ft (2.0 m)

Connectors: Amphenol 30360 or equivalent

Recommended printer cable (USB)

Material: AWG28 (data wiring pair) or AWG20 to 28 (distribution pair)

Type: Twisted-pair shielded cable

Length: Up to 16.4 ft (5.0 m)

Connectors: USB standard Series B pluggable

## ■ General Specifications

### Acoustic noise level

Approx. 45 dB (per ISO 9296)

### Operating environment

Temperature: 41 to 95°F (5 to 35°C)

Humidity: 10 to 90%RH (no condensation)

### Storage environment

Temperature: 32 to 95°F (0 to 35°C)

Humidity: 5 to 90% RH (no condensation)

### Power supply

USA/Canada AC 120 V, 60 Hz

### Power consumption

Standby: Approx. 2 W

Printing: Approx. 18 W

### Dimensions (with paper rest and paper output tray and extension retracted):

14.6 × 7.5 × 6.5 in (W×D×H)

370 × 191 × 164 mm (W×D×H)

### Weight

Approx. 5.3 lb (2.4 kg)

(with paper rest and paper output tray and extension attached)

## ■ Feed Method

Continuous feed through auto sheet feeder; single or multiple sheets

## ■ Sheet Feeder Capacity

Plain Paper (20 lb)	50 sheets max.
Artist Canvas	1 sheet
Back Print Film	10 sheets max.
Banner Paper	1 sheet
Glossy Photo Cards	1 sheet
Glossy Photo Paper	1 sheet
Greeting Cards	1 sheet
High Gloss Film	1 sheet
High Resolution Paper	40 sheets max.
Magnet Sheet	1 sheet
Transparencies	20 sheets max.
T-shirt Transfers	1 sheet
Envelopes	5 pieces max.

## ■ Print Media

Regular size	Letter, Legal, A4, A5, B5, US Com.#10, European DL
Custom size	Width: 3.94 to 9.5 in (100.0 to 241.3 mm) Height: 3.94 to 23.0 in (100.0 to 584.2 mm)
Weight	17 to 28 lb (64 to 105 g/m <sup>2</sup> )

### Canon Speciality Papers

- Artist Canvas
- Back Print Film
- Banner Paper
- Brilliant White Paper
- Bubble Jet Paper
- Glossy Photo Cards
- Glossy Photo Paper
- Greeting Cards
- High Gloss Film
- High Resolution Paper
- Magnet Sheet
- Transparencies
- T-Shirt Transfers

## ■ Graphic Image Printing

Data format	Canon extended mode — Raster image format
Resolution	Canon extended mode — 180, 360, 720 dpi

## ■ Compatible BJ Cartridges

### BC-20 Black BJ Cartridge

Nozzles	128
Ink colors	Black only
Capacity	Approx. 900 text pages at 5% coverage

### BC-21e Color BJ Cartridge

Nozzles	24 per color, 64 for black
Ink tanks	BCI-21 Color (Cyan, Yellow, Magenta) BCI-21 Black (Black)
Capacity	Approx. 130 sheets per cartridge at 7.5% coverage

### BC-22e Photo BJ Cartridge

Nozzles	24 per color, 64 for black
Ink colors	Black, Cyan, Magenta, Yellow
Capacity	Approx. 65 sheets per cartridge at 7.5% coverage

## ■ Printer Driver Operating Environment

- IBM PC/AT-compatible computer running on Windows 2000, Windows 98, Windows 95, Windows NT 4.0, or Macintosh computers with USB interface running on Mac OS 8.1 or later

## ■ Hard Disk Space

- Approx. 38 MB to install on Windows 2000, Windows 98, or Windows 95
- Approx. 30 MB on Mac OS
- Approx. 29 MB on Windows NT 4.0 (including temporary files)

### Note ►►

- BJ Status Monitor cannot be used when printer is used in network operating environment.
- When connecting printer and computer through USB interface, use the system under the following operating environment.

#### Windows

Computer with Microsoft Windows 2000 or Windows 98, which is preinstalled by a computer manufacturer on purchase. (USB port operation also needs to be assured by the manufacturer.)

#### Macintosh

Macintosh computers with USB and Mac OS 8.1 or later, which is preinstalled by a computer manufacturer on purchase. (When using an iMac running under Mac OS 8.1, the system must be upgraded using iMac Firmware 1.0, which can be downloaded from the home page of Apple Computer, Inc.)


Specifications subject to change without prior notice.




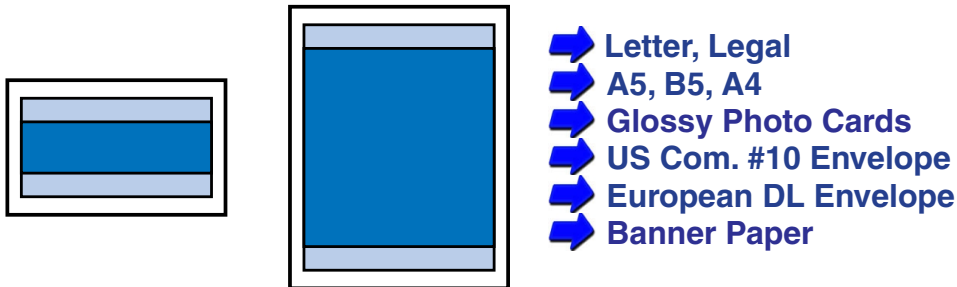
# Printing Area

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To ensure the best print quality, the printer allows a margin along each edge of media.

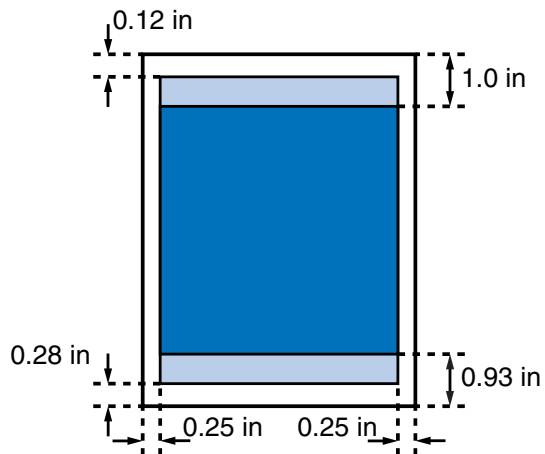
Printing area (dark blue): Canon recommends that you print within this area.  
(  )

Printable area (light blue): The area where it is possible to print. However, printing in this area can adversely affect the print quality or the paper feed precision. (  )



## Letter, Legal

Media Type	Printable Area (width x height)
Letter	8.0 × 10.61 in
Legal	8.0 × 13.61 in

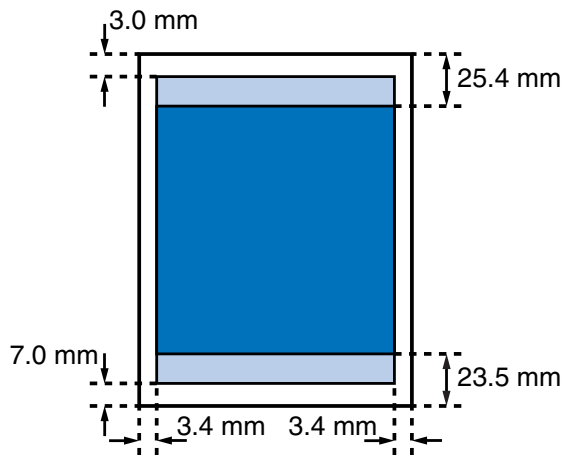


Recommended printing area

Printable area

### A5, B5, A4

Media Type	Printable Area (width x height)
A5	141.2 × 200.0 mm
B5	175.2 × 247.0 mm
A4	203.2 × 287.0 mm

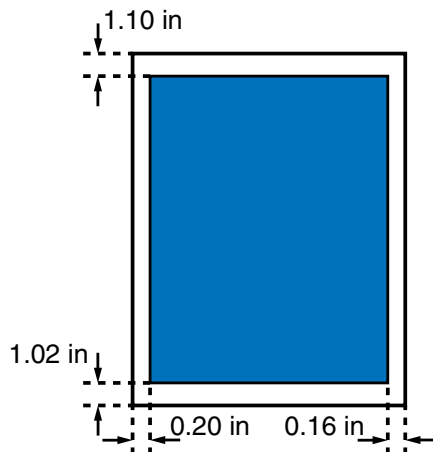



Recommended printing area

Printable area

## Glossy Photo Cards

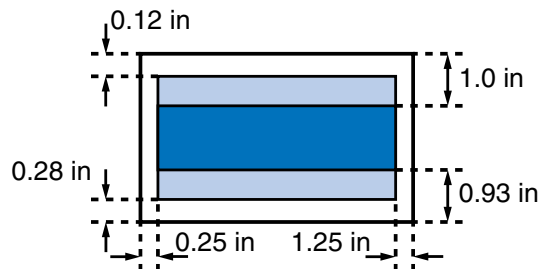
Media Type	Printable Area (width x height)
Glossy Photo Card	4.31 × 6.30 in



 Recommended printing area  
(The printable area is identical to each other.)

## US Com. #10 Envelope

Media Type	Printable Area (width x height)
US Com. #10	9.0 × 3.81 in

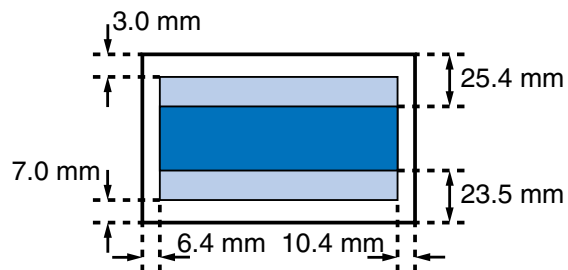


 Recommended printing area

 Printable area

## European DL Envelope

Media Type	Printable Area (width x height)
European DL	203.2 × 100.0 mm

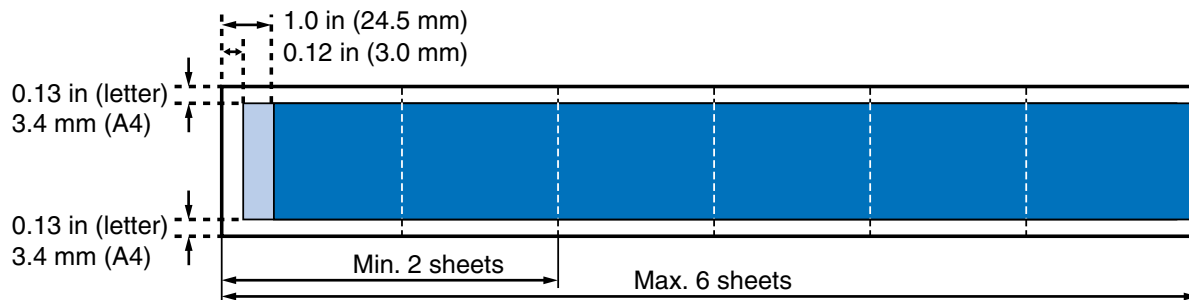


 Recommended printing area

 Printable area

## Banner Paper

Media Type	Printable Area (width x height)
Banner Paper	8.24 × 65.88 in. (Letter)
	203.2 × 1779.0 mm (A4)



Recommended printing area

Printable area

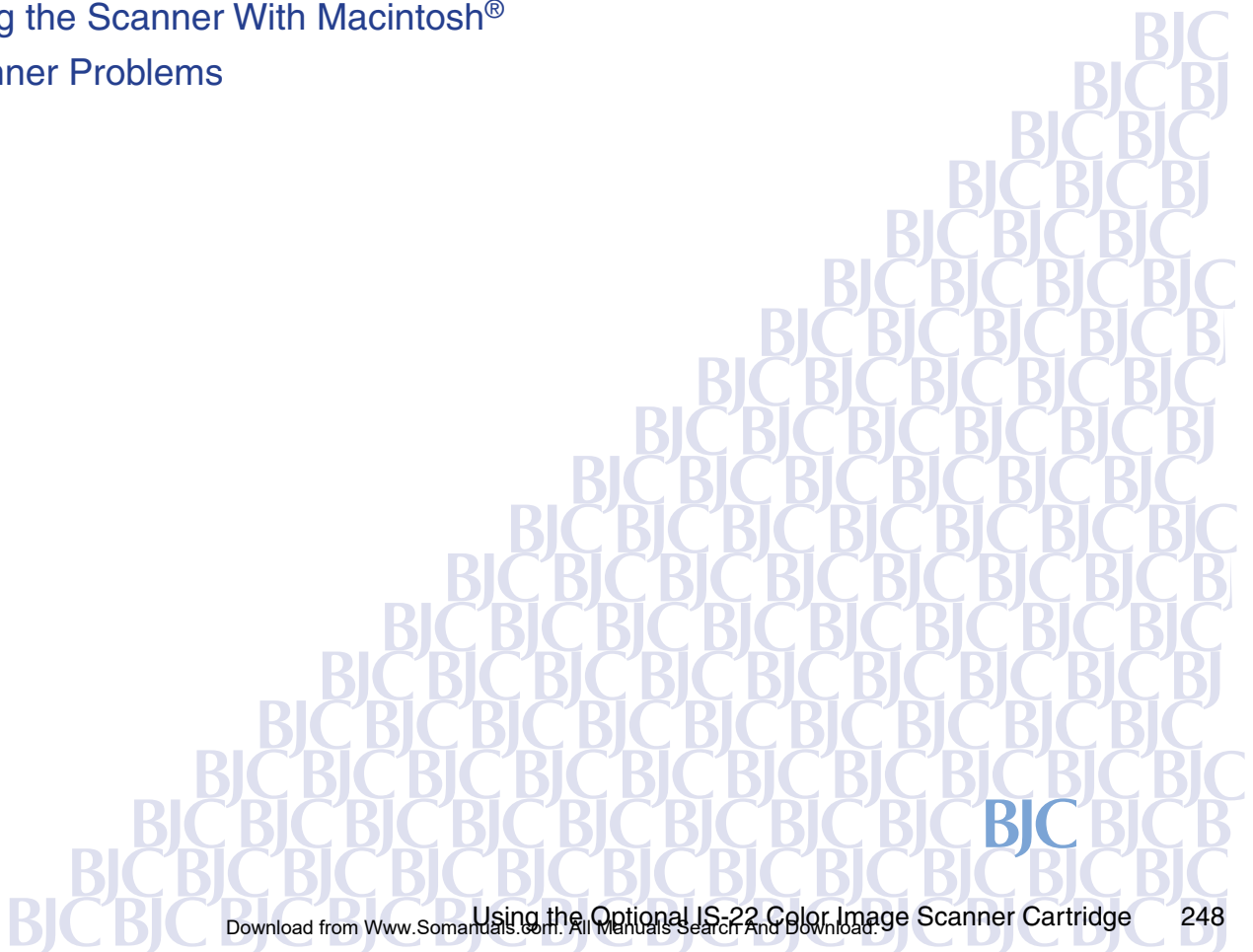
# Using the Optional IS-22 Color Image Scanner Cartridge

