

# Canon

**i9900** Series  
Photo Printer

## Quick Start Guide



# Getting Help from Canon

## Help Us Help You Better

**Before you contact Canon, please record the following information.**

Serial Number (located on the inside of the printer): \_\_\_\_\_

Model Number (located on the front of the printer): \_\_\_\_\_

Printer Driver CD-ROM number (located on the CD-ROM): \_\_\_\_\_

Purchase Date: \_\_\_\_\_

## Customer Technical Support Sequence\*

### 1. Internet—[www.canontechsupport.com](http://www.canontechsupport.com)

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

### 2. Email Tech Support—[www.canontechsupport.com](http://www.canontechsupport.com)

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

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

This option provides live telephone technical support, free of service charges, Monday-Saturday (excluding holidays), for the one year duration of your product warranty. You can continue to call via the toll number for technical support (see #4, below) at the expiration of the warranty, or you can extend your service and support coverage (both toll-free tech support and repair) by purchasing a cost-attractive Canon CarePAK extended service plan. For more information, please visit our Web site at [www.canonesp.com](http://www.canonesp.com).

### 4. Live Tech Support\*\*—(1-757-413-2848)

This service is available to you at the expiration of your product’s warranty period, and provides live telephone technical support, which may include a fee, Monday-Saturday (excluding holidays). Telephone Device for the Deaf (TDD) support is available at (1-866-251-3752).

### 5. Extended Service and Support—[www.canonesp.com](http://www.canonesp.com)

Canon CarePAK Extended Service Plan is a cost-attractive and easy-to-use extended service program that provides up to three full years of service and support coverage at a very attractive price. CarePAK offers toll-free Canon technical support and includes Canon’s superb InstantExchange product replacement program. For further information about extending your Canon service and support, call (1-800-385-2155), or visit our Web site at [www.canonesp.com](http://www.canonesp.com). CarePAK must be purchased during your product’s warranty period.

\* Support program specifics are subject to change without notice.

\*\* Refer to the individual product information for details

**Canon**

*i*9900 Series

**Photo Printer**

**Quick Start Guide**

Canon i9900 Series Photo Printer Quick Start Guide.

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Canon U.S.A., Inc. has reviewed this manual thoroughly in order that it will be an easy-to-use guide to your Canon i9900 Series Photo Printer. All statements, technical information and recommendations in this manual and in any guides or related documents are believed reliable, but the accuracy and completeness thereof are not guaranteed or warranted, and they are not intended to be, nor should they be understood to be, representation or warranties concerning the products described.

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# Basic Printing

 **Note** This *Quick Start Guide* describes some of the features of your i9900 printer and how to use them. For more information, view the i9900 *User's Guide* on the *Setup Software & User's Guide CD-ROM*.

You can also access the online help in either of the following ways depending on your operating system:

## Windows

- Press the **F1** key
- Click **?** in the upper right corner, then click the feature you want to know more about.
- Click the **Help** button when displayed.

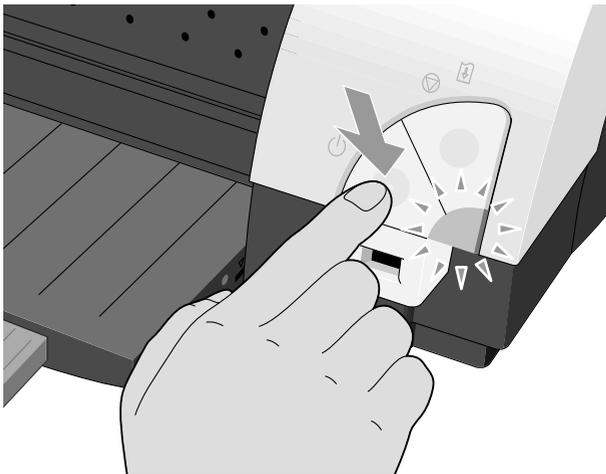
## Macintosh

- Click **?** in the **Page Setup** dialog box or the **Print** dialog box.

## Turning on the Printer

- 1** Press the **POWER** button.

The **POWER** lamp flashes while the printer warms up and changes to steady (non-flashing) green when the printer is ready.



- Important**
- Before unplugging the power cord, turn off the printer and ensure that the green lamp has gone out.
  - If the **POWER** lamp changes to orange and begins flashing, refer to the section “**Handling Error Messages**” on page 69.
  - Macintosh only  
When using a FireWire cable to connect the printer, be sure to observe the following things:
    - Turn off the printer before your computer goes into sleep mode.
    - Turn off the computer and the other equipment before turning on/off the printer.
    - Turn off the printer before connecting or disconnecting other equipment connected to your computer through a FireWire cable.

## Loading Paper

### ■ Print Media to Avoid

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
- Damp paper
- Excessively thin paper (less than 64 gsm or 17 lb)
- Excessively thick paper\* (more than 105 gsm or 28 lb)  
\*non-Canon branded paper
- Picture postcards
- Postcards affixed with photos or stickers
- Envelopes with double flaps
- Sealed envelopes
- Envelopes with an embossed or treated surface
- Any type of paper with holes (such as loose-leaf)

### ■ Loading the Print Media

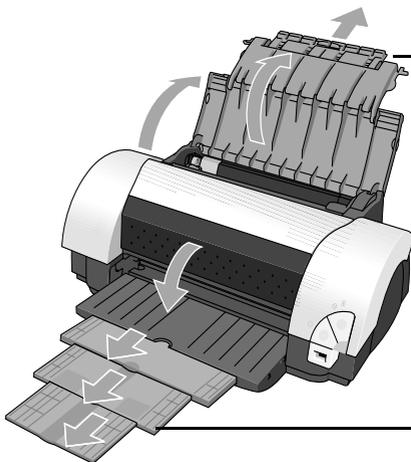
This section describes how to load plain paper into your printer.

- For detailed information on the specialty media Canon provides for use with its various printers, refer to the section “**Using Specialty Media**” on page 6.
- Consult the *User’s Guide* for detailed instructions on how to load envelopes and specialty media into the printer.

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

**Important** When paper is curled, hold the opposing curled corners and gently bend them in the opposite direction until the paper becomes completely flat.

#### 2 Prepare to load paper.

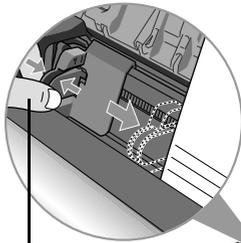


(1) Open the paper rest and pull out the paper rest extension to support the paper.

(2) Pull the output tray extension out two steps when printing on Ledger (11" x 17") size paper or smaller, and pull it out three steps when printing on paper larger than Ledger.

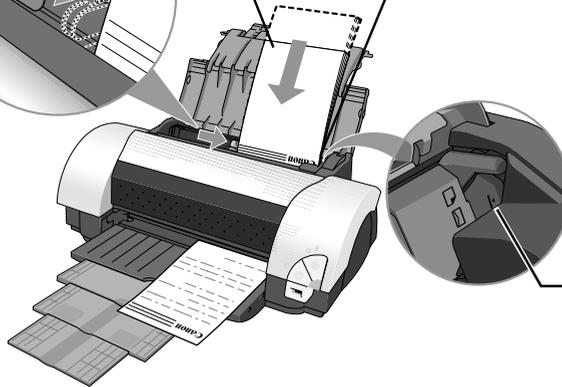
### 3 Load the paper.

(1) Insert the paper into the Auto Sheet Feeder with the print side facing up. When loading the 4" x 6" paper, load sheets in the portrait position (short side facing down).



(2) Align the paper stack against the right side of the Auto Sheet Feeder.

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



**Load Limit Mark**  
Do not load paper beyond this Load Limit Mark.



**Note**

- Do not stack more than 50 sheets in the paper output tray.
- Do not touch the printed surface until the ink dries. For specific drying times, refer to the instructions packaged with your media.

## Using Specialty Media

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

### ■ Photo Quality Media

- Photo Paper Pro
- Photo Paper Pro (Perforated)
- Photo Paper Plus Glossy
- Photo Paper Plus Semi-gloss
- Matte Photo Paper
- Glossy Photo Paper
- High Resolution Paper



### ■ Media Suited for Business Documents

- High Resolution Paper
- Transparencies



## ■ Canon Specialty Media

Media Type	Paper Rest Load Limit	Printer Driver Setting for Media Type
Photo Paper Pro	13" x 19": 1 sheet Letter: up to 10 sheets* 4" x 6": up to 20 sheets	Photo Paper Pro
Photo Paper Pro (Perforated)	4" x 6": up to 20 sheets	Photo Paper Pro**
Photo Paper Plus Glossy	13" x 19": 1 sheet Letter: up to 10 sheets 5" x 7": up to 10 sheets 4" x 6": up to 20 sheets	Photo Paper Plus Glossy
Photo Paper Plus Semi-gloss	Letter: up to 10 sheets 4" x 6": up to 20 sheets	Photo Paper Plus Glossy
Matte Photo Paper	Up to 10 sheets	Matte Photo Paper
Glossy Photo Paper	13" x 19": 1 sheet Letter: up to 10 sheets 4" x 6": up to 20 sheets	Glossy Photo Paper
High Resolution Paper	13" x 19": up to 20 sheets 11" x 17": up to 50 sheets Letter: up to 80 sheets	High Resolution Paper
T-Shirt Transfers	1 sheet	T-Shirt Transfer
Transparencies	Up to 30 sheets	Transparency

-  **Note**
- When using plain paper (64 gsm or 17 lb), up to 150 sheets (13 mm in height) can be loaded. Select **Plain Paper** from the printer driver **Media Type**.
  - For detailed description of print media types, refer to the *User's Guide*.

\* When the sheets do not feed properly, load them one at a time (up to 10) in the Auto Sheet Feeder to keep them from sticking to each other.

\*\* Print settings are much easier to select if you use the applications included on the *Setup Software & User's Guide CD-ROM* when printing with Photo Paper Pro Perforated.

For instructions on how to print from the software applications, refer to the *Photo Application Guide*.

### ■ Caring for Your Photographs

The Canon i9900 Photo Printer will generate spectacular results for printing photographs, especially when used with Canon specialty media. All images are susceptible to fading over time, but proper care of prints made from your i9900 Photo Printer will ensure that print quality lasts long into the future.

Many environmental factors can impact how long a printout will last before noticeable image fading occurs. Exposure to sunlight or other light sources, humidity, temperature, exposure to cigarette smoke and ozone are just some of the factors that can impact image permanence. While many of these variables cannot be controlled, there are basic measures that you can take to prolong image quality:

- Use Canon Photo Paper Pro and genuine Canon inks. Canon Photo Paper Pro is available in A3+ size (13" x 19") and letter size (8 1/2" x 11"). Canon Photo Paper Pro for Borderless Printing is available in photo size (4" x 6"). These papers are specifically designed to work with genuine Canon inks.
- Mount images under glass to reduce exposure to ozone, cigarette smoke and other environmental factors that can degrade images.
- Keep printed images out of direct sunlight or other intense light sources.



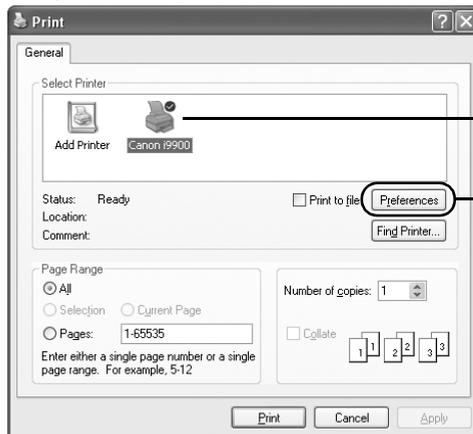
## Printing with Windows

-  **Note**
- The menu screens and dialog boxes that appear may vary, depending on the software application you are using.
  - The steps described in this section are for printing in Windows XP.

**1** Create a document or open a file to print.

**2** Open the **Printer Properties** dialog box.

- (1) Select **Print** from the application software's **File** menu.  
The **print** dialog box opens.



(2) Ensure that **Canon i9900** is selected.

(3) Click **Preferences** or **Properties**.

### 3 Specify the required settings.



(1) Click **Media Type** to select the type of media loaded in the printer.

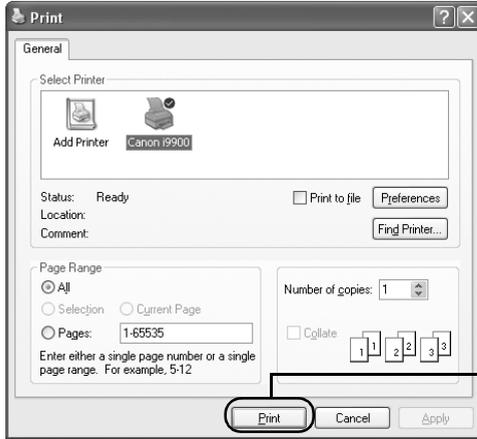
(2) Click **OK**.



#### Note

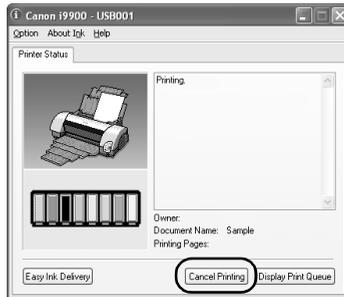
- From the **Page Setup** tab, select the correct document size to be printed.
- To adjust Print Quality settings, select **Custom** and click **Set** on the **Main** tab. You can control the print quality in the **Set Print Quality** dialog box.
- For details about other printer driver functions, refer to the *User's Guide* or **Help**.
- Select **Preview before printing** by clicking the check box. This displays a preview screen that allows you to confirm the selected printing effects and how your document will look when printed. Some applications do not contain the function to display the preview.
- The print settings are automatically changed according to the type of paper loaded in the printer, if **Plain Paper** has been selected in **Media Type**.  
This function may not work properly for some media.  
To ensure high printing quality, you are recommended to select the desired type of paper in **Media Type** first.

## 4 Print the document.



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

- Notes**
- You can cancel a print job in progress by simply pressing the **RESUME/CANCEL** button on the printer.
  - Click **Cancel Printing** on **BJ Status Monitor** to stop printing. To show **BJ Status Monitor**, Click **!** on **Task Tray**.
  - **BJ Status Monitor** appears automatically when a printer error occurs.



# Macintosh

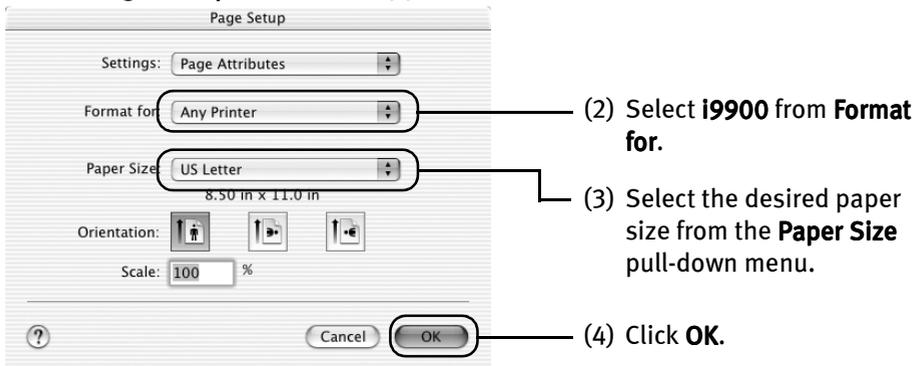
## Printing with Macintosh

-  **Notes**
- The menu screens and dialog boxes that appear may vary, depending on the software application you are using.
  - The steps described in this section are for printing in Mac OS X v.10.2.x.

**1** Create a document or open a file to print.

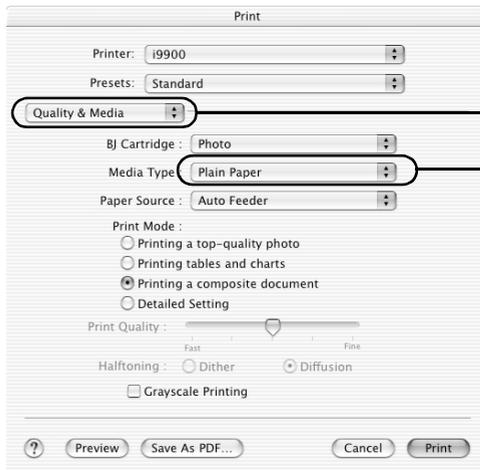
**2** Select **Paper Size**.

(1) Select **Page Setup...** from the application software's **File** menu.



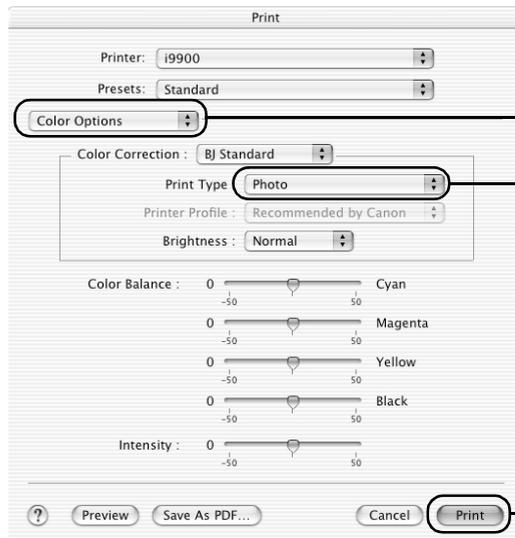
**3** Specify the required settings.

