

**Canon**

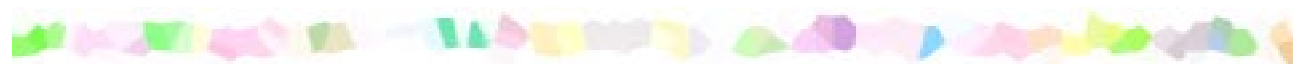


PHOTO PRINTER

**S820**

# **User's Guide**

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# Introduction

Thank you for purchasing the Canon S820 Photo Printer. This User's Guide provides complete explanations of the features and functions of the printer.

This guide uses the following symbols to indicate important information. Always observe these instructions.

**Warning** ➤ Instructions that, if ignored, could result in death or serious personal injury caused by incorrect operation of the equipment.  
Must be observed for safe operation.

**Caution** ➤ Instructions that, if ignored, could result in personal injury or material damage caused by incorrect operation of the equipment.  
Must be observed for safe operation.

**Important** ➤ Prohibited actions that, inadvertently performed, could result in equipment damage, faults or impaired product quality.  
Must be avoided for correct operation.

Windows

Information for Windows users only.

Macintosh

Information for Macintosh (USB users only).

# How to Use This Manual

To view this User's Guide, we recommend that you use Acrobat Reader 3.0 or later. The screens shown below are for Acrobat Reader 4.0. Please note that screens displayed by Acrobat Reader 3.0 or 5.0 are slightly different.



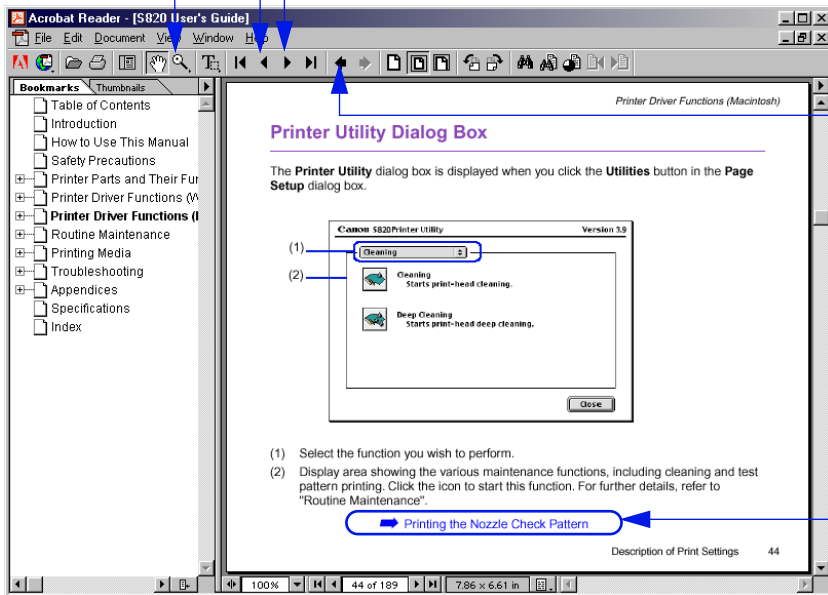
Use this button to enlarge the viewing screen. Select this button in the tool bar and click within the screen.



Displays the previous page.

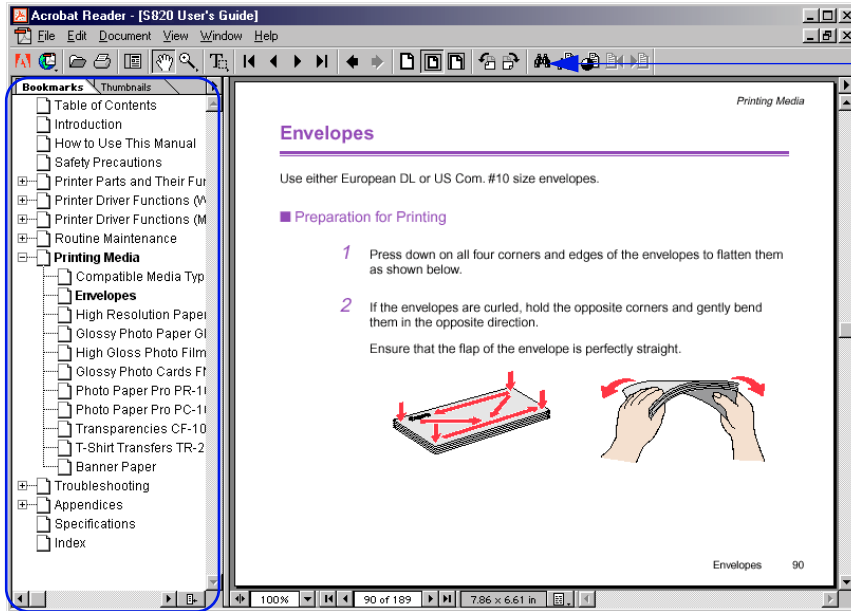



Displays the next page.



Returns to the page you were viewing previously.

Click to jump straight to this page.



 Use this button to search for a word.

Displays the table of contents.  
 Click the heading to jump to the topic.  
 Click the "+" symbol to see the headings for each chapter.  
 Click the "-" symbol to close the headings.

## Safety Precautions

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

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

### ■ Choosing a location

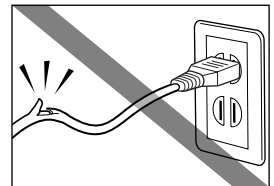
Do not place the printer close to flammable solvents, such as alcohol or thinners.

### ■ Power supply

Never attempt to plug in or unplug the printer from the power supply when your hands are wet.

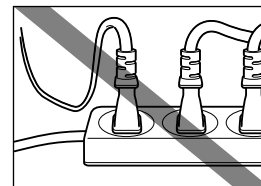
Always push the plug all the way into the power outlet.

Never damage, modify, stretch or excessively bend or twist the power cord. Do not place heavy objects on the power cord.





Never plug the printer into a power socket (extension cord, double adapter, etc.) that powers multiple devices.



Never use the printer if the power cord is bundled or knotted.

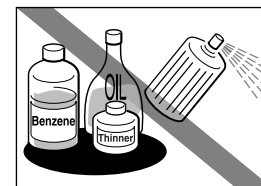
If you detect smoke, unusual smells or strange noises around the printer, immediately unplug the printer at the power supply and call the Canon Customer Care Center.

Periodically, unplug the printer and use a dry cloth to wipe off any dust or dirt collected on the plug and the power outlet. If the printer is placed at a location exposed to a lot of dust, smoke, or high humidity, the dust that collects on the plug absorbs moisture and may cause insulation failure and fire.

## ■ Cleaning the printer

Use a damp cloth to clean the printer. Never use flammable solvents, such as alcohol, benzene or thinners.

If flammable solvents come in contact with electrical components inside the printer, it could cause a fire or electric shock.



Always unplug the printer from the power outlet before cleaning the printer.

If you accidentally switch the printer on while cleaning it, you could injure yourself or damage the printer.

## ■ Maintaining the printer

Do not attempt to disassemble or modify the printer. There are no user serviceable parts inside the printer.

The printer contains high-voltage components. Never attempt any maintenance procedure not described in this guide.

## ■ Working around the printer

Do not use inflammable sprays near the printer.

This could cause a fire or electric shock if the spray comes into contact with electrical components inside the printer.

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

## ■ Choosing a location

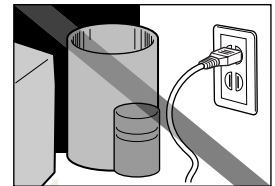
Do not install the printer in a location that is unstable or subject to excessive vibration.

Do not install the printer in locations that are very humid or dusty, in direct sunlight, outdoors, or close to a heating source.

To avoid the risk of fire or electric shocks, install the printer in a location with an ambient temperature range of 41°F to 95°F (5°C to 35°C) and humidity of 10% to 90% (condensation free).

Do not place the printer on a thick rug or carpet.

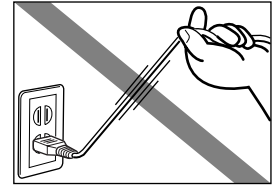
Ensure that the area around the power outlet is kept clear at all times so you can easily unplug the power cord if necessary.



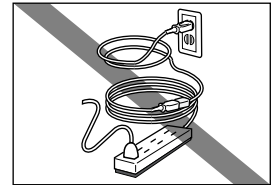
When moving the printer, carry the printer at both ends.

## ■ Power supply

Never remove the plug by pulling on the cord.



Do not use a powerstrip.



Never use a power supply voltage other than that supplied in the country of purchase.

The correct power supply voltages and frequencies are as follows:

USA/Canada: AC 120V, 60Hz

Europe: AC 230V  $\pm$  10%, 50Hz

Australia: AC 240V, 50Hz

## ■ Working around the printer

Never put your hands or fingers in the printer while it is printing.

Do not place metal objects (paper clips, staples, etc.) or containers of flammable solvents (alcohol, thinners, etc.) on top of the printer.

If any foreign object (metal or liquid) falls into the printer, unplug the power cord and call the Canon Customer Care Center.

## ■ Printheads and ink tanks

For safety reasons store printheads and ink tanks out of the reach of small children.

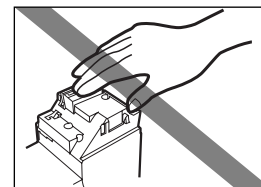
If a child ingests any ink, consult a doctor immediately.

Do not shake printheads or ink tanks.

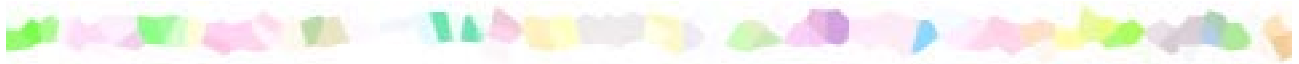
Ink may leak out and stain clothing or the surrounding area.

Never touch the electrical contacts on a printhead after printing.

The metal parts may be very hot and could cause burns.



# Printer Parts and Their Functions



- Front View
- Rear View
- Inside the Printer
- Operation Panel

## Front View

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**Operation Panel**  
For details, refer to  
"Operation Panel."

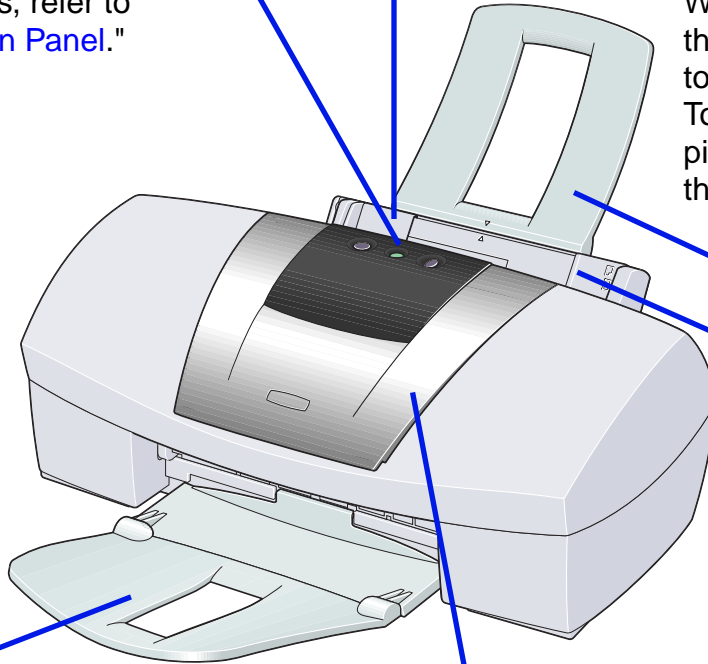
**Paper Guide**  
When loading paper, ensure  
that the left edge just  
touches this guide.  
To move the paper guide,  
pinch the knob and slide in  
the appropriate direction.

**Paper Rest**

**Sheet Feeder**  
Load paper here.  
Paper feeds  
automatically, one sheet  
at a time.

**Paper Output Tray**

**Front Cover**  
Open to replace the  
ink tanks or remove  
jammed paper.

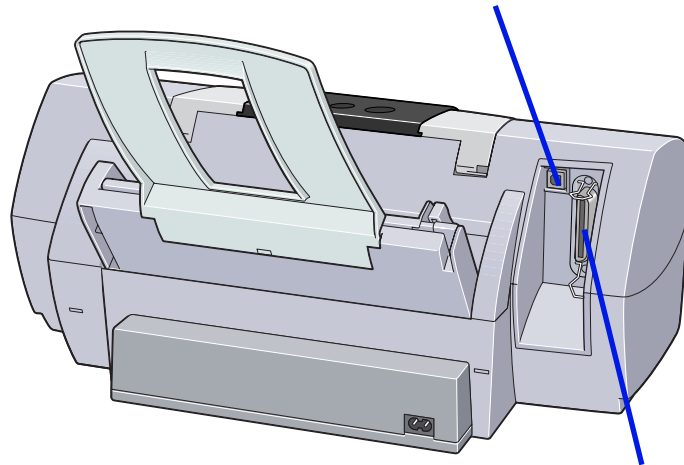


## Rear View

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### **USB Port**

Used to connect the printer to a computer through a USB interface.



### **Printer Port (Parallel)**

Used to connect the printer to a computer through a parallel interface.

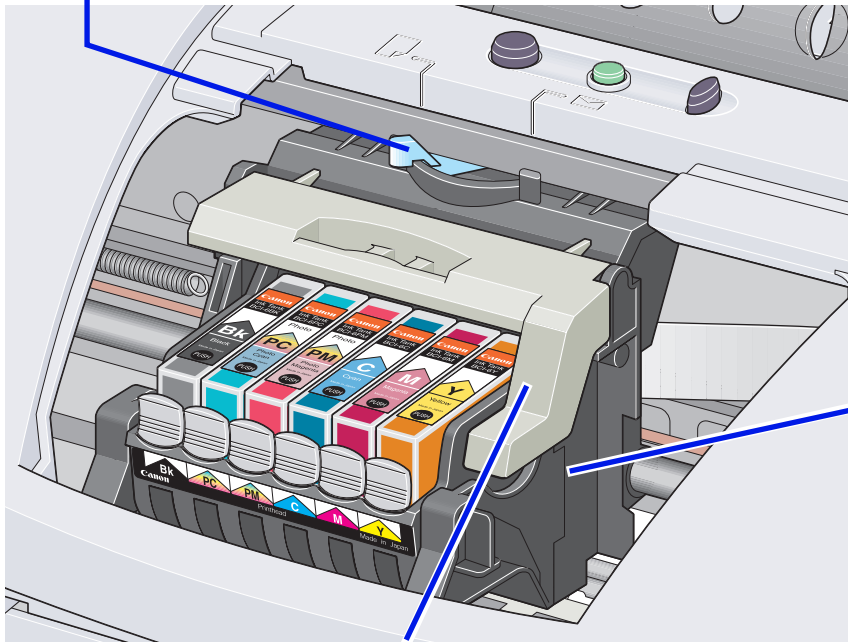


## Inside the Printer

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### Paper Thickness Lever

Adjusts the gap between the printhead and the surface of the printing paper.



### Printhead Holder

Install the printhead here.

### Printhead Lock Lever

Locks the printhead into the holder.

Once the printhead is installed, do not touch this lever.

## Operation Panel

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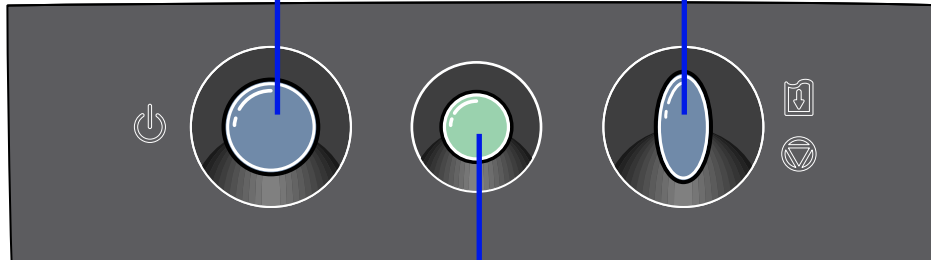
### POWER Button

Press to turn the printer on or off.

### RESUME/CANCEL Button

Press to resume printing once an error has been cleared. The printer will then initialize ready for printing.

Also, to cancel printing in progress, press this button.



### POWER Lamp

Off: The printer is turned off.

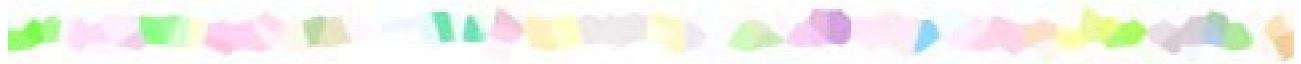
Green: The printer is ready to print.

Flashing green: The printer is preparing to print, or is currently printing.

Flashing orange: An error has occurred and the printer is not ready to print.

Flashing orange and green alternately: An error has occurred that may require a call to the Canon Customer Care Center.

# Printer Driver Functions (Windows)



- Opening the Printer Properties Dialog Box
- Printer Properties Dialog Box Description
- BJ Status Monitor Functions
- Cancelling a Print Job
- Uninstalling Printer Drivers

# Opening the Printer Properties Dialog Box

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The Printer Properties dialog box can be opened from either within an application, or directly from the Windows **Start** menu.

## ■ Opening the Printer Properties dialog box from an application

This method is generally used to specify printer settings just before printing. The operations may vary slightly depending on the application. This section describes only the general procedure for opening the Printer Properties dialog box.

- 1 In an application, select the command to print a document.

The **Print** dialog box can usually be opened by selecting **Print** from the **File** menu.

- 2 Ensure that **Canon S820** is selected in the **Name** field. Then click the **Properties** button.

The Printer Properties dialog box opens.

**Note** ➤ Depending on the application, the command and menu names may differ, and there may be more steps involved in opening the Printer Properties dialog box. For further details, see the user's manual for the application.

## ■ Opening the Printer Properties dialog box directly from the Start menu

This method is used for maintenance operations, such as printhead cleaning, or to specify printer settings common to all application programs.

When the Printer Properties dialog box is opened from the **Start** menu, the Windows operating system adds several tabs, including the **Details** tab. These do not appear when the Printer Properties dialog box is opened from within an application.

For further information about these additional tabs, refer to your Windows documentation.

- 1 Click the **Start** button, then select **Settings, Printers**.

For Windows XP, click **Start** and select **Control Panel - Printers and Other Hardware - Printers and Faxes**.

- 2 Select the **Canon S820** icon.

- 3 Open the **File** menu and select:

- Windows Me/Windows 98 → **Properties**
- Windows XP/Windows 2000 → **Printing Preferences...**

The Printer Properties dialog box opens.

# Printer Properties Dialog Box Description

The screenshot shows the 'Canon 5820 Properties' dialog box with the following settings and features:

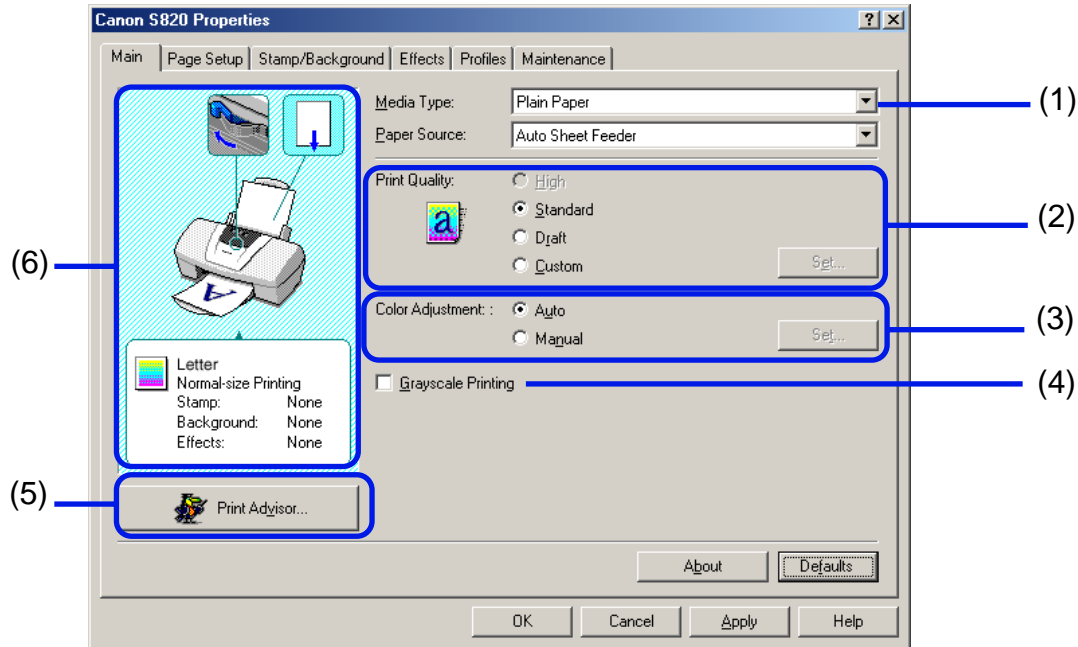
- Media Type:** Plain Paper
- Paper Source:** Auto Sheet Feeder
- Print Quality:** Standard (Selected)
- Color Adjustment:** Auto (Selected)
- Grayscale Printing:** Unchecked
- Stamp/Background/Effects:** All set to None

Blue arrows point from the following list to the corresponding tabs and sections in the dialog box:

- Main Tab
- Page Setup Tab
- Stamp/Background Tab
- Effects Tab
- Profiles Tab
- Maintenance Tab

**Note** ➤ The screens in this section refer to Windows Me/Windows 98 operation. The equivalent screens for Windows XP and Windows 2000 may look slightly different.

