

Canon

LBP7010C / LBP7018C

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Before You Start

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[**↳ Legal Notices**](#)

[**↳ Legal Limitations on the Usage of Your Product and the Use of Images**](#)

[**↳ Using the e-Manual**](#)

Legal Notices

019A-001

Product Name

Safety regulations require the product's name to be registered.
In some regions where this product is sold, the following name(s) in parentheses () may be registered instead.

LBP7010C/LBP7018C (F159700)

EMC requirements of EC Directive

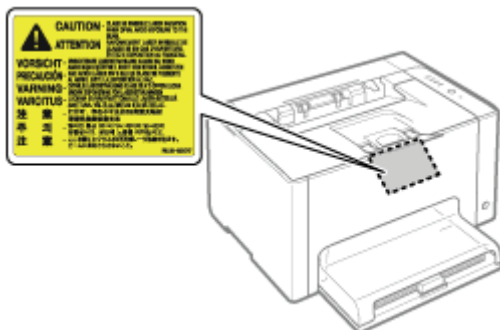
This equipment conforms with the essential EMC requirements of EC Directive. We declare that this product conforms with the EMC requirements of EC Directive at nominal mains input 230 V, 50 Hz although the rated input of the product is 220 to 240 V, 50/60 Hz. Use of shielded cable is necessary to comply with the technical EMC requirements of EC Directive.

Laser Safety

This product is certified as a Class 1 laser product under IEC60825-1:2007 and EN60825-1:2007. This means that the product does not produce hazardous laser radiation.

Since radiation emitted inside the product is completely confined within protective housings and external covers, the laser beam cannot escape from the machine during any phase of user operation. Do not remove protective housings or external covers, except as directed by the equipment's manuals.

The label shown below is attached to the laser scanner unit inside the machine.



CLASS 1 LASER PRODUCT

LASER KLASSE 1

APPAREIL À LASER DE CLASSE 1

APPARECCHIO LASER DI CLASSE 1

PRODUCTO LÁSER DE CLASE 1

APARELHO A LASER DE CLASSE 1

LUOKAN 1 LASER-TUOTE

LASERPRODUKT KLASSE 1

CAUTION

Use of controls, adjustments, or performance of procedures other than those specified in this manual may result in hazardous radiation exposure.

International ENERGY STAR Program



As an ENERGY STAR® Partner, Canon Inc. has determined that this product meets the ENERGY STAR Program for energy efficiency.

The International ENERGY STAR Office Equipment Program is an international program that promotes energy saving through the use of computers and other office equipment.

The program backs the development and dissemination of products with functions that effectively reduce energy consumption. It is an open system in which business proprietors can participate voluntarily.

The targeted products are office equipment, such as computers, displays, printers, facsimiles, and copiers. The standards and logos are uniform among participating nations.

WEEE Directive



European Union (and EEA) only.

This symbol indicates that this product is not to be disposed of with your household waste, according to the WEEE Directive (2002/96/EC) and your national law. This product should be handed over to a designated collection point, e.g., on an authorized one-for-one basis when you buy a new similar product or to an authorized collection site for recycling waste electrical and electronic equipment (EEE). Improper handling of this type of waste could have a possible negative impact on the environment and human health due to potentially hazardous substances that are generally associated with EEE. At the same time, your cooperation in the correct disposal of this product will contribute to the effective usage of natural resources. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, waste authority, approved WEEE scheme or your household waste disposal service. For more information regarding return and recycling of WEEE products, please visit **www.canon-europe.com/environment**.

(EEA: Norway, Iceland and Liechtenstein)

Legal Limitations on the Usage of Your Product and the Use of Images

019A-002

Using your product to scan, print or otherwise reproduce certain documents, and the use of such images as scanned, printed or otherwise reproduced by your product, may be prohibited by law and may result in criminal and/or civil liability. A non-exhaustive list of these documents is set forth below. This list is intended to be a guide only. If you are uncertain about the legality of using your product to scan, print or otherwise reproduce any particular document, and/or of the use of the images scanned, printed or otherwise reproduced, you should consult in advance with your legal advisor for guidance.

- Paper Money
 - Travelers Checks
 - Money Orders
 - Food Stamps
 - Certificates of Deposit
 - Passports
 - Postage Stamps (canceled or uncanceled)
 - Immigration Papers
 - Identifying Badges or Insignias
 - Internal Revenue Stamps (canceled or uncanceled)
 - Selective Service or Draft Papers
 - Bonds or Other Certificates of Indebtedness
 - Checks or Drafts Issued by Governmental Agencies
 - Stock Certificates
 - Motor Vehicle Licenses and Certificates of Title
 - Copyrighted Works/Works of Art without Permission of Copyright Owner
-

Even if you do not have the supplied CD-ROM at hand, you can view the e-Manual any time if you install it on your computer beforehand.

For the efficient use of the e-Manual, you can use several search tools to find the desired content.

➤ **How to Use the e-Manual**

- [Operating Environment](#)
- [Installing the e-Manual](#)
- [Uninstalling the e-Manual](#)

➤ **Screen Layout of the e-Manual**

- [Top Page](#)
- [Topic Page](#)
- [Contents Page](#)
- [Search Method](#)

➤ **Viewing the e-Manual**

<To find the desired content>

- **Selecting between the category icons**

From the top page, select a category icon you want.

➤ ["Top Page"](#)

- **Searching from the list of contents**

On the list of contents, you can view the list of whole sections of the e-Manual sorted by category. You can directly display sections in a category.

➤ ["Contents Page"](#)

- **Whole text search function**

You can search by keyword in the e-Manual. You can display the desired description from the search results by entering a keyword you want to search. This function supports AND search.

➤ ["Search Method"](#)

How to Use the e-Manual

019A-004

Click the following links to see the system requirements to use the e-Manual and how to install/uninstall the e-Manual.

[➤ Operating Environment](#)

[➤ Installing the e-Manual](#)

[➤ Uninstalling the e-Manual](#)

Operating Environment

019A-005

You need a Web browser to use the e-Manual. Operation of the following Web browsers is guaranteed.

- Internet Explorer 6.0/7.0/8.0
- Firefox 2.x/3.x

 **NOTE**

Enabling the script function

Enable the script function for a Web browser before using the e-Manual.

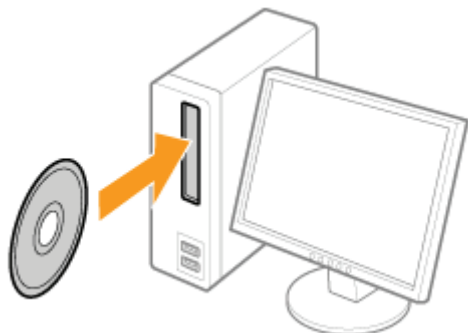
Installing the e-Manual

019A-006

Install the e-Manual included in the supplied CD-ROM on your computer using the following procedure.

1

Insert the supplied CD-ROM "User Software" into the CD-ROM drive of your computer.



2

Click [Custom Installation].



? If the above screen does not appear

➤ "Basic Operations/Various Information for Windows"

? If the [AutoPlay] dialog box appears

Click [Run AUTORUN.EXE].

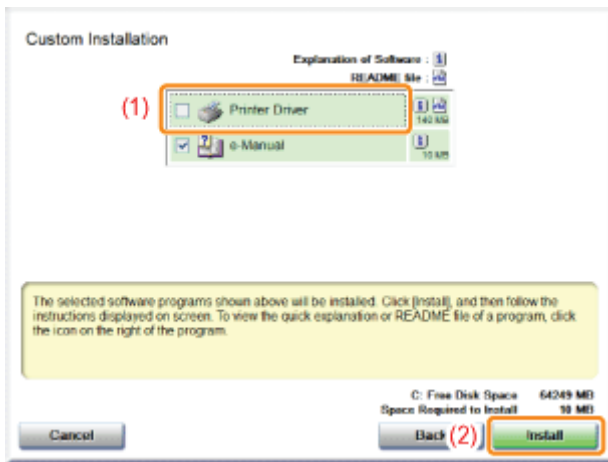
? If the [User Account Control] dialog box appears

Click [Yes] or [Continue].

3

Perform the following procedure.

- (1) Clear the [Printer Driver] check box.
- (2) Click [Install].



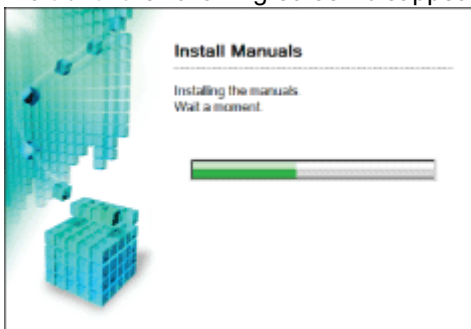
4

Read the contents of License Agreement, and then click [Yes].



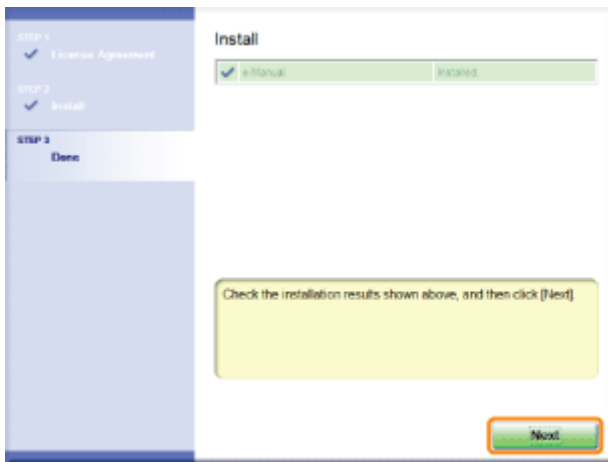
→ The installation starts.

Wait until the following screen disappears. (It may take a long time to install the e-Manual.)



5

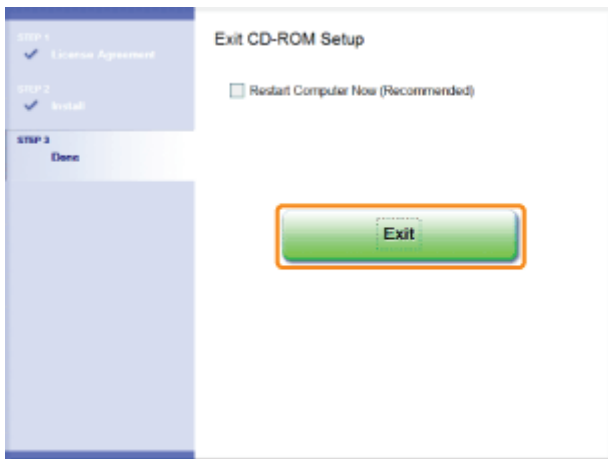
Click [Next].



6

Click [Exit].

† When the following screen appears, you can remove the CD-ROM.



Displaying the e-Manual

Double-click [LBP7010C 7018C e-Manual] created on the desktop.



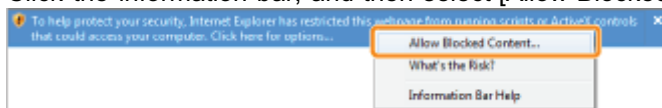
LBP7010C
7018C
e-Manual

? When a security protection message appears

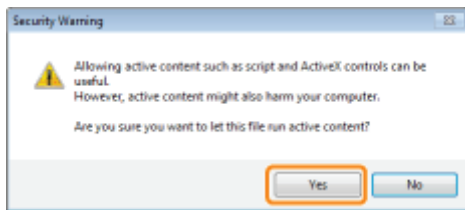
To help protect your security, Internet Explorer has restricted this webpage from running scripts or ActiveX controls that could access your computer. Click here for options...

Perform the following procedure.

1. Click the information bar, and then select [Allow Blocked Content] from the pop-up menu.




2. Click [Yes].



NOTE

Displaying the e-Manual directly from the CD-ROM

You can also display the e-Manual directly from the CD-ROM without installing it in the computer you are using.

1. Insert the supplied CD-ROM "User Software" into the CD-ROM drive of your computer.
2. Click [Display Manuals].
3. Click [] button next to [e-Manual].

† Depending on the operating system you are using, a security protection message is displayed. Allow the contents to be displayed.

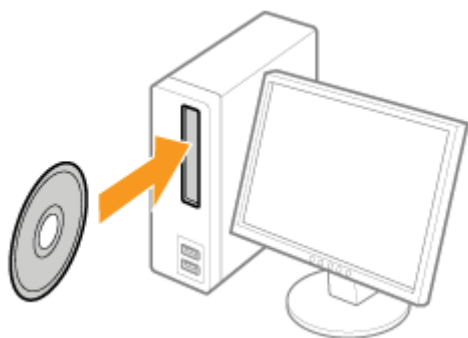
Uninstalling the e-Manual

019A-007

The process of removing the e-Manual to restore the computer to the same state as before the e-Manual was installed is referred to as uninstallation. To uninstall the e-Manual, perform the following procedure.

1

Insert the supplied CD-ROM "User Software" into the CD-ROM drive of your computer.



2

Click [Additional Software Programs].



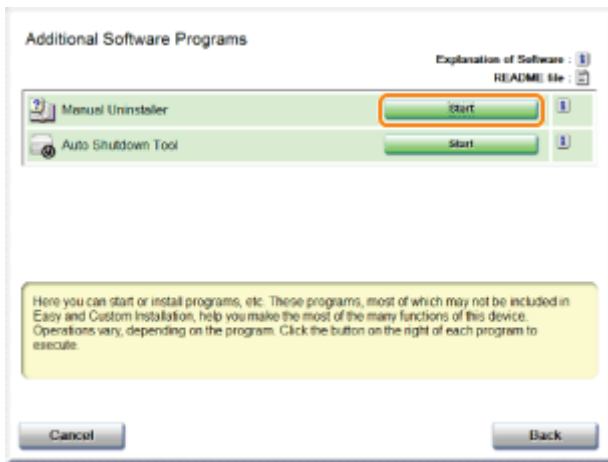
? If the above screen does not appear
➤ "Basic Operations/Various Information for Windows"

? If the [AutoPlay] dialog box appears
Click [Run AUTORUN.EXE].

? If the [User Account Control] dialog box appears
Click [Yes] or [Continue].

3

Click [Start] in [Manual Uninstaller].



4

Click [Uninstall] to start the uninstallation.

Please wait a moment until the uninstallation is complete. (It may take a long time to uninstall the printer driver.)



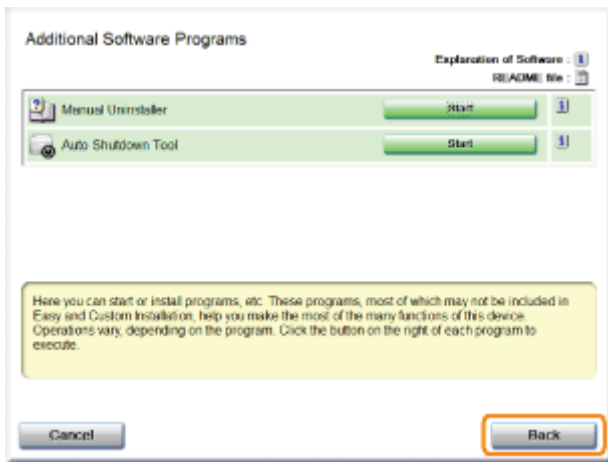
5

Click [Exit].



6

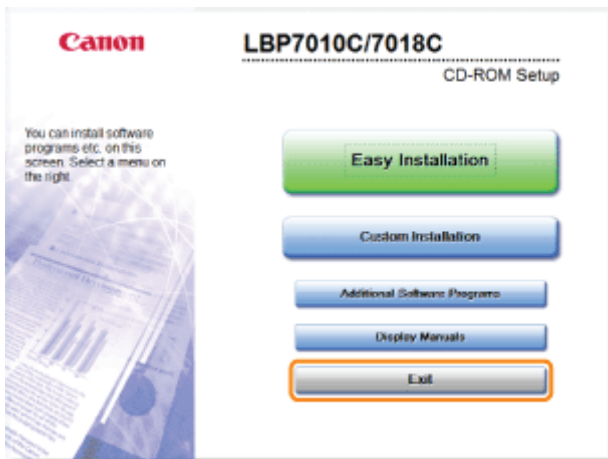
Click [Back].



7

Click [Exit].

↑ When the following screen appears, you can remove the CD-ROM.



Screen Layout of the e-Manual

019A-008

This section describes the screen layout of the e-Manual.

The page displayed right after the e-Manual starts is called "Top Page" and the manual description is called "Topic Page" in this section.

The "Contents Page" is displayed from [Contents] which is located on the upper right of the e-Manual and the search dialog box is displayed from each page in another window.

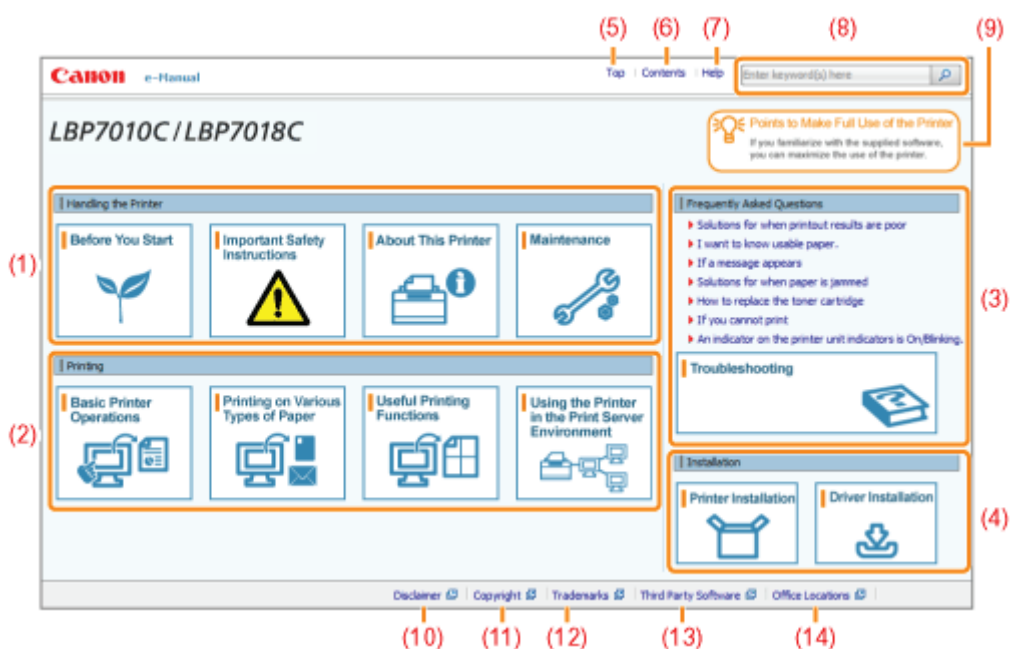
The screen layout is different for each page, so click the following links to see the instruction.

[**➤ Top Page**](#)

[**➤ Topic Page**](#)

[**➤ Contents Page**](#)

[**➤ Search Method**](#)



(1) Handling the Printer

This section describes the precautions and maintenance methods for handling the printer, and so on.

(2) Printing

This section describes a variety of printing methods, such as basic printing and advanced one that uses the various printing functions.

How to load paper is also described here.

(3) Frequently Asked Questions

Frequently asked questions are featured.

For details on the solutions for the other problems, see [Troubleshooting].

(4) Installation

This section described how to install this printer, how to install the printer driver, and so on.

(5) [Top]

The top page of the e-Manual is displayed.


(6) [Contents]

The entire contents of the e-Manual are displayed.

(7) [Help]

How to use the e-Manual is displayed.

(8) [Enter keyword(s) here]

The search dialog box is displayed by entering a keyword and clicking [].

For details, see "Search Method."

(9) [Points to Make Full Use of the Printer]

This section describes software tasks and functions supplied with the printer to maximize the use of the printer.

(10) [Disclaimer]

The disclaimers are displayed.

(11) [Copyright]

The information of copyrights is displayed.

(12) [Trademarks]

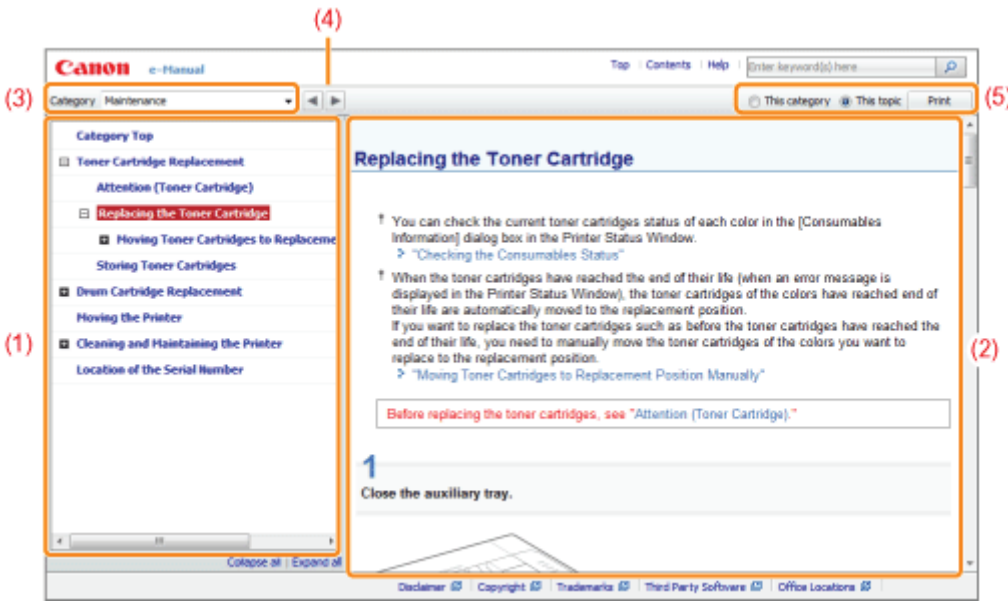
The trademarks are displayed.

(13) [Third Party Software]

The information about the third party software is displayed.

(14) [Office Locations]

Inquiries for this printer are displayed.



(1) Category contents

This is the list of the contents in the category. Clicking each item displays the description in the topic page. Clicking [+] opens the menu and clicking [-] closes the menu.

(2) Topic page

The descriptions of each item are displayed.

(3) [Category] menu

You can select a different category from the pull-down menu.

(4) [< >]

Click to move to the previous or next category.

(5) [Print]

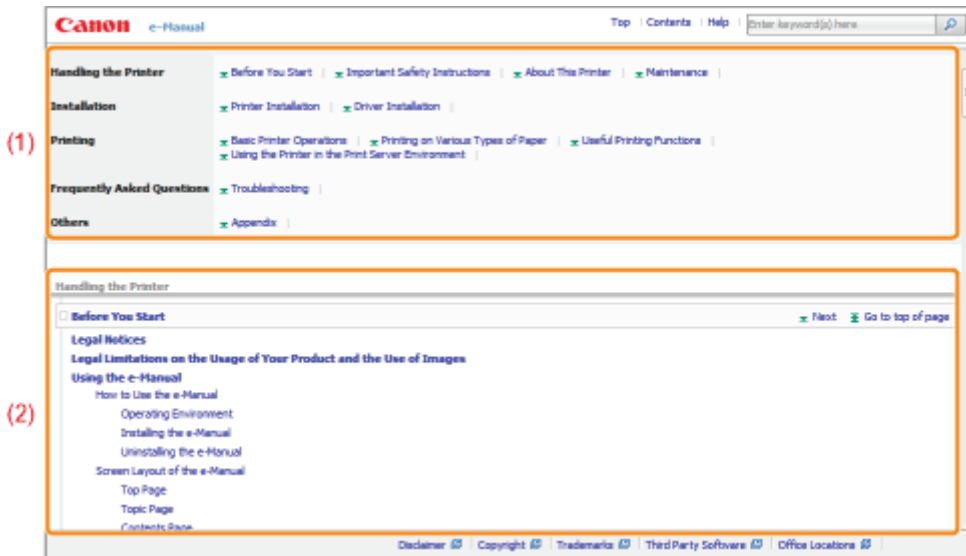
Prints the e-Manual.

Select either of the following when printing.

[This category]	Prints all the contents in a category.
[This topic]	Prints only the topic page currently displayed.

Contents Page

019A-00C

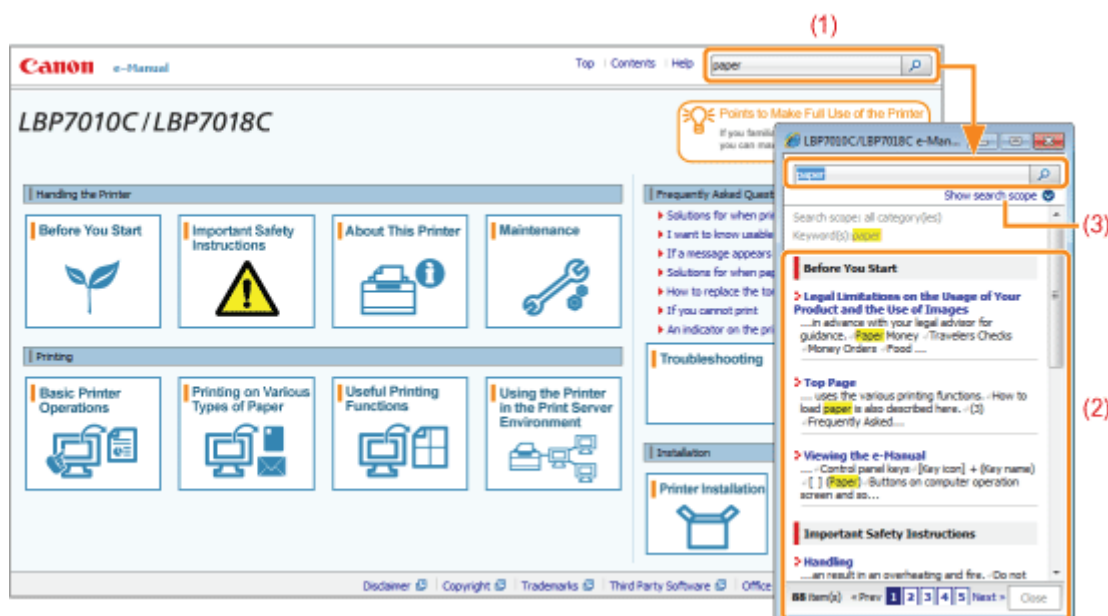


(1) Categories


Shows the categories of the e-Manual. Click a category to view the detailed list of the category.

(2) Whole contents

Shows the all categories and sections of the e-Manual. Click an item to view the contents.



(1) [Enter keyword(s) here]

Enter a keyword in the entry field which is located on the upper right of the e-Manual, and then click []. The search dialog box is displayed.

You can also search by entering a keyword in the displayed dialog box.

Also, the AND search is available in the e-Manual so you can refine the search results by entering two or more keywords. When entering keywords, enter a space between the keywords.

- **Example:** "Toner Replacement" (if you want to display pages which include words, "Toner" and "Replacement")

(2) Search result

The search results for a keyword are displayed.

If the search results are more than 10 results, you can see the other results by clicking [<< Prev], [Next >>], or the number which is located below the result.

(3) [Show search scope]

If you want to specify a search scope, click here, and then select the check box for the category which you want to search.

Viewing the e-Manual

Symbols Used in the e-Manual

The following are descriptions of warnings and cautions used in the e-Manual to explain handling restrictions, precautions, and instructions that should be observed for your safety.

WARNING

Indicates a warning concerning operations that may lead to death or injury to persons if not performed correctly. To use the machine safely, always pay attention to these warnings.

CAUTION

Indicates a caution concerning operations that may lead to injury to persons if not performed correctly. To use the machine safely, always pay attention to these cautions.

IMPORTANT

Indicates operational requirements and restrictions. Be sure to read these items carefully to operate the machine correctly, and avoid damage to the machine or property.

NOTE


Indicates a clarification of an operation, or contains additional explanations for a procedure. Reading these notes is highly recommended.



Indicates an operation that must not be performed. Read these items carefully, and make sure not to perform the described operations.

Keys and Buttons Used in This Manual

The following are examples of how control panel keys and on-screen buttons are depicted in the e-Manual.

Type	Depiction in the e-Manual	Example
Control panel keys	[Key icon] + (Key name)	[] (Paper)
Buttons on computer operation screen and so on	[Button name and so on]	[OK]

Screenshots Used in the e-Manual

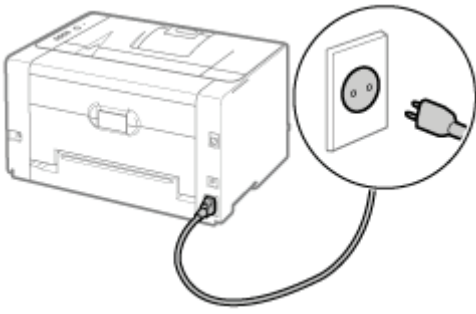
The contents of the screenshots used in the e-Manual are the default settings.

Depending on the system configuration, the contents of the screenshots may partly differ.

† The functions of the printer driver may be changed due to upgrade.

Illustrations Used in the e-Manual

Although the power cord used in this manual is as the one in the following illustration, the form of the power cord may differ depending on the country or region.



Abbreviations Used in the e-Manual

Abbreviations of Operating Systems

In the e-Manual, operating systems are abbreviated as follows.

Microsoft Windows 2000 operating system	Windows 2000
Microsoft Windows XP operating system	Windows XP
Microsoft Windows Vista operating system	Windows Vista
Microsoft Windows 7 operating system	Windows 7
Microsoft Windows Server 2003 operating system	Windows Server 2003
Microsoft Windows Server 2008 operating system	Windows Server 2008
Microsoft Windows operating system	Windows

Disclaimer

019A-00H

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Copyright

019A-00J

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 - Other product and company names herein may be the trademarks of their respective owners.
-

Third Party Software

019A-00L

This product includes third-party software modules. Use and distribution of this software modules, including any updates of such software modules (collectively, the "SOFTWARE") are subject to conditions (1) through (9) below.

- (1) You agree that you will comply with any applicable export control laws, restrictions or regulations of the countries involved in the event that this product including the SOFTWARE is shipped, transferred or exported into any country.
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-

Important Safety Instructions

019A-00R

Read these "Important Safety Instructions" thoroughly before operating the printer.

As these instructions are intended to prevent injury to the user and other persons or destruction of property, always pay attention to these instructions.

Also, as it may result in unexpected accidents or injuries, do not perform any operation unless otherwise specified in the manual. Improper operation or use of this machine could result in personal injury and/or damage requiring extensive repair that may not be covered under your Limited Warranty.

➤ Installation

➤ Power Supply

➤ Handling

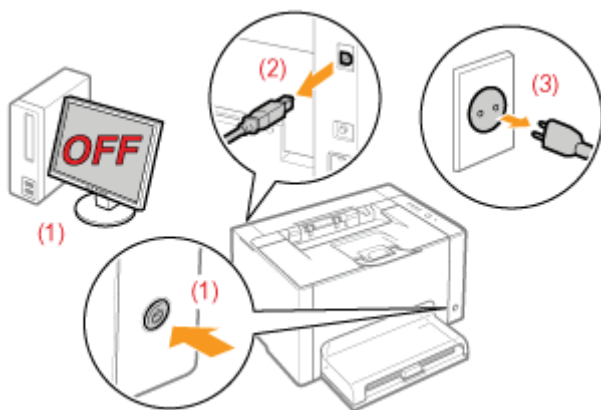
➤ Maintenance and Inspections

➤ Consumables

WARNING

- Do not install the printer in a location near alcohol, paint thinner, or other flammable substances. If flammable substances come into contact with electrical parts inside the printer, this may result in a fire or electrical shock.
- Do not place the following items on the printer.
 - Necklaces and other metal objects
 - Cups, vases, flowerpots, and other containers filled with water or liquids

If these items come into contact with a high-voltage area inside the printer, this may result in a fire or electrical shock. If these items are dropped or spilled inside the printer, immediately turn OFF the power switch (1) and disconnect the interface cables if they are connected (2). Then, unplug the power plug from the AC power outlet (3) and contact your local authorized Canon dealer.



CAUTION

- Do not install the printer in unstable locations, such as on unsteady platforms or inclined floors, or in locations subject to excessive vibrations, as this may cause the printer to fall or tip over, resulting in personal injury.
- The ventilation slots are provided for proper ventilation of working parts inside the printer. Never place the printer on a soft surface, such as a bed, sofa, or rug. Blocking the slots can cause the printer to overheat, resulting in a fire.
- Do not install the printer in the following locations, as this may result in a fire or electrical shock.
 - A damp or dusty location
 - A location exposed to smoke and steam, such as near a cookery or humidifier
 - A location exposed to rain or snow
 - A location near a water faucet or water
 - A location exposed to direct sunlight
 - A location subject to high temperatures
 - A location near open flames
- When installing the printer, gently lower the printer to the installation site so as not to catch your hands between the printer and the floor or between the printer and other equipment, as this may result in personal injury.
- When connecting the interface cable, connect it properly by following the instructions in the e-Manual. If not connected properly, this may result in malfunction or electrical shock.
- When moving the printer, follow the instructions in the e-Manual to hold it correctly. Failure to do so may cause you to drop the printer, resulting in personal injury.
 - ["Moving the Printer"](#)

WARNING

- Do not damage or modify the power cord. Also, do not place heavy objects on the power cord or pull on or excessively bend it, as this can cause electrical damage, resulting in fire or electrical shock.
- Keep the power cord away from all heat sources. Failure to do so can cause the power cord insulation to melt, resulting in a fire or electrical shock.
- The power cord should not be taut, as this may lead to a loose connection and cause overheating, which could result in a fire.
- The power cord may become damaged if it is stepped on, fixed with staples, or if heavy objects are placed on it. Continued use of a damaged power cord can lead to an accident, such as a fire or electrical shock.
- Do not plug or unplug the power plug with wet hands, as this can result in electrical shock.
- Do not plug the power cord into a multi-plug power strip, as this can result in a fire or electrical shock.
- Do not bundle up or tie up the power cord in a knot, as this can result in a fire or electrical shock.
- Insert the power plug completely into the AC power outlet. Failure to do so can result in a fire or electrical shock.
- If excessive stress is applied to the connection part of the power cord, it may damage the power cord or the wires inside the machine may disconnect. This could result in a fire. Avoid the following situations:
 - Connecting and disconnecting the power cord frequently.
 - Tripping over the power cord.
 - The power cord is bent near the connection part, and continuous stress is being applied to the power outlet or the connection part.
 - Applying a shock to the power connector.
- Do not use power cords other than the one provided, as this can result in a fire or electrical shock.
- As a general rule, do not use extension cords. Using an extension cord may result in a fire or electrical shock.

CAUTION

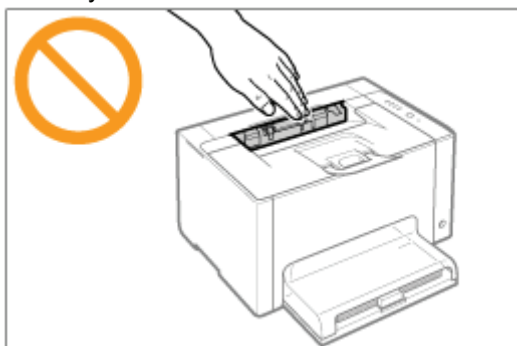
- Do not use a power supply voltage other than that listed herein, as this may result in a fire or electrical shock.
- Always grasp the power plug when unplugging the power plug. Do not pull on the power cord, as this may expose the core wire of the power cord or damage the cord insulation, causing electricity to leak, resulting in a fire or electrical shock.
- Leave sufficient space around the power plug so that it can be unplugged easily. If objects are placed around the power plug, you may be unable to unplug it in an emergency.

WARNING

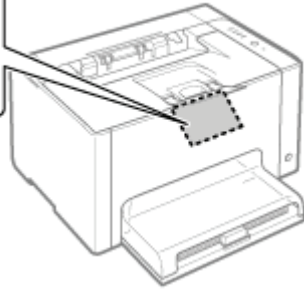
- Do not disassemble or modify the printer. There are high-temperature and high-voltage components inside the printer which may result in a fire or electrical shock.
- Electrical equipment can be hazardous if not used properly. Do not allow children to touch the power cord, cables, internal gears, or electrical parts.
- If the printer makes an unusual noise or emits smoke, heat, or an unusual smell, immediately turn OFF the power switch and disconnect the interface cables if they are connected. Then, unplug the power plug from the AC power outlet and contact your local authorized Canon dealer. Continued use can result in a fire or electrical shock.
- Do not use flammable sprays near the printer. If flammable substances come into contact with electrical parts inside the printer, this may result in a fire or electrical shock.
- Always turn OFF the power switch and unplug the power plug and interface cables before moving the printer. Failure to do so can damage the cables or cords, resulting in a fire or electrical shock.
- Confirm that the power plug or power connector is inserted completely after moving the printer. Failure to do so can result in an overheating and fire.
- Do not drop paper clips, staples, or other metal objects inside the printer. Also, do not spill water, liquids, or other flammable substances (alcohol, benzene, paint thinner, and so on) inside the printer. If these items come into contact with a high-voltage area inside the printer, this may result in a fire or electrical shock. If these items are dropped or spilled inside the printer, immediately turn OFF the power switch and disconnect the interface cables if they are connected. Then, unplug the power plug from the AC power outlet and contact your local authorized Canon dealer.
- When plugging or unplugging a USB cable when the power plug is plugged into an AC power outlet, do not touch the metal part of the connector, as this can result in electrical shock.

CAUTION

- Do not place heavy objects on the printer. The object or the printer may fall, resulting in personal injury.
- Turn OFF the power switch when the printer will not be used for a long period of time, such as overnight. Turn OFF the printer and unplug the power plug if the printer will not be used for an extended period of time, such as for several days.
- Open or close covers gently and carefully. Be careful not to hurt your fingers.
- Keep your hands and clothing away from the roller in the output area. Even if the printer is not printing, the roller may suddenly rotate and catch your hands or clothing, resulting in personal injury.
- The output slot is hot during and immediately after printing. Do not touch the area surrounding the output slot, as this may result in burns.



- Printed paper may be hot immediately after being output. Be careful when removing the paper and aligning the removed paper, especially after continuous printing. Failure to do so may result in burns.
- The laser beam used in the printer can be harmful to human bodies. The laser beam is confined in the laser scanner unit by a cover, so there is no danger of the laser beam escaping during normal printer operation. Read the following remarks and instructions for safety.
 - Never open covers other than those indicated in this manual.
 - Do not remove the caution label attached to the cover of the laser scanner unit.



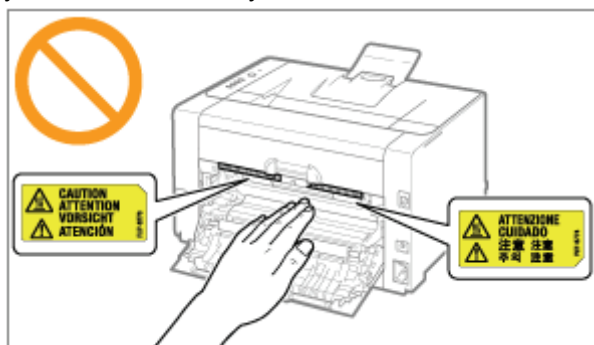
- If the laser beam should escape and enter your eyes, exposure may cause damage to your eyes.

WARNING

- When cleaning the printer, turn OFF the printer and computer, remove the interface cables, and then unplug the power plug. Failure to do so can result in a fire or electrical shock.
- Unplug the power plug from the AC power outlet periodically and clean the area around the base of the power plug's metal pins and the AC power outlet with a dry cloth to remove all dust and grime. In damp, dusty, or smoky locations, dust can build up around the power plug and become damp, which can cause a short circuit, resulting in a fire.
- Clean the printer with a well wrung out cloth dampened with water or mild detergent diluted with water. Do not use alcohol, benzene, paint thinner, or other flammable substances. If flammable substances come into contact with electrical parts inside the printer, this may result in a fire or electrical shock.
- Some areas inside the printer are subject to high voltage. When removing jammed paper or when inspecting the inside of the printer, be careful not to allow necklaces, bracelets, or other metal objects to touch the inside of the printer, as this can result in burns or electrical shock.
- Do not dispose of used toner cartridges or a drum cartridge in open flames. This may cause the toner remaining inside the cartridges or the drum cartridge to ignite, resulting in burns or fire.
- If you accidentally spill or scatter toner, carefully gather the toner particles together or wipe them up with a soft, damp cloth in a way that prevents inhalation.
Never use a vacuum cleaner that does not have safeguards against dust explosions to clean up spilled toner. Doing so may cause a malfunction in the vacuum cleaner, or result in a dust explosion due to static discharge.
- Confirm that the power plug or power connector is inserted completely after cleaning the printer. Failure to do so can result in an overheating and fire.
- Check the power cord and plug regularly. The following conditions may result in fire, so contact your local authorized Canon dealer or the Canon help line.
 - There are burn marks on the power plug.
 - The blade on the power plug is deformed or broken.
 - The power is turned OFF or ON when bending the power cord.
 - The coating of the power cord is damaged, cracked, or dented.
 - A part of the power cord becomes hot.
- Check regularly that the power cord and plug are not handled in the following manner. Failure to do so can result in a fire or electrical shock.
 - The power connector is loosened.
 - Stress is being applied to the power cord by a heavy object or by fixing it with staples.
 - The power plug is loosened.
 - The power cord is tied in a bundle.
 - A part of the power cord is put in an aisle.
 - The power cord is put in front of the heating appliance.

CAUTION

- Never attempt to service this printer yourself, except as explained in this manual. There are no user serviceable parts inside the printer. Adjust only those controls that are covered in the operating instructions. Improper adjustment could result in personal injury and/or damage requiring extensive repair that may not be covered under your Limited Warranty.



- The fixing unit and its surroundings inside the printer become hot during use. When removing jammed paper or when inspecting the inside of the printer, do not touch the fixing unit and its surroundings, as this may result in burns.
- When removing jammed paper or when inspecting the inside of the machine, do not expose yourself to the heat emitted from the fixing unit and its surroundings for a prolonged period of time. Doing so may result in low temperature burns, even though you did not touch the fixing unit and its surroundings directly, as this may result in burns.
- If paper is jammed, remove the jammed paper so that any pieces of paper do not remain inside the printer according to the displayed message. Also, do not put your hands forcibly into the parts other than those directed on the screen. Failure to do so may result in burns or injuries.
- When removing jammed paper, replacing the toner cartridges or drum cartridge, be careful not to get any toner on your hands or clothing, as this will dirty your hands or clothing. If toner gets on your hands or clothing, wash them immediately with cold water. Washing with warm water sets the toner, making it impossible to remove the toner stains.
- When removing jammed paper, be careful not to allow the toner on the paper to scatter. The toner may get into your eyes or mouth. If toner gets into your eyes or mouth, wash them immediately with cold water and consult a physician.
- When loading paper or removing jammed paper, be careful not to cut your hands with the edges of the paper.
- When removing the toner cartridges or drum cartridge, remove the toner cartridges or drum cartridge carefully so as to prevent the toner from scattering and getting into your eyes or mouth. If toner gets into your eyes or mouth, wash them immediately with cold water and consult a physician.
- Do not attempt to disassemble the toner cartridges or drum cartridge. The toner may scatter and get into your eyes or mouth. If toner gets into your eyes or mouth, wash them immediately with cold water and consult a physician.
- If toner leaks from the toner cartridges or drum cartridge, be careful not to inhale the toner or allow it to come into direct contact with your skin. If the toner comes into contact with your skin, wash with soap. If the skin becomes irritated or you inhale the toner, consult a physician immediately.

WARNING

- Do not dispose of used toner cartridges in open flames. This may cause the toner to ignite, resulting in burns or fire.
- Do not store toner cartridges or paper in a location exposed to open flames. This may cause the toner or paper to ignite, resulting in burns or fire.
- When disposing of the toner cartridges or drum cartridge, place the toner cartridges or drum cartridge into a bag to prevent the toner from scattering, and then dispose of the toner cartridges or drum cartridge according to local regulations.
- If you accidentally spill or scatter toner, carefully gather the toner particles together or wipe them up with a soft, damp cloth in a way that prevents inhalation.
Never use a vacuum cleaner that does not have safeguards against dust explosions to clean up spilled toner. Doing so may cause a malfunction in the vacuum cleaner, or result in a dust explosion due to static discharge.

CAUTION

- Keep the toner cartridges and other consumables out of the reach of small children. If the toner or other parts are ingested, consult a physician immediately.
- Do not attempt to disassemble the toner cartridges or drum cartridge. The toner may scatter and get into your eyes or mouth. If toner gets into your eyes or mouth, wash them immediately with cold water and consult a physician.
- If toner leaks from the toner cartridges or drum cartridge, be careful not to inhale the toner or allow it to come into direct contact with your skin. If the toner comes into contact with your skin, wash with soap. If the skin becomes irritated or you inhale the toner, consult a physician immediately.
- If the sealing tape is pulled out forcefully or stopped at midpoint, toner may spill out. If the toner gets into your eyes or mouth, wash them immediately with cold water and immediately consult a physician.

About This Printer

019A-011

[**Printer Specifications**](#)

[**System Requirements for Printing**](#)

[**Names and Dimensions of Each Part**](#)

[**Control Panel**](#)

[**Printer Status Window**](#)

[**Energy-saving Mode**](#)

[**Cautions for Handling the Printer**](#)

[**Consumables**](#)

Printer Specifications

019A-012

Hardware Specifications

Type	Desktop Page Printer
Printing method	Electrophoto method (On-demand fixing)
Printing speed (Plain paper (60 to 100 g/m ²), when printing A4 paper continuously)	<ul style="list-style-type: none"> ▪ Black and white printing: 16 pages/min. ▪ Color printing: 4 pages/min. <p>† The print speed may drop depending on the paper settings for the size, type, orientation, and number of copies.</p>
Warm up time (Time from power on to printer ready)	<p>66 seconds or less</p> <p>† May vary depending on the usage conditions, such as the installation environment.</p>
Recovery time (Time from sleep mode to printer ready)	Approx. 10 seconds
First print time (When printing A4 paper)	<ul style="list-style-type: none"> ▪ Black and white printing: 13.6 seconds ▪ Color printing: 24.7 seconds <p>† May vary depending on the output environment.</p>
Paper size	<ul style="list-style-type: none"> ▪ Standard sizes: A4, B5, A5, Legal, Letter, Executive, Statement, Envelope Monarch, Envelope No. 10 (COM10), Envelope DL, Envelope C5, Envelope B5, Foolscap, Index Card, and 16K ▪ Custom paper sizes: Width 76.2 to 215.9 mm, Length 127.0 to 355.6 mm
Paper capacity (Multi-purpose tray)	Approx. 150 sheets
Paper output	Face-down
Output capacity (Output tray)	Approx. 50 sheets
Noise (Declared noise emission in accordance with ISO 9296)	<ul style="list-style-type: none"> ▪ LwAd (declared A-weighted sound power level (1 B = 10 dB)) <ul style="list-style-type: none"> – During standby: Inaudible – During operation (Black and white): 6.4 B or less – During operation (Color): 6.2 B or less ▪ LpAm (declared A-weighted sound pressure level (bystander position)) <ul style="list-style-type: none"> – During standby: Inaudible – During operation (Black and white): 50 dB – During operation (Color): 48 dB
Operating environment (Printer unit only)	<p>Operating environment</p> <ul style="list-style-type: none"> – Temperature range: 10 to 30°C (50 to 86°F) – Humidity range: 20 to 80% RH (no condensation)
Host interface	<p>USB interface</p> <ul style="list-style-type: none"> – Hi-Speed USB/USB
	▪

User interface	<ul style="list-style-type: none"> • Six LED indicators • One operation key
Power supply	220 to 240 V (±10%), 50/60 Hz (±2 Hz)
Power consumption (at 20°C (68°F))	<ul style="list-style-type: none"> • Maximum: 868 W or less • During operation (Black and white): Approx. 230 W • During operation (Color): Approx. 145 W • During standby: Approx. 7 W • During the sleep mode: Approx. 1.1 W <p>† Even if the power of the printer is turned OFF, power is consumed only slightly while the power plug is inserted into the AC power outlet. To cut the power consumption completely, unplug the power plug from the AC power outlet.</p>
Consumables	<ul style="list-style-type: none"> • Toner cartridges <ul style="list-style-type: none"> – Canon Toner Cartridge 729 Black – Canon Toner Cartridge 729 Yellow – Canon Toner Cartridge 729 Magenta – Canon Toner Cartridge 729 Cyan • Drum cartridge <ul style="list-style-type: none"> – Canon Drum Cartridge 029 <p>† For details on the yield, see "Replacement Timing" in "Consumables."</p>
Weight	<ul style="list-style-type: none"> • Printer unit and included parts <ul style="list-style-type: none"> – Printer unit (excluding the toner cartridges and drum cartridge): Approx. 10.7 kg – Toner cartridge (each): Approx. 0.3 kg – Drum cartridge: Approx. 0.4 kg • Consumables <ul style="list-style-type: none"> – Toner cartridge (each) (Canon Genuine Cartridge): Approx. 0.3 kg – Drum cartridge (Canon Genuine Cartridge): Approx. 0.4 kg

Software Specifications

Printing software	Canon Advanced Printing Technology (CAPT) software
Printable area	<p>Data can be printed with a margin of 5.0 mm. (10 mm for envelopes)</p> <p>† For details, see "Printable Area."</p>

System Requirements for Printing

019A-013

The printer driver is software required for printing with this printer.