(1) Select **Print...** from the application software's **File** menu.



(2) Select **Quality & Media** from the pull-down menu.

(3) Select the desired media type from the **Media Type** pull-down menu.

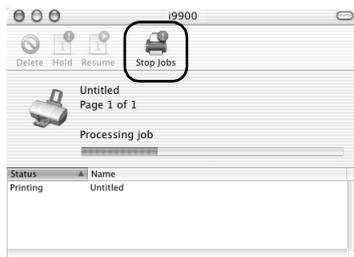


(4) Select **Color Options** from the pull-down menu.

(5) Select the type of the document from the **Print Type** pull-down menu.

(6) Click **Print**.

-  **Notes**
- For details about other printer driver functions, refer to the *User's Guide* or **Help**.
  - The print settings are automatically changed according to the type of paper loaded in the printer, if **Plain Paper** has been selected in **Media Type**.  
This function may not work properly for some media.  
To ensure high printing quality, you are recommended to select the desired type of paper in **Media Type** first.
  - You can cancel a print job in progress by simply pressing the **RESUME/CANCEL** button on the printer.
  - Double-clicking the printer name in the **Printer list** displays a dialog that prompts you to confirm the status of the print job(s). To cancel a job in progress, select the desired document, then click **Delete**. To temporarily stop a job in progress, click **Pause**. To cancel all the jobs in the list, click **Stop Jobs**.



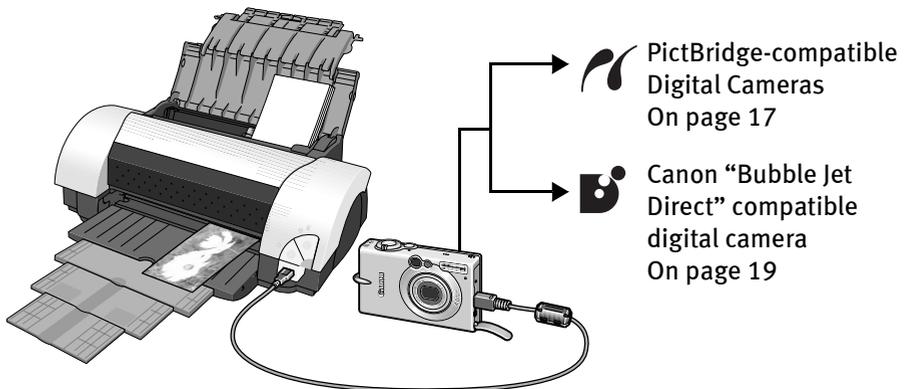
# Advanced Printing

## Printing Photographs Directly from a Digital Camera

Connecting a compatible digital camera or camcorder to the printer allows you to print recorded images directly without using a computer. This printer supports both “PictBridge” and Canon “Bubble Jet Direct.”

-  **Note**
- PictBridge is an industry standard enabling a range of digital photo solutions, including the direct printing of photos from a compatible digital still cameras or camcorders\* without the need to use a computer.
  - Canon “Bubble Jet Direct” allows you to print photos from a Canon “Bubble Jet Direct” compatible (“PictBridge” incompatible) digital camera or digital camcorder without a computer, by simply connecting the digital camera or digital camcorder to this printer.

\* Hereafter, the digital still camera and digital video camcorder are collectively called a digital camera or camera.



### ■ Connecting to a Digital Camera

**Caution** Do not connect any equipment other than the camera ready for “PictBridge” or Canon “Bubble Jet Direct” to the Direct Print Port of the printer. If you do so, electric shock, fire, or damage to the camera could result.

-  **Note**
- When printing photos with the digital camera connected to the printer, it is advisable to use the AC adapter supplied with the camera. If you use the camera battery, be sure to charge it fully.
  - The print head cannot be aligned using the controls of the digital camera. To align the print head, connect the printer to the computer.
  - Depending on the model or brand of your camera, you may have to select a print mode compliant with “PictBridge” before connecting the camera.  
You may also have to turn on the camera or select Play mode manually after connecting the camera to the printer.  
Perform necessary operations according to the instruction manual supplied with your camera.
  - When printing from your PC, be sure to unplug the cable connecting the digital camera.

**1** Set up the printer.

**2** Turn on the printer.

**3** Load the paper into the paper rest.

**4** Connect the digital camera to the printer.

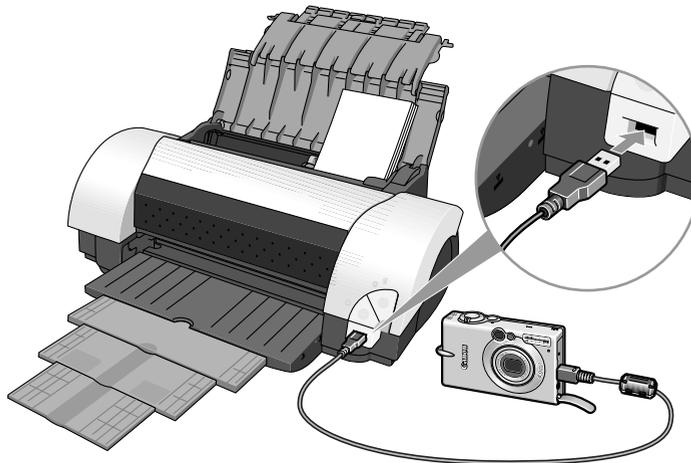
(1) Make sure the camera is turned off.

(2) Connect the camera to the printer using the USB cable (for connection to a computer) supplied with the camera.

(3) Turn on and set up the camera for direct printing.

When the connection between the camera and printer has been established, the Power lamp on the printer flashes once.

\* The power-on sequence may differ depending on the model or brand of the camera.



Either of the following icons will display on the LCD display of the digital camera when the printer is correctly connected.



A PictBridge-compliant digital camera.



A Canon "Bubble Jet Direct" compatible digital camera.

## ■ Direct Printing from PictBridge-compatible Digital Cameras

### ■ Default Camera Settings

When a PictBridge-compatible camera is connected and printing is started with no printing option selected, this printer operates based on the following default settings:

- Paper size..... 4"×6"
- Paper type ..... Photo (Photo Paper Plus Glossy)
- Layout ..... Borderless
- Trimming ..... Off (No trimming)
- Image optimize ..... On (Exif Print)
- Date print ..... Off (No printing)

### Additional Settings

The settings explained below cannot be made on some camera. If any setting cannot be made, the default setting explained above is used.

Names of settings that are displayed on Canon PictBridge-compatible cameras are used in the description given below. Different names may be displayed on your camera depending on the brand or model.

For details, refer to your camera's instruction manual.

### ■ About “Paper Size” and “Paper Type”

To change the paper size or paper type, operate from the camera to select the PictBridge print setup mode and confirm or check the settings.

By default, 4"×6" is selected in “Paper Size” and “Photo (Photo Paper Plus Glossy)” is selected in “Paper Type” for this printer. To use Photo Paper Pro, select “Fast Photo” in “Paper type”.

If using a Canon PictBridge-compatible camera, you can select 5"×7" in “Paper Size”. The following sizes and types of paper can be loaded in the printer by selecting options in “Paper Size” and “Paper Type”.

“Paper Size” setting	“Paper Type” setting	Paper loaded in printer
4"×6" (Default)	Photo (Default)	Photo Paper Plus Glossy
	Fast Photo	Photo Paper Pro
8.5"×11" (Letter)	Photo	Photo Paper Plus Glossy
	Fast Photo	Photo Paper Pro
5"×7"	Photo	Photo Paper Plus Glossy

### ■ About “Image optimize”

If you use a Canon PictBridge-compatible camera, you can select "VIVID", "NR", or "VIVID+NR". (Note that these options cannot be selected for some models.)



- Note**
- When "VIVID" is selected, green and blue portions of photos are printed vividly.
  - When "NR" (Noise Reduction) is selected, noise in blue portions, such as the sky, and dark portions is removed.
  - When "VIVID+NR" is selected, functions of both "VIVID" and "NR" are performed.

### ■ About “Date print”

If “On” is selected, the shooting date recorded in Exif image data is printed on the lower-right corner of each photo.



- Note**
- This printer can handle only Exif/JPEG image data to produce photos using PictBridge.
  - Never disconnect the USB cable during printing.
  - When disconnecting the USB cable between the digital camera and printer, follow the instructions given in the Instruction Manual of Camera.
  - Controls of the digital camera cannot be used for the following:
    - Print quality setting
    - Printer maintenance

## ■ Printing Photographs Directly from a Canon “Bubble Jet Direct” compatible digital camera

### ■ Media Types for Digital Camera

When you connect a digital camera, you can use the following media:

Digital Camera Setting	Media Type
Card #1	Photo Paper Pro 4"×6" / 101.6×152.4 mm
Card #2	Photo Paper Plus Glossy 4"×6" / 101.6×152.4 mm
Card #3	Photo Paper Plus Glossy 5"×7" / 127.0×177.8 mm
LTR	Photo Paper Pro or Photo Paper Plus Glossy Letter
A4	Photo Paper Pro or Photo Paper Plus Glossy A4

-  **Note**
- For the digital camera operation method and troubleshooting, refer to your digital camera manual. For print error messages, refer to the User's Guide.
  - By operating the digital camera, you can make the following prints:
    - You can make a standard print from the image displayed in the single display mode or in the index display mode.
    - You can print specified numbers of images, or make an index print by editing the DPOF.
    - For the images taken with an Exif 2.2-compatible digital camera, the Photo Optimizer PRO function can be used.
    - If date printing is set from the operation panel of the digital camera, the date when the photograph was taken is to be printed (excluding the index print).
    - Images will be scaled automatically according to the image size set on the digital camera and the size of the media set on the printer.
  - The digital camera does not support the following functions:
    - Print quality setting
    - Maintenance
  - Images other than Exif may not be index printed.

## Accessing the Printer Driver

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



- Note**
- This section refers to Windows XP operation. The operations may vary depending on your operating system.
  - Depending on your application program, the command and menu names may differ, and there may be more steps involved in opening the **Printer Properties** dialog box. For more details, see the user's manual for your application.

### ■ Opening the Printer Properties Dialog Box from Your Application Program

- 1** In your 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 i9900** is selected. Then click **Preferences** (or **Properties**).  
The **Printer Properties** dialog box opens.

### ■ Opening the Printer Properties Dialog Box Directly from the Start Menu

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

When the **Printer Properties** dialog box is opened from the **Start** menu, additional tabs appear. These do not appear when the **Printer Properties** dialog box is opened from within an application.

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

- 1** Click **Start** and select **Control Panel, Printers and Other Hardware**, and then **Printers and Faxes**.  
For non-XP Windows, click **Start**, select **Settings**, and then **Printers**.
- 2** Select the **Canon i9900** icon.
- 3** Open the **File** menu and select **Printing Preferences** (or **Properties**).  
The **Printer Properties** dialog box opens.

# Adjusting the Print Quality for Photographs

## ■ Improving the Quality of Printed Images

Two important factors control the quality and output of your printed images:

### Paper and Ink

Using recommended Canon paper, specialty media and inks for printing photographs can significantly improve the quality of your printouts. See the inside back cover for a list of Canon Specialty Papers and ink tanks for this printer.

### Printer Driver Settings

The printer driver has a variety of settings that can be used to creatively enhance the colors and output of your photographs. Many of these features are covered in this chapter.

For more detailed information, see the *i9900 User's Guide* on the *Setup Software & User's Guide CD-ROM*.

You can also access the online help in either of the following ways depending on your operating system:

## Windows

- Press the **F1** key
- Click **?** in the upper right corner, then click the feature you want to know more about.
- Click the **Help** button when displayed.

## Macintosh

- Click **?** in the **Page Setup** dialog box or the **Print** dialog box.

## ■ Adjusting Print Quality

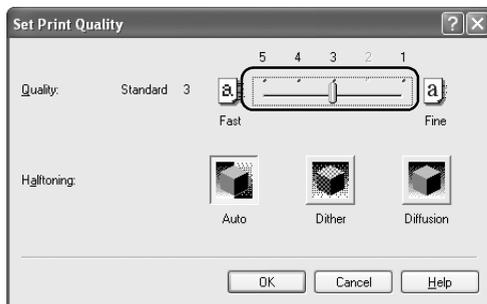
Features that affect the appearance and quality of your printed images can be controlled with the printer driver.

The i9900 automatically adjusts printer settings to improve print quality based on the media type (plain paper, Photo Paper Pro, and so on). You can also customize the **Print Quality settings** if desired.

To manually adjust Print Quality settings:

### Windows

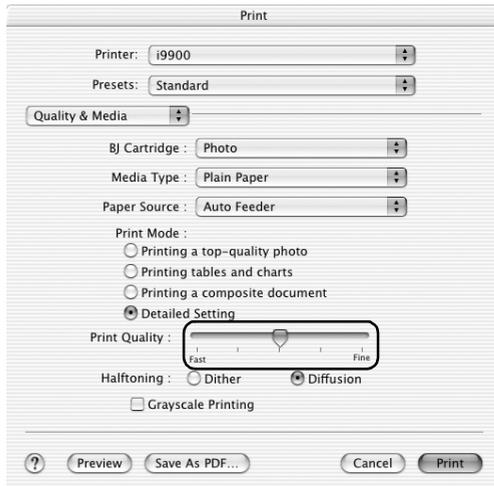
- 1** Open the **Printer Properties** dialog box.  
See “**Opening the Printer Properties Dialog Box from Your Application Program**” on page 20.
- 2** Select **Custom** in **Print Quality**, then click **Set...** to open the **Set Print Quality** dialog box.
- 3** Move the slide bar to adjust the print quality.



- 4** When the process is complete, click **OK**.

### Macintosh

- 1** Open the **Print** dialog box.  
See “**Printing with Macintosh**” on page 12.
- 2** Select **Quality & Media** from the pop-up menu, and then click **Detailed Setting**.
- 3** Move the slide bar to adjust the print quality.



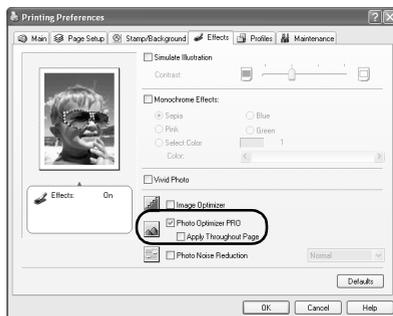
#### 4 When the process is complete, click **Print**.

#### To automatically optimize the image:

Photo Optimizer PRO automatically adjusts the photographs taken with a digital camera. Use this feature to compensate for unsatisfactory color balance and over- or under-exposure before printing. Photo Optimizer Pro is the function for Windows only.

### Windows

- 1 Open the **Printer Properties** dialog box.  
See “Opening the Printer Properties Dialog Box from Your Application Program” on page 20.
- 2 Click the **Effects** tab.
- 3 Select the **Photo Optimizer PRO** check box.



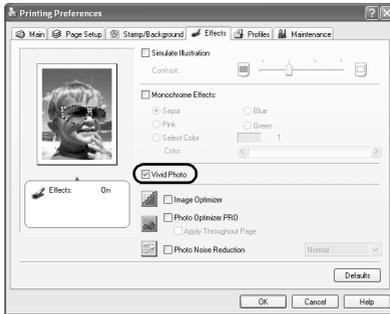
- 4 Click **OK**.

### To use Vivid Photo option:

Vivid Photo intensifies background colors like fields, trees, oceans and skies, while maintaining natural skin tones in the images.

## Windows

To use Vivid Photo, select the **Vivid Photo** check box on the **Effects** tab.

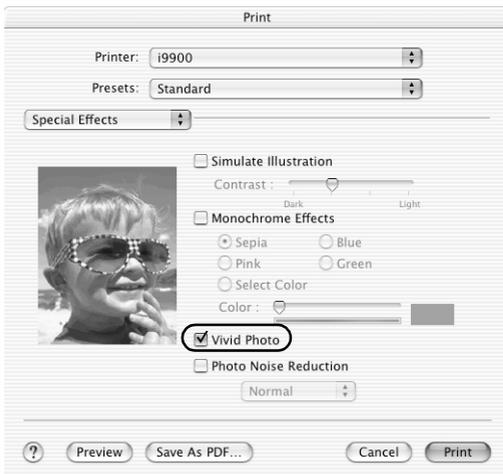


### Note In Windows Me or Windows 98

If Background Printing has been disabled, the Vivid Photo function is not available.

## Macintosh

To use Vivid Photo, select the **Vivid Photo** check box under **Special Effects**.

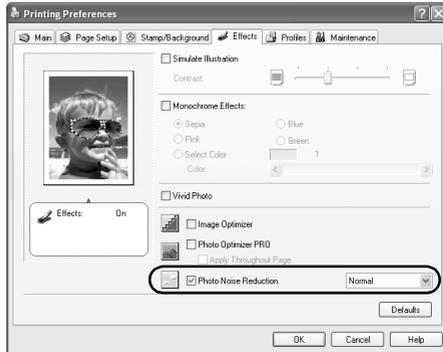


## To reduce noise from images taken with a digital camera:

The Photo Noise Reduction function reduces noise from blue portions such as the sky, and dark portions of the images taken with your digital camera.

## Windows

To use Photo Noise Reduction, select the **Photo Noise Reduction** check box on the **Effects** tab.