Using the Scanner

Using the Scanner With Windows®

Using the Scanner With Macintosh®

Scanner Problems





# Using the Scanner

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Scanner Driver Basics

Unpacking the Scanner Cartridge

Installing the IS Scan Software

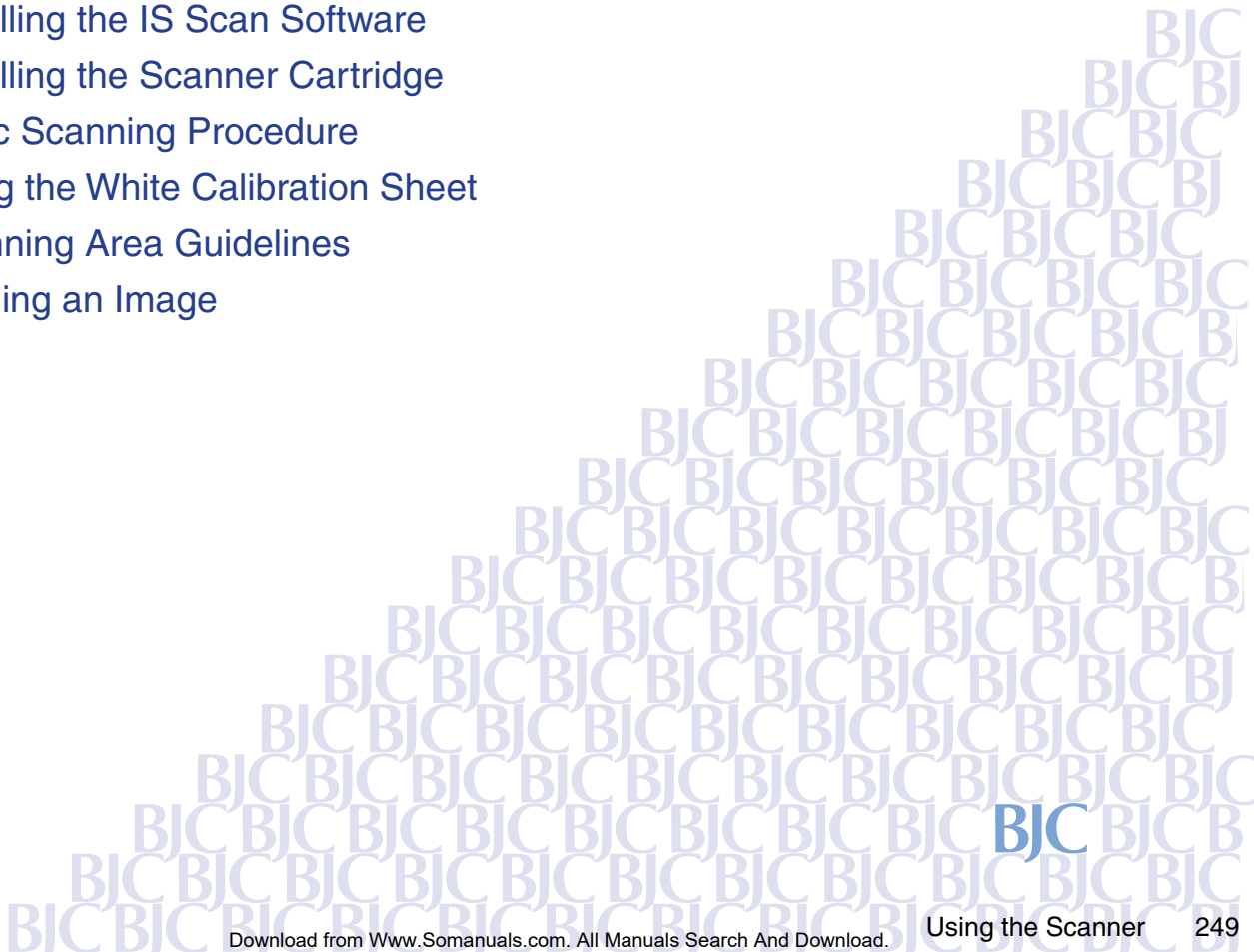
Installing the Scanner Cartridge

Basic Scanning Procedure

Using the White Calibration Sheet

Scanning Area Guidelines

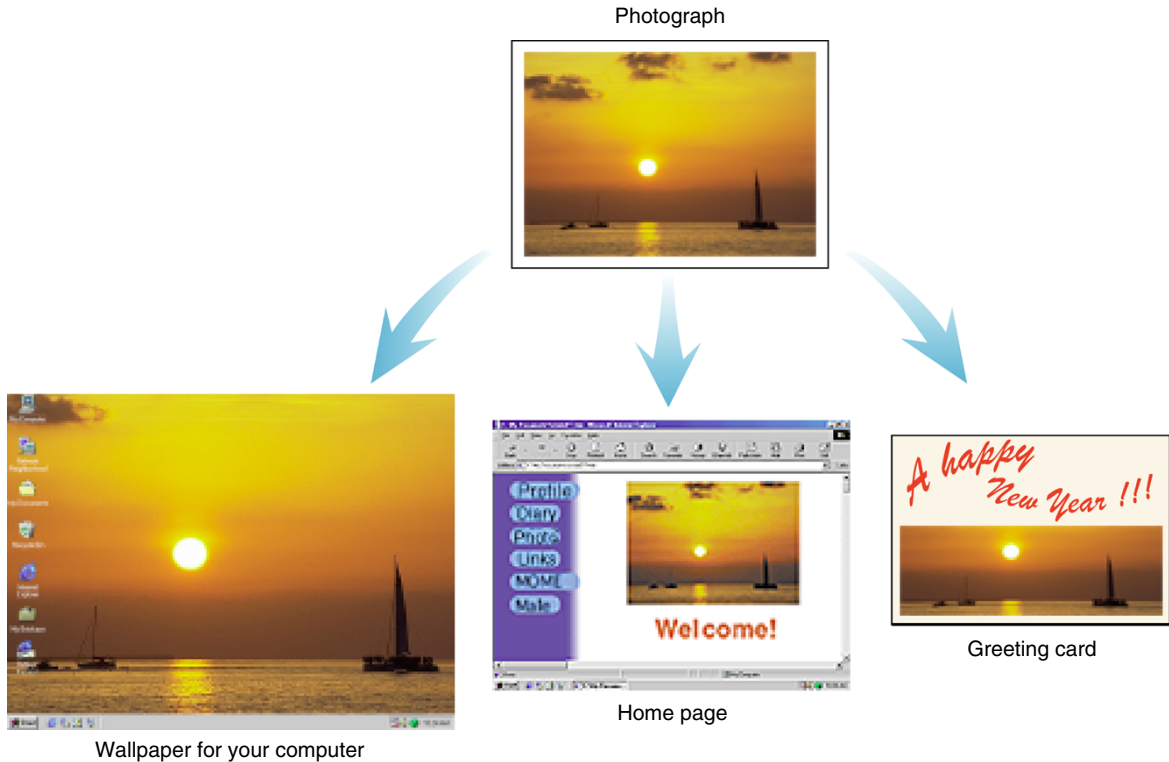
Loading an Image



# Scanner Driver Basics

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Installing the optional IS-22 Color Image Scanner Cartridge in the printer makes it possible to scan and save images such as your favorite photographs and greeting cards.



## Windows

To use the scanner cartridge, you must install the IS Scan software, which includes the IS Scan scanner driver and the IS Scan Plus utility program. These two programs provide many features that allow you to perform simple color adjustments to improve the quality of the original image or enhance the image for artistic effect.

You can run the IS Scan driver from within a TWAIN-compliant graphics application program, or you can run the IS Scan Plus utility program directly as a stand-alone application program. The IS Scan Plus utility program allows you to scan, edit, enhance, and save the image data.

## Macintosh

To use the scanner cartridge, you must install the IS Scan software. You can run the IS Scan driver from within a TWAIN-compliant graphics application, or you can run it directly as a stand-alone program.

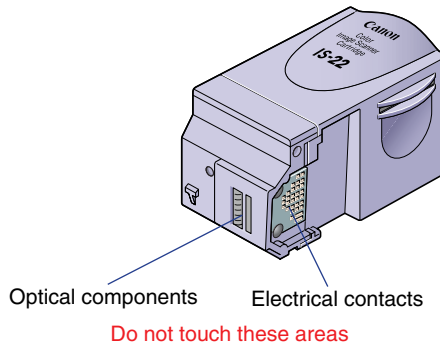
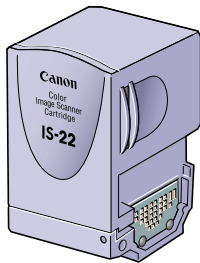
**Note** ►► TWAIN is an industry interface standard that allows software applications to communicate with digital imaging devices such as scanners. Applications that support TWAIN provide a standardized method of acquiring images.

# Unpacking the Scanner Cartridge

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Make sure you have the following items.

## ■ IS-22 Color Image Scanner Cartridge



The scanner cartridge is composed of precision components. To avoid poor scanning results, do not touch the optical components or electrical contacts.

### ■ White Calibration Sheet

You use this sheet to maintain the correct color balance of scanned images. The first time you install the scanner cartridge, you need to run the white level calibration. You will also run calibration when the white level calibration data needs to be updated.

### ■ Scanning Holder

You can use this holder to hold a photo or other small image you wish to scan. The holder is two layers, one being a clear plastic cover to protect photographs.


### ■ Scanner Cartridge Container

Use this plastic container to store the IS-22 Color Image Scanner Cartridge.

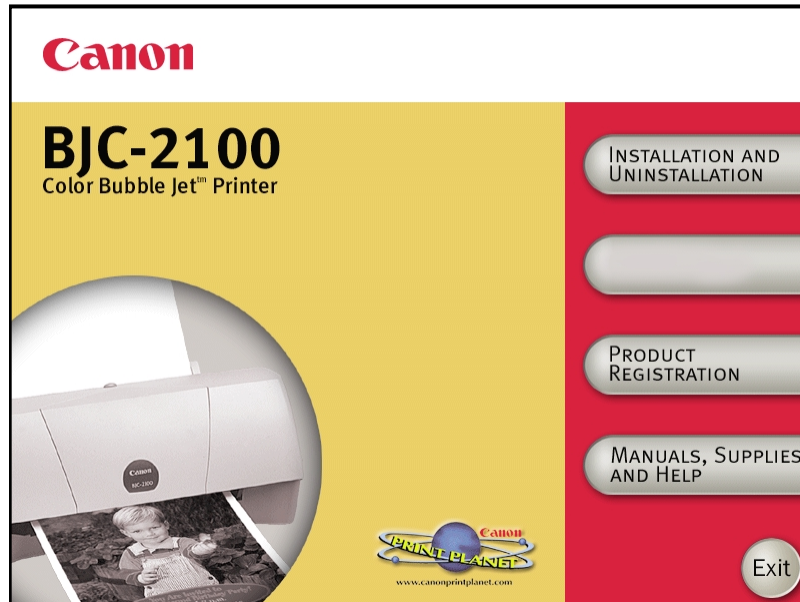
# Installing the IS Scan Software

Before installing the IS Scan software, you must install the BJC-2100 Printer Driver.

**1** Make sure the Install Me First CD-ROM is inserted in your CD-ROM drive.

**2** Double-click the BJC-2100 icon on your desktop: 

You'll see this screen:



- 3 Click the Manuals, Supplies, and Help button. You'll see this screen:



- 4 Click Canon Accessories and Paper. You'll see this screen:

**Canon**

**Canon Accessories and Papers**

**Brilliant White Paper**  
Bright White Paper For Your Brilliant Ideas. Produce incredibly brilliant colors and dark, crisp black text. Capable of being printed on either side.

**Greeting Cards**  
Personalize greeting cards to express exactly what you feel on this high-quality, pre-scored, heavy stock with matching envelopes.

**Glossy Photo Paper**  
Photo-Quality Output, Bubble Jet Simplicity. Glossy, top-quality paper for vibrant, life-like color images you won't be able to tell from the original.

**IS-22 Color Image Scanner Cartridge**  
Instantly turn your BJC-2100 printer into a sheetfed scanner. Simply swap the ink cartridge with the optional scanner cartridge and scan anything from photos and artwork to business cards and logos. The IS-22 must be purchased and installed for the IS-22 drivers to function.

Install IS-22 Driver

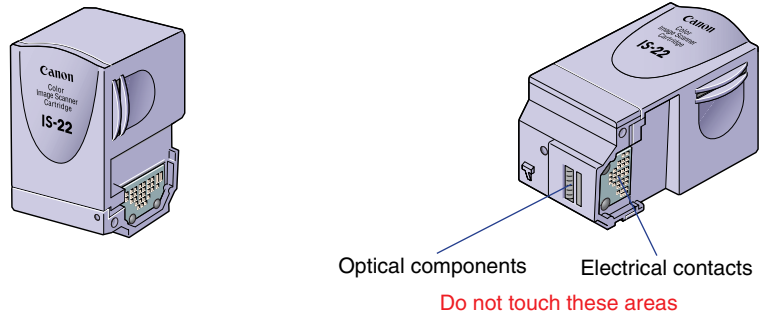
Contact us at 1-800-OK-CANON to find the dealer nearest to you, or call us at 1-800-385-2155 to order by phone. You can also order on-line by visiting the Canon Supply Store at:  
[www.ccsi.canon.com](http://www.ccsi.canon.com)

BACK Exit

- 5 Click the Install IS-22 Driver button.
- 6 Follow the instructions on the screen.

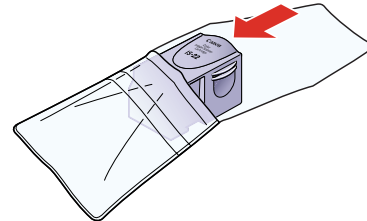
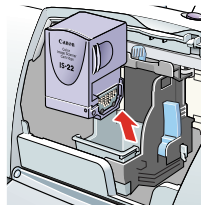


# Installing the Scanner Cartridge



## Caution

- The scanner cartridge is composed of precision components. To avoid poor scanning results, do not touch the optical components or electrical contacts.
- To avoid damaging the scanning head of the scanner cartridge, do not store the scanner cartridge in an SB-21 Ink Cartridge Storage Box. The pad for the BJ cartridge print head inside the container is covered with ink that could damage the scanning head of the scanner cartridge. Always store the scanner cartridge in its plastic container.