The following system environment is required to use the printer driver.

Operating System

- Windows 2000 Server or Professional
- Windows XP Professional or Home Edition
- Windows XP Professional x64 Edition
- Windows Vista (32-bit or 64-bit version)
- Windows 7 (32-bit or 64-bit version)
- Windows Server 2003
- Windows Server 2003 x64 Editions
- Windows Server 2008 (32-bit or 64-bit version)

† Depending on your language, the printer driver for a 64-bit operating system is not included in the supplied CD-ROM. Download the printer driver from the Canon Web site (<http://www.canon.com/>) as needed.

† For details on the latest status of the supported operating systems and Service Pack, see the Canon Web site (<http://www.canon.com/>).

System Requirements (minimum required)

	Windows 2000, XP, and Server 2003	Windows Vista, 7, and Server 2008
CPU	300 MHz or more	CPU and RAM conforming to recommended system requirements for Windows Vista, 7, or Server 2008
Available memory (RAM)	128 MB or more	
Available hard disk space	Free hard disk space displayed on the installation screen of the printer driver	

Recommended System Requirements

	Windows 2000, XP, and Server 2003	Windows Vista, 7, and Server 2008
CPU	1.2 GHz or more	CPU and RAM conforming to recommended system requirements for Windows Vista, 7, or Server 2008
Available memory (RAM)	256 MB or more	

Interface

Hi-Speed USB/USB

NOTE

About available memory

The actual amount of available memory varies depending on the system configuration of your computer and the application software currently in use.

In any of the above system environments, print quality is not guaranteed.

About unidirectional communication equipment

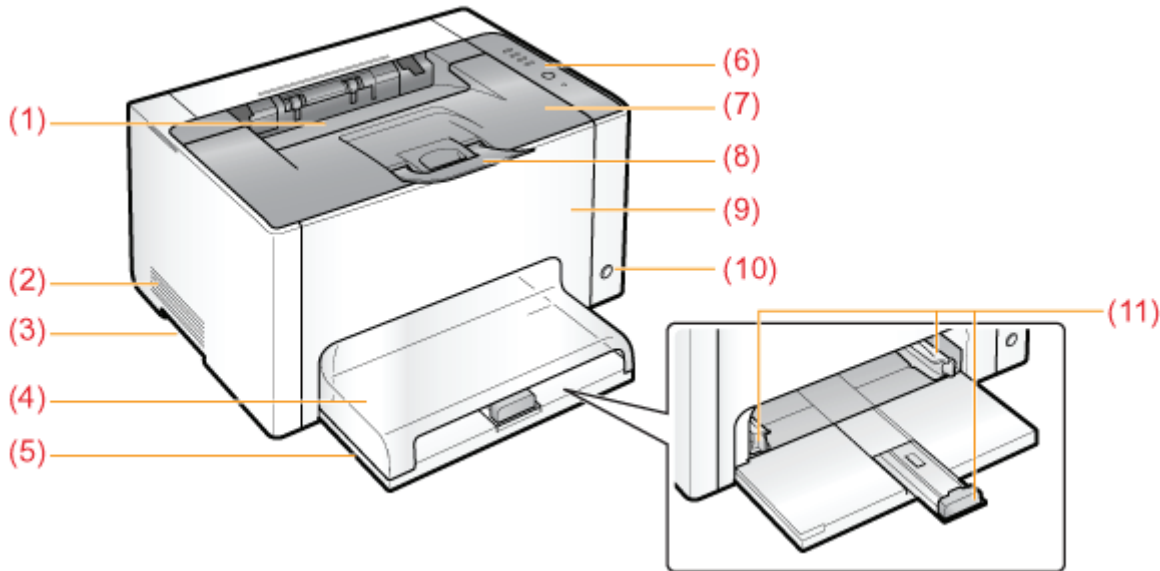
The printer performs bi-directional communication. Operation of the printer when connected via unidirectional communication equipment is not tested, and as a result, Canon cannot guarantee printer operation if the printer is connected using unidirectional print servers, USB hubs or switching devices.

Names and Dimensions of Each Part

019A-014

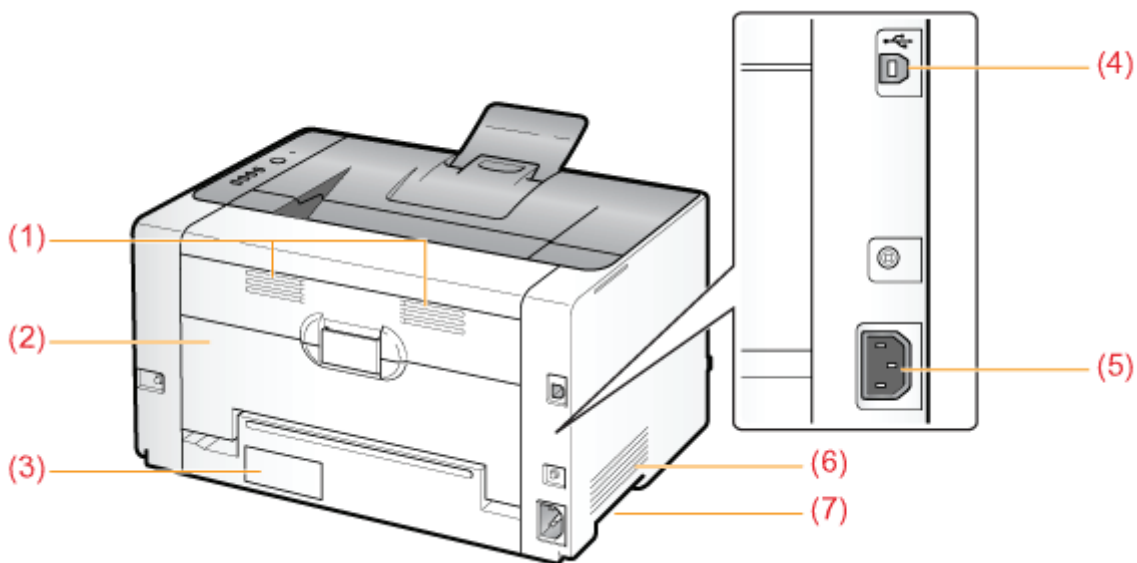
Part Name

Front View



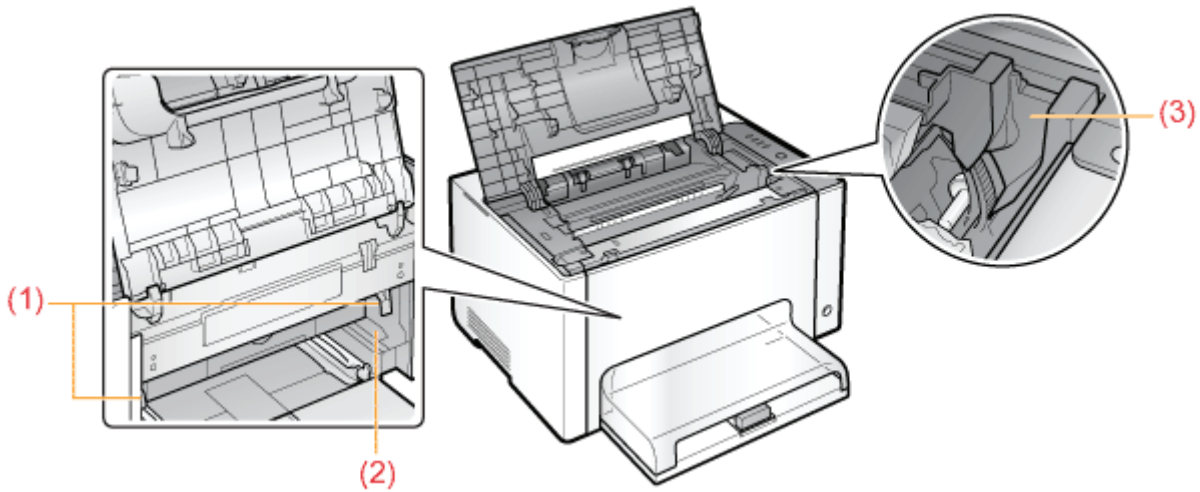
- | | | |
|----------------------|------------------------|-------------------|
| (1) Output Tray | (5) Multi-purpose Tray | (9) Front Cover |
| (2) Ventilation Slot | (6) Control Panel | (10) Power Switch |
| (3) Lift Handle | (7) Top Cover | (11) Paper Guides |
| (4) Tray Cover | (8) Auxiliary Tray | |

Rear View



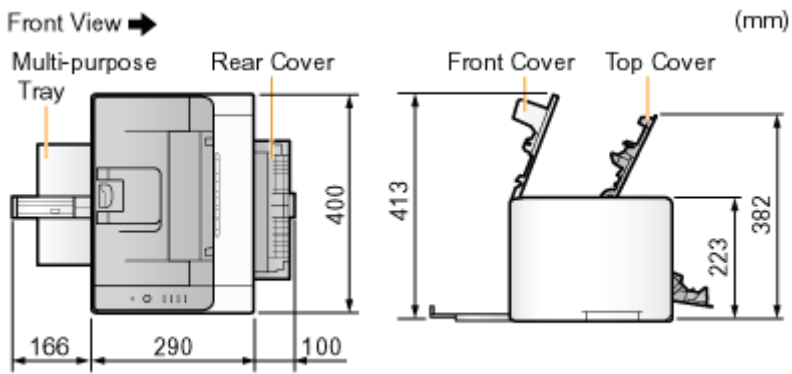
- | | | |
|-----------------------|-------------------|----------------------|
| (1) Ventilation Slots | (4) USB Connector | (6) Ventilation Slot |
| (2) Rear Cover | (5) Power Socket | (7) Lift Handle |

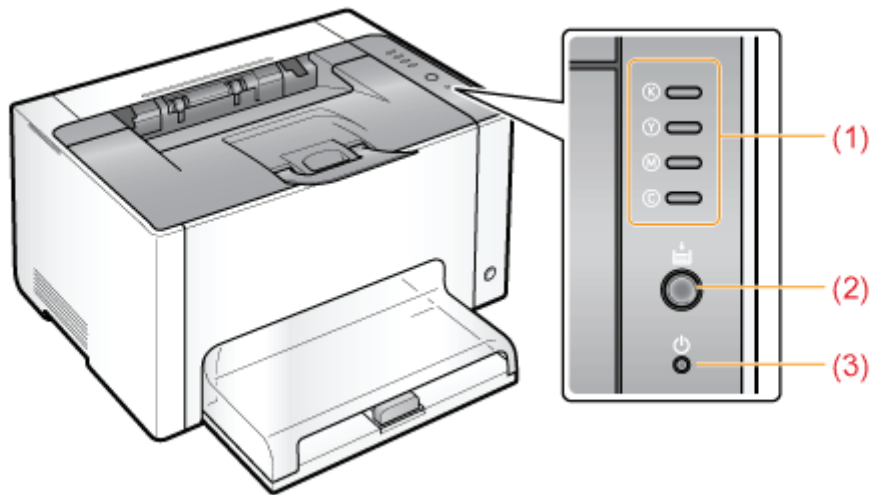
Interior View










(1) Lock Release Levers (2) Drum Cartridge Guide (3) Toner Cartridge Guide

Dimensions of Each Part





Indicators

Name	Status	Solution	
(1) Toner Indicator	 (Blinking the all colors)	The toner cartridges are being moved.	Wait until the toner cartridges stop moving.
	(Example: Black)  (On)	An error is occurring for the toner cartridges. (Such as when the toner cartridges have reached the end of their life)	Solve the problem following the message displayed in the Printer Status Window.* ¹ ❖ "A Message Appears in the Printer Status Window"
	(Example: Black)  (Blinking)	The toner cartridges are in the replacement position.	
(2) Paper Indicator	 (On)	The printer is in the toner cartridge replacement mode* ² .	—
	 (Blinking)	Paper needs to be checked. (Such as when paper runs out and when paper cannot be fed properly)	Reload the paper properly, and then press the [] (Paper) key on the printer.* ³
(3) Power Indicator	 (On)	The printer is turned ON.	—

*¹ For details on the procedure for displaying the Printer Status Window, see "[Printer Status Window.](#)"

*² It is a state where you can move the toner cartridges to the replacement position manually. For details, see "[Moving Toner Cartridges by Using Paper Key on the Printer.](#)"

*³ For details on the procedure for loading paper, see "[Loading Paper.](#)"

Key

Name	Function
(2) Paper Key	<ul style="list-style-type: none"><li data-bbox="395 241 1544 309">• When the Paper indicator is blinking: Printing resumes by pressing this key after reloading paper properly.*¹<li data-bbox="395 315 1544 472">• When the Paper indicator is on: The toner cartridges which are in the replacement position are moved by pressing this key. The toner cartridge replacement mode*² is released by pressing and holding this key (for 2 seconds).<li data-bbox="395 479 1544 580">• When the Paper indicator is off: The printer enters to the toner cartridge replacement mode*² by pressing and holding this key (for 2 seconds).

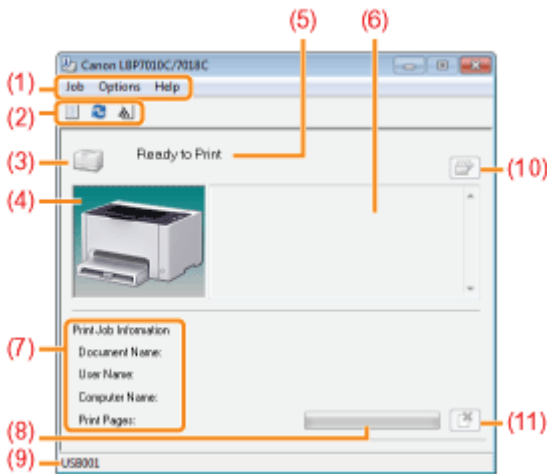
*¹ For details on the procedure for loading paper, see "[Loading Paper.](#)"

*² It is a state where you can move the toner cartridges to the replacement position manually. For details, see "[Moving Toner Cartridges by Using Paper Key on the Printer.](#)"



Printer Status Window

019A-016

The Printer Status Window allows you to check the printer status (such as the operation status and job information), perform utility functions, specify the settings for the printer unit, and so on.



(1) Menu bar	<ul style="list-style-type: none"> • [Job] menu You can cancel a job, resume a job which is paused during printing for some reason, or display the print queue. • [Options] menu You can perform utility functions, specify the settings for the printer unit, and so on. • [Help] menu Use this menu to display Help and the version information.
(2) Tool bar	<ul style="list-style-type: none"> • [] (Print queue) Displays the print queue, a function of Windows. For details on the print queue, see Windows Help. • [] (Refresh) Obtains the printer status and refreshes the Printer Status Window display. • [] (Consumables Information) Displays the [Consumables Information] dialog box. You can check the statuses of the toner cartridges and drum cartridge. ➤ "Checking the Consumables Status"
(3) [Icon]	<p>Displays the printer status.</p> <ul style="list-style-type: none"> The printer is ready to print or in the sleep mode. The printer pauses. The printer problems need to be corrected. Communication cannot be performed with the printer. A service call is occurring.
(4) [Animation Area]	<p>Displays the printer status using an animated graphic. This area displays the printing progress or error conditions depending on the printer status.</p>
(5) [Message Area]	<p>Displays messages about the printer status.</p>
(6) [Message Area] (Auxiliary)	<p>Displays additional information (such as situation explanation and solutions) if an error or other such event occurs.</p>
(7) [Job Information Area]	<p>Displays information about the job.</p>

(8) [Progress Bar]	Displays the printing progress of the current job. The bar gradually grows indicating the printing progress.
(9) [Status Bar]	Displays the device to which the printer is connected.
(10) [] (Resolve Error)	You can resume a job when it is paused during printing for some reason.
(11) [] (Cancel Job)	Cancels the current job. While another user's job is being printed, the [Cancel Job] button is displayed in gray.

 **NOTE**

For details on each option in the Printer Status Window

See Help.

 ["How to Use Help"](#)


Displaying the Printer Status Window

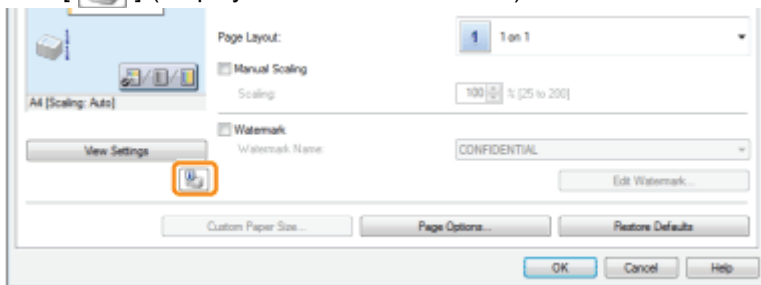
Click [] in the Windows task tray, and then select the printer name.



 **NOTE**

When displaying the Printer Status Window from the printer driver

Click [] (Display Printer Status Window) in locations such as in the [Page Setup] sheet.



Displaying the Printer Status Window automatically

When an error or consumables warnings occurred, the Printer Status Window will be displayed automatically if the printer receives a printing job.

† You can change the display settings in the [Preferences (Users)] or [Preferences (Administrators)] dialog box in the Printer Status Window. For more details, see Help.

 ["How to Use Help"](#)

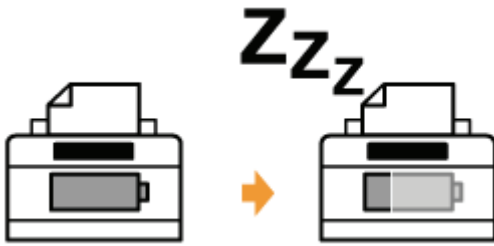
Energy-saving Mode

019A-08H

You can reduce power consumption of the printer efficiently by using a sleep mode or by shutting down the printer when it is not used for a certain time.

↳ Sleep Mode

You can configure the printer to enter the sleep mode when data is not sent from the computer or when the printer status remains as it is longer than the specified time.



↳ Auto Shutdown

You can configure the printer to shut down when the specified time is elapsed after entering the sleep mode.



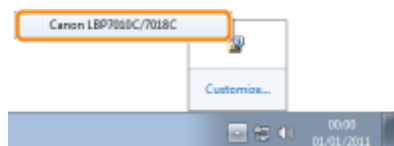
Sleep Mode

019A-08J

You can specify the settings for sleep mode using the following procedure.

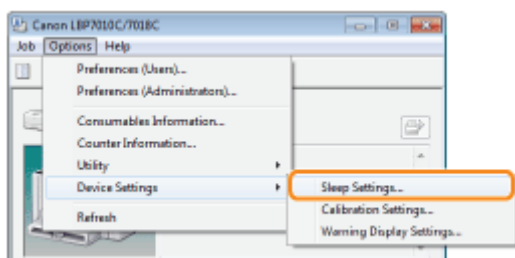
1

Click [] in the Windows task tray, and then select the printer name.



2

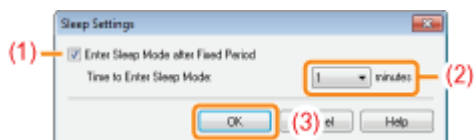
From the [Options] menu, select [Device Settings] → [Sleep Settings].



3

Specify the settings for the sleep mode.

- (1) Select the [Enter Sleep Mode after Fixed Period] check box.
- (2) Specify the time until the printer enters the sleep mode in [Time to Enter Sleep Mode].
- (3) Click [OK].



NOTE

About the setting for the time to enter the sleep mode

You can select [1], [5], [10], [15], [30], [60], [90], [120], [150], or [180] minutes for [Time to Enter Sleep Mode]. The default value is [1] minutes.

† We recommend that you use this option in the default setting.

Auto Shutdown

019A-08K

You can specify the settings for auto shutdown using the following procedure.

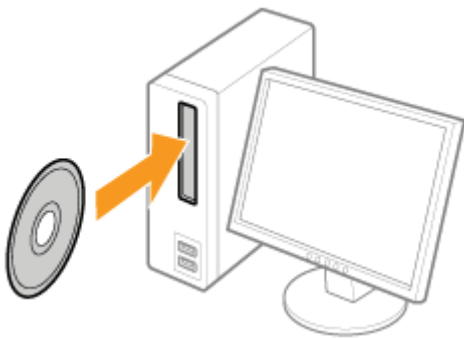
NOTE

Precautions when sharing the printer

You cannot change the settings with the shared printer.
Change the settings from the environment in which a local printer is installed.

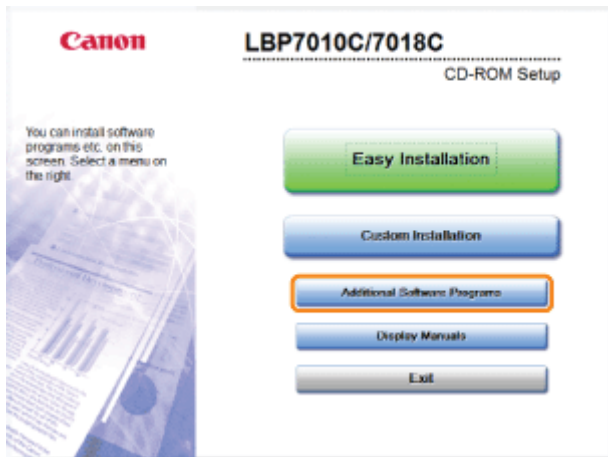
1

Insert the supplied CD-ROM "User Software" into the CD-ROM drive of your computer.



2

Click [Additional Software Programs].



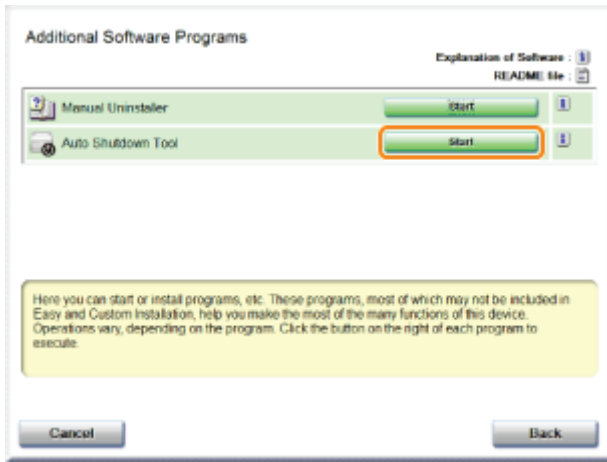
- ? If the above screen does not appear**
 - "Basic Operations/Various Information for Windows"
- ? If the [AutoPlay] dialog box appears**

Click [Run AUTORUN.EXE].
- ? If the [User Account Control] dialog box appears**

Click [Yes] or [Continue].

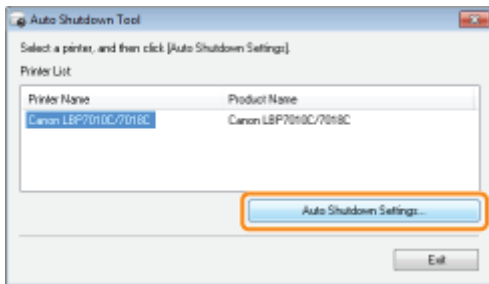
3

Click [Start] in [Auto Shutdown Tool].



4

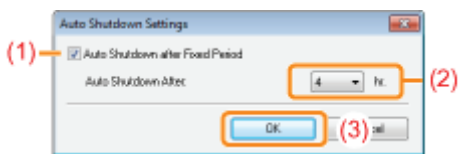
Select a printer, and then click [Auto Shutdown Settings].



5

Specify the settings for auto shutdown.

- (1) Select the [Auto Shutdown after Fixed Period] check box.
- (2) Specify the time to shut down in [Auto Shutdown After].
- (3) Click [OK].



NOTE

About the setting for the time to execute auto shutdown

When [Auto Shutdown After] is changed during sleep mode, the specified time to execute auto shutdown is reset. You can specify [Auto Shutdown After] for auto shutdown with 1 hour increments between [1hr.] and [8hr.].

- † If you specify the setting for this option shorter than the default setting, this may shorten the life of the toner cartridges (the default setting is "4" hours).

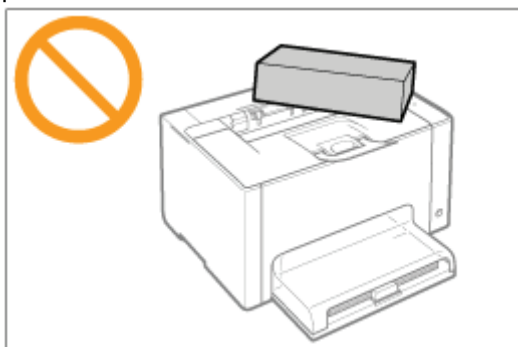
Cautions for Handling the Printer

019A-01C

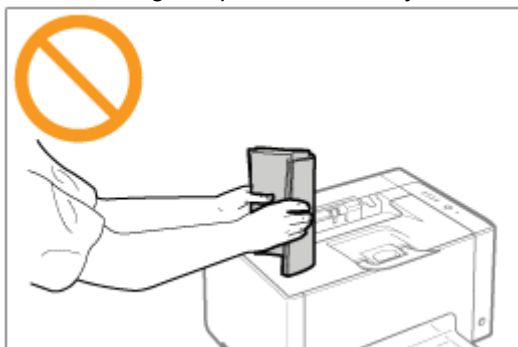
This printer consists of various electronic and precision optical parts. Read the following section so that you can handle the printer properly.

See "Important Safety Instructions" also.

- Do not place any objects other than printing paper on the printer, trays, or covers. This may result in damage to the printer.



- Avoid shaking the printer. This may result in poor print quality or damage to the printer.



- Do not leave any covers open longer than required. Exposing the printer to direct sunlight or strong light may result in deterioration in print quality.
- Do not open the covers on the printer during printing. This may result in damage to the printer.
- Handle the tray or cover gently. This may result in damage to the printer.
- If you want to put a cover on the printer to prevent dust from entering the printer, turn the power OFF and allow the printer to cool down sufficiently before covering the printer.
- If you do not plan to use the printer for a long period of time, unplug the power plug from the AC power outlet.
- Do not use or store the printer in a room where chemicals are used.

The following consumables are provided for this printer. Purchase them at your local authorized Canon dealer.

Use the following table as rough guides to replace consumables. However, you may need the replacement earlier than the described lifetimes depending on the printer installation environment, paper size, or document type.

Consumables	Replacement Timing	Replacement Method
Canon Toner Cartridge 729 Black	Average yield of the toner cartridge: 1,200 pages *1 *3	➤ "Toner Cartridge Replacement"
Canon Toner Cartridge 729 Yellow Canon Toner Cartridge 729 Magenta Canon Toner Cartridge 729 Cyan	Average yield of Composite Y (Yellow), M (Magenta), and C (Cyan) toner cartridges: 1,000 pages *1 *3	
Canon Drum Cartridge 029	The lifetime of the drum cartridge: 7,000 pages *2 *3	

1 The average yield is on the basis of "ISO/IEC 19798" when printing A4 size paper with the default print density setting.

* "ISO/IEC 19798" is the global standard related to "Method for the determination of toner cartridge yield for color printers and multi-function devices that contain printer components" issued by ISO (International Organization for Standardization).

*2 The lifetime of the drum cartridge is on the basis of our evaluation criteria when printing A4 size plain paper at interval of 2 sheets (printing 2 sheets intermittently).

Also, this value is the lifetime of the drum cartridge when performing color printing. The lifetime of the drum cartridge is approximately double when performing only black and white printing.

*3 When consumables are nearing the end of their life, messages appear in the Printer Status Window.

Also, you can check the consumables status in the [Consumables Information] dialog box in the Printer Status Window.

➤ "Checking the Consumables Status"

IMPORTANT

About replacement toner cartridges or drum cartridges

For optimum print quality, using Canon genuine toner cartridges and Canon genuine drum cartridges are recommended.

Model Name	Supported Canon Genuine Toner Cartridge
LBP7010C/LBP7018C	Canon Toner Cartridge 729 Black Canon Toner Cartridge 729 Yellow Canon Toner Cartridge 729 Magenta Canon Toner Cartridge 729 Cyan

Model Name	Supported Canon Genuine Drum Cartridge
LBP7010C/LBP7018C	Canon Drum Cartridge 029

Be careful of counterfeit toner cartridges or drum cartridges.

Please be aware that there are counterfeit Canon toner cartridges and drum cartridges in the marketplace.

Use of counterfeit toner cartridges or drum cartridges may result in poor print quality or machine performance.

Canon is not responsible for any malfunction, accident or damage caused by the use of counterfeit toner cartridges or drum cartridges.

For more information, see <http://www.canon.com/counterfeit>.

NOTE

Toner, Toner Cartridge, and Drum Cartridge Availability

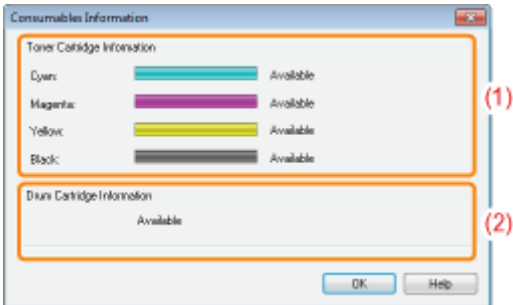
Toner cartridge and drum cartridge for this machine will be available for at least seven (7) years (or any such longer period as required by applicable laws) after production of this machine model has been discontinued.

Checking the Consumables Status

019A-074

You can check the current consumables status in the [Consumables Information] dialog box in the Printer Status Window.

† For details on the Printer Status Window, see "[Printer Status Window.](#)"



(1) [Toner Cartridge Information]

You can check the status of the toner cartridges of each color.

Status Bar (Example: Black)	Message	Status	Solution
	Available	Continue using as normal.	—
	Replacement Needed Soon	The toner cartridge is nearing the end of its life.	Have ready a replacement toner cartridge. We recommend that you replace the toner cartridge before printing a large amount of data.
	Replace Cartridge	The toner cartridge has reached the end of its life.	Replace the toner cartridge.
		Print quality cannot be guaranteed due to the toner cartridge reaching the end of its life and so on.	
	Insert Cartridge	The toner cartridge is not installed. Wrong color toner cartridge is installed.	Install the toner cartridge properly.

(2) [Drum Cartridge Information]

You can check the status of the drum cartridge.

Message	Status	Solution
Available	Continue using as normal.	—
Replacement Needed Soon	The drum cartridge is nearing the end of its life.	Have ready a replacement drum cartridge. We recommend that you replace the drum cartridge before printing a large amount of data.
Replace Cartridge	Print quality cannot be guaranteed due to a drum cartridge reaching the end of its life.	Replace the drum cartridge.
Insert Cartridge	The drum cartridge is not installed.	Install the drum cartridge properly.

 **NOTE**

Replacement procedures for the toner cartridges or drum cartridge

- "Toner Cartridge Replacement"
- "Drum Cartridge Replacement"

➤ **Toner Cartridge Replacement**

- Replacing the Toner Cartridge
- Storing Toner Cartridges

➤ **Drum Cartridge Replacement**

- Replacing the Drum Cartridge
- Storing the Drum Cartridge

➤ **Moving the Printer**

➤ **Cleaning and Maintaining the Printer**

- Adjusting Color (Calibration)
- Cleaning the Fixing Roller of the Printer
- Cleaning the Photosensitive Drum of the Printer
- Cleaning the Outside of the Printer

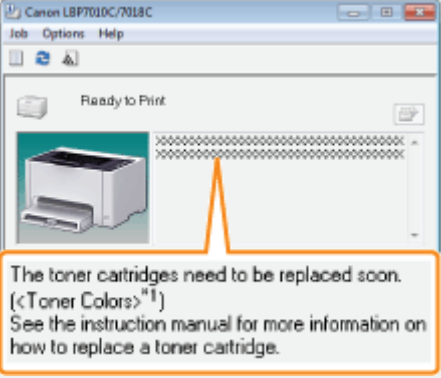
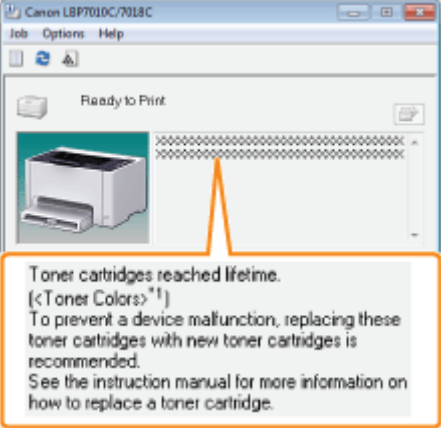
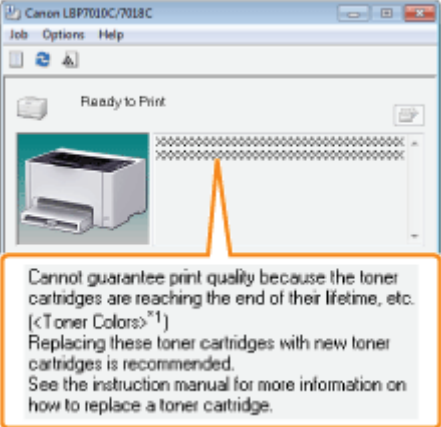
➤ **Location of the Serial Number**

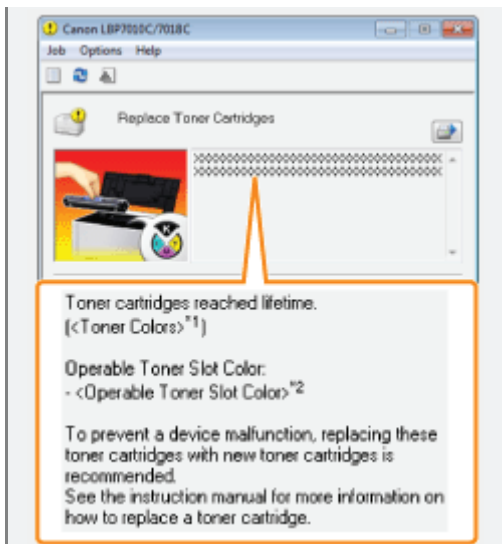
Toner Cartridge Replacement


019A-01H

Toner cartridges are consumable products. When the toner cartridges are nearing the end of their life, a message will appear in the [Printer Status Window](#). Follow the directions in the message.

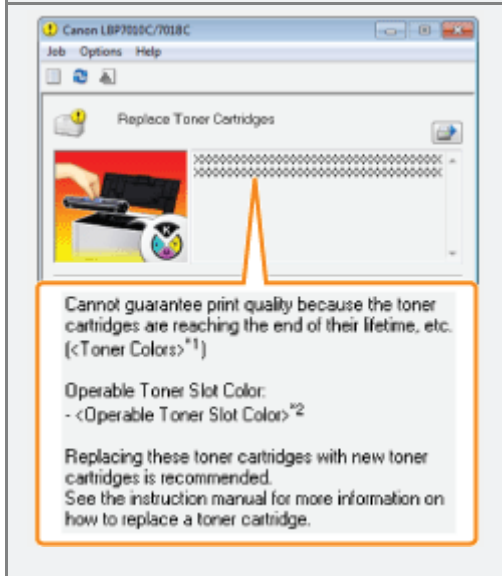
† For details on the yield of the toner cartridges or replacement toner cartridges, see "[Consumables](#)."

Message	Solution	Replacement Method
 <p>The toner cartridges need to be replaced soon. (<Toner Colors>*1) See the instruction manual for more information on how to replace a toner cartridge.</p>	<p>Have ready the replacement toner cartridges of the displayed colors. We recommend that you replace the toner cartridge before printing a large amount of data.</p>	
 <p>Toner cartridges reached lifetime. (<Toner Colors>*1) To prevent a device malfunction, replacing these toner cartridges with new toner cartridges is recommended. See the instruction manual for more information on how to replace a toner cartridge.</p>	<p>Replace the toner cartridges of the displayed colors.</p> <p>† You can continue printing as is, however, as this may result in damage to the printer.</p>	<p>Move the toner cartridges of the displayed color to the replacement position, and then replace them.</p> <ul style="list-style-type: none"> ❖ "Moving Toner Cartridges to Replacement Position Manually" ❖ "Replacing the Toner Cartridge"
 <p>Cannot guarantee print quality because the toner cartridges are reaching the end of their lifetime, etc. (<Toner Colors>*1) Replacing these toner cartridges with new toner cartridges is recommended. See the instruction manual for more information on how to replace a toner cartridge.</p>	<p>Replace the toner cartridges of the displayed colors.</p> <p>† You can continue printing as is, however, print quality may deteriorate.</p>	
	<p>Replace the toner cartridges of the displayed colors.</p> <p>† You can continue printing as is by</p>	




clicking [] (Resolve Error), however, as this may result in damage to the printer.

❖ "Replacing the Toner Cartridge"*3



Replace the toner cartridges of the displayed colors.

† You can continue printing as is by clicking [] (Resolve Error), however, print quality may deteriorate.

*1 <Toner Colors> displays the colors of the toner cartridges targeted for messages. (Multiple colors of the toner cartridges may be displayed.)

*2 <Operable Toner Slot Color> displays the color of the toner cartridge at the replacement position.

*3 The toner cartridges of the displayed colors move to the replacement position automatically. (If the multiple colors of the toner cartridges are displayed, replace the toner cartridge moved to the replacement position first, and close the top cover, the next color of the toner cartridge moves to the replacement position automatically.)

<In cases such as where you do not immediately replace the toner cartridge with a replacement toner cartridge after purchasing it>

Pay attention to the points described in the following section to store it.

❖ "Storing Toner Cartridges"

Attention (Toner Cartridge)

019A-01J

See "Important Safety Instructions" and "Storing Toner Cartridges" also.

IMPORTANT

About replacement toner cartridges

For optimum print quality, using Canon genuine toner cartridges is recommended.

Model Name	Supported Canon Genuine Toner Cartridge
LBP7010C/LBP7018C	Canon Toner Cartridge 729 Black Canon Toner Cartridge 729 Yellow Canon Toner Cartridge 729 Magenta Canon Toner Cartridge 729 Cyan

Be careful of counterfeit toner cartridges.

Please be aware that there are counterfeit Canon toner cartridges in the marketplace.

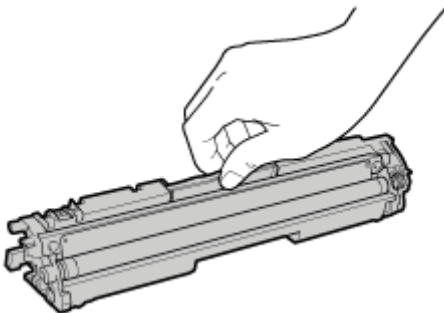
Use of counterfeit toner cartridge may result in poor print quality or machine performance.

Canon is not responsible for any malfunction, accident or damage caused by the use of counterfeit toner cartridge.

For more information, see <http://www.canon.com/counterfeit>.

Hold the toner cartridge properly.

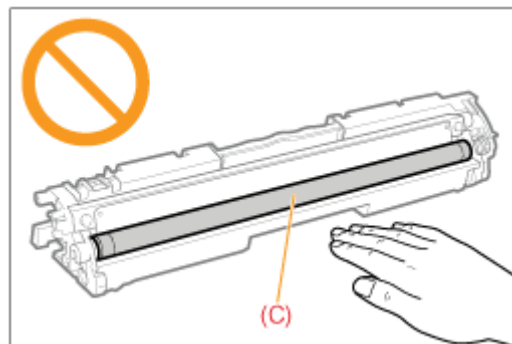
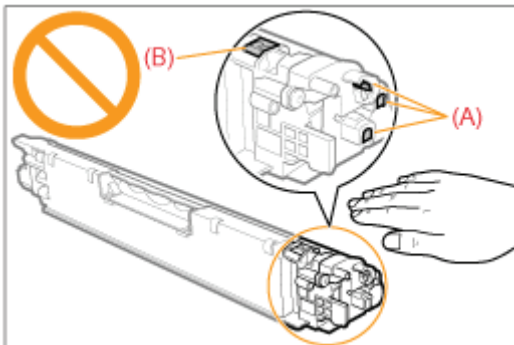
When handling the toner cartridge, hold it properly as shown in the figure. Do not place it vertically or upside-down.



Do not touch the electrical contacts (A), the toner cartridge memory (B), or the development roller (C).

If you touch the electrical contacts (A) or the toner cartridge memory (B), this may result in damage to the cartridge.

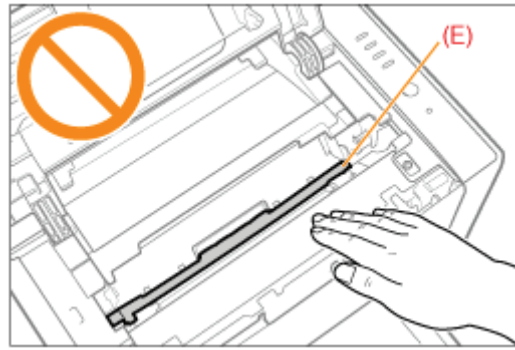
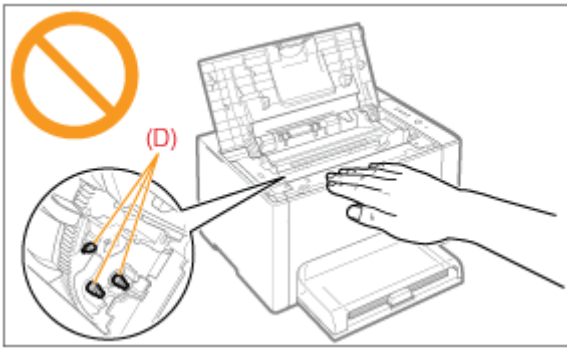
Also, print quality may deteriorate if you touch the development roller (C).



Do not touch the high-voltage contacts (D) or the photosensitive drum (E).

If you touch the high-voltage contacts (D), this may result in damage to the printer.

Also, print quality may deteriorate if you touch or damage the photosensitive drum (E). Do not touch with your hands.



Other precautions

- Do not expose the toner cartridges to direct sunlight or strong light.
- Do not attempt to disassemble or modify the toner cartridges.
- Condensation (water droplets on the inside or outside) may form on the toner cartridges when they are brought into an environment with a sudden change in temperature or humidity.
When moving a new toner cartridge to a location with change in temperature, leave the cartridge in the protective bag at the new location for two or more hours to allow it to adjust to the new temperature.
- Do not leave the top cover open for a long time.
- Keep the toner cartridges away from products that generate magnetic waves, such as a computer or computer display.

NOTE

About the packing materials

The packing materials may be changed in form or placement, or may be added or removed without notice.

Replacing the Toner Cartridge

019A-01L

† You can check the current toner cartridges status of each color in the [Consumables Information] dialog box in the Printer Status Window.

❖ ["Checking the Consumables Status"](#)

† When the toner cartridges have reached the end of their life (when an error message is displayed in the Printer Status Window), the toner cartridges of the colors have reached end of their life are automatically moved to the replacement position.

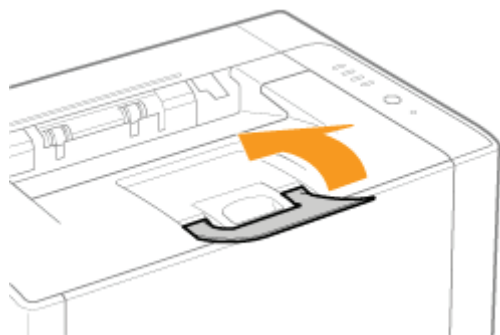
If you want to replace the toner cartridges such as before the toner cartridges have reached the end of their life, you need to manually move the toner cartridges of the colors you want to replace to the replacement position.

❖ ["Moving Toner Cartridges to Replacement Position Manually"](#)

Before replacing the toner cartridges, see ["Attention \(Toner Cartridge\)."](#)

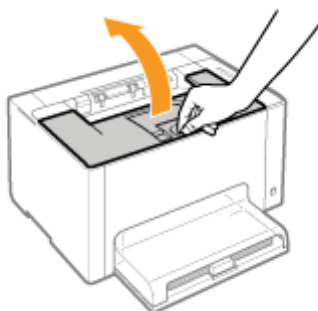
1

Close the auxiliary tray.



2

Open the top cover.



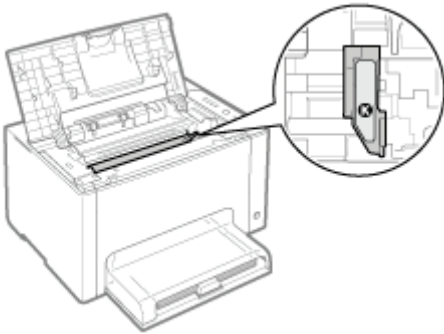
3

Remove the toner cartridge.



4

Check the color at the replacement position.



? If the color at the replacement position is not the one you want to replace

Install the removed toner cartridge, close the top cover, and then manually move the toner cartridge of the color you want to replace to the replacement position.

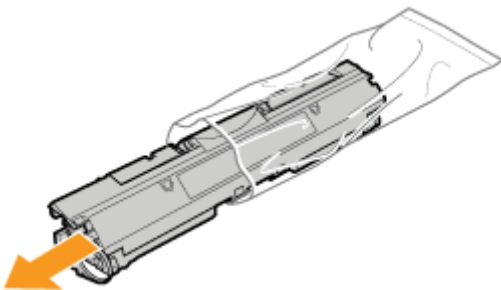
➤ ["Moving Toner Cartridges to Replacement Position Manually"](#)

5

Take out the new toner cartridge from the protective bag.

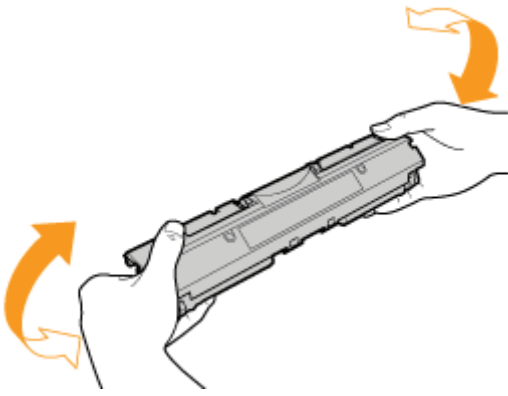
You can open the protective bag with your hands from the notch.

† Keep the protective bag. Do not discard it. You will need it when you remove the toner cartridge for printer maintenance or other purposes.



6

Shake the toner cartridge five or six times as shown in the figure to evenly distribute the toner inside the cartridge.