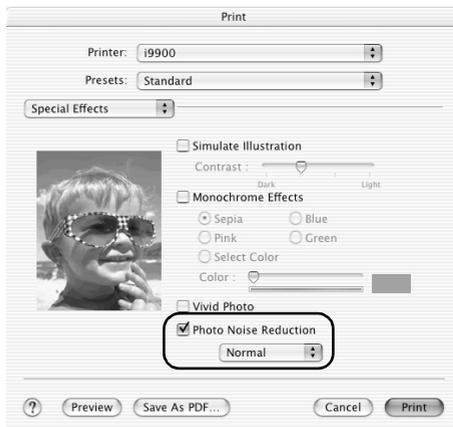


### Note **In Windows Me or Windows 98**

If Background Printing has been disabled, the Photo Noise Reduction function is not available.

## Macintosh

To use Photo Noise Reduction, select the **Photo Noise Reduction** check box under **Special effects**.

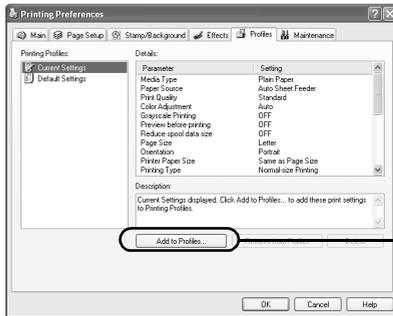


## ■ Saving and Recalling Driver Settings

When you change printer driver settings for a specific print job, such as printing black and white photos, or printing documents with a special background, you can save and name these settings for future use on similar print jobs.

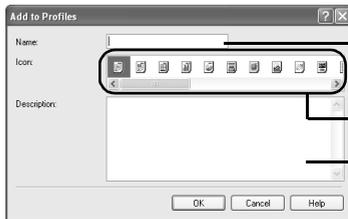
### Windows

- 1** Open the **Printer Properties** dialog box.  
See “**Opening the Printer Properties Dialog Box from Your Application Program**” on page 20.
- 2** Select all of the necessary settings.
- 3** Click the **Profiles** tab.
- 4** Enter the new settings in **Profiles**.



(1) Click **Add to Profiles**.

The **Add to Profiles** dialog box opens.



(2) Enter the name of profile for registering settings.

(3) Select an icon.

(4) Enter a description of the registering profile.

- 5** Click **OK**.
- 6** Click **OK** on the **Profiles** tab.  
This registers your printer driver print settings.

-  **Note** You can retrieve or delete the print settings profile at any time.
- Retrieving profile:** Select the desired profile from **Printing Profiles**, and click **Retrieve from Profiles**.
- Deleting unwanted profile:** Select the desired profile from **Printing Profiles**, and click **Delete**.  
For details, click **Help** and refer to the topic of this function.

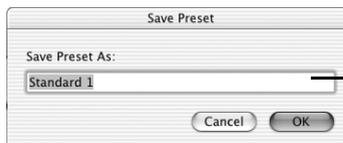
## Macintosh

- 1** Open the **Print** dialog box.  
See “**Printing with Macintosh**” on page 12.
- 2** Select all of the necessary settings.
- 3** Register the new printer driver settings.



(1) Click **Save As...** from **Presets**.

The **Save Preset** screen opens.



(2) Enter a name for your settings.

- 4** Click **OK**.  
This registers your printer driver settings.

 **Notes** You can retrieve or change the saved driver settings at any time.

- **Retrieving print settings:**

Select the name of the print settings to retrieve from the **Presets** in the **Print** dialog.

- **Changing drivers settings:**

When registered print settings are selected, you can delete them.

Select the name of settings to delete from the **Presets** in the **Print** dialog and click **Delete**.

When registered print settings are selected, you can change their name.

Select the name of settings to rename from the **Presets** in the **Print** dialog and click **Rename**.

## Using the Printer Driver Options

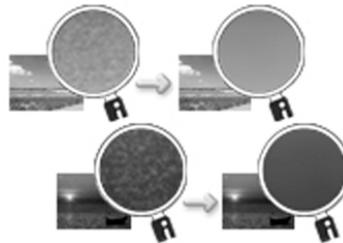
Your printer driver will provide you with many features that allow you to print a wide range of images and documents.

The illustrations below provide a basic introduction to many features offered by your printer driver.

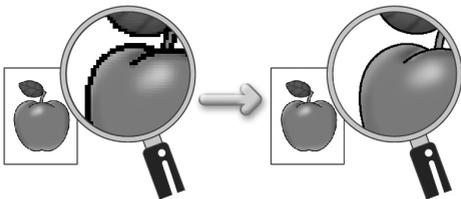
 **Note** For detailed descriptions of the printer driver functions, refer to the *User's Guide* included on the *Setup Software & User's Guide CD-ROM*.



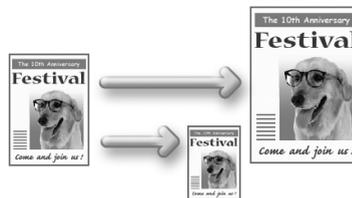
Printing with Borderless Printing



Reducing Noise from Images Taken with Digital Camera



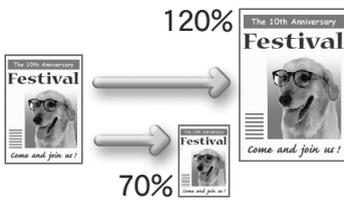
Smoothing the Rough Edges of Certain Images



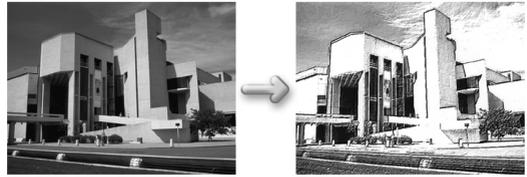
Automatically Resizing the Image to Fit the Page

## Advanced Printing

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Resizing the Image by Selecting the Scaling Ratio



Adding Illustrated Effect to Documents



Reducing the Sound of Printer Operation

## Using the Bundled Software

The *Setup Software & User's Guide CD-ROM* includes photo applications designed to edit the photographs taken by a digital camera and print them as photo-lab quality prints without white borders. Please use the application(s) suitable for your print purposes.

-  **Note**
- To install applications, refer to *Easy Setup Instructions*.
  - For details about using the photo applications, refer to the *Photo Application Guide* included on the *Setup Software & User's Guide CD-ROM*.

### ■ Easy-PhotoPrint (Windows/Macintosh\*)

You can print Borderless photos easily and quickly, just by selecting a photograph taken with a digital camera and the paper type on which to print. You can also use simple editing features such as trimming and image rotation. It is Exif Print\*\* compatible. Internet Explorer 4.0 or later must be installed. If you use Mac OS 9.x, CarbonLib 1.3.1 or later must be installed.

### ■ Easy-PhotoPrint Plus (Windows/Macintosh\*)

You can correct red eye on a flash picture or aestheticize the skin color. Easy-PhotoPrint prints the modified image.

### ■ ImageBrowser (Macintosh)

You can import photographs taken with a digital camera to the computer, edit and name them. You can produce Borderless prints or Index prints with ease. It is Exif Print\*\* compatible.

### ■ ZoomBrowser EX/PhotoRecord (Windows)

You can import photographs taken with a digital camera to the computer, edit, name and print them in an album format. PhotoRecord is Exif Print\*\* compatible.

### ■ PhotoStitch (Windows/Macintosh\*)

You can select multiple photographs and merge them to create a panoramic photo.

### ■ Easy-WebPrint (Windows)

You can easily print Web pages from Internet Explorer or pages from the *User's Guide* (on-screen manual of this printer) in full size. Easy-WebPrint automatically adjusts the layout when printing a screen from the web page. This feature enables you to print a screen without its right edge being cut off.

This application is a plug-in for Internet Explorer, and its toolbar is automatically added to Internet Explorer after installation. Internet Explorer 5.5 or later must be installed.

\* Mac OS 9, Mac OS X v.10.2.1 to 10.2.6 are supported.

\*\* Exif Print is the worldwide standard. Under Exif Print, the digital camera can record data tags for specific camera settings and functions such as whether the flash was on or off, whether the camera was in portrait or night scene mode, etc. Canon BJ Printers support Exif Print and use a suitable photo application to read the camera data precisely, producing optimal prints. This enables you to create prints that reproduce your vision more accurately than ever before.

# Windows

## Printing Borderless Photographs with Windows

This chapter describes the steps used to print from photo applications included with your *Setup Software & User's Guide CD-ROM* using the Borderless Printing mode.



### Note Media Types Suitable for Borderless Printing

- The following media are compatible with Borderless Printing:
  - Photo Paper Plus Glossy (13" x 19", LTR, 5" x 7", and 4" x 6")
  - Photo Paper Plus Semi-gloss (LTR and 4" x 6")
  - Photo Paper Pro (13" x 19", LTR, and 4" x 6")
  - Matte Photo Paper (LTR)
  - Glossy Photo Paper (13" x 19", LTR, and 4" x 6")
- Printing on paper other than the above may deteriorate the print quality or may produce the print in different color tone.
- Selecting the wrong media type may affect the colors or cause printing to slow down. To ensure optimum printing results, select the correct media type that matches the paper you are loading in the printer.
- Borderless Printing may not assure high print quality on the edges of the print or may cause the edges of the print blurred.

Follow the steps below to produce color prints of digital camera photographs with Easy-PhotoPrint using the Borderless Printing function. Easy-PhotoPrint supports Exif Print. Easy-PhotoPrint can handle only JPEG files (filename extension: .jpg and .jpeg).

This section describes how to print photographs stored in a folder on the hard disk.

You can edit images taken with a digital camera by using the Red-Eye Correction function and Digital Face Smoothing function of Easy-PhotoPrint Plus and print them with Easy-PhotoPrint. For more information about Easy-PhotoPrint and Easy-PhotoPrint Plus, refer to the Photo Application Guide.

### 1 Start Easy-PhotoPrint.

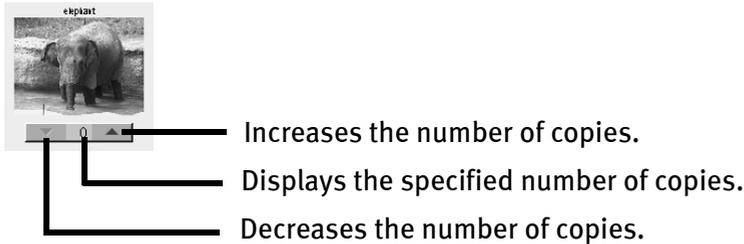
- (1) Store the photographs you took with your digital camera in a folder on the hard disk.
- (2) Click **Start**, select **All Programs** (or **Programs**), **Canon Utilities**, **Easy-PhotoPrint**, and then **Easy-PhotoPrint**.  
The **Image Selection** tab is displayed.

### 2 Select photographs.

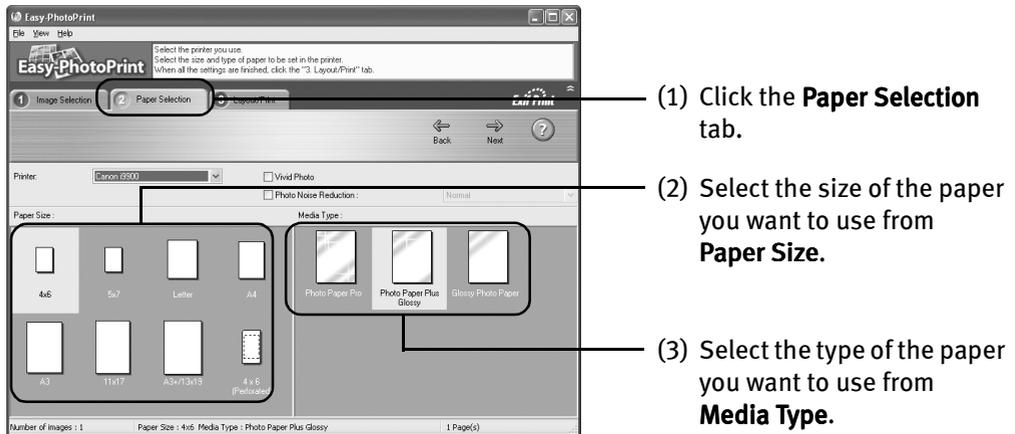
- (1) Select the folder containing the photograph you want to print.  
All photographs in the selected folder are displayed.



(2) Click the [▼][▲] button on the thumbnail of the photograph you want to print and specify the number of copies.



### 3 Select the paper.



### 4 Select the layout.



(1) Click the **Layout/Print** tab.

(2) Select **Borderless (full)**.

(3) Load the media specified in the **Paper Selection** tab.

(4) Click **Print**.

## Macintosh

# Printing Borderless Photographs with Macintosh

This chapter describes the steps used to print from Easy-PhotoPrint\* included with your *Setup Software and User's Guide CD-ROM* using the Borderless Printing mode.

\* If you use Mac OS 9.x, CarbonLib 1.3.1 or later must be installed.

### Note **Media Types Suitable for Borderless Printing**

- The following media are compatible with Borderless Printing:
  - Photo Paper Plus Glossy (13" x 19", LTR, 5" x 7" and 4" x 6")
  - Photo Paper Plus Semi-gloss (LTR, 4" x 6")
  - Photo Paper Pro (13" x 19", LTR, and 4" x 6")
  - Matte Photo Paper (LTR)
  - Glossy Photo Paper (13" x 19", LTR, and 4" x 6")
- Printing on paper other than the above may deteriorate the print quality or may produce the print in different color tones.
- Selecting the wrong media type may affect the colors or cause printing to slow down. To ensure optimum printing results, select the correct media type that matches the paper you are loading in the printer.
- Borderless Printing may not assure high print quality on the edges of the print or may cause the edges of the print blurred.

Follow the steps below to produce color prints of digital camera photographs with Easy-PhotoPrint using the Borderless Printing function. Easy-PhotoPrint supports Exif Print. Easy-PhotoPrint can handle only JPEG files (file name extension: .jpg and .jpeg).

This section describes how to print photographs stored in a folder on the hard disk.

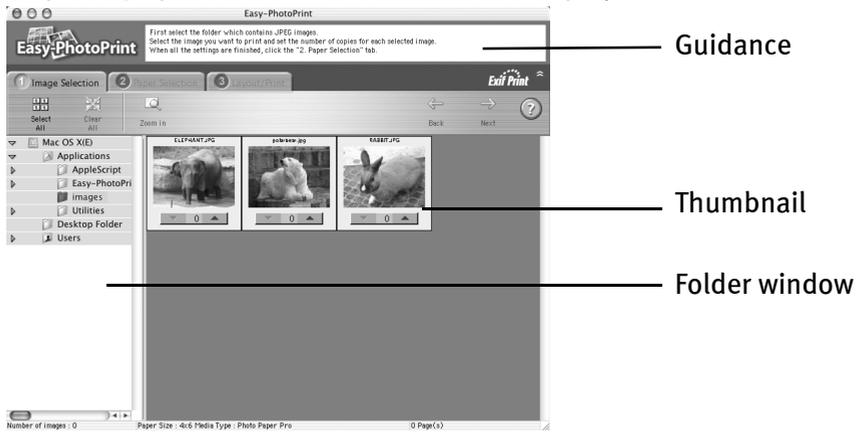
You can edit images taken with a digital camera by using the Red-Eye Correction function and Digital Face Smoothing function of Easy-PhotoPrint Plus and print them with Easy-PhotoPrint. For more information about Easy-PhotoPrint and Easy-PhotoPrint Plus, refer to the Photo Application Guide.

## 1 Start Easy-PhotoPrint.

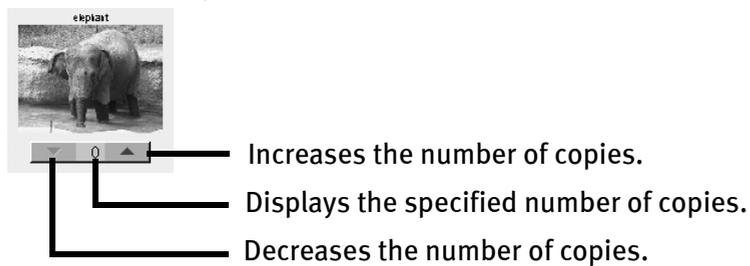
- (1) Store the photographs you took with your digital camera in a folder on the hard disk.
- (2) Open the **Easy-PhotoPrint** folder, and double-click the **Easy-PhotoPrint** icon in the folder.  
The **Image Selection** tab is displayed.

## 2 Select photographs.

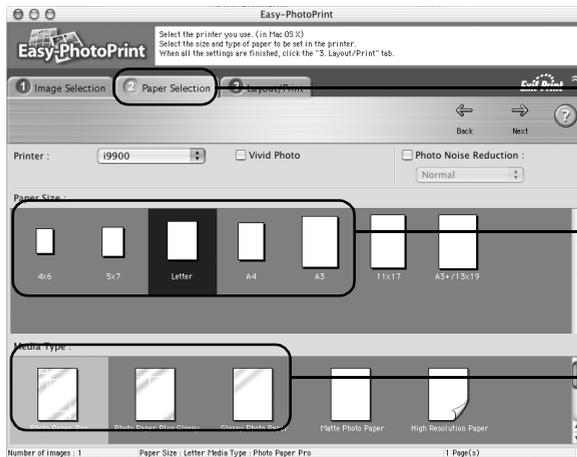
- (1) Select the folder containing the photograph you want to print. All photographs in the selected folder are displayed.