## Main Tab



- (1) **Media Type**  
Ensure that this setting matches the type of media loaded in the printer.
- (2) **Print Quality**  
Select the print quality you require from among the different options. To select custom Print quality, select **Custom** and click the **Set...** button.

(3) **Color Adjustment**

Select the method of color adjustment. To make detailed color adjustments, select **Manual**, then click the **Set...** button.

(4) **Grayscale Printing**

Select to print a grayscale version of a color document.

(5) **Print Advisor...**

Click to start the Print Advisor.

The Print Advisor simplifies configuration of the printer driver. By having the user answer a series of questions, the Printer Advisor automatically configures the printer driver settings.

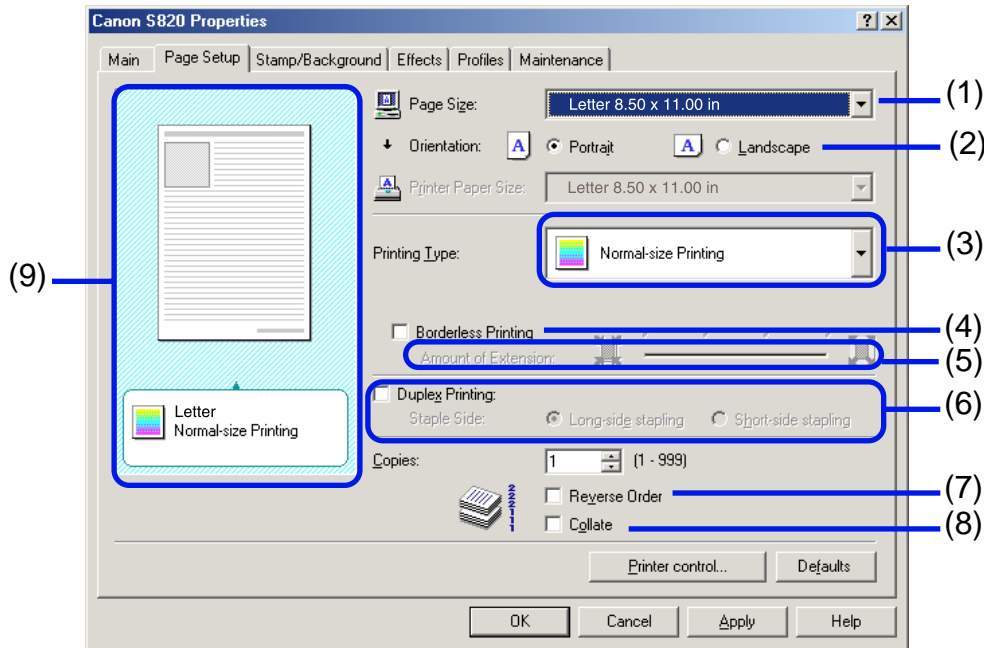
(6) **Preview Area**

Before printing, verify that settings, such as the lever position, are correct.

**Note** ➤ To see a description of any item in the Printer Properties dialog box, click the ? mark then click the desired item. To see a description of operating procedures, click the **Help** button. If the button does not appear when using Windows XP or Windows 2000, click the **Start** button then select **Programs - Canon S820 - Guide**.



# Page Setup Tab



- (1) **Page Size**  
Ensure that the correct paper size is selected.
- (2) **Orientation**  
Select landscape or portrait printing and ensure that it is the same orientation used in the application.

(3) **Printing Type**

Select the printing method from among the following.

- Normal-size Printing** The document is printed according to the original dimensions. This setting is usually selected by default.
- Fit-to-Page Printing** The document is automatically resized to fit the paper size. When using this function, ensure that you have correctly specified the **Page Size** and the **Printer Paper Size**.
- Scaled Printing** The document is resized when printed. When this is selected, you can specify the **Printer Paper Size** and **Scaling**.
- Page Layout Printing** Pages are reduced and printed so that 2 to 16 document pages fit on each printed page.
- Booklet Printing** The multiple-page document is printed so that two pages of the document fit on each printed page. The print order is set automatically. After the document is printed, you can create a booklet by folding and saddle-stitching the document.
- Poster Printing** This enlarges and splits the print image across several sheets of paper. The printed sheets can then be assembled to make a large poster.
- Banner Printing** Select this when printing on banner paper.

(4) **Borderless Printing**

The image is printed on the entire paper surface, so that no margins are left on the four sides of the paper.

The media types available for Borderless Printing are Photo Paper Pro and Glossy Photo Paper.

For all other media types, the print quality may decrease.

(5) **Amount of Extension**

When you select Borderless Printing, the sections that extend beyond the paper are not printed because the image is enlarged to a size slightly larger than the paper size. You can use the **Amount of Extension** slide bar to adjust how much the image extends beyond the paper.

It is recommended that you normally set the slide bar to the right end.

If you move the slide bar to the left to reduce the extension amount, a border may appear.

(6) **Duplex Printing**

The document is printed on both sides of the paper. After printing one side, turn the ejected page over, and print on the other side.

(7) **Reverse Order**

When selected, the document starts printing with the last page.

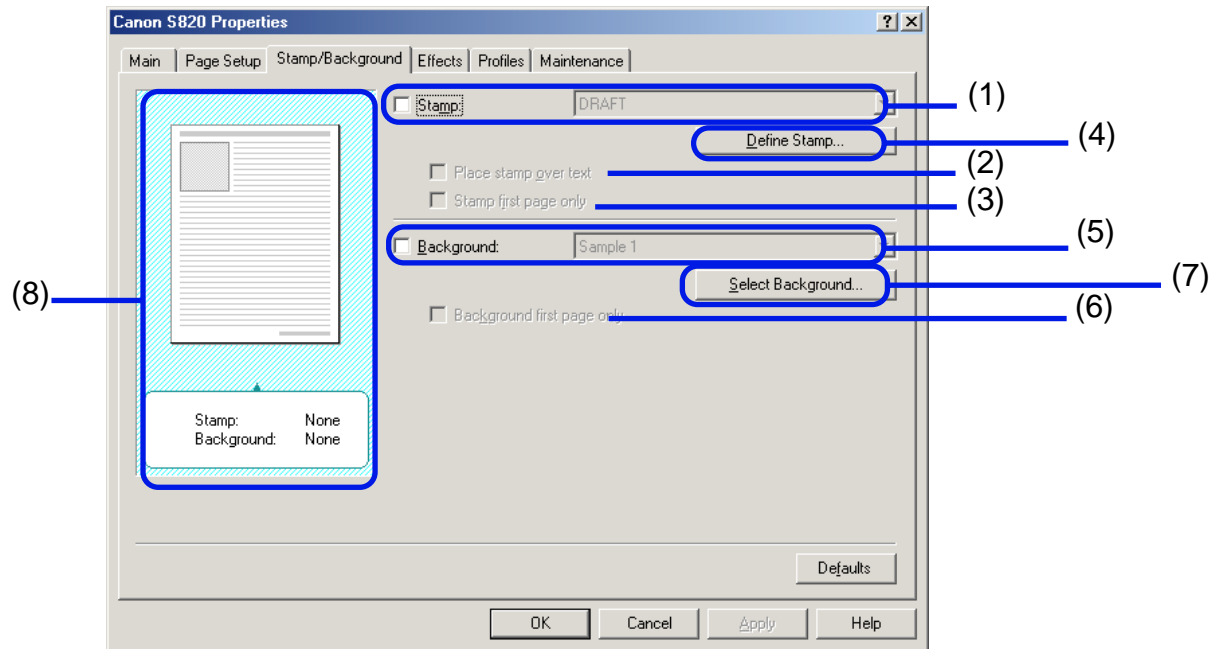
(8) **Collate**

Select to print multiple copies of the document one copy at a time.

(9) **Preview Area**

Verify the overall layout, stamps, background, etc., to be applied to the print job.

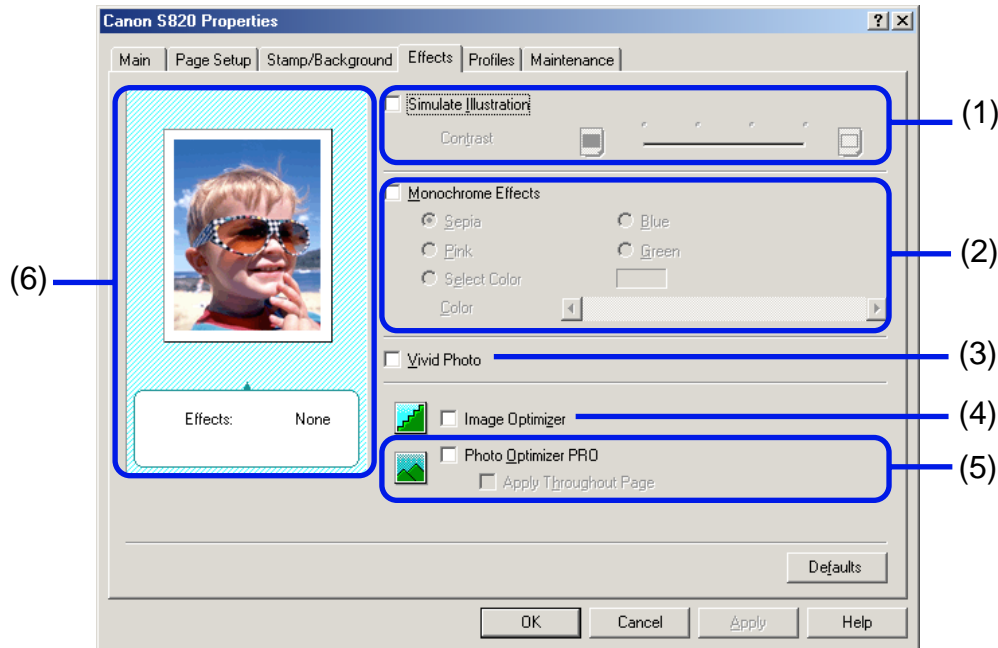
## Stamp/Background Tab



- (1) **Stamp**  
Select the check box and choose the stamp.
- (2) **Place stamp over text**  
When selected, the stamp is printed over the print data.
- (3) **Stamp first page only**  
Prints the stamp only on the first page.

- (4) **Define Stamp...**  
This allows you to create new stamps, or modify details of a selected stamp.
- (5) **Background**  
Select the check box and choose the background image you wish to use.
- (6) **Background first page only**  
Prints the background image only on the first page.
- (7) **Select Background...**  
This allows you to register a new background, or to display details of the background you have selected.
- (8) **Preview Area**  
Shows how the stamp will appear on the printed page.

## Effects Tab

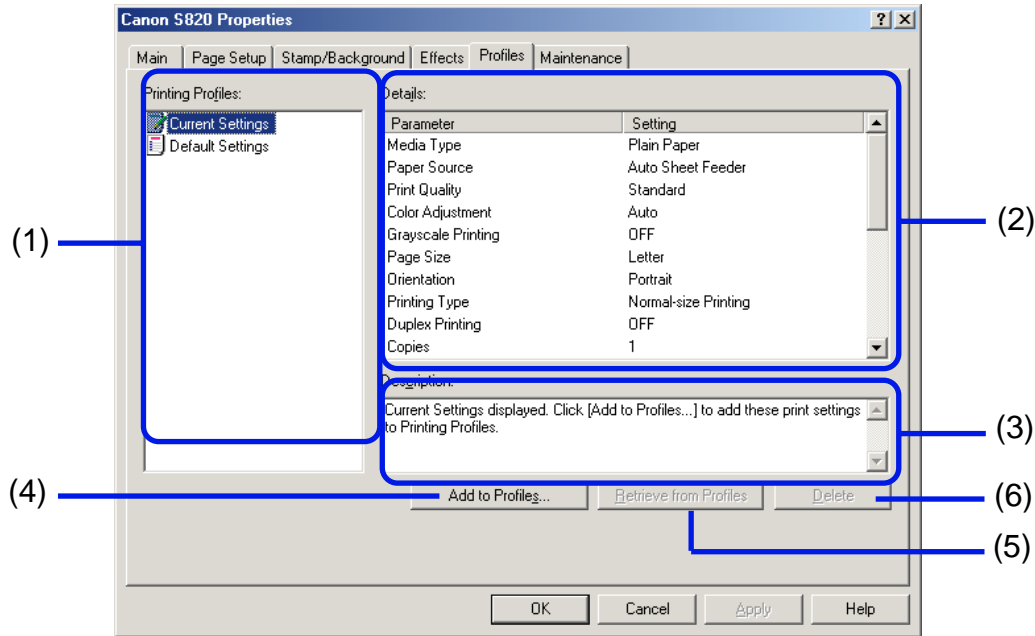


### (1) **Simulate Illustration**

Select the check box to manipulate color image data to produce illustration effects. Adjust the brightness of the image with the **Contrast** slide bar.

- (2) **Monochrome Effects**  
Prints a color image in a single color. Select the check box and choose a color or use a custom color using **Select Color**.
- (3) **Vivid Photo**  
By using this function, you can reproduce breathtaking sceneries in which colors, especially blues and greens, appear even more vibrant. A major feature of this function is its ability to create vivid backgrounds of fields, trees, oceans, and sky, while maintaining the natural skin tones of people that appear in the images.
- (4) **Image Optimizer**  
Improves the contours and jaggedness that occur when photographic or graphic image data is enlarged within an application.
- (5) **Photo Optimizer PRO**  
Optimizes the color of images taken from a digital camera or scanner. It is especially effective for images affected by color imbalance and over- or under-exposure. When printing several images on one page, optimization is usually applied to each image according to its requirements. However, if the image data has been manipulated using cut and paste, rotation or other such operations, group optimization of all images on the one page is recommended. In such cases, select the **Apply Throughout Page** check box.
- (6) **Preview Area**  
Shows how the image will appear when printed.

# Profiles Tab



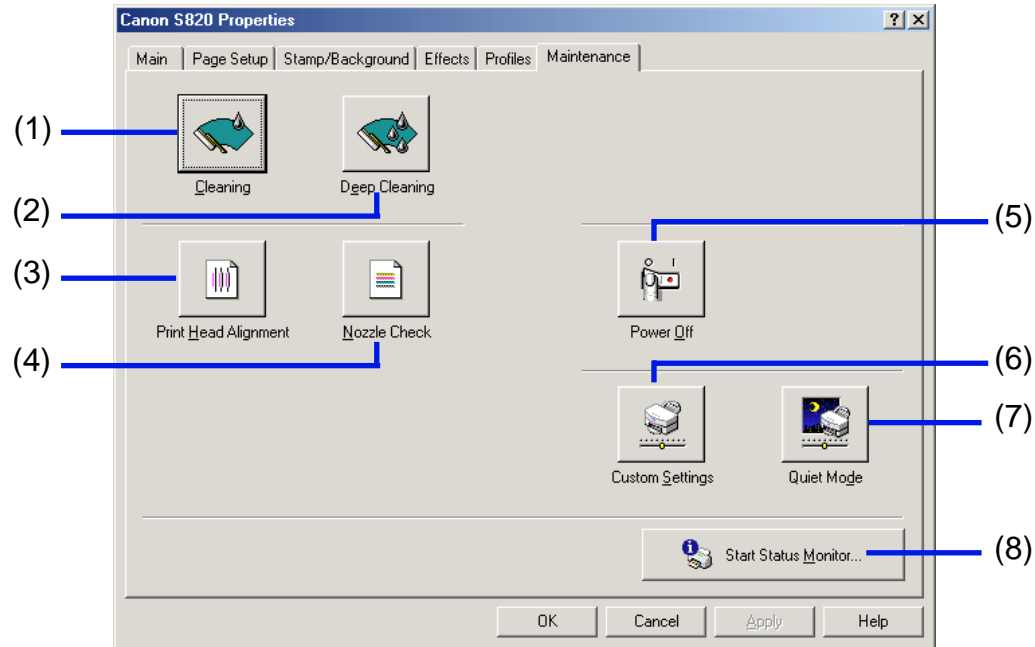
## (1) Printing Profiles

This list displays the printing settings currently registered in the Profiles tab. The **Current Settings** profile contains the settings currently specified in the **Main**, **Page Setup** and **Effects** tabs. The **Default Settings** profile contains the factory default settings.



- (2) **Details**  
Displays all the printer settings selected in **Printing Profiles**.
- (3) **Description**  
Displays a description of the printer settings selected in **Printing Profiles**. You can enter the description when saving the printer settings.
- (4) **Add to Profiles...**  
Click to save the settings currently specified in the **Main**, **Page Setup** and **Effects** tabs. Select **Current Settings** in the **Printing Profiles** list then click this button. The **Add to Profiles** dialog box appears.
- (5) **Retrieve from Profiles**  
Click to activate registered printer settings. The contents of the **Main**, **Page Setup** and **Effects** tabs are changed by selecting the printer settings in **Printing Profiles** and then clicking this button.  
This button is disabled when **Current Settings** is selected.
- (6) **Delete**  
Click to delete unwanted printer settings. Select the unwanted item in the **Printing Profiles** list and click the **Delete** button.  
**Current Settings** and **Default Settings** cannot be deleted.

## Maintenance Tab



- (1) **Cleaning**  
Click to start printhead cleaning.
- (2) **Deep Cleaning**  
Click to start printhead deep cleaning.  
Use this function only if **Cleaning** has not improved the print quality.

- (3) **Printhead Alignment**  
Aligns the printhead. For details on printhead alignment, refer to the *Quick Start Guide*.
- (4) **Nozzle Check**  
Prints the nozzle check pattern to ensure that the printhead nozzles are ejecting ink normally. For details, refer to “[Examining the Nozzle Check Pattern](#).”
- (5) **Power Off**  
Click to turn the printer off.
- (6) **Custom Settings**  
Click to modify the printer mode. Change the settings in the **Custom Setting** dialog box and click **Send** to change printer mode.
- (7) **Quiet Mode**  
Reduces the printing noise. However, the effect may be small, depending on the print quality setting.  
If you use Quiet Mode, the print speed may become slower than normal.
- (8) **Start Status Monitor...**  
Click to start the BJ Status Monitor, where you can check the printer status and the progress of printing jobs.

## BJ Status Monitor Functions

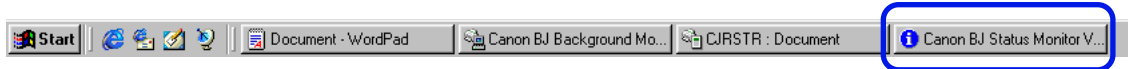
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The BJ Status Monitor allows you to check the status of the printer. If an error occurs, the BJ Status Monitor indicates the nature of the error and suggests an appropriate solution. It also checks the ink tanks and displays a warning message when the ink is low.

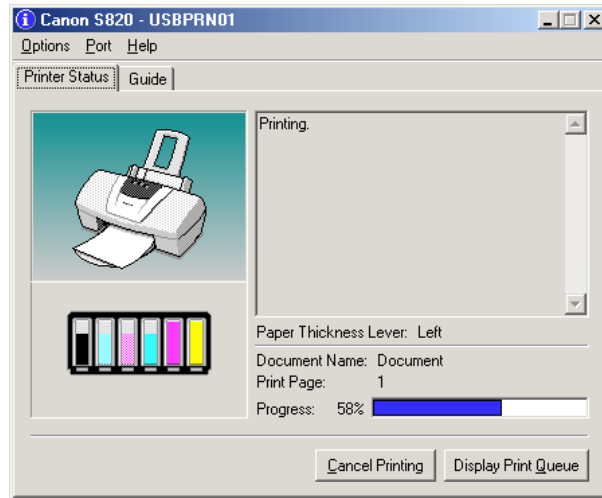
### ■ Launching the BJ Status Monitor

The BJ Status Monitor launches automatically when data is sent to the printer. When launched, the BJ Status Monitor appears as an icon on the Task Bar.

- 1 Click the **Canon BJ Status Monitor** icon on the Task Bar.



The BJ Status Monitor appears.



**Note** ➤ To open the BJ Status Monitor when the printer is not printing, click the **Maintenance** tab in the Printer Properties dialog box and click the **Start Status Monitor** button.