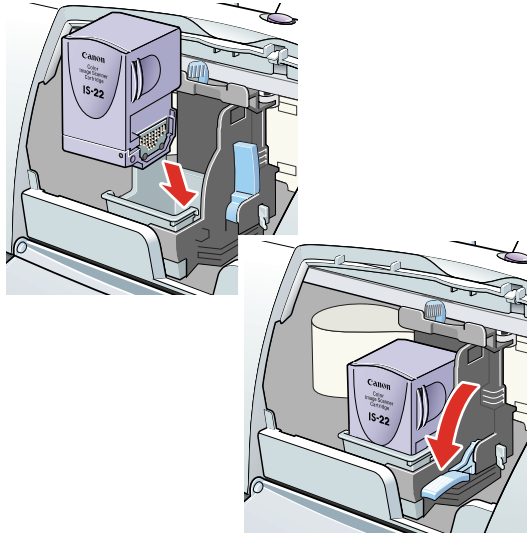
## ■ Replacing a BJ Cartridge With the Scanner Cartridge

- 1** Make sure that the printer is plugged in and open the front cover. The cartridge holder moves to the center automatically.
- 2** Raise the cartridge lock lever to unlock the BJ cartridge.
- 3** Remove the BJ cartridge.

**Caution**

To avoid staining your hands, clothing, or work area, handle the BJ cartridge carefully. Avoid dropping or shaking the BJ cartridge. Store the BJ cartridge in the Ink Cartridge Storage Box.

- 4** Insert the scanner cartridge into the cartridge holder, then lower the cartridge lock lever until it locks in place.



# Basic Scanning Procedure

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After installing the IS Scan scanner driver, you can use the BJC-2100 printer as a scanner.

**1** Install the IS-22 Color Image Scanner Cartridge.

Remove the BJ cartridge installed in the cartridge holder and then install the IS-22 Color Image Scanner Cartridge.

**2** Start a graphics application program.

## Windows

### *For Windows Users*

- If you use a TWAIN-compliant graphics application program, launch the TWAIN-compliant application program. IS Scan launches from within the application program.
- If you use IS Scan Plus, select Programs from the Start menu first. Point to IS Scan Plus and then select IS Scan Plus.

## Macintosh

### *For Macintosh Users*

- If you use a TWAIN-compliant graphics application program, launch the TWAIN-compliant application program first. IS Scan launches from within the application program.
- If you use IS Scan as a stand-alone application program, double-click IS Scan BJC-2100 in the folder you specified during the installation procedure.

- 3 The first time you use the scanner, you need to perform the White Level Calibration.

 **Using the White Calibration Sheet**

- 4 Insert the image you wish to scan into the scanning holder, then load the scanning holder into the auto sheet feeder.

 **Loading an Image**

- 5 Scan the image.

Windows

 **Scanning an Image**

Macintosh

 **Scanning an Image**

- 6 Save the scanned image.
- 7 Now you can install the BJ cartridge and print the scanned image.

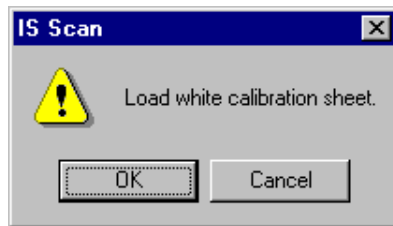
# Using the White Calibration Sheet

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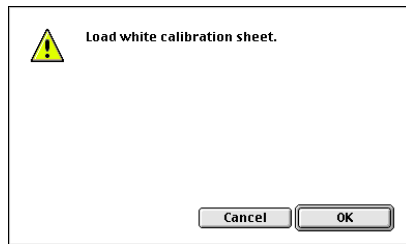
The white calibration sheet provided with the scanner cartridge is used for maintaining the correct color balance of scanned images. White level calibration is required when the scanner cartridge is used for the first time and when the white level calibration data needs to be updated.

When white level calibration is needed, you will see this screen when you click the Prescan or Scan buttons.

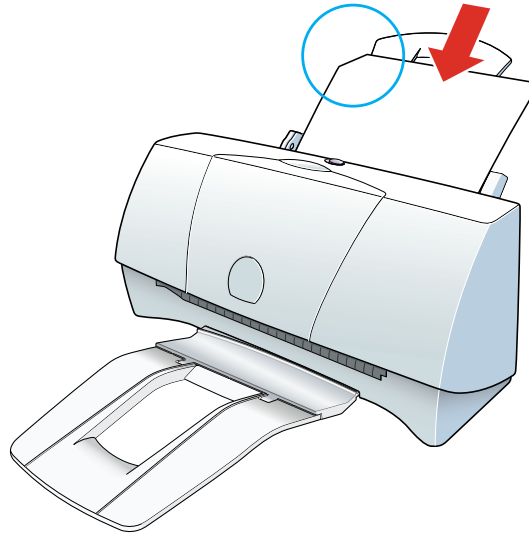
Windows



Macintosh



- 1 Load the white calibration sheet with the cropped corner at the upper left.



- 2 Follow any instructions on your screen.
- 3 When the white calibration sheet is ejected from the paper output tray, white level calibration processing is complete.

**Note** 

- Do not leave the white calibration sheet in locations that are exposed to direct sunlight or that are subject to high temperatures or humidity.
- Do not bend or wrinkle the white calibration sheet.
- When cleaning the white calibration sheet, use a soft cloth that is dipped in a weak, neutral detergent solution, and then wipe its wet surface off with a dry, soft cloth.
- The white level calibration data is stored into memory and used for maintaining the correct color balance of scanned images. When a message appears and prompts you to load the white calibration sheet, click the OK button and perform white level calibration.

You can also initiate White Level Calibration from the IS Scan driver.

Windows

 **Other IS Scan Features**

Macintosh

 **Other IS Scan Functions**



## Scanning Area Guidelines

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Paper size	Scanning area
A6 (105.0 × 148.0 mm)	3.86 × 5.43 Inches
A5 (148 × 210 mm)	5.55 × 7.87 Inches
A4 (210 × 297 mm)	8.50 × 11.29 Inches
B5 (182 × 257 mm)	6.89 × 9.72 Inches
Letter (8.5 × 11 in)	8.19 × 10.60 Inches
Legal (8.5 × 14.0 in)	8.19 × 13.09 Inches

### Note

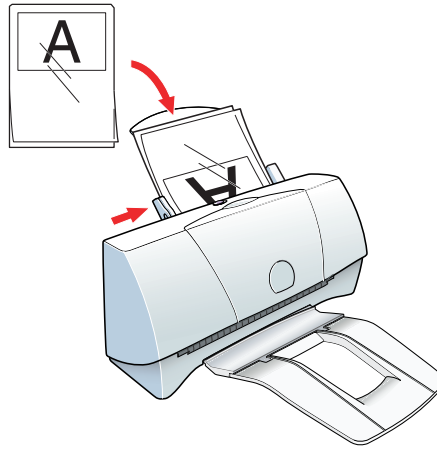
- The scanning area varies according to conditions such as the scanning resolution and display resolution.
- If you wish to scan images larger than the size of the scanning holder provided with the IS-22 Color Image Scanner Cartridge, the SH-101 A4/LTR scanning holder is available for purchase. Visit the Canon Web site to find out about accessories and supplies ([www.ccsi.canon.com](http://www.ccsi.canon.com)).
- The maximum thickness of the image must be within 0.45 mm, including the scanning holder. The scanning holder is 0.2 mm thick so the image you wish to scan must be less than 0.25 mm thick.
- To prevent possible damage to the printer or scanner cartridge, do not scan an image with paper clips or staples.

# Loading an Image

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- 1** Slide the paper guide to the left edge of the auto sheet feeder.
- 2** Place the image in the scanning holder.
  - To prevent paper jams, always insert the image you wish to scan into the scanning holder.
  - Do not leave the scanning holder in locations that are exposed to direct sunlight or that are subject to high temperatures or humidity.
  - When you load the scanning holder on the printer, be sure to set the paper thickness lever to the right (envelope position). Scanning with the lever set incorrectly will adversely affect the print quality.
- 3** Load the scanning holder in the auto sheet feeder of the printer.

- 4 Adjust the paper guide to the left edge of the scanning holder.



To prevent possible damage to the scanning holder, always insert the seamed side into the auto sheet feeder first.

# Using the Scanner With Windows

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Using IS Scan

Changing the Scanning Mode

Using the Customized Scanning Mode

Saving the Settings

Using the Saved Settings

Other IS Scan Features

Using IS Scan Plus

Using Copy

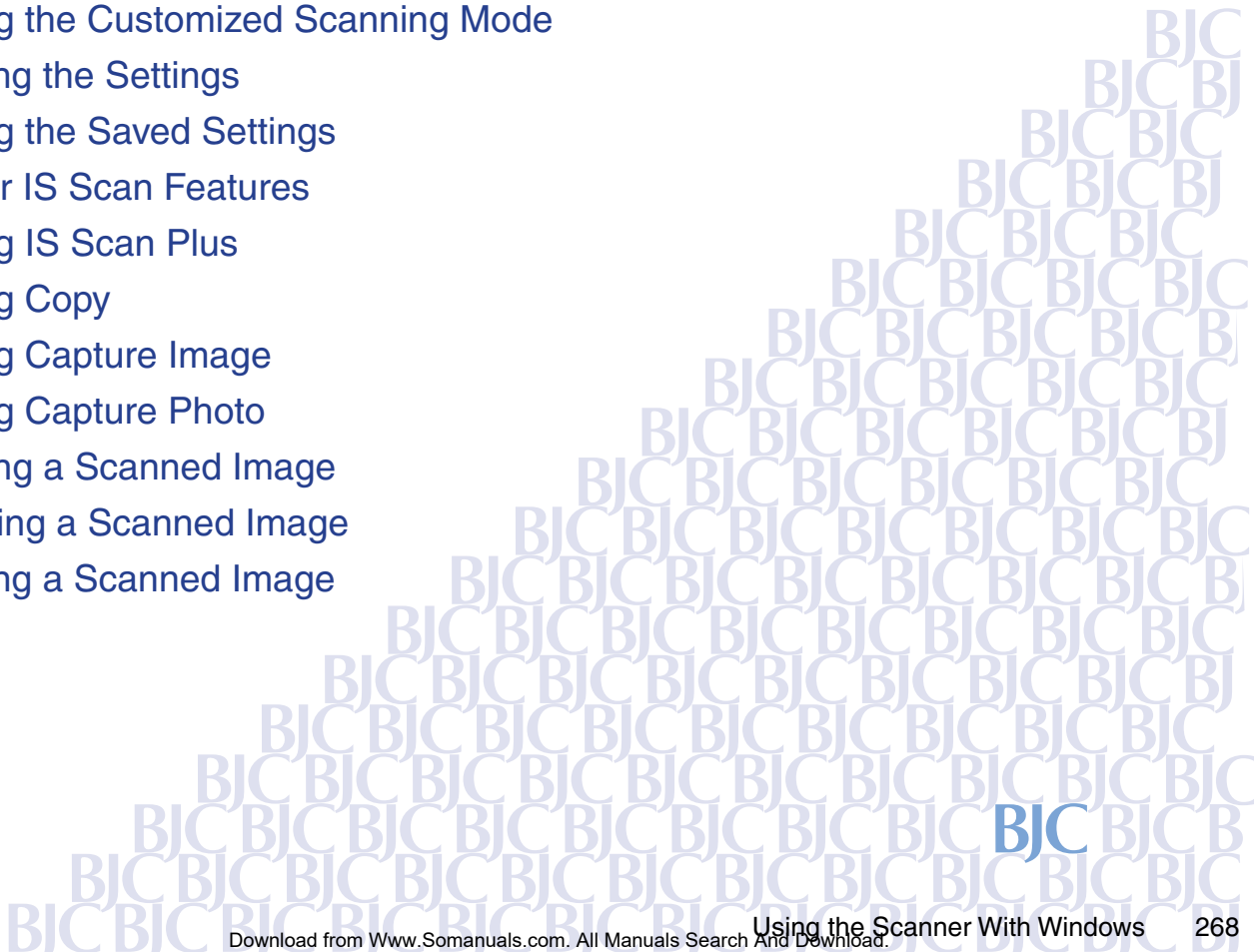
Using Capture Image

Using Capture Photo

Editing a Scanned Image

Printing a Scanned Image

Saving a Scanned Image



# Using IS Scan

This section describes how to scan an image when you start IS Scan from within a TWAIN-compatible application program.

## ■ Scanning an Image

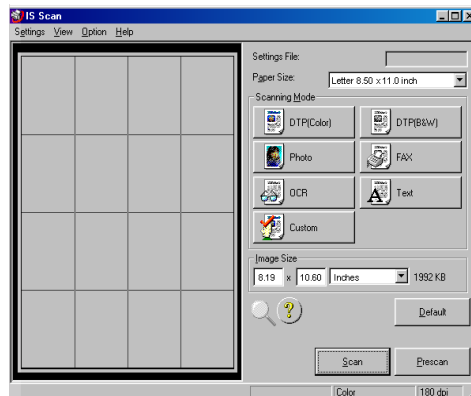
### Note ►►

These basic procedures may vary according to the application program you are using.

- 1 Install the IS-22 Color Image Scanner Cartridge in the printer.

### ➡ Installing the Scanner Cartridge

- 2 Make sure Canon IS Scan 2 is set as the Acquire Source and then select the command used for scanning (such as Acquire or TWAIN) from the menu of the application program. The main IS Scan dialog box displays:



### 3 Specify the basic settings.

- Click the down-arrow on the right of the Paper Size box and select the most appropriate paper size for the image you wish to scan.
- Select the most appropriate scanning mode for the image you wish to scan in the Scanning Mode box.