- (2) Click the [▼] [▲] button on the thumbnail of the photograph you want to print and specify the number of copies.



### 3 Select the paper.



(1) Click the **Paper Selection** tab.

(2) Select the size of the paper you want to use from **Paper Size**.

(3) Select the type of the paper you want to use from **Media Type**.

### 4 Select the layout.



(1) Click the **Layout/Print** tab.

(2) Select **Borderless (full)**.

(3) Load the media specified in the **Paper Selection** tab.

(4) Click **Print**.

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

(6) Click **Print** in the **Print** dialog box.

# Printing Maintenance

## Replacing an Ink Tank

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

With this printer, ink tanks must be installed from the left to right in the order shown below:

- Photo Magenta: BCI-6PM



- Red: BCI-6R



- Black: BCI-6BK



- Green: BCI-6G



- Photo Cyan: BCI-6PC



- Cyan: BCI-6C



- Magenta: BCI-6M



- Yellow: BCI-6Y



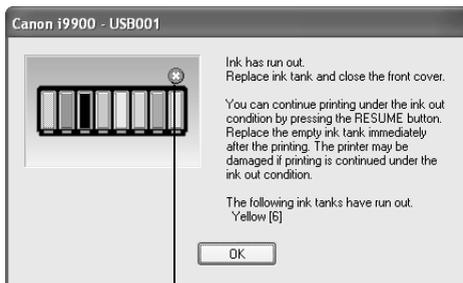
## ■ Knowing When to Replace Ink Tank

If an ink tank needs replacing, the **POWER** lamp will change from green to orange and flash four times, as soon as printing begins. It is important to quickly identify the empty tank using the BJ Status Monitor (Windows) or error messages (Macintosh) and replace it.

 **Note** Should missing characters or white streaks appear despite sufficient ink levels, refer to the section “**When Printing Becomes Faint or Colors are Incorrect**” on page 43.

### Windows

The following message appears when an ink is empty. Printing will resume as soon as the ink tank is replaced and the front cover is closed.



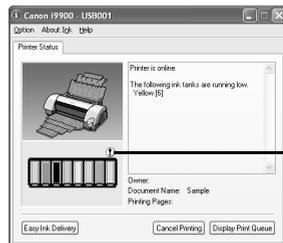
Empty ink tank

The ink tank with [X] symbol is out of ink. Replace with a new ink tank.

- Press the **RESUME/CANCEL** button to resume printing with an empty ink tank. When printing is finished, replace the ink tank immediately. If you continue printing with an empty ink tank, problems may occur.
- Menu screens will vary to some degree, depending on your software environment.

### **Note** When Low Ink is Detected

The BJ Status Monitor appears as soon as a print job starts. [!] indicates a low ink level. Obtain a replacement tank as soon as possible.

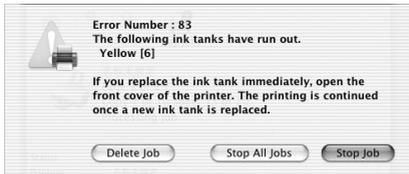


Click **Cancel Printing** to cancel the current print job.

Ink tank with low ink level

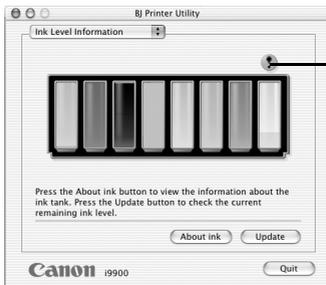
## Macintosh

The following message is displayed when an ink tank is empty. Printing will resume as soon as the ink tank is replaced and the front cover is closed.



Press the **RESUME/CANCEL** button to resume printing with the ink tank empty. When printing is finished, replace the ink tank immediately. If you continue printing with an empty ink tank, problems may occur.

### Note When Low Ink is Detected



Ink tank with low ink level

- (1) Double-click the hard disk icon where the printer driver was installed, the **Applications** folder, and then the **Utilities** folder.
  - (2) Double-click the **Print Center** (or **Printer Setup Utility**) icon.
  - (3) Select **i9900** from the **Name** list and click **Configure**.
  - (4) Select **i9900** from the **Product** list and click **Select**.
  - (5) Click **About ink** on **BJ Printer Utility**.
- [!] indicates a low ink level. Obtain a replacement tank as soon as possible.

## ■ Replacing Ink Tanks

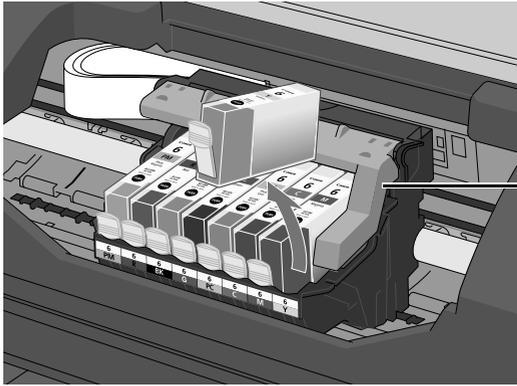
When an ink tank runs out of ink, replace it using the following steps.

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

The print head holder moves to the center.

### 2 Remove the empty ink tank.

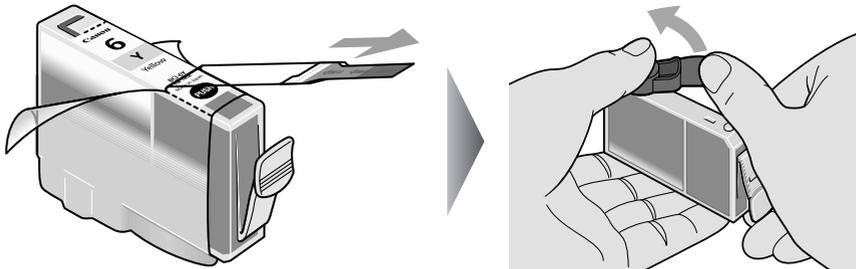
(1) Push the tab and remove the ink tank.



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 Prepare a replacement ink tank.

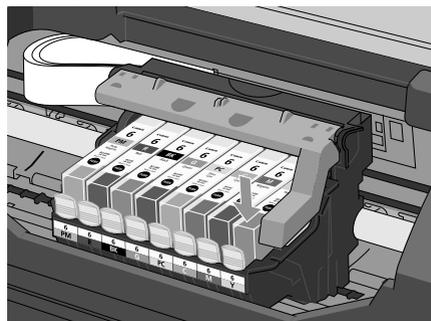
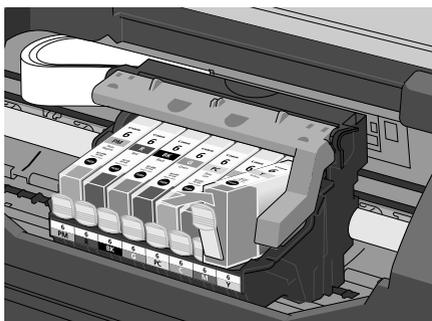


- (1) Unpack the new ink tank and pull off the orange tape.
- (2) Remove the orange protective cap from the bottom of the ink tank and discard it.

- Important**
- Be sure to remove the clear film from the ink tank in the exact order shown in step 3-(1), as failure to follow this step may cause the ink to leak and stain your clothes and hands.
  - Ensure that all the orange tape has been peeled off along the perforation. If there remains a part of the orange tape, ink may not be ejected correctly.
  - Do not squeeze the side of ink tanks as this may cause the ink to leak out and stain your clothes and hands.
  - Do not re-attach the protective cap once you have removed it.
  - Once the protective cap is removed, do not touch the open ink port.

### 4 Insert the ink tank.

- (1) Insert the ink tank into the print head holder.
- (2) Press on the "PUSH" mark until the ink tank snaps firmly into place.



### 5 Close the front cover.

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

-  **Notes**
- To maintain optimal print quality, use an ink tank within six months of its first use.
  - Once an ink tank has been used, do not remove it from the printer and leave it out in the open. This will cause the ink tank to dry out and the printer may not function properly if it is reinstalled.
  - Color ink consumption may occur even when black-and-white or grayscale printing is specified. Color ink is consumed in the head cleaning and deep cleaning, which are necessary to maintain the printer's capabilities.
  - When an ink tank runs out of ink, replace the ink tank with a new one immediately. If you continue printing with an empty ink tank, problems may occur.

## When Printing Becomes Faint or Colors are Incorrect

When printing becomes faint or colors are incorrect, even if ink remains in the ink tanks, the print head nozzles are probably clogged. Follow the procedures below to maintain the print head.

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

**Important** Before maintaining the print head, check the following;

- Open the front cover and make sure that the ink tank contains ink. If it is out of ink, replace it.
- Ensure that all the orange tape of the ink tank has been peeled off.
- Press "PUSH" on the ink tank and ensure that the ink tank is installed securely.
- Ensure that each ink tank is installed at the correct location.
- Increase the Print Quality setting in the printer driver settings.

If the printing is faint, or the color is incorrect

If the ruled lines are shifted

**Step 1**

See **"Printing the Nozzle Check Pattern"** on page 44

**Step 1**

See **"Aligning the Print Head"** on page 56

If white stripes appear

**Step 2**

See **"Print Head Cleaning"** on page 48

If the problem remains

**Step 3**

See **"Print Head Deep Cleaning"** on page 52

 **Note** If Print Head Deep Cleaning does not solve the problem, contact the Customer Care Center.

# Printing the Nozzle Check Pattern

Print the nozzle check pattern to determine whether the ink ejects properly from the print head nozzles. Use this function when printed results are blurred or the color is incorrect.

 **Note** Nozzle check pattern printing can also be executed from the printer itself. With the printer on, load a sheet of Letter-sized paper in the printer. Hold the **RESUME/CANCEL** button until the **POWER** lamp flashes twice.

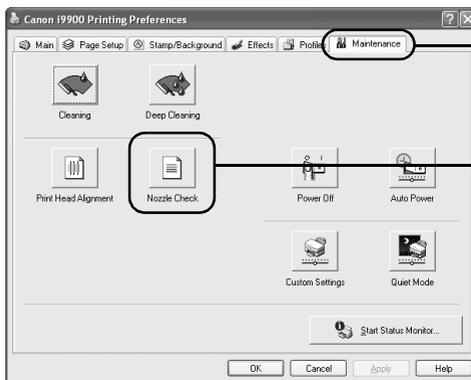
## Windows

**1** With the printer on, load a sheet of Letter-sized paper in the printer.

**2** Open the **Printer Properties** dialog box.

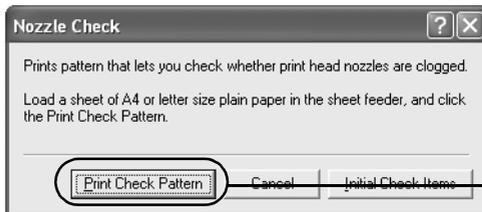
See “**Opening the Printer Properties Dialog Box Directly from the Start Menu**” on page 20.

**3** Print the Nozzle Check Pattern.



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

(2) Click **Nozzle Check**.



(3) Click **Print Check Pattern**.

(4) When the confirmation message is displayed, click **OK**.

(5) Confirm the nozzle check pattern.

See “**Examining the Nozzle Check Pattern**” on page 46.

- (6) If you want to start print head cleaning, click **Cleaning** on the **Pattern Check** screen. Otherwise, click **Exit** to finish.

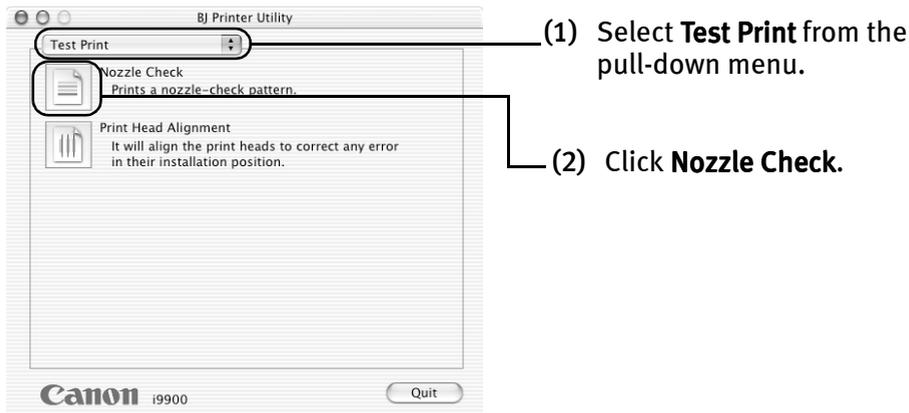
## Macintosh

**1** With the printer on, load a sheet of Letter-sized paper in the printer.

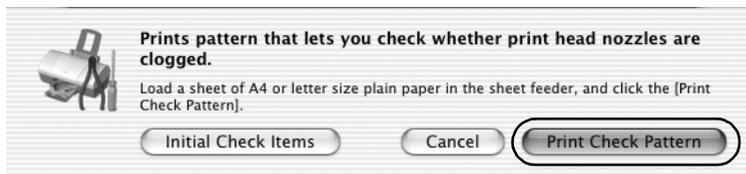
**2** Open the **BJ Printer Utility** dialog box.

- (1) Double-click the hard disk icon where the printer driver is installed, then the **Applications** folder, and then the **Utilities** folder.
- (2) Double-click the **Print Center** (or **Printer Setup Utility**) icon.
- (3) Select your printer from the **Name** list and click **Configure**.
- (4) Select your printer from the **Product** list and click **Select**.

**3** Print the Nozzle Check Pattern.



(3) Click **Print Check Pattern**.



(4) Check the message, then click **OK**.

(5) Confirm the nozzle check pattern.

(6) If you want to start print head cleaning, click **Cleaning** on the **Pattern Check** screen. Otherwise, click **Exit** to finish.

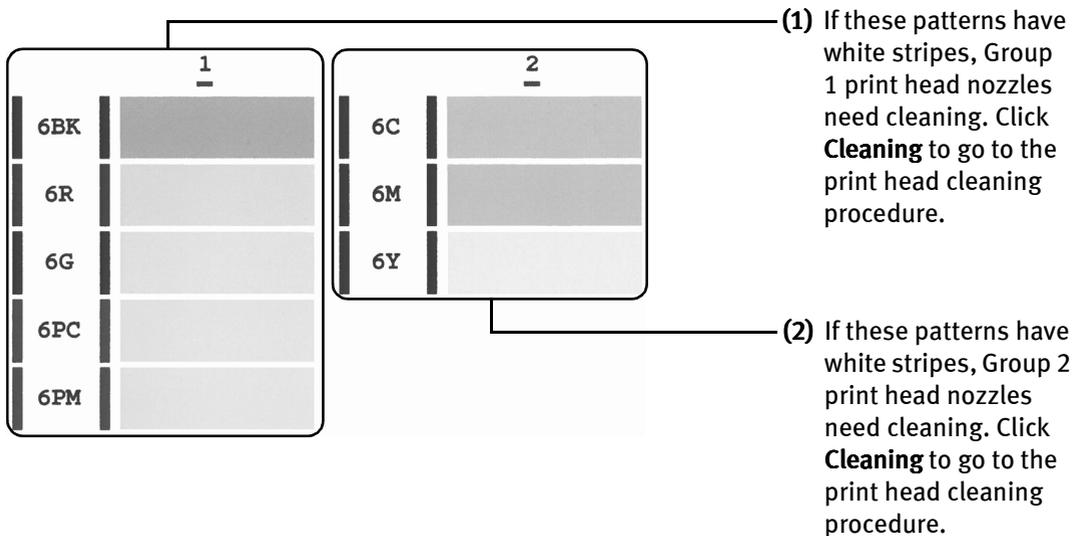
## ■ Examining the Nozzle Check Pattern

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

 **Note** The nozzle check pattern will not be printed correctly if there is not enough ink. Replace the ink tank if the remaining amount of ink is insufficient.

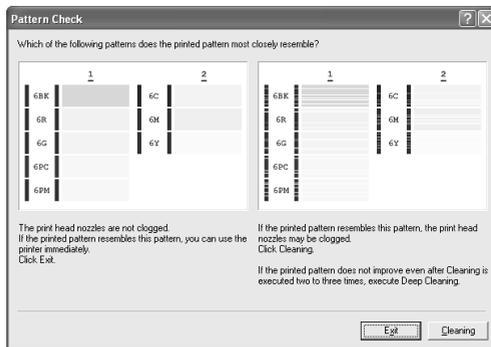
## Windows

Compare the printed nozzle check pattern with those shown in the **Pattern Check** dialog box on your screen.



**(1)** If these patterns have white stripes, Group 1 print head nozzles need cleaning. Click **Cleaning** to go to the print head cleaning procedure.

**(2)** If these patterns have white stripes, Group 2 print head nozzles need cleaning. Click **Cleaning** to go to the print head cleaning procedure.

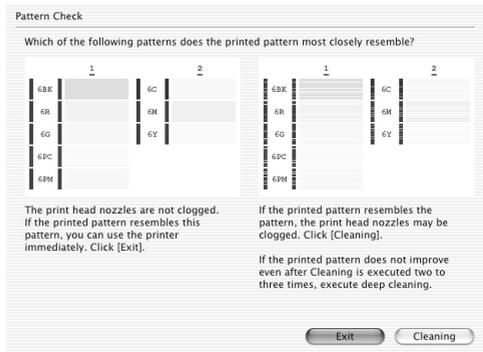


Both group 1 and 2 patterns have no white stripes, click **Exit**.