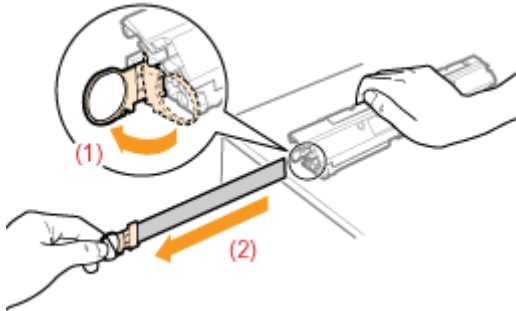


7

Place the toner cartridge on a flat surface.

8

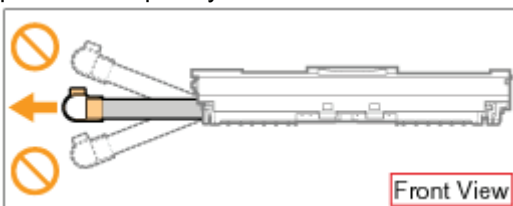
Lift the tab, and then pull out the sealing tape (approx. 50 cm).



IMPORTANT

Precautions when pulling out the sealing tape

- Do not pull the sealing tape diagonally, upward, or downward. If the tape is severed, this may become difficult to pull out completely.

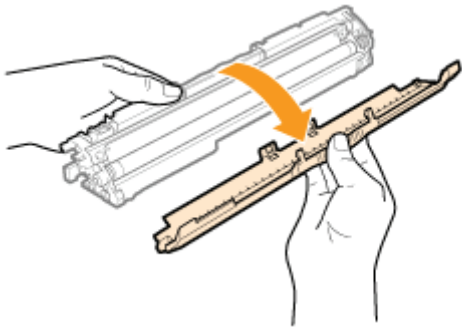


- If the sealing tape stops at midpoint, pull it out of the toner cartridge completely. If any tape remains in the toner cartridge, this may result in poor print quality.
- Dispose of the removed sealing tape according to local regulations.

9

Remove the protective cover.

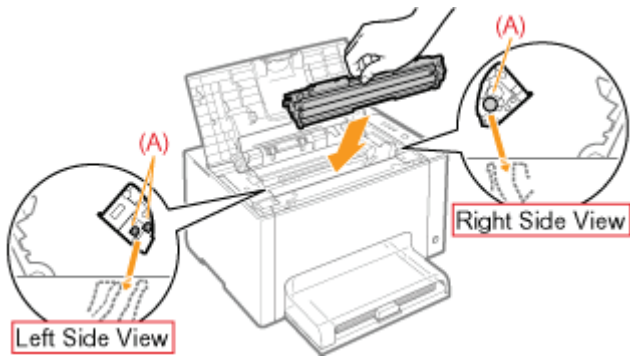
† Keep the protective cover. Do not discard it. You will need it when you remove the toner cartridge for printer maintenance or other purposes.



10

Install the toner cartridge.

Install the toner cartridges while aligning (A) on both sides of the toner cartridges with the toner cartridge guides inside the printer.



11

Close the top cover.

Moving Toner Cartridges to Replacement Position Manually

019A-075


This section describes the procedure for moving the toner cartridges to the replacement position by using the Printer Status Window.

† You cannot move the toner cartridges to the replacement position such as when the printer is busy printing, preparing to print, or operating.

Move the toner cartridges to the replacement position when the printer stops operating.

NOTE

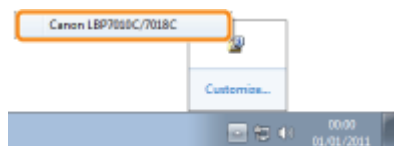
When moving the toner cartridges to the replacement position by using the [] (Paper) key on the printer

You can also move the toner cartridges by using the [] (Paper) key on the printer.

➤ ["Moving Toner Cartridges by Using Paper Key on the Printer"](#)

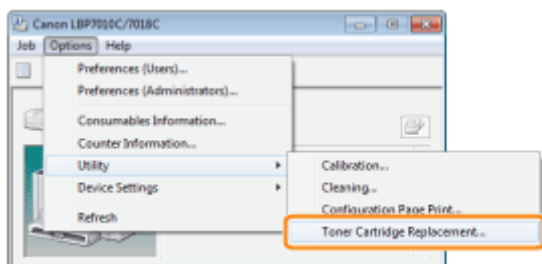
1

Click [] displayed in the task tray, and then select a printer name.



2

From the [Options] menu, select [Utility] → [Toner Cartridge Replacement].



3

Click the button for the colors you want to move to the replacement position.

→ The toner cartridge of the color you clicked moves to the replacement position.

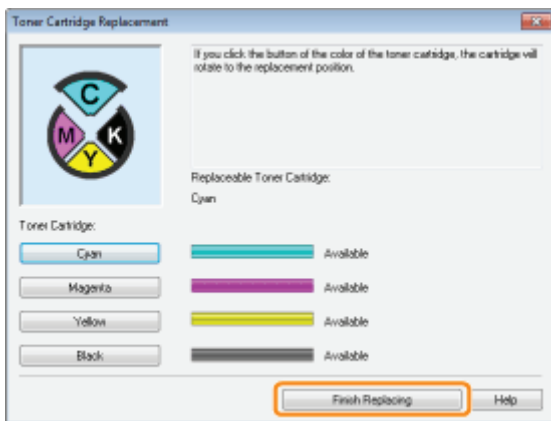
† Do not open the top cover while the toner cartridges are moving.



☞ Replace the toner cartridges after moving is complete.
☞ ["Replacing the Toner Cartridge"](#)


4

Click [Finish Replacing] after the toner cartridge replacement is complete.



Moving Toner Cartridges by Using Paper Key on the Printer

019A-076

You can move the toner cartridges to the replacement position by entering the printer to the toner cartridge replacement mode * using the [] (Paper) key on the printer.

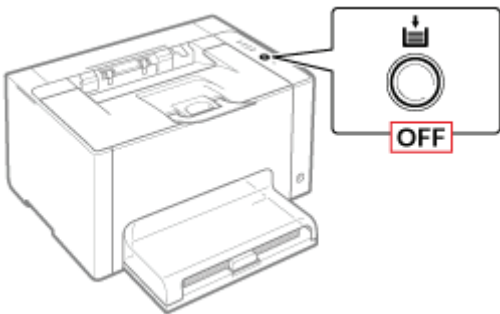
* It is a state where you can move the toner cartridges to the replacement position manually.

† You cannot move the toner cartridges to the replacement position such as when the printer is busy printing, preparing to print, or operating.

Move the toner cartridges to the replacement position when the printer stops operating.

1

Make sure that the  (Paper) indicator is off.



? When the (Paper) indicator is on

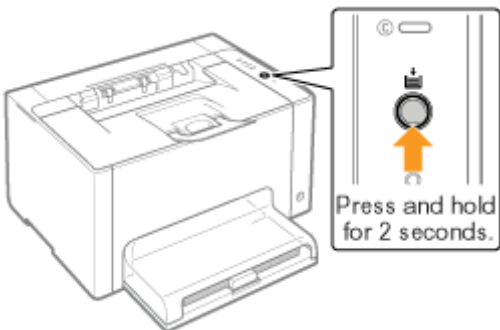
Proceed to Step 3 because the printer is already in the toner cartridge replacement mode.

? When the (Paper) indicator is blinking

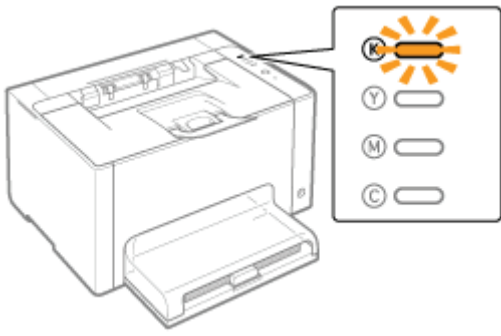
➤ ["Indicators on the Printer Are On/Blinking"](#)

2

Press and hold the [] (Paper) key (for 2 seconds).




→ The printer enters to the toner cartridge replacement mode and the Toner indicator of the color at the replacement position is blinking.

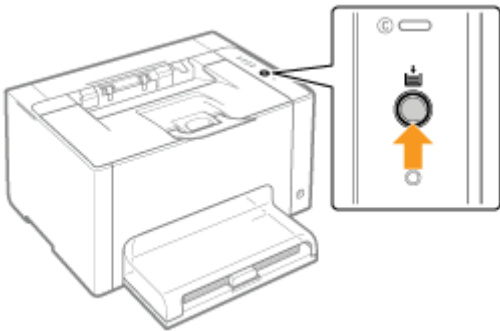


3

Press the [] (Paper) key. Then, the toner cartridges which are in the replacement position are moved.

The toner cartridges move one color by one by pressing the [] (Paper) key each time.

† Do not open the top cover when the toner cartridges are moving (while the Toner indicator of the all colors are blinking).

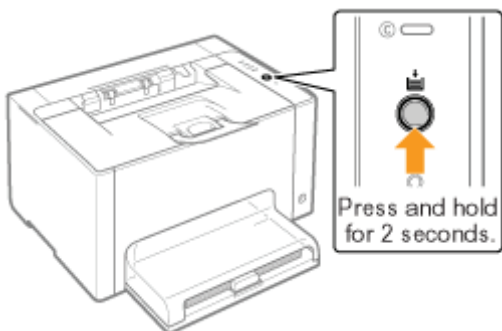


 Replace the toner cartridges after moving is complete.
➤ ["Replacing the Toner Cartridge"](#)

4

Press and hold the [] (Paper) key (for 2 seconds) after the toner cartridge replacement is complete.

→ The toner cartridge replacement mode is released.



Storing Toner Cartridges

019A-01R

Be careful of the following points when storing a new toner cartridge or handling a toner cartridge that was taken out of the printer for maintenance or moving the printer.

IMPORTANT

Precautions when storing toner cartridges

To use toner cartridges in a safe and trouble-free manner, store them in a place that fulfills the following conditions.

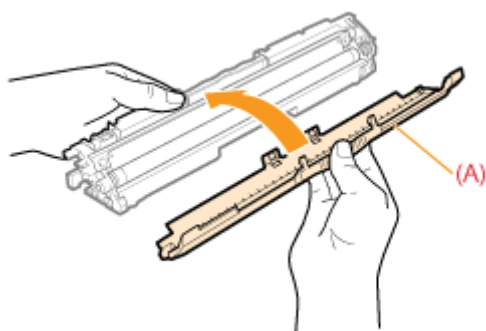
- Do not store toner cartridges in a location exposed to direct sunlight.
- Do not store toner cartridges in a location subject to high temperature or humidity or in a location with dramatic changes in temperature or humidity.
 - Storage temperature range: 0 to 35 °C
 - Storage humidity range: 35 to 85% RH (no condensation)
- Do not store toner cartridges in a place where corrosive gases, such as ammonia, are generated, or where a considerable amount of salt is contained in the air, or where there is a lot of dust.
- Keep toner cartridges out of the reach of small children.

Store toner cartridges in the same orientation as when they are installed in the printer.

Do not store toner cartridges vertically or upside-down.

When removing the toner cartridges which are being used from the printer

Immediately attach the protective cover (A) to the toner cartridges and place them into the original protective bag, or wrap them with thick cloth.



About a new toner cartridge

Do not take a new toner cartridge out of the protective bag until it is ready to be used.

NOTE

About condensation

Even within the storable humidity range, water droplets may develop both inside and outside toner cartridges due to the difference in temperature. The formation of water droplets is called condensation.

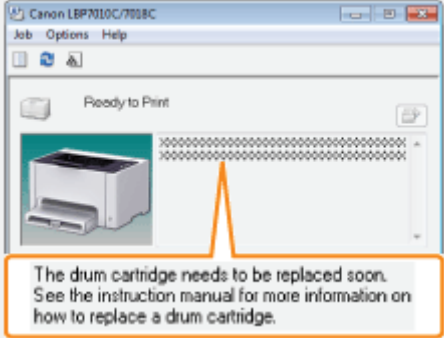
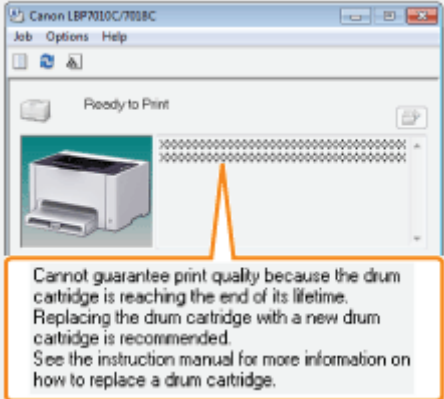


Condensation will adversely affect the quality of toner cartridges.

Drum Cartridge Replacement

019A-077

Drum cartridges are consumable products. When a drum cartridge is nearing the end of its life, a message will appear in the [Printer Status Window](#). Follow the directions in the message.

† For details on the lifetime of the drum cartridge or a replacement drum cartridge, see "[Consumables](#)."

Message	Solution	Replacement Method
	<p>Have ready a replacement drum cartridge. We recommend that you replace the drum cartridge before printing a large amount of data.</p>	
	<p>Replace the drum cartridge.</p> <p>† You can continue printing as is, however, print quality may deteriorate.</p>	<p>➤ "Replacing the Drum Cartridge"</p>
	<p>Replace the drum cartridge.</p> <p>† You can continue printing as is by clicking [] (Resolve Error), however, print quality may deteriorate.</p>	

<Such as when you do not immediately replace the drum cartridge with a replacement drum cartridge after purchasing it>

Pay attention to the points described in the following section to store it.

➤ "[Storing the Drum Cartridge](#)"

Attention (Drum Cartridge)

019A-078

See "Important Safety Instructions" or "Storing the Drum Cartridge" also.

IMPORTANT

About replacement drum cartridges

For optimum print quality, using Canon genuine drum cartridges is recommended.

Model Name	Supported Canon Genuine Drum Cartridge
LBP7010C/LBP7018C	Canon Drum Cartridge 029

Be careful of counterfeit drum cartridges.

Please be aware that there are counterfeit Canon drum cartridges in the marketplace.

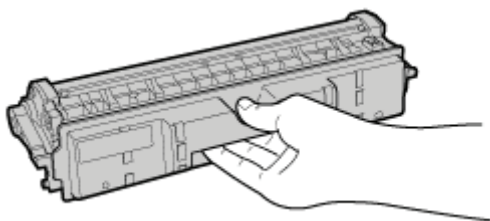
Use of counterfeit drum cartridges may result in poor print quality or machine performance.

Canon is not responsible for any malfunction, accident or damage caused by the use of counterfeit drum cartridges.

For more information, see <http://www.canon.com/counterfeit>.

Hold the drum cartridge properly.

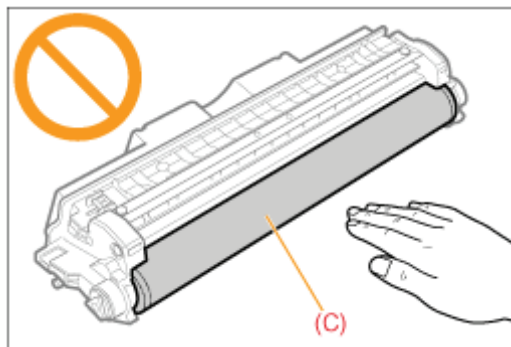
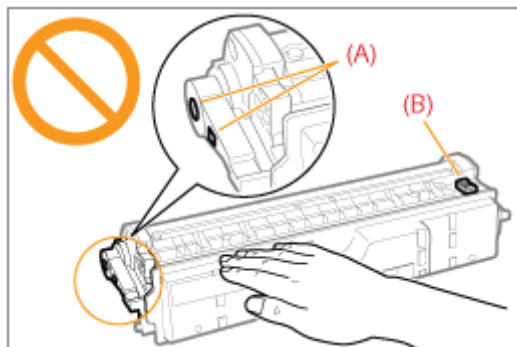
When handling the drum cartridge, hold it properly as shown in the figure. Do not place it vertically or upside-down.



Do not touch the electrical contacts (A), the drum cartridge memory (B), and the development roller (C).

If you touch the electrical contacts (A) or the drum cartridge memory (B), this may result in damage to the printer.

Also, print quality may deteriorate if you touch or damage the photosensitive drum (C). Do not touch with your hands.



Other precautions

- Do not expose drum cartridges to direct sunlight or strong light.
- Do not attempt to disassemble or modify drum cartridges.
- Condensation (water droplets on the inside or outside) may form on the drum cartridge when it is brought into an environment with a sudden change in temperature or humidity.
When moving a new drum cartridge to a location with change in temperature, leave the cartridge in the protective bag at the new location for two or more hours to allow it to adjust to the new temperature.
- Do not leave the top cover or front cover open for a long time.

NOTE

About the packing materials

The packing materials may be changed in form or placement, or may be added or removed without notice.

Replacing the Drum Cartridge

019A-079

† You can check the current drum cartridge status in the [Consumables Information] dialog box in the Printer Status Window.

➤ "Checking the Consumables Status"

Before replacing the drum cartridge, see "Attention (Drum Cartridge)."

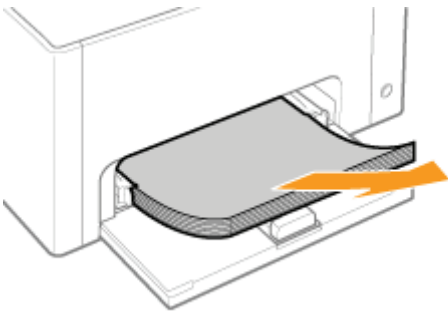
1

Remove the tray cover.



2

Remove the paper loaded in the multi-purpose tray.



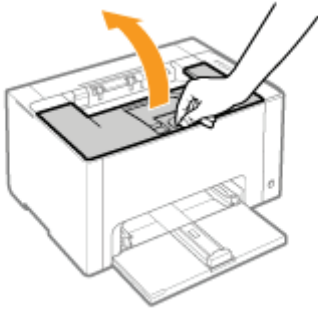
3

Close the auxiliary tray.



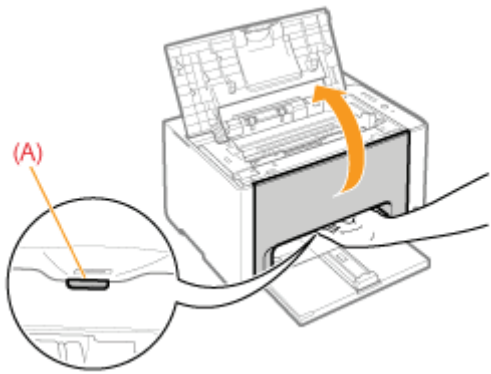
4

Open the top cover.



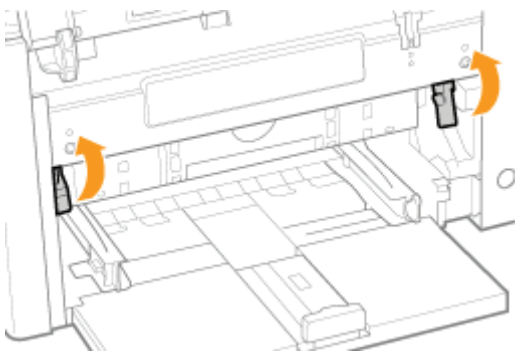
5

Hold the tab (A), and then open the front cover.



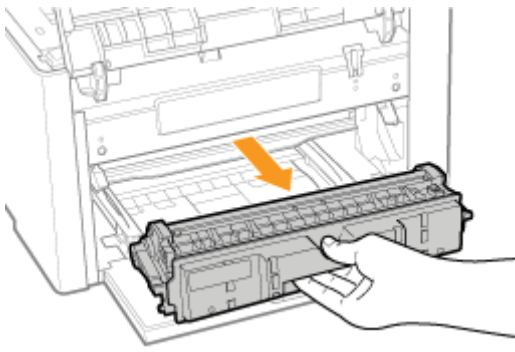
6

Lift the lock release lever on both sides.



7

Remove the drum cartridge.

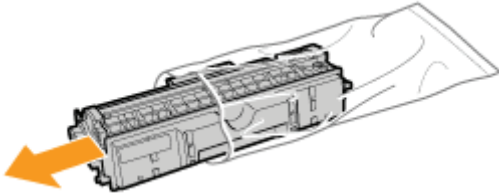


8

Take out the new drum cartridge from the protective bag.

You can open the protective bag with your hands from the notch.

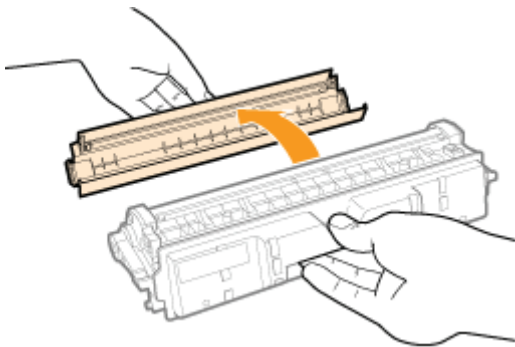
- † Keep the protective bag. Do not discard it. You will need it when you remove the drum cartridge for printer maintenance or other purposes.



9

Remove the protective cover.

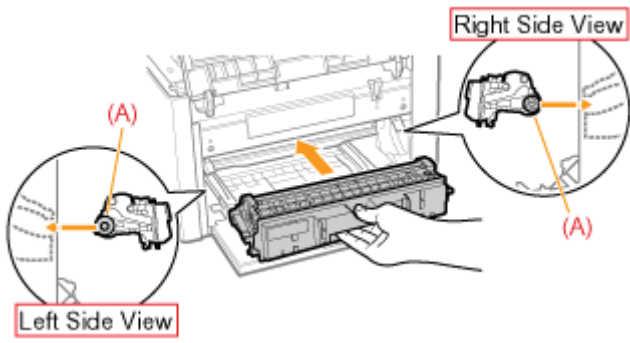
- † Keep the protective cover. Do not discard it. You will need it when you remove the drum cartridge for printer maintenance or other purposes.



10

Install the drum cartridge.

Push the drum cartridge into the printer firmly until it touches the back of the printer while aligning (A) on both sides of the drum cartridge with the drum cartridge guides inside the printer.



11

Press down the lock release lever on both sides.

12

Close the front cover.

13

Close the top cover.

Storing the Drum Cartridge

019A-07A

Be careful of the following points when storing a new drum cartridge or handling a drum cartridge that was taken out of the printer for maintenance or moving the printer.

IMPORTANT

Precautions when storing drum cartridge

To use drum cartridges in a safe and trouble-free manner, store it in a place that fulfils the following conditions.

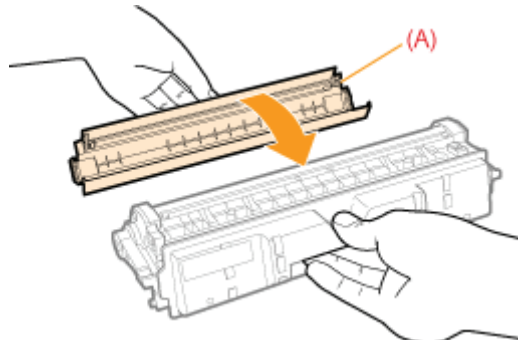
- Do not store drum cartridges in a location exposed to direct sunlight.
- Do not store drum cartridges in a location subject to high temperature or humidity or in a location with dramatic changes in temperature or humidity.
 - Storage temperature range: 0 to 35 °C
 - Storage humidity range: 35 to 85% RH (no condensation)
- Do not store drum cartridges in a place where corrosive gases, such as ammonia, are generated, or where a considerable amount of salt is contained in the air, or where there is a lot of dust.
- Keep drum cartridges out of the reach of small children.

Store drum cartridges in the same orientation as when they are installed in the printer.

Do not store drum cartridges vertically or upside-down.

When removing the drum cartridge which is being used from the printer

Immediately attach the protective cover (A) to the drum cartridge and place it into the original protective bag, or wrap it with thick cloth.



About a new drum cartridge

Do not take a new drum cartridge out of the protective bag until it is ready to be used.

NOTE

About condensation

Even within the storable humidity range, water droplets may develop both inside and outside drum cartridges due to the difference in temperature. The formation of water droplets is called condensation.

Condensation will adversely affect the quality of drum cartridges.

Moving the Printer

019A-01S

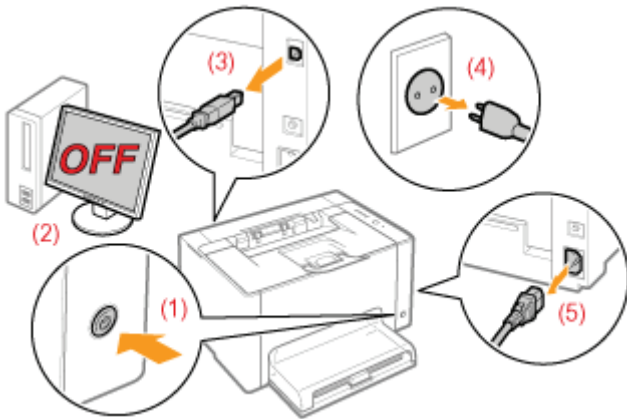
When changing the location of the printer or moving the printer for maintenance, be sure to perform the following procedure.

† For details on the installation site, see "[Printer Installation](#)."

See "[Important Safety Instructions](#)" also.

1

Turn the printer OFF, then disconnect the cables or cords from the printer.

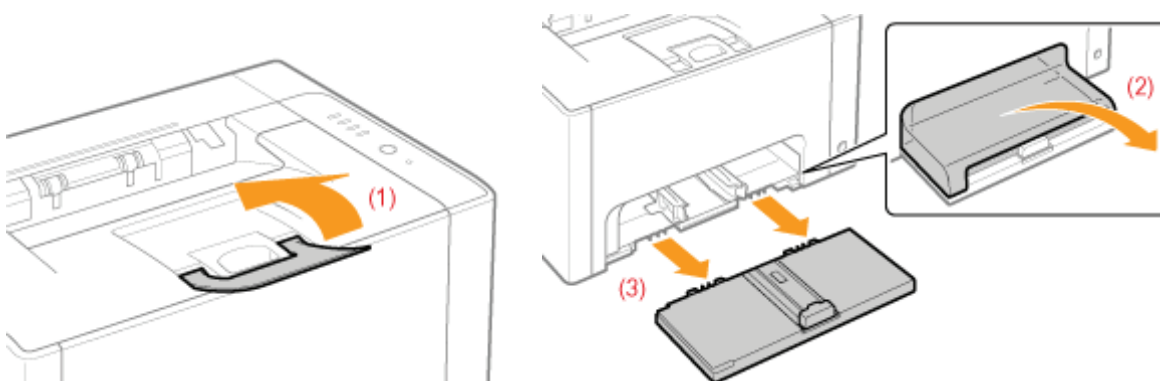


<How to disconnect the cable or cord>

USB cable	(2) Turn the computer off. (3) Disconnect the cable from the printer.
Power cord	(4) Disconnect the power plug from the AC power outlet. (5) Disconnect the cord from the printer.

2

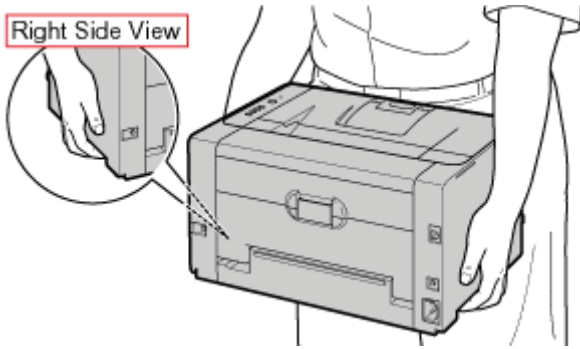
Close the auxiliary tray, and then remove the tray cover and multi-purpose tray.



3

Carry the printer unit to the installation site.

Carry the printer by holding it by the lift handles from the front side.



4

Install the multi-purpose tray and tray cover.

5

Connect the removed cable or cord.

<How to connect the cable or cord>

USB cable	Connect to the USB connector on the printer.
Power cord	(1) Plug the power cord to the power socket on the printer. (2) Plug the power plug into the AC power outlet.

When transporting the printer unit

To prevent damage to the printer during transport, perform the following.

- **Remove the toner cartridges.**

† See "[Storing Toner Cartridges](#)" also.

- **Securely pack the printer in the original box with packing materials in the box.**

† If the original box and packing materials in the box are not available, find an appropriate box along with packing materials and pack the printer and the parts appropriately.

Adjusting Color (Calibration)

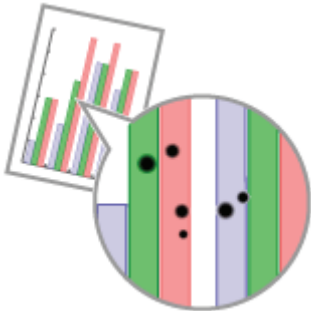
Perform calibration when the colors have changed and the data is not printed in the correct colors (specified colors).



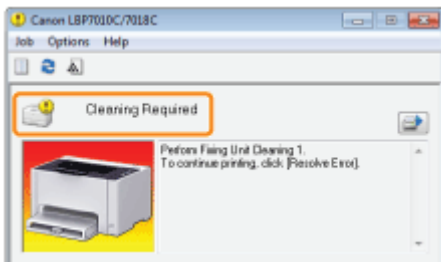
Cleaning the Fixing Roller of the Printer

Clean the fixing roller of the printer when you notice the following symptoms.

- The front or back of the printed paper has smudge marks.



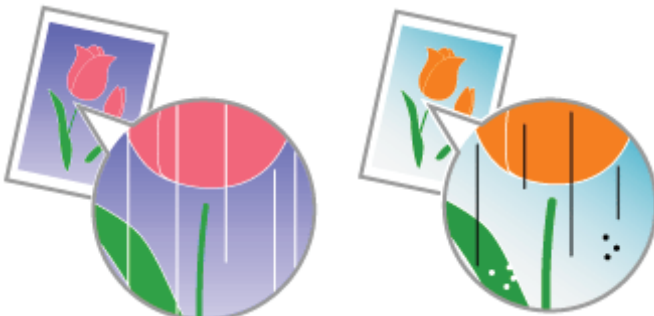
- The message <Cleaning Required> is displayed in the Printer Status Window.



Cleaning the Photosensitive Drum of the Printer

Clean the photosensitive drum of the printer when you notice the following symptoms.

- Short white streaks (lines) appear at equal distance on the images (especially in a high-humidity environment).
- Long black streaks (lines) appear on the images (especially in a low temperature environment).
- Short black streaks (lines), smudge marks, or white points appear at equal distance on the images (especially in a high temperature environment).



➤ Cleaning the Outside of the Printer

Periodically clean the outer surfaces and ventilation slots of the printer to maintain the optimal print quality.



Adjusting Color (Calibration)

019A-07C

This section describes the procedure for performing calibration manually.

IMPORTANT

Precautions when performing calibration

- If you perform calibration frequently, this may affect the life of the toner cartridges or drum cartridge.
- Perform calibration after making sure that the toner remains in the toner cartridges.
 - † You can check the current toner cartridges status of each color in the [Consumables Information] dialog box in the Printer Status Window.
 - ❖ "Checking the Consumables Status"
 - † If you perform calibration in the state where the toner cartridges have reached the end of their life, calibration may not finish properly. In this case, replace the toner cartridges, and then perform calibration again.
 - ❖ "Toner Cartridge Replacement"

NOTE

Perform calibration at the designated time or immediately after the printer is turned ON.

You can set the printer to automatically perform calibration at the designated time everyday or to perform calibration immediately after the printer is turned ON.

- ❖ "Auto Calibration Settings"

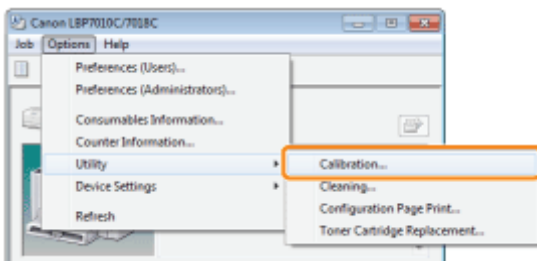
1

Click [] displayed in the task tray, and then select a printer name.



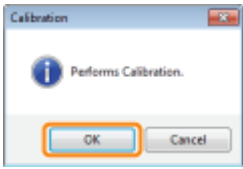
2

From the [Options] menu, select [Utility] → [Calibration].



3

Click [OK].



 **NOTE**

Calibration time

It takes approximately 57 seconds.

Auto Calibration Settings

019A-07E

This section describes the procedure for performing calibration automatically.

NOTE

If calibration is not automatically performed

When the time between turning the printer OFF once and ON again is less than 8 hours, calibration is not performed. However, calibration may be performed even if the time is less than 8 hours depending on your environment.

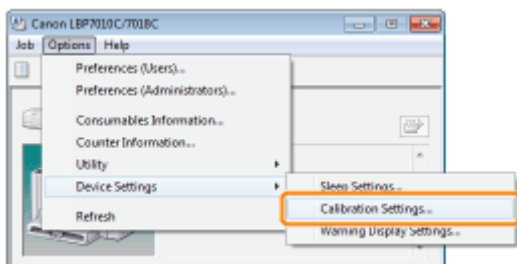
1

Click [] displayed in the task tray, and then select a printer name.



2

From the [Options] menu, select [Device Settings] → [Calibration Settings].

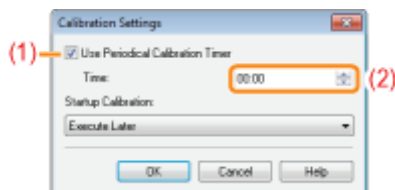


3

Specify the auto calibration settings.

When performing calibration automatically at the designated time everyday

- (1) Select the [Use Periodical Calibration Timer] check box.
- (2) Specify the time to perform calibration in [Time].



? If calibration is not automatically performed

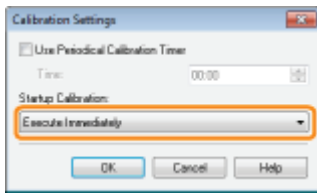
When the printer is under the following circumstances, calibration is not performed even if [Use Periodical Calibration Timer] is specified.

- When the printer is printing, or an error has occurred (Calibration is performed after the job is completed or the error is resolved.)
- When the time specified in [Time] has come within 30 minutes after performing calibration last time

When you perform calibration immediately after the printer is turned ON

Select [Execute Immediately] in [Startup Calibration].

† When calibration is performed immediately after the printer is turned ON, excessive time is required until the printer is ready to print.



? If calibration is not automatically performed

Calibration may not be performed immediately after the printer is turned ON depending on the inside state of the printer even if you select [Execute Immediately].

4

Click [OK].

Cleaning the Fixing Roller of the Printer

019A-01W

† A4 plain paper is required to clean the fixing roller. Have A4 plain paper ready.

1

Load A4 plain paper in the multi-purpose tray.

❖ "Loading Paper"

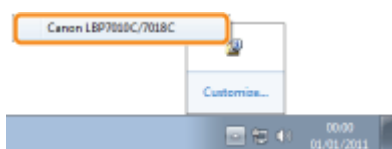
NOTE

Open the auxiliary tray before cleaning.



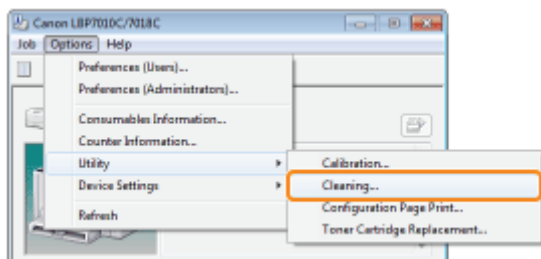
2

Click [] in the Windows task tray, and then select the printer name.



3

From the [Options] menu, select [Utility] → [Cleaning].



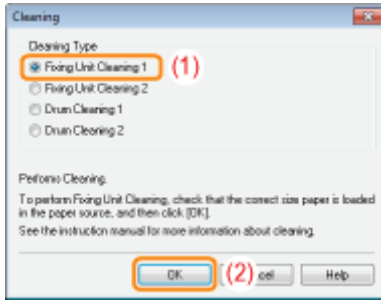
4

Select [Cleaning Type].

(1) Select [Fixing Unit Cleaning 1].

(2) Click [OK].

→ The paper is fed, and the printer starts cleaning the fixing roller.



? When the printed paper has smudge marks even if [Fixing Unit Cleaning 1] is performed

Perform [Fixing Unit Cleaning 2].

➤ "Performing [Fixing Unit Cleaning 2]"

NOTE

Cleaning time

It takes approximately 130 seconds.

† Cleaning the fixing roller cannot be canceled. Please wait until it is completed.
(The cleaning is finished when the paper is output completely.)

Performing [Fixing Unit Cleaning 2]

019A-07F

† A4 plain paper is required to perform [Fixing Unit Cleaning 2]. Have A4 plain paper ready.

1

Load A4 plain paper in the multi-purpose tray.

❖ "Loading Paper"

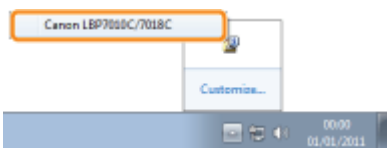
NOTE

Open the auxiliary tray before cleaning.



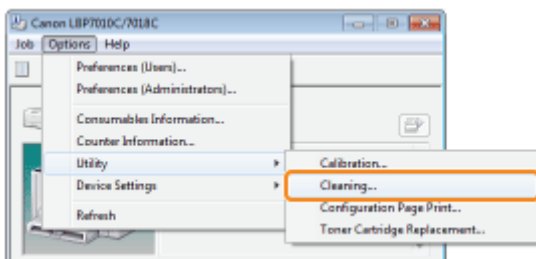
2

Click [] displayed in the task tray, and then select a printer name.



3

From the [Options] menu, select [Utility] → [Cleaning].

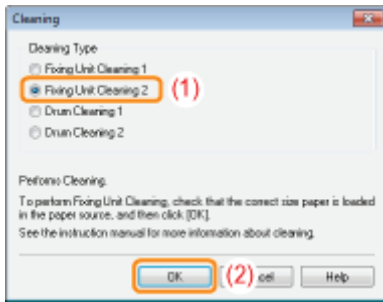


4

Select [Cleaning Type].

(1) Select [Fixing Unit Cleaning 2].

(2) Click [OK]. Then, the cleaning page is printed.



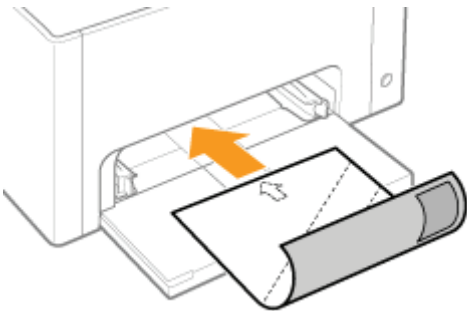
Next, clean the fixing roller using the printed cleaning page.

5

If any paper is loaded in the multi-purpose tray, remove it.

6

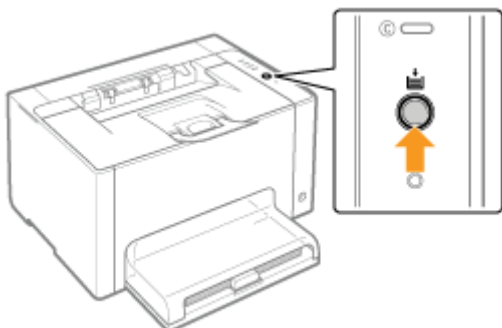
Load the cleaning page in the multi-purpose tray with the printed side facing down.



7

Press the [] (Paper) key.

→ The cleaning page is fed into the printer, and the printer starts cleaning the fixing roller.



NOTE

Cleaning time

It takes approximately 90 seconds.

- † Cleaning the fixing roller cannot be canceled. Please wait until it is completed. (The cleaning is finished when the paper is output completely.)

Cleaning the Photosensitive Drum of the Printer

019A-07H

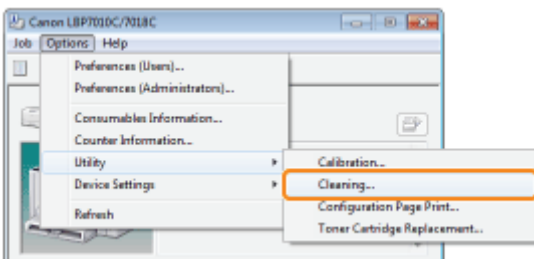
1

Click [] displayed in the task tray, and then select a printer name.



2

From the [Options] menu, select [Utility] → [Cleaning].



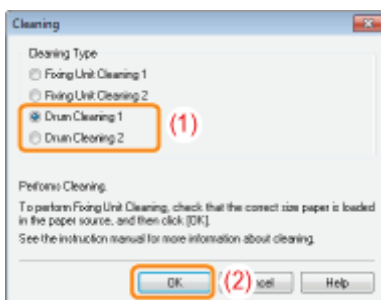
3

Select [Cleaning Type].

(1) Select [Drum Cleaning 1] or [Drum Cleaning 2] depending on the symptoms.

(2) Click [OK].

→ The message <Cleaning> appears in the Printer Status Window, and the printer starts cleaning the photosensitive drum.



[Drum Cleaning 1]	Select when short white streaks (lines) appear at equal distance on the images (especially in a high-humidity environment).
[Drum Cleaning 2]	Select when the following circumstances occur. <ul style="list-style-type: none">• Long black streaks (lines) appear on the images (especially in a low temperature environment).• Short black streaks (lines), smudge marks, or white points appear at equal distance on the images (especially in a high temperature environment).



 **NOTE**

Cleaning time

- [Drum Cleaning 1]: It takes approximately 93 seconds.
 - [Drum Cleaning 2]: It takes approximately 125 seconds.
- † Cleaning the photosensitive drum cannot be canceled. Please wait until it is completed.

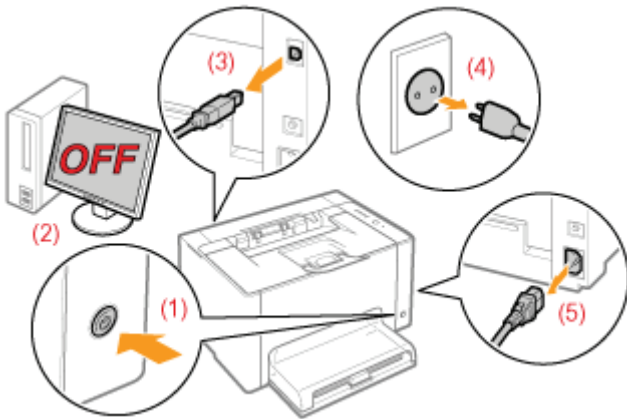
Cleaning the Outside of the Printer

019A-01X

Before cleaning the outside of the printer, see "Attention (Cleaning)."

1

Turn the printer OFF, then disconnect the cables or cords from the printer.



<How to disconnect the cable or cord>

USB cable	(2) Turn the computer off. (3) Disconnect the cable from the printer.
Power cord	(4) Disconnect the power plug from the AC power outlet. (5) Disconnect the cord from the printer.

2

Firmly wring a soft cloth dampened with water or a mild detergent diluted with water, and wipe off the dirt.



3

After wiping off the dirt, wipe the printer with a dry cloth.

4

When the printer is completely dry, connect the removed cable or cord.

<How to connect the cable or cord>

USB cable	Connect to the USB connector on the printer.
Power cord	(1) Plug the power cord to the power socket on the printer. (2) Plug the power plug into the AC power outlet.

Attention (Cleaning)

019A-01Y

See "Important Safety Instructions" also.

IMPORTANT

Precautions when cleaning the outside of the printer

- Do not use a cleaning agent other than water or a mild detergent diluted with water, as this may deform or crack the plastic materials in the printer.
- When using a mild detergent, be sure to dilute it with water.
Also, if you use a mild detergent for cleaning, be sure to wipe away the detergent with a soft cloth dampened with water.
- Grease or oil does not have to be applied to this printer. Do not apply grease or oil.

Location of the Serial Number

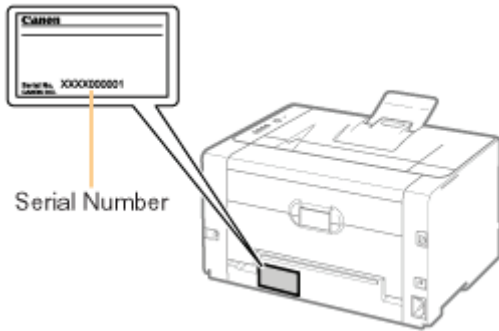
019A-020

The serial number is required for receiving maintenance service.

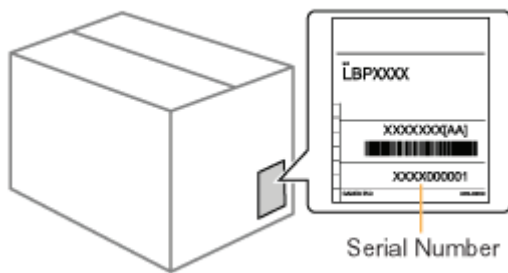
You can find the serial number at the location shown in the following figure.

† Do not remove the labels on which the serial number is indicated.

Rear of the printer



Outside view of the packaging box



Printer Installation

019A-021

When installing the printer, perform the following procedures.

Before installing the printer, see "Attention (Printer Installation)."

1	Checking before Installing the Printer <ul style="list-style-type: none">• Confirming the Supplied Accessories• Checking the Installation Site	➤ "Confirming the Supplied Accessories and Checking the Installation Site"
2	Removing the Packing Materials	➤ "Removing the Packing Materials"
3	Installing the Printer <ul style="list-style-type: none">• Carrying the Printer to the Installation Site• Connecting the Power Cord	➤ "Installing the Printer"
4	Loading Paper	➤ "Loading Paper"
5	Installing the Printer Driver	➤ "Installing the Printer Driver"
6	Checking the Printing Operation	Check the operations by Configuration Page Print. ➤ "Printing Configuration Page Print"

See "Important Safety Instructions" also.

IMPORTANT

Protecting the printer from condensation

- To prevent condensation from forming inside the printer in the following cases, adjust the printer to the ambient temperature and humidity for at least two hours before use.
 - When the room where the printer is installed is heated rapidly
 - When the printer is moved from a cool or dry location to a hot or humid location
- If water droplets (condensation) form inside the printer, this can result in paper jams or poor print quality.

When using an ultrasonic humidifier

When you are using an ultrasonic humidifier, we therefore recommend that you use purified water or other water that is free of impurities.

If you use tap water or well water, impurities in the water will be dispersed through the air. This can be trapped inside the printer, causing degradation in print quality.

Precautions for the power supply

- Use an AC power outlet exclusively for the printer. Do not use the other sockets of the AC power outlet.
- Do not plug the power plug into the auxiliary outlet on a computer.
- Do not use the same AC power outlet for both the printer and any of the following equipment.
 - Copy machine
 - Air conditioner
 - Shredder
 - Equipment that consumes a large amount of electricity
 - Equipment that generates electrical noise
- The maximum power consumption of the printer is 868 W or less.
- Electrical noise or a dramatic drop in mains voltage may cause the printer or computer to operate incorrectly or lose data.

Do not install the printer in the following locations, as this may result in damage to the printer.

- A location subject to dramatic changes in temperature or humidity
- A location subject to condensation
- A poorly ventilated location
(If you use the printer for a long time or to perform a large amount of printing in a poorly ventilated room, the ozone or other odors generated by the printer may create an uncomfortable working environment. In addition, chemical particles are dispersed during printing. Therefore, it is important to provide adequate ventilation.)
- A location near equipment that generates magnetic or electromagnetic waves
- A laboratory or location where chemical reactions occur
- A location exposed to salt air, corrosive gases, or toxic gases
- A location, such as on a carpet or mat, that may warp from the weight of the printer or where the printer is liable to sink

Precautions when connecting the power cord

- Do not plug the power plug of the printer into an auxiliary outlet on a computer.
- One AC power outlet should be used exclusively for the printer.
- Do not connect this printer to an uninterruptible power source.
This may cause printer malfunction or breakdown in the event of a power failure.

When turning ON the printer for the first time after the printer installation

Although a sheet of blank paper may be output, this is not an error.

NOTE

About the consumables included with this printer

- The replacement timing of the included consumables is as follows.