#### **Changing the Scanning Mode**

### 4 Load the image you wish to scan in the auto sheet feeder of the printer and click the Prescan button.

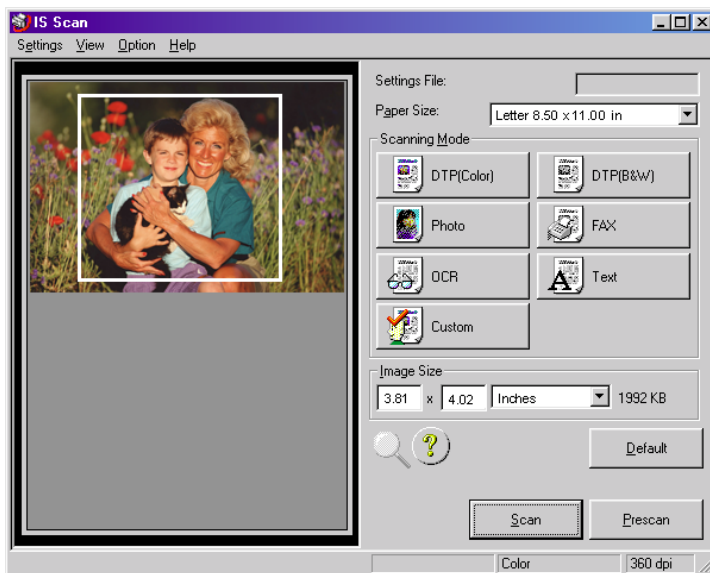
#### **Note**

It's a good idea to use prescanning to determine whether or not an image can be scanned properly or to test the effects of image adjustments. If the image is slanted or a portion of the image is cut off in the preview area, click the Clear button. Load the image correctly and click the Prescan button again.

### 5 To scan only a portion of the image, you can drag the mouse to specify the portion. The specified portion is called a Selection Box and only the area in the Selection Box will be scanned. To specify the Selection Box:

- Point to a corner of the rectangular area of the image that you want to select.
- Drag the mouse to the opposite corner of the rectangle.

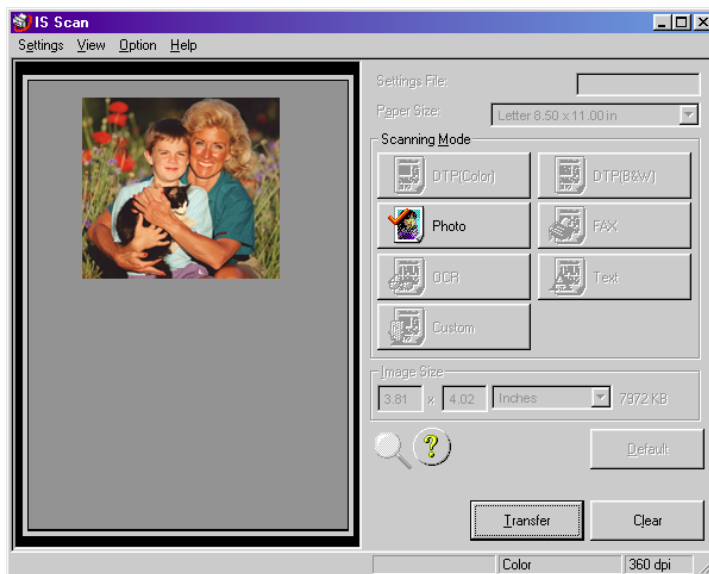
- Release the mouse button. The Selection Box appears on the image.



## Note ►►

- To move the Selection Box, place the mouse pointer within the Selection Box and drag the mouse to the desired position.
- To resize the Selection Box, point to a corner of the Selection Box and then drag the mouse.
- You can confirm the dimensions of the Selection Box in the Image Size box.
- The minimum size of the Selection Box is 1" × 1" (25.4 mm × 25.4 mm).

- 6 Load the image you wish to scan in the auto sheet feeder again.
- 7 Click the Scan button. Remember, if you specified a Selection Box in step 5, only that portion of the image is scanned.



- 8 After scanning is complete, click the Transfer button to transfer the image data to the TWAIN-compatible graphics application program. Adjust, edit, or enhance the image in the application program as needed.



**Note** ▶▶




- Some TWAIN-compliant graphics application programs do not display the main IS Scan dialog box but instead display a different screen characteristic of the application program. If you are using this type of application program, read the documentation of the application program carefully and perform prescanning or normal scanning.
- After launching IS Scan from within a TWAIN-compatible application program, do not close the application program. If you do, the system may not be able to respond.
- To quit IS Scan, select Exit Driver from the Settings menu.



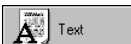


# Changing the Scanning Mode

You can select a scanning mode according to your scanning purpose. Optimum settings, such as image type and resolution, are pre-assigned based on the contents of a scanning job. When you wish to customize the settings for special scanning jobs, click the Custom button.

## ■ Selecting a Default Scanning Mode

Select the most appropriate icon in the Scanning Mode box of the main IS Scan dialog box according to your scanning purpose.

Scanning Mode	Purpose	Image Type Resolution	Edge Emphasis Character Emphasis Color Matching	Prescan Mode
 DTP(Color)	Standard setting for scanning a color image	Color 180 dpi	Off Off On	Grayscale
 DTP(B&W)	Standard setting for scanning a monochrome image	Grayscale 180 dpi	Off Off Off	Grayscale
 Photo	Suitable for scanning a photographic print such as a snapshot	Color 360 dpi	Off Off On	Grayscale

Scanning Mode	Purpose	Image Type Resolution	Edge Emphasis Character Emphasis Color Matching	Prescan Mode
 FAX	Scans by converting a monochrome image into the data suitable for facsimile transmission	Monochrome 200 dpi	Off On Off	Monochrome
 OCR	Scans by converting a monochrome image into the data suitable for OCR input	Monochrome 360 dpi	Off On Off	Monochrome
 Text	Suitable for scanning an image that consists mostly of text	Monochrome 180 dpi	On Off Off	Monochrome
 Custom	Used for customizing the settings for special scanning jobs  <b>Using the Customized Scanning Mode</b>	—	—	—

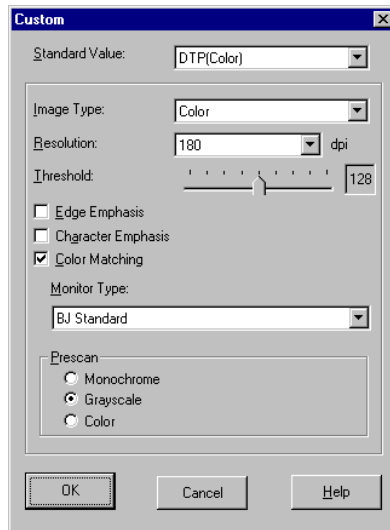
**Note** ►►

When you select FAX or OCR, the document is scanned and processed as a grayscale image and converted to monochrome binary image data. This process eliminates unnecessary image background and increases the quality of the scanned text and line art. When you select Text, the document is scanned and processed as a monochrome image.

# Using the Customized Scanning Mode

When you select Custom in the Scanning Mode box of the main dialog box, the Custom dialog box opens and allows you to adjust the scanning settings for special scanning jobs.

- 1 Open the main IS Scan dialog box.
- 2 Click the Custom button in the Scanning Mode box. This displays the Custom dialog box:



### 3 Specify these settings in the Custom dialog box:

#### **Standard Value**

You change the standard value for the default settings here. Select from: DTP(Color), DTP(B&W), Photo, FAX, OCR, Text, Previous Setting.

#### **Image Type**

Select a type of image: Color (the default), Grayscale, or Monochrome.

#### **Resolution**

Determines the precision of the scanned image. The higher the resolution setting, the higher the precision and quality of the scanned image. (However, the higher the resolution setting, the larger the file size.) Possible settings: 90, 180, 200, 300, 360.

- The 90 dpi setting is sufficient for viewing images on a screen.
- The 180 dpi setting is sufficient for printing images.

#### **Threshold**

Determines the intensity of halftones for monochrome images. Drag the slide bar to the left for a lighter image or drag it to the right for a darker image. The Threshold option is available only when the Image Type is set for Monochrome and Character Emphasis is off.

#### **Edge Emphasis**

Sharpens the edges of a soft image to create a clearer, more accented appearance in the entire image. This option is available only when the Image Type is set for Monochrome. Edge Emphasis is not used with prescanning.

**Character Emphasis**

Determines whether or not Image Trust processing is used for scanning grayscale images. Image Trust processing sharpens the appearance of characters in monochrome documents. This is especially helpful if you intend to use the scanned original with an OCR software application. This option is available only when the Image Type is set for Monochrome.

**Color Matching**

In some cases, the colors displayed on your monitor may not match the colors you see in your printout. Color Matching attempts to match the colors of the scanned image with the selection in the Monitor Type box in order to attain a better match between the colors you see on the monitor and the colors you see in your printout. This option is available only when the Image Type is set for Color.

**Monitor Type**

Displays the name of the monitor profile currently in use. To select another monitor type setting, click the down-arrow and select a name from the drop-down list. This list includes the names of ICC profile formats, standard profiles for monitors, installed in the system. A monitor profile can be selected only when Color Matching is selected.

**Prescan**

Selects the type of image for prescanning. Select Monochrome, Grayscale (the default) or Color.

- 4 Click the OK button to return to the main dialog box.
- 5 Make sure that the image you wish to scan is inserted into the scanning holder properly and is loaded in the auto sheet feeder of the printer, then click the Scan or Prescan button.

# Saving the Settings

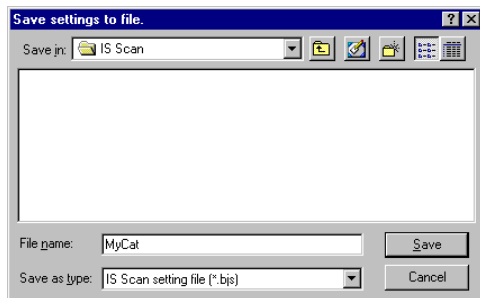
---

You can save the settings in the main IS Scan dialog box to a file. The next time you scan, you only need to open the file in which the desired settings are stored and start scanning.

## ■ Saving the Settings to a File

Save the Page Size, Scanning Mode, and Image Size settings in the main IS Scan dialog box as a file.

- 1 Specify the desired settings in the Page Size, Scanning Mode, and Image Size boxes.
- 2 Select Save Settings File from the Settings menu.



- 3 Select the folder in which the file is to be saved.
- 4 Enter a File name.
- 5 Click the Save button.



# Using the Saved Settings

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Open the file in which the desired settings were saved and use those settings for scanning.

- 1** Select Open Settings File from the Settings menu.
- 2** Select the file you wish to use, then click the Open button. The file name is displayed in the Settings File box, and the settings change in the main IS Scan dialog box.

## Note ►►

- When you open the file while an image is displayed in the preview area, the prescanned or scanned image is discarded. Prescan or scan the image again.
- Select Save Settings File from the Settings menu when you have changed the settings and you wish to overwrite the current file and save all the current settings to it.
- Select Save Settings File As from the Settings menu when you have changed the settings and you wish to save all the current settings under a new file name.

# Other IS Scan Features

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## ■ White Level Calibration

Use this feature to maintain the correct color balance of scanned images. You need to perform white level calibration when you use the scanner cartridge for the first time and when the white level calibration data needs to be updated.

- 1 Select White Level from the Option menu of the main IS Scan dialog box.
- 2 When a message appears, insert the white calibration sheet into the auto sheet feeder of the printer.

### Using the White Calibration Sheet


- 3 Click the OK button.
- 4 When the white calibration sheet is ejected from the paper output tray, the White Level Calibration process is complete.


## ■ Device Information

When you select Device Information from the Option menu of the main IS Scan dialog box, you can verify the name of the printer that is currently connected to your system and information on the communication mode.


- If the printer is connected using the parallel interface, Device Information displays a communication mode such as ECP/1 or ECP/2.
- If the printer is connected using the USB interface, Device Information displays USB as the communication mode.

## ■ Enlarging the Scanned Image in the Preview Area

To enlarge the scanned image in the preview area, click the Enlarge icon (  key) or select Large from the View menu.

To return to the original size, click the Standard icon (  key) or select Normal from the View menu.

## ■ Using Online Help

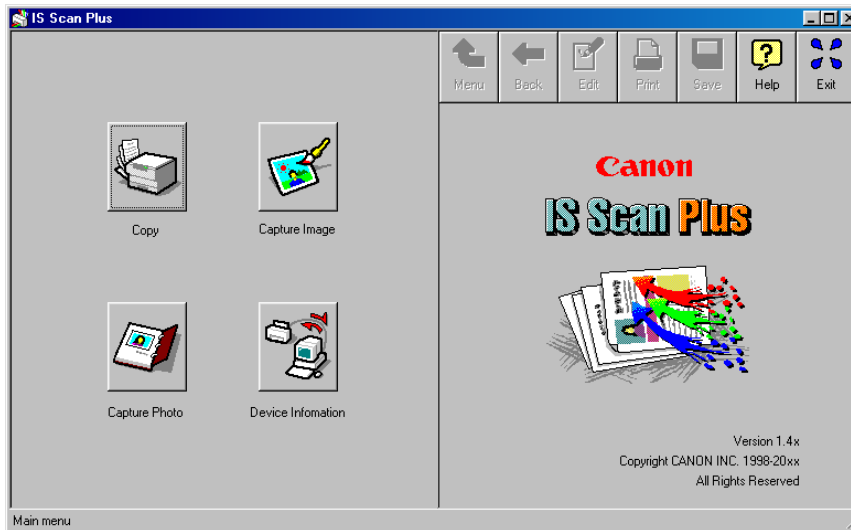
When you click the  symbol in the main IS Scan dialog box, the online Help for IS Scan opens so you can learn more about IS Scan.

# Using IS Scan Plus

IS Scan Plus is a utility program that allows you to edit, enhance, print, and save an image acquired by the IS Scan scanner driver. You can use IS Scan Plus if you do not have a graphics application program.

## ■ Launching IS Scan Plus

- 1 Select Programs from the Start menu, then click IS Scan Plus.
- 2 Select IS Scan Plus. The main IS Scan Plus screen appears:



### 3 Select an option:

#### **Copy**

Scan and immediately print an image without editing.

 **Using Copy**

#### **Capture Image**

Scan and edit an image other than a photographic print.

 **Using Capture Image**

#### **Capture Photo**

Scan and edit a photographic print such as a snapshot.

 **Using Capture Photo**

#### **Device Information**

Verify the name of the printer that is currently connected to your system and information on the communication mode.

## ■ Using Online Help

When you need detailed instructions, click the Help button in the upper right of the main screen. You can access the online Help from all the screens that IS Scan Plus displays.



## ■ Verifying the Device Information

Make sure that the printer is connected properly and is turned on, and click the Device Information button.