# Macintosh

Compare the printed nozzle check pattern with those shown in the **Pattern Check** dialog box on your screen.

The diagram shows two nozzle check patterns, Group 1 and Group 2, each with five color-coded rows: 6BK (Black), 6R (Red), 6G (Green), 6PC (Cyan), and 6PM (Magenta). Group 1 is on the left and Group 2 is on the right. Callout (1) points to Group 1 with the text: "(1) If these patterns have white stripes, Group 1 print head nozzles need cleaning. Click **Cleaning** to go to the print head cleaning procedure." Callout (2) points to Group 2 with the text: "(2) If these patterns have white stripes, Group 2 print head nozzles need cleaning. Click **Cleaning** to go to the print head cleaning procedure."



Both group 1 and 2 patterns have no white stripes, click **Exit**.

# Print Head Cleaning

Clean the print head if you suspect that the nozzles might be clogged. Cleaning the print head consumes ink, so perform print head cleaning only when necessary.

 **Note** The print head can also be cleaned from the printer itself. With the printer on, hold the **RESUME/CANCEL** button until the **POWER** lamp flashes once.

## Windows

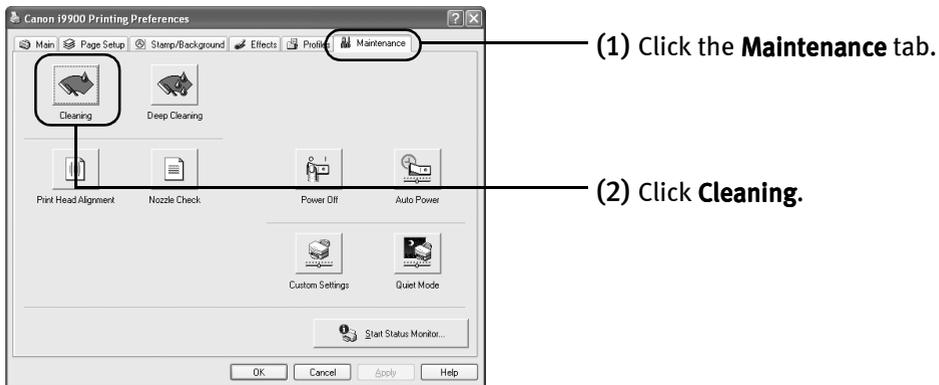
 **Note** **Cleaning** dialog box of step 3-(3) directly appears when you click **Cleaning** on **Pattern Check** dialog box.  
See “**Examining the Nozzle Check Pattern**” on page 46.

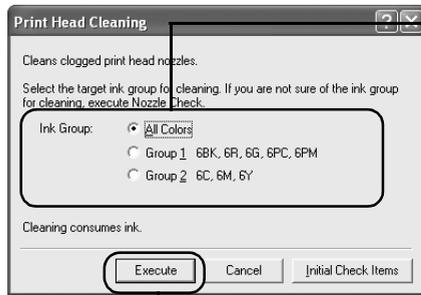
**1** Ensure that the printer is on.

**2** Open the **Printer Properties** dialog box.

See “**Opening the Printer Properties Dialog Box Directly from the Start Menu**” on page 20.

**3** Start Print Head Cleaning.





(3) Select **Ink Group** to clean.

All colors:

Selecting both ink groups.

Group 1:

Black (BCI-6BK), Red (BCI-6R), Green (BCI-6G), Photo Cyan (BCI-6PC), and Photo Magenta (BCI-6PM).

Group 2:

Cyan (BCI-6C), Magenta (BCI-6M), and Yellow (BCI-6Y).

(4) Click **Execute**.



**Note**

The items to check before cleaning are displayed by clicking **Initial Check Items**.

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

**Important** Do not perform any other operation until the print head cleaning finishes. This takes about one minute.

(6) Print the nozzle check pattern to check the print head condition.

See **“Printing the Nozzle Check Pattern”** on page 50.



**Notes** ● If this does not solve the problem, clean the print heads again, up to three times.

● After print head cleaning finishes, print the nozzle check pattern to verify that the print head nozzles are clean.

See **“Printing the Nozzle Check Pattern”** on page 44.

If the problem persists, perform print head deep cleaning.

See **“Print Head Deep Cleaning”** on page 52.

### Macintosh

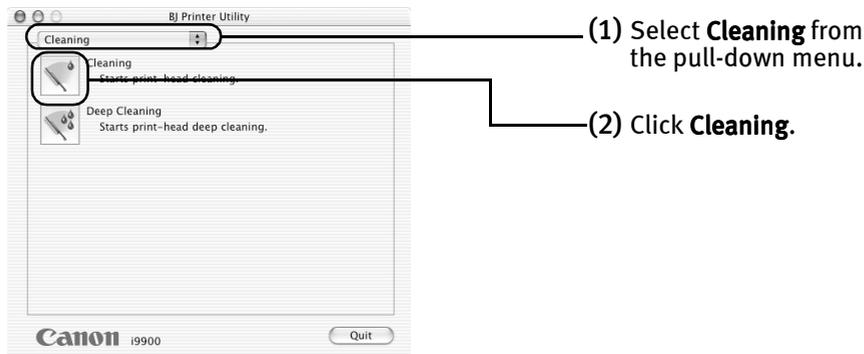
 **Note** **Cleaning** dialog box of step 3-(3) directly appears when you click **Cleaning** on **Pattern Check** dialog box.

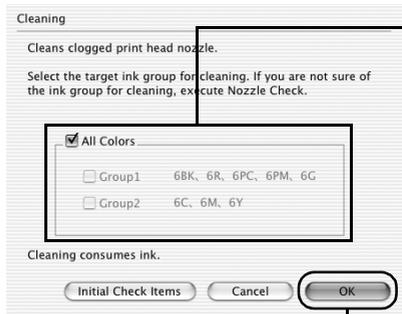
**1** Ensure that the printer is on.

**2** Open the **BJ Printer Utility** dialog box.

- (1) Double-click the hard disk icon where the printer driver is installed, then the **Applications** folder, and then the **Utilities** folder.
- (2) Double-click the **Print Center** (or **Printer Setup Utility**) icon.
- (3) Select your printer from the **Name** list and click **Configure**.
- (4) Select your printer from the **Product** list and click **Maintenance**.

**3** Start Print Head Cleaning.





(3) Select **Ink Group** to clean.

All colors:

Selecting both ink groups.

Group 1:

Black (BCI-6BK), Red (BCI-6R), Green (BCI-6G), Photo Cyan (BCI-6PC), and Photo Magenta (BCI-6PM).

Group 2:

Cyan (BCI-6C), Magenta (BCI-6M), and Yellow (BCI-6Y).

(4) Click **OK**.



**Note**

The items to check before cleaning are displayed by clicking **Initial Check Items**.

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

(6) Print the nozzle check pattern to check the print head condition.

See “**Printing the Nozzle Check Pattern**” on page 50.

**Important** Do not perform any other operations until the print head cleaning finishes. This takes about one minute.



**Notes**

- If this does not solve the problem, clean the print heads again, up to three times.

- After print head cleaning finishes, print the nozzle check pattern to verify that the print head nozzles are clean.

See “**Printing the Nozzle Check Pattern**” on page 44.

If the problem persists, perform print head deep cleaning.

See “**Print Head Deep Cleaning**” on page 52.

# Print Head Deep Cleaning

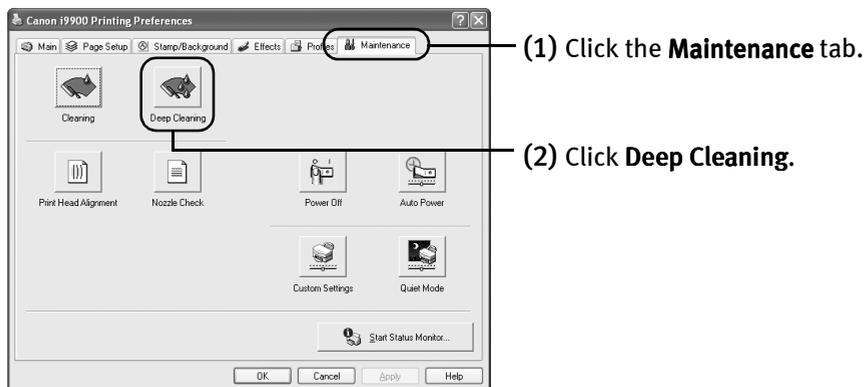
If print quality does not improve by standard print head cleaning, try performing print head deep cleaning, which is a more powerful process. Print head deep cleaning consumes ink, so perform this procedure only when necessary.

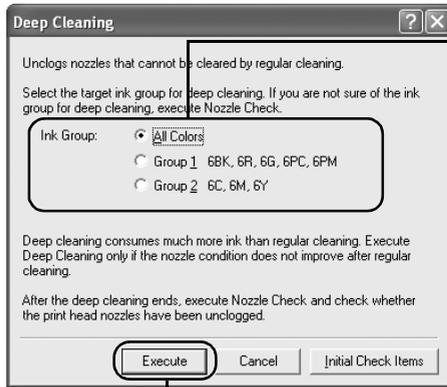
## Windows

- 1 Ensure that the printer is on.
- 2 Open the **Printer Properties** dialog box.

See “**Opening the Printer Properties Dialog Box Directly from the Start Menu**” on page 20.

- 3 Start Print Head Deep Cleaning.





(3) Select **Ink Group** to clean.

All colors:

Selecting both ink groups.

Group 1:

Black (BCI-6BK), Red (BCI-6R), Green (BCI-6G), Photo Cyan (BCI-6PC), and Photo Magenta (BCI-6PM).

Group 2:

Cyan (BCI-6C), Magenta (BCI-6M), and Yellow (BCI-6Y).

(4) Click **Execute**.



**Note** The items to check before cleaning are displayed by clicking **Initial Check Items**.

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

Print head deep cleaning starts when the **Power** lamp starts blinking.

**Important** Do not perform any other operation until the print head cleaning finishes. This takes about two minutes.

(6) Print the nozzle check pattern to check the print head condition.

See **“Printing the Nozzle Check Pattern”** on page 50.

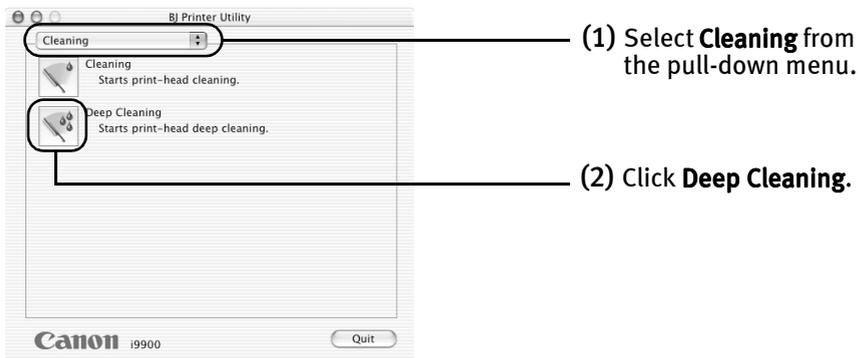


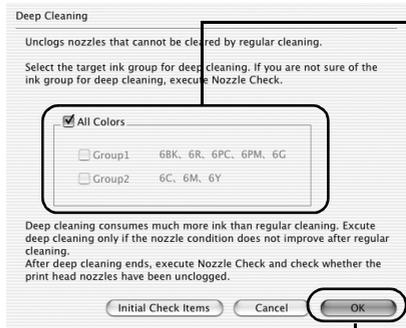
**Note** If the print head nozzles are still not clean, check that there are sufficient ink levels in all ink tanks before turning off the printer. Be sure to perform another print head deep cleaning 24 hours after turning off the printer.

If this does not solve the problem, the print head may be worn out. Contact the Customer Care Center.

### Macintosh

- 1 Ensure that the printer is on.
- 2 Open the **BJ Printer Utility** dialog box.
  - (1) Double-click the hard disk icon where the printer driver is installed, the **Applications** folder, and then the **Utilities** folder.
  - (2) Double-click the **Print Center** (or **Printer Setup Utility**) icon.
  - (3) Select your printer from the **Name** list and click **Configure**.
  - (4) Select your printer from the **Product** list and click **Maintenance**.
- 3 Start Print Head Deep Cleaning.





(3) Select **Ink Group** to clean.

All colors:

Selecting both ink groups.

Group 1:

Black (BCI-6BK), Red (BCI-6R), Green (BCI-6G), Photo Cyan (BCI-6PC), and Photo Magenta (BCI-6PM).

Group 2:

Cyan (BCI-6C), Magenta (BCI-6M), and Yellow (BCI-6Y).

(4) Click **OK**.



**Note**

The items to check before cleaning are displayed by clicking **Initial Check Items**.

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

Print head deep cleaning starts when the **Power** lamp starts blinking.

**Important** Do not perform any other operation until the print head cleaning finishes. This takes about two minutes.

(6) Print the nozzle check pattern to check the print head condition.

See **“Printing the Nozzle Check Pattern”** on page 50.



**Note**

If the print head nozzles are still not clean, check that there are sufficient ink levels in all ink tanks before turning off the printer. Be sure to perform another print head deep cleaning 24 hours after turning off the printer.

If this does not solve the problem, the print head may be worn out. Contact the Customer Care Center.

# Aligning the Print Head

Aligning the print head position allows you to print without shifts in the color registration.

Print head alignment is performed either manually or semi-automatically (simple head alignment). This section deals with the manual print head alignment that allows you to precisely align the print head. For details on simple (semi-automatic) print head alignment, refer to the *Easy Setup Instructions*.

 **Note** Ensure that the ink tanks are correctly installed.

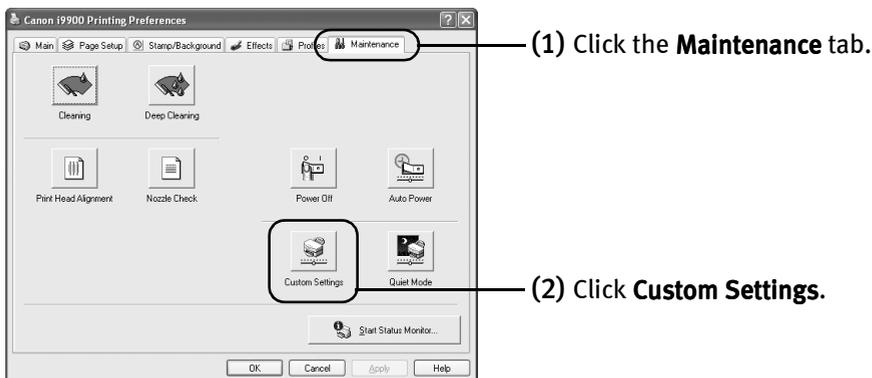
## Windows

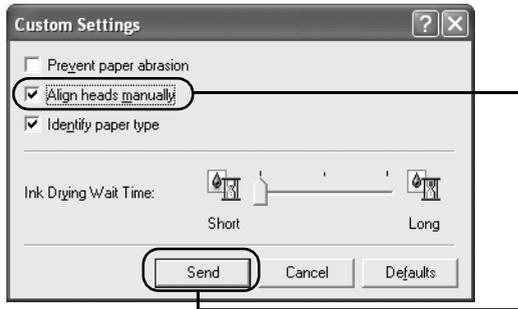
**1** With the printer on, load a sheet of Letter-sized paper in the printer.

**2** Open the **Printer Properties** dialog box.

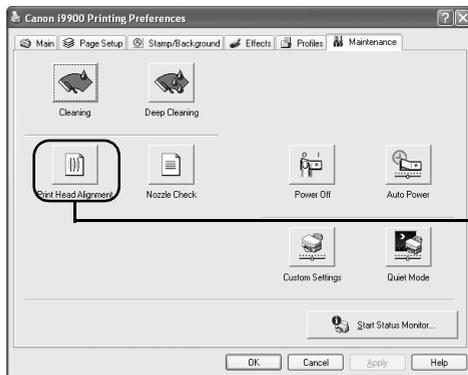
See “**Opening the Printer Properties Dialog Box Directly from the Start Menu**” on page 20.

**3** Print the pattern.

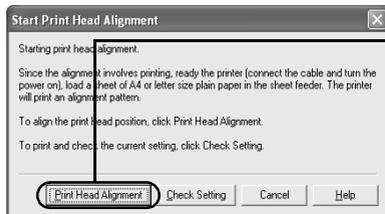




(3) Select **Align heads manually** check box, and then click **Send**. When the confirmation message is displayed, click **OK**.

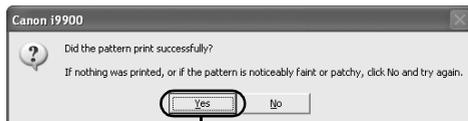


(4) Click **Print Head Alignment**.



(5) When the confirmation message is displayed, click **Print Head Alignment**. The Pattern will be printed.

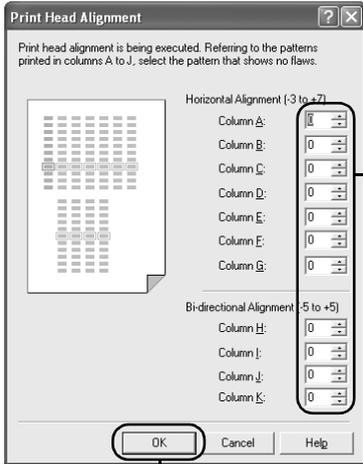
**Note** Click **Check Setting** to print the current setting and finish the operation.