K (Black) Toner Cartridge	Average yield of the toner cartridge: 550 pages ^{*1}
Y (Yellow) Toner Cartridge M (Magenta) Toner Cartridge C (Cyan) Toner Cartridge	Average yield of Composite Y (Yellow), M (Magenta), and C (Cyan) toner cartridges: 500 pages ^{*1}
Drum Cartridge	The lifetime of the drum cartridge: 7,000 pages ^{*2}

^{*1} The average yield is on the basis of "ISO/IEC 19798"^{*} when printing A4 size paper with the default print density setting.

^{*} "ISO/IEC 19798" is the global standard related to "Method for the determination of toner cartridge yield for color printers and multi-function devices that contain printer components" issued by ISO (International Organization for Standardization).

^{*2} The lifetime of the drum cartridge is on the basis of our evaluation criteria when printing A4 size plain paper at interval of 2 sheets (printing 2 sheets intermittently).
Also, this value is the lifetime of the drum cartridge when performing color printing. The lifetime of the drum cartridge is approximately double when performing only black and white printing.

- For purchasing consumables, see "[Consumables](#)."

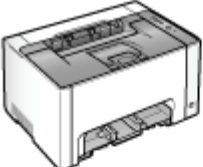





Confirming the Supplied Accessories and Checking the Installation Site

019A-023

Confirming the Supplied Accessories

Make sure that all the supplied accessories are contained in the box before installing the printer.

If an item is missing or damaged, please contact your local authorized Canon dealer.

-  Printer
The following parts are already installed.
 - Toner Cartridges
 - Drum Cartridge
-  Multi-purpose Tray
-  Tray Cover
-  Power Cord
(The form of the supplied power cord may differ from the one in the above illustration.)
-  CD-ROMs: "User Software"
The following are included.
 - Printer Driver
 - e-Manual
 - Getting Started Guide
(Arabic, Bulgarian, Croatian, Czech, Estonian, Greek, Hungarian, Latvian, Lithuanian, Persian, Portuguese, Romanian, Slovakian, Slovenian, Turkish, Ukrainian)
 - Auto Shutdown Tool
-  Quick Setup Guide

NOTE

This printer includes two "User Software" CD-ROMs.

You can use either CD-ROM.

About the USB cable

- This printer does not come with a USB cable. Have an appropriate one available for the computer you are using.
- Use a USB cable with the following symbol.



About the Supplied Manuals

The manuals supplied with this printer consist of the following. Read these manuals according to your purpose and make full use of this printer.

Manual Name	Contents
Quick Setup Guide	Explains the procedure for installing the printer.
e-Manual	Explains all the operations of this printer, such as how to use the printer and troubleshooting. (The contents of "Quick Setup Guide" are also included.)
Getting Started Guide	This is the simple manual (PDF format) written in the following languages. <ul style="list-style-type: none">- Arabic, Bulgarian, Croatian, Czech, Estonian, Greek, Hungarian, Latvian, Lithuanian, Persian, Portuguese, Romanian, Slovakian, Slovenian, Turkish, Ukrainian

† To view the manual in PDF format, Adobe Reader/Adobe Acrobat Reader is required.

If Adobe Reader/Adobe Acrobat Reader is not installed on your system, download it from the Adobe Systems

Checking the Installation Site

In order to use this printer in a safe and trouble-free manner, install the printer in a place that fulfills the following conditions.

Temperature and Humidity Conditions

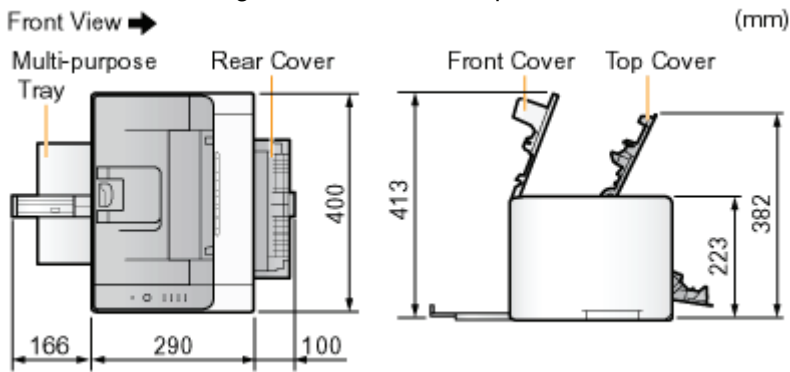
Temperature range	10 to 30°C (50 to 86°F)
Humidity range	20 to 80% RH (no condensation)

Power Supply Requirements

220 to 240 V ($\pm 10\%$), 50/60 Hz (± 2 Hz)

Installation Requirements

- A location with sufficient space
- † Refer to the following dimensions of each part and ensure the installation space.



- A location with good ventilation
- A location with a flat, even surface
- A location able to fully support the weight of the printer

Removing the Packing Materials

019A-024

NOTE

Store the packing materials come up during unpacking.

The box comes with when you purchased the printer and the packing materials in the box are required when transporting the printer for relocation or maintenance.

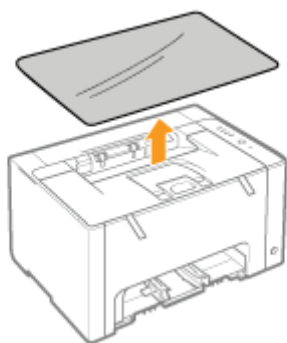
About the packing materials

The packing materials may be changed in form or placement, or may be added or removed without notice.

Remove all the orange tape if it is attached to the printer when performing the following procedure.

1

Remove the protective sheet.



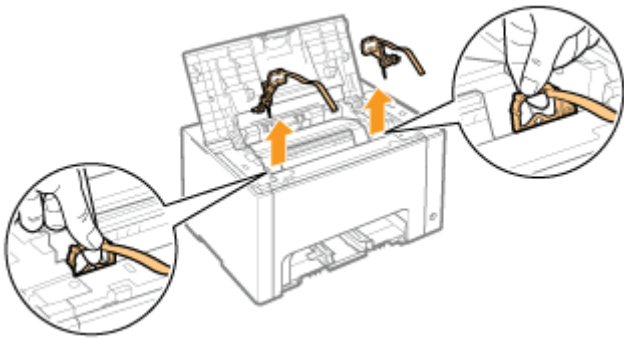
2

Open the top cover.



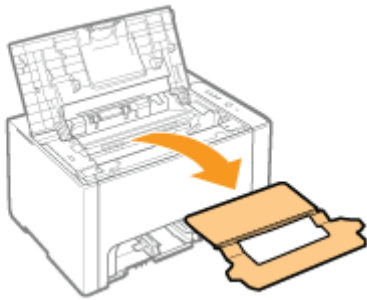
3

Remove the two plastic packing materials (orange) with tape inside the printer.



4

Remove the paper inside the printer.



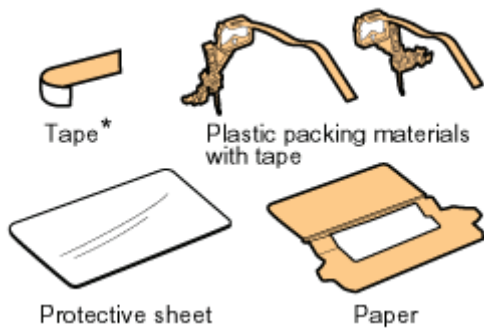
5

Close the top cover.

Check !

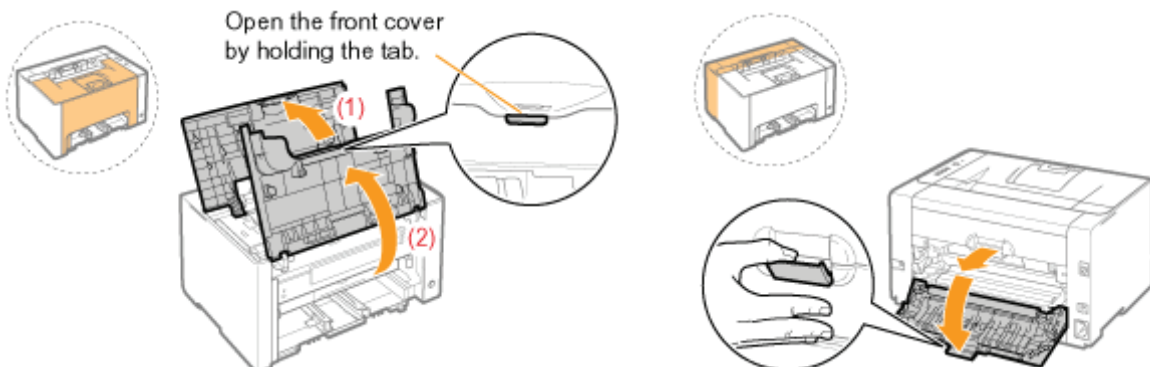
Checking if the packing materials are removed

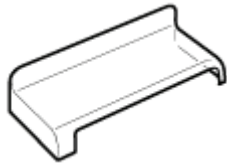
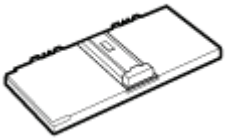
Check that the following packing materials are completely removed.



† Dispose of the left packing materials according to local regulations.

* Make sure that all the orange tape is completely removed.





† Close the covers after you finish checking.

Next, install the printer.
➤ ["Installing the Printer"](#)

Installing the Printer

019A-025

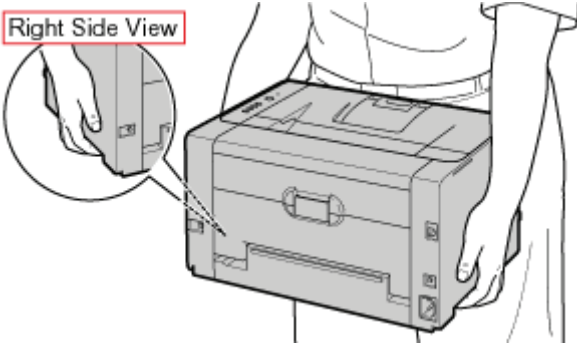
Carrying the Printer to the Installation Site

1

Carry the printer unit to the installation site.

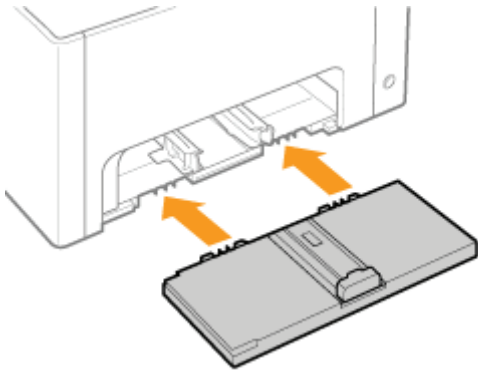
Carry the printer by holding it by the lift handles from the front side.

Right Side View



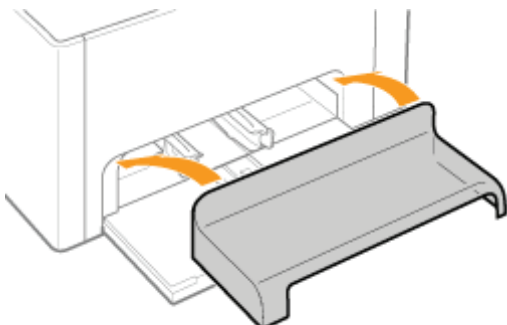
2

Install the multi-purpose tray.



3

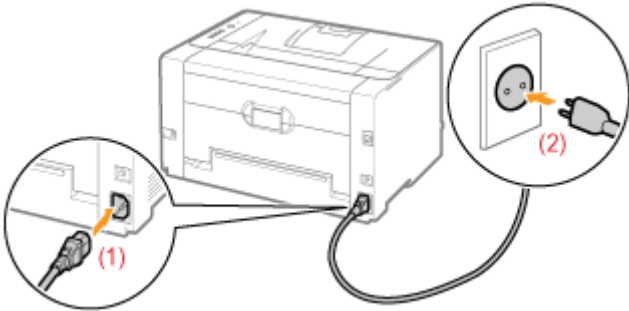
Install the tray cover.



Connecting the Power Cord

1

Connect the power cord.






NOTE

The form of the supplied power cord

The form of the supplied power cord may differ from the one in the above illustration.

 Next, perform the following procedures.

1	Load paper.	 "Loading Paper"
2	Install the printer driver.	 "Installing the Printer Driver"
3	Check the printing operation.	Check the operations by Configuration Page Print.  "Printing Configuration Page Print"

Printing Configuration Page Print

019A-026

Configuration Page Print shows the settings of the printer unit and other current printer information.

† Configuration Page Print is designed to be printed on A4 paper. Be sure to use A4 paper.

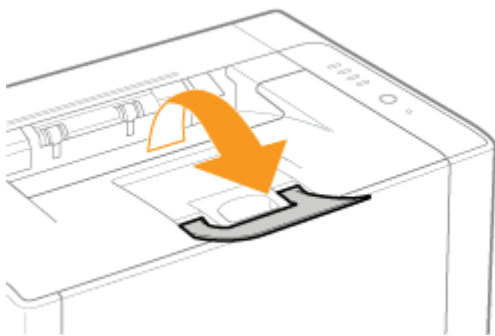
1

Load A4 paper in the multi-purpose tray.

➤ "Loading Paper"

NOTE

Open the auxiliary tray before printing.



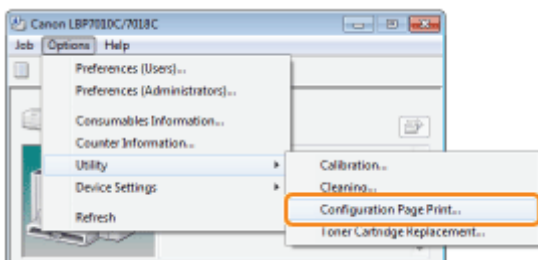
2

Click [] in the Windows task tray, and then select the printer name.



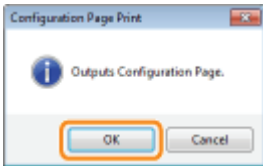
3

From the [Options] menu, select [Utility] → [Configuration Page Print].



4

Click [OK] to print Configuration Page Print.



? If Configuration Page Print is not printed

- ❖ "Printing Cannot Be Performed (USB Connection)"
- ❖ "Printing Cannot Be Performed (via the Print Server)"

Driver Installation

019A-027

[↳ Installing the Printer Driver](#)

[↳ Uninstalling the Printer Driver](#)

Installing the Printer Driver

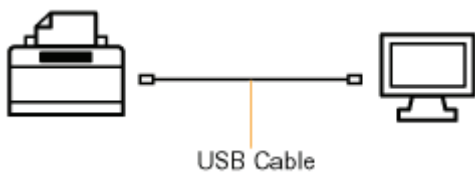
019A-028

The printer driver is software required for printing with this printer.

† For details on the system environment required to use the printer driver, see "[System Requirements for Printing](#)."

The procedure for installing the printer driver varies depending on the system environment. See the following according to your system environment.

If You Are Connecting the Printer and Computer with a USB Cable



There are the following two ways to install the printer driver.

† If you are using Windows 7 or Server 2008 R2, install the printer driver using <Easy Installation>. (You may not be able to install the printer driver properly due to the Windows restriction even after detecting the printer with Plug and Play.)

<Easy Installation>

Installs the printer driver from the supplied CD-ROM (CD-ROM Setup). The e-Manual is also installed simultaneously.

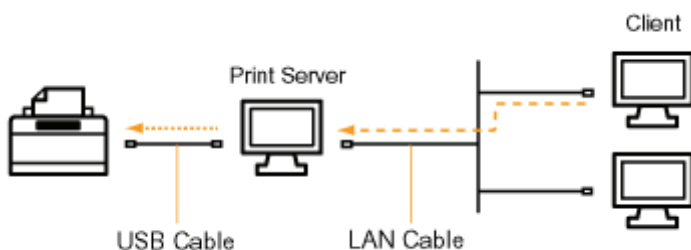
❖ "[Easy Installation](#)"

<Plug and Play>

Detects the printer with Plug and Play and installs the printer driver by selecting it manually from the supplied CD-ROM.

❖ "[Installing with Plug and Play](#)"

If You Use the Printer in the Print Server Environment



If your computer is the print server

For details on the procedure for installing the printer driver, see "If You Are Connecting the Printer and Computer with a USB Cable" above.

† After the installation is complete, configure the print server.

❖ "[Configuring the Print Server](#)"

If your computer is a client computer

There are the following two ways to install the printer driver.

<Local Installation>

You can install the printer driver using the supplied CD-ROM.

- ❖ "Easy Installation"

<Download Installation>

You can install the printer driver without using the supplied CD-ROM, but by downloading the printer driver from the print server. There are the following two ways to download and install the printer driver.

- ❖ "Installing from the Printer Folder"
 - ❖ "Installing from [Windows Explorer]"
-

1

Connect the USB cable.

➤ "Connecting the Printer and Computer"

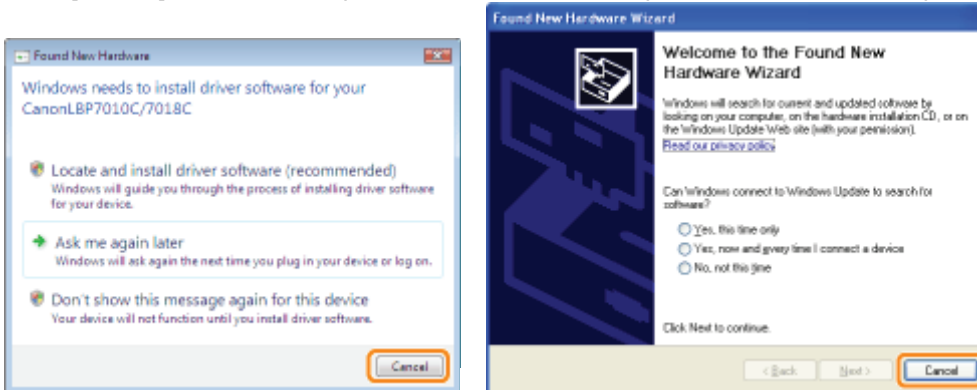
† If the printer is connected to a client computer via the print server, the USB cable is not required.

2

Turn the computer on, and then log on to Windows as a user with administrative rights.

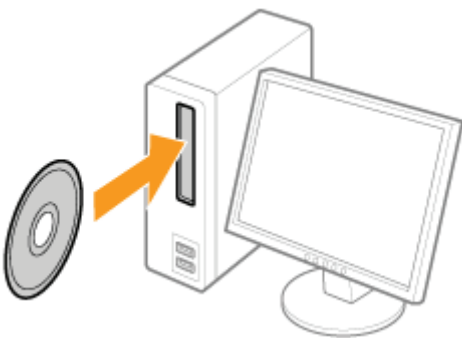
? If the automatic setup screen of Plug and Play appears (USB connection)

Click [Cancel], turn OFF the printer, and then use this procedure to install the printer driver.



3

Insert the supplied CD-ROM "User Software" into the CD-ROM drive of your computer.



4

Click [Easy Installation].



? If the above screen does not appear

➤ "Basic Operations/Various Information for Windows"

? If the [AutoPlay] dialog box appears

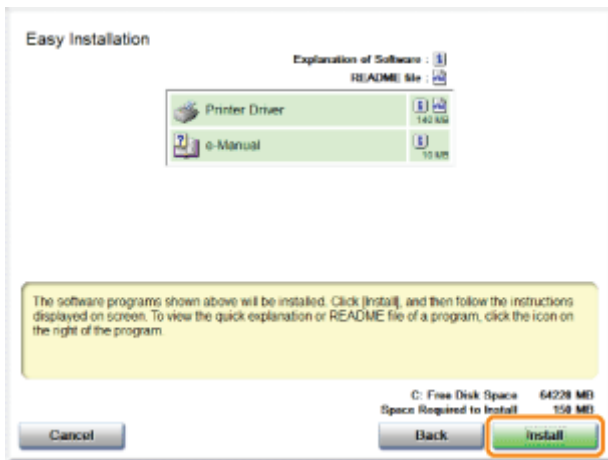
Click [Run AUTORUN.EXE].

? If the [User Account Control] dialog box appears

Click [Yes] or [Continue].

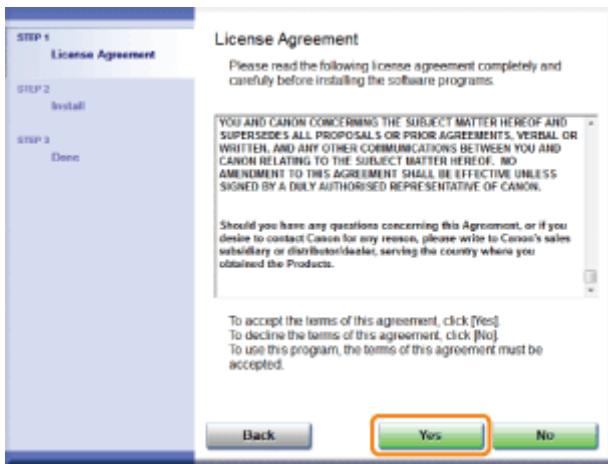
5

Click [Install].



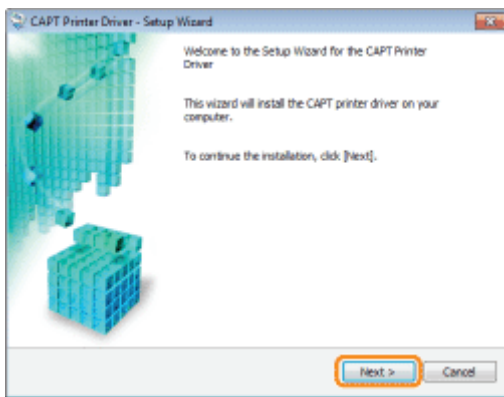
6


Read the contents of License Agreement, and then click [Yes].



7

Click [Next].



 The subsequent procedure varies depending on your environment. See the appropriate procedure according to your environment.

- ❖ "Easy Installation (USB Connection)"
- ❖ "Easy Installation (via the Print Server)"

Connecting the Printer and Computer

019A-02A

See "Important Safety Instructions" also.

IMPORTANT

Do not plug or unplug the USB cable while the printer or computer is ON.

This may cause the printer to malfunction.

About unidirectional communication equipment

The printer performs bi-directional communication. Operation of the printer when connected via unidirectional communication equipment is not tested, and as a result, Canon cannot guarantee printer operation if the printer is connected using unidirectional print servers, USB hubs or switching devices.

NOTE

About the USB cable

- This printer does not come with a USB cable. Have an appropriate one available for the computer you are using.
- Use a USB cable with the following symbol.



1

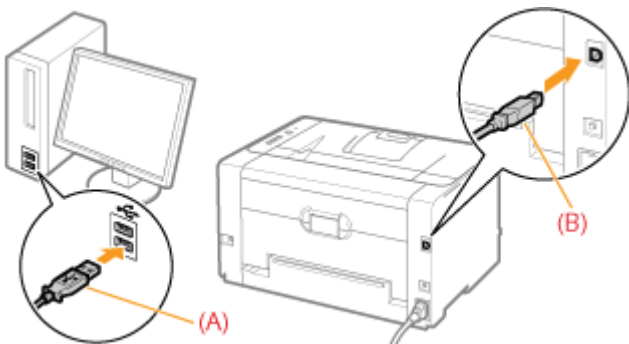
Make sure that the printer and computer are OFF.

2

Connect the USB cable.

- Flat end (A): Connects to a USB port on your computer.
- Square end (B): Connects to the USB connector on this printer.

† Do not turn the printer ON at this stage even if you want to install the printer driver.



Easy Installation (USB Connection)

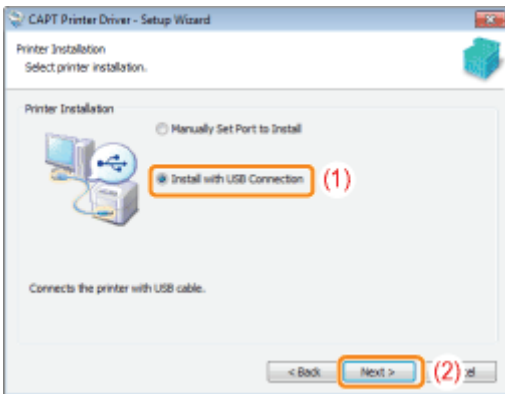
019A-02C

† For details on the procedure before selecting an installation method (the procedure before Step 1), see "Easy Installation."

1

Select the method of installation.

- (1) Select [Install with USB Connection].
- (2) Click [Next].

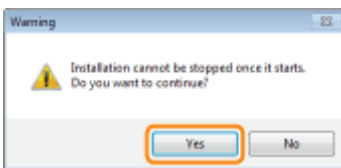


? If a message that prompts you to restart the computer appears

Restart the computer and install the printer driver again.

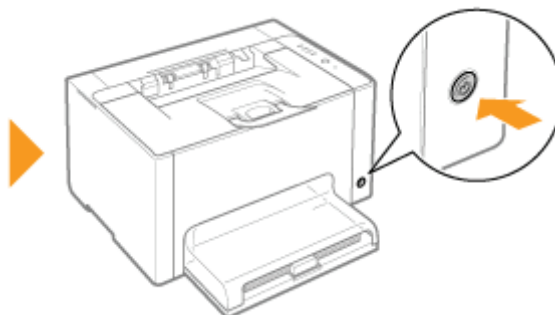
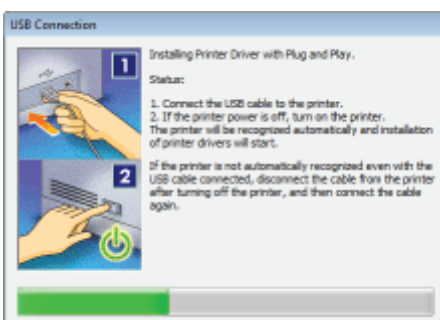
2

Click [Yes].



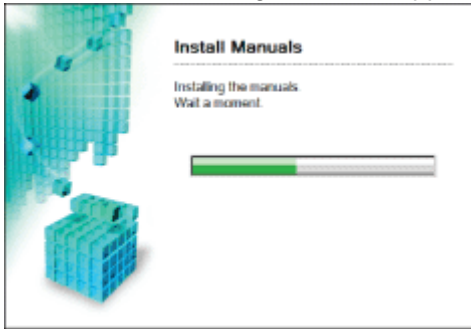
3

When the following screen appears, turn the printer ON.



→ The installation starts.

Wait until the following screen disappears. (It may take a long time to install the printer driver.)

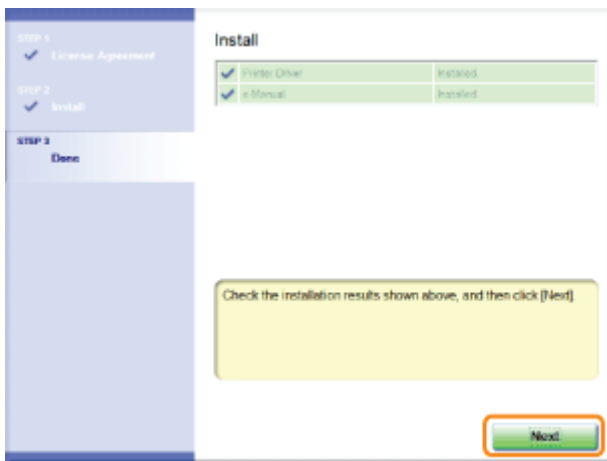


? If the USB cable is connected but the printer is not automatically recognized

➤ "The Printer Is Not Recognized Automatically (Easy Installation)"

4

Confirm that [] appears in [Install], and then click [Next].



? If [] appears

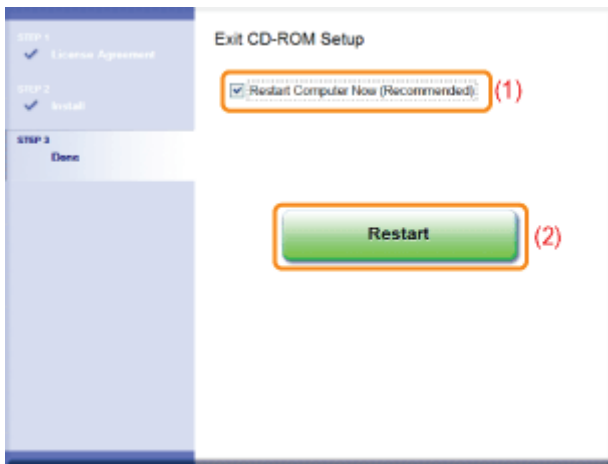
➤ "You Cannot Install the Printer Driver"

5

Restart your computer.

- (1) Select the [Restart Computer Now] check box.
- (2) Click [Restart].

† When the following screen appears, you can remove the CD-ROM.



☞ When the installation is complete, an icon and folder for this printer will be created.
➤ "After Installation"

Easy Installation (via the Print Server)

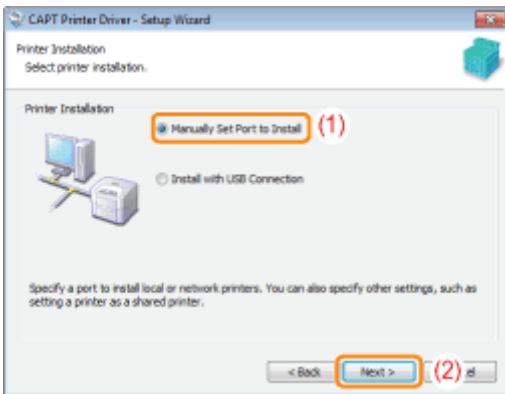
019A-02E

† For details on the procedure before selecting an installation method (the procedure before Step 1), see "[Easy Installation.](#)"

1

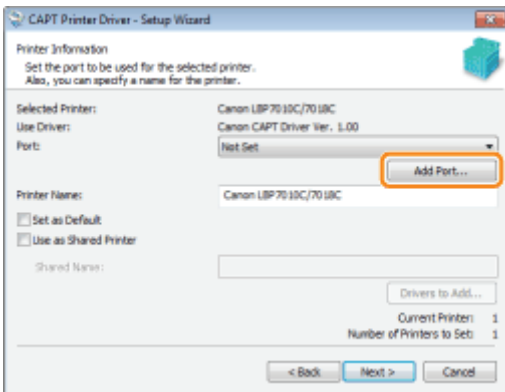
Select the method of installation.

- (1) Select [Manually Set Port to Install].
- (2) Click [Next].



2

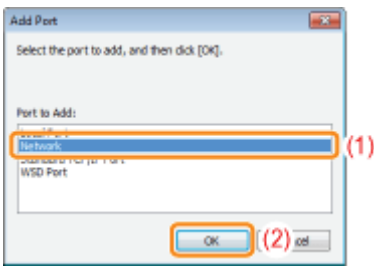
Click [Add Port].



3

Select a port to be added.

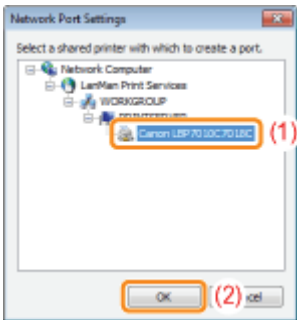
- (1) Select [Network].
- (2) Click [OK].



4

Select a shared printer.

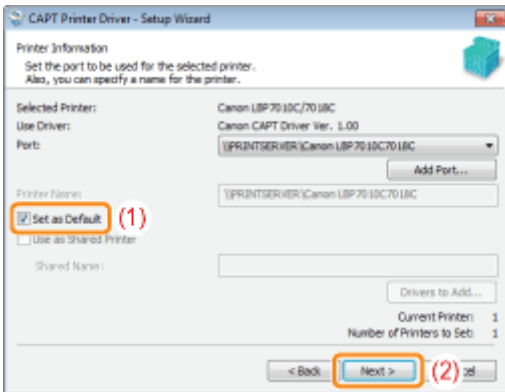
- (1) Select a shared printer on the print server.
- (2) Click [OK].



5

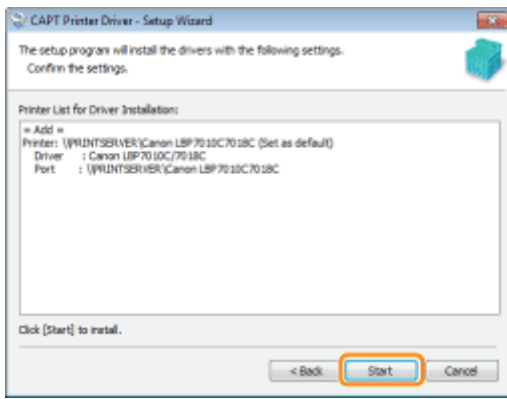
Select whether or not to use the printer as the default printer.

- (1) If you want to use the printer as the default printer, select the [Set as Default] check box.
- (2) Click [Next].



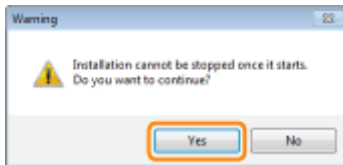
6

Click [Start].



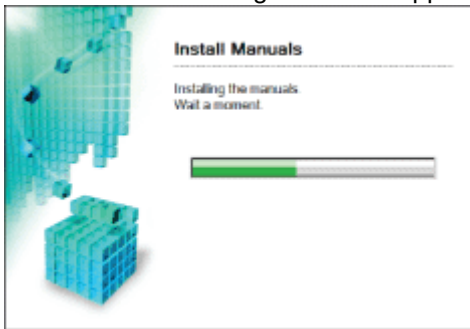
7

Click [Yes].



→ The installation starts.

Wait until the following screen disappears. (It may take a long time to install the printer driver.)

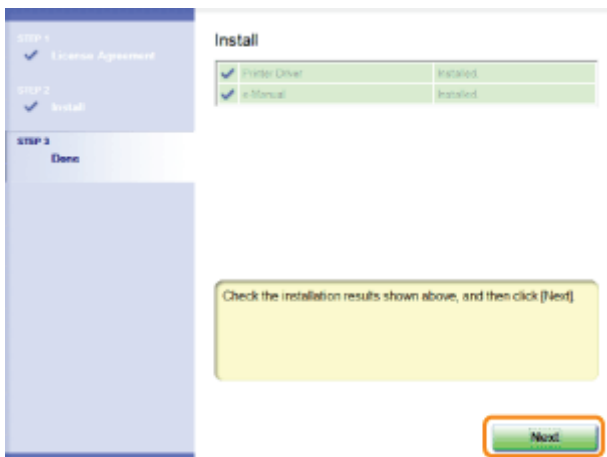


? If the [Printers] dialog box appears

Click [Install driver].

8

Confirm that [] appears in [Install], and then click [Next].



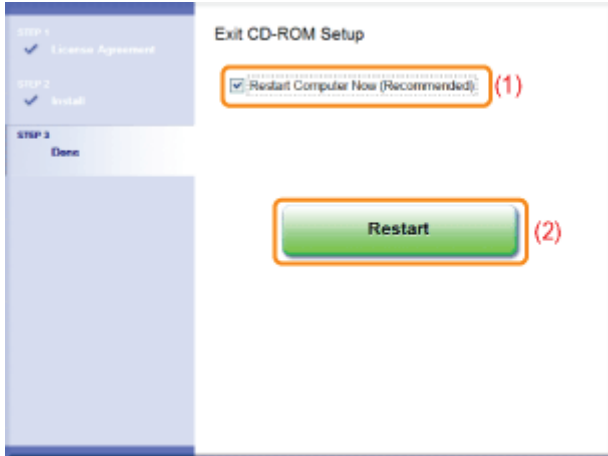
? If [X] appears

9

Restart your computer.

- (1) Select the [Restart Computer Now] check box.
- (2) Click [Restart].

† When the following screen appears, you can remove the CD-ROM.



📁 When the installation is complete, an icon and folder for this printer will be created.
❏ "After Installation"

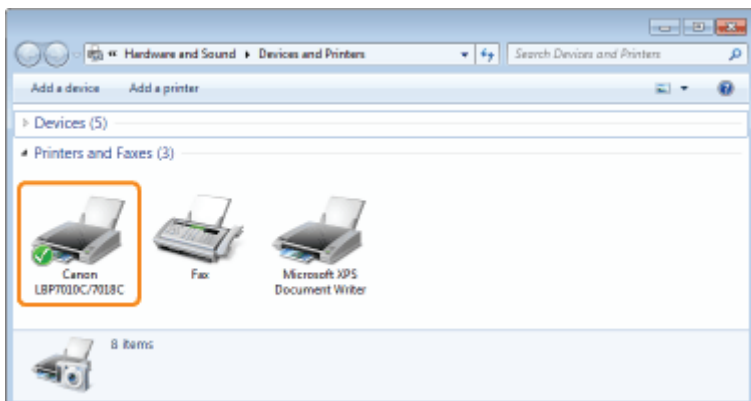
After Installation

019A-02F

If the printer driver is installed properly, the following icons, folders, and so on are added to the following locations.

- **Printer folder** (➤ "Basic Operations/Various Information for Windows")

Printer icon for this printer



- **Task tray**

Printer Status Window icon

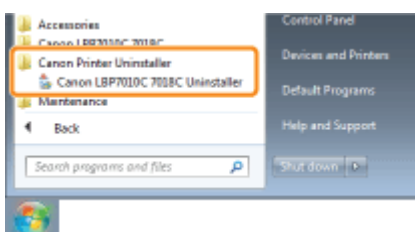
† The icon does not appear if you did not restart your computer after the printer driver installation.



- **[All Programs] or [Programs] under the [Start] menu**

[Canon Printer Uninstaller] - [Canon LBP7010C 7018C Uninstaller]

† Use this option when uninstalling the printer driver.



- **Desktop**

[LBP7010C 7018C e-Manual]

† This icon does not appear if you install the printer driver using a method other than Easy Installation.

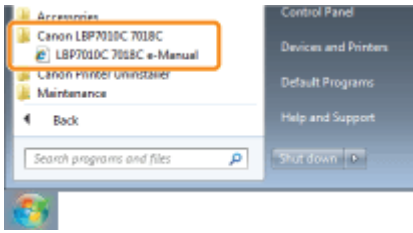


LBP7010C
7018C
e-Manual

- **[All Programs] or [Programs] under the [Start] menu**

[Canon LBP7010C 7018C] - [LBP7010C 7018C e-Manual]

† This icon does not appear if you install the printer driver using a method other than Easy Installation.



? If the icons and folders are not added

The installation is not completed properly.

See "[You Cannot Install the Printer Driver](#)" and install the printer driver again.

Installing with Plug and Play

019A-02H

- † If you are using Windows 7 or Server 2008 R2, install the printer driver in "[Easy Installation](#)."
(You may not be able to install the printer driver properly due to the Windows restriction even after detecting the printer with Plug and Play.)

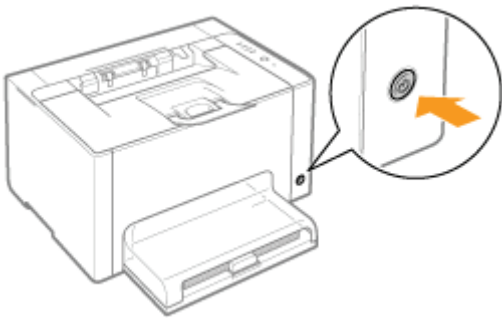
1

Connect the USB cable.

- "Connecting the Printer and Computer"

2

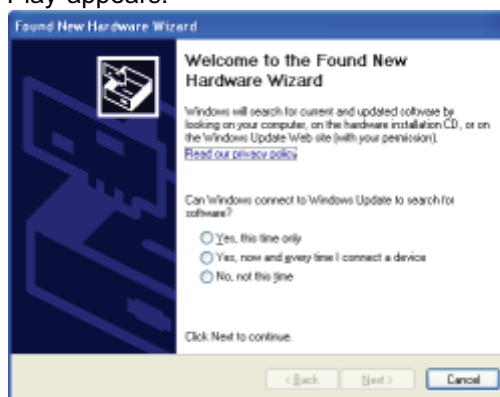
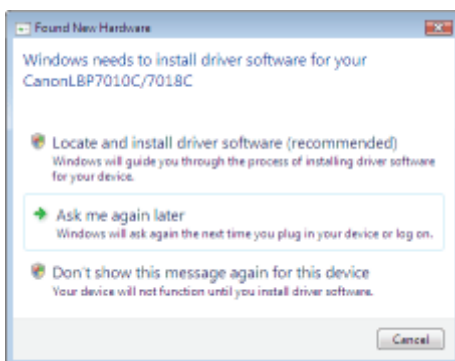
Turn the printer ON.



3

Turn the computer on, and then log on to Windows as a user with administrative rights.

- The automatic setup screen of Plug and Play appears.



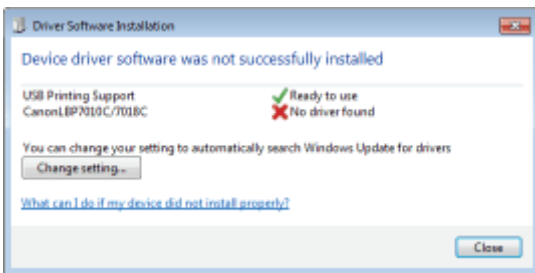
? If the printer driver is installed automatically

If you installed the printer driver for this printer previously, the driver is installed automatically.

If you want to update the printer driver (or want to install it manually), install the printer driver after uninstalling it once.

- "Uninstalling the Printer Driver"

? If the following screen appears



You may not be able to install the printer driver properly due to the Windows restriction even after detecting the printer with Plug and Play.

Click [Close], and then reinstall the printer driver in "[Easy Installation](#)."

4

Follow the on-screen instructions to install the printer driver.

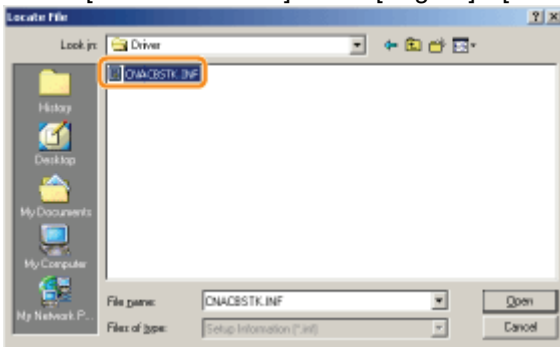
NOTE

When selecting the file or folder in which the printer driver is included.

Select one of the following file and folders.

Windows 2000

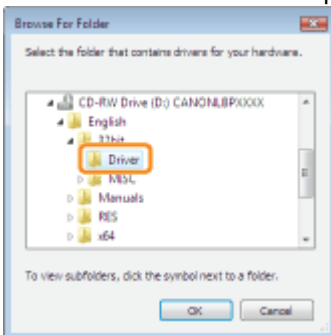
Select [CNACBSTK.INF] in the [English] - [32bit] - [Driver] folders in the supplied CD-ROM.



Windows XP Windows Server 2003 Windows Vista Windows Server 2008

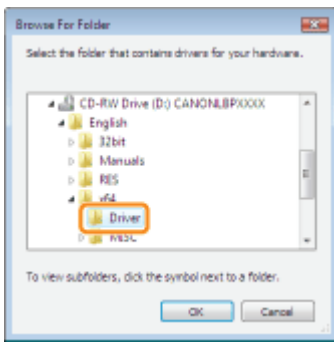
- **For a 32-bit operating system**

Select the folders in the supplied CD-ROM: [English] - [32bit] - [Driver].



- **For a 64-bit operating system**

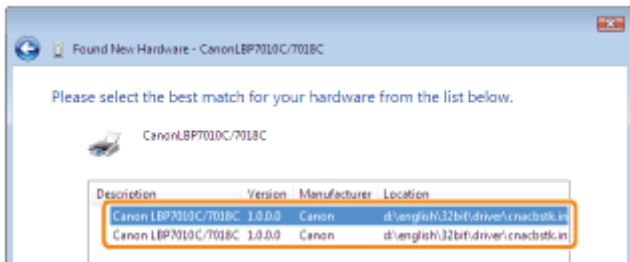
Select the folders in the supplied CD-ROM: [English] - [x64] - [Driver].



† If you are not sure whether you are using 32-bit Windows Vista/Server 2008 or 64-bit Windows Vista/Server 2008, see "[Basic Operations/Various Information for Windows.](#)"

If the screen for selecting the printer driver appears

Even if which printer driver is selected, there is no problem with the installation because the same printer driver is installed.



☞ When the installation is complete, an icon and folder for this printer will be created.
☛ "[After Installation](#)"

Uninstalling the Printer Driver

019A-02J

The process of removing the printer driver to restore the computer to the same state as before the printer driver was installed is referred to as uninstallation. To uninstall the printer driver, perform the following procedure.

1

If a USB cable is connected, turn OFF the printer and computer, and then remove the USB cable.

2

Turn the computer on, and then log on to Windows as a user with administrative rights.

3

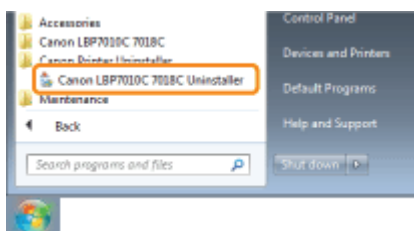
Close the following files and programs if open.

- Help files
- Printer Status Window
- Control Panel
- Other applications

4

Start the uninstaller.

From the [Start] menu, select [All Programs] or [Programs] → [Canon Printer Uninstaller] → [Canon LBP7010C 7018C Uninstaller].



? If the uninstaller is not found in the [Start] menu

➤ "Starting the Uninstaller from [Control Panel]"

? If the [User Account Control] dialog box appears

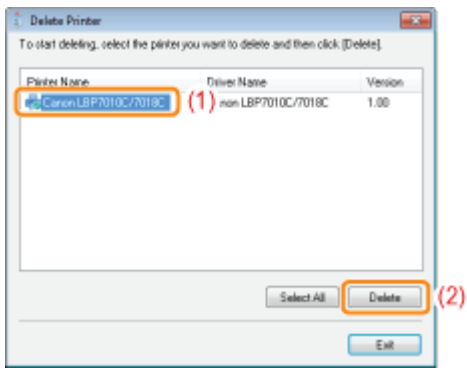
Click [Yes] or [Continue].

5

Perform the following procedure.

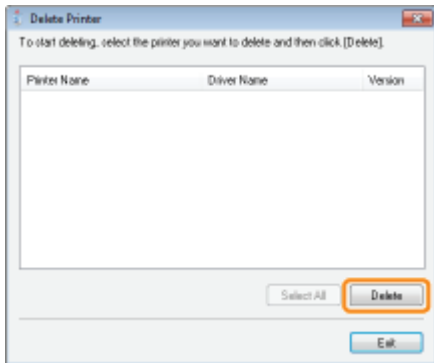
If this printer is displayed

- (1) Select this printer.
- (2) Click [Delete].



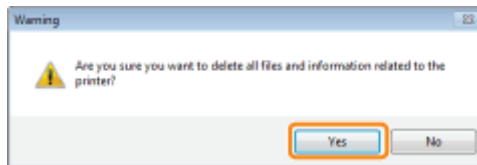
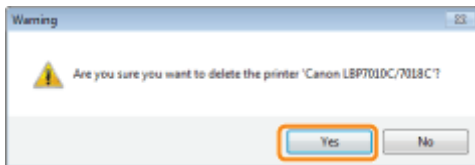
If this printer is not displayed

Click [Delete].



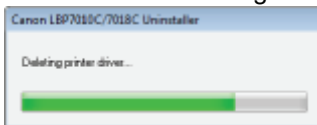
6

Click [Yes].



→ The uninstallation starts.

Wait until the following screen disappears. (It may take a long time to uninstall the printer driver.)

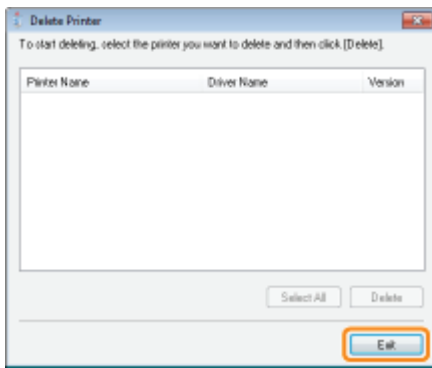


When the following screen appears, click [Yes] or [Yes To All].