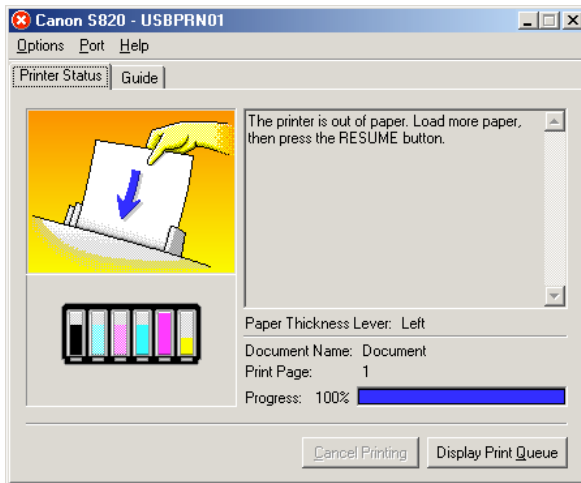
## ■ When errors occur or ink runs low

The BJ Status Monitor is automatically displayed when an error occurs (e.g., if the printer runs out of paper or ink is low).

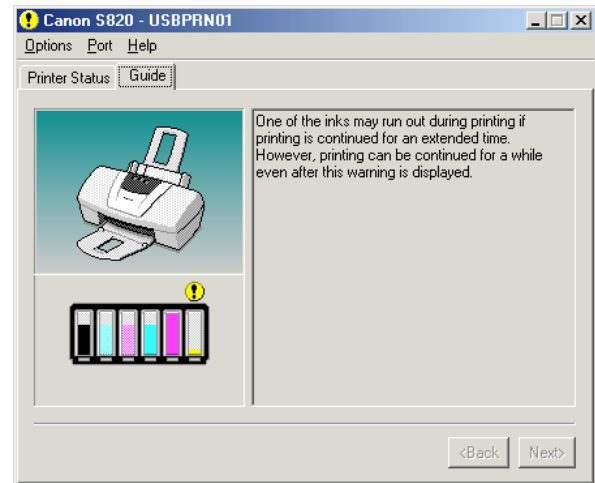
In such cases, take the appropriate action as described in the **Printer Status** tab.

In Windows Me or Windows 98, click the **Guide** tab and follow the instructions on screen.

When paper has run out:



When the ink level is low:



**Note** ➤ For details on the BJ Status Monitor, select the **Help** menu and click on the topic of interest.

## Cancelling a Print Job

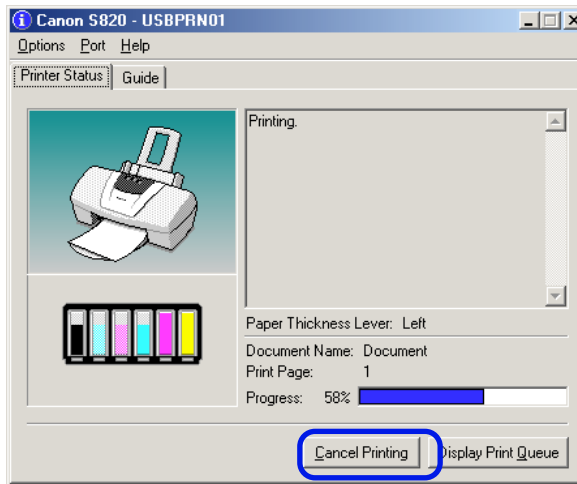
---

To cancel the current print job, first open the BJ Status Monitor.

- 1 Click the **Canon BJ Status Monitor** icon on the Task Bar.



- 2 Click **Cancel Printing**.



**Note** ➤ If **Cancel Printing** is grayed out, press the printer's RESUME/CANCEL button to terminate the print job.

## Uninstalling Printer Drivers

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Use the Uninstaller to delete any unwanted printer drivers. This allows you to delete all the files associated with the printer driver at the same time.

- 1 Click the **Start** button and select **Programs, Canon S820, Uninstall**.

**Note** ➤ For Windows XP, click the **Start** button and select **All Programs, Canon S820, Uninstall**.

- 2 Click **Yes** when the confirmation message appears.

- 3 When all the files have been deleted, click **OK**.

The deletion of the printer driver is complete.

If a message prompts you to restart your computer, click **OK** to restart your computer.

**Note** ➤ In Windows Me or Windows 98, you can also start the Uninstaller by double-clicking on **Uninstall** in the **Canon S820** folder on the desktop.



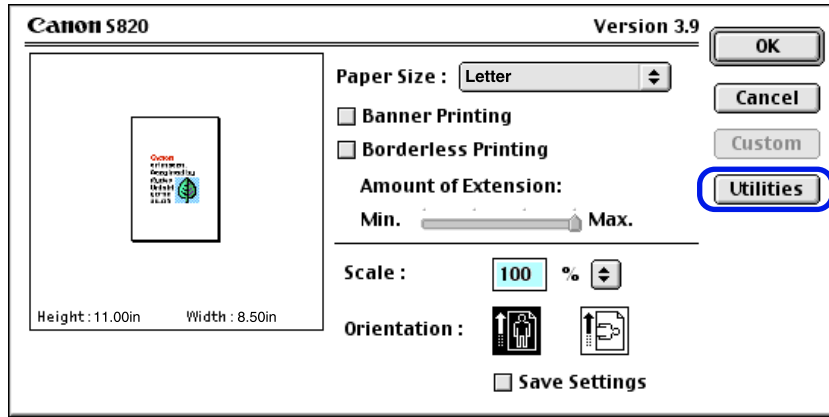
# Printer Driver Functions (Macintosh)



- Description of Print Settings
- BJ Print Monitor
- Cancelling a Print Job
- Using the Printer with a Network
- Uninstalling Printer Drivers

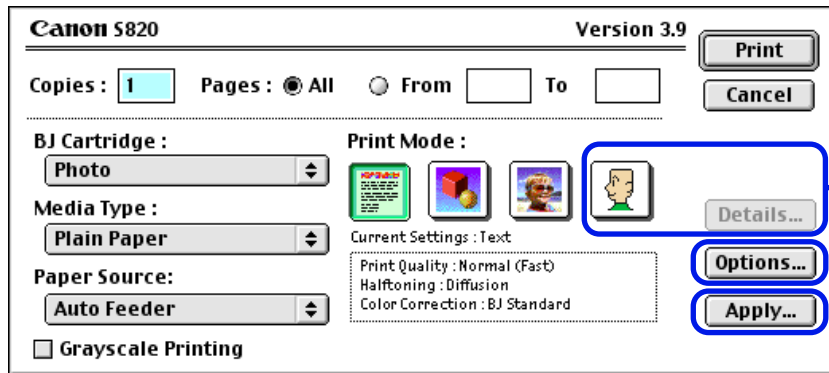
# Description of Print Settings

- Page Setup Dialog Box



• Printer Utility Dialog Box

- Print Dialog Box



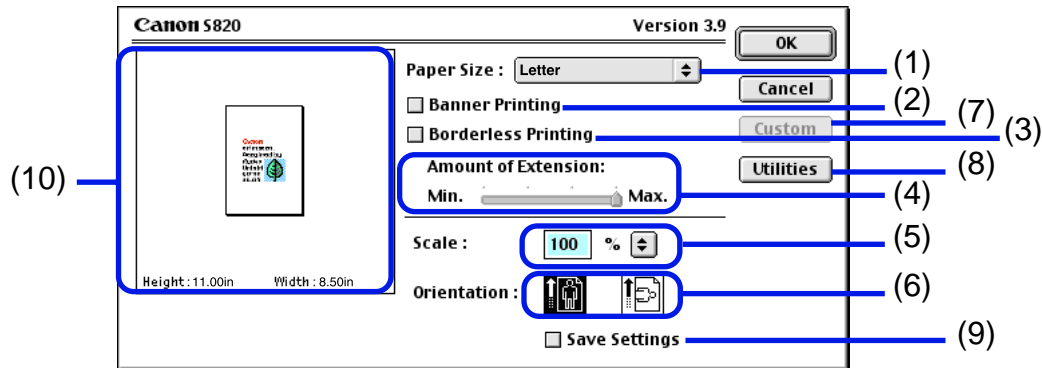
• Detailed Setting Dialog Box

• Options Dialog Box

• Register Settings Dialog Box

## Page Setup Dialog Box

The Page Setup dialog box contains settings for the printed page, such as the size of the print media, and resizing the printed image. To open the Page Setup dialog box, select **Page Setup** from the **File** menu in an application.



- (1) **Paper Size**  
Select the size of the paper for the print job. To enter the size manually, select **Custom 1 - Custom 3** and click **Custom**.
- (2) **Banner Printing**  
Select this check box when printing on banner paper.

(3) **Borderless Printing**

The image is printed on the entire paper surface, so that no margins are left on the four sides of the paper.

The media types available for Borderless Printing are Photo Paper Pro and Glossy Photo Paper.

For all other media types, the print quality may decrease.

(4) **Amount of Extension**

When you select Borderless Printing, the sections that extend beyond the paper are not printed because the image is enlarged to a size slightly larger than the paper size. You can use the **Amount of Extension** slide bar to adjust how much the image extends beyond the paper.

It is recommended that you normally set the slide bar to the right end.

If you move the slide bar to the left to reduce the extension amount, a border may appear.

(5) **Scale**

Specify the scaling percentage to resize the document for printing.

(6) **Orientation**

Select landscape or portrait printing.

(7) **Custom**

To specify a custom paper size, click this button to open the **Custom** dialog box after selecting **Custom 1** to **Custom 3** in the **Paper Size** pop-up menu. The **Custom** dialog box allows you to specify the length and width of the paper.

(8) **Utilities**

Click to open the **Printer Utility** dialog box for maintenance operations, such as printhead cleaning and nozzle check pattern printing, as well as for changing the print mode.

(9) **Save Settings**

Saves the settings specified in the **Page Setup** dialog box.

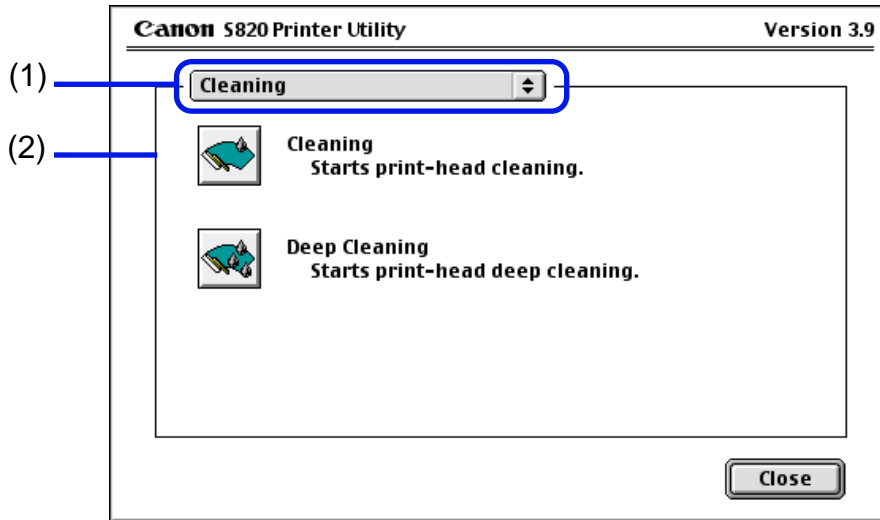
(10) **Preview Area**

This image allows you to confirm how the document will print with the selected paper settings.

## Printer Utility Dialog Box

---

The **Printer Utility** dialog box is displayed when you click the **Utilities** button in the **Page Setup** dialog box.



- (1) Select the function you wish to perform.
- (2) Display area showing the various maintenance functions, including cleaning and test pattern printing. Click the icon to start this function. For further details, refer to "Routine Maintenance."

[▶ Printing the Nozzle Check Pattern](#)

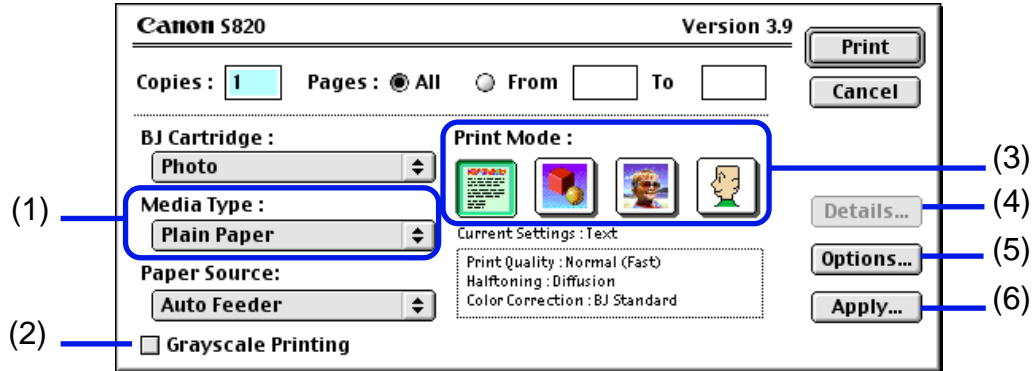
 Printhead Cleaning

 Printhead Deep Cleaning

**Note**  For information about Printhead Alignment, refer to the *Quick Start Guide*.

## Print Dialog Box

The **Print** dialog box specifies the media type and print settings to be used for your print job. To open the **Print** dialog box, select **Print** from the **File** menu in an application.




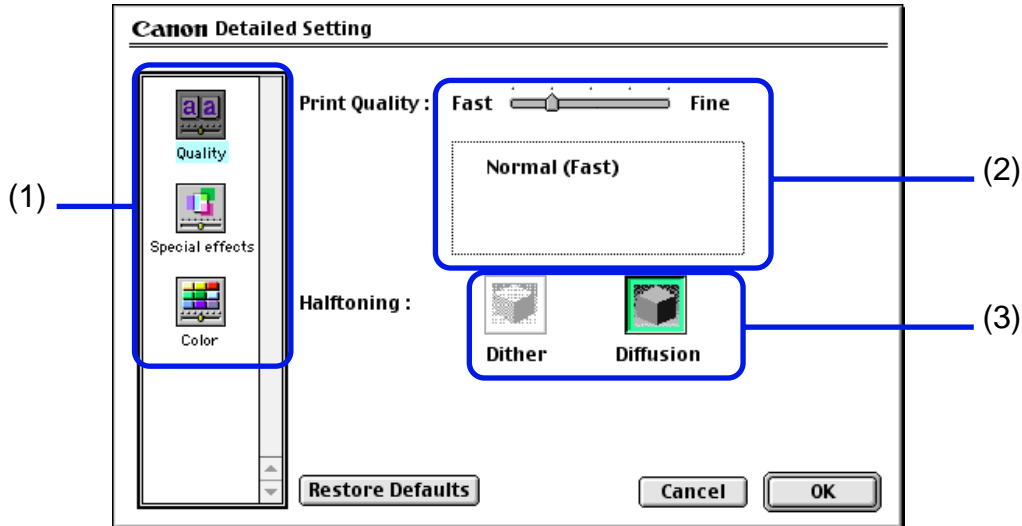
- (1) **Media Type**  
Ensure that this setting matches the type of paper media loaded in the printer.
- (2) **Grayscale Printing**  
Select to print a grayscale version of a color document.
- (3) **Print Mode**  
Select the icon that most closely resembles your document and required print results.
- (4) **Details...**  
Allows you to manually set the print quality and color settings in the [Detailed Setting Dialog Box](#).



- (5) **Options...**  
Specify the output destination, print order and page layout for the document you are printing.
- (6) **Apply...**  
Allows you to register print settings or to implement a previously registered print setting.

## Detailed Setting Dialog Box

To open the **Detailed Setting** dialog box, select **Manual**  in the **Print** dialog box and then click **Details....**



- (1) Panel display icons  
Click these icons to switch between panels in the **Detailed Setting** dialog box.

(2) **Print Quality**

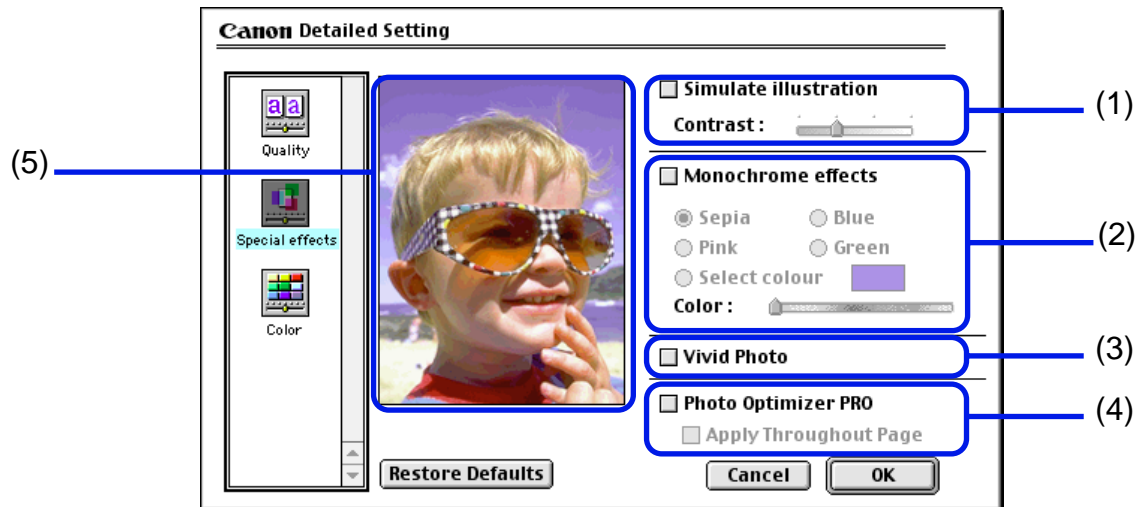
Move the slide bar to adjust the balance between print quality and speed. Moving the bar to the right enhances print quality, and moving it to the left increases printing speed.

(3) **Halftoning**

Select either **Dither** or **Diffusion** ink dot configurations.

## ■ Special Effects Panel

To display the **Special Effects** panel, click the **Special effects** display icon.



### (1) **Simulate illustration**

Select the check box to manipulate color image data to produce illustration effects. Adjust the brightness of the image with the **Contrast** slide bar.

(2) **Monochrome effects**

Prints a color image in a single color. Select the check box and choose the color you wish to use.

(3) **Vivid Photo**

By using this function, you can reproduce breathtaking sceneries in which colors, especially blues and greens, appear even more vibrant. A major feature of this function is its ability to create vivid backgrounds of fields, trees, oceans, and sky, while maintaining the natural skin tones of people that appear in the images.

(4) **Photo Optimizer PRO**

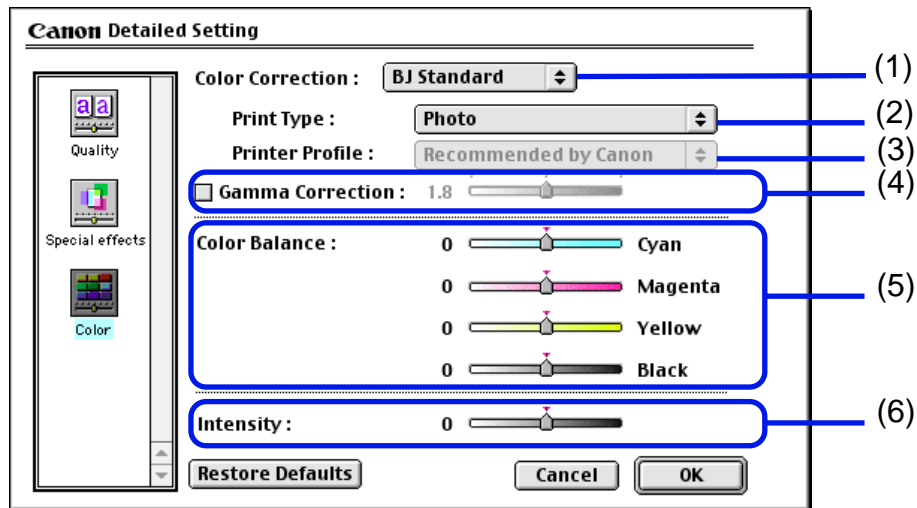
Optimizes the color of images taken from a digital camera or scanner. It is especially effective for images affected by color imbalance and over- or under-exposure. When printing several images on one printing page, optimization is usually applied to each image according to its requirements. However, if the image data has been manipulated using cut and paste, rotation or other such operations, group optimization of all images on the page is recommended. In such cases, select the **Apply Throughout Page** check box.

(5) **Preview Area**

Shows how the image will look when printed.

## ■ Color Panel

To display the **Color** panel, click the **Color** display icon.



### (1) Color Correction

Select a color correction method: **BJ Standard**, **ColorSync** or **None**. **BJ Standard** is usually the optimum color correction method for printing with a Bubble Jet printer. When **ColorSync** is selected, you should also specify the **Print Type** and **Printer Profile** settings.