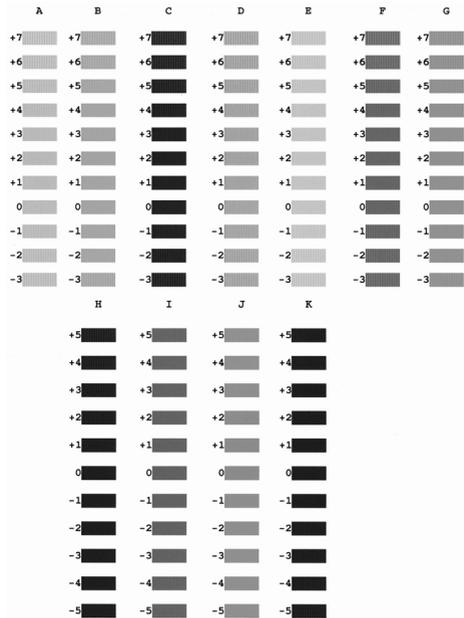
(6) After the pattern is printed, click **Yes**.

## 4 Align the Print Head.

(1) Look at the print out. From the patterns, select the most even, least irregular patterns and enter their numbers.



(2) Enter the numbers.



(3) Click OK.



(4) Click OK.

# Macintosh

**1** With the printer on, load a sheet of Letter-sized paper in the printer.

**2** Open the **BJ Printer Utility** dialog box.

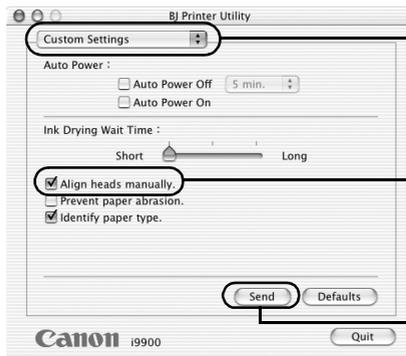
(1) Double-click the hard disk icon where the printer driver is installed, the **Applications** folder, and then the **Utilities** folder.

(2) Double-click the **Print Center** (or **Printer Setup Utility**) icon.

(3) Select your printer from the **Name** list and click **Configure**.

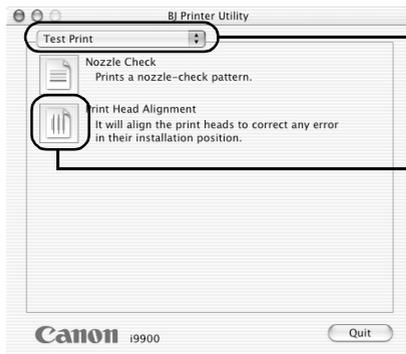
(4) Select your printer from the **Product** list and click **Maintenance**.

**3** Print the pattern.



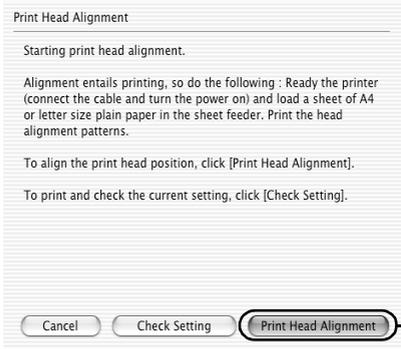
(1) Select **Custom Settings** from the pull-down menu.

(2) Select **Align heads manually** check box, and then click **Send**. When the confirmation message is displayed, click **OK**.



(3) Select **Test Print** from the pull-down menu.

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

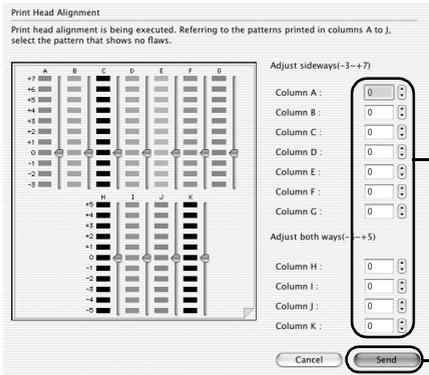


(5) When the confirmation message is displayed, click **Print Head Alignment**.

**Note** Click **Check Setting** to print the current setting and finish the operation.

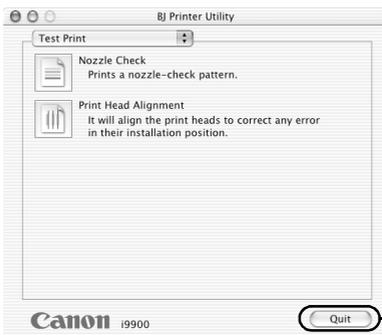
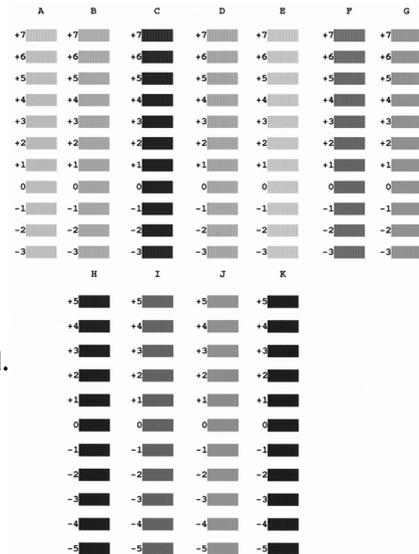
## 4 Align the Print Head.

(1) Look at the print out. From the patterns, select the most even, least irregular patterns and enter their numbers.



(2) Enter the numbers.

(3) Click **Send**.



(4) Click **Quit**.

# Troubleshooting

This section provides troubleshooting tips for the most common printing problems. Troubleshooting usually falls into one of the following categories.

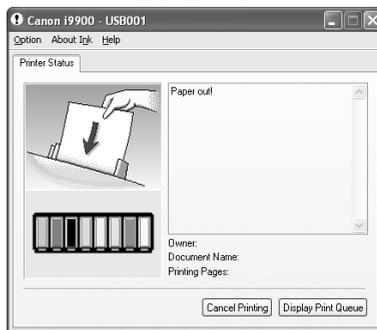
- **“Cannot Install the Printer Driver”** on page 62.
- **“The USB 2.0 Hi-speed Connection Does Not Work Properly”** on page 63.
- **“Print Quality is Poor or Contains Errors”** on page 64.
- **“Troubleshooting Printer Hardware”** on page 66.
- **“Paper Does Not Feed Properly”** on page 68.
- **“Handling Error Messages”** on page 69.
- **“An Error Message Appears on the Screen”** on page 71.
- **“Cannot Print Properly from the Digital Camera”** on page 73.

Refer to the *User's Guide* for additional information on topics not covered in this section.

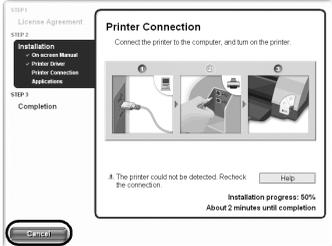
## Windows

### When an Error Occurs

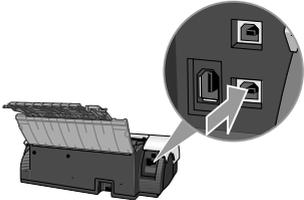
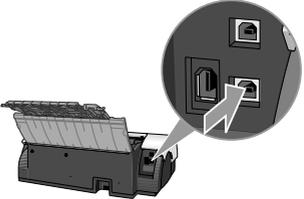
The BJ Status Monitor opens and displays a message when an error occurs. Take the appropriate action described in the message. The message may vary depending on your operating system.



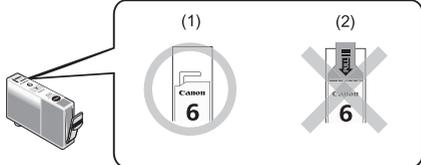
# Cannot Install the Printer Driver

Problem	Possible Cause	Try This
Cannot Install the Printer Driver	Installation procedure is not followed correctly	<p>Follow the <i>Easy Setup Instructions</i> packaged with your printer for proper printer driver installation.</p> <p><b>Windows</b> If the installer was forced to terminate due to an error, Windows may be unstable. Remove the CD-ROM from the CD-ROM drive and restart your computer, and reinstall the printer driver. If this problem persists, refer to your Windows documentation for more information.</p>
	Other applications are running in the background	Other applications opened on your computer can interfere with the installation routine. Close all open software applications before reinstalling the printer driver. Refer to the <i>Easy Setup Instructions</i> for installing the printer driver.
	Installation does not start automatically when the CD-ROM is inserted into the drive	<p><b>Windows</b> If the printer driver installation did not start automatically when you inserted the CD-ROM into the CD-ROM drive:</p> <ol style="list-style-type: none"> <li>1. Click <b>Start</b> and select <b>My Computer</b>.</li> <li>2. Double-click the <b>CD-ROM</b> icon.</li> </ol> <p>For non-XP Windows, open the <b>My Computer</b> window, and then double-click the <b>CD-ROM</b> icon.</p> <p><b>Macintosh</b> Double-click the <b>CD-ROM</b> icon on your desktop to start installation.</p>
	Installation CD-ROM is not working properly	<p>Confirm that there are no problems with the <i>Setup Software &amp; User's Guide CD-ROM</i>.</p> <p><b>Windows</b> Use Windows Explorer to confirm that the CD-ROM can be read.</p> <p><b>Macintosh</b> Confirm that the <b>CD-ROM</b> icon is displayed on the desktop. If there is any problem with the CD-ROM, contact the Customer Care Center.</p>
	Unable to proceed beyond the Printer Port screen	<p><b>Windows</b></p>  <p><b>Reinstall the printer driver.</b></p> <ol style="list-style-type: none"> <li>1. Click <b>Cancel</b> on the <b>Printer Connection</b> screen.</li> <li>2. Click <b>Start Over</b> on the <b>Installation Failure</b> screen.</li> <li>3. Click <b>Exit</b> on the <b>Welcome</b> screen, then remove the CD-ROM.</li> <li>4. Turn the printer and the computer off.</li> <li>5. Check the cable connection.</li> <li>6. Restart the computer.</li> <li>7. Carefully follow the procedures described in the <i>Easy Setup Instructions</i> and reinstall the driver.</li> </ol>

# The USB 2.0 Hi-speed Connection Does Not Work Properly

Problem	Possible Cause	Try This
<p><b>Windows</b> When you connect to a computer running Windows XP, the screen shows the warning message “High-SPEED USB Device Plugged into non-High-SPEED USB Hub”.</p>	<p>You connect to a computer that does not support USB 2.0 Hi-Speed.</p>	<p>Connect to the printer’s lower port (USB). The warning message will no longer appear. For the system requirements for the USB 2.0 Hi-Speed connection, see “<b>BJ Printer Driver Systems Requirements</b>” on page 79.</p> 
<p><b>Macintosh</b> The USB 2.0 Hi-Speed connection does not work properly.</p>	<p>You connect to a computer that does not support USB 2.0 Hi-Speed.</p>	<p>Connect to the printer’s lower port (USB). For the system requirements for the USB 2.0 Hi-Speed connection, see “<b>BJ Printer Driver Systems Requirements</b>” on page 79.</p> 
<p>Even though your computer and operating system support USB 2.0 Hi-Speed, it does not seem to work well.</p>	<p>Your cable does not support USB 2.0 Hi-Speed.</p>	<p>Be sure to use a USB 2.0 Hi-Speed certified cable, preferably one no longer than 3 meters (approx. 9.84 feet).</p>
	<p>You connect to the computer through a USB hub.</p>	<p>Connect the printer directly to the computer’s USB port without going through the hub.</p>
	<p><b>Windows</b> Either an expansion card supporting USB 2.0 Hi-Speed or the driver for USB 2.0 Hi-Speed may not be installed correctly so that the printer is not recognized.</p>	<ol style="list-style-type: none"> <li>1. Read the manual supplied with the expansion card and reinstall the card.</li> <li>2. Reinstall the USB 2.0 Hi-Speed driver using the latest version of the driver.</li> </ol>
<p><b>Windows</b> Two icons for the printer are created.</p>	<p>You have changed the USB cable from the lower port to the upper one on the printer or vice-versa, which created a second printer icon.</p>	<p>Open <b>Printers and Faxes (Printers</b> in Windows 2000) from <b>Control Panel</b> and select the non grayed-out printer icon  to print from. The grayed-out printer icon  is for the port that is no longer connected.</p>

# Print Quality is Poor or Contains Errors

Problem	Possible Cause	Try This
Ink does not eject properly/Printing is Blurred/Colors are Wrong/White Streaks appear	Ink tank is not seated properly/Ink tank is empty	<p>Check that the ink tanks are firmly seated in the print head and reseal them, if necessary.                      Check that the correct ink tanks are installed and that they are in the correct order.                      See <b>“Replacing an Ink Tank”</b> on page 38.                      Check to see if all the orange tape has been peeled off as shown in (1). If a part of the orange tape remains as shown in (2), remove it thoroughly.</p>  <p>If an ink tank is empty, replace the ink tank. See <b>“Replacing an Ink Tank”</b> on page 38.</p>
	Print head is misaligned	Align the print head. See <b>“Aligning the Print Head”</b> on page 56.
	Print head nozzles are clogged	Print the nozzle check pattern to check for uneven ink output. See <b>“Printing the Nozzle Check Pattern”</b> on page 44. When a specific color is missing from the nozzle check pattern, clean the print head. See <b>“Print Head Cleaning”</b> on page 48.
	Paper is not loaded with the print-side up	Check that your paper is loaded with the correct print side facing up.  <b>Note</b> Follow the instructions packaged with your specialty media for loading and handling.
	Incorrect paper type	<p><b>Windows</b>                      On the <b>Main</b> tab of the printer driver, confirm that the selected <b>Media Type</b> matches the paper loaded.</p> <p><b>Macintosh</b>                      In the <b>Print</b> dialog box of the printer driver, select <b>Quality &amp; Media</b> from the pop-up menu, and then confirm that the selected <b>Media Type</b> matches the paper loaded.</p>
	Glossy photo paper other than the Canon specialty media is used	Select <b>Other Photo Paper</b> from <b>Media Type</b> . It may resolve the problem. Load one sheet at a time and remove each sheet as soon as it is printed.

Problem	Possible Cause	Try This
Ink does not eject properly/Printing is Blurred/Colors are Wrong/White Streaks appear	Print Quality is not set properly	<p>Be sure to set the <b>Print Quality</b> setting to <b>High</b> for Windows or <b>Fine</b> for Macintosh.</p> <p><b>Windows</b> On the <b>Main</b> tab, click <b>High</b> for the <b>Print Quality</b> setting. When you cannot choose the <b>High</b> setting or when the print quality does not improve, select <b>Custom</b>, click <b>Set</b>, and then adjust the <b>Quality</b> bar for higher print quality.</p> <p><b>Macintosh</b> 1. Select <b>Manual</b> in the <b>Print Mode</b> pull-down menu in the <b>Print</b> dialog box and then click <b>Details</b>. 2. Click the <b>Quality</b> icon and then drag the <b>Print Quality</b> slide bar to the <b>Fine</b> end.</p>
	Printed Paper Curls or Ink Blots	<p>Paper is too thin</p> <p>Use Photo Paper Pro to print images that require a lot of ink (i.e. pictures with intense colors or photographs).</p>
	Color Intensity setting is too high	<p>Reduce the Intensity setting in the printer driver and try printing again.</p> <p><b>Windows</b> 1. Open the <b>Printer Properties</b> dialog box. 2. On the <b>Main</b> tab, select <b>Manual</b> for <b>Color Adjustment</b>, and then click <b>Set</b>. 3. Drag the <b>Intensity</b> slide bar to adjust the intensity.</p> <p><b>Macintosh</b> 1. In the <b>Print</b> dialog box, select <b>Color Option</b> from the pop-up menu. 2. Drag the <b>Intensity</b> slide bar to set the intensity.</p>
Printed Surface is Scratched	Paper feed roller is dirty	<p>Clean the paper feed roller. See <b>“Paper Does Not Feed Properly”</b> on page 68.</p>
	Inappropriate paper is used	<p>Check if the paper you are printing on is too thick or curled. See <b>“Print Media to Avoid”</b> on page 3.</p> <p>Note that smudging may occur at the top and bottom edges of the paper when using Borderless Printing. Ensure that the paper you are using is compatible with Borderless Printing.</p> <p><b>Windows</b> See <b>“Media Types Suitable for Borderless Printing”</b> on page 32.</p> <p><b>Macintosh</b> See <b>“Media Types Suitable for Borderless Printing”</b> on page 35.</p>
	Thick paper is used	<p>Select <b>Prevent paper abrasion</b> in the printer driver.</p> <p><b>Windows</b> 1. Open the <b>Printer Properties</b> dialog box. 2. Click the <b>Maintenance</b> tab and then <b>Custom Settings</b>. 3. Select the <b>Prevent paper abrasion</b> check box and click <b>Send</b>. Click <b>OK</b> when the confirmation message appears.</p> <p><b>Macintosh</b> 1. Open the <b>Print</b> dialog box. 2. In the <b>Paper Source</b> pull-down menu, select <b>Prevent paper abrasion</b>. When <b>Prevent paper abrasion</b> is selected in the <b>Printer Properties</b> dialog box (for Windows) or the <b>Print</b> dialog box (for Macintosh), the setting is also applied under direct printing.</p>