7

Click [Exit].



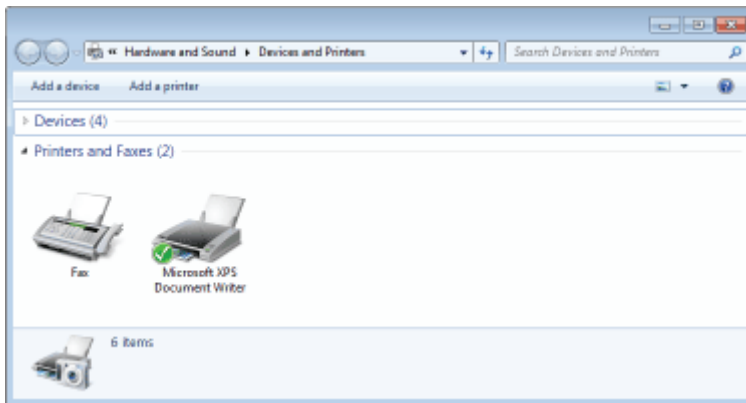
8

Open the printer folder.

➤ "Basic Operations/Various Information for Windows"

9

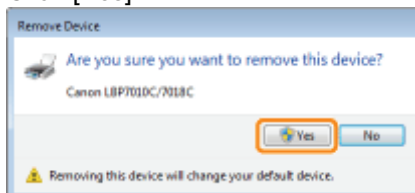
Confirm that the icon for this printer is not found.



IMPORTANT

If the icon for this printer is displayed


1. Right-click the icon, and then select [Remove device] or [Delete] from the pop-up menu.
2. Click [Yes].



If the [User Account Control] dialog box appears, click [Yes].

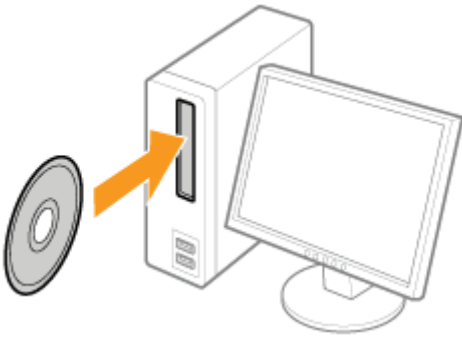
10

Restart Windows.

 Next, uninstall the e-Manual using the following procedure.
(If you did not install the e-Manual, you do not need to perform the following procedure.)

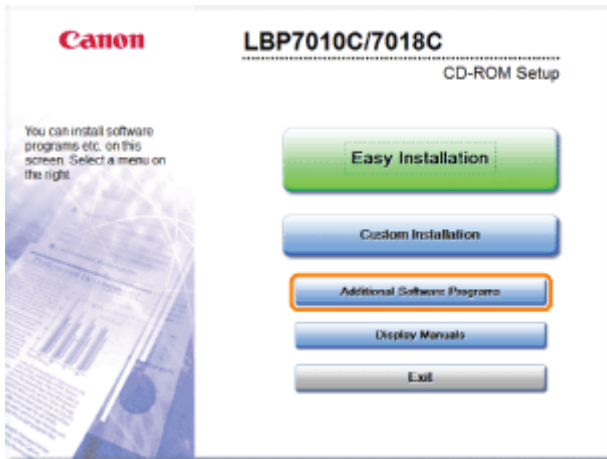
11

Insert the supplied CD-ROM "User Software" into the CD-ROM drive of your computer.



12

Click [Additional Software Programs].



? If the above screen does not appear

▣ "Basic Operations/Various Information for Windows"

? If the [AutoPlay] dialog box appears

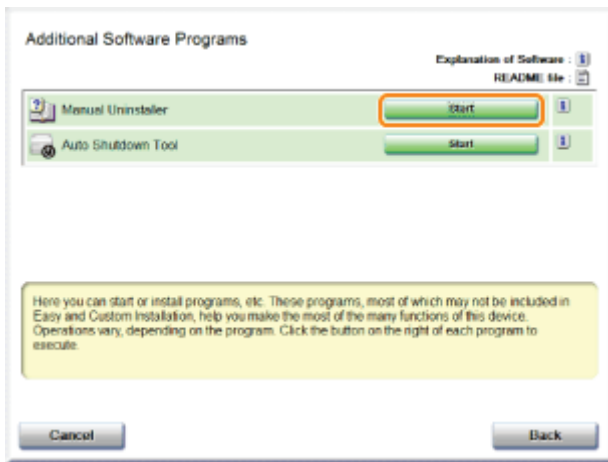
Click [Run AUTORUN.EXE].

? If the [User Account Control] dialog box appears

Click [Yes] or [Continue].

13

Click [Start] in [Manual Uninstaller].



14

Click **[Uninstall]** to start the uninstallation.

Please wait a moment until the uninstallation is complete. (It may take a long time to uninstall the printer driver.)



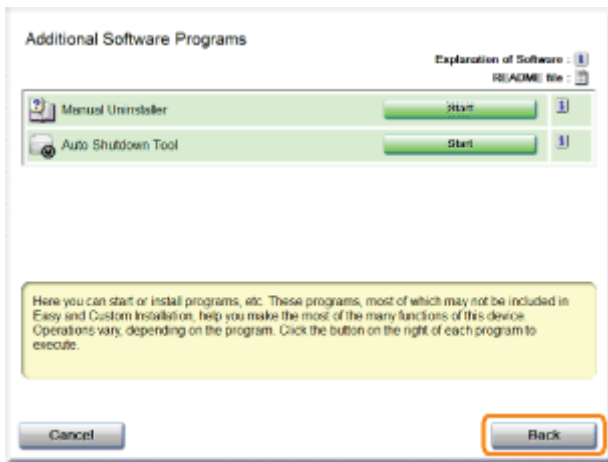
15

Click **[Exit]**.



16

Click **[Back]**.



17

Click [Exit].

↑ When the following screen appears, you can remove the CD-ROM.



Starting the Uninstaller from [Control Panel]

019A-02K

1

Perform the following procedure.

Windows 2000

From the [Start] menu, select [Settings] → [Control Panel], and then double-click [Add/Remove Programs].

Windows XP

From the [Start] menu, select [Control Panel], and then click [Add or Remove Programs].

Windows Vista Windows 7 Windows Server 2008 R2

From the [Start] menu, select [Control Panel], and then click [Uninstall a program].

Windows Server 2003

From the [Start] menu, select [Control Panel] → [Add or Remove Programs].

Windows Server 2008

From the [Start] menu, select [Control Panel], and then double-click [Programs and Features].

2

Perform the following procedure.

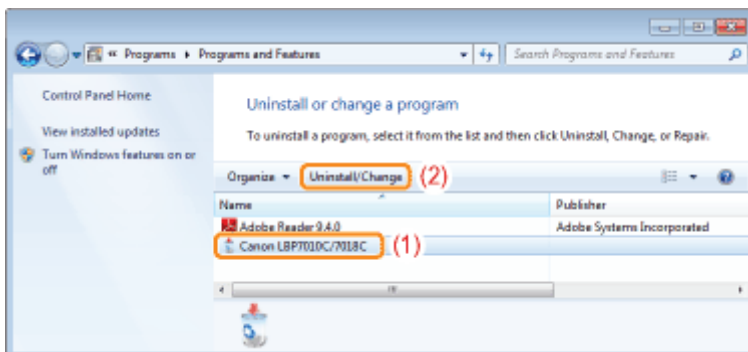
Windows 2000 Windows XP Windows Server 2003

- (1) Select [Canon LBP7010C/7018C].
- (2) Click [Change/Remove].



Windows Vista Windows 7 Windows Server 2008

- (1) Select [Canon LBP7010C/7018C].
- (2) Click [Uninstall/Change].



? If [Canon LBP7010C/7018C] is not listed

- "Starting the Uninstaller from the CD-ROM"

? If the [User Account Control] dialog box appears

Click [Yes] or [Continue].

Basic Printer Operations

019A-02L

➤ Usable Paper

- Precautions for Paper
- Printable Area

➤ Paper Loading and Output

- Loading Paper

➤ Basic Printing Procedure

➤ How to Use Help

➤ Canceling a Job

➤ Checking the Printer Status

Usable Paper

019A-02R

The following shows the paper sizes that can be used with this printer.

Paper Type	Setting for [Paper Type] ^{*1}	Paper Size
Plain paper ^{*2} (64 to 82 g/m ²)	[Plain Paper] ^{*3 *4} (Default)	A4
		B5
		A5
		Legal
		Letter
		Executive
		Statement
		Foolscap
		16K
		Custom Paper Size ^{*5}
Plain paper ^{*2} (60 to 69 g/m ²)	[Plain Paper L] ^{*3}	A4
		B5
		A5
		Legal
		Letter
		Executive
		Statement
		Foolscap
		16K
		Custom Paper Size ^{*5}
Plain paper ^{*2} (76 to 100 g/m ²)	[Plain Paper H] ^{*4 *6}	A4
		B5
		A5
		Legal
		Letter
		Executive
		Statement
		Foolscap
		16K
		Custom Paper Size ^{*5}
		A4
		B5
		A5
		Legal

Heavy paper (92 to 130 g/m ²)	[Heavy Paper 1]* ⁶	Letter
		Executive
		Statement
		Foolscap
		16K
		Custom Paper Size* ⁵
Heavy paper (131 to 163 g/m ²)	[Heavy Paper 2]	A4
		B5
		A5
		Legal
		Letter
		Executive
		Statement
		Foolscap
		16K
		Custom Paper Size* ⁵
Transparency (black and white printing only)	[Transparency]	A4
		Letter
Label	[Labels]	A4
		Letter
		16K
		Custom Paper Size* ⁵
Index Card	[Heavy Paper 2]	Index Card
Envelope	[Envelope] [Envelope H]* ⁷	Envelope Monarch
		Envelope No. 10 (COM10)
		Envelope DL
		Envelope C5
		Envelope B5
Coated paper (100 to 130 g/m ²)	[Coated Paper 1]	A4
		Letter
		16K
		Custom Paper Size* ⁵
Coated paper (155 to 165 g/m ²)	[Coated Paper 2]	A4
		Letter
		16K
		Custom Paper Size* ⁵
Coated paper (210 to 220 g/m ²)	[Coated Paper 3]	A4
		Letter
		16K
		Custom Paper Size* ⁵

- *1 The setting is located in the [Paper Source] sheet in the printer driver.
- *2 Recycled paper can be also used.
- *3 If you want to print paper of 64 to 69 g/m², you can specify either of [Plain Paper] or [Plain Paper L]. *8
- *4 If you want to print paper of 76 to 82 g/m², you can specify either of [Plain Paper] or [Plain Paper H]. *8
- *5 You can load custom size paper that is 76.2 to 215.9 mm wide and 127.0 to 355.6 mm long.
- *6 If you want to print paper of 92 to 100 g/m², you can specify either of [Plain Paper H] or [Heavy Paper 1]. *8
- *7 If you want to improve the toner fixation when printed with [Envelope] selected, select [Envelope H].
- *8 If either setting causes the following problems and so on, specify the other setting to print.
 - Output paper curls.
 - Residual images appear on non-printed areas.
 - The toner does not fix onto paper well, and the printing comes out faint.

 **IMPORTANT**

About print speed

- The print speed may drop depending on the paper settings for the size, type, orientation, and number of copies.
- When printing paper whose width is less than 192 mm, the print speed drops.

Precautions for paper

 ["Precautions for Paper"](#)

 **NOTE**

Printable area

 ["Printable Area"](#)

Envelope sizes

The envelope sizes are as follows.

Envelope Monarch	98.4 mm x 190.5 mm
Envelope No. 10 (COM10)	104.7 mm x 241.3 mm
Envelope DL	110.0 mm x 220.0 mm
Envelope C5	162.0 mm x 229.0 mm
Envelope B5	176.0 mm x 250.0 mm

Paper Which Requires Attention Before Use

When using the following types of paper, this may cause influence to the printout results or printer in some cases.

Paper that was stored poorly

- Creased or folded paper
- Torn or damaged paper
- Wrinkled paper
- Curled paper
- Wet or moist paper
- Paper with rough edges
- Irregularly-shaped paper

Paper with holes or perforations

- Paper with binding holes
- Paper with perforations

Paper with adhesive or a special coating

- Heat-sensitive paper
- Paper with adhesive
- Carbon paper
- Treated color paper
- Specially coated paper (coated paper for ink jet printers and so on)

Paper that was printed by another printer

- Paper that was printed by a copy machine or another printer (The reverse side of the paper is also not usable.)

Paper that is difficult for the toner to fix onto

- Paper with rough surfaces
- Paper containing thick fibers
- Paper with an extremely rough or smooth surface
- Paper that is thicker or thinner than the specified usable paper
↳ "Usable Paper"

IMPORTANT

About paper with staples, clips, ribbons or tape

This kind of paper may result in the printer malfunction or damage to the printer.

About paper that contains ink that melts, burns, evaporates or emits harmful gases at or lower than the heating temperature of the fixing unit

This kind of paper may result in the printer malfunction or damage to the printer.

Printing on the reverse side of paper that was previously printed (Performing 2-sided printing manually)

This printer enables you to perform 2-sided printing manually by inserting the reverse side of the paper* that was previously printed.

When printing on the reverse side of paper that was previously printed, flatten the curl and load one sheet of paper at a time in the multi-purpose tray, and perform the following procedure in the printer driver.

1. Display the [Paper Source] sheet.
2. Select the [Print on the Other Side] check box.

* You can use only paper printed by this printer. Also, you cannot print on the printed side again.

Storing Paper

The quality of paper may deteriorate if stored improperly even when the paper meets the normal specifications. Inferior paper may cause misfeeds, paper jams, or deterioration in print quality.

How to store paper

Observe the following guidelines when storing and handling paper.

- Store paper on a flat surface.
- To help paper avoid moisture or dryness, keep paper in its wrapper until it is ready to be used.
- Do not place paper in the condition where it may curl or become creased.
- Do not store paper vertically or store too many stacks of paper in one pile.

Do not store paper in the following locations.

- A location exposed to direct sunlight
- A location subject to high humidity
- A dry location
- A location with a temperature or humidity that differs significantly from the location where it will be used

If you print on damp paper

If you print on damp paper, steam may be emitted from the printer output area.

Because moisture in the paper is evaporating due to the heat generated when toner fixes, this is not a malfunction. (This is likely to occur when the room temperature is low.)

Storing Printouts

When handling or storing paper printed by this printer, be careful of the following points.

How to store printouts

- Store paper on a flat surface.
- Avoid storing printouts in folders made of PVC material, as this may cause the toner to melt and stick to the PVC material. Toner may peel when printouts are folded or creased.
- Store printouts in the condition where they are not folded or creased as toner may peel.
- Put printouts in a binder when storing for a long period of time (two years or longer).
- Printouts may discolor when stored for a long period of time.
- Avoid storing printouts in a location subject to high temperatures.

Precautions when sticking printouts with adhesive

- Be sure to use insoluble adhesive.
- Test the adhesive on an unneeded printout before using.
- Before stacking printouts that stuck with adhesive, check that the adhesive completely dried.

Printable Area

019A-02U

NOTE

If you want to extend the printable area

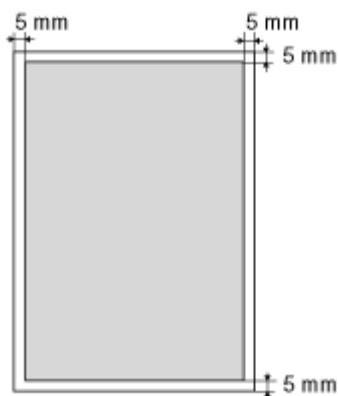
Specify the following settings in the printer driver.

1. Click [Advanced Settings] in the [Finishing] sheet.
2. Set [Expand Print Region and Print] to [On].

† Depending on the print data to be printed, the edge of paper may be missing partly during printing or may blot during color printing.

Plain Paper/Heavy Paper/Transparency/Label/Index Card/Coated Paper

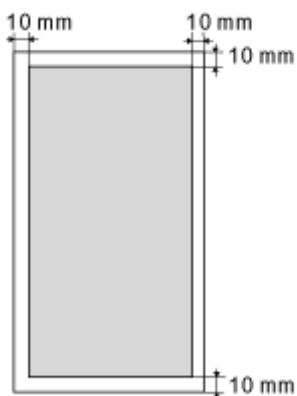
You cannot print on any area within 5 mm of the edges of paper.



Envelope

This printer can print on the following area.

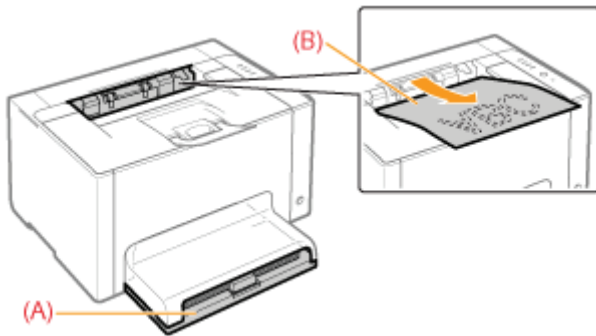
You may have to change the printable area before printing, depending on the application you use.


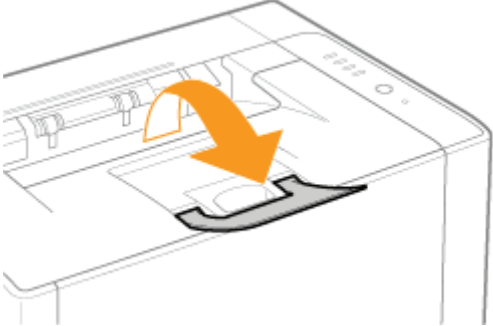


Paper Loading and Output

019A-02W

This printer has the following paper source and output destination.



Paper Source	(A): Multi-purpose Tray	 "Loading Paper"
Output Destination	(B): Output Tray	<p>Outputs paper with the printed side facing down.</p> <p>† Open the auxiliary tray before printing.</p> 

Paper Capacity of the Paper Source and Output Destination

Paper Type	Paper Source	Output Destination
	Multi-purpose Tray	Output Tray*
Plain paper (Ex. 75 g/m ²)	Approx. 150 sheets	Approx. 50 sheets
Heavy paper (Ex. 105 g/m ²)	Approx. 100 sheets	Approx. 15 sheets
Heavy paper (Ex. 163 g/m ²)	Approx. 60 sheets	Approx. 15 sheets
Transparency	Approx. 100 sheets	1 sheet
Label	Approx. 50 sheets	Approx. 5 sheets
Index Card	Approx. 50 sheets	Approx. 5 sheets
Envelope	Approx. 10 sheets	Approx. 5 sheets
Coated paper	Approx. 50 sheets	Approx. 15 sheets

* Actual paper capacity varies depending on the installation environment and paper type to be used.

Loading Paper

019A-02Y

† For details on the paper that you can load, "[Usable Paper.](#)"

Before loading paper, see "[Attention \(Paper Loading\).](#)"

1

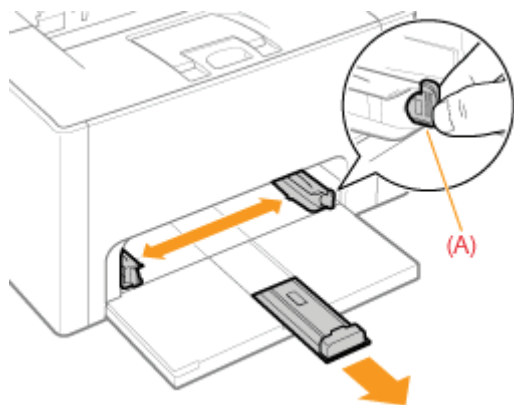
Remove the tray cover.



2

Slide the paper guides a little wider and longer than the actual paper size.

You can slide both sides of the paper guides by holding the lock release lever (A).



3

Gently load paper with the printing side facing up until it touches the back of the tray.

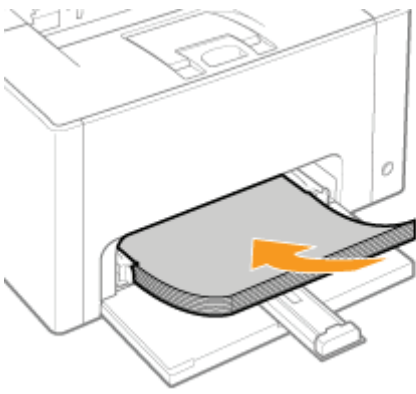
For paper size other than A5 paper size

Be sure to load paper in portrait orientation.

For A5 paper size

Load paper in landscape orientation (when printing preferences are the default values).

† You can also load paper in portrait orientation by activating [Feed A5



from Short Edge] in the [Paper Source] sheet in the printer driver when printing.
 (Printing speed drops by loading paper in portrait orientation when printing on plain paper.)

IMPORTANT

When loading envelopes

See "Printing on Envelopes" and load the paper in the correct orientation.

NOTE

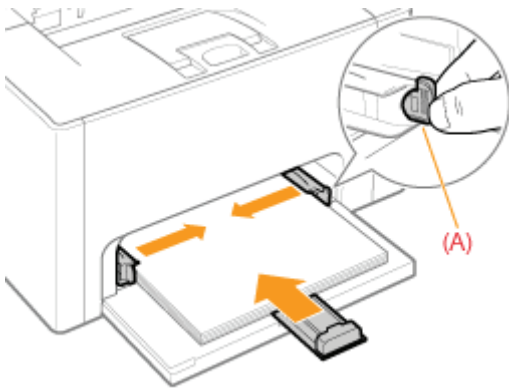
When loading paper with a letterhead or logo

See "Paper Loading Orientation" and load the paper in the correct orientation.

4

Align the paper guides with the loaded paper.

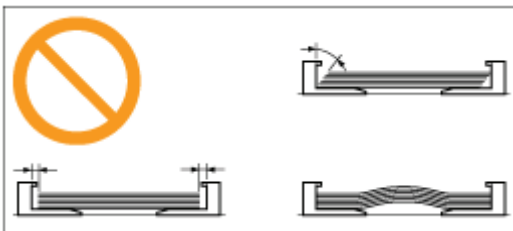
You can slide both sides of the paper guides by holding the lock release lever (A).



IMPORTANT

Be sure to align the paper guides with the paper.

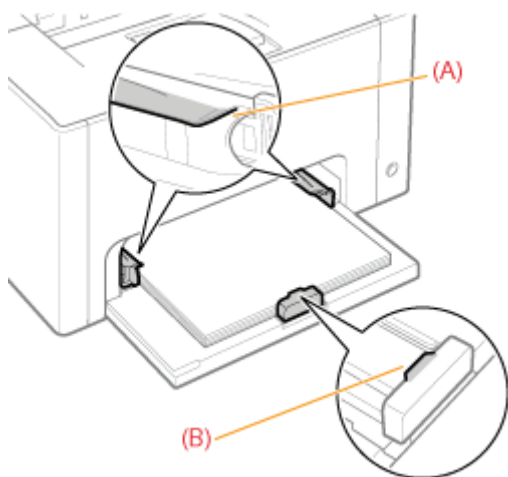
If the paper guides are too loose or too tight, this may result in misfeeds or paper jams.



5

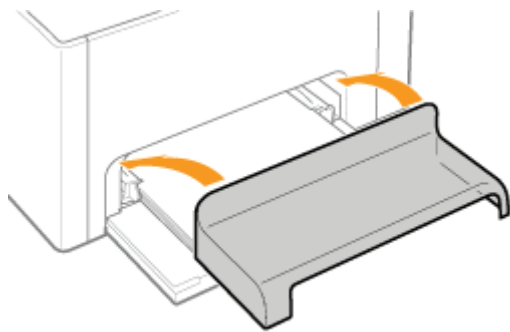
Make sure that the paper stack is loaded under the load limit guides (A) and the hooks (B) on the

paper guides.





6

Install the tray cover.



For details on the basic printing procedure, see "[Basic Printing Procedure](#)."

- † If printing custom size paper, you need to register the custom paper size in the printer driver previously.
 - "[Registering a Custom Paper Size](#)"
- † In cases such as where paper runs out during printing, the  (Paper) indicator (orange) blinks. Printing resumes by pressing the [] (Paper) key.

Attention (Paper Loading)

019A-07J

See "Important Safety Instructions" also.

IMPORTANT

Precautions when loading paper

- Load the paper so that it is straight.
- If the rear edge of the paper stack is not properly aligned, this may result in misfeeds or paper jams.
- If the paper is curled or folded at corners, flatten it before loading it in the printer.

Do not touch the loaded paper or pull it out during printing.

This may result in paper jams or damage to the printer.

When using paper that is poorly cut

Multiple sheets of paper may be fed at a time. In this case, fan the paper thoroughly, and then align the edges of the stack properly on a hard, flat surface.

Basic Printing Procedure

019A-031

This section describes the basic procedure for printing from an application, taking Adobe Reader as an example.

† The printing procedure may differ depending on the application you are using.

Before printing, see "Attention (Basic Printing)."

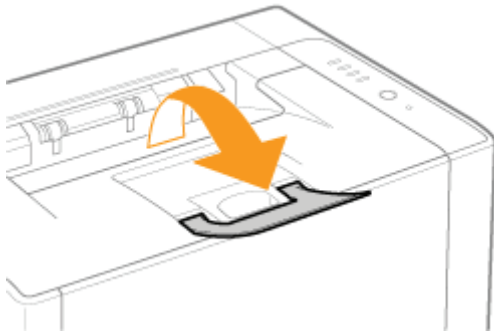
1

Load paper in the multi-purpose tray.

➤ "Loading Paper"

NOTE

Open the auxiliary tray before printing.

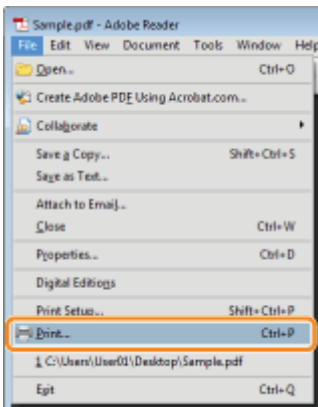


2

Open the PDF file to be printed using Adobe Reader.

3

Select [Print] from the [File] menu.



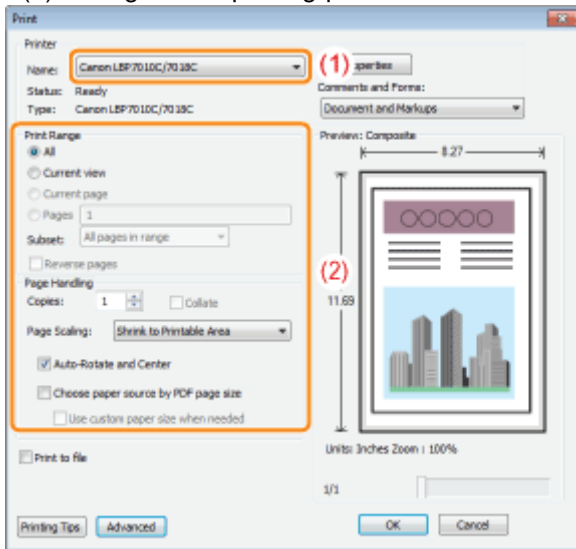
4

Configure the printing preferences.

(1) Select this printer.

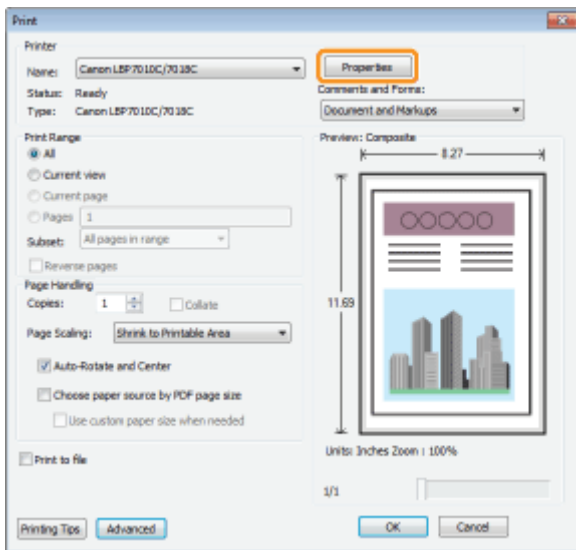
† You can change the printer name in the printer folder (📁 "Basic Operations/Various Information for Windows").

(2) Configure the printing preferences.



5

Click **[Properties]**.



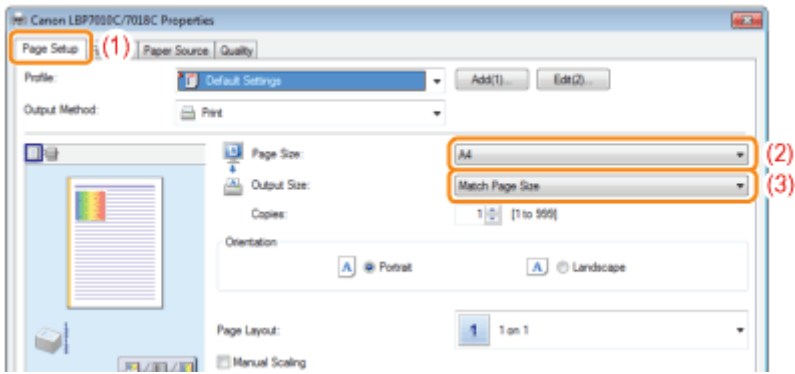
6

Specify the settings for **[Page Size]** and **[Output Size]**.

(1) Display the [Page Setup] sheet.

(2) Select the page size of the document created by an application.

(3) Select if the size of the paper to be printed is different from that of the data.



IMPORTANT

If the [Page Size] setting and [Output Size] setting are different

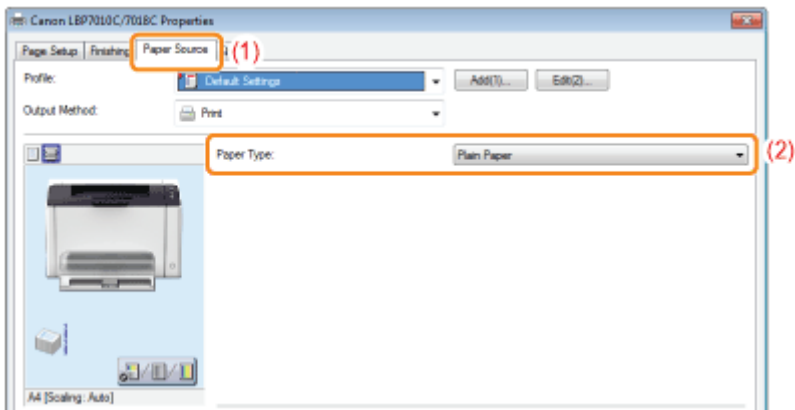
The print is automatically reduced or enlarged to fit on the page.

7

Specify the setting for [Paper Type].

(1) Display the [Paper Source] sheet.

(2) Select the type of the paper loaded in the paper source.*



* Specify the setting according to the paper type as follows.

Paper Type	Setting for [Paper Type]
Plain paper (64 to 82 g/m ²)	[Plain Paper] ^{*1 *2} (Default)
Plain paper (60 to 69 g/m ²)	[Plain Paper L] ^{*1}
Plain paper (76 to 100 g/m ²)	[Plain Paper H] ^{*2 *3}
Heavy paper (92 to 130 g/m ²)	[Heavy Paper 1] ^{*3}
Heavy paper (131 to 163 g/m ²)	[Heavy Paper 2]
Transparency (black and white printing only)	[Transparency]
Label	[Labels]
Index Card	[Heavy Paper 2]
Envelope	[Envelope] [Envelope H] ^{*4}
Coated paper (100 to 130 g/m ²)	[Coated Paper 1]
Coated paper (155 to 165 g/m ²)	[Coated Paper 2]

- *1 If you want to print paper of 64 to 69 g/m², you can specify either of [Plain Paper] or [Plain Paper L].*⁵
- *2 If you want to print paper of 76 to 82 g/m², you can specify either of [Plain Paper] or [Plain Paper H].*⁵
- *3 If you want to print paper of 92 to 100 g/m², you can specify either of [Plain Paper H] or [Heavy Paper 1].*⁵
- *4 If you want to improve the toner fixation when printed with [Envelope] selected, select [Envelope H].
- *5 If either setting causes the following problems and so on, specify the other setting to print.
- Output paper curls.
 - Residual images appear on non-printed areas.
 - The toner does not fix onto paper well, and the printing comes out faint.

8

Specify the other printing preferences as needed.

† "Useful Printing Functions" describes the printing procedures that use the various printing functions. Make full use of the functions of this printer.

NOTE

For details on the settings

See Help.

 ["How to Use Help"](#)

9

Confirm the settings, then click [OK].



→ The [Print] dialog box reappears.

10

Click [OK].

→ The printer starts printing.

If the printer cannot print properly

-  "Printing Cannot Be Performed (USB Connection)"
-  "Printing Cannot Be Performed (via the Print Server)"

 **NOTE**

Install the printer driver.

The printer driver is software required for printing with this printer. Before printing, install the printer driver.

➤ ["Installing the Printer Driver"](#)

When printing on custom size paper

You need to register the custom paper size in the printer driver previously.

➤ ["Registering a Custom Paper Size"](#)

About the contents specified in "Basic Printing Procedure"

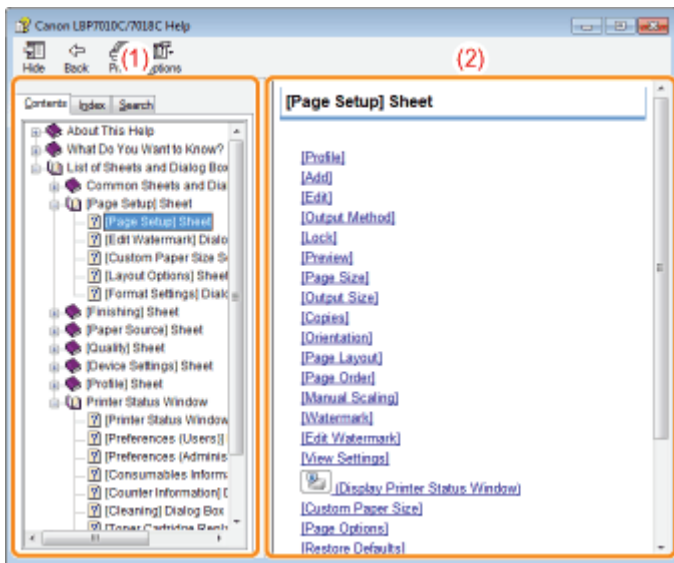
The specified settings apply only to data to be printed from the same application. Exiting the application resets the changed settings to the default settings.

For details on the procedure for changing the default values for printing preferences, see "[Changing the Default Values for Printing Preferences.](#)"

How to Use Help

019A-033

For details on each setting in the printer driver or the Printer Status Window, see the instructions in Help.



(1) Navigation pane

Select a topic for your desired option.

- **[Contents] sheet**

The titles of the sheets, dialog boxes, and so on are listed.

Select a sheet, dialog box, and others for your desired option.

- **[Index] sheet**

Displays the [Index] list.

Enter a keyword in [Type in the keyword to find] or scroll down the keyword list, and then double-click the option you would like information on.

- **[Search] sheet**

Enter an arbitrary word or phrase to search the topic.

Enter the word or phrase in [Type in the word(s) to search for] and click [List Topics]. Double-click a sheet, dialog box, and others for your desired option in the listed topics.

(2) Topic pane

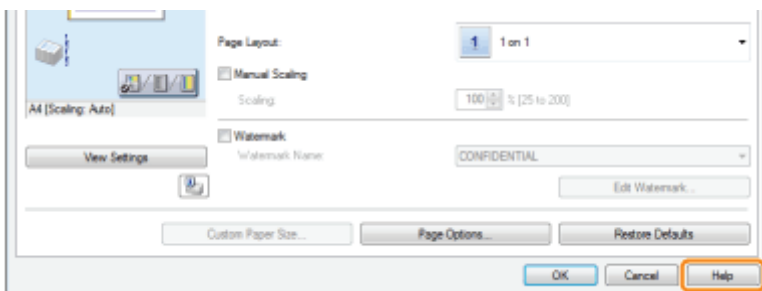
The setting list are displayed for each sheet or dialog box.

Click the desired option to display its description.

How to Display Help

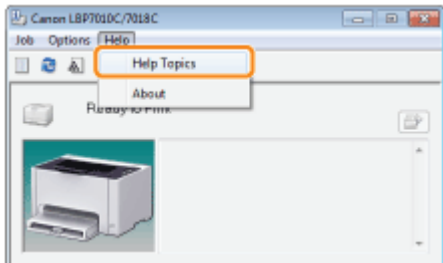
When displaying Help from the printer driver

Click [Help].



When displaying Help from the Printer Status Window

From the [Help] menu, select [Help Topics].



Canceling a Job

019A-034

You can cancel a print job using either of the following methods.

† You cannot cancel another user's job. (For the print server environment, you can cancel print jobs on the print server.)

➤ **Selecting and Canceling a Print Job**

When printing multiple jobs, you can select a job and cancel it using the print queue (a function of Windows).

➤ **Canceling a Job Being Printed with One Click**

You can cancel a job currently being printed with one click from the Printer Status Window.


Selecting and Canceling a Print Job

019A-035


1

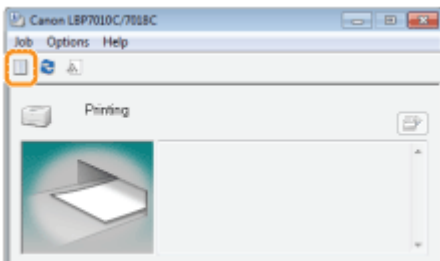
Display the print queue.

When displaying Help from the Printer Status Window

1. Click [] in the Windows task tray, and then select the printer name.

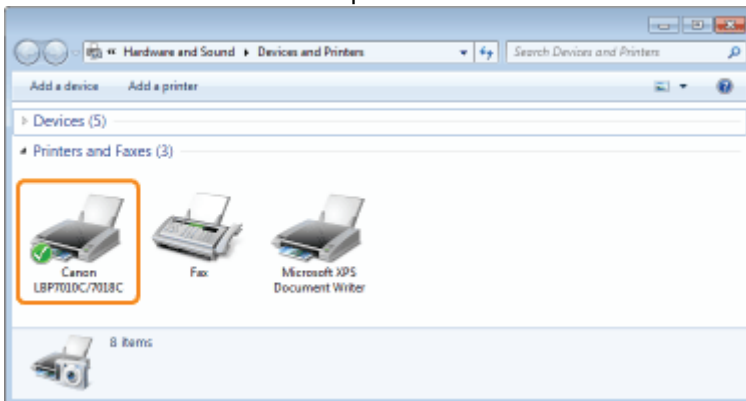


2. Click [] (Print Queue).



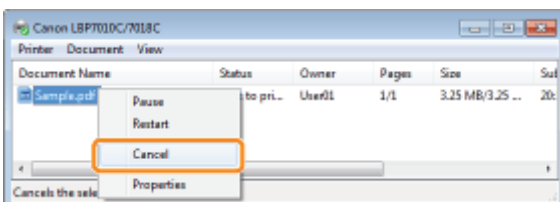
When displaying from the printer folder

1. Open the printer folder.
 - "Basic Operations/Various Information for Windows"
2. Double-click the icon for this printer.



2

Right-click the job that you want to cancel, then select [Cancel] from the pop-up menu.



? If a print job does not appear

Another user's job is not displayed. (For the print server environment, all print jobs are displayed on the print server.)

NOTE

For details on the print queue

See Windows Help.

3

Clicking [Yes] cancels the print job.

? If you cannot cancel a job

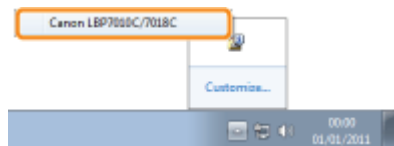
You cannot cancel the job whose pages are in the process of printing.

Canceling a Job Being Printed with One Click

019A-036

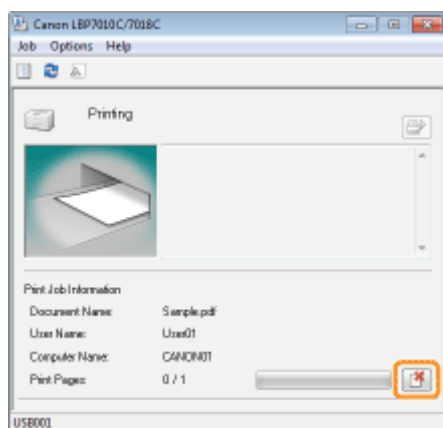
1

Click [] in the Windows task tray, and then select the printer name.



2

Clicking [] (Cancel Job) cancels the print job.



If you cannot cancel a job

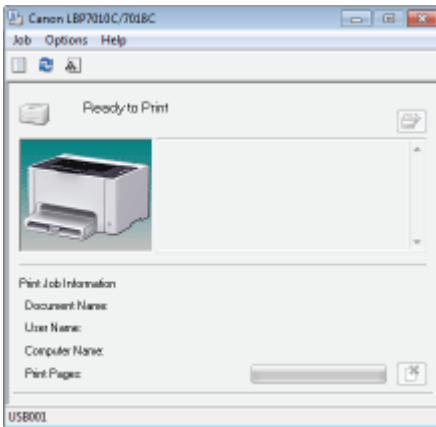
- You cannot cancel the job whose pages are in the process of printing.
- You cannot cancel another user's job. (For the print server environment, you can cancel print jobs on the print server.)

Checking the Printer Status

019A-037

You can check the current printer status using the Printer Status Window.

❏ "Printer Status Window"



The Printer Status Window shows the current printer status with messages, animations, and icons. If you find any problems with the printer, check the Printer Status Window.

Printing on Various Types of Paper

019A-038

↳ **Printing on Plain Paper, Heavy Paper, or Index Card**

↳ **Printing on Transparencies (Black and White Printing Only)**

↳ **Printing on Labels**

↳ **Printing on Envelopes**

↳ **Printing on Coated Paper**

↳ **Printing on Custom Size Paper**

↳ **Paper Loading Orientation**

Printing on Plain Paper, Heavy Paper, or Index Card

019A-039

Confirming usable paper

This printer can print plain paper (60 to 100 g/m²) and heavy paper (92 to 163 g/m²) of the following sizes or Index Card.

Standard sizes	A4, B5, A5, Legal, Letter, Executive, Statement, Foolscap, and 16K
Custom paper sizes	Width 76.2 to 215.9 mm, Length 127.0 to 355.6 mm

† Recycled paper can be also used.

NOTE

When using custom paper sizes

You need to register the custom paper sizes in the printer driver previously.

➤ ["Registering a Custom Paper Size"](#)

Loading paper

Load paper in the multi-purpose tray.

➤ ["Loading Paper"](#)

Printing from an application

After loading paper, perform printing.

➤ ["Basic Printing Procedure"](#)

† The print speed drops when printing on heavy paper (92 to 163 g/m²) or Index Card.
(The print speed drops when printing on 92 to 100 g/m² paper if [Paper Type] is set to [Heavy Paper 1].)

Printing on Transparencies (Black and White Printing Only)

019A-03A

Confirming usable transparencies

This printer can use the following sizes of transparencies.

Standard sizes

A4, Letter

† Transparencies can only be printed in black and white.

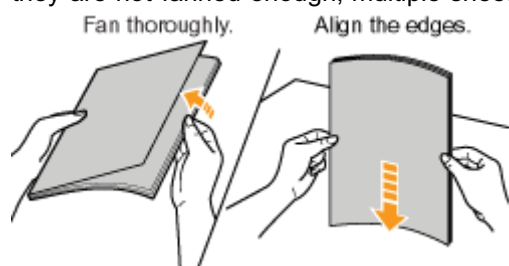
Loading transparencies

Load transparencies in the multi-purpose tray.

➤ ["Loading Paper"](#)

<Precautions when loading transparencies>

- Thoroughly fan the transparencies, and then align the edges before loading them as they may stick to each other. If they are not fanned enough, multiple sheets of paper may be fed at once, causing paper jams.



- When fanning or aligning the transparencies, try to hold the edges to avoid touching the printing surface.
- Take care not to mark or stain the printing surface of the transparencies with fingerprints, dust, or oil. This may result in poor print quality.

Printing from an application

After loading transparencies, perform printing.

➤ ["Basic Printing Procedure"](#)

- † The print speed drops when printing on transparencies.
- † Take out one sheet at a time each time a transparency is output.

Confirming usable labels

This printer can use the following sizes of labels.

Standard sizes	A4, Letter, and 16K
Custom paper sizes	Width 76.2 to 215.9 mm, Length 127.0 to 355.6 mm

† Using the following types of labels may result in paper jams that are difficult to clear or may result in damage to the printer.

- Peeled labels or partly used labels
- Coated labels that are easily peeled off from the backing sheet
- Labels with uneven adhesive

NOTE

When using custom paper sizes

You need to register the custom paper sizes in the printer driver previously.

➤ ["Registering a Custom Paper Size"](#)

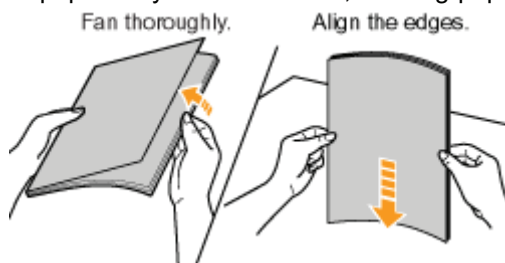
Loading labels

Load labels in the multi-purpose tray.

➤ ["Loading Paper"](#)

<Precautions when loading labels>

- Fan the labels thoroughly, and then align the edges before loading them. If they are not fanned enough, multiple sheets of paper may be fed at once, causing paper jams.



- Take care not to mark or stain the printing surface of the labels with fingerprints, dust, or oil. This may result in poor print quality.

Printing from an application

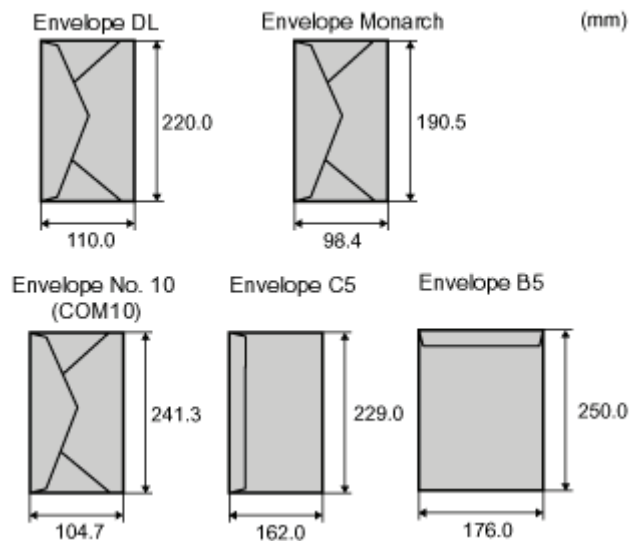
After loading labels, perform printing.

➤ ["Basic Printing Procedure"](#)

† The print speed drops when printing labels.

Confirming usable envelopes

This printer can use the following envelopes.



† Using the following types of envelopes may result in paper jams that are difficult to clear or may result in damage to the printer.