(2) **Print Type**

For printing that emphasizes intermediate colors, select **Photo**. For printing that emphasizes the brightness of primary colors, select **Graphics**. For documents that contain large amounts of a basic color, select **Spot Color**.

(3) **Printer Profile**

Select optimized color characteristics (a profile) for the media type and other factors.

(4) **Gamma Correction**

This function adjusts the color contrast (not including pure black and white). To adjust the contrast, select the check box and move the slide bar. Moving the bar to the right darkens the entire image while increasing contrast in the lighter areas and decreasing contrast in the darker areas.

(5) **Color Balance**

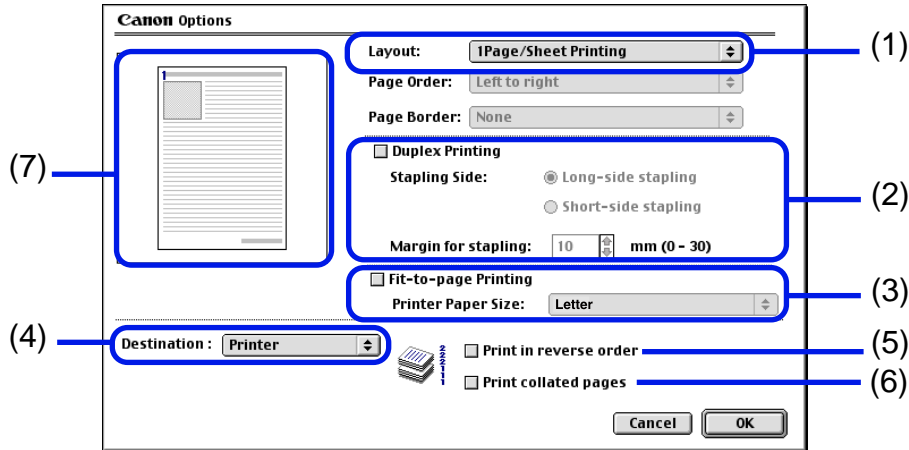
Move the bar for each color to adjust the balance of color intensity. Moving the bar to the right intensifies the color.

(6) **Intensity**

Move the slide bar to adjust the print density. Moving the bar to the right increases the density.

## Options Dialog Box

To open the **Options** dialog box, click the **Options...** button in the **Print** dialog box.



### (1) Layout

Allows you to print two or four pages of a document on a single page, or to enlarge printing so that a single page spans multiple sheets of paper (Poster Printing). If you select **2Page/Sheet Printing** or **4Page/Sheet Printing**, you should also set the **Page Order** to specify the document page order for printing. The **Border** option allows you to select whether to print a border around the individual document pages.



(2) **Duplex Printing**

The document is printed on both sides of the paper. After printing one side, turn the ejected page over, and print on the other side.

(3) **Fit-to-page Printing**

The document is automatically resized to fit the paper size. When using this function, ensure that you correctly specify the **Printer Paper Size**.

(4) **Destination**

Select the print output destination. **Printer** is the usual selection.

To check the layout or other image elements before printing, select **Preview**. To save the document as a PICT file, select **PICT File**.

(5) **Print in reverse order**

Prints the document starting with the last page.

(6) **Print collated pages**

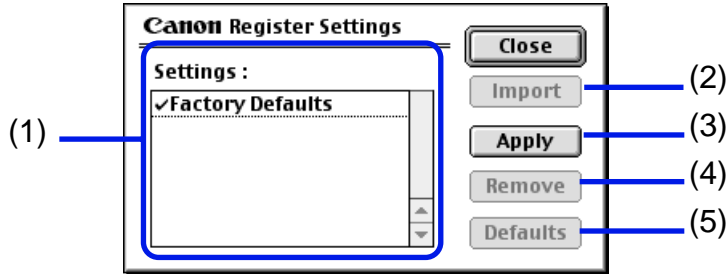
Prints multiple copies of the document one copy at a time.

(7) **Preview Area**

Shows how the layout will look when printed.

## Register Settings Dialog Box

To open the **Register Settings** dialog box, click the **Apply...** button in the **Print** dialog box.



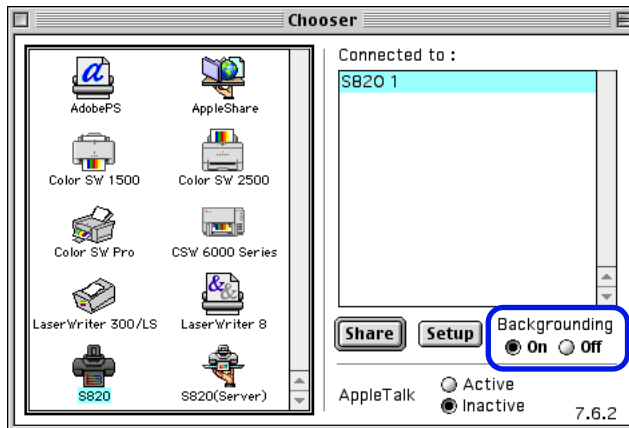
- (1) **Settings**  
Displays a list of the registered print settings.
- (2) **Import**  
Imports a set of print settings. To use the settings, select the desired settings in the **Settings** list and click the **Import** button.
- (3) **Apply**  
Saves the settings currently specified in the **Print** dialog box. After clicking the button, enter the name under which the settings are to be saved.
- (4) **Remove**  
Deletes unwanted print settings. To delete unwanted settings, select the settings in **Settings** and click the **Remove** button.
- (5) **Defaults**  
Restores the print settings selected in **Settings** to defaults. A check mark appears next to the selected print settings.

## BJ Print Monitor

The BJ Print Monitor allows you to check the progress of print jobs. You can launch the BJ Print Monitor if background printing is enabled in the **Chooser** utility.

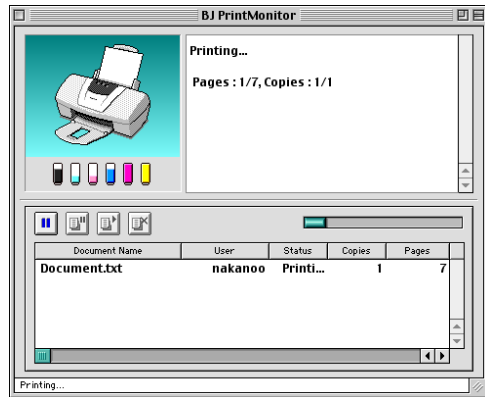
### ■ Opening the BJ Print Monitor


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





- 3 After starting a print job, select **BJ Print Monitor** in the **Application** menu. The BJ Print Monitor launches.

## ■ BJ Print Monitor Functions



 ... Click to pause printing of the specified document.

 ... Click to resume printing.

 ... Click to cancel printing of the specified document.

Displays the printer status. If an error occurs, instructions on are displayed.

Displays the printer status and ink status with images.

Displays information about the documents queued for printing.


The BJ Print Monitor allows you to change the print order of documents queued for printing. To change the print order, place the mouse pointer over the name of the document, hold the mouse button down while dragging the document name to the new position, then release. Note, however, that you cannot change the print order of a document already printing.

**Note** ➤ If you select **Print** from the **File** menu, you can print the PICT file saved in Destination of the Option dialog box.



## Cancelling a Print Job

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When the BJ Print Monitor is running, you can use it to cancel or suspend the currently printing job.

- 1 Select **BJ Print Monitor** in the **Application** menu.
- 2 Click the name of the print job you wish to cancel, then click .

The document selected in the Print Monitor is deleted from the print list and the print job is cancelled.

**Note** ▶ To suspend printing, click the name of the document being printed then click . To resume printing, click .

## Using the Printer with a Network

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The printer can be used with an Ethernet network environment. Follow the steps described below to connect the printer to the network.

### ■ Before Setting up the Printer

- Install the printer driver on each network computer that will use the printer. For information on installation, refer to the *Quick Start Guide*.
- Use a USB cable to connect the printer to the computer that will function as the print server.

### ■ Printer Setup

To use the printer on a network, first set up the print server, then set up each client machine.

- Print server setup procedure

- 1 Select **Chooser** in the **Apple** menu.
- 2 Select **Active** in **AppleTalk**.
- 3 Select the **S820** icon, then select the printer name in **Connected to**.

- 4 Click **Share**.
- 5 Confirm that **S820 server** is selected in **Enter new print server name** then click **Send**.
- 6 Confirm that the new print server name has been added to **Current print servers** then click **Close**.
- 7 Click the close box to close the Chooser.

- Client setup procedure

- 1 Select **Chooser** in the **Apple** menu.
- 2 Select **Active** in **AppleTalk**.
- 3 Select the **S820 (Server)** icon, then select the printer server in **Connected to**.
- 4 Click the close box to close the Chooser.

## ■ Checking Print Status

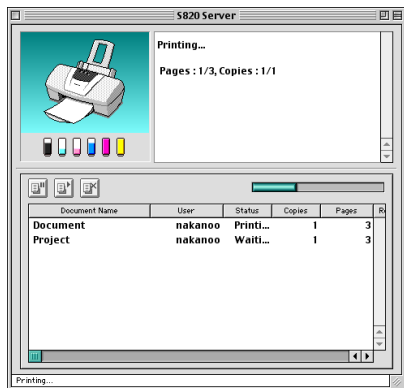
- Checking print status from the print server
  - To check the status of a print job from the print server, start the BJ Print Monitor. Select **BJ Print Monitor** in the **Application** menu.
  - To close the BJ Print Monitor, select **Close Status Window** in the **File** menu.
- Checking print status from a client
  - To check the status of a print job from a client, start the BJ Status Monitor. Click the **BJ Status Monitor** icon in the **BJ Extras** folder.
  - To close the BJ Status Monitor, select **Quit** in the **File** menu.
- The BJ Print Monitor and BJ Status Monitor
  - The BJ Print Monitor and the BJ Status Monitor both display a list of information concerning documents queued for printing. This information includes the document name, number of pages, number of copies and the time when the print job was accepted. The total number of queued documents is also displayed.
  - The BJ Print Monitor allows you to change the print order of the queued documents.

 [BJ Print Monitor Functions](#)

 [BJ Status Monitor Functions](#)



## ■ BJ Status Monitor Functions



.... Click to pause printing of the specified document.



.... Click to resume printing.



.... Click to cancel printing of the specified document.

### Note



- You can determine the owner of a computer by selecting the **File Sharing** control panel and checking the **Owner Name** item.
- If you are using two or more printer servers, you can switch between the BJ Status Monitor displays. Select **Print Server** in the **File** menu, then select the desired print server and click **OK**.

# Uninstalling Printer Drivers

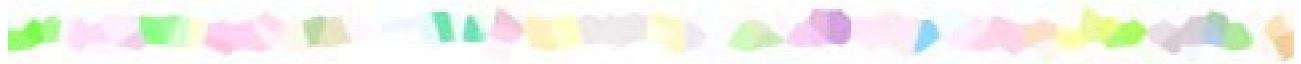
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When a printer driver is no longer needed, use the Installer to delete all the program files associated with it.

Before proceeding, ensure that you save any unsaved files in any currently running applications.

- 1 Load the *Setup Software & User's Guide CD-ROM*.
  - 2 Double-click the **Printer Driver** folder.
  - 3 Double-click the **Installer** icon.
  - 4 When the Software License Agreement is displayed, click **Accept**, if you agree.
  - 5 Select **Uninstall** from the pop-up menu and then click **Uninstall**.
- Note** ► If a warning message appears, indicating that other applications are running:
- Click **Cancel** and save the document(s) if there are any unsaved documents open in the other applications.
  - Click **Continue** to continue the uninstall operation.
- 6 After the uninstall is complete, a message appears prompting you to restart your computer. Click **Restart**.

# Routine Maintenance



- When to Replace Ink Tank and Maintain Printhead
- Replacing an Ink Tank
- Printing the Nozzle Check Pattern
- Printhead Cleaning
- Printhead Deep Cleaning
- Cleaning the Printer
- Transporting the Printer

## When to Replace Ink Tank and Maintain Printhead

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When an ink tank is empty, it must be replaced.

The BJ Status Monitor (Windows) or the BJ Print Monitor (Macintosh) will initially advise you of a low ink level. At this stage, you can still continue to print.

Once an ink tank is empty, the BJ Status Monitor (Windows) or the BJ Print Monitor (Macintosh) will tell you to replace the ink tank. Attempting to print causes the POWER lamp to flash four times.

### ➡ Replacing an Ink Tank

If printing becomes faint or a specific color is no longer printing, even though there is still enough ink, the printhead nozzles are probably clogged. Follow the procedures below to clean the nozzles.

### ➡ Printing the Nozzle Check Pattern

↓ If the print quality is poor

### ➡ Printhead Cleaning

↓ If the problem remains

### ➡ Printhead Deep Cleaning

If printhead deep cleaning does not resolve the problem, the printhead may be worn out. Contact the Canon Customer Care Center.

## Replacing an Ink Tank

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When replacing an ink tank, check the model number very carefully. The printer will not print properly if an incorrect ink tank is used, or installed in an incorrect position.

With this printer, ink tanks must be installed from the right in the order indicated below.

- Yellow: BCI-6Y
- Magenta: BCI-6M
- Cyan: BCI-6C
- Photo Magenta: BCI-6PM Photo
- Photo Cyan: BCI-6PC Photo
- Black: BCI-6BK

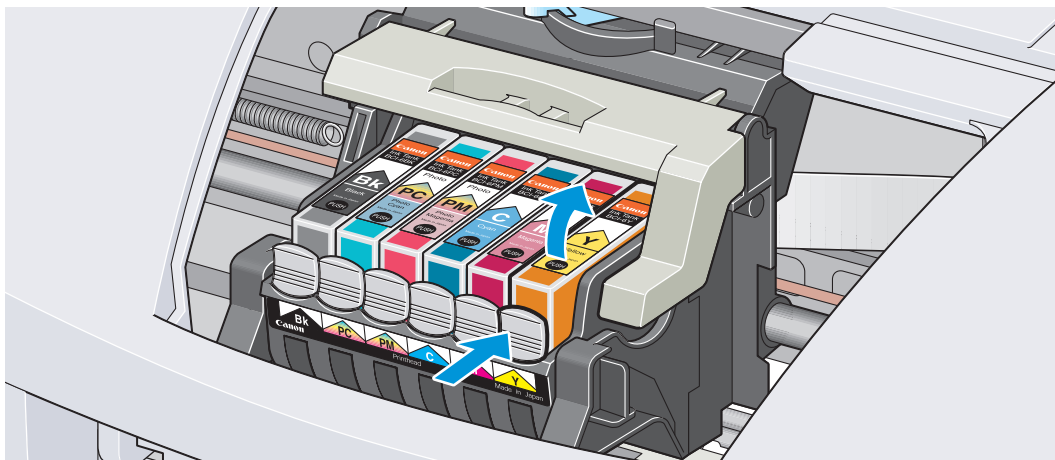
**Note** ► Damage caused by using a refilled cartridge is not covered by the Canon warranty. Canon recommends using only original Canon ink tanks to ensure the best quality.

**1** Ensure that the printer is on, and then open the front cover.

The printhead holder moves to the center.

## 2 Remove the empty ink tank.

Push the tab and remove the ink tank.

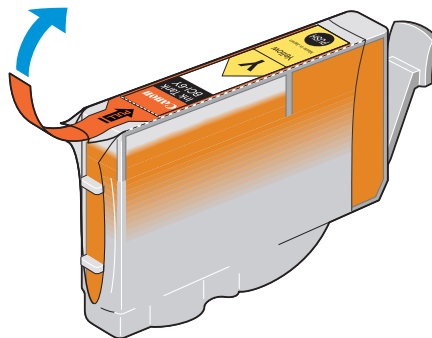


Do not touch the lock lever; remove only the ink tank.

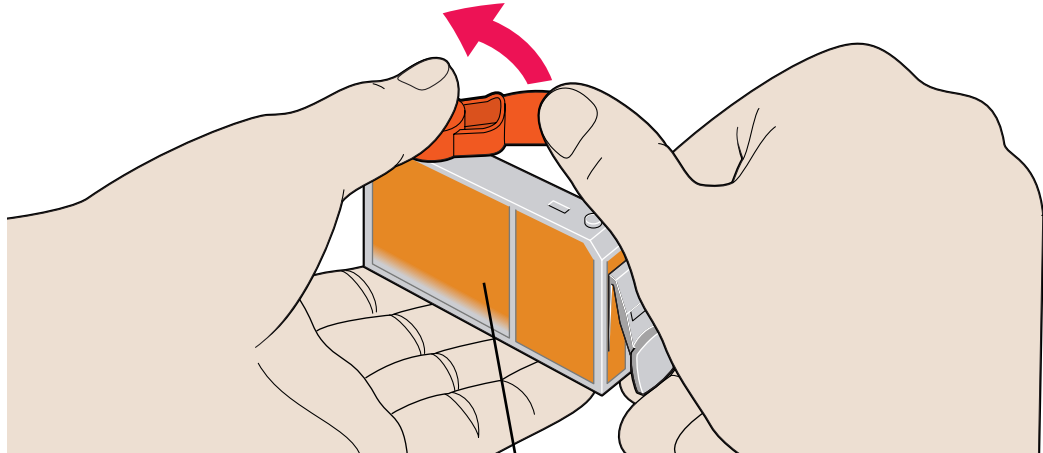
### Important ►

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

- 3 Unpack the new ink tank and pull off the orange tape. Discard the plastic wrapper.



- 4 Remove the orange protective cap from the bottom of the ink tank.



Never press here!  
Ink may squirt out of the tank.

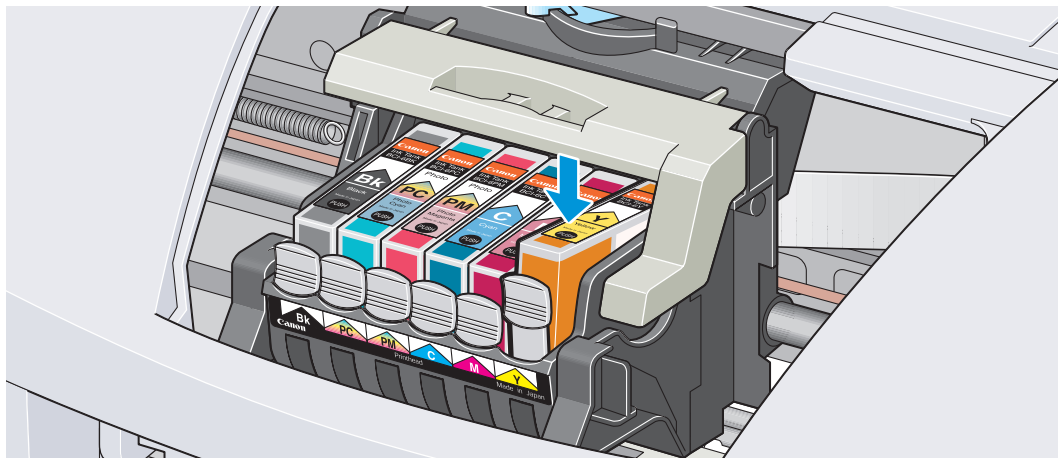
**Important** ►

- Do not re-attach the protective cap once you have removed it.
- Once you have removed the protective cap, do not touch the open ink port.



5 Insert the ink tank in the printhead holder.

Press on the "PUSH" mark until the ink tank snaps firmly into place.



6 Close the front cover.

The printhead holder moves to the right. The ink tank installation process is now complete.

## Note

- ▶ To maintain optimal print quality, use an ink tank within six months of first use.
- ▶ Once an ink tank has been used, do not remove it from the printer and leave it out in the open. An ink tank left out in the open and then reinstalled in the printer may not function.

# Printing the Nozzle Check Pattern

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Print the nozzle check pattern to determine whether the ink sprays normally from the printhead nozzles, and to verify printhead alignment. Use this function when printed results are blurred or the color is incorrect.

Nozzle check pattern printing can be started from the Windows and Macintosh printer drivers, or from the printer itself.

## ■ Printing the Nozzle Check Pattern from the Printer Drivers

### Windows

- 1 With the printer on, load a sheet of Letter or A4 paper in the printer.
- 2 Open the Printer Properties dialog box.  
[➡ Opening the Printer Properties Dialog Box](#)
- 3 Click the **Maintenance** tab and then click the **Nozzle Check** icon.
- 4 When the confirmation message is displayed, click **OK**.  
[➡ Examining the Nozzle Check Pattern](#)

## Macintosh

1 With the printer on, load a sheet of Letter or A4 paper in the printer.

2 Open the **Page Setup** dialog box.

The **Page Setup** dialog box can normally be opened by selecting **Page Setup...** in the **File** menu.