- If the printer is connected using the parallel interface, Device Information displays a communication mode such as ECP/1 or ECP/2.
- If the printer is connected using the USB interface, Device Information displays USB as the communication mode.

## ■ Closing IS Scan Plus

When you wish to close IS Scan Plus, click the Exit button in the upper right of the main screen. You can access the Exit button from all the screens that IS Scan Plus displays.



## ■ IS Scan Buttons



Returns to the main IS Scan Plus screen.



Moves back to the previous screen.



Displays the Edit screen.

 **Editing a Scanned Image**



Prints a scanned image.

 **Printing a Scanned Image**



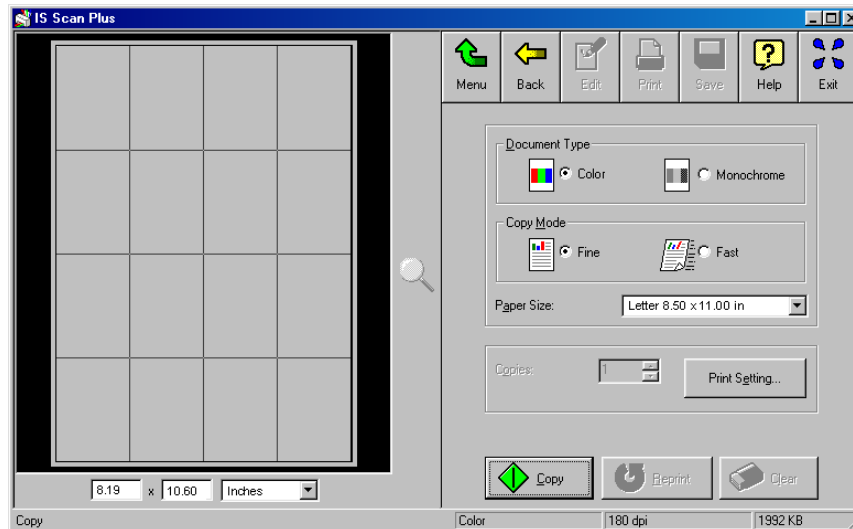
Saves a scanned image.

 **Saving a Scanned Image**

# Using Copy

Use the Copy feature when you wish to print an image immediately after scanning. You cannot edit or enhance the scanned image before printing.

- 1 Click the Copy button in the main IS Scan Plus screen. The Copy screen displays:



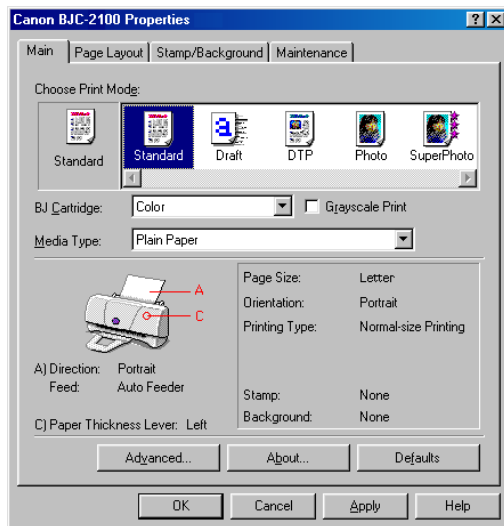


## 2 Specify any required settings:

- Select Color or Monochrome in the Document Type box.
- Select Fine or Fast in the Copy Mode box.
- Select the paper size in the Paper Size box.
- The Copies option is disabled.

## 3 Click the Print Setting button. This displays the Print Setup dialog box. Make sure Canon BJC-2100 is displayed as the default printer. Click the Properties button, if necessary, to display the Printer Properties dialog box and specify any printer settings.

### ➡ Opening the Printer Properties Dialog Box



- 4 When you click the Copy button, a message box appears. Click the OK button in the message box to confirm that the scanner cartridge is installed. Copying begins.
- 5 Another dialog box appears to remind you to remove the scanner cartridge, and install the BJ cartridge according to your print job. Also, make sure paper is loaded in the auto sheet feeder of the printer.
- 6 Click the OK button in the dialog box. Printing begins.

**Note** ▶▶

- To print the image displayed in the Preview Area again, click the Reprint button.
- To make a copy of another image using the same settings, click the Copy button. When a confirmation message appears, click the Yes button and repeat the procedure described above.
- To make a copy using different settings, click the Clear button to clear the copied image from the preview area. Repeat the procedure described above.

# Using Capture Image

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Use the Capture Image feature to scan an image other than a photographic print. You can also edit, enhance, save, and print the scanned image.

- 1** Click the Capture Image button in the main IS Scan Plus screen. This displays the Capture Image screen.
- 2** Select the most appropriate icon in the Scanning Mode box of the Capture Image screen according to your scanning purpose.



Standard setting for scanning a color image.



Standard setting for scanning a monochrome image.



Suitable for scanning a photographic print such as a snapshot.



Suitable for scanning an image that consists mostly of text.



Used for customizing the settings for special scanning jobs.



**Using the Customized Scanning Mode**

- 3** Select the paper size in the Paper Size box.
- 4** Insert the image you wish to scan in the scanning holder, and then load it in the auto sheet feeder of the printer.
- 5** Click the Prescan button.

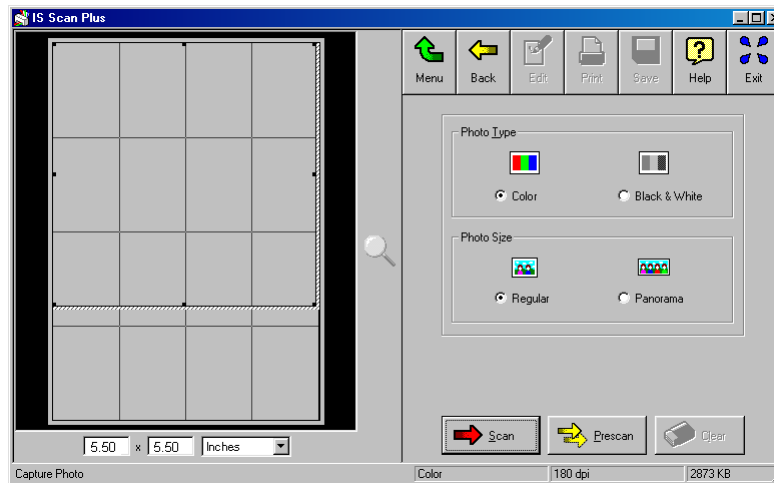
The remaining steps are similar to those described for Scanning an Image Using IS Scan.

 **Scanning an Image**

# Using Capture Photo

Use the Capture Photo feature to scan a photographic print such as a snapshot. You can also edit, enhance, save, and print the scanned image.

- 1 Click the Capture Photo button in the main IS Scan Plus screen. The Capture Photo screen displays:



By default, a Selection Box appears in the Preview Area. To delete the Selection Box, point to any location in the Preview Area and right-click your mouse.

- 2 Specify these settings:
  - Select Color or Black & White in the Photo Type box.
  - Select Regular or Panorama in the Photo Size box.
- 3 Insert the image you wish to scan into the scanning holder, and then load it in the auto sheet feeder of the printer.
- 4 Click the Prescan button.

The remaining steps are similar to those described for Scanning an Image.

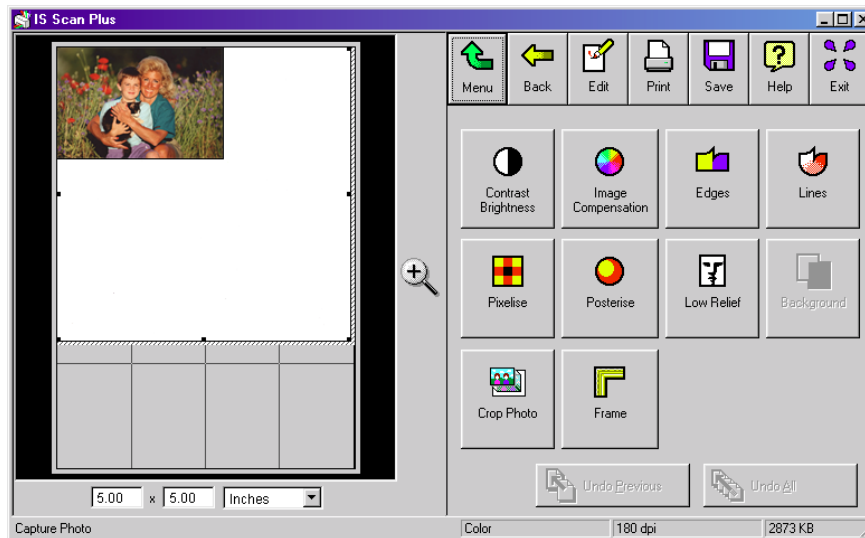
 **Scanning an Image**

# Editing a Scanned Image

You can edit or enhance a scanned image acquired using the Capture Image or Capture Photo feature. The editing features you can use vary according to the settings you used for scanning and whether you used the Capture Image or Capture Photo feature for scanning.

You can edit or enhance the image displayed in the Preview Area.

- 1 Click the Edit button in the main IS Scan Plus screen. The Edit screen displays:



- 2** You can select these editing options. For details on each feature, use the online Help for IS Scan Plus.

### **Contrast / Brightness**

Adjusts the brightness and contrast of an image.

### **Image Compensation**

Softens edges in the image by reducing the contrast between pixels, or sharpens hazy or blurred images. You can also smooth the appearance of the image and/or invert the image.

### **Edges**

Enhances the edges in an image by increasing the contrast of the pixels between areas of different colors.

### **Lines**

Emphasizes selected edges and de-emphasizes all other edges of an image.

### **Pixelize**

Squares off all the pixels in an image to lower resolution and makes the pixels appear larger to create a mosaic tile effect.

### **Posterize**

Reduces the number of colors in an image.

### **Low Relief**

Applies special options to create a three-dimensional effect in the image.



**Background**

Allows you to add a background to a monochrome image.

**Crop Photo**

Crops a scanned photograph in the Preview Area.

**Frame**

Allows you to add a frame border around the image.

**Note** ▶▶

- Depending on the settings you use for scanning, some editing features are not available. For details, see the online Help for IS Scan Plus.
- You cannot use Crop Photo and Frame in the Capture Image screen. You can select Background when a monochrome image is captured.

**3**

Edit or enhance the image as required.

**4**

Click the Apply button to apply the effect to the image in the Preview Area.

To undo the settings, click one of the undo buttons:

**Undo All**

Click once to undo all editing effects and restore the original in the Preview Area.

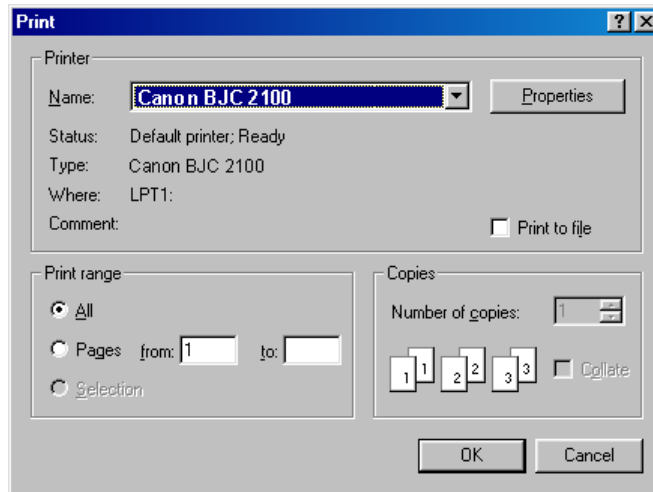
**Undo Previous**

Click once to undo the previous editing effect; click repeatedly to undo each previous editing effect one by one.

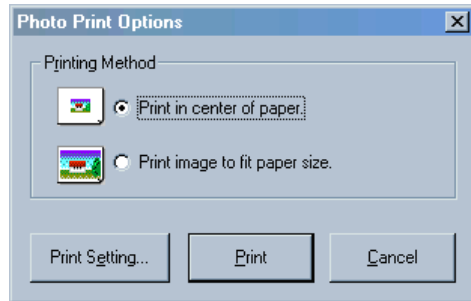
# Printing a Scanned Image

You can print a scanned image acquired using the Capture Image or Capture Photo feature. Remove the scanner cartridge, and install the BJ cartridge according to your print job.

Click the Print button on the IS Scan Plus screen. If you are using Capture Image, the Print dialog box appears:



If you are using Capture Photo, the Photo Print Options dialog box appears:



Click Print Setting to change the printer settings or click Print to print the image.

**➡ Opening the Printer Properties Dialog Box**

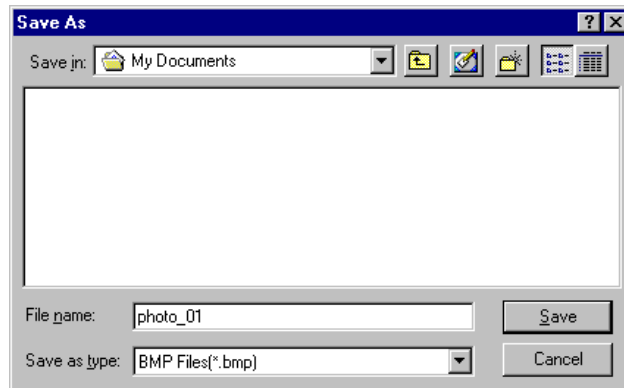
# Saving a Scanned Image

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IS Scan Plus allows you to save a scanned image to a file under a new name. You can use the saved image for pasting into another document or for attaching to your e-mail or a home page on the Internet.

You can save the image displayed in the Preview Area.

- 1 Click the Save button. This displays the Save As dialog box.



- 2 Select the folder in which you wish to save the image.
- 3 Enter a File name.

**4** Click the down-arrow for “Save as type” and select a format for the file.

You can select one of the following file formats.