# Troubleshooting Printer Hardware

Problem	Possible Cause	Try This
Printer Does Not Start or Printer Stops During Print Jobs	Print head has overheated due to long periods of continuous printing	<p>Stop printing and turn the printer off for at least 15 minutes to allow the print head to cool down.</p> <p>The print head tends to overheat when printing continuously for long periods of time. The print head is designed to automatically pause at line breaks before resuming printing in order to cool down.</p> <p><b>Caution</b> The area around the print head can become extremely hot during extended print operation. Always avoid touching the print head and its peripheral components.</p>
	Printing high-resolution photographs and graphics	<p>Wait until the print job finishes.</p> <p>The <b>POWER</b> lamp flashes green while the print data is being processed. Printing photographs and high-density graphics can take time.</p>
	Printer cable is too long	<p>Avoid using USB cables longer than 16.4 feet.</p>
	You have changed the USB cable from the lower port to the upper one on the printer or vice-versa, which created a second printer icon.	<p>Open <b>Printers and Faxes (Printers</b> in Windows 2000) from <b>Control Panel</b> and select the non grayed-out printer icon  to print from.</p> <p>The grayed-out printer icon  is for the port that is no longer connected.</p>
	There may be problems in your operating system	<p>Restart your computer. It may solve the problem.</p> <p>Delete undesired print jobs, if there are any. Use BJ Status Monitor in Windows or BJ Print Monitor in Macintosh for the deletion.</p> <p><b>Windows</b></p> <ol style="list-style-type: none"> <li>1. Open the <b>Printer Properties</b> dialog box. See “<b>Opening the Printer Properties Dialog Box Directly from the Start Menu</b>” on page 20.</li> <li>2. Click the <b>Maintenance</b> tab and then <b>Start Status Monitor</b>.</li> <li>3. Click <b>Display Print Queue</b>.</li> <li>4. Select <b>Cancel All Documents</b> in the <b>Printer</b> menu.</li> <li>5. Click <b>Yes</b> when the confirmation message appears. The print job is deleted.</li> </ol> <p> <b>Note</b> In <b>Windows Me, Windows 98</b> Click to select an undesired document and select <b>Purge Print Documents</b> in the <b>Printer</b> menu.</p> <p><b>Macintosh</b></p> <ol style="list-style-type: none"> <li>1. Select <b>Applications</b> from the <b>Go</b> menu.</li> <li>2. Double-click the <b>Print Center</b> (or <b>Printer Setup Utility</b>) icon in the <b>Utilities</b> folder.</li> <li>3. Double-click <b>1990</b> displayed under <b>Name</b> in the <b>Printer List</b>.</li> <li>4. Click to select an undesired document and click . The print job is deleted.</li> </ol>

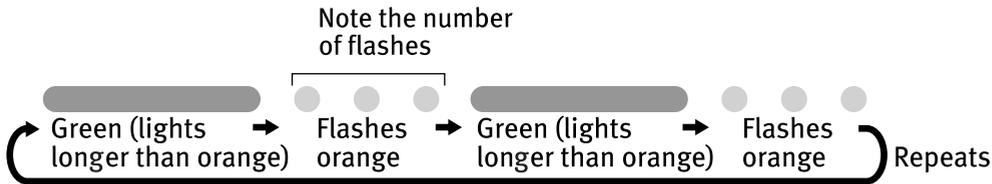
Problem	Possible Cause	Try This
Printer Does Not Start or Printer Stops During Print Jobs	 <b>Macintosh</b> Connected to the computer through FireWire cable with other equipment	After turning off the computer, other equipment, and then the printer, disconnect the FireWire cable connecting other equipment, then try to print again. It is recommended that you connect only one computer to this printer when using FireWire for connection.
Cannot Print to End of Job	Incorrect page size selected	Verify that the page size setting matches the size of the paper loaded in the printer: <ul style="list-style-type: none"> <li>- Check the <b>Paper Size</b> setting from within your application to ensure that it matches the size of the paper loaded.</li> <li>- Check the <b>Page Setup</b> tab in the <b>Printer Properties</b> dialog box of the printer driver (for Windows) or the <b>Page Setup</b> dialog box of the printer driver (for Macintosh) to ensure that it matches the size of the paper loaded.</li> </ul>
	Not enough free space on hard disk	Your operating system may be out of free disk space. Check the available space on your computer's hard disk.
	The size of the print data is too large	 <b>Windows</b> Check the size of the print data. For Windows XP and Windows 2000, if the size of the data is too large, part of it may be lost. When the spool format is EMF, follow the procedure below. <ol style="list-style-type: none"> <li>1 Open the <b>Printer Properties</b> Dialog Box.</li> <li>2 On the <b>Main</b> tab, click <b>Print Option....</b></li> <li>3 Select the <b>Reduce spool data size</b> check box, and Click <b>OK</b>.</li> </ol> <p> <b>Note</b> When <b>Reduce spool data size</b> is set, the print quality may be degraded.</p>

# Paper Does Not Feed Properly

Problem	Possible Cause	Try This
Paper Does Not Feed Properly	Inappropriate paper type used	<p>Check if the paper you are printing on is too thick or curled. See <b>“Print Media to Avoid”</b> on page 3. Flatten paper when it is curled.</p>
	Paper feed roller is dirty	<p>Follow the steps described below to clean the paper feed rollers.</p> <ol style="list-style-type: none"> <li>1. Ensure that the printer is on and there is no paper loaded in the printer.</li> <li>2. Hold the <b>RESUME/CANCEL</b> button down and release after the <b>POWER</b> lamp flashes three times. The paper roller rotates as it cleans. Repeat this cleaning operation two times.</li> <li>3. Load a stack of Letter-sized plain paper in the printer.</li> <li>4. Hold the <b>RESUME/CANCEL</b> button down and release after the <b>POWER</b> lamp flashes three times, then feed the sheet of paper. Repeat this operation two times.</li> </ol> <p>If the printer still does not feed the envelopes or the post cards properly, repeat the procedure.</p>
	Foreign objects inside the Auto Sheet Feeder	<p>If a foreign object, such as a paper clip or pencil, has fallen into the Auto Sheet Feeder, turn the printer off and unplug the power cord from the power outlet before removing it. If you are unable to remove it easily, contact the Customer Care Center.</p>
	Paper jams inside the printer	<ol style="list-style-type: none"> <li>1. Gently pull the jammed paper out of the Auto Sheet Feeder or the paper output slot, whichever is easier.</li> </ol> <div data-bbox="512 840 760 1090" data-label="Image"> </div> <ul style="list-style-type: none"> <li>• If the paper tears and some of it is left in the printer, turn the printer off, then open the front cover and remove the piece of paper. Do not touch internal parts in the printer. After removing the paper, close the front cover and turn the printer on. If you cannot reach or remove the torn paper, do not attempt to disassemble the printer yourself. Contact the Customer Care Center.</li> <li>• If you cannot extract the paper, turn the printer off, and then turn it back on. The remaining paper will be ejected automatically.</li> </ul> <ol style="list-style-type: none"> <li>2. Reload the paper into the Auto Sheet Feeder, then press the <b>RESUME/CANCEL</b> button on the printer.</li> </ol>

# Handling Error Messages

When a printer error occurs, the **POWER/ERROR** lamp flashes. The number of flashes indicates the type of error that has occurred. Count the flashes and take the appropriate action to correct the error.



Number of Flashes	Possible Cause	Try This
Two flashes	Printer is out of paper/Paper does not feed	Reload paper to the Auto Sheet Feeder and press the <b>RESUME/CANCEL</b> button.
Three flashes	Paper jam	If a paper jam occurs, clear the jammed paper, reload paper in the printer, then press the <b>RESUME/CANCEL</b> button.
Four flashes	Empty ink tank	Press the <b>RESUME/CANCEL</b> button to resume printing with an empty ink tank. Replace it with a new ink tank immediately after the printing. It may damage the printer if you continue printing with an empty ink tank. See “ <b>Replacing an Ink Tank</b> ” on page 38.
Five flashes	Print head not installed/Print head not installed correctly/Defective print head	Install the print head. If the print head is already installed, remove the print head and check the electrical contacts for foreign matter, then reinstall. After reinstalling the print head, you may need to realign it. If this error still remains, the print head may be damaged. Contact the Customer Care Center.
Eight flashes	Waste ink absorber almost full*	The printer has a built-in waste ink absorber to hold the ink used during print head cleaning. Eight flashes indicates that this absorber is nearly full. Press the <b>RESUME/CANCEL</b> button to clear the error so printing can continue. Contact the Customer Care Center.
Nine flashes	A specified period of time has elapsed without receiving a response from the digital camera/The digital camera or digital video camcorder connected is not compatible with this printer	Disconnect the camera cable, press the printer's <b>RESUME/CANCEL</b> button and reconnect the cable. If the error is not fixed, there is a possibility that you are using a digital camera or digital video camcorder that is not supported by this printer. Use a digital camera or digital video camcorder compatible with this printer.

\* The waste ink absorber absorbs ink used at cleaning and so on. When you experience this error, you must replace the waste ink absorber and check the printer.

## Troubleshooting

Number of Flashes	Possible Cause	Try This
Eleven flashes	Simple print head alignment failed	<p>Possible causes are as follows:</p> <ul style="list-style-type: none"> <li>• Ink has run out.</li> <li>• Print head nozzles are clogged.</li> <li>• The paper output tray has been exposed to a strong light source preventing correct print head alignment.</li> </ul> <p>Press the <b>RESUME/CANCEL</b> button. See “<b>Printing the Nozzle Check Pattern</b>” on page 44, for information on how to print a nozzle check pattern.</p> <p>If you suspect the paper output tray has been exposed to a strong source of light, press the <b>RESUME/CANCEL</b> button and move the printer to a darker location. Try to align the print head again.</p> <p>If print head alignment fails again, manually align the print head. See “<b>Aligning the Print Head</b>” on page 56 for information on the manual print head alignment.</p>
 Note	<b>POWER</b> lamp flashes alternately green and orange	<p>An error that requires contacting the Customer Care Center may have occurred. Disconnect the printer cable from the printer, and then turn the printer off and unplug the printer from the power supply. Plug the printer back in and turn the printer back on after leaving it about 10 minutes.</p> <p>If the problem remains, contact the Customer Care Center.</p>

# An Error Message Appears on the Screen

Problem	Possible Cause	Try This
Paper Identification Error	Paper Identification is not functioning properly	<p>Continuing printing may result in poor print quality. To maintain print quality, disable the Paper Identification function, and try printing again, if other printer functions are working normally.</p> <p><b>Windows</b></p> <ol style="list-style-type: none"> <li>1. With the printer on, open the <b>Printer Properties</b> dialog box.</li> <li>2. Click <b>Maintenance</b> tab and then <b>Custom Settings</b>.</li> <li>3. Clear the check box on <b>Identify paper type</b> and click <b>Send</b>. Click <b>OK</b> when the confirmation message appears.</li> <li>4. Click the <b>Main</b> tab and select the correct paper type from <b>Media Type</b>.</li> <li>5. Click <b>OK</b>, then try printing again.</li> </ol> <p><b>Macintosh</b></p> <ol style="list-style-type: none"> <li>1. With the printer on, open the <b>BJ Printer Utility</b>.</li> <li>2. Select <b>Custom Settings</b> from the pull-down menu.</li> <li>3. Click <b>Identify paper type</b> to remove the check mark.</li> <li>4. Select <b>Send</b>, and then click <b>OK</b>.</li> <li>5. Open the <b>Print</b> dialog box.</li> <li>6. Select <b>Quality &amp; Media</b> from the pop-up menu.</li> <li>7. Select the correct paper type from <b>Media Type</b>, and then click <b>Print</b>.</li> </ol>
Borderless Printing Error	Incorrect paper is loaded	<p>Ensure that the loaded paper is suitable for Borderless Printing. If the error continues, disable Paper Identification, select the desired type of paper, then try printing again.</p>
<b>Windows</b> Error Writing/ Output to USBxxx (USBPRNxx)	Printer is not ready	The <b>POWER</b> lamp will flash green when the printer is warming up or when a print job is being sent to the printer. It will glow a steady (non-flashing) green when it is ready for use or when the print job is completed.
	Paper is not loaded	Load paper and press the <b>RESUME/CANCEL</b> button.
	Paper is not loaded correctly	Remove the paper, fan the paper to ensure that sheets are not sticking together, and reload the paper correctly into the Auto Sheet Feeder.
	Printer port setting does not match the interface connected to the printer	<p>Check the printer port settings.</p> <ol style="list-style-type: none"> <li>1. Open the <b>Printer Properties</b> dialog box.</li> <li>2. Click the <b>Port</b> tab (or the <b>Details</b> tab) to confirm the port settings. A USB port is selected if either USBnnn (<b>Canon i9900</b>) or USBPRNnn (<b>Canon i9900</b>) (where n is a number) is indicated. To change this setting, shut down your Windows operating system, turn off the printer, then re-connect the printer to the interface selected in the printer driver.</li> </ol>

## Troubleshooting

Problem	Possible Cause	Try This
<b>Windows</b> Error Writing/ Output to USBxxx (USBPRNxx)	Faulty connection	Ensure that the printer cable is securely connected to the computer.   <b>Note</b> If using a switching hub or other device, disconnect the printer and reconnect it directly to the computer and try printing again. If successful, the problem may have been with the device. There could also be a problem with the cable(s). Replace the cable(s) and try printing again.
	Printer driver is not installed properly	Uninstall then reinstall the printer driver. 1. Click <b>Start</b> , and select <b>All Programs (or Programs), Canon i9900, and Uninstall</b> . 2. Follow the on-screen instructions to uninstall driver. 3. Follow the procedures described in the <i>Easy Setup Instructions</i> and reinstall the printer driver.
<b>Macintosh</b> "Error No.: X300"	Printer is not ready	If the <b>POWER</b> lamp is off, turn the printer on. If the <b>POWER</b> lamp is flashing green, the printer is initializing. Wait until the <b>POWER</b> lamp stops flashing.
	Printer is not properly connected	Ensure that the printer is securely connected to the computer.   <b>Note</b> If using a switching hub, FireWire repeater hub, or other device, disconnect the printer and reconnect it directly to the computer and try printing again. If successful, the problem may have been with the device. There could also be a problem with the cable(s). Replace the cable(s) and try printing again.
	Specified printer name is not on the <b>Printer list</b> under <b>Print Center</b>	1. Double-click the hard disk icon where the printer driver was installed, then the <b>Applications</b> folder, and then the <b>Utilities</b> folder. 2. Double-click the <b>Print Center (or Printer Setup Utility)</b> icon. 3. Ensure that i9900 is indicated in the <b>Printer list</b> .
<b>Macintosh</b> "Error No.: 1700"	Waste ink absorber almost full*	The printer has a built-in waste ink absorber to hold the ink used during print head cleaning. Eight flashes indicates that this absorber is nearly full. Press the <b>RESUME/CANCEL</b> button to clear the error so printing can continue. Contact the Customer Care Center.
<b>Macintosh</b> "Error No.: 2500"	Simple print head alignment failed	Simple print head alignment failed. See " <b>Handling Error Messages</b> " on page 69.

\* The waste ink absorber absorbs ink used at cleaning and so on. When you experience this error, you must replace the waste ink absorber and check the printer.

## Cannot Print Properly from the Digital Camera

The following messages may be displayed on the digital camera or digital video camcorder when images are printed directly from them. Correct the error according to the procedure below.

Camera Error Message	Possible Cause	Try This
Printer in use	Images are printed from the computer	Wait until printing ends. The printer automatically starts printing the images from the camera after completing the current printing.
Printer warming up	The printer is warning up	Wait until warm-up ends. When it is ready, the printer starts printing automatically.
No Paper	No paper is loaded	Load the paper in the printer and press the <b>RESUME/CANCEL</b> button on the printer.
Paper Jam	A paper jam occurs in the printer	Remove the jammed paper, load new media, and press the <b>RESUME/CANCEL</b> button.
Printer cover open	The front cover is open	Close the front cover.
No print head	Print head is defective or not installed	Install the print head again according to the <i>Easy Setup Instructions</i> . If the problem continues after reinstalling it, the print head may be defective. Contact the Customer Care Center.
Waste tank full	The waste ink tank (waste ink absorber*) is almost full	The printer has a built-in waste ink absorber to hold the ink used during print head cleaning. Eight flashes indicate that this absorber is nearly full. Press the <b>RESUME/CANCEL</b> button to clear the error so printing can continue. Contact the Customer Care Center.
Printer error	An error requiring servicing has occurred (The <b>POWER</b> lamp on the printer flashes alternately orange and green)	Turn off the printer, unplug the power cord from the power supply, plug the power cord back in, and then turn on the printer. If the same error occurs, contact the Customer Care Center.
	Ink is low	It is about time to replace the ink tank with a new one. Use a new ink tank. Select <b>Continue</b> in the Low ink Warning display to resume the printing.
	Ink tank is empty	The ink tank has run out of ink. Replace the ink tank with a new one.

\* The waste ink absorber absorbs ink used at cleaning and so on. When you experience this error, you must replace the waste ink absorber and check the printer.