3 Click the **Utilities** button to open the **Printer Utilities** dialog box.

4 Select **Test Print** from the pull-down menu, and then click the **Nozzle Check** icon.

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

 [Examining the Nozzle Check Pattern](#)

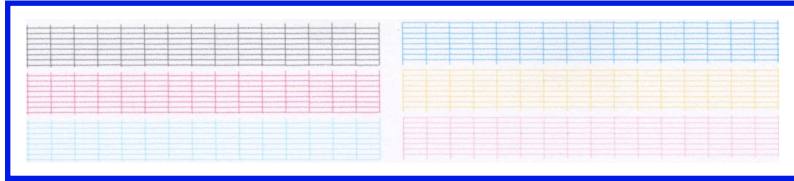
## ■ Printing the Nozzle Check Pattern through the Printer

- 1 With the printer on, load a sheet of Letter or A4 paper in the printer.
- 2 Hold the RESUME/CANCEL button down until the POWER lamp flashes twice.

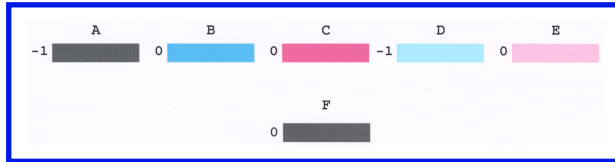
 [Examining the Nozzle Check Pattern](#)

## ■ Examining the Nozzle Check Pattern

The nozzle check pattern should appear as follows when ink is discharged properly. Examine the nozzle check pattern output by the printer.



Lines missing here indicate the printhead requires cleaning.



Unevenness in these patterns indicates the printhead requires alignment.

# Printhead Cleaning

---

Clean the printhead if you suspect that the nozzles might be clogged. Printhead cleaning can be performed either from the printer drivers or from the printer itself.

**Note** ➤ Cleaning the printhead consumes ink, so perform printhead cleaning only when necessary.

## ■ Cleaning the Printhead from the Printer Drivers

### Windows

- 1 Ensure that the printer is on.
- 2 Open the Printer Properties dialog box.  
➡ [Opening the Printer Properties Dialog Box](#)
- 3 Click the **Maintenance** tab and then click the **Cleaning** icon.
- 4 When the confirmation message is displayed, click **OK**.

## Macintosh

- 1 Ensure that the printer is on.
- 2 Open the Page Setup dialog box.  
The Page Setup dialog box can normally be opened by selecting **Page Setup...** in the **File** menu.
- 3 Click the **Utilities** button to open the Printer Utility dialog box.
- 4 Select **Cleaning** from the pull-down menu, and then click the **Cleaning** icon.
- 5 When the confirmation message appears, click **OK**.

**Note** ► If the problem remains even after you repeat printhead cleaning three times, perform printhead deep cleaning.

## ■ Cleaning the Printhead from the Printer

- 1 Ensure that the printer is on.
- 2 Hold down the RESUME/CANCEL button until the POWER lamp flashes once.

Now the POWER lamp starts flashing and printhead cleaning begins. Do not perform any other operations until the printhead cleaning finishes.

After printhead cleaning finishes, print the nozzle check pattern to verify that the printhead is clean. If not, repeat printhead cleaning. If the printhead is still not clean after the third cleaning, perform printhead deep cleaning.

 [Printing the Nozzle Check Pattern](#)

 [Printhead Deep Cleaning](#)



# Printhead Deep Cleaning

---

If print quality does not improve by standard printhead cleaning, try deep cleaning, which is a more powerful process. Perform printhead deep cleaning from the printer driver.

**Note** ➤ Printhead deep cleaning consumes more ink than standard printhead cleaning, so perform this procedure only when necessary.

## Windows

- 1 Ensure that the printer is on.
- 2 Open the Printer Properties dialog box.  
[➡ Opening the Printer Properties Dialog Box](#)
- 3 Click the **Maintenance** tab and then click the **Deep Cleaning** icon.
- 4 When the confirmation message is displayed, click **OK**.

## Macintosh

- 1 Ensure that the printer is on.
- 2 Open the **Page Setup** dialog box.  
The **Page Setup** dialog box can normally be opened by selecting **Page Setup...** in the **File** menu.
- 3 Click the **Utilities** button to open the **Printer Utility** dialog box.
- 4 Select **Cleaning** from the pull-down menu, and then click the **Deep Cleaning** icon.
- 5 Click **OK**.

Now the POWER lamp starts flashing and printhead deep cleaning begins. The process takes one or two minutes to complete, so simply wait until the POWER lamp stops flashing.

After printhead deep cleaning finishes, print the nozzle check pattern to verify that the printhead is clean. If the printhead is still not clean, repeat printhead deep cleaning and the nozzle check pattern printing up to three times. If the problem persists, the printhead may be worn out. Contact the Canon Customer Care Center.

 [Printing the Nozzle Check Pattern](#)

## Cleaning the Printer

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During normal printing, ink and small scraps of paper accumulate in the printer. When the accumulated debris becomes clearly visible, clean the printer by the following procedure.

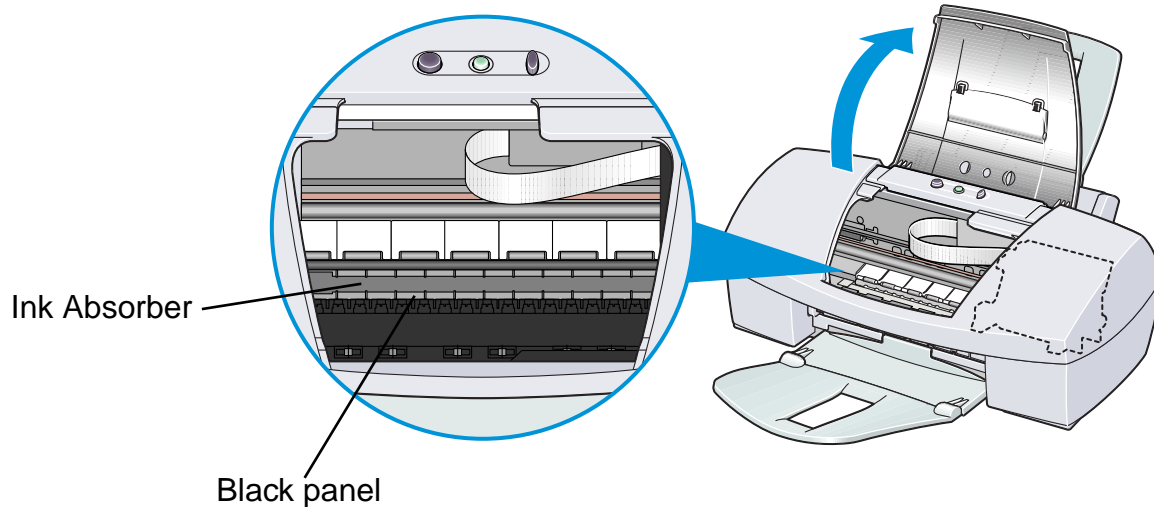
- 1 Turn the printer off.
- 2 Ensure that the POWER lamp is off and unplug the printer.

**Caution** ► Always ensure that you unplug the printer before cleaning the printer to avoid an electric shock.

- 3 Open the front cover, and wipe the interior of the printer with a dry cloth.

Wipe away any stray drops of ink, scraps of paper, and dust. Pay special attention to cleaning the black panel that can easily become dirty. Do not touch any of the printer's internal components, such as the Ink Absorber.

**Warning** ➤ Do not use any flammable solvents, such as paint thinner, benzene or alcohol.



## Transporting the Printer

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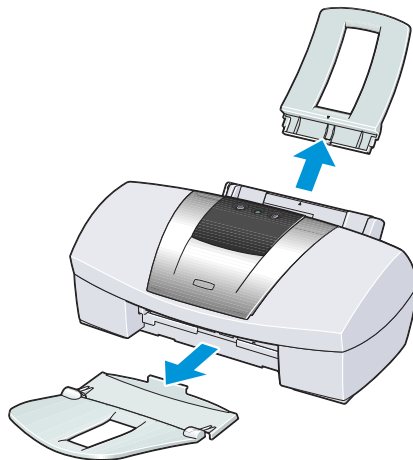
Pack the printer carefully in its original packing materials.

If you do not have the original packing materials, pack the printer carefully and thoroughly in protective material and place inside a sturdy box.

- 1 Turn the printer off.
- 2 After making sure that the POWER lamp is off, unplug the printer.

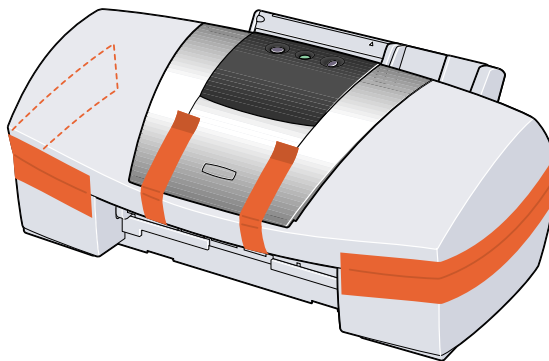
**Important** ► Do not unplug the printer while the POWER lamp is lit or flashing to protect the printer from damage.

- 3 Remove the paper rest and the paper output tray.

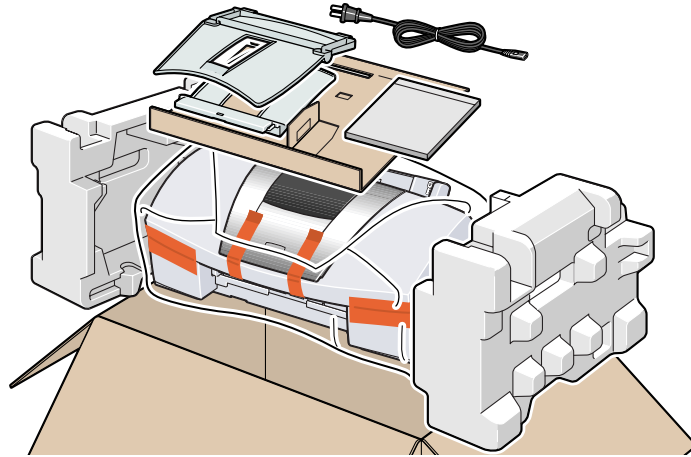


- 4 Disconnect the printer cable from the computer, and then disconnect the power cord from the printer.

- 5 Secure the printer with adhesive tape, as shown, and then pack it in a plastic bag.



- 6 Attach protective material to both sides of the printer when packing the printer.  
Clearly label the box as "Fragile," if using a transport company.





# Printing Media



- Compatible Media Types
- Envelopes
- High Resolution Paper
- Glossy Photo Paper
- High Gloss Photo Film
- Glossy Photo Cards
- Photo Paper Pro
- Photo Paper Pro (Borderless)
- Transparencies
- T-Shirt Transfers
- Banner Paper

## Compatible Media Types

---

You can use the following types of paper and other media.

### ■ Size

- Standard paper: From A5 size (5.83 x 8.27 in / 148.0 x 210.0 mm) to legal size (8.5 x 14.0 in / 215.9 x 355.6 mm)
- Non-standard paper: From 3.54 x 4.72 in to 8.5 x 23.0 in (From 90.0 x 120.0 mm to 215.9 x 584.2 mm)
- Others: Envelopes (US Com. #10 and European DL)

**Important** ► Do not use the following types of paper. Using such paper will not only produce unsatisfactory results, but can also cause the printer to jam or malfunction.

- Folded, curled or wrinkled paper
- Wet paper
- Paper that is too thin (less than 17 lb / 64 g/m<sup>2</sup>)
- Paper that is too thick\* (more than 28 lb / 105 g/m<sup>2</sup>)
- Picture postcards
- Postcards with an adhered photo or sticker
- Envelopes with a double flap
- Sealed envelopes
- Envelopes with an embossed or treated surface
- Paper with holes (such as loose-leaf paper)

\* non-Canon branded paper

## ■ Weight

17 to 28 lb (64 to 105 g/m<sup>2</sup>)

Do not use paper heavier than this (except for supported Canon-brand media), as it could jam in the printer.

## ■ Types

The following types of media can be used.

For more information about the media and the printing methods, refer to the specific sections.

Plain paper: Refer to the *Quick Start Guide*.

- ➡ Envelopes
- ➡ High Resolution Paper
- ➡ Glossy Photo Paper
- ➡ High Gloss Photo Film
- ➡ Glossy Photo Cards
- ➡ Photo Paper Pro
- ➡ Photo Paper Pro (Borderless)
- ➡ Transparencies
- ➡ T-Shirt Transfers
- ➡ Banner Paper

# Envelopes

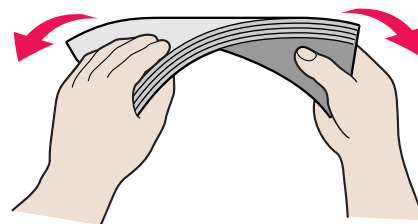
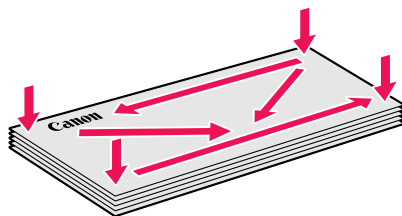
---

Use either US Com. #10 or European DL size envelopes.

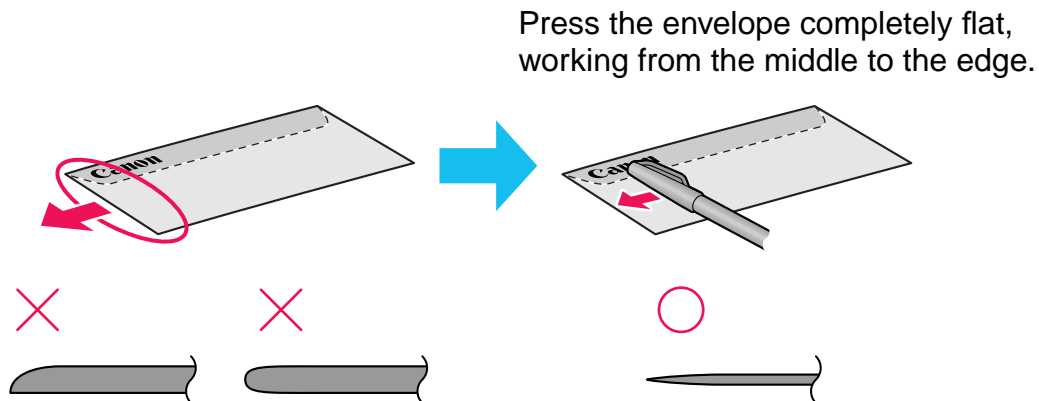
## ■ Preparation for Printing

- 1 Press down on all four corners and edges of the envelopes to flatten them as shown below.
- 2 If the envelopes are curled, hold the opposite corners and gently bend them in the opposite direction.

Ensure that the flap of the envelope is perfectly straight.



- 3 If the leading edge of an envelope is puffed up or curled, use a pen to press the envelope flat and sharpen the crease.



\* The above illustrations show a side view of the leading edge of the envelope.

The envelopes may jam in the printer if they are not completely flat and the edges are not aligned.

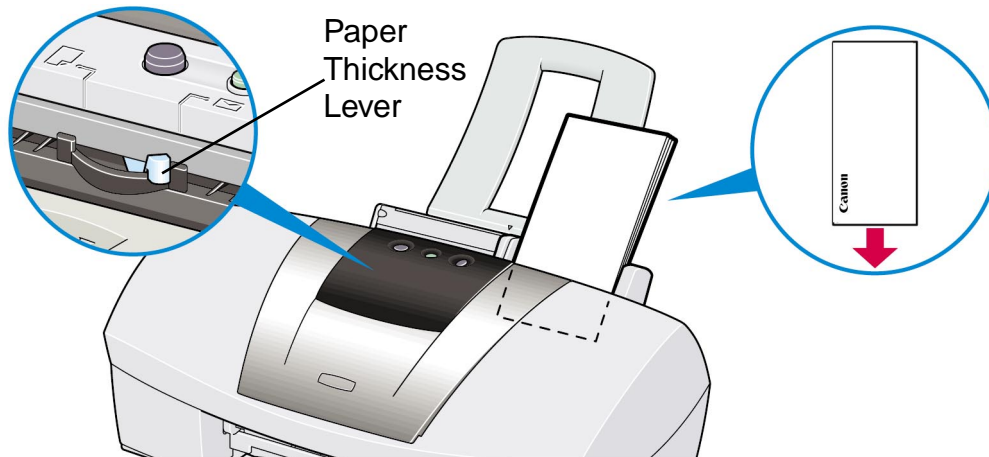
Ensure that no curl or puff exceeds 0.2 in (5 mm).

## ■ Unsuitable Envelopes

- Envelopes with an embossed or treated surface
- Envelopes with a double flap or pressure seals

## ■ Loading

- Place envelopes lengthwise with the flap to the left and the address side facing upwards.
- Set the Paper Thickness Lever to the right.
- Up to 10 envelopes can be loaded at once.



## Note

- If even after removing any curl in the envelopes they still will not feed properly, clean the paper feed roller.
- 1 Ensure that the printer is turned on. If any paper is loaded in the printer, remove the paper.
  - 2 Hold down the RESUME/CANCEL button; when the POWER lamp flashes three times, release the RESUME/CANCEL button.

The paper roller will rotate ten times as it cleans.  
Repeat this operation three times.

- 3 Load a sheet of Letter or A4 plain paper in the printer.
- 4 Hold down the RESUME/CANCEL button; when the POWER lamp flashes three times, release the RESUME/CANCEL button.  
The paper that is loaded in the printer will feed through the printer and be ejected.  
Repeat this operation three times.

If the printer still will not feed envelopes through even after cleaning the paper feed roller, perform the procedure described in step 4 again.

## ■ Printer Driver Settings

- **Media Type:** Envelope
- **Page Size:** Select either **#10 Env.** or **DL Env.** according to the envelope size you are using.
- **Orientation:** Landscape

## ■ Handling of Printed Output

Remove each envelope as it is printed.

## ■ Printable Area

 Printing Area

## High Resolution Paper

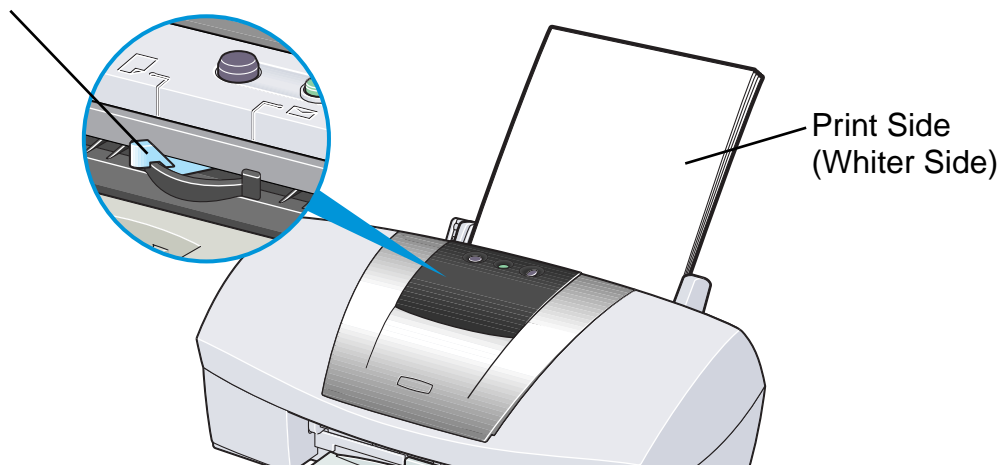
---

This type of paper provides better color reproduction than plain paper. It is suitable for printing business documents that feature graphics, and for photographs.

### ■ Loading

- Load the paper with the whiter side facing up.
- Set the Paper Thickness Lever to the left.
- Do not load paper higher than the limit mark. A maximum of 80 sheets can be loaded.

Paper Thickness Lever





## ■ Printer Driver Settings

- **Media Type:** High Resolution Paper
- **Page Size:** Ensure that the setting matches the size set in the application.

## ■ Handling of Printed Output

Do not stack more than 50 sheets in the paper output tray. If the output paper is curled, it may prevent the next sheet being ejected. In this case, or if the ink takes a long time to dry, remove each sheet as soon as it is printed.

## ■ Printable Area

With some images the trailing edge of the image may be blurred if printing extends out of the printable area. Canon recommends that you print within the printing area.