- Bitmap .BMP
- JPEG .JPG
- TIFF .TIF

**5** Click the Save button.

# Using the Scanner With Macintosh

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Scanning Images With Application Software

Using the Main IS Scan Dialog Box

Scanning an Image

Scanning Images With IS Scan

Changing the Scanning Mode

Customizing the Scanning Settings

Copying a Scanned Image to the Clipboard

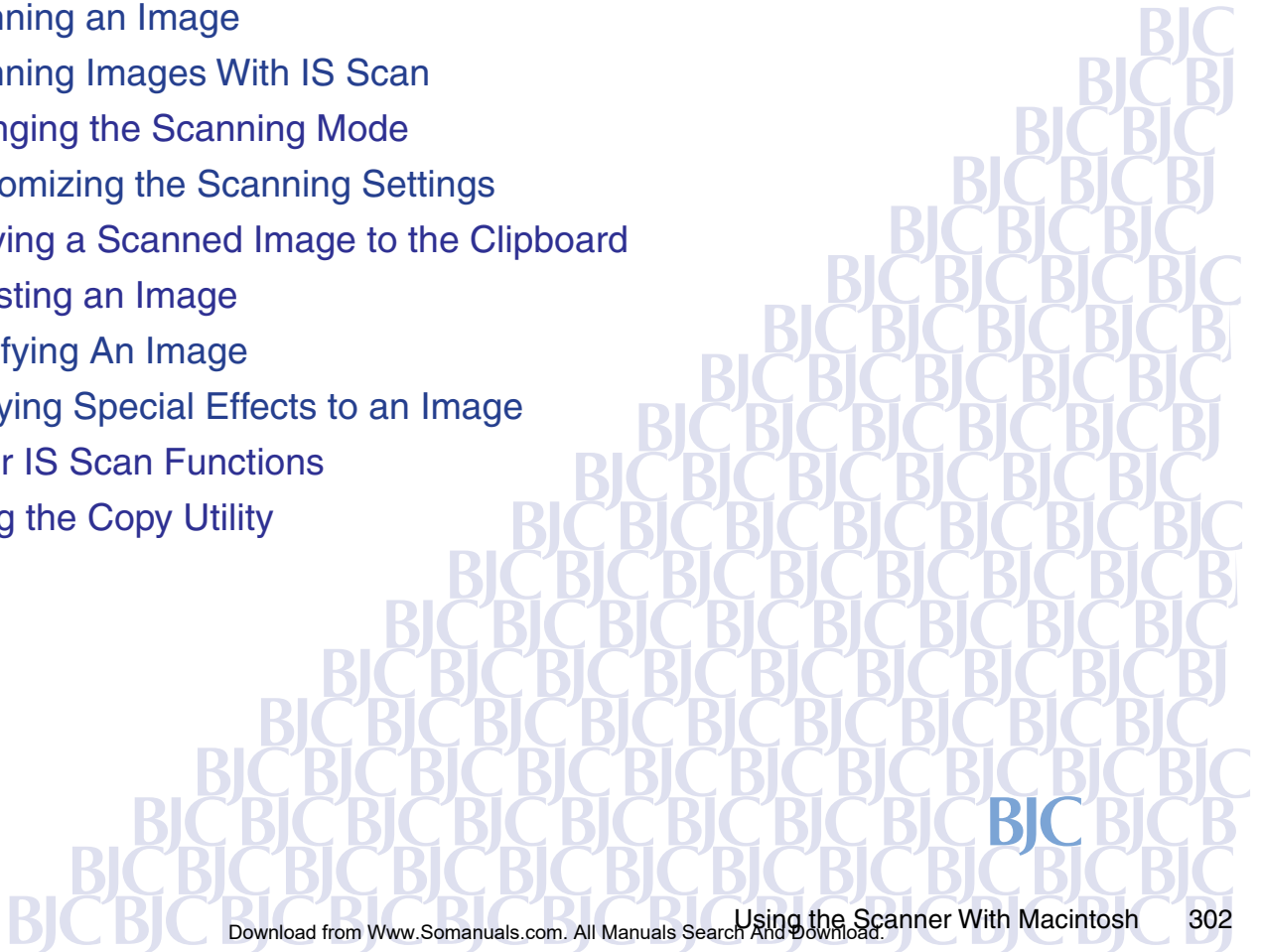
Adjusting an Image

Modifying An Image

Applying Special Effects to an Image

Other IS Scan Functions

Using the Copy Utility



# Scanning Images With Application Software

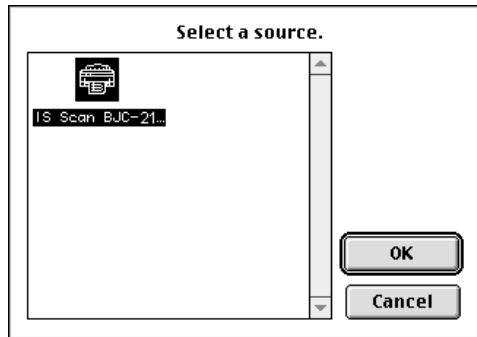
---

This section explains how to start IS Scan from a TWAIN image editing application software so that you can scan images.

## ■ Selecting a TWAIN-compatible Device

Before you scan images with application software, you must first select a TWAIN-compatible device using the BJC-2100 driver. The basic procedure is described below (steps may vary based on your application software).

- 1** Start the application software and then select New... from the File menu. Then, open the menu you use to scan images. Install the scanner cartridge in the printer.
- 2** To open the dialog box for selecting a TWAIN-compatible input device, you normally select Import and then select TWAIN Select... from the File menu. The “Select a source” dialog box is displayed.

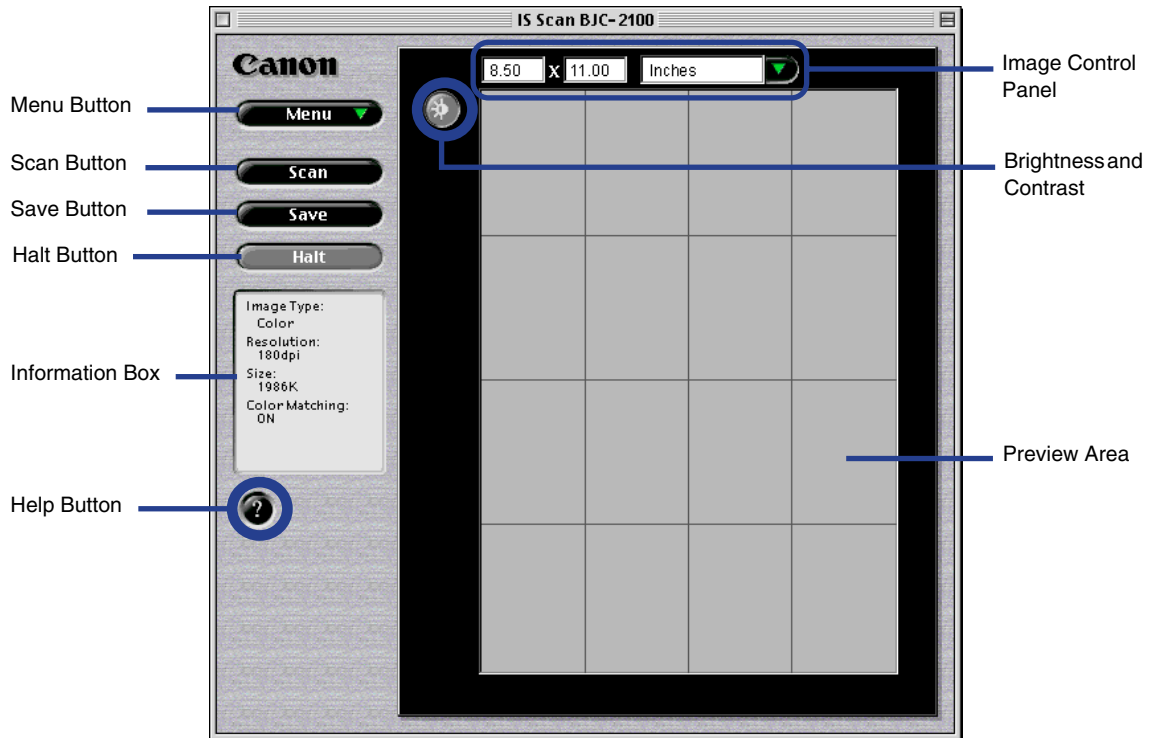


**3** Click the IS Scan BJC-2100 DS icon and then click the OK button.

BJC-2100 is now selected as the input device. Once you have performed these steps, the setting remains in effect until you change to another input device.



# Using the Main IS Scan Dialog Box



## Menu button

Selects the IS Scan functions. Click this button to change the settings for a scanned image or to edit a scanned image.

### **Scan, Prescan, or Clear button**

Click this button to start scanning. This button switches to Prescan or Clear, depending on the setting or situation.

### **Transfer or Save button**

Click this button to transfer a scanned image to an application. When using IS Scan only without an application software, this button says Save.

### **Halt button**

Click this button to cancel scanning.

### **Information box**

Displays the settings related to image scanning. To perform scanning using other settings, click the Menu button and then select Settings.

### **Help button**

Click this button to display helpful explanations about the IS Scan functions.

### **Brightness and Contrast**

Click this button to adjust the degree of brightness of an image.

### **Image Control Panel**

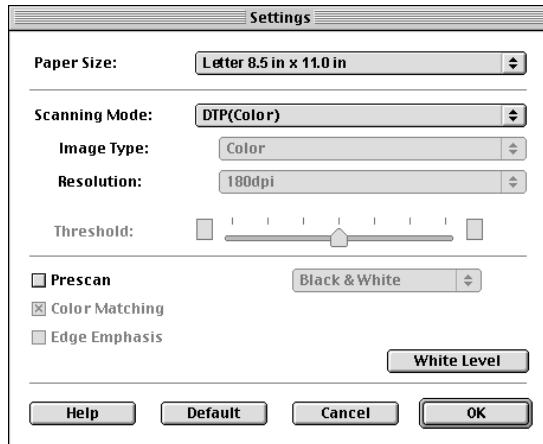
Displays the size of the image to be scanned. For units, you can select inches, mm, or pixels.

### **Preview area**

Displays a scanned image.

# Scanning an Image

- 1 Click the Menu button and then select Settings. The Settings dialog box displays:



- 2 Make the necessary settings for the image to be scanned.
  - Click on Paper Size to select a size that approximates the image to be scanned.
  - Click on Scanning Mode to select the item that best approximates the image to be scanned.

## Changing the Scanning Mode

- Place a check mark in the Prescan check box.  
Prescan performs a quick scan so you can check the image. You can disable this function.

**3** Click the OK button and then close the Settings dialog box.

**4** Place the object to be scanned in the printer and then click the Prescan button. You see the image displayed in the Preview Area.



**5** If you only want to scan part of the object, drag the mouse within the Preview Area to select the part to be scanned. The Selection Box indicates the area that will be scanned.

**Note** ▶▶

- To create a Selection Box, position the cursor over one corner of the area to be selected, press and hold down the mouse button, and then drag the mouse diagonally to the opposite corner of the area you want to select. Release the mouse button.
- If you position the cursor over a point within the selected area, you can move the area by dragging. If you position the cursor over one of the lines indicating the selected area, you can change the size of the selected area by dragging that line in or out.
- The minimum size of the selected area is 1" × 1" (25.4 mm by 25.4 mm).
- The size of the selected range is displayed in the Image Control Panel.

**6**

Place the image to be scanned in the printer and click the Scan button. Remember, only the range indicated by the Selection Box is scanned.



**7** If the image displayed in the Preview Area is not what you expect, click the Clear button and start over.

If you like the image, click the Transfer button. The scanned image is transferred to the application software. Edit the image data as required prior to printing or saving it.

**Note** ►►

- Some application programs do not display the main IS Scan dialog box, but display their own scanning screen. In this case, refer to the documentation supplied with the scanning software.
- Do not close an application program that started IS Scan while IS Scan is still running. This may cause the system to lock up.

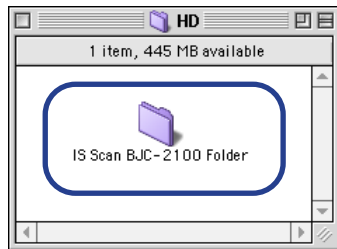
# Scanning Images With IS Scan

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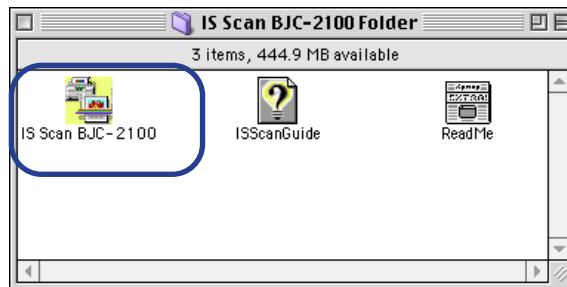
You can use IS Scan as a stand-alone program to scan and edit images.

## ■ Starting IS Scan

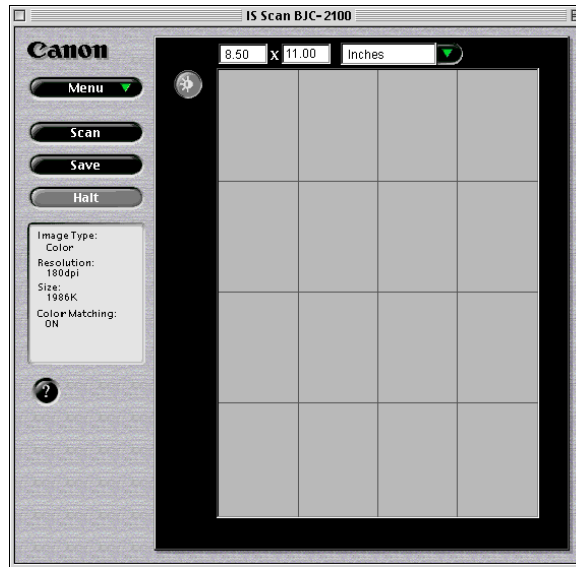
- 1 Turn on the printer and install the scanner cartridge.
- 2 Double-click the IS Scan BJC-2100 folder.



- 3 Double-click the IS Scan BJC-2100 icon.



IS Scan starts and the main dialog box displays.



The contents of the main dialog box and the method you use to scan images are basically the same as when using TWAIN application software.

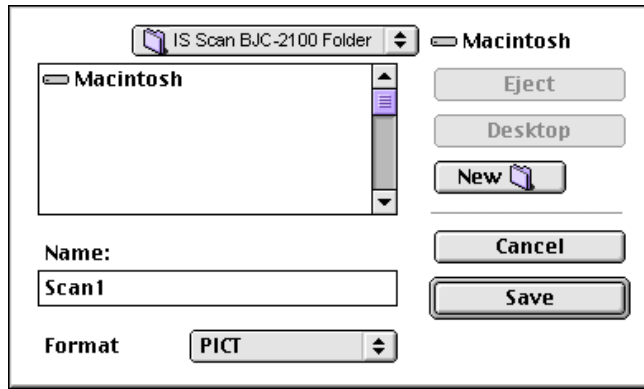


## ■ Saving Scanned Images

1 Click the Save button.



## 2 Make the necessary settings.



- Select the location to which you want to save your image.
- Enter a name for the image data in Name.
- Click the up- or down-arrow in Format to select PICT or TIFF.