- Envelopes with fasteners or snaps
- Envelopes with address windows
- Envelopes with adhesive on the surface
- Wrinkled or creased envelopes
- Poorly manufactured envelopes in which the glued parts are uneven
- Irregularly-shaped envelopes

Loading envelopes

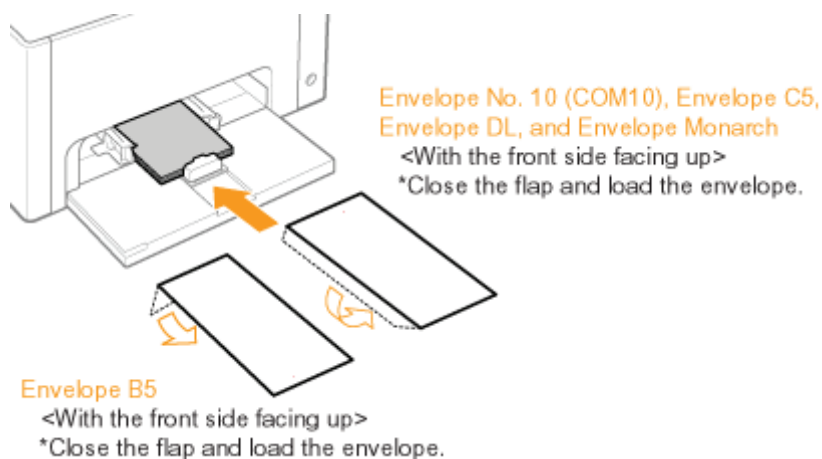
Load envelopes in the multi-purpose tray.

➤ "Loading Paper"

<Precautions when loading envelopes>

- Load envelopes in the correct orientation as follows.

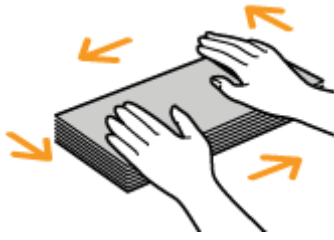
(←: Feeding direction)



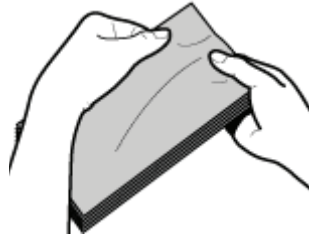
- Before loading envelopes, align them as follows.

1. Place the stack of envelopes on a flat
2. Loosen any stiff corners of the
3. Align the edges of the

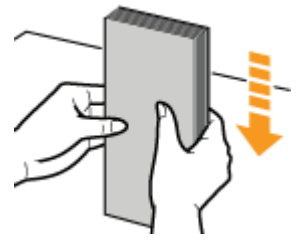
surface, and then flatten them to release any remaining air. Then, press the edges tightly.



envelopes and flatten curls as shown in the figure.



envelopes on a flat surface.



Printing from an application

After loading envelopes, perform printing.

❖ "Basic Printing Procedure"

- † Do not print on the reverse side (glued side) of envelopes.
 - † The print speed drops when printing on envelopes.
 - † When envelopes are printed, they may be creased.
-

Printing on Coated Paper

019A-07K

Confirming usable coated paper

This printer can use the following sizes of coated paper (100 to 130 g/m², 155 to 165 g/m², 210 to 220 g/m²).

Standard sizes	A4, Letter, and 16K
Custom paper sizes	Width 76.2 to 215.9 mm, Length 127.0 to 355.6 mm

NOTE

When using custom paper sizes

You need to register the custom paper sizes in the printer driver previously.

➤ ["Registering a Custom Paper Size"](#)

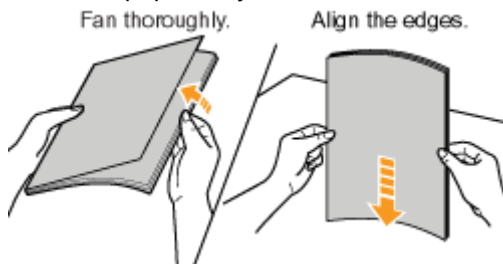
Loading coated paper

Load coated paper in the multi-purpose tray.

➤ ["Loading Paper"](#)

<Precautions when loading coated paper>

- Fan the paper stack thoroughly, and then align the edges before loading them. If they are not fanned enough, multiple sheets of paper may be fed at once, causing paper jams.



- When fanning or aligning coated paper, try to hold the edges to avoid touching the printing surface.
- Take care not to mark or stain the printing surface of coated paper with fingerprints, dust, or oil. This may result in poor print quality.

Printing from an application

After loading coated paper, perform printing.

➤ ["Basic Printing Procedure"](#)

† The print speed drops when printing on coated paper.

Printing on Custom Size Paper

019A-03F

Confirming usable custom size paper

You can use custom size paper that is 76.2 to 215.9 mm wide and 127.0 to 355.6 mm long with this printer.

Loading custom size paper

Load paper in the multi-purpose tray.

❖ ["Loading Paper"](#)

Registering a custom paper size

If printing custom size paper, you need to register the custom paper size in the printer driver previously.

❖ ["Registering a Custom Paper Size"](#)

Printing from an application

After loading custom size paper, perform printing.

❖ ["Basic Printing Procedure"](#)

- † The print speed drops when printing on heavy paper (92 to 163 g/m²).
(The print speed drops when printing on 92 to 100 g/m² paper if [Paper Type] is set to [Heavy Paper 1].)

Registering a Custom Paper Size

019A-03H

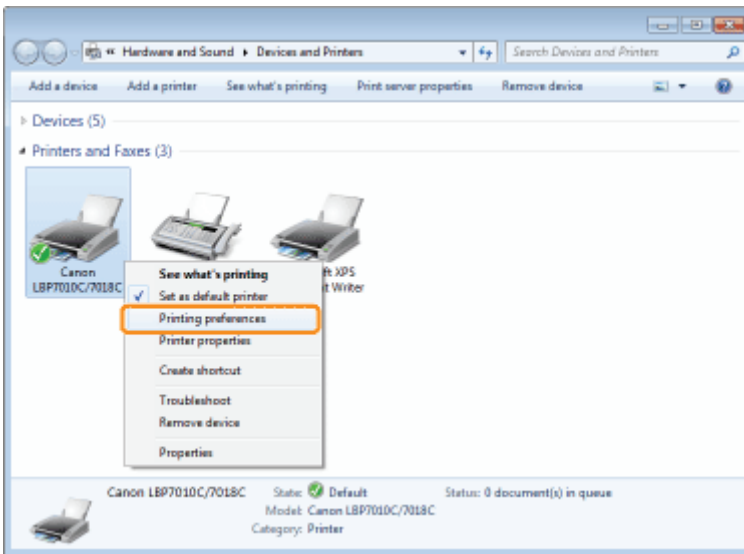
1

Open the printer folder.

➤ "Basic Operations/Various Information for Windows"

2

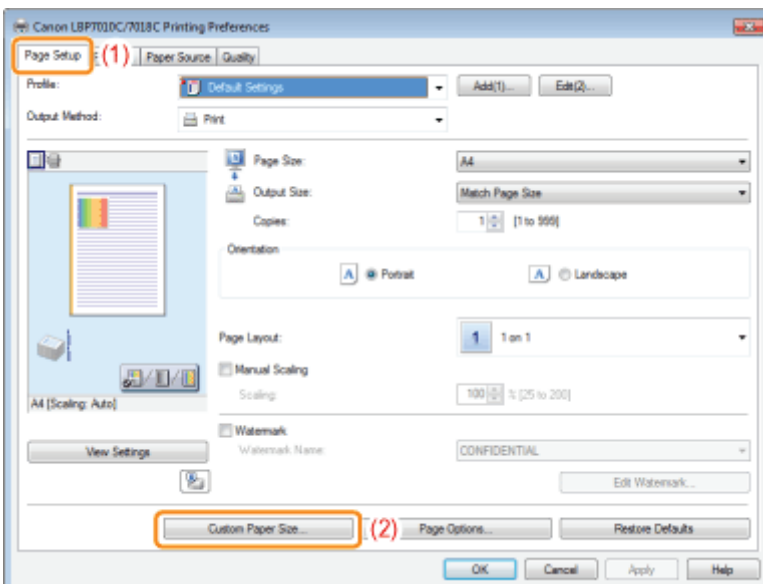
Right-click the icon for this printer, then select [Printing Preferences] from the pop-up menu.



3

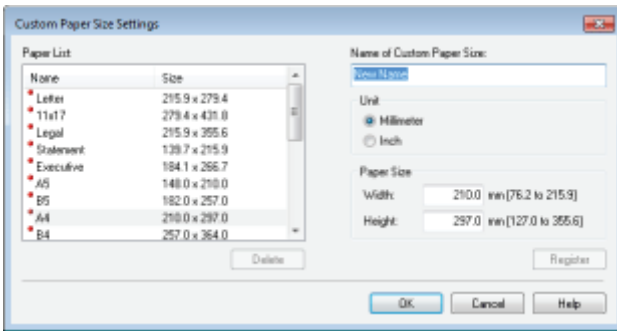
Display the [Custom Paper Size Settings] dialog box.

- (1) Display the [Page Setup] sheet.
- (2) Click [Custom Paper Size].



4

Specify the custom paper size.



[Name of Custom Paper Size]	Enter the name of the custom paper size to be added. You can enter up to 31 characters.
[Unit]	Select the unit to be used when setting the custom paper size.
[Paper Size]	Specify the height and width of the custom paper size ([Height] ≥ [Width]). Specify the custom paper size in portrait orientation ([Height] ≥ [Width]) within user-definable sizes.

5

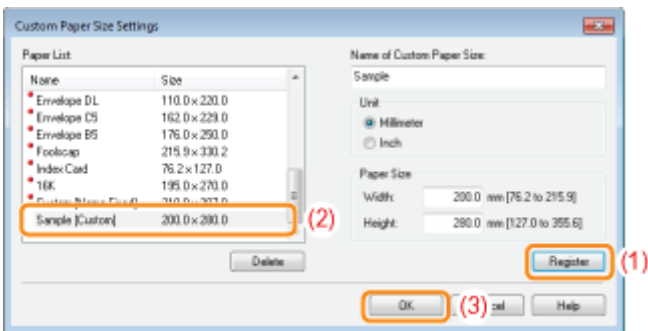
Register the custom paper size.

(1) Click [Register].

† The number of custom paper sizes that you can add depends on the system environment.

(2) Confirm that the registered custom paper size is added to [Paper List].

(3) Click [OK].



For details on the basic printing procedure, see "Basic Printing Procedure."

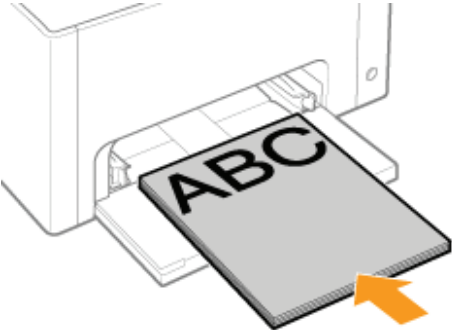
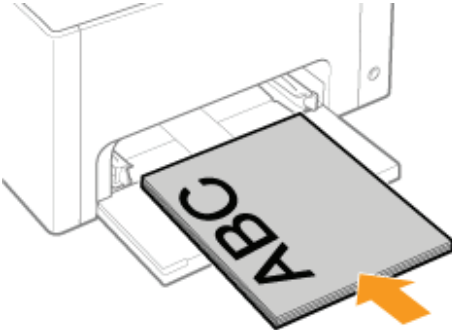
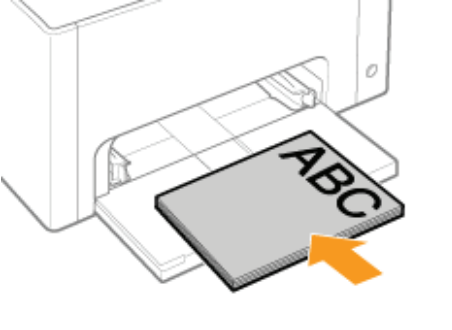
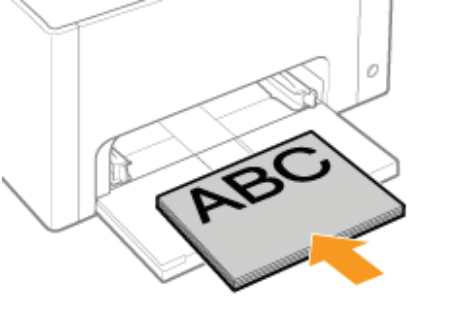
Paper Loading Orientation

019A-03J

To print paper with letterheads or logos, load the paper in the proper orientation as follows.

† When printing on envelopes, see "[Printing on Envelopes](#)."

(←: Feeding direction)

	Portrait Layout	Landscape Layout
Paper size other than A5 paper size		
A5 paper size (Portrait orientation)*	(With the printing side facing up) 	(With the printing side facing up) 
A5 paper size (Landscape orientation)*	(With the printing side facing up)	(With the printing side facing up)

* You can specify the feeding direction of the paper (orientation) for A5 size paper in [Feed A5 from Short Edge] in the [Paper Source] sheet in the printer driver.

† The default values for settings are feeding paper from long edge (landscape orientation).

† Printing speed drops by feeding paper from short edge (portrait orientation) when printing on plain paper.

➤ **Displaying the Setting Screen**

➤ **Scaling Print Output**

➤ **Layout Printing (N-page Print)**

➤ **Printing an Image Larger than A4 (Poster Printing)**

➤ **Adding a Watermark to a Document to Be Printed (Watermark Printing)**

➤ **Printing Borders, the Printing Date, and so on**

➤ **Printing a Color Document in Black and White**

➤ **Combining Data before Printing**

➤ **Changing the Output Method According to the Print Data or Number of Copies**

➤ **Adjusting the Image Quality or Colors**

➤ **Registering the Printing Preferences**

- Changing the Default Values for Printing Preferences
 - Saving Frequently Used Printing Preferences (Adding/Editing/Deleting a "Profile")
-

Displaying the Setting Screen

019A-03L

You can specify the various printing preferences in the setting screen of the printer driver. There are the following methods to display the setting screen.

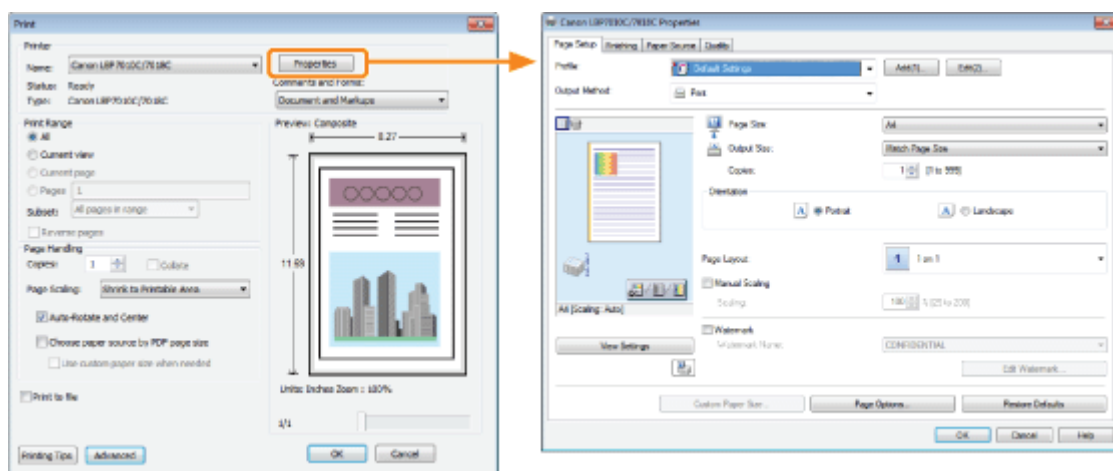
Displaying from an application

The specified settings apply only to data to be printed from the same application. Exiting the application resets the changed settings to the default settings.

- **How to display**

(The procedure may differ depending on the application you are using.)

1. Select [Print] from the [File] menu in the application.
2. Select this printer, and then click [Properties] or [Preferences].



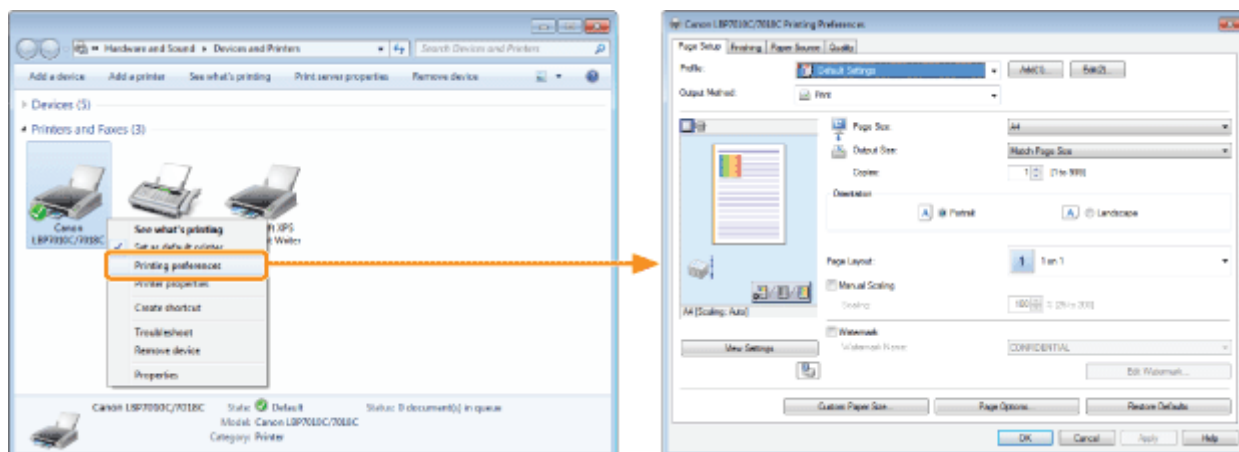
Displaying from the printer folder (: "Basic Operations/Various Information for Windows")

<Printing preferences screen>

You can change the default values for printing preferences which apply to all data.

- **How to display**

Right-click the icon for this printer, then select [Printing Preferences] from the pop-up menu.

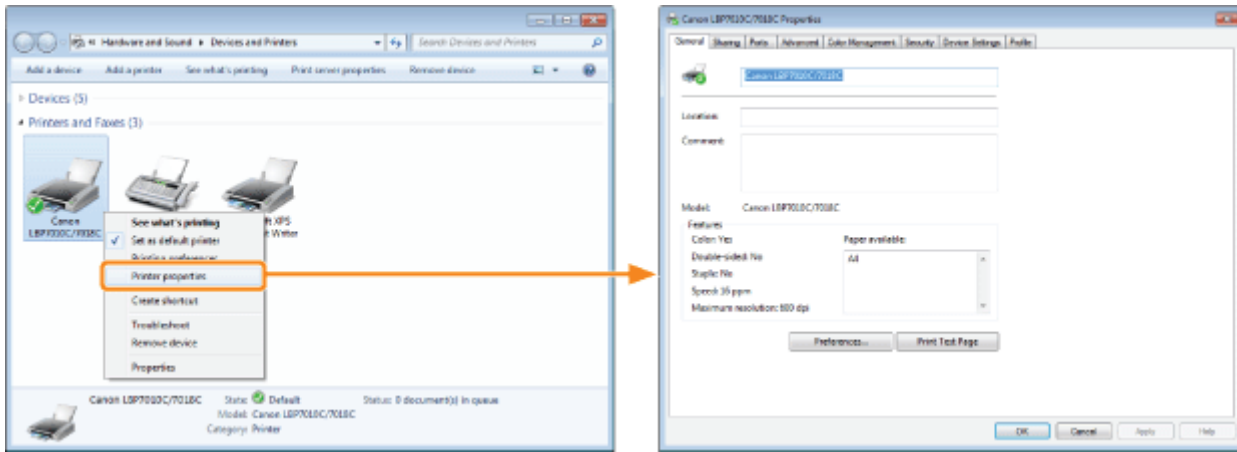


<Printer properties screen>

You can specify the settings for "Profiles" to be added to the server and so on.

- **How to display**

Right-click the icon for this printer, and then select [Printer properties] or [Properties] from the pop-up menu.



NOTE

For details on the settings

See Help.

 ["How to Use Help"](#)

About the sheets displayed by Windows

The following sheets are displayed by Windows. For more details, see Windows Help.

- [General] sheet
- [Sharing] sheet
- [Ports] sheet
- [Advanced] sheet
- [Color Management] sheet
- [Security] sheet

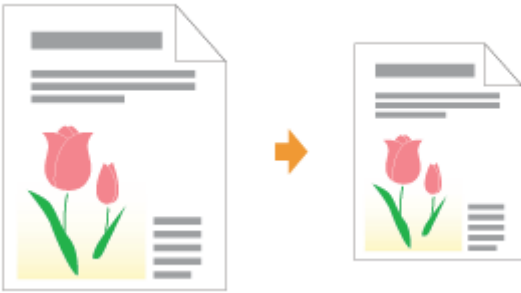
About the printer driver

The functions of the printer driver may be changed due to upgrade.

Scaling Print Output

019A-03U

You can print with automatic scaling according to the paper size or arbitrary scaling.



1

Display the setting screen of the printer driver.

➤ "Displaying the Setting Screen"

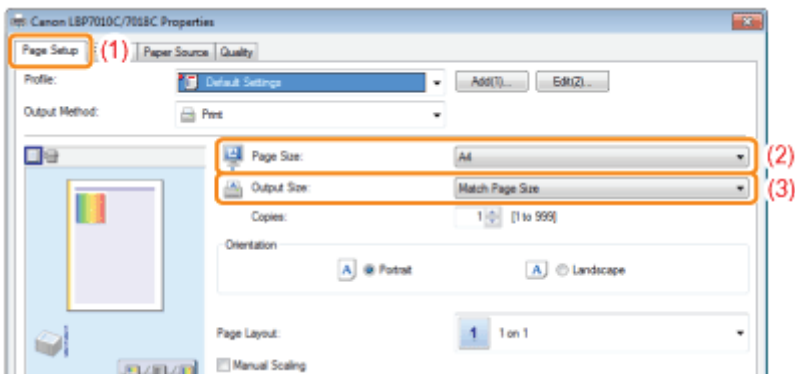
2

Specify the settings for scaling.

When printing with automatic scaling according to the paper size

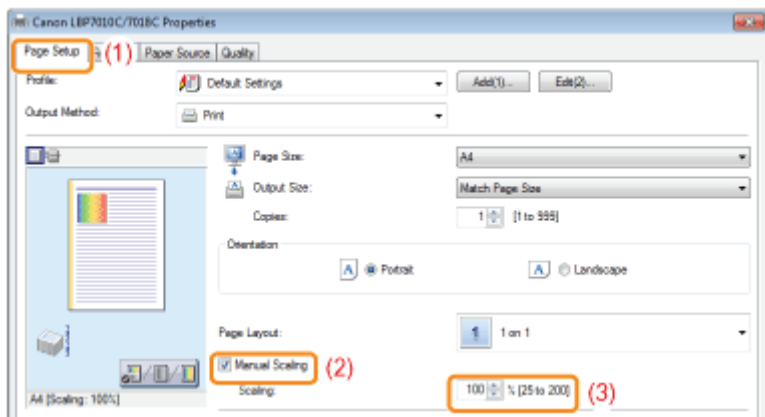
- (1) Display the [Page Setup] sheet.
- (2) Select the page size of the document created by an application.
- (3) Select the size of the paper loaded in the paper source.

If you select a different paper size from [Page Size], the print data will be automatically enlarged or reduced.



When printing with arbitrary scaling

- (1) Display the [Page Setup] sheet.
- (2) Select the [Manual Scaling] check box.
- (3) Specify the desired scaling factor.



3

Click [OK].

† For details on the basic printing procedure, see "[Basic Printing Procedure.](#)"

Layout Printing (N-page Print)

019A-03W

You can print multiple pages on one sheet.

This is a printing method which is referred to as intensive printing or N-page Print.



IMPORTANT

About the application function to print a document as a collated set of copies

Some applications provide a function to print a document as a collated set of copies. Do not use this function when printing multiple pages on one sheet. The document may not be printed properly.

1

Display the setting screen of the printer driver.

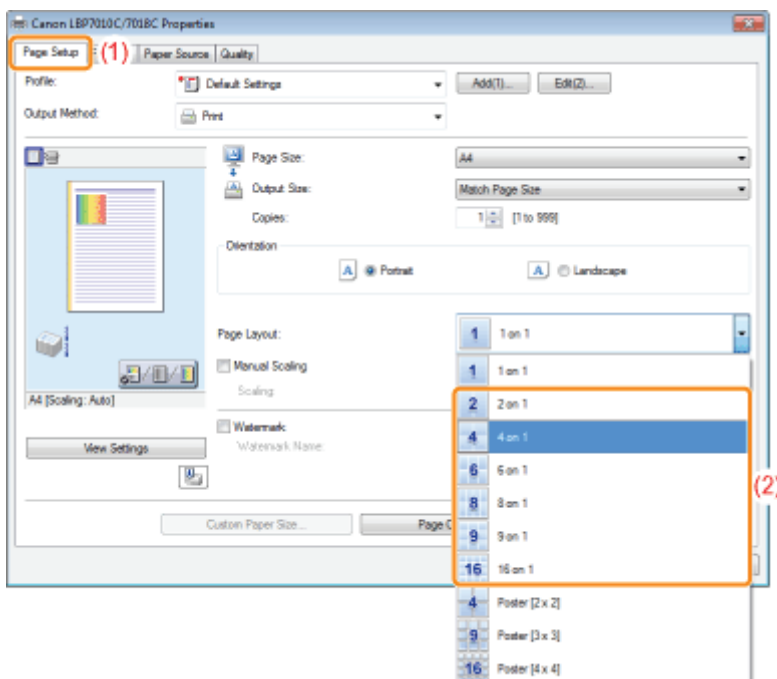
➤ "Displaying the Setting Screen"

2

Specify the setting for [Page Layout].

(1) Display the [Page Setup] sheet.


(2) Select the number of pages to be printed on one sheet.



? If you cannot specify the setting

 **NOTE**

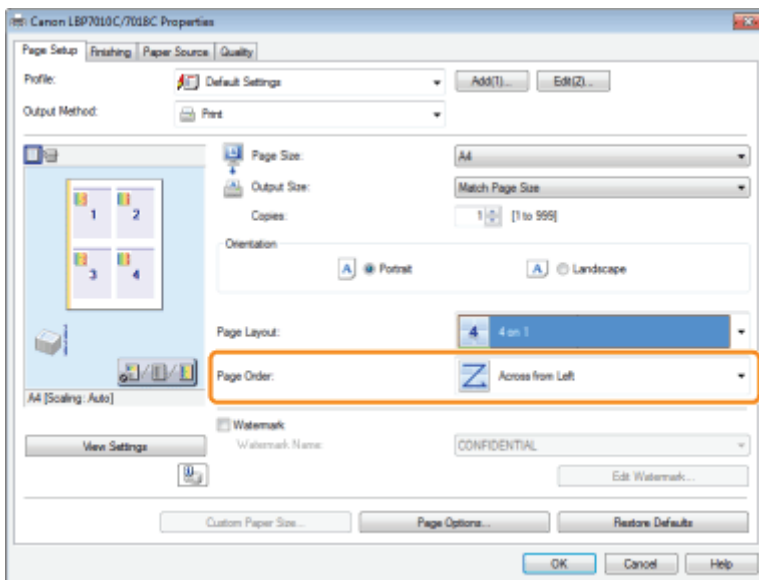
Using Preview to specify the setting

You can also specify a page layout by clicking within the document image on Preview when [] is selected. (Using Preview to be able to specify is [2 on 1] and [4 on 1] only.)



3

Specify the page order layout on paper.



4

Click [OK].

† For details on the basic printing procedure, see "[Basic Printing Procedure.](#)"

Printing an Image Larger than A4 (Poster Printing)

019A-03X

You can enlarge and divide a single page image to print it out on multiple sheets of paper. You can make one large poster by joining these printouts together.



1

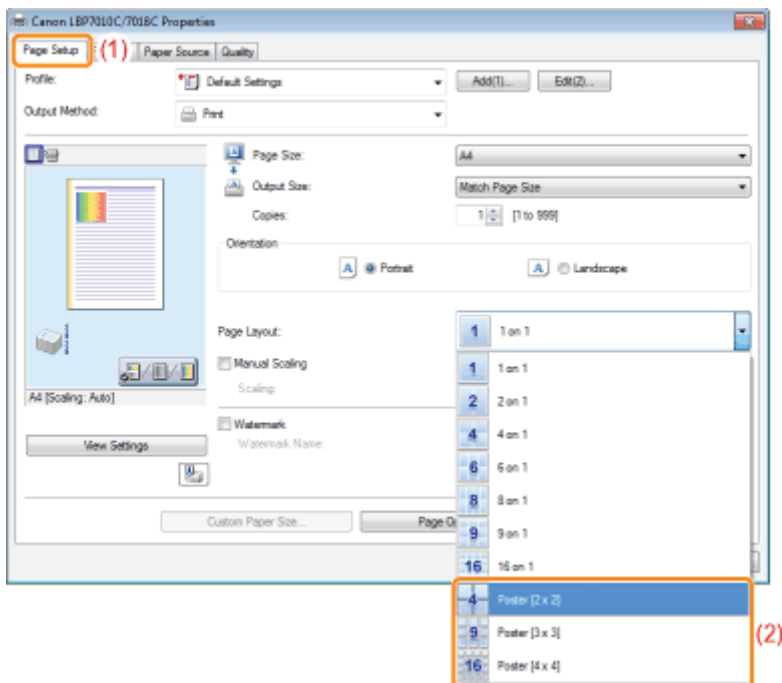
Display the setting screen of the printer driver.

❖ "Displaying the Setting Screen"

2

Specify the setting for poster printing.

- (1) Display the [Page Setup] sheet.
- (2) Select [Poster [N x N]] (N = 2, 3, 4) from [Page Layout].



❓ If you cannot specify the setting

❖ "The Printer Driver Settings Cannot Be Changed"

3

Click [OK].

† For details on the basic printing procedure, see "[Basic Printing Procedure](#)."

Adding a Watermark to a Document to Be Printed (Watermark Printing)

019A-040

You can superimpose watermarks (such as [COPY] and [DRAFT]) over the documents created by an application. Additionally, you can add new watermarks and edit or delete the added watermarks.



1

Display the setting screen of the printer driver.

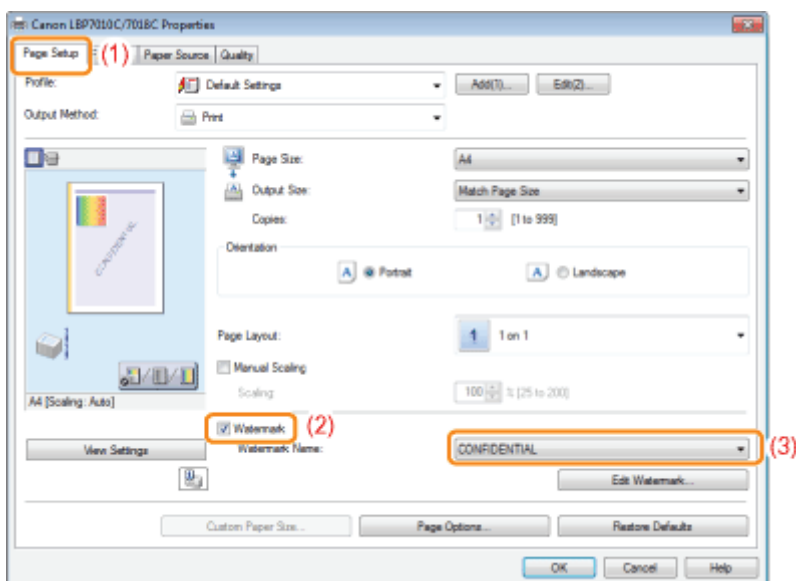
❖ "Displaying the Setting Screen"

2

Select a watermark.

- (1) Display the [Page Setup] sheet.
- (2) Select the [Watermark] check box.
- (3) Select the character string to be printed as a watermark.

† When adding, editing, or deleting a watermark, see "[Adding, Editing, or Deleting a Watermark.](#)"



? If you cannot select the [Watermark] check box

❖ "The Printer Driver Settings Cannot Be Changed"

3

Click [OK].

† For details on the basic printing procedure, see "[Basic Printing Procedure.](#)"

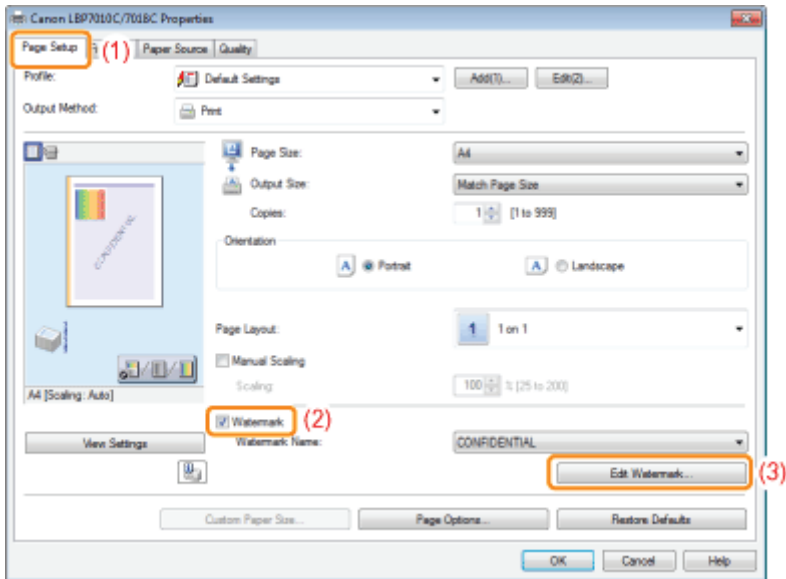
Adding, Editing, or Deleting a Watermark

019A-041

1

Display the [Edit Watermark] dialog box.

- (1) Display the [Page Setup] sheet.
- (2) Select the [Watermark] check box.
- (3) Click [Edit Watermark].



? If you cannot select the [Watermark] check box

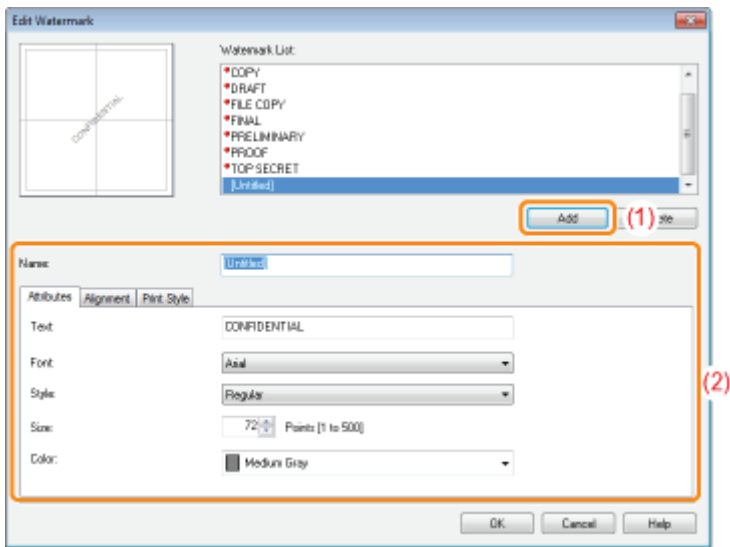
- "The Printer Driver Settings Cannot Be Changed"

2

Add, edit, or delete a watermark.

When adding a watermark

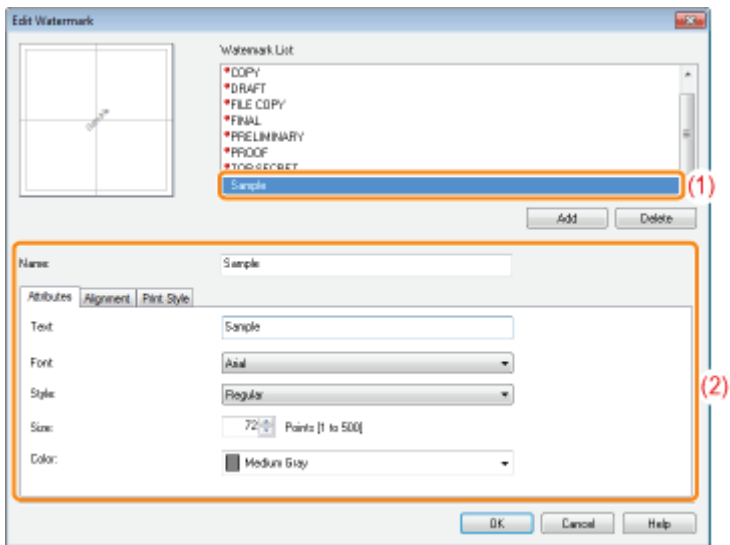
- (1) Click [Add].
- (2) Specify each setting.
 - † For more details on each setting, see Help.
 - "How to Use Help"



When editing a watermark

- (1) Select a watermark you want to edit from [Watermark List].
- (2) Edit the watermark.

- † You cannot edit the default watermarks.
- † For more details on each setting, see Help.
 - ["How to Use Help"](#)

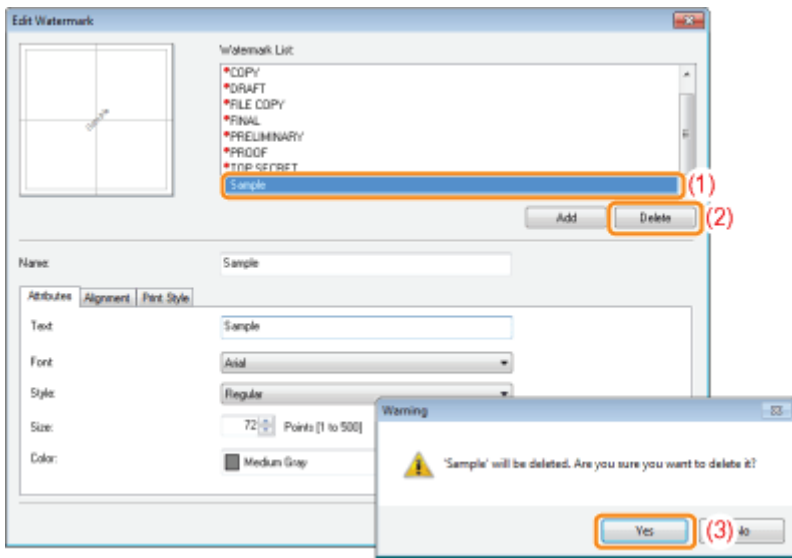


When deleting a watermark

- (1) Select a watermark you want to delete from [Watermark List].
- (2) Click [Delete].

- † You cannot delete the default watermarks or a watermark which is being selected in the setting screen of the printer driver.

- (3) Click [Yes].



3

Click [OK]. Then, the [Page Setup] sheet reappears.

Printing Borders, the Printing Date, and so on

019A-042

You can print a border, the date, and page numbers on the document to be printed.



1

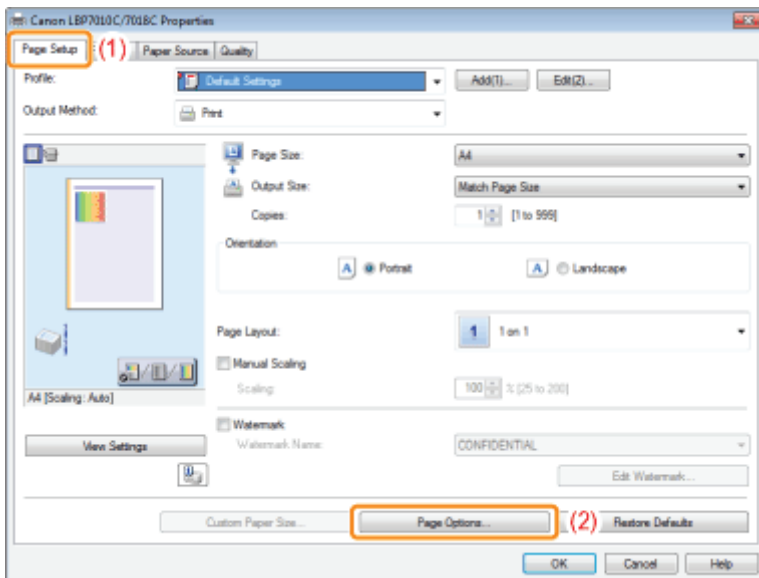
Display the setting screen of the printer driver.

➤ "Displaying the Setting Screen"

2

Display the [Page Options] dialog box.

- (1) Display the [Page Setup] sheet.
- (2) Click [Page Options].



? If you cannot click [Page Options]

➤ "The Printer Driver Settings Cannot Be Changed"

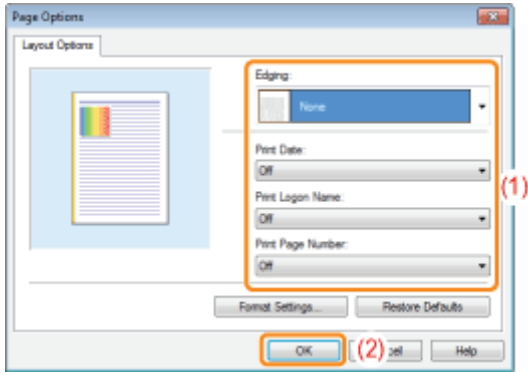
3

Specify the settings for borders, the printing date, and so on.

- (1) Specify each setting.

- † For more details on each setting, see Help.
 - ["How to Use Help"](#)

(2) Click [OK]. Then, the [Page Setup] sheet reappears.



4

Click [OK].

- † For details on the basic printing procedure, see ["Basic Printing Procedure."](#)
-

Printing a Color Document in Black and White

019A-07L

Color documents can be printed in black and white using only black toner.

It is convenient if you use this option when printing a test page of color documents.



1

Display the setting screen of the printer driver.

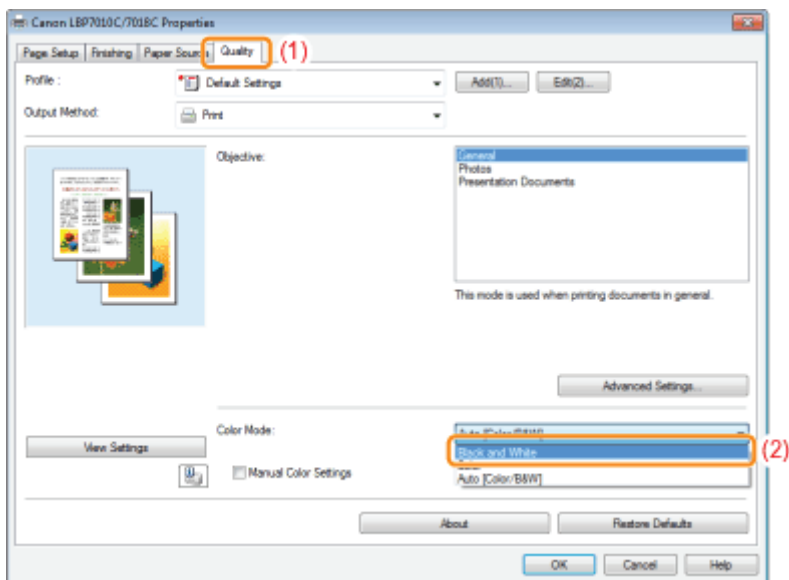
❖ "Displaying the Setting Screen"

2

Specify the setting for [Color Mode].

(1) Display the [Quality] sheet.

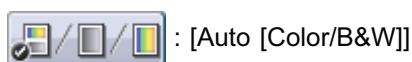
(2) Select [Black and White].



NOTE

Using Preview to specify the setting

You can also specify the setting by clicking the button on Preview in the [Page Setup] sheet, the [Finishing] sheet, and the [Paper Source] sheet.





3

Click [OK].

† For details on the basic printing procedure, see "[Basic Printing Procedure](#)."

Combining Data before Printing

019A-043

You can combine two or more data into one.

You can also change the settings for the combined print data and edit print data of different applications.

You can also preview the print data.



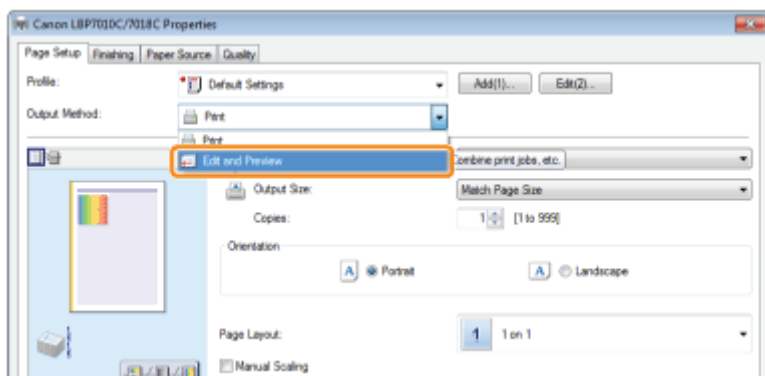
1

Display the setting screen of the printer driver from an application.

❏ "Displaying the Setting Screen"

2

Select [Edit and Preview] from [Output Method].



? If you cannot select [Edit and Preview]

❏ "The Printer Driver Settings Cannot Be Changed"

3

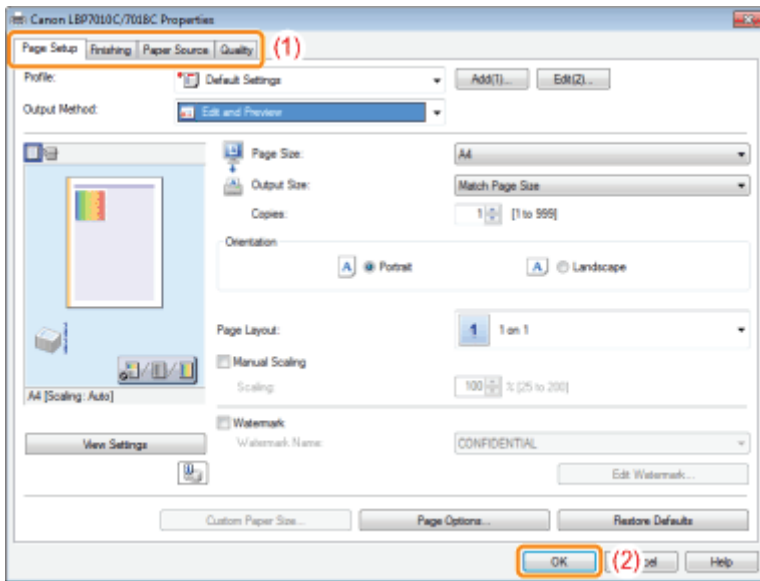
Click [OK].



4

Configure the printing preferences.

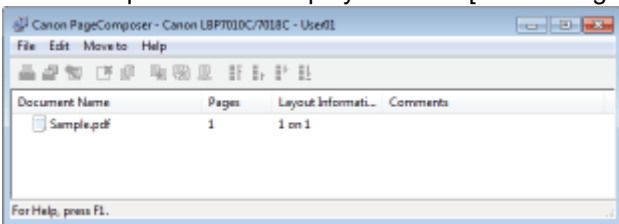
- (1) Specify the printing preferences in each sheet as needed.
- (2) Click [OK].



5

Perform printing from an application.

→ The list of print data is displayed in the [Canon PageComposer] dialog box.



NOTE

To specify the setting to always display the [Canon PageComposer] dialog box when performing printing

Set [Output Method] to [Edit and Preview] as a default value for printing preferences, and then select the [Lock] check box.

- † For details on the procedure for changing the default values for printing preferences, see "[Changing the Default Values for Printing Preferences.](#)"

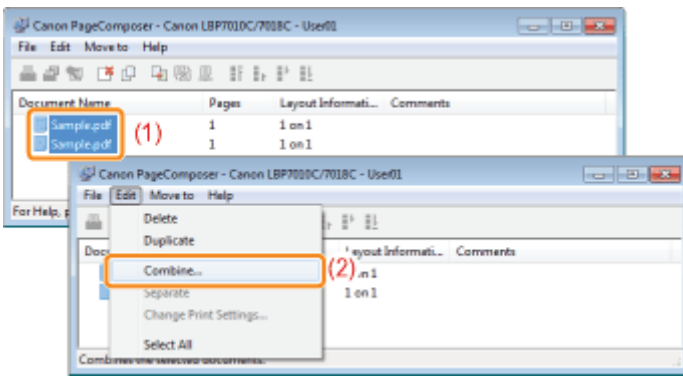
6

Repeat Step 1 to 5 to combine the desired data.