 [Printing Area](#)

## Glossy Photo Paper

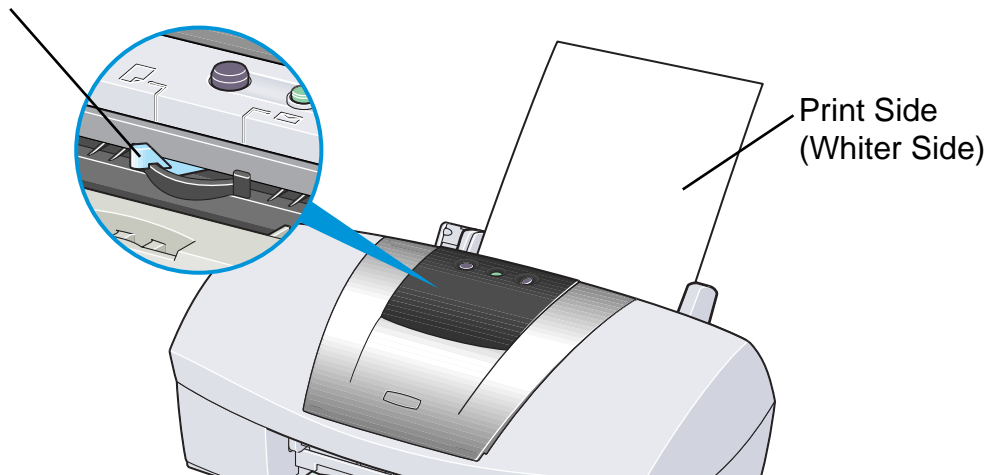
---

This media is thicker than High Resolution Paper with a glossy printing surface to produce printouts close to photograph quality.

### ■ Loading

- Load the paper with the whiter side facing up.
- Set the Paper Thickness Lever to the left.
- Load only one sheet at a time.
- Do not use the loading support sheet provided with the package.

Paper Thickness Lever



## ■ Printer Driver Settings

- **Media Type:** Glossy Photo Paper
- **Page Size:** Ensure that the setting matches the size set in the application.


## ■ Handling of Printed Output

- Remove each sheet as soon as it is printed.
- Do not touch the printed surface until the ink is fixed (approx. two minutes).

## ■ Printable Area

With some images the trailing edge of the image may be blurred if printing extends out of the printable area. Canon recommends that you print within the printing area.

 [Printing Area](#)

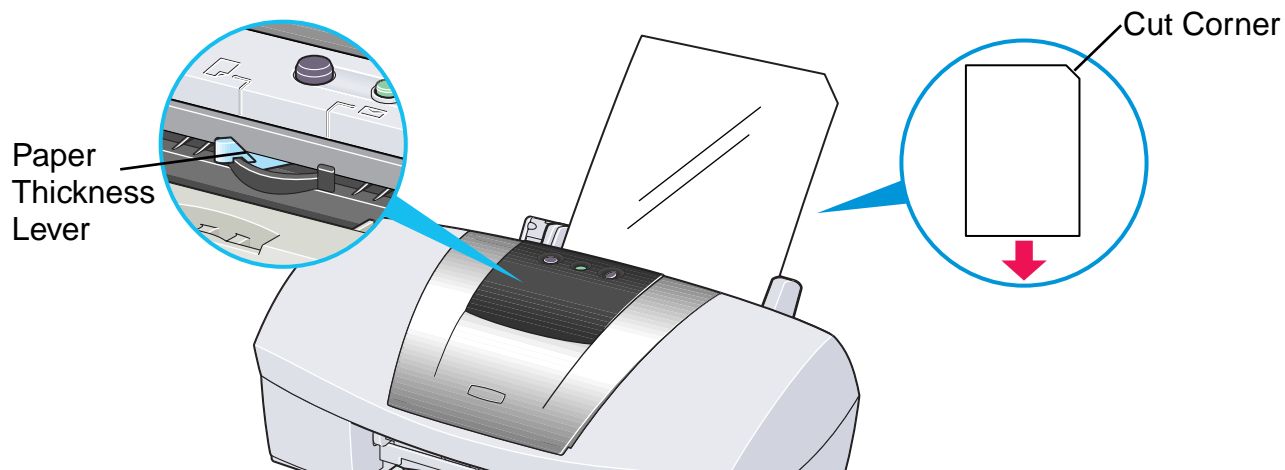
**Note**     For photograph and illustration data that you want to print with Borderless Printing, create the data by using the same size as the paper size, and paste the data so that it fills the editing screen without leaving any margins. If you are using an application that allows you to set margins, set the left, right, top, and bottom margins to 0 inches. For instructions on setting margins, refer to the user's manual for your application.

## High Gloss Photo Film

This film has an extremely glossy surface, ideal for printing photographs with outstanding results.

### ■ Loading

- Load only one sheet at a time.
- Load the film with the cut corner at the upper right.
- If the film is curled, flatten it by curling in the opposite direction.
- Set the Paper Thickness Lever to the left.



## ■ Printer Driver Settings

- **Media Type:** High Gloss Photo Film
- **Page Size:** Ensure that the setting matches the size set in the application.

## ■ Handling of Printed Output

- Remove each sheet as soon as it is printed.
- Do not touch the printed surface until the ink dries.

## ■ Printable Area

With some images the trailing edge of the image may be blurred if printing extends out of the printable area. Canon recommends that you print within the printing area.

 [Printing Area](#)

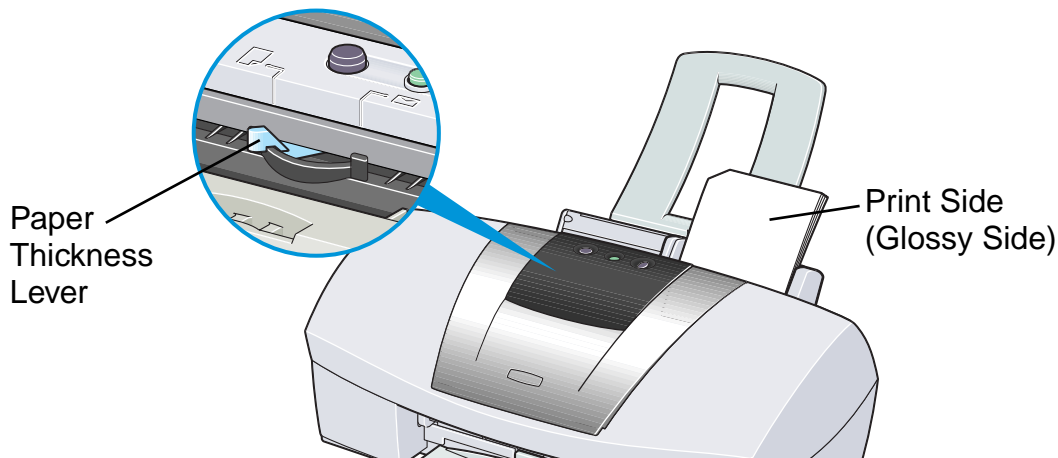
## Glossy Photo Cards

---

This photo-size paper is intended for printing images that cover the entire surface of the card, without a white border. When printing, use the original application software, ZoomBrowser EX/PhotoRecord (for Windows) or ImageBrowser (for Macintosh).

### ■ Loading

- Load the paper with the glossy side facing up.
- Set the Paper Thickness Lever to the left.
- A maximum of 20 sheets can be loaded at once.
- Do not use the loading support sheet provided with the package.



## ■ Handling of Printed Output

- Do not stack more than 20 sheets in the paper output tray.
- Do not touch the printed surface until the ink dries (approx. two minutes).

## Photo Paper Pro

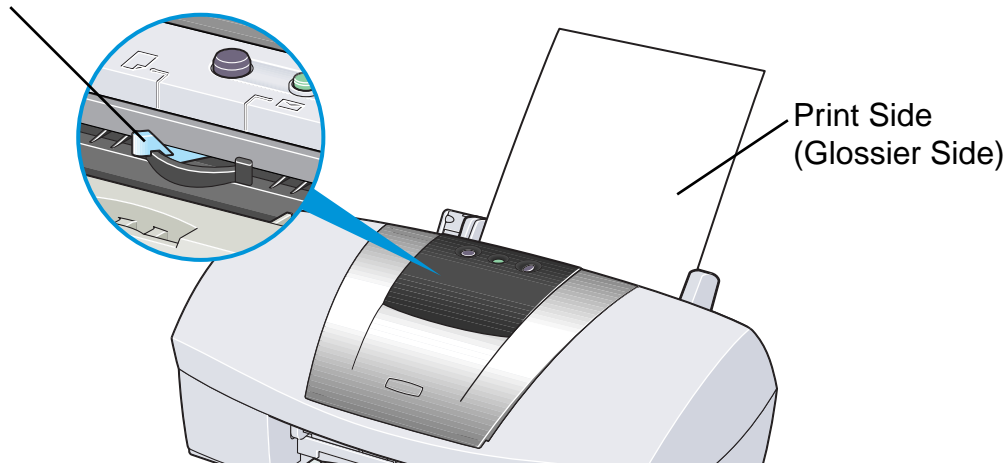
---

This is thick paper with a treated surface that enhances gloss and provides superior color reproduction. It is ideal for printing high quality photographs. This media is available in Letter or A4 and 4 × 6 sizes.

### ■ Loading

- Load only one sheet of Letter or A4 at a time, or 20 sheets of 4 × 6 paper at a time.
- Load the paper with the glossier side facing up.
- Set the Paper Thickness Lever to the left.

Paper Thickness Lever





## ■ Printer Driver Settings

- **Media Type:** Photo Paper Pro
- **Page Size:** Ensure that the setting matches the size set in the application.

## ■ Handling of Printed Output

- Remove each sheet as soon as it is printed.
- Do not touch the printed surface until the ink is fixed (approx. 30 minutes). Colors in dark images may appear indistinct at first, but become clearer after about 30 minutes.
- Images may smudge if you place them in an album before the ink is completely dry. It is recommended that you allow the ink to dry for 24 hours.
- Do not attempt to dry the ink with a hairdryer or by exposing printed sheets to direct sunlight.


## ■ Storing Printed Output

- Do not store or display printouts in hot, damp or humid conditions. Never expose them to heat or direct sunlight.
- Store printouts in photo albums, photo frames or presentation binders to protect them from direct exposure to air or sunlight.
- Do not mount printouts in an adhesive-type album, as you may not be able to remove them.
- Be aware that some types of clear plastic folders and albums may cause the edges of the paper to turn yellow.

## ■ Printable Area

With some images the trailing edge of the image may be blurred if printing extends out of the printable area. Canon recommends that you print within the printing area.

### Printing Area

**Note**     For photograph and illustration data that you want to print with Borderless Printing, create the data by using the same size as the paper size, and paste the data so that it fills the editing screen without leaving any margins. If you are using an application that allows you to set margins, set the left, right, top, and bottom margins to 0 inches. For instructions on setting margins, refer to the user's manual for your application.

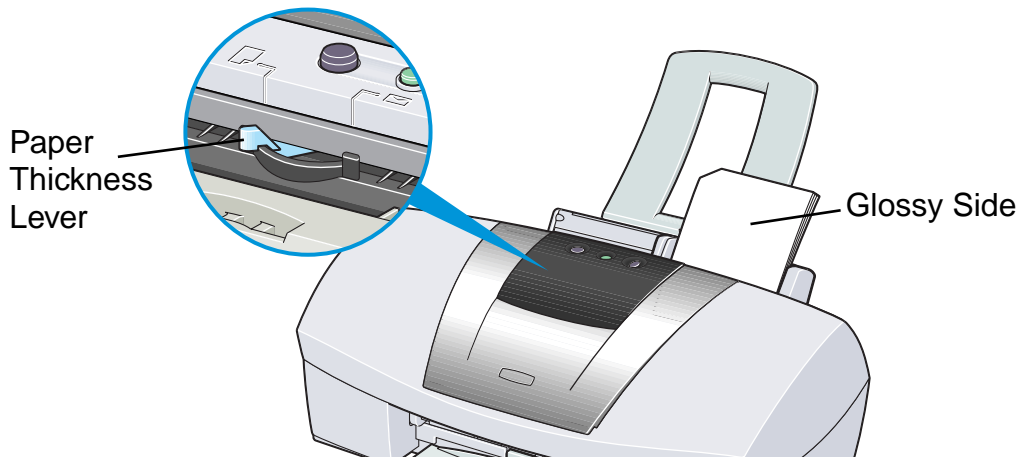
## Photo Paper Pro (Borderless)

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Made of the same material as the paper described previously, this photo-size paper is intended for printing images that cover the entire surface of the card, without a white border. When printing, use the original application software, ZoomBrowser EX/PhotoRecord (for Windows) or ImageBrowser (for Macintosh).

### ■ Loading

- Load the paper with the glossy side facing up.
- Set the Paper Thickness Lever to the left.
- A maximum of 20 sheets can be loaded at once.



## ■ Handling of Printed Output

- Do not stack more than 20 sheets in the paper output tray.
- Do not touch the printed surface until the ink is fixed (approx. 30 minutes). Colors in dark images may appear indistinct at first, but become clearer after about 30 minutes.
- Images may smudge if you place them in an album before the ink is completely dry. It is recommended that you allow the ink to dry for 24 hours.
- Do not attempt to dry the ink with a hairdryer or by exposing printed sheets to direct sunlight.

## ■ Storing Printed Output

Follow the instructions described in "[Photo Paper Pro](#)".

# Transparencies

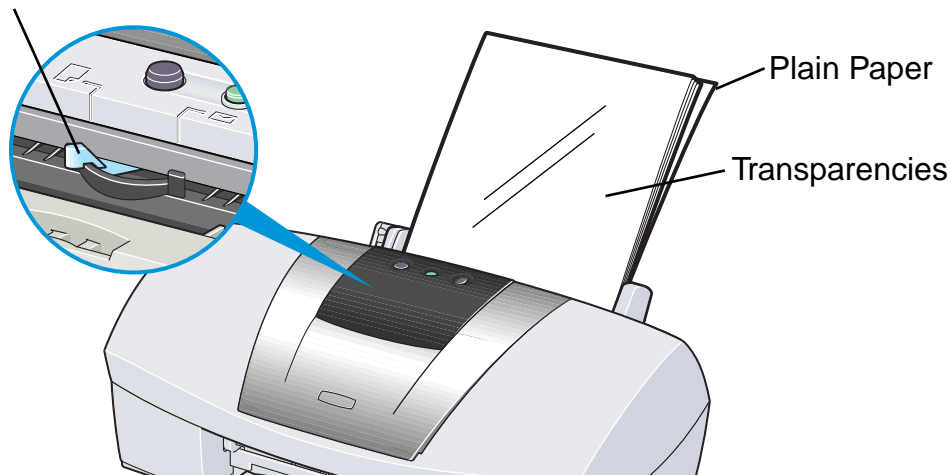
---

This film is ideal for printing presentation material for use with overhead projectors.

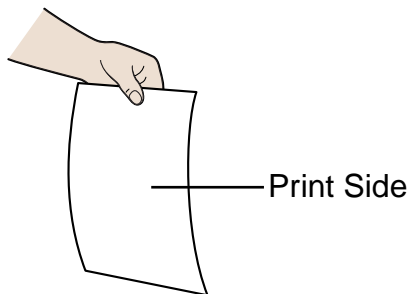
## ■ Loading

- Place one sheet of plain Letter or A4 paper under the transparencies in the sheet feeder.
- Set the Paper Thickness Lever to the left.
- A maximum of 30 sheets can be loaded at once.

Paper Thickness Lever



- You can print on either side of this media. However, for best results print on the side that curls in when you hold the short side of the paper.



## ■ Printer Driver Settings

- **Media Type:** Transparency
- **Page Size:** Ensure that the setting matches the size set in the application.

## ■ Handling of Printed Output

- Remove each transparency as soon as it is printed.
- Do not touch the printed surface until the ink is fixed (approx. 15 minutes).

## ■ Printable Area

➡ Printing Area

## T-Shirt Transfers

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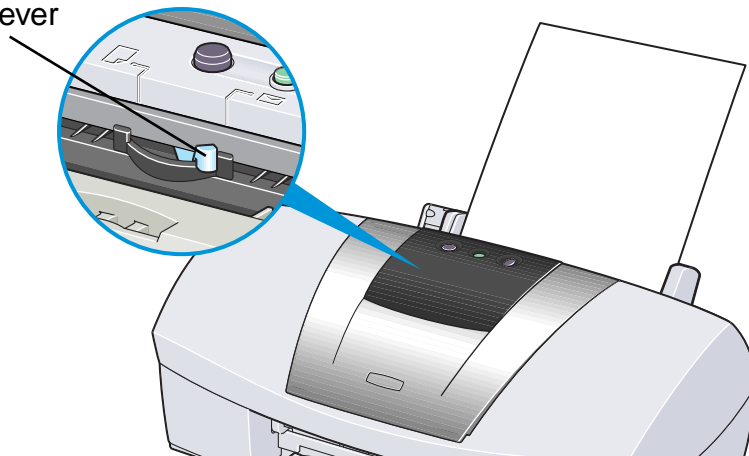
This paper is used to produce iron-on transfers. The image is printed backwards when **Media Type** is set to T-Shirt Transfer in the printer driver.

**Note** ► For the customers in the United States, refer to the instructions provided with the T-Shirt transfer paper.

### ■ Loading

- Load only one sheet at a time.
- If the T-Shirt transfer is curled, flatten it by curling it in the opposite direction.
- Load the paper with the side that does not have green lines facing up.
- Set the Paper Thickness Lever to the right.

Paper Thickness Lever



## ■ Printer Driver Settings

- **Media Type:** T-Shirt Transfer
- **Page Size:** Ensure that the setting matches the size set in the application.

## ■ Handling of Printed Output

- Remove each T-Shirt transfer as soon as it is printed.
- The T-Shirt transfer should be used as soon as it is printed. Refer to the supplied instructions for details on how to use this media.

## ■ Printable Area

 Printing Area



## Banner Paper

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This is long paper that consists of consecutive sheets of Letter or A4 size paper, ideal for printing long posters or banners (up to six sheets long).

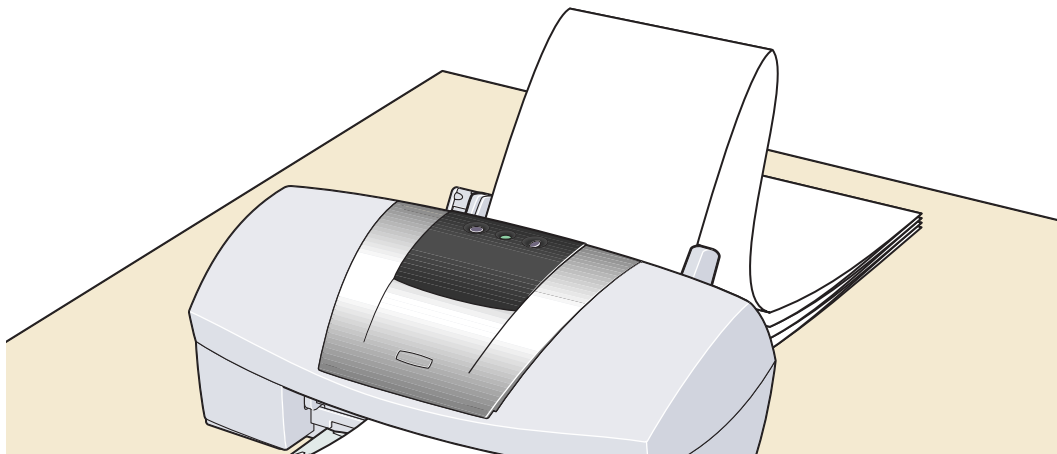
### ■ Preparation for Printing

- When tearing the banner paper, tear off one more sheet than you actually need to print.
- The maximum length for one print job is six sheets, so if you will be printing on six sheets, tear off a seven-sheet length.

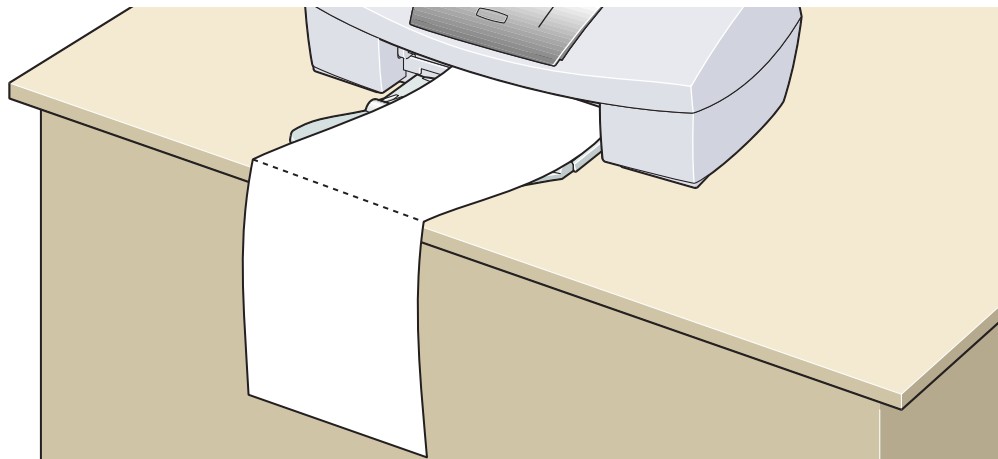
### ■ Loading

- 1 Set the Paper Thickness Lever to the right.
- 2 Load the banner paper with the printing side facing up. Gently fold the perforation between the first and second sheets.