## 3 Click the Save button. The image data is saved into a file.

# Changing the Scanning Mode

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You can select a scanning mode according to your scanning purpose. Optimum settings, such as image type and resolution, are pre-assigned based on the contents of a scanning job. When you wish to customize the settings for special scanning jobs, click the Custom button.

## ■ Selecting a Default Scanning Mode

Select a setting that best approximates the image to be scanned.

Scanning Mode	Use	Image Type Resolution	Edge Emphasis Color Matching	Prescan Mode*
DTP (Color)	Standard setting used when a color draft is to be scanned	Color 180 dpi	Off On (Execute)	Grayscale
Photo	Recommended when scanning a photograph	Color 360 dpi	Off On (Execute)	Grayscale
DTP (B&W)	Standard setting used when a black & white draft is to be scanned	Grayscale 180 dpi	Off Off	Grayscale

\*By default, Prescan is not enabled. When enabled, B&W is the default Prescan Mode. You can choose Color, Grayscale, or Black & White.

Scanning Mode	Use	Image Type Resolution	Edge Emphasis Color Matching	Prescan Mode*
Text	Recommended when scanning a document consisting entirely of text, such as a document created with a typewriter or word processor	Black & White 180 dpi	On (Execute) Off	Black & White
FAX	Scans by converting a monochrome image into the data suitable for facsimile transmission	Black & White (Text Enhanced) 200 dpi	Off Off	Black & White
OCR	Scans by converting a monochrome image into the data suitable for OCR input	Black & White (Text Enhanced) 360 dpi	Off Off	Black & White
Custom	Selected when a specific range of settings are to be made  <b>Customizing the Scanning Settings</b>	_____	_____	_____

\*By default, Prescan is not enabled. When enabled, B&W is the default Prescan Mode. You can choose Color, Grayscale, or Black & White.

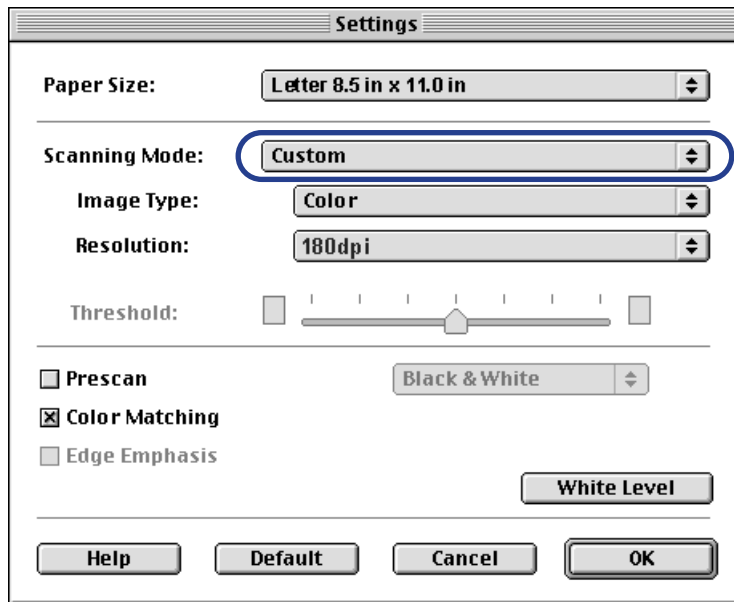
**Note** ▶▶

- The Settings dialog box displays when you select Settings after you click the Menu button in the main dialog box.
- When you select FAX or OCR, the document is scanned and processed as a grayscale image and converted to monochrome binary image data. This process eliminates unnecessary image background and increases the quality of the scanned text and line art. When you select Text, the document is scanned and processed as a monochrome image.

# Customizing the Scanning Settings

When you select Custom for Scanning Mode in the Settings dialog box, you can specify the scanning settings.

- 1 Click the Menu button in the main dialog box and then select Settings.
- 2 Click the up- or down-arrow in Scanning Mode and then select Custom.



- 3** Make the appropriate settings for the image to be scanned.

### **Image Type**

Select a mode according to the image to be scanned. You can select Color, Grayscale, Black & White, or Black & White (Text Enhanced).

### **Resolution**

Select a resolution according to the image to be scanned. The higher the resolution, the finer the image you can get, although the amount of data will be large. In general, 90 dpi is sufficient for home pages, while 180 dpi is good for output to a printer. Available settings: 90, 180, 200, 300, 360.

### **Threshold**

This function is valid only when Image Type is set to Black & White. The lightness/darkness of monochrome images can be adjusted by moving the slide bar. If the slide bar is moved to the left, the scanned image will be lighter, while if the slide bar is moved to the right, the image will be darker.

### **Prescan**

Place a check mark in the Prescan check box to perform the prescan. The scanning mode can be set to Black & White, Grayscale, or Color.

### **Color Matching**

This function is effective only when Image Type is set to Color. When this function is enabled, the colors are adjusted according to the monitor when the image is scanned. The monitor itself is set with the system feature of ColorSync® in the Apple menu control panel.

**Edge Emphasis**

This function is valid only when Image Type is set to Black & White. If this function is selected, only the edge of the image is emphasized when the image is scanned. This is disabled for prescan.

- 4 Click the OK button. The main IS Scan dialog box displays.
- 5 Place the image to be scanned in the printer, then click the Prescan button or Scan button to start scanning.



# Copying a Scanned Image to the Clipboard

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If you copy a scanned image to the clipboard, you can use the image easily with other application software. This is particularly useful when you want to paste an image into documents created with application software that is not TWAIN-compatible.

## ■ Copying an Image

- 1 Click the Menu button in the main dialog box. Select Edit and then select Copy.

The image data is copied to the clipboard.

## Note ►►

To use an image copied to the clipboard, start your application software and then select Paste from the Edit menu.

# Adjusting an Image

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If you are not satisfied with a scanned image, you can perform fine adjustment using a range of functions. Image data can be processed so that the brightness of the image changes or so that the image appears sharper or softer.

## ■ Adjusting the Brightness and Contrast

- 1 Click the Brightness and Contrast button in the main dialog box. The Brightness and Contrast dialog box displays.



**2** Move each slide bar to the right or left to adjust the image.

**Brightness**

Moving the Brightness slide bar to the left makes the entire image darker, while moving it to the right makes the image brighter.

**Contrast**

Moving the slide bar to the left reduces the contrast of the entire image, while moving it to the right increases the contrast.

**3** After making the adjustment, click the Apply button to change brightness and contrast of the image displayed within the preview area.

**4** Once you are satisfied with the adjustment, click the OK button.

## Modifying An Image

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You can modify a scanned image so that it looks sharper or softer. Also, a Despeckle function allows you to remove speckling and make a scanned image appear cleaner. A function for inverting colors to produce a negative film is also available.

- 1 Click the Menu button in the main dialog box, select Image, and then select the desired function from the submenu.

Sharpen      Sharpens an image to make it clearer.

Soften      Softens the edges of an image.

Despeckle      Removes speckling from an image, making any such areas less noticeable.

Invert      Inverts the colors of an image to produce a negative of the original.

You can check the effect of the adjustment in the Preview Area.

# Applying Special Effects to an Image

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Special effects such as edge emphasis, line emphasis, pixelization, posterization, and low relief can be applied to a scanned image, creating an image with a feeling different from that of the original.

- 1 Click the Menu button in the main dialog box, select Enhance, and then select the desired function from the submenu.

Edges...	Emphasizes the edges of a photograph or line drawing.
Lines...	Emphasizes only lines in a specific direction.
Pixelize...	Applies a mosaic effect to an image.
Posterize...	Reduces the number of colors and simplifies the image.
Low Relief...	Creates a low relief version of the image.

When you select one of these functions, the corresponding dialog box displays.

## 2 Select a desired function from the list.

The following is an example of the screen displayed when you select Edges. The operation is the same when any other function is selected. You can check the approximate result of the selection in the Preview Area.

For details of each function, refer to the explanation displayed when you click the Help button.



**3** Once you are satisfied with the adjustment, click the OK button.

**Note** ▶▶

To cancel an adjustment you have made, click the Menu button and then select Undo. Then, select either of the following:

- Last** Only the function applied immediately before is cancelled. If you perform editing two or more times, only the function that you selected most recently is cancelled.
- All** All the applied functions are cleared and the original image is restored.

# Other IS Scan Functions

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## ■ White Level Calibration

To achieve the correct color balance for an object to be scanned, an operation called White Level Calibration is required. When an image is scanned for the first time, or when the temperature of the scanner cartridge rises to a certain level, a message displays prompting you to place the white calibration sheet in the printer.

Place the white calibration sheet in the printer and then click the OK button. The calibration sheet is scanned and the calibration is performed.

You can also initiate this operation whenever necessary.

- 1** Click the Menu button in the main dialog box and then select Settings.
- 2** Click the White Level button.
- 3** When the message appears, place the white calibration sheet in the printer.

### Using the White Calibration Sheet

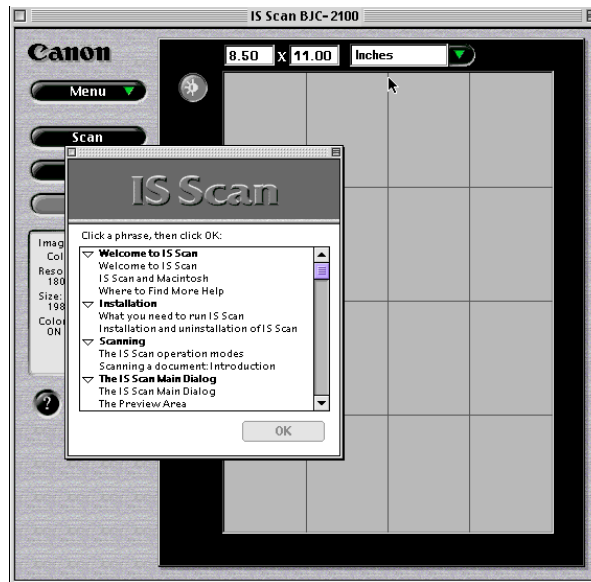
- 4** Click the OK button.

When the white calibration sheet is ejected, white leveling is complete.



## ■ Using the Online Help

Clicking the Help button on the main IS Scan dialog box displays helpful explanations of the functions of IS Scan. You can also display the Help by clicking the Menu button, Help, and then Help again.



# Using the Copy Utility

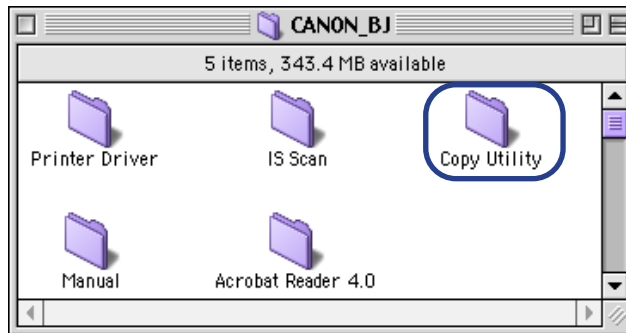
---

Use this utility to scan an object and then print the result immediately. Although the scanned image cannot be edited or saved, the process from scanning to printing is completed quickly and easily.

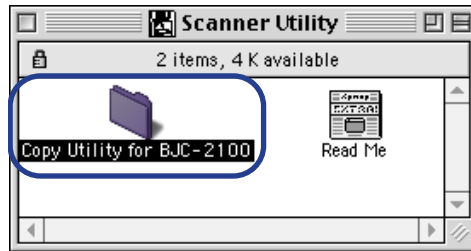
## ■ Installing the Copy Utility

To use the Copy Utility, you must first copy the folder including the necessary files to any location.

- 1** Load the Install Me First CD-ROM into the CD-ROM driver on your Macintosh.
- 2** Double-click on the Copy Utility folder.



- 3 Drag the Copy Utility for BJC-2100 folder and copy it to any location.



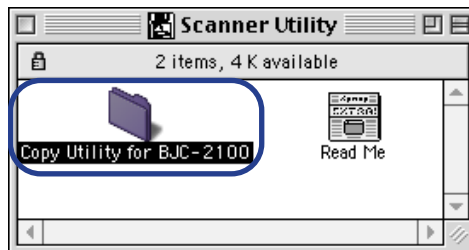
Now you can start the Copy Utility at any time.

### Note ►►

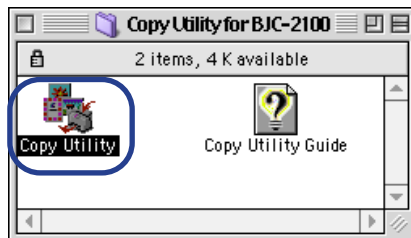
To use the Copy Utility, the printer driver and IS Scan scanner driver must also be installed.

### ■ Starting the Copy Utility

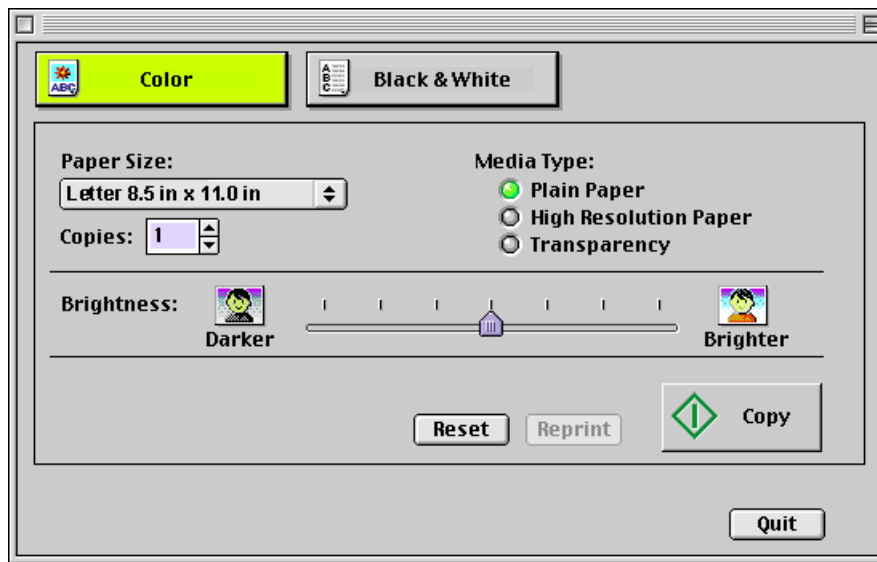
- 1 Plug in the printer and install the scanner cartridge.
- 2 Click the Copy Utility for BJC-2100 folder.