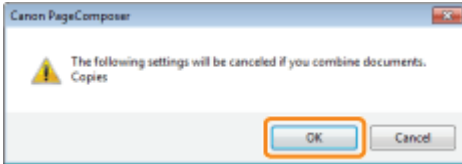
7

Combine the print data.

- (1) Select the print data that you want to combine.
- (2) Select [Combine] from the [Edit] menu.



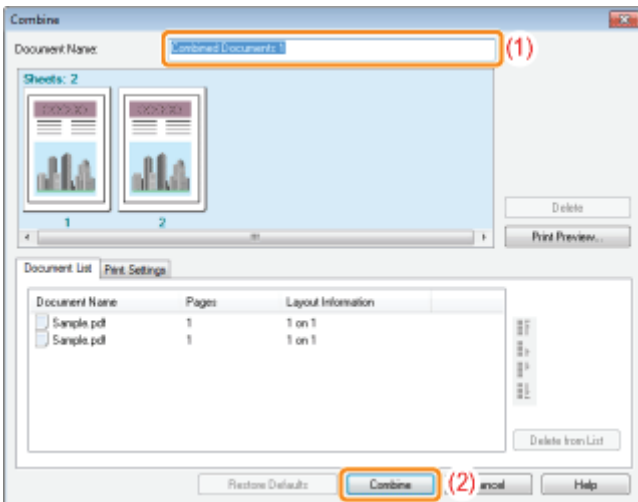
When the following screen appears, read the contents, and then click [OK].



8

Perform the following procedure.

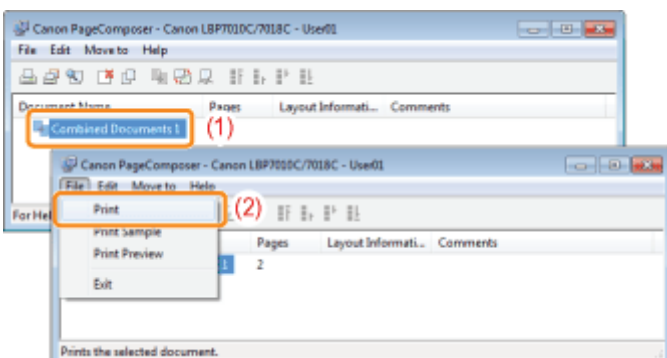
- (1) Enter the name of the combined print data.
- (2) Click [Combine].



9

Print the combined print data.

- (1) Select the combined print data.
- (2) Select [Print] from the [File] menu. Then the printer starts printing.



 **NOTE**

Combined print data are not saved.

After the combined print data is printed, the print data is deleted from Canon PageComposer.
The print data is also deleted if Canon PageComposer is closed without printing the print data.

For more details on Canon PageComposer

See Help for Canon PageComposer.

† Help is displayed by clicking [Help] in the [Help] menu.

Changing the Output Method According to the Print Data or Number of Copies

019A-044

↳ **Printing Data with Different Orientations in the Same Data**

↳ **Printing with a Gutter**

↳ **Selecting the Paper Output Method**

↳ **Printing with the Page 180 Degrees Rotated**

Printing Data with Different Orientations in the Same Data

019A-045

When printing a document with pages in different orientations in the same data, you can specify the paper alignment and gutter settings for output.



1

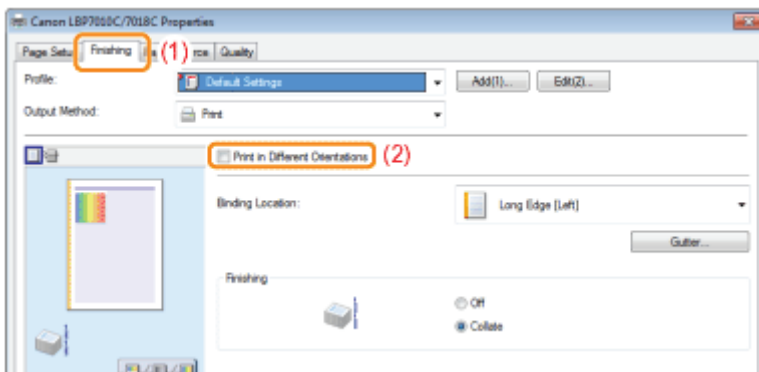
Display the setting screen of the printer driver.

➤ "Displaying the Setting Screen"

2

Perform the following procedure.

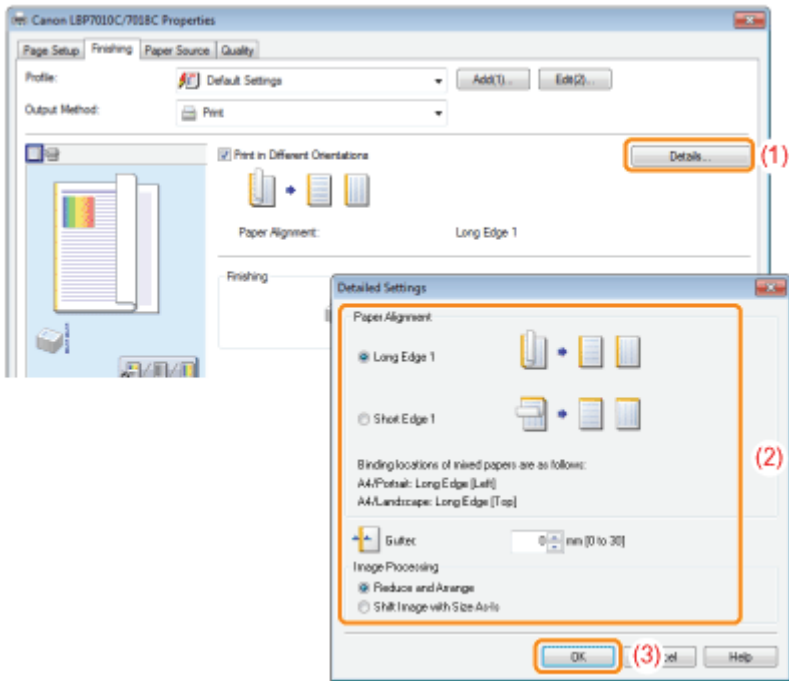
- (1) Display the [Finishing] sheet.
- (2) Select the [Print in Different Orientations] check box.



3

Specify the paper alignment and gutter settings for output.

- (1) Click [Details].
- (2) Specify each setting.
 - † For more details on each setting, see Help.
 - "How to Use Help"
- (3) Click [OK]. Then, the [Finishing] sheet reappears.



4

Click [OK].

† For details on the basic printing procedure, see "[Basic Printing Procedure.](#)"

Printing with a Gutter

019A-046

You can specify a gutter of 0 to 30 mm for the paper to be printed.

When a gutter is specified, the position of the page image is adjusted to make room for the gutter. At this point, you can select whether to reduce the image size to fit the remaining space.



1

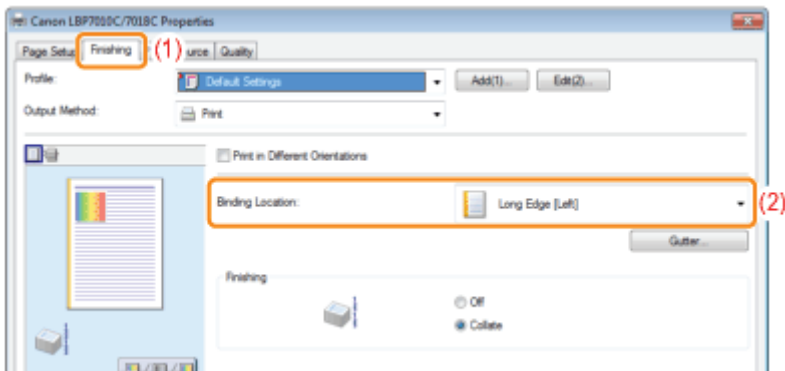
Display the setting screen of the printer driver.

❖ "Displaying the Setting Screen"

2


Perform the following procedure.

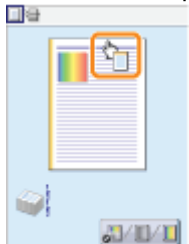
- (1) Display the [Finishing] sheet.
- (2) Select an edge on which the gutter is to be located.



NOTE

Using Preview to specify the setting

You can also specify the gutter by clicking an edge of the document image on Preview when [] is selected.



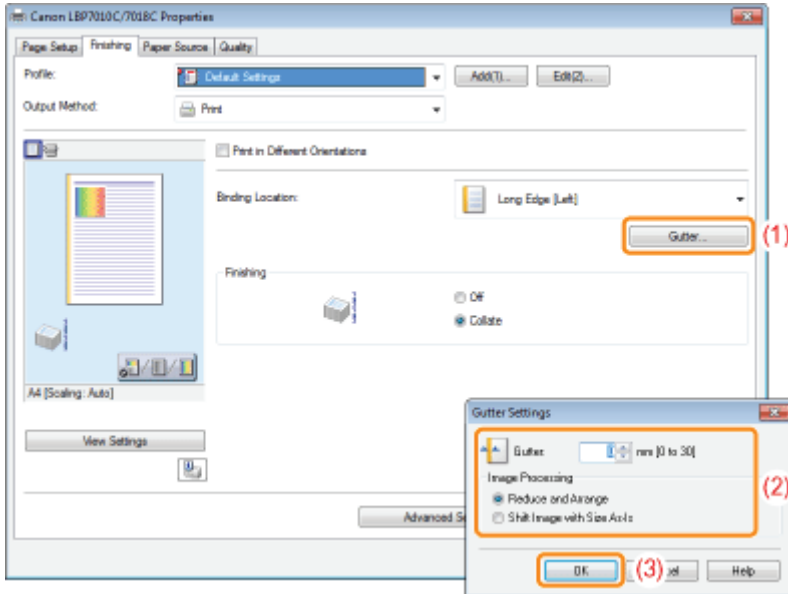
3

Set the gutter.

- (1) Click [Gutter].
- (2) Specify each setting.

† For more details on each setting, see Help.
‣ ["How to Use Help"](#)

- (3) Click [OK]. Then, the [Finishing] sheet reappears.



4

Click [OK].

† For details on the basic printing procedure, see ["Basic Printing Procedure."](#)

Selecting the Paper Output Method

019A-047

You can select the paper output method before printing.

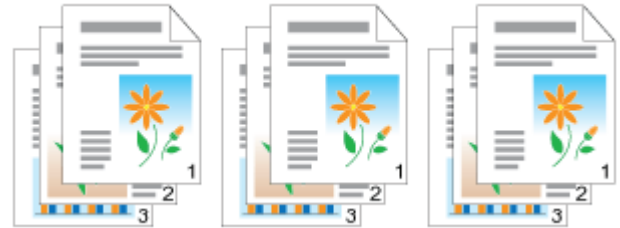
<If you do not specify the paper output method>

Printouts of a complete job are grouped.



<If you collate the printouts>

Printouts of a complete job are collated.



1

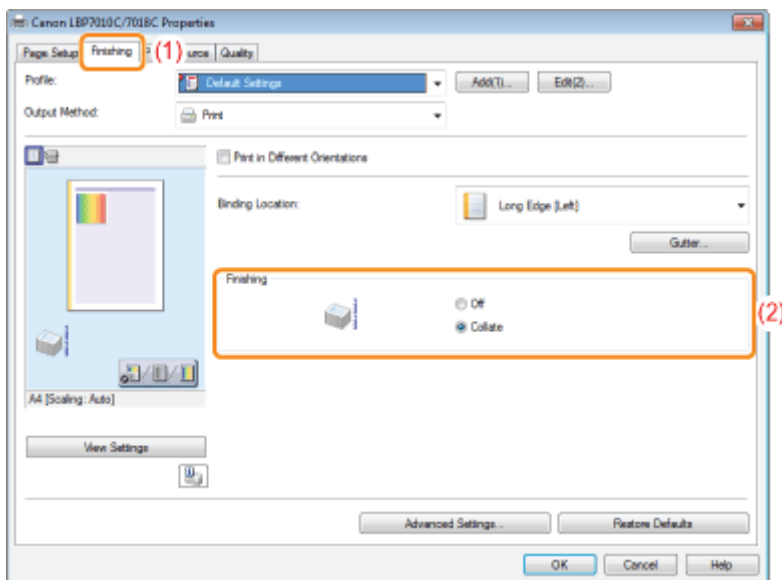
Display the setting screen of the printer driver.

➤ "Displaying the Setting Screen"

2


Specify the setting for [Finishing].

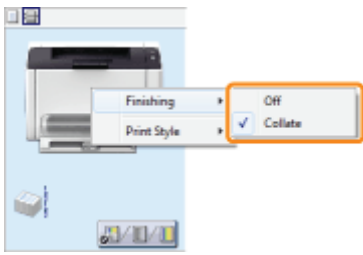
- (1) Display the [Finishing] sheet.
- (2) Select a paper output method.



NOTE

Using Preview to specify the setting

You can also specify a paper output method by right-clicking on Preview when [] is selected.



3

Click [OK].

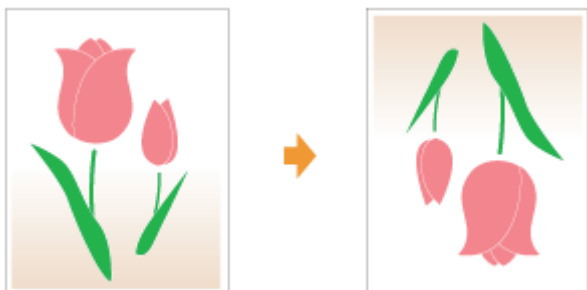
† For details on the basic printing procedure, see "[Basic Printing Procedure.](#)"

Printing with the Page 180 Degrees Rotated

019A-048

You can print with the print data rotated 180 degrees when the orientation of the paper loaded in a paper source differs from the orientation of the document.

This option is useful for printing envelopes and index dividers that can be fed only in specific orientations.



1

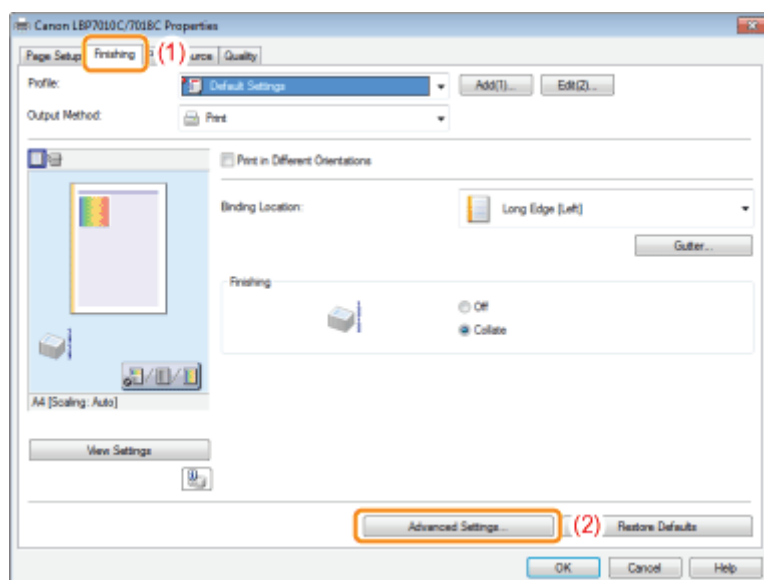
Display the setting screen of the printer driver.

❖ "Displaying the Setting Screen"

2

Display the [Advanced Settings] dialog box.

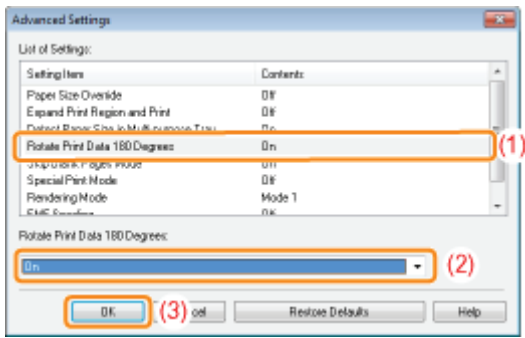
- (1) Display the [Finishing] sheet.
- (2) Click [Advanced Settings].



3

Specify the setting for [Rotate Print Data 180 Degrees].

- (1) Select [Rotate Print Data 180 Degrees].
- (2) Select [On].
- (3) Click [OK]. Then, the [Finishing] sheet reappears.



4

Click [OK].

† For details on the basic printing procedure, see "[Basic Printing Procedure.](#)"

Adjusting the Image Quality or Colors

019A-049

↳ **Performing Printing Appropriate for Particular Print Data**

↳ **Correcting Rough-Textured Images**

↳ **Adjusting the Toner Density**

↳ **Printing with Brightness and Contrast Adjusted**

↳ **Adjusting the Color**

↳ **Matching the Color with the Screen**

Performing Printing Appropriate for Particular Print Data

019A-04A

Selecting the appropriate mode for the contents of the document allows you to perform printing with appropriate setting. For example, if selecting [Photos] when printing a photo, the setting for printing preferences are changed to the optimum settings for printing photos.

1

Display the setting screen of the printer driver.

➤ "Displaying the Setting Screen"

2

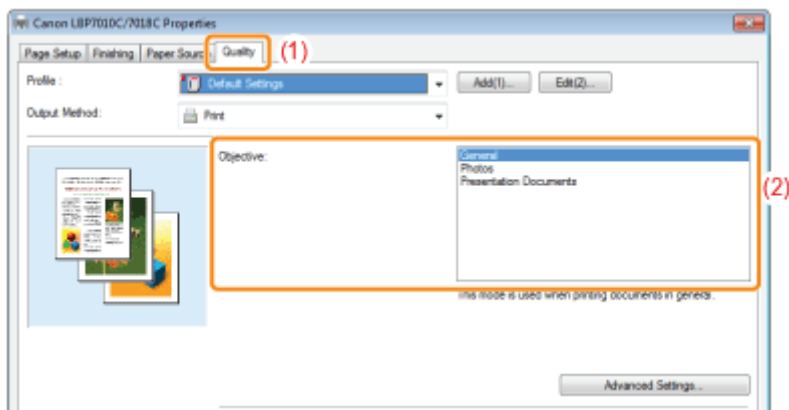
Specify the setting for [Objective].

(1) Display the [Quality] sheet.

(2) Select the appropriate mode for the contents of the document.

† Selecting each mode displays a comment on the mode under the list.

† If you want to change the printing preferences for the selected mode to meet your needs, click [Advanced Settings].



3

Click [OK].

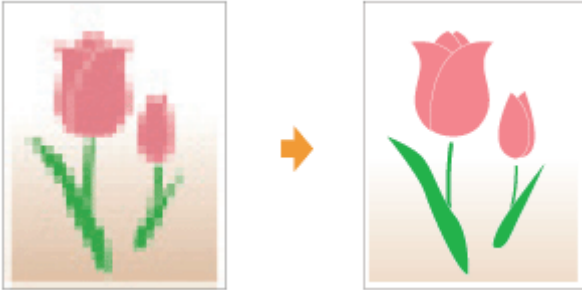
† For details on the basic printing procedure, see "[Basic Printing Procedure](#)."

Correcting Rough-Textured Images

019A-04C

If image data such as photographic images are enlarged in size in an application and printed, the printed images may look rough or jagged.

You can correct and smooth out this kind of low-resolution image data.



1

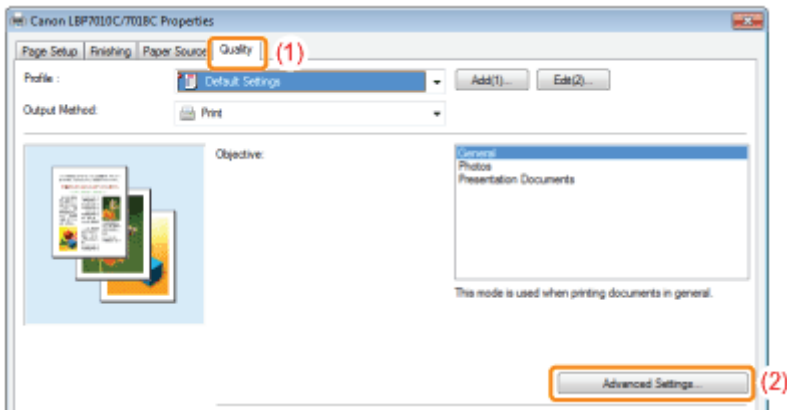
Display the setting screen of the printer driver.

❖ "Displaying the Setting Screen"

2

Display the [Advanced Settings] dialog box.

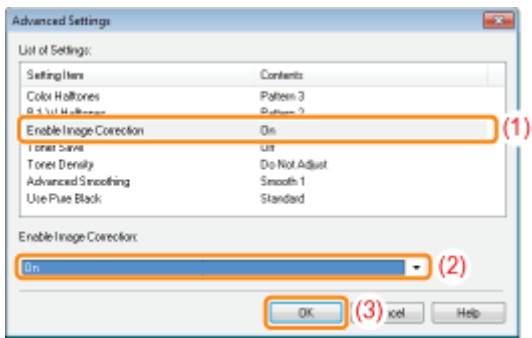
- (1) Display the [Quality] sheet.
- (2) Click [Advanced Settings].



3

Specify the setting for image correction.

- (1) Select [Enable Image Correction].
- (2) Select [On].
- (3) Click [OK]. Then, the [Quality] sheet reappears.



4

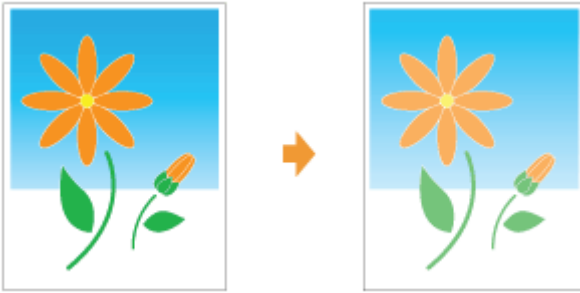
Click [OK].

↑ For details on the basic printing procedure, see "[Basic Printing Procedure.](#)"

Adjusting the Toner Density

019A-04E

You can print with toner density adjusted.



1

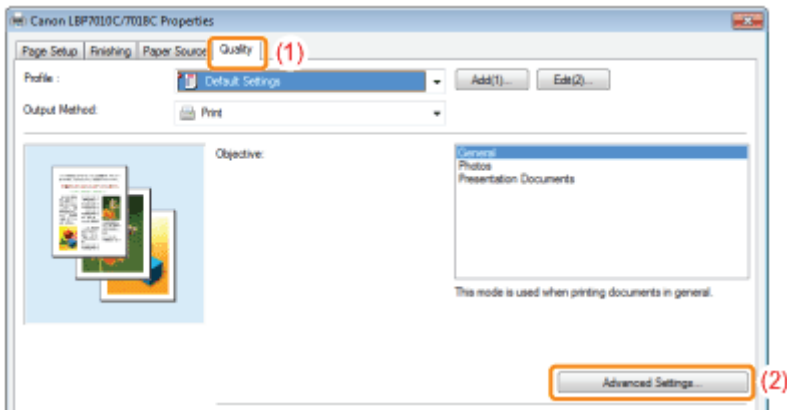
Display the setting screen of the printer driver.

➤ "Displaying the Setting Screen"

2

Display the [Advanced Settings] dialog box.

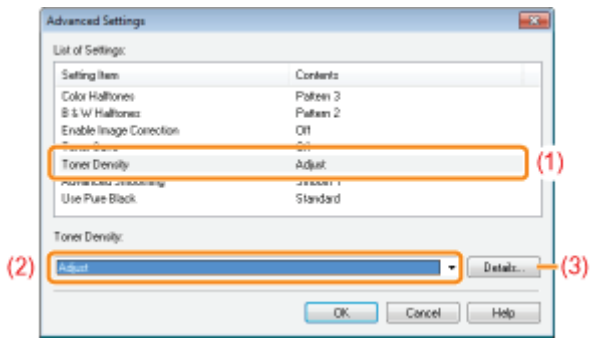
- (1) Display the [Quality] sheet.
- (2) Click [Advanced Settings].



3

Display the [Toner Density Details] dialog box.

- (1) Select [Toner Density].
- (2) Select [Adjust].
- (3) Click [Details].



4

Adjust the toner density.

(1) Adjust the density by dragging the slider of each color horizontally.

- † You can also adjust the toner density of each color for each density range.
 - ["Adjusting the Toner Density of Each Color for Each Density Range"](#)

(2) Click [OK]. Then, the [Advanced Settings] dialog box reappears.



5

Click [OK]. Then, the [Quality] sheet reappears.

6

Click [OK].

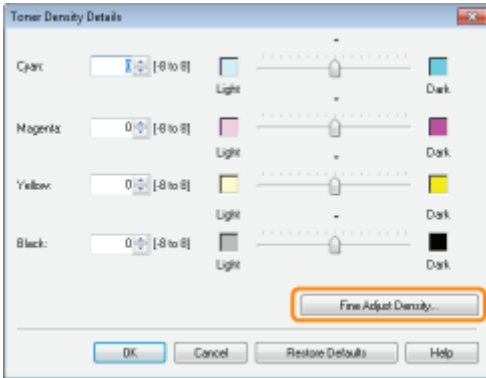
- † For details on the basic printing procedure, see ["Basic Printing Procedure."](#)

Adjusting the Toner Density of Each Color for Each Density Range

019A-07R

1

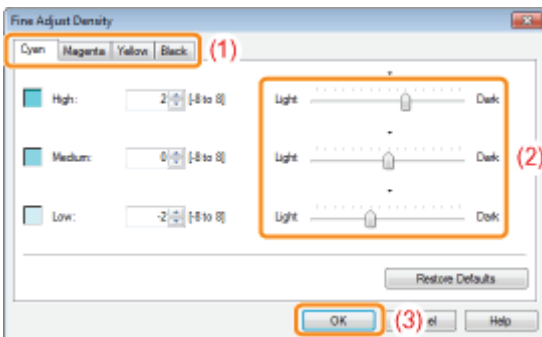
Click [Fine Adjust Density].



2

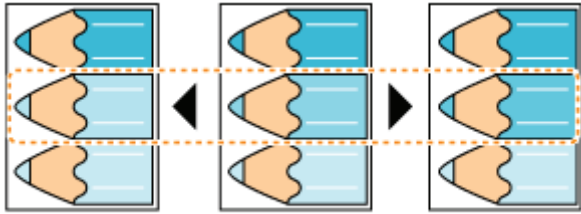
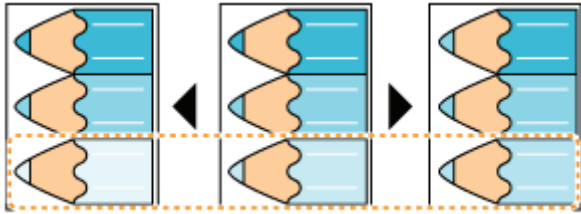
Adjust the toner density of each color for each density range.

- (1) Display the sheet of the colors that you want to adjust.
- (2) Adjust the density by dragging the slider of each density range horizontally.
- (3) Click [OK]. Then, the [Toner Density Details] dialog box reappears.



<Adjusting example of each density range> (Example: Cyan)

[High]	
[Medium]	

	 <p>(Light) (Default) (Dark)</p>
[Low]	 <p>(Light) (Default) (Dark)</p>

Printing with Brightness and Contrast Adjusted

019A-04F

You can print with the brightness and contrast adjusted.



1

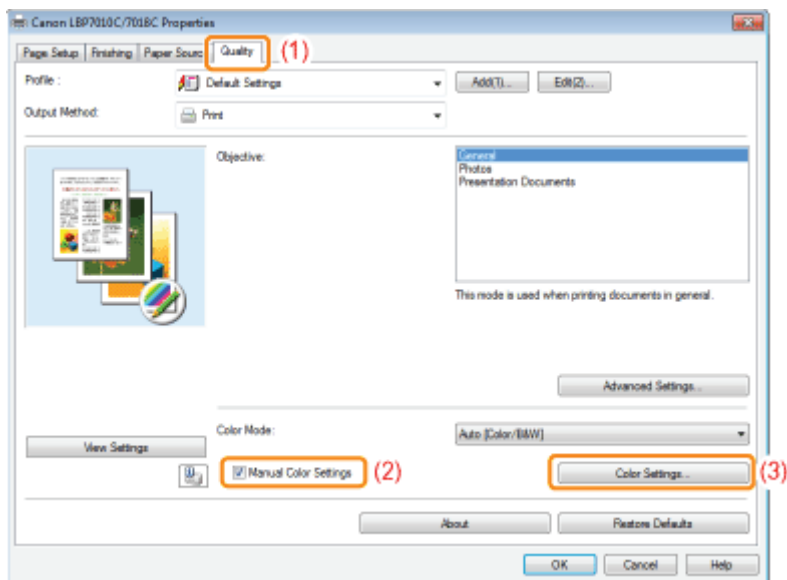
Display the setting screen of the printer driver.

➤ "Displaying the Setting Screen"

2

Display the [Color Settings] dialog box.

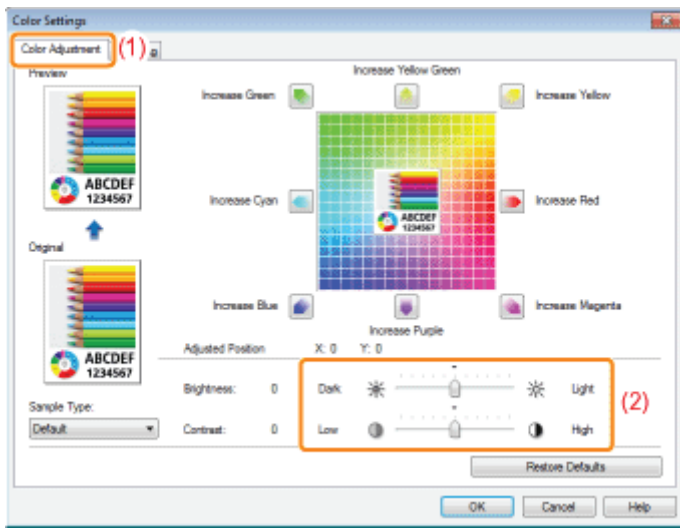
- (1) Display the [Quality] sheet.
- (2) Select the [Manual Color Settings] check box.
- (3) Click [Color Settings].



3

Adjust the brightness and contrast.

- (1) Display the [Color Adjustment] sheet.
- (2) Adjust the brightness and contrast by dragging the [Brightness] and [Contrast] sliders.



4

Click [OK]. Then, the [Quality] sheet reappears.

5

Click [OK].

† For details on the basic printing procedure, see "[Basic Printing Procedure.](#)"

Adjusting the Color

019A-07S

You can perform color printing with the color adjusted.



- † This section describes the procedure for adjusting the color when printing in the printer driver.
Perform calibration when the colors have changed and the data is not printed in the correct colors (specified colors).
- ❖ "Adjusting Color (Calibration)"

1

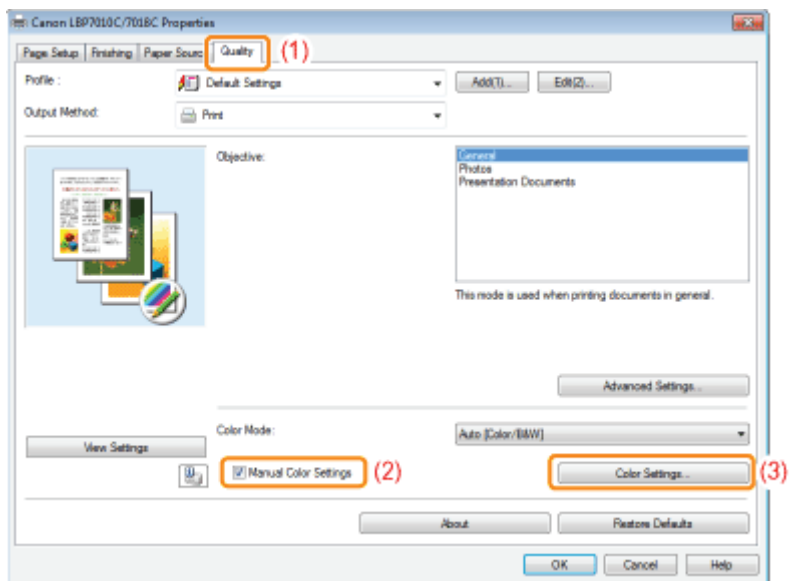
Display the setting screen of the printer driver.

- ❖ "Displaying the Setting Screen"

2

Display the [Color Settings] dialog box.

- (1) Display the [Quality] sheet.
- (2) Select the [Manual Color Settings] check box.
- (3) Click [Color Settings].



3

Adjust the color.

(1) Display the [Color Adjustment] sheet.

(2) Adjust the colors by moving [Preview Image] at the center of the Adjustment Grid horizontally and vertically.*

† When [Preview Image] is in the center, the image has not been adjusted.

† A sample image after adjustment is displayed in [Preview].



* Move [Preview Image] by either of the following procedures.

- Click the buttons of each color around the Adjustment Grid (the color is deepened by one increment).
- Click any desired color on the Adjustment Grid ([Preview Image] is moved to the position you clicked).
- Drag [Preview Image] onto the desired color.

NOTE

Confirm [Preview Image] position by values.

You can confirm the position of [Preview Image] by the X (horizontal) and Y (vertical) values for [Adjusted Position]. (The central position is X: 0, Y: 0.)

4

Click [OK]. Then, the [Quality] sheet reappears.

5

Click [OK].

† For details on the basic printing procedure, see "[Basic Printing Procedure.](#)"

Matching the Color with the Screen

019A-07U

The methods for adjusting the color on the screen (RGB) and in the printer (YMC) are different. Therefore, color in a photo and so on viewed on the screen may not match that of the printout.

Using the color matching function to correct color of a printout, you can adjust the color of the printout to more closely match the color you see on the screen.

You can also correct the colors by adjusting brightness without performing matching.



1

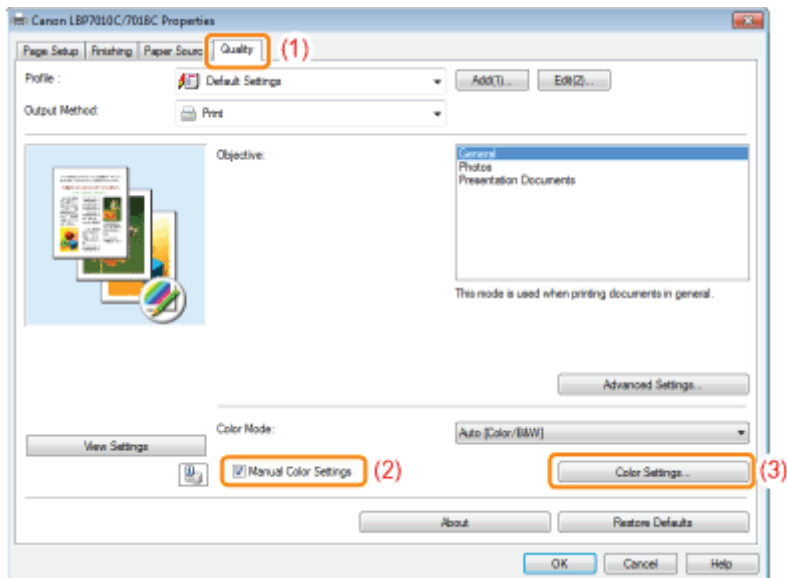
Display the setting screen of the printer driver.

➤ "Displaying the Setting Screen"

2

Display the [Color Settings] dialog box.

- (1) Display the [Quality] sheet.
- (2) Select the [Manual Color Settings] check box.
- (3) Click [Color Settings].



3

Operation procedure varies depending on the procedure for color correction.

❖ Using the Matching Function to Correct Color

Using the color matching function, you can adjust the color of the printout to more closely match the color you see on the screen.

❖ Correcting Color by Adjusting Brightness (Gamma Adjustment)

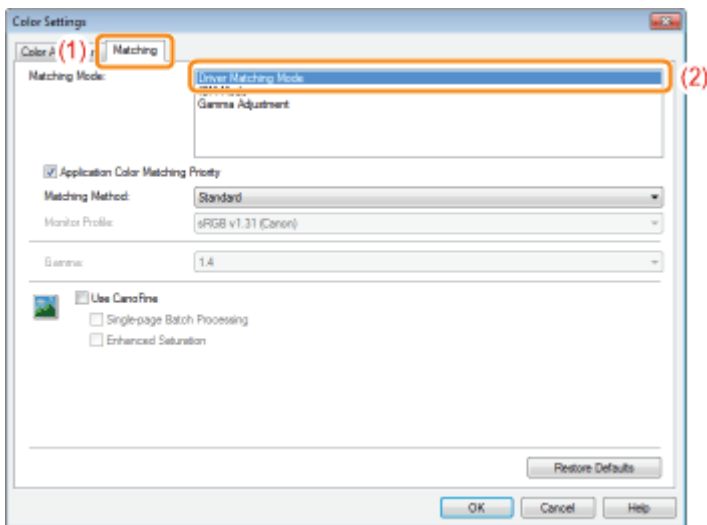
You can adjust the brightness of the printout results without spoiling the lightest parts and darkest parts of the image data.

Use this option when the printout result is brighter than the original image or when you want to change the brightness of the image.

Using the Matching Function to Correct Color

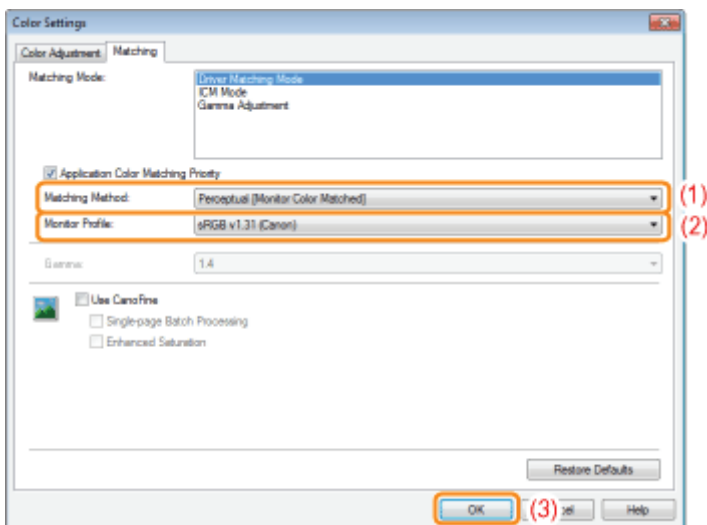
1. Specify the setting for [Matching Mode].

- (1) Display the [Matching] sheet.
- (2) Select [Driver Matching Mode].



2. Specify the setting for [Matching Method].

- (1) Set [Matching Method] to [Perceptual [Monitor Color Matched]].
- (2) Select a profile you want to use.
- (3) Click [OK]. Then, the [Quality] sheet reappears.



NOTE

About the options for [Monitor Profile]

The profiles registered in your computer are displayed.

About [Application Color Matching Priority]

If the check box is cleared, you can prioritize the color matching process specified in the printer driver.
If you want to prioritize the color matching in the application, select the check box.

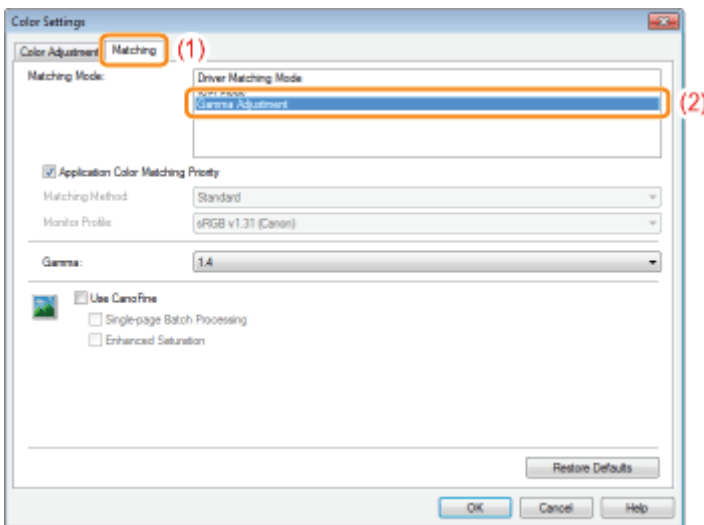
3. Click [OK].

† For details on the basic printing procedure, see "[Basic Printing Procedure.](#)"

Correcting Color by Adjusting Brightness (Gamma Adjustment)

1. Specify the setting for [Matching Mode].

- (1) Display the [Matching] sheet.
- (2) Select [Gamma Adjustment].

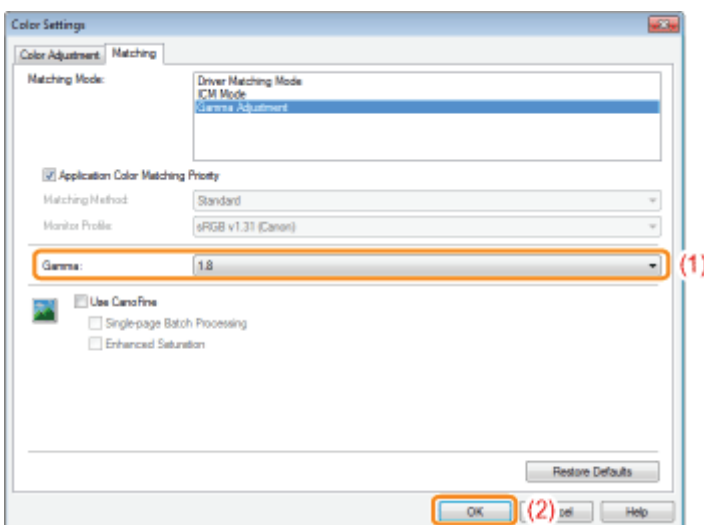


2. Specify the setting for [Gamma Adjustment].

- (1) Select a value for gamma.

† The larger the number is, the darker in color the data is printed.

- (2) Click [OK]. Then, the [Quality] sheet reappears.



3. Click [OK].

† For details on the basic printing procedure, see "[Basic Printing Procedure.](#)"

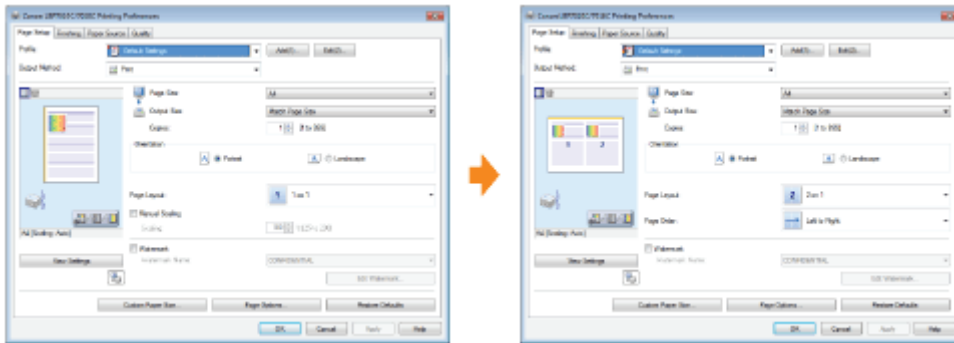
Registering the Printing Preferences

019A-04H

Changing the Default Values for Printing Preferences

Change the default values for printing preferences which apply to all data.

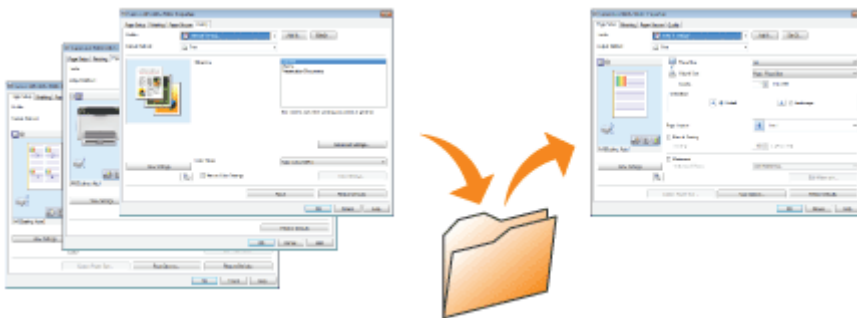
For example, if you perform layout printing frequently, you do not need to change the settings each time you print by changing the default values for [Page Layout].



Saving Frequently Used Printing Preferences (Adding/Editing/Deleting a "Profile")

You can save frequently used multiple printing preferences as "Profiles." You can perform printing with the registered settings by only selecting the desired "Profile."

Also, some settings that support various jobs are registered as the default "Profiles."



Changing the Default Values for Printing Preferences

019A-04J

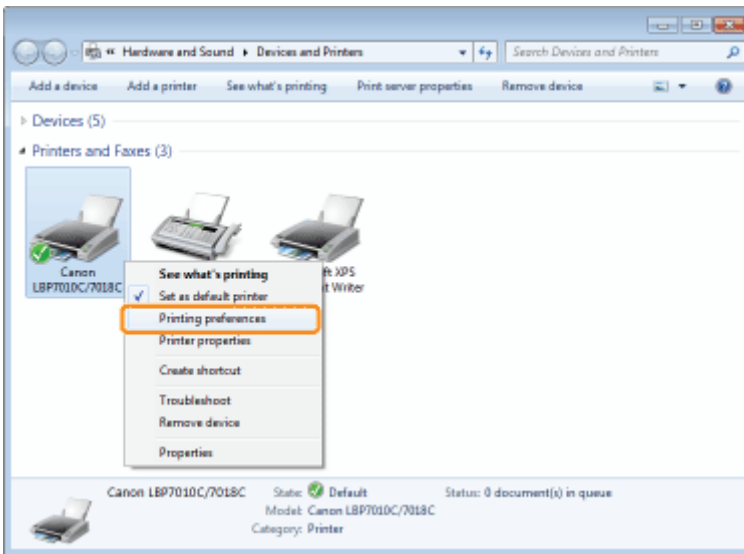
1

Open the printer folder.

➤ "Basic Operations/Various Information for Windows"

2

Right-click the icon for this printer, then select [Printing Preferences] from the pop-up menu.



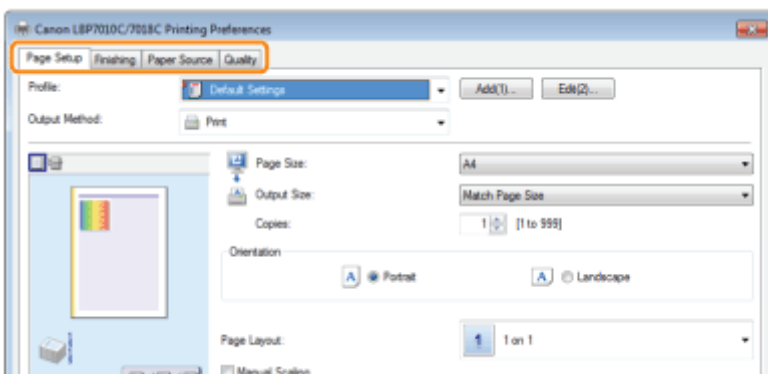
3

Change the printing preferences in the [Page Setup], [Finishing], [Paper Source], and [Quality] sheets.

The settings changed here become the default values.

For more details on the settings, see Help.

➤ "How to Use Help"



IMPORTANT

The setting options that are not being changed the default values

The default values in the settings for [Sample Type] in the [Quality] - [Color Settings] - [Color Adjustment] sheet are not changed.

4

Confirm the settings, then click [OK].

→ The printer folder reappears.

Saving Frequently Used Printing Preferences (Adding/Editing/Deleting a "Profile")

019A-04K

Adding a "Profile"

1

Display the setting screen of the printer driver.

➤ ["Displaying the Setting Screen"](#)

2

Specify the printing preferences in the [Page Setup], [Finishing], [Paper Source], and [Quality] sheets.

The contents specified here is registered in "Profiles."

For more details on the settings, see Help.