### Notes

- Images can be printed directly from digital cameras and digital video camcorders that are compatible with this printer.
- If the connected digital camera or digital video camcorder is not supported, the **POWER** lamp on the printer flashes nine times. If this happens, disconnect the connection cable and press the **RESUME/CANCEL** button on the printer.
- If the operation time or data transmission time is too long when the digital camera or digital video camcorder is connected to this printer, a communication time error may occur and no more images can be printed. If this error occurs, disconnect the cable between the printer and the connected device and press the **RESUME/CANCEL** button on the printer. After reconnecting the cable between the printer and the device, turn the device's power back on.
- When the paper is curled or the printed surface of the paper is scratched during printing, select **Prevent paper abrasion** in the **Custom Settings** screen.
- For more details, also refer to the user's manual for the digital camera or digital video camcorder.  
If there is a problem with the digital camera or digital video camcorder, contact the Customer Care Center.

# Appendix

## Installing the Printer Driver When Using Mac OS 9.x

When using OS other than Mac OS X (i.e. Mac OS 8.6 to 9.x), install the printer driver following the procedure below.

- 1** Turn on your Mac and insert the *Setup Software & User's Guide CD-ROM*.
- 2** Open the **Mac OS 8.6-9.x** folder on the CD-ROM, then double-click the **Printer Driver** folder.
- 3** Double-click the **Installer** icon in the **Printer Driver** folder.
- 4** Read the **License Agreement** and click **Accept**, if you agree.
- 5** Click **Install**.  
The printer driver will load automatically.
- 6** If the message “No other applications can be running...” appears, click **Continue**.
- 7** When the “Installation was successful” screen is displayed, click **Restart**.
- 8** From the **Application** folder, double-click on the software to be installed. Follow the on-screen instructions.
- 9** When the “Installation has Finished” screen appears, click **OK**.
- 10** When prompted, restart your computer.
- 11** After the computer restarts, **TURN THE PRINTER ON**, and select the **Apple** menu, then **Chooser**.

**12** Click the **i9900** icon in the **Chooser**.

**13** Close the **Chooser**.



**Note**

Register your product at [www.registercanon.com](http://www.registercanon.com) to ensure product support.

**14** To ensure highest quality output, carry out print head alignment.



**Note**

Refer to the *Mac OS 9 Printer Driver Guide* located on the *Setup Software & User's Guide CD-ROM* for instructions on how to align the print head.

# User's Guide Table of Contents

Your printer's electronic User's Guide, located on the *Setup Software and User's Guide CD-ROM*, offers detailed information on the following topics.

## How to Use This Manual

## Printer Parts and Their Function

## Useful Printing Techniques

- Printing with Borderless Printing
- Reducing Noise from Images Taken with a Digital Camera
- Achieving Vivid Reproduction of Images with Lots of Greens and Blues
- Printing with Color and Brightness Automatically Optimized
- Adjusting Print Quality
- Smoothing the Rough Edges of Certain Images (Windows)
- Automatically Resizing the Image to Fit the Page
- Resizing the Image by Selecting the Scaling Ratio
- Printing Multiple Pages on a Single Page
- Enlarging a Document by Printing it on Multiple Pages
- Printing Multiple Pages for Assembly into a Booklet
- Printing on Both Sides of the Page
- Printing Stamped Messages on Documents (Windows)
- Printing Background Images on Documents (Windows)
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- Printing the Entire Image in Single Color
- Printing in Grayscale
- Reversing the Page Printing Order
- Printing on Nonstandard Size Paper
- Reducing the Sound of Printer Operation
- Registering Printer Driver Settings

## Printing Media

- Compatible Media Types
- Envelopes
- High Resolution Paper
- Glossy Photo Paper

## Photo Paper Pro

- Photo Paper Plus Glossy
- Photo Paper Plus Semi-gloss
- Matte Photo Paper
- Transparencies
- T-Shirt Transfers

## Checking the Status of the Printer

- BJ Status Monitor Functions
- Print Center

## Troubleshooting

- Cannot Install Printer Driver
- The USB 2.0 Hi-Speed Connection Does Not Work Properly
- Print Quality is Poor
- Printer Does Not Start or Stops During Print Jobs
- Paper Does Not Feed Properly
- Paper Jams
- The POWER Lamp Flashes Orange
- An Error Message is Displayed on the Screen
- Cannot Print Properly from the Digital Camera
- Problems Unique to Windows

## Appendix

- Printing Area
- Uninstalling the Printer Drivers
- Uninstalling the User's Guide
- Transporting printer
- Printer Driver Functions (Windows)
- Printer Driver Functions (Macintosh)
- BJ Printer Utility
- Opening the Printer Properties Dialog Box

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# Specifications

## Printer

Printing resolution:	4800 X 2400* dpi. max. *Maximum resolution of 4800 x 1200 dpi used at the bottom edge of the page.
Print speed *	Black printing (text pattern) Max Speed (Custom Setting 5): 16 ppm Standard: 5.0 ppm
* Print speed may vary with the content of the document and the processing speed of the host computer.	Color printing Max Speed (Custom Setting 5): 12 ppm Standard: 4.2 ppm Photo printing (PR-101 A4) Standard: 1.2 ppm
Print width:	322 mm max. (12.7 in) (for Borderless Printing: 329.0 mm / 13.0 in)
Resident print control mode:	Canon extended mode
Receive buffer:	80 KB
Interface:	USB USB 2.0 Hi-Speed FireWire
Acoustic noise level:	Approx. 37 dB (A) (in the highest print quality mode)
Operating environment:	Temperature: 5 to 35°C (41 to 95°F) Humidity: 10 to 90% RH (no condensation)
Storage environment:	Temperature: 0 to 40°C (32 to 104°F) Humidity: 5 to 95% RH (no condensation)
Power supply:	AC 100-127 V, 50/60 Hz AC 220-240 V, 50/60 Hz
Power consumption:	Standby: Approx. 1.8 W Printing: Approx. 28 W
Dimensions (with the paper rest and paper output tray retracted):	22.7 (W) X 13 (D) X 7.5 (H) in 577 (W) X 334 (D) X 182 (H) mm
Weight:	Approx. 9.5 kg (20.94 lb.)
Print Head:	768 nozzles of each color (1200 dpi)

## Printer

### Ink Tanks:

### Capacity (pages):

Black (BCI-6BK) approx. 740<sup>\*1</sup>, approx. 1100<sup>\*2</sup>

Cyan (BCI-6C) approx. 1100<sup>\*2</sup>

Magenta (BCI-6M) approx. 790<sup>\*2</sup>

Yellow (BCI-6Y) approx. 540<sup>\*2</sup>

Photo Cyan (BCI-6PC) approx. 380<sup>\*2</sup>

Photo Magenta (BCI-6PM) approx. 280<sup>\*2</sup>

Red (BCI-6R) approx. 2300<sup>\*2</sup>

Green (BCI-6G) approx. 2300<sup>\*2</sup>

<sup>\*1</sup> 1500 characters per page, normal text, at standard and plain paper mode with Windows XP printer driver

<sup>\*2</sup> Based on printing the ISO JIS-SCID No.5 pattern at standard and plain paper mode with Windows XP printer driver

## “Bubble Jet Direct” Print

### Compatible Paper

Card #1 (Photo Paper Pro 4" x 6" /101.6 x 152.4 mm), Card #2 (Photo Paper Plus Glossy 4" x 6" /101.6 x 152.4 mm), Card #3 (Photo Paper Plus Glossy 5" x 7" /127.0 x 177.8 mm), LTR (Photo Paper Pro or Photo Paper Plus Glossy Letter), A4 (Photo Paper Pro or Photo Paper Plus Glossy A4)

### Layout Print

Standard: Borderless / with border, Index Print: 15-80 images

### Print Quality

Standard

### Effect

Exif Print

### DPOF Functions

Ver. 1.00 compatible (Index print, number of copies, select images, print special characters (date/image no.))

## Bj Printer Driver Systems Requirements

### Windows

- Use a computer on which Windows XP, Windows 2000, Windows Me, Windows 98 can operate.
- USB<sup>\*1</sup> interface  
USB 2.0 Hi-Speed<sup>\*2</sup> Interface
- Available hard-disk space for printer driver installation  
Windows XP/Windows 2000: 65MB  
Windows Me/Windows 98: 30MB

<sup>\*1</sup> USB operation can only be guaranteed on a PC with pre-installed Windows XP, Windows 2000, Windows Me, or Windows 98. (This includes Windows XP, Windows 2000, or Windows Me upgraded from pre-installed Windows 98 or later)

<sup>\*2</sup> USB 2.0 Hi-Speed operation can only be guaranteed under the environments below.  
OS: Windows XP<sup>\*3</sup>/Windows 2000<sup>\*3</sup>  
USB 2.0 Hi-Speed Interface: a PC and a USB cable that comply with USB 2.0 Hi-Speed standard

<sup>\*3</sup> Supporting Microsoft standard USB 2.0 driver only.  
Please refer to the Microsoft web site for more information.

### Macintosh

- Use a Macintosh series computer on which Mac OS 8.6 to 9.x or Mac OS X v.10.2.1 to 10.3 can operate.  
See [www.canontechsupport.com](http://www.canontechsupport.com) for Mac OS update compatibility.
- USB Interface/USB 2.0 Hi-Speed<sup>\*4</sup> interface/FireWire<sup>\*5</sup> Interface
- Available hard-disk space for printer driver installation  
Mac OS 8.6 to 9.x: 30 MB  
Mac OS X v.10.2.1 to 10.3: 100 MB
- <sup>\*4</sup> USB 2.0 Hi-Speed operation can only be guaranteed under the environments below.  
OS: Mac OS X v.10.2.1 to 10.3  
An internal USB 2.0 Hi-Speed port and a USB cable that comply with USB 2.0 Hi-Speed standard (USB 2.0 Hi-Speed operation on the expansion board is not guaranteed.)
- <sup>\*5</sup> FireWire operation can only be guaranteed under the environments below.  
OS: Mac OS 9.0.4 to 9.x or Mac OS X v.10.2.1 to 10.3  
An internal FireWire 400 port
- The following functions are not supported when using Mac OS X v.10.2.1 to 10.3:
  - Duplex Printing
  - Photo Optimizer PRO
  - Fit-to-Page Printing
  - Booklet Printing
  - Poster Printing
  - Reverse order Printing (supported with Mac OS X v.10.3)

\* To Use the bundled applications, install them stored in the Mac OS X folder.

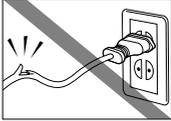
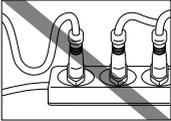
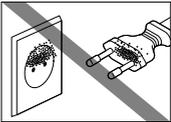
## Additional Systems Requirements for Electric Manuals

- Pentium®, 75 MHz equivalent or higher processor (Pentium®, 133MHz equivalent or higher processor recommended)
- 2x or higher CD-ROM drive (4x or higher recommended)
- Windows: Microsoft Internet Explorer 5.0 or later
- Macintosh: Microsoft Internet Explorer 5.0 or later, Safari 1.0 or later

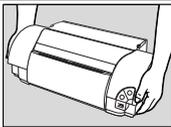
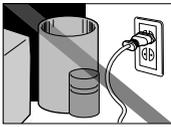
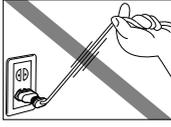
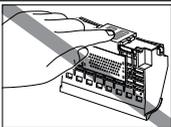
## ⚠ Safety Precautions

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

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

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

<b>Choosing a location</b>	<b>Do not install the printer in a location that is unstable or subject to excessive vibration.</b>	
	<b>Do not install the printer in locations that are very humid or dusty, in direct sunlight, outdoors, or close to a heating source.</b> To avoid the risk of fire or electric shocks, install the printer in a location with an ambient temperature range of 5°C to 35°C (41°F to 95°F) and humidity of 10% to 90% (condensation free).	
	<b>Do not place the printer on a thick rug or carpet.</b>	
	<b>When moving the printer, carry the printer at both ends.</b>	
<b>Power supply</b>	<b>Ensure that the area around the power outlet is kept clear at all times so you can easily unplug the power cord if necessary.</b>	
	<b>Never remove the plug by pulling on the cord.</b>	
	<b>Do not use an extension lead/ cord.</b>	
	<b>Never use a power supply source other than the one rated for the printer in the country where you purchased the printer.</b> AC 100-127 V, 50/60 Hz AC 220-240 V, 50/60 Hz	
<b>Working around the printer</b>	<b>Never put your hands or fingers in the printer while it is printing.</b>	
	<b>Do not place metal objects (paper clips, staples, etc.) or containers of flammable solvents (alcohol, thinners, etc.) on top of the printer.</b>	
	<b>If any foreign object (metal or liquid) fall into the printer, unplug the power cord and call for service.</b>	
<b>Print heads and ink tanks</b>	<b>For safety reasons store print heads and ink tanks out of the reach of small children.</b> If a child ingests any ink, consult a doctor immediately.	
	<b>Do not shake print heads or ink tanks.</b> Ink may leak out and stain clothing or the surrounding area.	
	<b>Never touch the electrical contacts on a print head after printing.</b> The metal parts may be very hot and could cause burns.	

# Regulatory Information

## Color Printer Model: K10238 (i9900)

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

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

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

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

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

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

## Canadian Radio Interference Regulations

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

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

## CANON U.S.A., INC. LIMITED WARRANTY --- (USA Only)

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

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

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

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

- (a) Loss of or damage to the Product due to abuse, neglect, mishandling, improper packaging by you, alteration, accident, electrical current fluctuations, improper use, failure to follow operating or maintenance instructions in, or environmental conditions prescribed in, Canon USA's user's manual or other documentation, or services performed by someone other than a Canon USA repair facility or ASF. Without limiting the foregoing, dropping the Product, scratches, and abrasions will be presumed to have resulted from misuse, abuse or failure to operate the Product as set forth in the user's manual or other documentation for the Product.
- (b) Use of parts or supplies (other than those sold by Canon USA) that cause damage to the Product or cause abnormally frequent service calls or service problems.
- (c) If the Product has had its serial number or dating defaced, altered or removed.

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

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

## Appendix

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

- Interactive troubleshooting, e-mail technical support, the latest driver downloads and answers to frequently asked questions ([www.canontechsupport.com](http://www.canontechsupport.com) <<http://www.canontechsupport.com>>)
- Toll-free live technical support within the limited warranty Monday-Saturday (excluding holidays) at 1-800-828-4040
- The location of the ASF nearest you for carry-in service (1-800-423-2366)

If the problem cannot be corrected by using one of the above technical support options, repair options (i.e. Carry-In/Mail-In Service\*, InstantExchange Warranty Service\*), along with details and conditions of each, are available at the time of your call to the live technical support number(s) above or via the website at [www.canontechsupport.com](http://www.canontechsupport.com) <<http://www.canontechsupport.com>>. Please note that under the InstantExchange program, a replacement product will be provided to you prior to your return of the defective product. Since the defective product becomes the property of Canon USA at the time of the exchange, the defective product must be returned in the shipping materials provided. If the defective product is not returned, as directed, you will be responsible for the value of the replacement product, for which Canon USA may invoice you.

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

\*Support program specifics are subject to change without notice.

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

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# Ordering Information

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

<b>Description</b>	<b>Order #</b>
<b>Ink Tanks</b>	
BCI-6PM Photo Magenta	4710A003
BCI-6R Red	8891A003
BCI-6BK Black	4705A003
BCI-6G Green	9473A003
BCI-6PC Photo Cyan	4709A003
BCI-6C Cyan	4706A003
BCI-6M Magenta	4707A003
BCI-6Y Yellow	4708A003
<b>Canon Specialty Papers</b>	
High Resolution Paper (8.5" x 11"/100 sheets)	1033A011
High Resolution Paper (11" x 17"/100 sheets)	CST-6059-000
High Resolution Paper (13" x 19"/20 sheets)	1033A013
Matte Photo Paper (8.5" x 11"/50 sheets)	7981A004
Photo Paper Plus Glossy (4" x 6"/20 sheets)	7980A007
Photo Paper Plus Glossy (4" x 6"/50 sheets)	7980A012
Photo Paper Plus Glossy (4" x 6"/120 sheets)	7980A022
Photo Paper Plus Glossy (5" x 7"/20 sheets)	7980A019
Photo Paper Plus Glossy (8.5" x 11"/20 sheets)	7980A006
Photo Paper Plus Semi-Gloss (4" x 6"/20 sheets)	8386A008
Photo Paper Plus Semi-Gloss (8.5" x 11"/20 sheets)	8386A007
Photo Paper Pro Perforated (4" x 6"/20 sheets)	5699A005
Photo Paper Pro for Borderless Printing (4" x 6"/20 sheets)	1029A014
Photo Paper Pro (8.5" x 11"/15 sheets)	1029A004
Photo Paper Pro (13" x 19"/10 sheets)	1029A009
Transparencies (8.5" x 11"/50 sheets)	1043A004

Call **1-800-OK-CANON** to locate a dealer near you, or visit the Canon eStore at [www.estore.usa.canon.com](http://www.estore.usa.canon.com).



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# Quick Start Guide

## Canon U.S.A., Inc.

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

## Canon Inc.

30-2, Shimomaruko 3-chome, Ohta-ku, Tokyo 146-8501, Japan

## Canon Canada, Inc.

6390 Dixie Road, Mississauga, Ontario, L5T 1P7, Canada

## Canon Latin America, Inc.

703 Waterford Way, Suite 400, Miami, FL 33126, U.S.A.

## Canon Mexicana S. de R.L. de C.V.

Periferico Sur No. 4124 Col. Ex-Rancho de Anzaldo, C.P. 01900, Mexico, D.F.

### Ink Tank Compatibility