Leave the rest of the paper folded up.



- 3 Place the printer where the printed banner output can hang over the edge of the table.



Ensure that the ink does not stain the table or floor.

## ■ Printer Driver Settings

- **Media Type:** Plain Paper
- **Page Size:** When using letter size banner paper: Letter  
When using A4 banner paper: A4
- **Copies:** Must be set to "1" to print correctly.
- In Windows, select **Banner Printing** for **Printing Type** on the **Page Setup** tab.
- On a Macintosh, before creating the document, select **Banner Printing** in the **Page Setup** dialog box.

## ■ Printable Area

 Printing Area

# Troubleshooting



- Cannot Install the Printer Driver
- Print Quality is Poor or Contains Errors
- Printer Does Not Start or Stops During Print Jobs
- Paper Does Not Feed Properly or Paper Jams
- The POWER Lamp Flashes Orange
- An Error Message is Displayed on the Screen
- Problems Unique to Windows Windows
- Problems Unique to the Macintosh Macintosh

## Cannot Install the Printer Driver


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### ■ Follow the installation procedure correctly.

Install the printer driver carefully following the procedures described in the *Quick Start Guide*.

If the printer driver was not installed correctly, reinstall it. If you are using Windows, delete the printer driver before reinstalling it.

 [Uninstalling Printer Drivers](#)

**Note**  If the Installer was forcibly terminated due to an error in Windows, Windows may be unstable and this will prevent the printer driver from being installed. Restart the computer before reinstalling the printer driver.

### ■ Close any other applications before installation.

Sometimes the printer driver cannot be installed because another application is running.

- If the Installer for the printer driver does not start up automatically when you insert the *Setup Software & User's Guide CD-ROM*, double-click **My Computer** in the Windows screen, for Windows XP, click **Start** and select **My Computer**, and then double-click the CD-ROM icon.

A purple rounded rectangle containing the word "Windows" in white text.

**Note** ➤ If you are typing in the file name, you must specify the CD-ROM drive letter and the installation program ("MSetup.exe"). The CD-ROM drive letter is computer dependent.

- **Confirm that there are no problems with the *Setup Software & User's Guide CD-ROM*.**

In Windows, use Windows Explorer to ensure that the CD-ROM can be read. In a Macintosh, check that the CD-ROM icon is visible. If there is a problem with the CD-ROM, contact the Canon Customer Care Center.

## Print Quality is Poor or Contains Errors

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- Cannot Print to End of Job
- Colors are Unclear
- Meaningless Characters or Symbols are Printed
- Printing is Blurred/Colors are Wrong
- Straight Lines are Misaligned
- Printed Paper Curls or Ink Blots
- Back of Paper is Smudged
- Printed Surface is Scratched
- White Streaks
- Colors are Uneven or Streaked

## Cannot Print to End of Job

---

### ■ Confirm that the Page Size setting matches the size of the paper loaded in the printer.

First, check the Page Size setting in the application.

Then check the **Page Size** setting in the Printer Properties dialog box for Windows or the Page Setup dialog box for Macintosh.

**Note** ➤ When using an ECP printer port in Windows, you may not be able to print due to the computer environment. For details, refer to "[Problems Unique to Windows](#)."

### ■ Check the amount of the space on the hard disk.

You may need to increase the amount of free space by deleting any unnecessary files.



## Colors are Unclear

---

- **Confirm that the Media Type setting in the printer driver matches the type of paper loaded in the printer.**

If you are printing a photograph or an illustration from a Windows environment, also increase **Print Quality** on the **Main** tab.

If you are working in a Macintosh environment, select the **Photo** or **Graphic** icon for the **Print Mode** in the Print dialog box.

- **Confirm that the specified ink tank is installed.**

When an ink tank runs out of ink, replace it with a new one.

**Note**   ▶ Printed colors may not match screen colors perfectly due to basic differences in the methods used to produce colors. Color control settings and environmental differences can also affect how colors appear on the screen.

## Meaningless Characters or Symbols are Printed

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- **If the problem only occurs when printing a specific document, try editing the document and then printing it.**

If this does not resolve the problem, there may be a problem with your application.

## Printing is Blurred/Colors are Wrong

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- **If a specific color does not print, check whether the corresponding ink tank is empty. Replace if necessary.**

- **Print the nozzle check pattern to ensure that ink is output correctly.**

If the nozzle check pattern does not print correctly, clean the printhead.

 [Printing the Nozzle Check Pattern](#)

 [Printhead Cleaning](#)

If the problem is not resolved after cleaning the printhead several times, the printhead may be worn out. Contact the Canon Customer Care Center.

**Note**  Always ensure that you remove the protective cap from the printhead.

- **Ensure that you are printing on the correct side of the media.**

You can only print on one side of certain media.

## Straight Lines are Misaligned

---

### ■ Align the printhead.

Ensure that you align the printhead every time you install a new printhead.

#### Windows

- 1 Open the Printer Properties dialog box.
- 2 Click the **Maintenance** tab.
- 3 Click **Printhead Alignment**.  
Follow the on-screen instructions.

Macintosh

- 1 Open the Page Setup dialog box.
- 2 Click **Utilities**.
- 3 Select **Test Print** from the pull-down menu, and then click **Printhead Alignment**.

Follow the instructions on the screen.

■ In the printer driver settings, select a higher print quality setting.

Windows

- 1 Open the Printer Properties dialog box.
- 2 On the **Main** tab, click **High** for the **Print Quality** setting.

Macintosh

- 1 Open the Print dialog box.
- 2 For **Print Mode**, select **Manual** and then click **Details**.
- 3 Click the **Quality** icon and then drag the **Print Quality** slide bar to **Fine**.

## Printed Paper Curls or Ink Blots

---

- Use high resolution paper or photo paper to print images that require a lot of ink (i.e., pictures with intense colors or photographs).
- Reduce the Intensity setting in the printer driver and try printing again.

### Windows

- 1 Open the Printer Properties dialog box.
- 2 On the **Main** tab, select **Manual** for **Color Adjustment**, and then click **Set**.
- 3 Drag the **Intensity** slide bar to adjust the intensity.

Macintosh

- 1 Open the Print dialog box.
- 2 For **Print Mode**, select **Manual** and then click **Details**.
- 3 Click the **Color** icon and then drag the **Intensity** slide bar to set the intensity.



## Back of Paper is Smudged

---

- If the next page prints before the ink is dry, enable the **Pause Page** printer driver setting.

You can either remove each printed sheet from the output tray as soon as it is printed, or adjust the **Ink Drying Wait Time** to pause after each sheet has printed.

### Windows

- 1 Open the Printer Properties dialog box.
- 2 Click the **Maintenance** tab.
- 3 Click **Custom Settings** to open the Custom Settings dialog box.
- 4 Drag the **Ink Drying Wait Time** slide bar, and then click **Send**.

## Macintosh

- 1 Open the Page Setup dialog box.
- 2 Click the **Utilities** button.
- 3 Select **Custom Settings** from the pull-down menu.
- 4 Select **Pause between pages**, and then click **Send**.

■ You may need to clean some internal parts of the printer. Follow the procedure below.

- 1 Load sheets of Letter or A4 plain paper in the printer.
- 2 Hold down the RESUME/CANCEL button until the POWER lamp flashes three times, and release the button.
- 3 Repeat this operation until there are no more smudges on the test page.

## Printed Surface is Scratched

---

### ■ Ensure that you are using suitable paper.

- The paper weight must be less than 28 lb (105 g/m<sup>2</sup>).

If you use non-Canon brand paper heavier than 28 lb (105 g/m<sup>2</sup>), the printhead may scratch the printed surface.

Clean the printhead first and print with the correct paper.

- The paper must not be curled.

This problem can be resolved by simply turning the paper over.

### ■ Before starting Borderless Printing, check the paper that you are using.

With Borderless Printing, the print quality may decrease or smudging may occur at the top and bottom edges of the paper.

Use Photo Paper Pro or Glossy Photo Paper. If smudging still occurs, set the Paper Thickness Lever to the right and try printing again.

### ■ When printing on thick paper, set the paper thickness lever to the "✉" mark.

This widens a gap between the printhead and the paper. If the paper is scratched even when printing on plain paper, also try this.

## ■ Reduce the Intensity setting in the printer driver and try printing again.

When printing an image with high intensity, the paper may absorb too much ink and become wavy. This may cause the printed surface to become scratched.

### Windows

- 1 Open the Printer Properties dialog box.
- 2 On the **Main** tab, select **Manual** for **Color Adjustment**, and then click **Set**.
- 3 Drag the **Intensity** slide bar to adjust the intensity.

### Macintosh

- 1 Open the Print dialog box.
- 2 For **Print Mode**, select **Manual** and then click **Details**.
- 3 Click the **Color** icon and drag the **Intensity** slide bar to set the intensity.

## ■ Ensure that you are printing within the recommended printing area.

 [Printing Area](#)

## White Streaks

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### ■ Print the nozzle check pattern to check the ink output.

If a specific color does not print in the nozzle check pattern, clean the printhead.

 [Printing the Nozzle Check Pattern](#)

 [Printhead Cleaning](#)

The problem can also be resolved by aligning the printhead. For details on printhead alignment, refer to "[Straight Lines are Misaligned](#)".

## Colors are Uneven or Streaked

---

- **Increase the print quality setting in the printer driver settings.**

### Windows

- 1 Open the Printer Properties dialog box.
- 2 On the **Main** tab, click **High** for the **Print Quality** setting.

### Macintosh

- 1 Open the Print dialog box.
- 2 For **Print Mode**, select **Manual** and then click **Details**.
- 3 Click the **Quality** icon and then drag the **Print Quality** slide bar to **Fine**.

## ■ Set the halftoning method to Diffusion in the printer driver settings.

### Windows

- 1 Open the Printer Properties dialog box.
- 2 On the **Main** tab, select **Custom** for the **Print Quality** setting, and click **Set**.
- 3 Click **Diffusion** for the **Halftoning** setting.

### Macintosh

- 1 Open the Print dialog box.
- 2 For **Print Mode**, select **Manual** and then click **Details**.
- 3 Click the **Quality** icon and then click **Diffusion** for the **Halftoning** setting.

## Printer Does Not Start or Stops During Print Jobs

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- Printing Does Not Start
- Printing Stops Before It is Completed
- Printer Moves But Does Not Print
- Printhead Holder Does Not Move to the Center



## Printing Does Not Start

---

### ■ Ensure that the printer is turned on.

If the POWER lamp is off, press the POWER button.

If the POWER lamp is flashing green, the printer is initializing. Wait until the POWER lamp stops flashing.

**Note** ➤ When printing a large amount of data, such as a photo or graphics, it takes longer than usual to begin printing. While the POWER lamp is flashing, the computer processes the data and sends it to the printer. Simply wait until the processing is completed.

### ■ Ensure that the printer is securely connected to the computer.

**Note** ➤ If you are using a switch box or other device, remove and reconnect the printer directly to the computer. Try printing again. If printing is now successful, there may be a problem with the device. Also there could be a problem with the cable(s). Replace the cable(s) and try printing again.

## ■ Ensure that the correct printer driver is selected.

In Windows, ensure that **Canon S820** is selected in the **Print** dialog box.

In Macintosh, ensure that **S820** is selected in the **Chooser**.

**Note** ➤ In Windows, you can set the Canon S820 Photo Printer as the default printer.

## ■ Ensure that the printer port is set correctly. Windows

If using a parallel interface printer cable, set "LPT1" as the printer port.

If using a USB cable, set "USBPRNnn" or "USBnnn" ("n" represents a number) as the printer port.

- 1 Open the Printer Properties dialog box from the **Start** menu.  
[➡ Opening the Printer Properties dialog box directly from the Start menu](#)
- 2 Click the **Details** tab (or **Ports** tab) and set the printer port.

## Printing Stops Before It is Completed

---

### ■ Check the status of the POWER lamp.

When the POWER lamp is flashing green, the printer is processing data. Printing a large amount of data, such as a photo or graphics, takes time for the computer to process the data, during which the printer may appear to not be functioning.

In addition, when continuously printing material that uses a large amount of black ink on plain paper, the printer will sometimes pause. In either case, simply wait until the processing is completed.

### ■ Stop the print job and turn the printer off for at least 15 minutes to cool the printhead down.

The printhead can overheat when continuously printing for long time. To protect the printhead, the printer will sometimes pause automatically at a line break before resuming. In this event, interrupt the print job at a convenient time and turn the printer off for at least 15 minutes.

Furthermore, when continuously printing graphics or photos with intense colors, printing may stop to protect the printhead. In this case, printing will not resume. Turn the printer off and wait for at least 15 minutes.

**Caution** ► Inside the printer, the area around the printhead can become extremely hot. Do not touch the printhead or nearby components.

## Printer Moves But Does Not Print

---

- **Check the ink tanks. If empty, replace them.**
- **Ensure that the ink tanks snap into place when you install them.**
- **If there is plenty of ink but the printer does not print, clean the printhead.**

After cleaning the printhead, print the nozzle check pattern to check that ink is being output normally.

 [Printhead Cleaning](#)

 [Printing the Nozzle Check Pattern](#)

If the problem is not resolved by cleaning the printhead several times, the printhead may be worn out. Contact the Canon Customer Care Center.

- **Check the protective cap has been removed from the printhead.**

Ensure that you align the printhead after removing the cap and reinstalling the printhead. For details on printhead alignment, refer to "[Straight Lines are Misaligned.](#)"

## Printhead Holder Does Not Move to the Center

---

### ■ Ensure that the printer is turned on.

The printhead holder will not move unless the power is on. If the POWER lamp is off, close the front cover and turn the power on.

If the POWER lamp is flashing green, the printer is initializing. When the POWER lamp stops flashing, open the front cover again.

### ■ If the front cover has been left open for a while, close and reopen it.

If the front cover is left open for more than 10 minutes, the printhead holder moves to the right to prevent the printhead from drying out. Close and reopen the front cover to return the holder to the center.

## Paper Does Not Feed Properly or Paper Jams

---

- Paper Does Not Feed Properly
- Paper Jams

## Paper Does Not Feed Properly

---

### ■ Confirm the paper conditions.

- If non-Canon brand media, the paper is not too thick (less than 28 lb / 105g/m<sup>2</sup>).
- The number of sheets loaded does not exceed the recommended level.
- The paper is not creased, curled or wrinkled.

 [Compatible Media Types](#)

### ■ Ensure that the left edge of the paper just touches the paper guide.

### ■ When printing envelopes, refer to "[Envelopes](#)" in "[Printing Media](#)," and prepare the envelopes before printing.

Once you have prepared the envelopes, load them in the printer in portrait orientation. If the envelopes are placed in landscape orientation, they may not feed properly.

### ■ When using transparencies, load one sheet of plain paper in the printer first, and then place the transparencies on top of it.

The last transparency may not feed properly unless there is a sheet of plain paper beneath it.

## Paper Jams

---

Remove the paper according to the following procedure.

- 1 Slowly pull the paper out, either from the sheet feeder or from the paper output slot, whichever is easier.  
  
If the paper tears and a piece remains inside the printer, open the front cover and remove it.  
  
If you cannot pull the paper out, press the POWER button twice to eject the paper automatically.
- 2 After removing all paper, close the front cover.
- 3 Reload the paper into the printer and press the RESUME/CANCEL button.

**Note** ➤ When reloading the paper into the printer, refer to "[Paper Does Not Feed Properly](#)" to confirm that you are using the correct paper and are loading it into the printer correctly.



## The POWER Lamp Flashes Orange

---

An error has occurred in the printer. The number of flashes indicates the type of error, as outlined below. Check the cause and take the appropriate action.

### ■ **Two flashes: Out of paper, paper jam or paper feed error**

Replace the paper correctly and press the RESUME/CANCEL button.

If paper has jammed in the printer, clear the jam and press the RESUME/CANCEL button.

### ■ **Three flashes: Paper jam**

If paper has jammed in the printer, clear the jam, replace the paper in the printer correctly and press the RESUME/CANCEL button.

 [Paper Jams](#)

### ■ **Four flashes: Empty ink tank**

One of the ink tanks is empty. Replace it.

 [Replacing an Ink Tank](#)

**■ Six flashes: No printhead installed**

Install a printhead.

**■ Seven flashes: Defective printhead**

Remove and reinstall the printhead.

Also, ensure that the protective cap has been removed. If reinstalling the printhead does not resolve the problem, replace it with a new one.

**■ Eight flashes: Waste ink tank almost full**

The printer has a built-in waste ink tank for the ink used during printhead cleaning. Eight flashes indicates that the waste ink tank is nearly full. Press the RESUME/CANCEL button to cancel the error so you can continue printing. Before the waste ink tank becomes completely full, contact the Canon Customer Care Center to have the waste ink tank replaced.

**Note**    ► Canon recommends to call the Canon Customer Care Center as soon as this error occurs. Once the waste ink tank becomes completely full, printing will be no longer possible.

- **POWER lamp flashes alternate green and orange:**  
**An error that requires contacting a Canon the Canon Customer Care Center may have occurred.**

Turn the printer off and unplug the printer from the power supply. Plug the printer back in and turn the printer back on.

If the problem remains, contact the Canon Customer Care Center.

## An Error Message is Displayed on the Screen

---

- Error Writing to LPT1 or USBxxx

Windows

- Application Error or General Protection Fault

Windows

- Other Error Messages

Windows

- Other Error Messages

Macintosh

## Error Writing to LPT1 or USBxxx

Windows

### ■ Ensure that the printer is turned on.

If the POWER lamp is off, turn the printer on.

If the POWER lamp is flashing green, the printer is initializing. Wait until the POWER lamp stops flashing.

### ■ Ensure that the printer is securely connected to the computer.

#### Note



If you are using a switch box or other devices, remove and reconnect the printer directly to the computer and try printing again. If printing is now successful, there may be a problem with the device. Also there could be a problem with the cable(s). Replace the cable(s) and try printing again.

### ■ If spooling is enabled, disable it to send the print data directly to the printer and try printing again.

1

Open the Printer Properties dialog box from the **Start** menu.



Opening the Printer Properties dialog box directly from the Start menu

2

On the **Details** tab (or **Advanced** tab), click **Spool Settings** and then select **Print directly to printer**.

## ■ Verify the printer port status.

**Note** ➤ Verify your printer port status on the **Device Manager**. For information on the verification operation or correcting errors, refer to the Windows manual.

## ■ Ensure that the printer port setting corresponds to the printer interface connection.

Open the Printer Properties dialog box from the **Start** menu, and click the **Details** tab (or **Ports** tab). If **LPT1:(ECP Printer Port)** is displayed in the **Print to the following port** field, the parallel port is selected. If **USBPRNnn (Canon S820)** or **USBnnn (Canon S820)** ("n" represents a number) is displayed, the USB port is selected.

 [Opening the Printer Properties dialog box directly from the Start menu](#)

If the setting is incorrect, shut down Windows, turn off the printer and either connect the printer to the interface selected in the printer driver, or install the correct printer driver corresponding to the interface.

- **There may be a problem in the printer driver. Uninstall the printer driver and reinstall it.**

 **Uninstalling Printer Drivers**

If the printer is connected to the USB interface, follow the procedure “Notes on Handling the USB Interface (for Windows Users)” in the *Quick Start Guide*.

- **If the WPS driver or CAPT driver is installed, either uninstall it or change the driver port to FILE as follows.**

- 1** Click the **Start** button, then click **Settings** and **Printers**.
- 2** Display the WPS or CAPT driver properties, and click the **Details** tab.
- 3** Change the **Print to the following port** field to **FILE**.

## Application Error or General Protection Fault

---

Windows

- **Ensure that the application program you are using is intended for your operating system.**

For example, if you attempt to print with a Windows 3.1 application under Windows 98, the application may not function correctly and an error may occur. Use an application program intended for your operating system.

- **If other applications are running, close them to increase available memory and try printing again.**

- **Ensure that enough memory is allocated to the application.**

Refer to the memory requirements of your application.



**■ Check the amount of free space on the hard disk.**

You may need to increase the amount of free space by deleting any unnecessary files.

**■ If the problem only occurs when printing a specific document, try editing the document and then printing it.**

If this resolves the problem, there may have been a problem in the original document. If the same problem occurs with the edited document, contact the manufacturer of your application.

**■ There may be a problem in the printer driver. Uninstall the printer driver and reinstall it.**

If the printer is connected to the USB interface, follow the procedure “Notes on Handling the USB Interface (for Windows Users)” in the *Quick Start Guide*.

 [Uninstalling Printer Drivers](#)

## Other Error Messages

---

Windows

### ■ If the BJ Status Monitor is displayed, follow the on-screen instructions.

If an error occurs during printing, the BJ Status Monitor displays the error on the **Printer Status** tab. Follow the on-screen instructions.