- 3 Click the Copy Utility icon.



The Copy Utility starts and the main dialog box displays:



## ■ Copying the Image

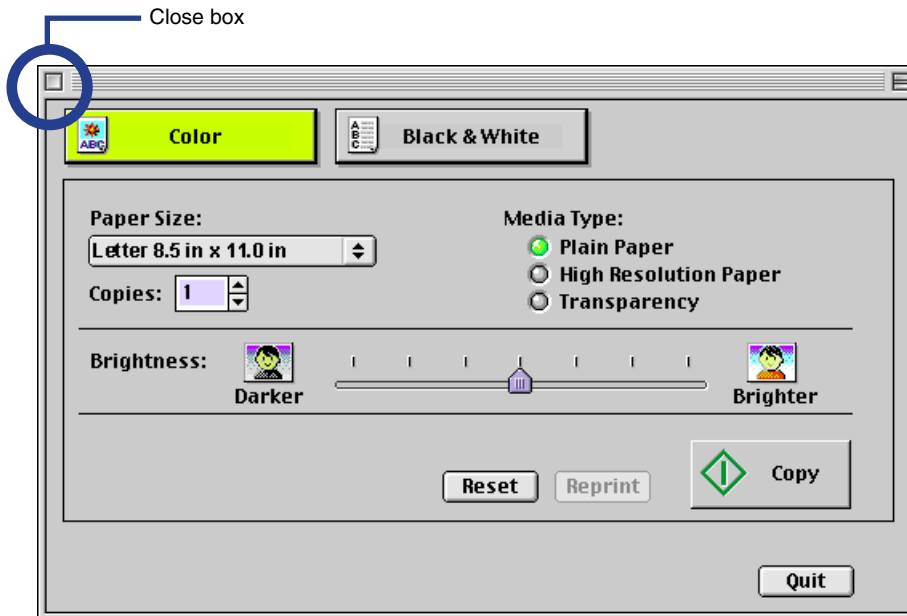
- 1** Click the Color or Black & White button according to the image to be scanned.
- 2** Select the paper size you are using in Paper Size.
- 3** Select the number of copies to be output in Copies.
- 4** Select the type of paper you are using: Plain Paper, High Resolution Paper, or Transparency.
- 5** Set Brightness, as necessary. Move the slide bar to the right and left to set the brightness.
- 6** Place the image to be copied in the printer, then click the Copy button.  
Scanning starts.
- 7** When the message appears, remove the scanner cartridge and replace it with a BJ cartridge according to the printing settings.
- 8** Place a blank sheet of paper in the printer and click the OK button.  
Printing starts.

**Note** ▶▶

- To print the same image again, click the Reprint button.
- To copy another document with the same settings, click the Copy button and follow the instructions on the screen.
- To perform copying with different settings, click the Reset button and follow the instructions on the screen.

**■ Ending the Copy Utility**

To close the Copy utility, click the close box or the Quit button.



# Scanner Problems

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Scanning Result Is Unsatisfactory

Scanner Cannot Be Used With a TWAIN-compatible Application Program

Other Scanner Problems



# Scanning Result Is Unsatisfactory

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Scanned Image Blurred or Distorted

Quality of Scanned Image Is Uneven

White Portion Becomes Grayish

Parts of an Image Missing or Not Aligned Properly

Image Contains Unexpected Colors, or Is Too Light or Too Dark



## ■ Scanned Image Blurred or Distorted

### **CHECK 1**

#### **ARE YOU USING A CLEAR IMAGE FOR SCANNING?**

Blurry images are not suited for scanning. For best scanning results, always use a clear, sharp image. (The scanned image cannot be better than the original image.)

### **CHECK 2**

#### **IS THE SCANNING HOLDER UNSTAINED AND UNDAMAGED?**

The scanning holder is bound to get dirty. Clean the scanning holder using a soft cloth that is dipped in a weak, neutral detergent solution, and then wipe its wet surface off with a dry, soft cloth.

If the scanning holder is scratched or damaged, replace it.

### **Note ▶▶**

You can purchase a scanning holder for A4/LTR-size images. Visit the Canon Web site to find out about accessories and supplies ([www.ccsi.canon.com](http://www.ccsi.canon.com)).

### **CHECK 3**

#### **ARE YOU SCANNING THICK PAPER?**

The image being scanned must be thinner than 0.25 mm. The thickness including the scanning holder must be thinner than 0.45 mm.

## ■ Quality of Scanned Image Is Uneven

The scanned image is coarse and/or blurry.

### CHECK

#### **IS THE RESOLUTION SETTING HIGH ENOUGH?**

Resolution determines the precision of the scanned image.

The greater the number of dots used to draw an image, the higher the precision and the quality of the scanned image becomes. For a better quality image, select a greater number.

The scanning speed becomes slower and the file size of the scanned image becomes larger when you use a higher resolution.

Windows

➔ **Changing the Scanning Mode**

Macintosh

➔ **Changing the Scanning Mode**

## ■ White Portion Becomes Grayish

### CHECK 1

#### **DID YOU PERFORM WHITE LEVEL CALIBRATION?**

Use White Level Calibration to maintain the correct color balance of scanned images.

#### **➡ Using the White Calibration Sheet**

### CHECK 2

#### **DID YOU ADJUST THE BRIGHTNESS AND CONTRAST?**

Depending on the image you scan, a white portion is not recognized as white because the scanner detects and scans even the small differences of the density between white and other colors.

Adjust the brightness and contrast.

### **Note** ▶▶

- When you are using IS Scan Plus, use the online Help.
- When you are using a TWAIN-compatible graphics application program, see the User's Manual for the application program.

**CHECK 3****DID YOU SCAN A MONOCHROME IMAGE USING THE COLOR OR GRAYSCALE SETTING?**

If the Scanning Mode is set to Color or Grayscale, the scanner detects and scans even the grades of the density, and white may not be recognized as white.

When you scan a monochrome image, always set Black & White in the Scanning Mode so the scanner can scan using only two values between white and black.

For details on how to set Black & White in the Scanning Mode, use the online Help.

Windows

**➔ Changing the Scanning Mode**

Macintosh

**➔ Changing the Scanning Mode**

## ■ Parts of an Image Missing or Not Aligned Properly

### CHECK 1

#### **DID YOU PLACE AN IMAGE WITHIN THE PROPER SCANNING AREA?**

Check that the image you wish to scan is placed in the proper scanning area.

### CHECK 2

#### **DID YOU SPECIFY THE SCANNING AREA CORRECTLY?**

If the Paper Size setting is smaller than the size of the image you scan, parts of the image will be missing.

If you place the image outside the scanning area, parts of the image may not be aligned properly. Always check that the image is set within the proper scanning area.

## ■ Image Contains Unexpected Colors, or Is Too Light or Too Dark

The appearance of the scanned image is not what you expected, or the image is too light or too dark.

### **CHECK 1**

#### **IS THE NUMBER OF DISPLAY COLORS SET TO HIGH COLOR OR TRUE COLOR?**

##### Windows

Check the number of display colors as follows.

- 1** From the Start menu, select Settings, and then select Control Panel.
- 2** Double-click the Display icon, then click the Settings tab.
- 3** Check that Colors is set to High Color or True Color in the Colors box.

##### Macintosh

Check the Color Depth setting as follows.

- 1** From the Apple menu, select Control Panels.
- 2** Select Monitors & Sound.
- 3** Check that Thousands or Millions are set for Color Depth.

**CHECK 2****IS COLOR MATCHING ENABLED?**

The colors displayed on your display may not match the actual scanned colors.

Color Matching attains the best match between the colors displayed on your display and the actual colors in the scanned image.

You can enable Color Matching when the Scanning Mode is set for Color.

**Windows**

Check that Color Matching is enabled.

**1**

Click the Custom Setting button.

**2**

Make sure that Color Matching is enabled in the Custom Setting dialog box.

**Macintosh****1**

Select Settings from the Menu screen.

**2**

Make sure that Color Matching is enabled.

# Scanner Cannot Be Used With a TWAIN-compatible Application Program

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Cannot Launch IS Scan From Within the TWAIN-compatible Graphics Application Program

Cannot Transfer to TWAIN-compatible Graphics Application Program



## ■ Cannot Launch IS Scan From Within the TWAIN-compatible Graphics Application Program

### **CHECK**

**DOES THE TWAIN-COMPATIBLE GRAPHICS APPLICATION PROGRAM YOU ARE USING SUPPORT THE LATEST 32-BIT TWAIN SPECIFICATIONS OR TWAIN SOURCE MANAGER (VERSION 1.5 OR LATER)?**

#### Windows

When IS Scan is used as a TWAIN interface, you must use the latest 32-bit TWAIN-compatible graphics application program. See the User's Manual for your application program.

#### Macintosh

When IS Scan is used as a TWAIN interface, you must use the graphics application program that supports the TWAIN Source Manager (Version 1.5 or later). See the User's Manual for your application program.

## ■ Cannot Transfer to TWAIN-compatible Graphics Application Program

### CHECK

#### **DOES THE TWAIN-COMPATIBLE GRAPHICS APPLICATION PROGRAM YOU ARE USING SUPPORT THE FILE FORMAT TYPE AND RESOLUTION OF THE IMAGE DATA?**

Some TWAIN-compatible graphics application programs support specific file format types and resolution settings only. For example, the resolution settings of some OCR (optical character reader) application programs are limited to 300 or 400 dpi.

Check the file format types and resolution settings of the TWAIN-compatible graphics application program first, and then scan and transfer the image again.

# Other Scanner Problems

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Cannot Install Scanner Driver

Does Not Launch With Default Settings

Windows

Improper Colors Displayed in the Dialog Box

Scanning Too Slow

Communication Error Occurs

Error Message Appears

## ■ Cannot Install Scanner Driver

### CHECK 1

#### **DID YOU FOLLOW THE SCANNER DRIVER INSTALLATION INSTRUCTIONS?**

Windows

#### **Installing the IS Scan Software**

If an error occurred during installation and you had to shut down the installation procedure, you may not be able to install the scanner driver because Windows is no longer stable. Restart Windows and then reinstall the scanner software.

### CHECK 2

#### **ARE ANY OTHER APPLICATION PROGRAMS RUNNING?**

The scanner driver installation program may not execute successfully if it is run with other applications running in the background.

Before you run the installation program again, shut down all other application programs.

### CHECK 3

#### **DID YOU SPECIFY THE CORRECT CD-ROM DRIVE FOR INSTALLATION?**

Windows

If the installation splash screen did not start automatically when you loaded the CD-ROM, double-click the My Computer icon, then double-click the CD-ROM icon on the Windows desktop.

#### **Installing the IS Scan Software**

**Note** ▶▶

- The drive name (E: for example) varies according to how your system is set up.

**CHECK 4****IS THERE A PROBLEM WITH THE CD-ROM?**

Windows

The Install Me First CD-ROM may be damaged. On the Windows desktop, double-click the My Computer icon then double-click the CD-ROM icon. If Windows cannot read the CD-ROM, call the Canon Customer Care Center for help.

 **Getting Help From Canon**

## ■ Does Not Launch With Default Settings

Windows

### CHECK

#### **DID YOU LAUNCH IS SCAN FROM A TWAIN-COMPATIBLE GRAPHICS APPLICATION PROGRAM?**

This problem occurs when IS Scan is launched from a TWAIN-compatible graphics application program.

Depending on the TWAIN-compatible graphics application program, Previous Settings selected in the Standard Value box under the Custom Settings dialog box may be cleared, and standard settings characteristic of the TWAIN-compatible program you are using may be used when launching IS Scan.

To use the settings selected in the Custom Settings dialog box when launching IS Scan, follow these steps:

- 1** Select Save Settings File from the Settings menu.
- 2** The next time you launch IS Scan, select Open Settings File from the Settings menu.

## ■ Improper Colors Displayed in the Dialog Box

### **CHECK**

### **IS THE NUMBER OF DISPLAY COLORS SET TO HIGH COLOR OR TRUE COLOR?**

#### Windows

This problem occurs when IS Scan is launched from a TWAIN-compatible application program.

If the problem is not solved, change the number of display colors of your computer.

- 1** From the Start menu, select Settings, and then select Control Panel.
- 2** Double-click the Display icon, then click the Settings tab.
- 3** Check that the Colors setting is High Color or True Color in the Colors box.

Or, you may be able to solve the problem by minimizing the IS Scan window and then return to the original size.

#### Macintosh

Check the Color Depth setting.

- 1** From the Apple menu, select Control Panels.
- 2** Select Monitors & Sound.
- 3** Check that Thousands or Millions are set for Color Depth.

## ■ Scanning Too Slow

Scanning is requiring an unusually long time.

### CHECK

#### **ARE YOU USING A HIGHER RESOLUTION THAN REQUIRED?**

In order to scan an image, your computer must be able to receive a large amount of data. Therefore, the scanning speed varies according to the performance of the computer.

To shorten the time required for scanning:

- Use the appropriate resolution setting. Make sure that the resolution is not set higher than you require.
- Use the prescanning capability.



## ■ Communication Error Occurs

### CHECK 1

#### **DID YOU LAUNCH IS SCAN OR IS SCAN PLUS IMMEDIATELY AFTER IT WAS CLOSED?**

Do not attempt to launch IS Scan or IS Scan Plus again immediately after it is closed. Wait for a few seconds and then launch again.

### CHECK 2

#### **IS THE PRINTER PLUGGED IN AND READY?**

Check that the printer is plugged in and ready.

### CHECK 3

#### **ARE YOU USING THE USB INTERFACE RUNNING UNDER WINDOWS 98?**

Windows

When using the USB interface running under Windows 98, a communication error may occur if the Hardware acceleration setting is Full. To solve the problem, follow these steps:

- 1** Double-click the System icon in the Control Panel for Windows.
- 2** When the System Properties window is displayed, click the Performance tab.
- 3** Click the Graphics button.
- 4** If Hardware acceleration is set to Full in the Advanced Graphics Settings dialog box, set to None.

## ■ Error Message Appears

### **CHECK**

### **REFER TO THE ONLINE HELP.**

#### Windows

From the main IS Scan screen, select Contents from the Help menu, or press F1.

#### Macintosh

Open the online Help.

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