In Windows Me, Windows 98 or Windows 95, click the **Guide** tab for action to be taken in response to the error.

■ **If one of the following messages is displayed outside of the BJ Status Monitor:**

**Could not spool successfully due to insufficient disk space**

Increase the amount of free space on the disk by deleting any unnecessary files.

**Could not spool successfully due to insufficient memory**

Increase available memory by closing any other applications currently running.

**Printer driver could not be found**

Uninstall the printer driver and reinstall it.

 [Uninstalling Printer Drivers](#)

**Background printing failed (Windows Me/Windows 98/Windows 95 only)**

Restart Windows and try printing again.

**Could not print [application name] – [file name]**

Try printing again once the current job is finished.

## Other Error Messages

Macintosh

- If a message with the format "Error No.: Xn" (where "X" represents a letter and "n" represents a number) is displayed:

### Error No.: X202

Not enough memory for printing. Increase available memory by closing any other applications currently running.

### Error No.: X203

There is a problem with the printer driver. Uninstall the printer driver and reinstall it.

 [Uninstalling Printer Drivers](#)

### Error No.: X300

Ensure that the power is on, and that the printer and the computer are securely connected. If the problem remains, verify the Chooser setting.

- 1 In the **Apple** menu, select **Chooser**.
- 2 Click the **S820** icon and ensure that S820 is selected as the connected destination.

If it is not selected, select it.

If the problem remains, disable all unnecessary Extensions and Control Panels from the Extensions Manager.

## Problems Unique to Windows

---

- The BJ Status Monitor is Not Displayed
- Cannot Print in Background (Windows Me/Windows 98/Windows 95 only)
- Cannot Print Normally

## The BJ Status Monitor is Not Displayed

---

- Ensure that "Enable bi-directional support for this printer" is selected.

- 1 Open the Printer Properties dialog box from the **Start** menu.
  - ➡ Opening the Printer Properties dialog box directly from the Start menu
- 2 On the **Details** tab (or **Ports** tab), click **Spool Settings** and select "Enable bi-directional support for this printer" (or "Enable bi-directional support").

- If the printer is connected to the parallel interface, ensure that the printer cable supports bi-directional communication.

The BJ Status Monitor is displayed only when the computer and cable support bi-directional communication. If you do not know whether your computer and printer cable support bi-directional communication, contact your dealer or computer manufacturer.

## Cannot Print in Background (Windows Me/Windows 98/Windows 95 only)

---

### ■ Check the amount of free space on the hard disk.

Background printing requires a certain amount of disk space. You may need to delete unnecessary files, or disable background printing.

### ■ Ensure that background printing is enabled.

- 1 Open the Printer Properties dialog box.  
 [Opening the Printer Properties Dialog Box](#)
- 2 On the **Page Setup** tab, click **Printer control...** and select **Background Printing**.

## Cannot Print Normally

---

- **When the printer port is set to "ECP", cancel ECP mode and then try printing again.**

Sometimes ECP mode disrupts normal printing.

- 1 Open the Printer Properties dialog box.
- 2 Click the **Maintenance** tab.
- 3 Click **Custom Settings** to open the Custom Setting dialog box.
- 4 Clear the **Set printer to ECP mode** check box, and then click **Send**.
- 5 Turn the printer off and back on again.



- If the WPS driver or CAPT driver is installed, either uninstall it or change the driver port to FILE as follows.

The WPS (Windows Printing System) driver or CAPT (Canon Advanced Printing Technology) driver may disrupt normal printing.

- 1 Click the **Start** button, then click **Settings** and **Printers**.  
For Windows XP, click **Start** and select **Settings, Control Panel**, and then **Printers**.
- 2 Display the WPS or CAPT driver properties, and click the **Details** tab.
- 3 Change the **Print to the following port** field to **FILE**.

## Problems Unique to the Macintosh

---

- Jagged Text/Graphics, or Banded Gradations
- Cannot Print in Background

## Jagged Text/Graphics, or Banded Gradations

---

### ■ Ensure that your application supports Quick Draw.

If you are using a PostScript-compatible application, printed text and lines may appear jagged and gradations may appear banded. As the S820 Photo Printer is not a PostScript printer but a Quick Draw printer, use an application compatible with Quick Draw for printing.

## Cannot Print in Background

---

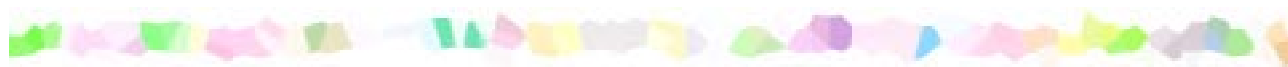
### ■ Ensure that background printing is enabled.

- 1 In the **Apple** menu, select **Chooser**.
- 2 Click **Backgrounding** on.

### ■ Check the amount of free space on the hard disk.

Background printing requires a certain amount of disk space. You may need to remove unnecessary files, or disable background printing.

# Appendices



- For Faster Printing

Windows

## For Faster Printing

---

The USB interface provides the quickest printing with Windows Me, Windows 2000 and Windows 98. Refer to the *Quick Start Guide* for USB connection details.

When using the parallel printer interface, use the ECP data transfer mode for faster printing.

**Note** ➤ The ECP mode may not speed up printing on some computers.

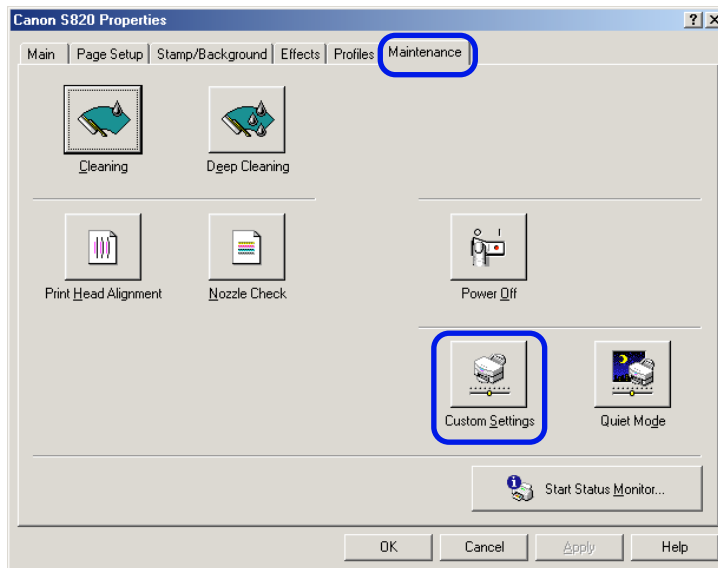
- 1 To enable the ECP mode, first confirm the following:
  - The printer and computer are connected with a parallel printer cable.
  - The printer driver has been installed.
  - The printer port of the computer supports the ECP mode.
  - The parallel port is set to ECP mode in the BIOS settings.

**Note** ➤ Refer to your computer manual for details on printer port specifications and BIOS settings.

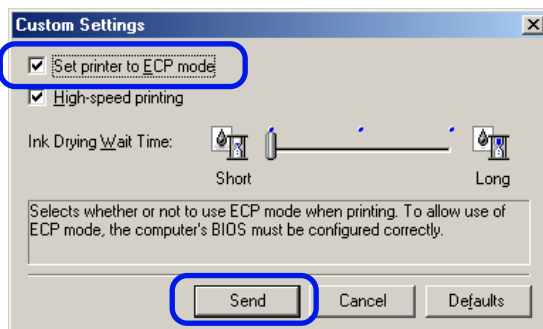
- 2 Open the Printer Properties dialog box from the **Start** menu.

➡ [Opening the Printer Properties dialog box directly from the Start menu](#)

- 3 Click the **Maintenance** tab and click the **Custom Settings** icon.



- 4 Select the **Set printer to ECP mode** check box and click **Send**.



**Note**

- Some computers may have problems printing in the ECP mode. In this case, clear the **Set printer to ECP mode** check box in the screen above, and click **Send**. Turn the printer off and back on to cancel the ECP mode.
- With Windows 95, a problem may remain after you cancel the ECP mode setting. See also “Unable to Print from the Canon BJ Printer Port” in the on-line help.



# Specifications



## Printing method:

Bubble Jet on-demand

## Printing resolution:

2400 (horizontal) × 1200 (vertical) dpi. max.

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

Black printing	Fast (Draft):	4 ppm
	Standard:	3.5 ppm
Color printing	Fast (Draft):	4 ppm
	Standard:	2.4 ppm
Photo printing (PR-101 A4)	High (Fine):	0.47 ppm

## Print direction:

Bi-directional

## Print width:

8.0 in / 203.2 mm max.  
(for borderless printing: 8.5 in / 216.0 mm)

## Resident print control mode:

Canon extended mode

Receive buffer:

80 KB

Interface (parallel):

IEEE1284-compatible

Interface (USB):

USB 1.1-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 57-30360 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 6.5 ft (2.0 m)

Connectors: USB standard Series B pluggable

Acoustic noise level:

Approx. 37 dB (A) (in the best quality mode)

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

Europe AC 230 V $\pm$ 10%, 50 Hz

Australia AC 240 V, 50 Hz

Power consumption:

Standby: 3 W

Printing: 24 W

Dimensions (without a paper rest and paper output tray):

16.9 (W)  $\times$  11.6 (D)  $\times$  7.0 (H) in

430 (W)  $\times$  294 (D)  $\times$  177 (H) mm

Weight:

Approx. 11 lb. (5.2 kg)

## ■ Feed method:

Continuous feed through auto sheet feeder

For Plain Paper, Envelopes, High Resolution Paper,  
Glossy Photo Paper, High Gloss Photo Film,  
Glossy Photo Cards, Photo Paper Pro,  
Transparencies, T-shirt Transfers, Banner Paper

## ■ Sheet feeder capacity:

Plain Paper (75 gsm)	100 sheets max.
High Resolution Paper	80 sheets max.
Envelopes	10 pieces max.
Glossy Photo Paper	1 sheet
High Gloss Photo Film	1 sheet
Glossy Photo Cards	20 sheets max.
Photo Paper Pro	1 sheet
Photo Paper Pro (borderless)	20 sheets max.
Transparencies	30 sheets max.
T-Shirt Transfers	1 sheet
Banner Paper	1 sheet

## ■ Ordinary print media:

Regular size: 4" × 6", Letter, Legal, A4, A5, B5, US Com.#10, European DL

Custom size: width: 3.54 to 8.5 in (90.0 to 215.9 mm)  
height: 4.72 to 23.0 in (120.0 to 584.2 mm)

Weight: 17 to 28 lb (64 to 105 g/m<sup>2</sup>) for non-Canon brand media

Canon Special media:

High Resolution Paper

Glossy Photo Paper

High Gloss Photo Film

Glossy Photo Cards

Photo Paper Pro

Photo Paper Pro

Transparencies

T-Shirt Transfers

Banner Paper

## ■ Graphic image printing:

Data format: Canon extended mode: Raster image format

Resolution: Canon extended mode: 600, 1200, 2400 dpi

## ■ Printhead:

Black, Photo Cyan, Photo Magenta, Cyan, Magenta, Yellow: 256 nozzles (1200 dpi)

## ■ Ink Tanks:

Capacity (page):

Black (BCI-6BK)	approx. 620 <sup>*1</sup> , approx. 1150 <sup>*2</sup>
Cyan (BCI-6C)	approx. 980 <sup>*2</sup>
Magenta (BCI-6M)	approx. 740 <sup>*2</sup>
Yellow (BCI-6Y)	approx. 480 <sup>*2</sup>
Photo Cyan (BCI-6PC Photo)	approx. 430 <sup>*2</sup>
Photo Magenta (BCI-6PM Photo)	approx. 280 <sup>*2</sup>

\*1 1500 characters per page, normal text, at standard and plain paper mode with Windows Me/Windows 98/Windows 95

\*2 Based on printing the ISO JIS-SCID No.5 pattern selecting **Print a top-quality photo** and **plain paper** in the Print Advisor dialog box with Windows Me/Windows 98

## ■ Printer driver operating environment:

### Windows

IBM PC/AT-compatible computer running on Windows XP, Windows Me, Windows NT, Windows 2000, Windows 98, or Windows 95.

### Macintosh

Macintosh computer equipped with a USB interface and Mac OS.8.6 or 9.x.

## ■ Hard disk space:

Approx. 15 MB to install on Windows Me, Windows 98 and Windows 95, 30 MB on Mac OS, or approx. 25 MB on Windows XP, Windows 2000 and Windows NT 4.0 (including temporary files)

## Note



When connecting printer and computer through USB interface, use the system under the following operating environment.

### Windows

Computer in which Windows XP, Windows Me, Windows 2000 or Windows 98 was preinstalled by the computer manufacturer on purchase (including models with preinstalled Windows 98 that was upgraded to Windows XP, Windows Me or Windows 2000).

### Macintosh

Macintosh computer that is equipped with a USB interface and Mac OS 8.6 or 9.x, which was preinstalled by the computer manufacturer on purchase.


Specifications subject to change without prior notice.

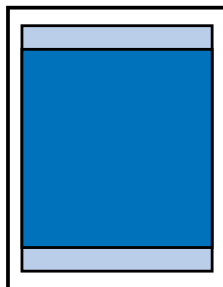
## ■ Printing Area

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. (  )



➡ 4" x 6", A4, B5, A5

➡ Legal, Letter

➡ Envelopes

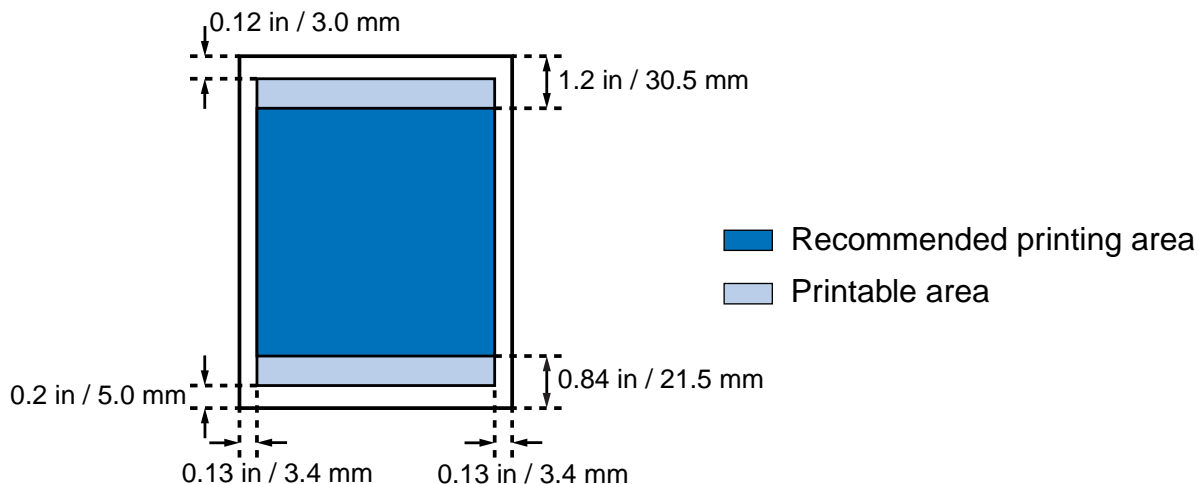
➡ Banner Paper



## 4" x 6", A4, B5, A5

Size	Printable Area (width x height)
4" x 6"	3.7 × 5.7 in / 94.8 × 144.4 mm
A4	8.0 × 11.4 in / 203.2 × 289.0 mm
B5	6.9 × 9.8 in / 175.2 × 249.0 mm
A5	5.6 × 7.9 in / 141.2 × 202.0 mm

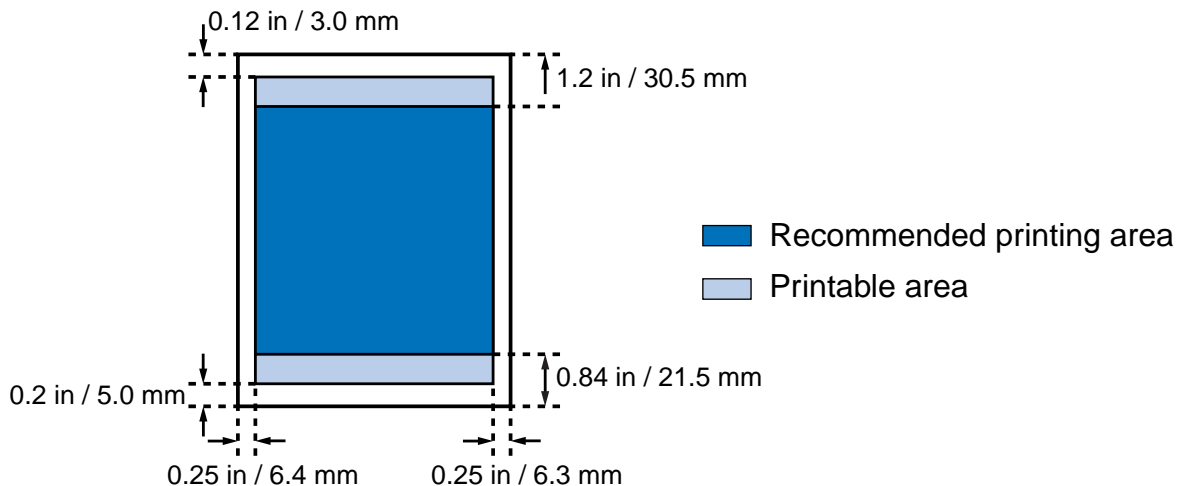
**Note** ➤ When printing on Photo Paper Pro and Glossy Photo Paper, selection of "Borderless Printing" enables you to make prints with no margins. However, borderless printing may cause the top and bottom edges of paper to decrease in print quality or become soiled.



## Legal, Letter

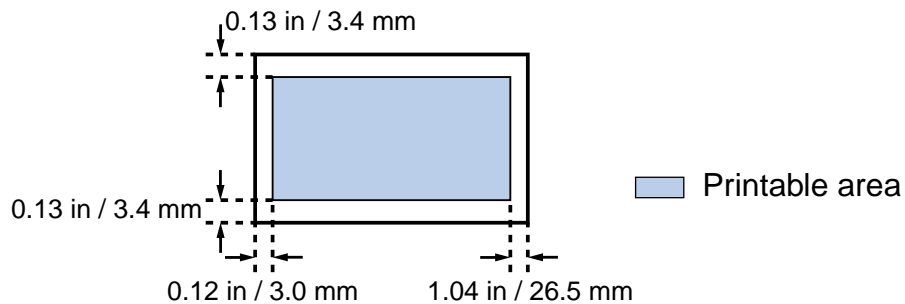
Size	Printable Area (width x height)
Legal	8.0 × 13.7 in / 203.2 × 347.6 mm
Letter	8.0 × 10.7 in / 203.2 × 271.4 mm

**Note** ▶ When printing on Photo Paper Pro and Glossy Photo Paper, selection of "Borderless Printing" enables you to make prints with no margins. However, borderless printing may cause the top and bottom edges of paper to decrease in print quality or become soiled.



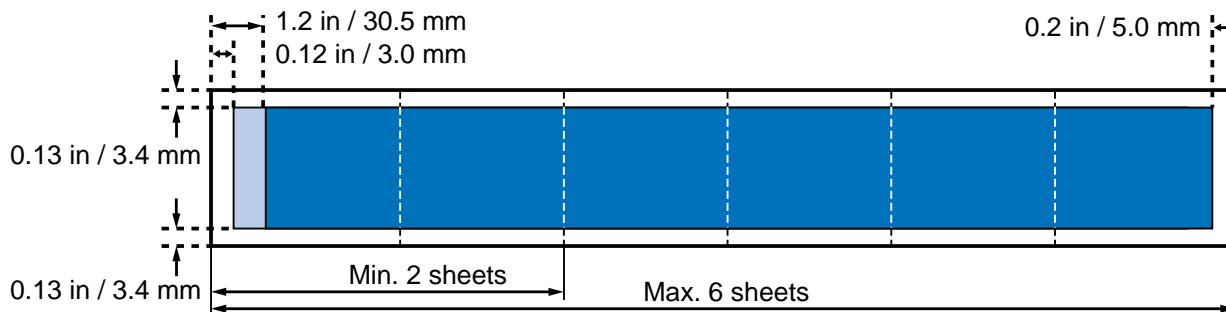
## Envelopes

Size	Printable Area (width x height)
US Com. #10	8.3 × 3.9 in / 211.8 × 98.0 mm
European DL	7.5 × 4.1 in / 190.5 × 103.2 mm



## Banner Paper

Size	Printable Area (width x height)
Banner Paper	Letter: 8.0 × 65.7 in / 203.2 × 1668.4 mm
	A4: 8.0 × 69.8 in / 203.2 × 1774.0 mm



Recommended printing area

Printable area

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