➤ ["How to Use Help"](#)

IMPORTANT

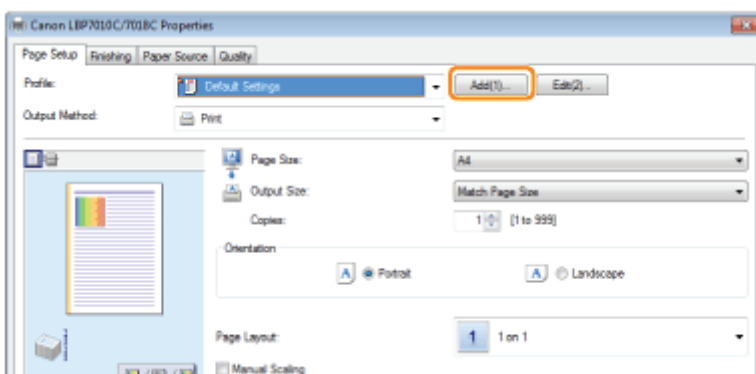
The setting options that are not adding to a "Profile"

The settings for the following options are not added to a "Profile."

Sheet/Dialog Box	Option
[Quality] sheet - [Advanced Settings] dialog box	[Color Halftones]
	[B & W Halftones]
	[Use Pure Black]
[Quality] - [Color Settings] - [Color Adjustment] sheet	[Sample Type]

3

Click [Add].

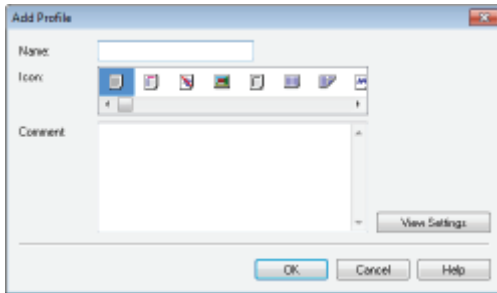


If you cannot click [Add]

➤ [""Profiles" Cannot Be Selected or Edited"](#)

4

Specify information about a "Profile."



[Name]	Enter the name for "Profiles." Up to 31 characters can be entered.
[Icon]	You can select the icon for the "Profile."
[Comment]	Enter the comment for the "Profile." Up to 255 characters can be entered.
[View Settings]	Display the [View Settings] dialog box. You can check the current printer driver settings.

5

Click [OK] to register the "Profile."

- The setting screen of the printer driver reappears.
Make sure that the name of the added "Profile" is in [Profile].

 For details on the procedure for using a "Profile", see "[Selecting a "Profile"."](#)

Editing an Added "Profile"

You can change information about an added "Profile" or export a "Profile" as a file.

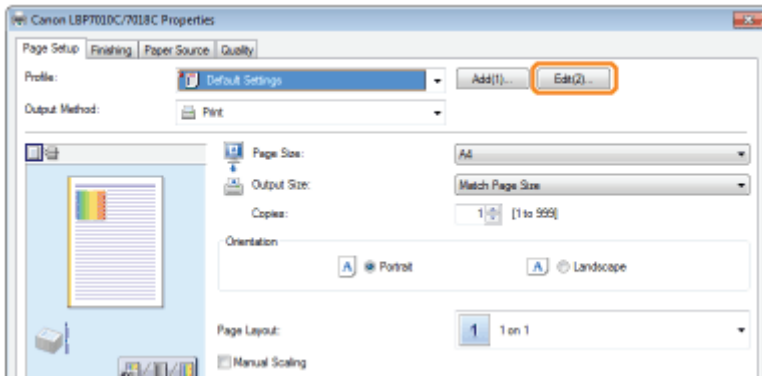
1

Display the setting screen of the printer driver.

- "[Displaying the Setting Screen](#)"

2

Click [Edit].



? If you cannot click [Edit]

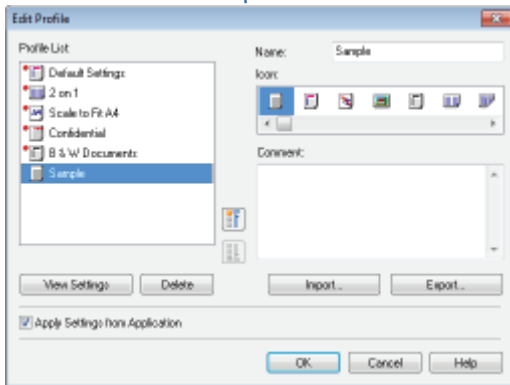
➤ "'Profiles' Cannot Be Selected or Edited"

3

Edit information about a "Profile."

For more details on the settings, see Help.

➤ "How to Use Help"



4

Click [OK].

→ The setting screen of the printer driver reappears.

Deleting an Added "Profile"

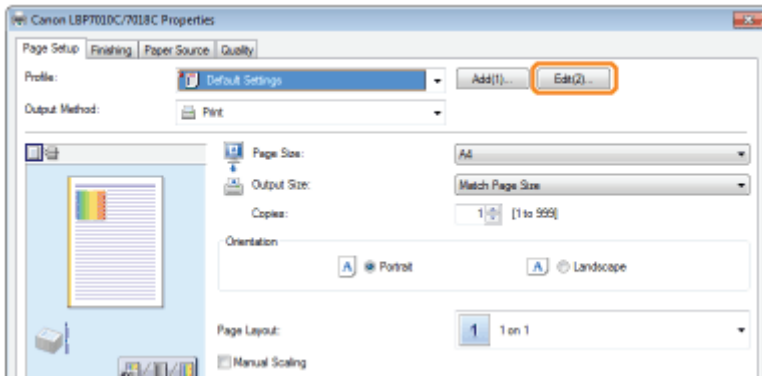
1

Display the setting screen of the printer driver.

➤ "Displaying the Setting Screen"

2

Click [Edit].



? If you cannot click [Edit]

↳ ""Profiles" Cannot Be Selected or Edited"

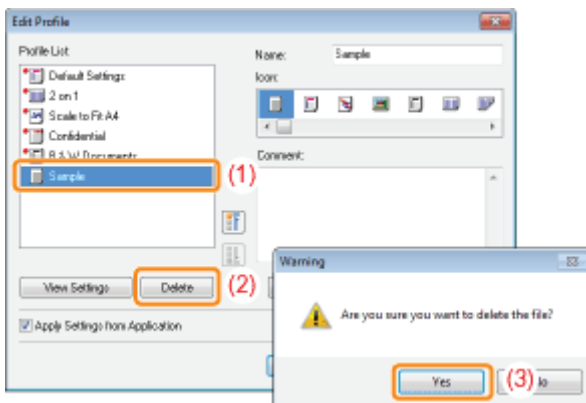
3

Delete a "Profile."

- (1) Select a "Profile" you want to delete.
- (2) Click [Delete].

↑ You cannot delete the default "Profiles" or a "Profile" which is being selected in the setting screen of the printer driver.

- (3) Click [Yes].



4

Click [OK].

→ The setting screen of the printer driver reappears.

Selecting a "Profile"

019A-04L

1

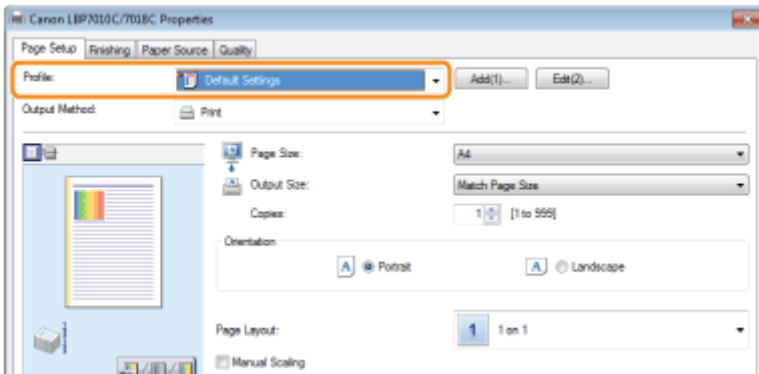
Display the setting screen of the printer driver.

➤ "Displaying the Setting Screen"

2

Select a "Profile."

† If the printer name is changed, any added "Profiles" cannot be used. To use the added "Profile", change the printer name to its previous one.



? If you cannot select a "Profile"

➤ "'Profiles' Cannot Be Selected or Edited"

NOTE

When selecting [Default Settings]

Reset all the settings to the default values other than the following options.

Sheet/Dialog Box	Option
[Quality] sheet - [Advanced Settings] dialog box	[Color Halftones]
	[B & W Halftones]
	[Use Pure Black]
[Quality] - [Color Settings] - [Color Adjustment] sheet	[Sample Type]

3

Click [OK].

† For details on the basic printing procedure, see "Basic Printing Procedure."

Using the Printer in the Print Server Environment

019A-04R

➤ **Print Server Environment**

➤ **Configuring the Print Server**

- Checking the Settings of Your Network

➤ **Installation on Clients**

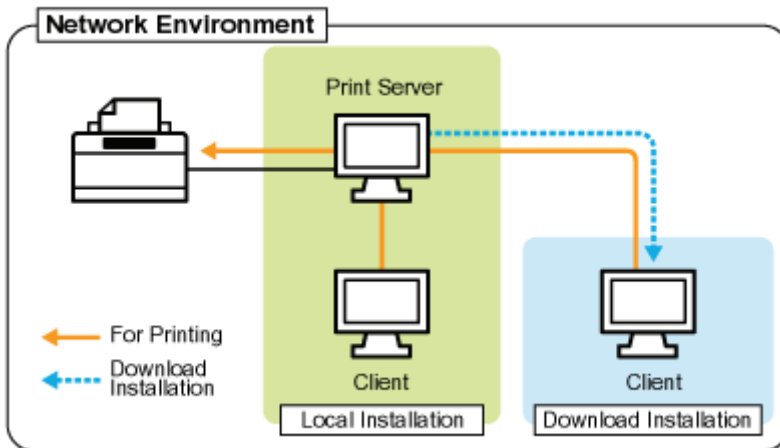
- Installing from the Printer Folder
 - Installing from [Windows Explorer]
-

Print Server Environment

019A-04S

If you use the printer in the print server environment, you can perform printing from other computers (clients) that are not directly connected to this printer.

† The computer directly connected to the printer is called "print server", and the other computers which use the printer via the print server are called "clients."



Also, if you set the print server, you can manage the printer efficiently as follows.

- You can manage all the clients' jobs on the print server.
- Clients can download and install the printer driver from the print server. (The CD-ROM is not required.)

If you want to use the printer in the print server environment, perform any one of the following tasks.

If your computer is the print server

1. Install the printer driver.

❖ ["Installing the Printer Driver"](#)

† If the printer driver is already installed, you do not need to install it.

2. Configure the print server.

❖ ["Configuring the Print Server"](#)

If your computer is a client computer

Install the printer driver.

There are two ways to install the printer driver on client computers: Local installation and download installation.

<Local Installation>

You can install the printer driver using the supplied CD-ROM.

❖ ["Easy Installation"](#)

<Download Installation>

You can install the printer driver without using the supplied CD-ROM, but by downloading the printer driver from the print server. There are the following two ways to download and install the printer driver.

- ❖ ["Installing from the Printer Folder"](#)
- ❖ ["Installing from \[Windows Explorer\]"](#)

📌 **NOTE**

Precautions when downloading and installing the printer driver

If a 64-bit operating system is running on the print server, the download installation for a client computer on which any of the following 32-bit operating systems is running is not supported due to the Windows restriction.

- Windows 2000
- Windows XP (on which no service pack or SP1 is installed)
- Windows Server 2003 (on which no service pack is installed)

† If you download and install the printer driver on any of the above 32-bit operating systems, you may fail to install the driver and may not be able to open the printing preferences dialog box.

Configuring the Print Server

019A-04U

Before configuring the print server, check the settings of your network environment.

➤ "Checking the Settings of Your Network"

1

Open the printer folder.

➤ "Basic Operations/Various Information for Windows"

2

Display the [Sharing] sheet.

Windows 2000 Windows XP Windows Vista Windows Server 2003 Windows Server 2008

Right-click the icon for this printer, and then select [Sharing] from the pop-up menu.

Windows 7 Windows Server 2008 R2

1. Right-click the icon for this printer, and then select [Printer properties] from the pop-up menu.
2. Display the [Sharing] sheet.

3

Perform the following procedure.

Windows 2000

Select [Share as]. Change [Share name] as needed.

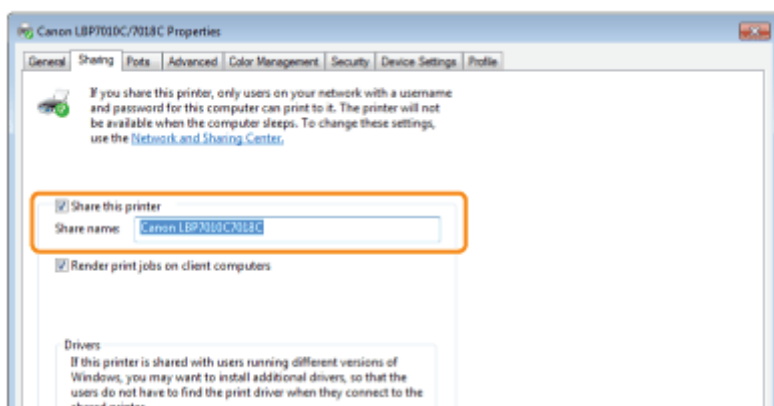
Windows XP Windows Server 2003

Select [Share this printer]. Change [Share name] as needed.

Windows Vista Windows 7 Windows Server 2008

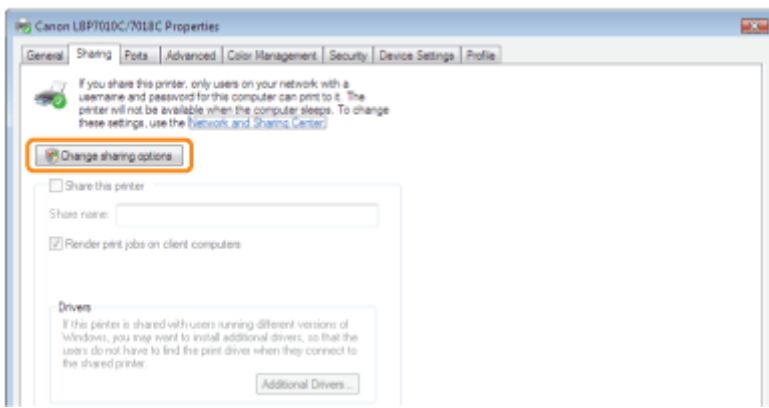
Select the [Share this printer] check box. Change [Share name] as needed.

† Do not use spaces or special characters for the share name.



? If [Change sharing options] appears

Click [Change sharing options].



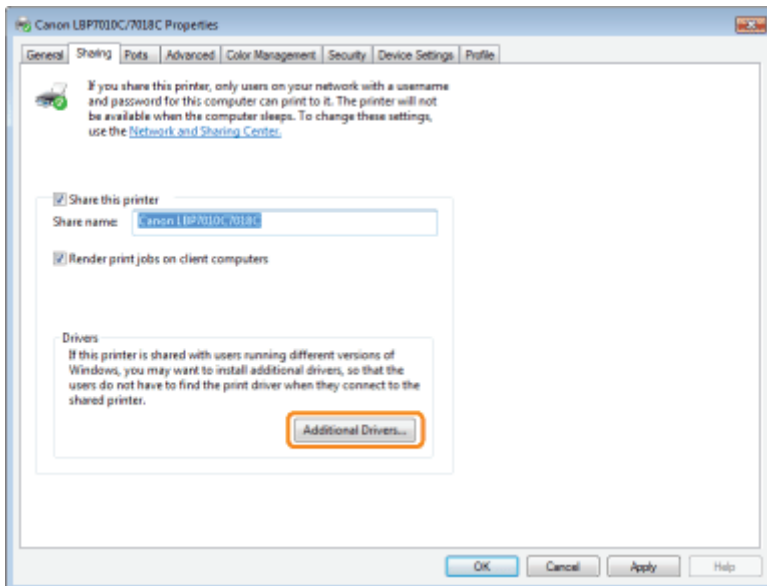
If the [User Account Control] dialog box appears, click [Continue].

Next, install the additional driver using the following procedure.

4

Insert the supplied CD-ROM "User Software" into the CD-ROM drive of your computer, and then click [Additional Drivers].

If CD-ROM Setup appears, click [Exit].



NOTE

When updating an additional driver (replacement driver)

Perform the following procedure.

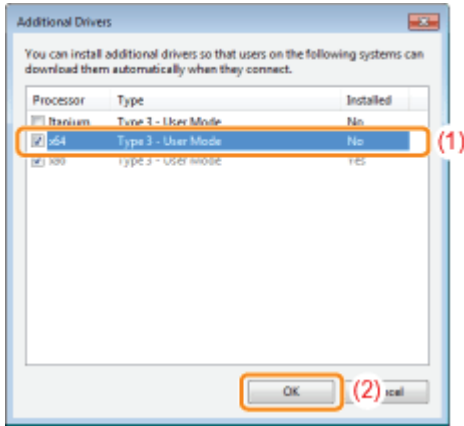
1. Uninstall the printer driver on the print server.
 - ❖ "Uninstalling the Printer Driver"
2. Install the new printer driver on the print server.
 - ❖ "Installing the Printer Driver"
3. Reinstall the additional driver.

5

Select the additional driver.

- (1) Select the additional driver.*

(2) Click [OK].



* Select the additional driver as follows according to the operating system on the print server.

Print Server	Additional Driver to Be Selected
32-bit operating system	Select the [x64] check box.
64-bit operating system (Windows XP and Server 2003)	Select the check box for [Windows 2000, Windows XP and Windows Server 2003] in the [Version] column.
64-bit operating system (Windows Vista, 7, and Server 2008)	Select the check box for [x86] in the [Processor] column.

? If you are not sure whether you are using a 32-bit operating system or 64-bit operating system (Windows Vista, 7, and Server 2008)

➤ "Basic Operations/Various Information for Windows"

6

Click [Browse].



7

Open the folder in which the printer driver is included.

If a 32-bit operating system is running on the print server

Open the folders in the supplied CD-ROM: [English] - [x64] - [Driver].

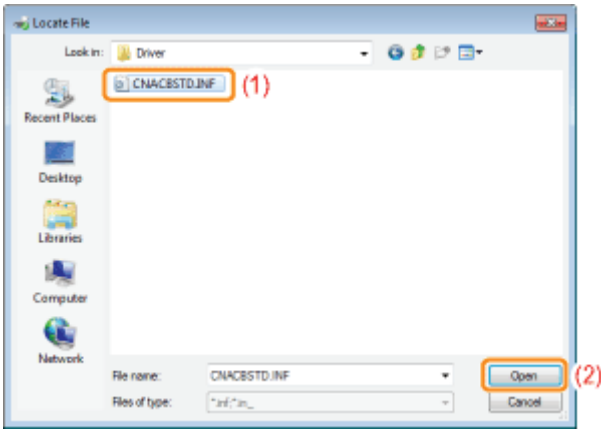
If a 64-bit operating system is running on the print server

Open the folders in the supplied CD-ROM: [English] - [32bit] - [Driver].

8

Open the INF file.

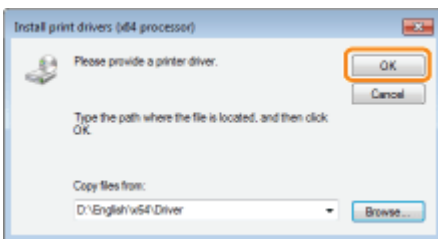
- (1) Select the INF file.
- (2) Click [Open].



9

Click [OK] to start the installation of the additional driver.

→ Wait a moment until the [Sharing] sheet automatically reappears. (It may take a long time to install the additional driver.)



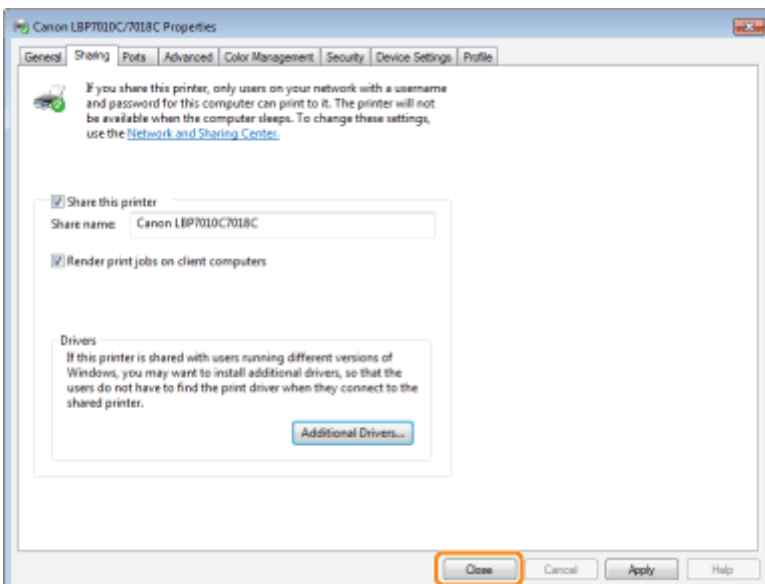
? If the [User Account Control] dialog box appears

Click [Yes].

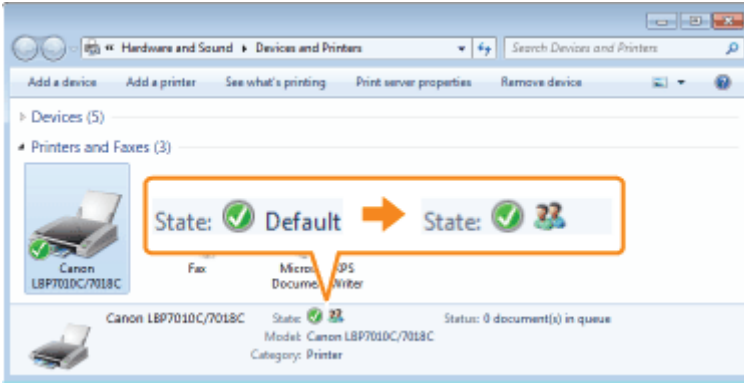
10

Click [Close] or [OK].

† When the following screen appears, you can remove the CD-ROM.



→ [State] or the printer icon change to those for the sharing settings.



IMPORTANT

To clear the printer sharing settings

Clear it using the following procedure.

Windows 2000

Select [Not shared] in the [Sharing] sheet.

Windows XP Windows Server 2003

Select [Do not share this printer] in the [Sharing] sheet.

Windows Vista Windows 7 Windows Server 2008

Clear the [Share this printer] check box in the [Sharing] sheet.

- † If [Change sharing options] appears, click [Change sharing options].
- If the [User Account Control] dialog box appears, click [Continue].

Checking the Settings of Your Network

019A-04W

Before configuring the print server, check the settings of your network environment using the following procedure.

1

Perform the following procedure.

Windows 2000

From the [Start] menu, select [Settings] → [Network and Dial-Up Connections].

Windows XP

From the [Start] menu, select [Control Panel], and then click [Network and Internet Connections] → [Network Connections].

Windows Vista

From the [Start] menu, select [Control Panel], and then click [View network status and tasks] → [Manage network connections].

Windows 7 Windows Server 2008 R2

From the [Start] menu, select [Control Panel], and then click [View network status and tasks] → [Change adapter settings].

Windows Server 2003

From the [Start] menu, select [Control Panel] → [Network Connections] → [Local Area Connection].

Windows Server 2008

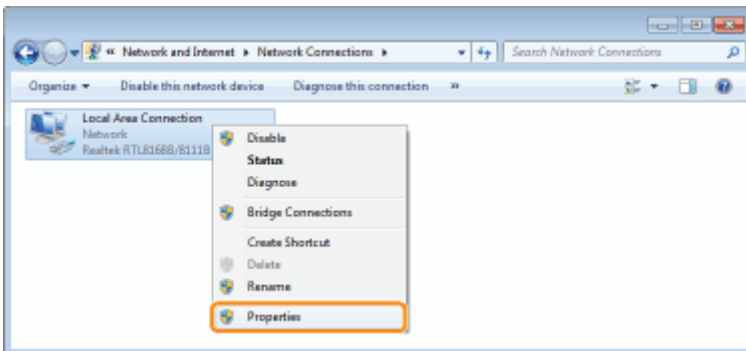
From the [Start] menu, select [Control Panel], double-click [Network and Sharing Center], and then click [Manage network connections].

2

Display the [Local Area Connection Properties] dialog box.

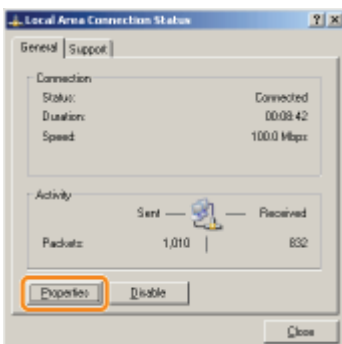
Windows 2000 Windows XP Windows Vista Windows 7 Windows Server 2008

Right-click the [Local Area Connection] icon, then select [Properties] from the pop-up menu.



Windows Server 2003

Click [Properties].



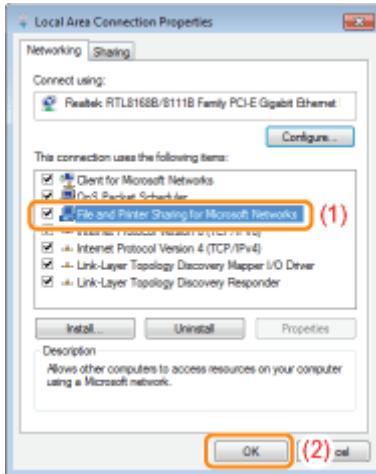
? If the [User Account Control] dialog box appears

Click [Yes] or [Continue].

3

Make sure that [File and Printer Sharing for Microsoft Networks] is selected.

- (1) Make sure that the [File and Printer Sharing for Microsoft Networks] check box is selected.
(If the check box is not selected, select it.)
- (2) Click [OK].



NOTE

If you are using Windows XP

You cannot configure the print server with the operating system default settings (the settings immediately after installation).

Before configuring the print server, run [Network Setup Wizard] to enable the printer sharing settings.

For more details, see Windows Help.

There are two ways to install the printer driver on client computers: Local installation and download installation.

Local Installation

You can install the printer driver using the supplied CD-ROM.

- "Easy Installation"

Download Installation

You can install the printer driver without using the supplied CD-ROM, but by downloading the printer driver from the print server. There are the following two ways to download and install the printer driver.

- "Installing from the Printer Folder"
- "Installing from [Windows Explorer]"

NOTE

Precautions when downloading and installing the printer driver

If a 64-bit operating system is running on the print server, the download installation for a client computer on which any of the following 32-bit operating systems is running is not supported due to the Windows restriction.

- Windows 2000
- Windows XP (on which no service pack or SP1 is installed)
- Windows Server 2003 (on which no service pack is installed)

† If you download and install the printer driver on any of the above 32-bit operating systems, you may fail to install the driver and may not be able to open the printing preferences dialog box.

Installing from the Printer Folder

019A-04Y

The procedure for installing the printer driver from the printer folder varies depending on your operating system. See the following according to your operating system.

- ❖ Windows Vista, 7, and Server 2008
- ❖ Windows XP and Server 2003
- ❖ Windows 2000

Windows Vista, 7, and Server 2008

1

Turn the computer on, and then log on to Windows.

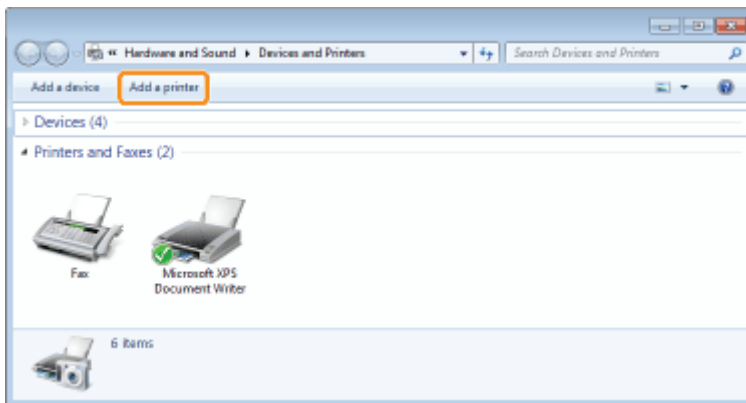
2

Open the printer folder.

- ❖ "Basic Operations/Various Information for Windows"

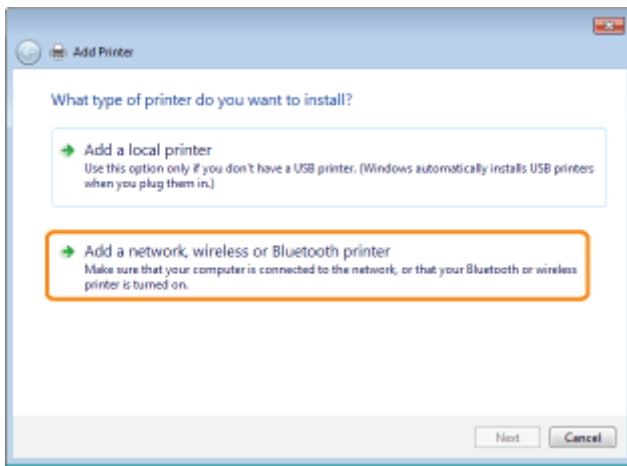
3

Click [Add a printer].



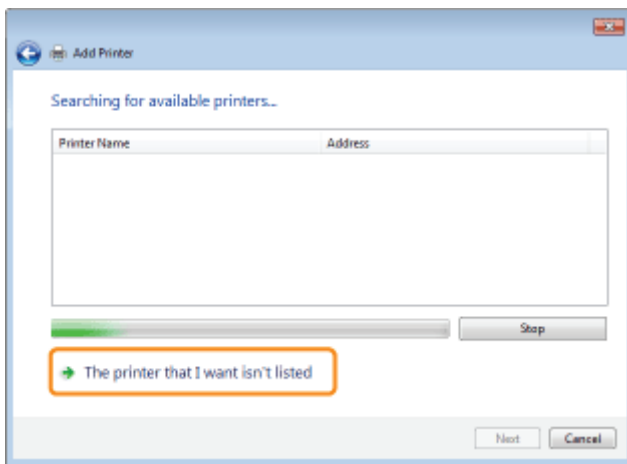
4

Click [Add a network, wireless or Bluetooth printer].



5

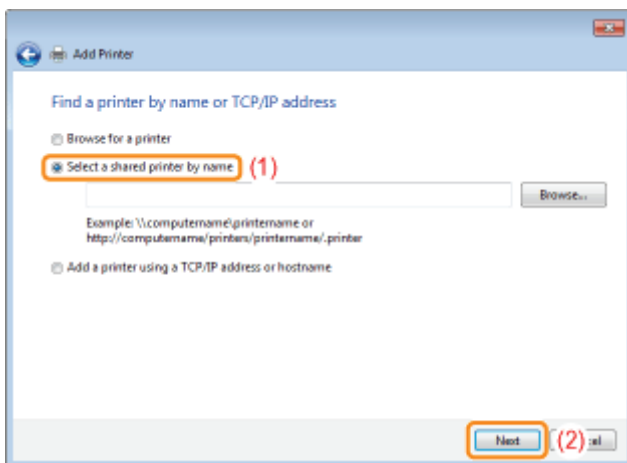
Click [The printer that I want isn't listed].



6

Perform the following procedure.

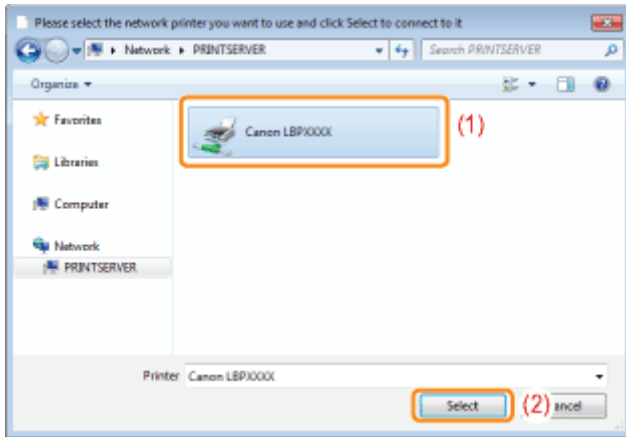
- (1) Select [Select a shared printer by name].
- (2) Click [Next].



7

Select a shared printer.

- (1) Select a shared printer on the print server.
- (2) Click [Select].



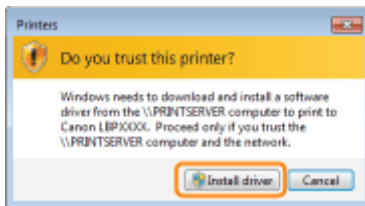
NOTE

Specifying the network path directly

Specify the network path as "\\the print server name (the computer name of the print server)\the printer name."

8

Click [Install driver].



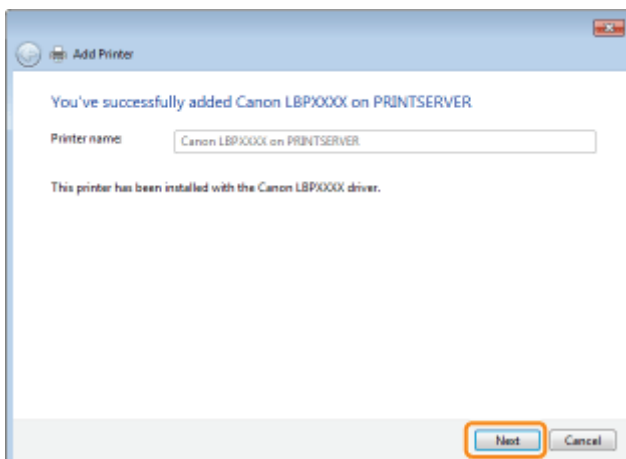
If the [User Account Control] dialog box appears

Click [Yes] or [Continue].

9

Click [Next].

† When [Set as the default printer] is displayed, select whether or not to use the printer as the default printer. (Windows Vista and Server 2008)

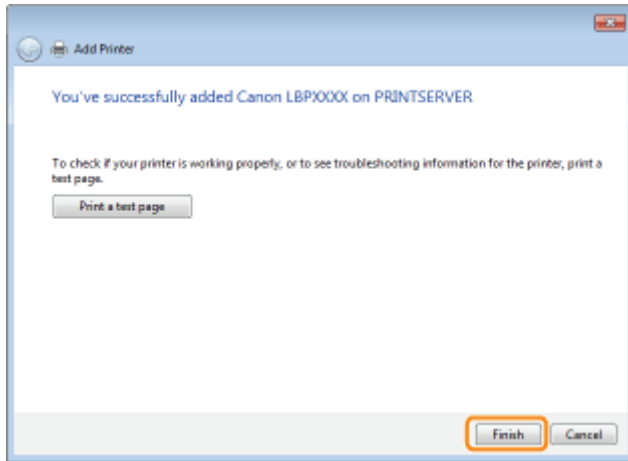


10

Click **[Finish]**.

If you want to print a test page, click **[Print a test page]**.

† When **[Set as the default printer]** is displayed, select whether or not to use the printer as the default printer. (Windows 7 and Server 2008 R2)



Windows XP and Server 2003

1

Turn the computer on, and then log on to Windows.

2

Open the printer folder.

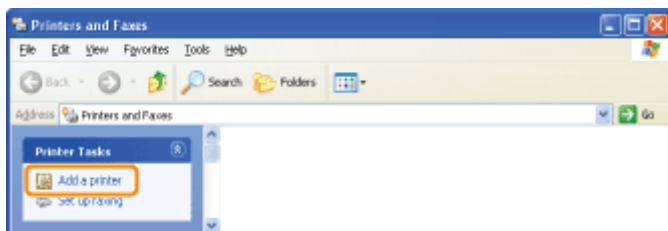
❖ "Basic Operations/Various Information for Windows"

3

Display **[Add Printer Wizard]**.

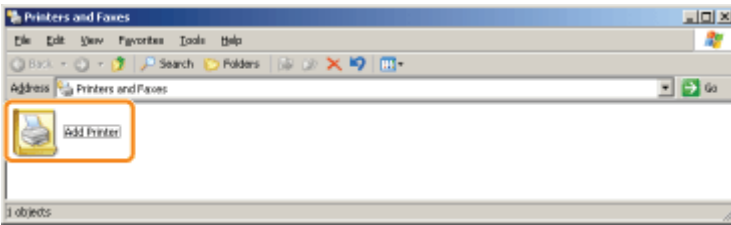
Windows XP

Click **[Add a printer]**.



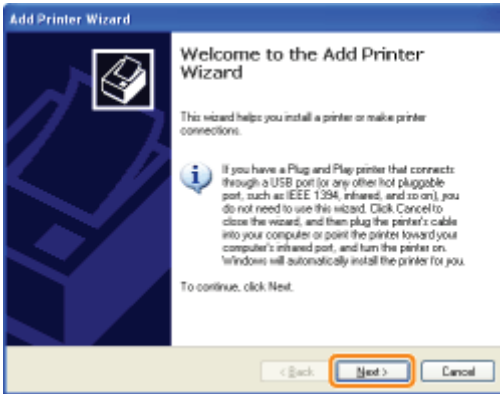
Windows Server 2003

Double-click **[Add Printer]**.



4

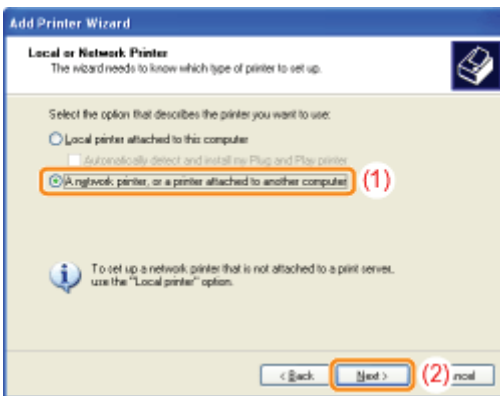
Click [Next].



5

Select a printer type.

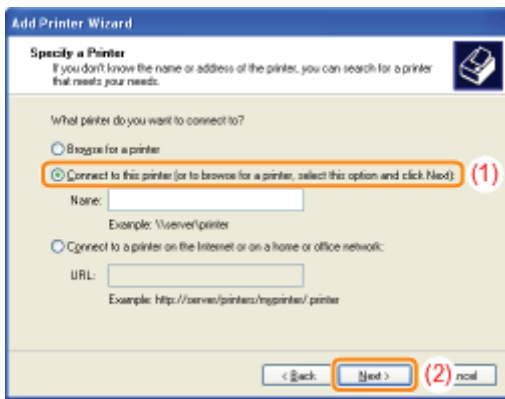
- (1) Select [A network printer, or a printer attached to another computer].
- (2) Click [Next].



6

Perform the following procedure.

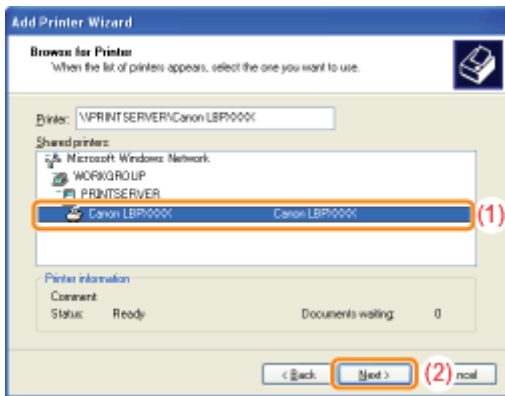
- (1) Select [Connect to this printer].
- (2) Click [Next].



7

Select a shared printer.

- (1) Select a shared printer on the print server.
- (2) Click [Next].



? If the [Connect to Printer] dialog box appears

Follow the directions in the message.

NOTE

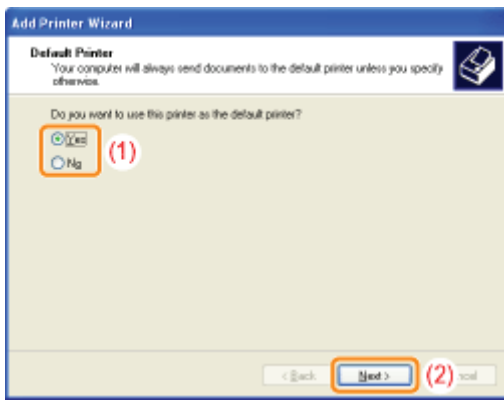
Specifying the network path directly

Specify the network path as "\\the print server name (the computer name of the print server)\the printer name."

8

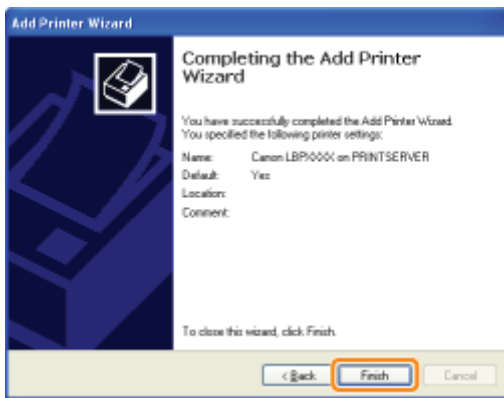
When the following screen appears, select whether or not to use this printer as the default printer.

- (1) If you want to use the printer as the default printer, select [Yes].
- (2) Click [Next].



9

Click [Finish].



Windows 2000

1

Turn the computer on, and then log on to Windows.

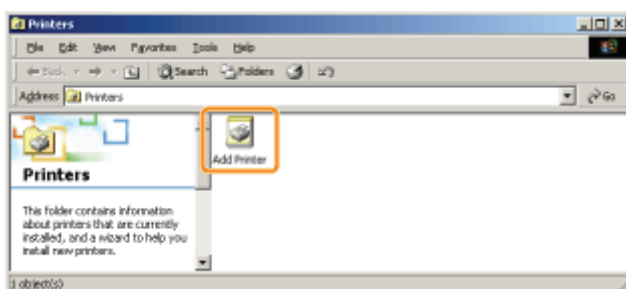
2

Open the printer folder.

➤ "Basic Operations/Various Information for Windows"

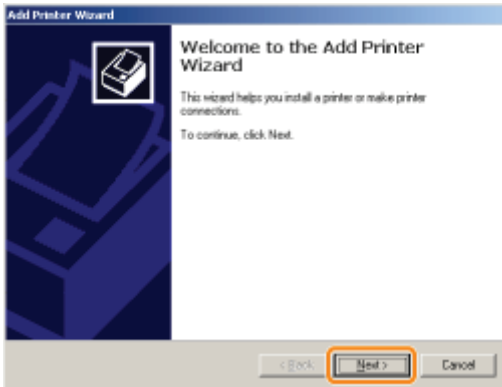
3

Double-click [Add Printer].



4

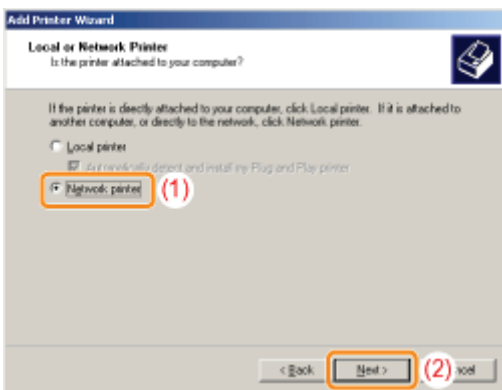
Click [Next].



5

Select a printer type.

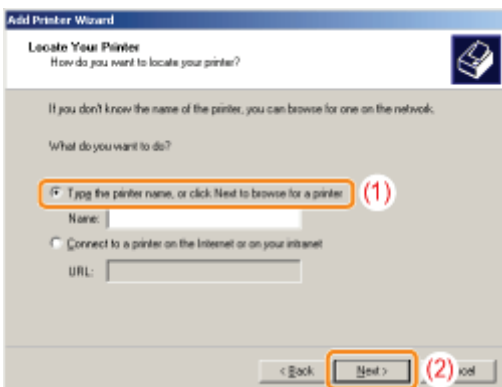
- (1) Select [Network printer].
- (2) Click [Next].



6

Perform the following procedure.

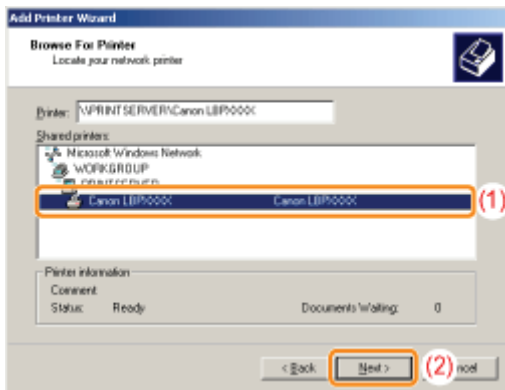
- (1) Select [Type the printer name, or click Next to browse for a printer].
- (2) Click [Next].



7

Select a shared printer.

- (1) Select a shared printer on the print server.
- (2) Click [Next].



NOTE

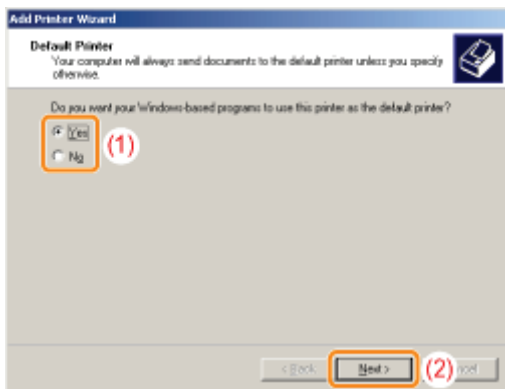
Specifying the network path directly

Specify the network path as "\\the print server name (the computer name of the print server)\the printer name."

8

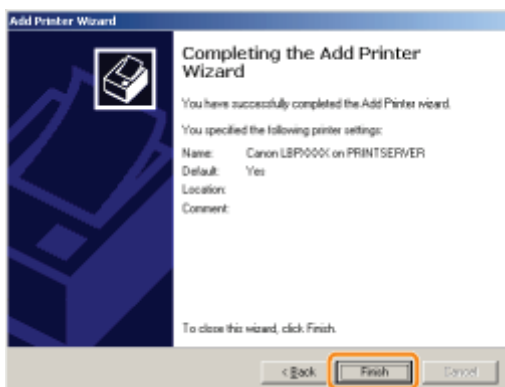
Select whether or not to use the printer as the default printer.

- (1) If you want to use the printer as the default printer, select [Yes].
- (2) Click [Next].



9

Click [Finish].



Installing from [Windows Explorer]

019A-050

1

Turn the computer on, and then log on to Windows.

2

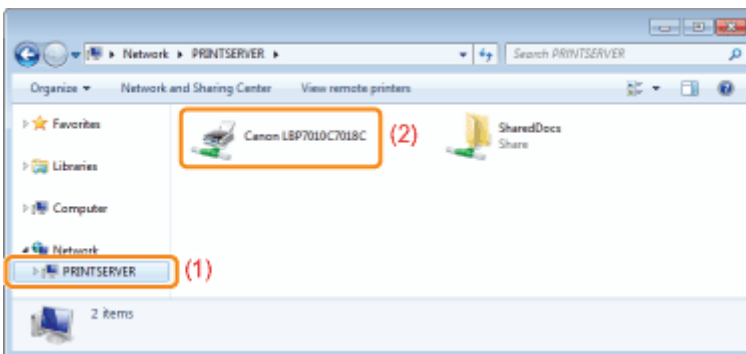
Display [Windows Explorer].

From the [Start] menu, select [All Programs] or [Programs] → [Accessories] → [Windows Explorer].

3

Perform the following procedure.

- (1) Select the print server from [Network] or [My Network Places].
- (2) Double-click the shared printer icon or drag and drop the icon into the printer folder.



4

Follow the on-screen instructions to install the printer driver.



Printer Unit Problems

- ❖ Printing Cannot Be Performed
- ❖ The Printer Takes a Long Time to Start the Print Job
- ❖ The Printer Pauses during Printing, and then Printing Repeatedly Starts and Stops
- ❖ You Cannot Turn the Printer ON
- ❖ Steam Is Emitted from the Printer Output Area
- ❖ The Adobe Type Manager (ATM) Font Cannot Be Used



Driver Problems

- ❖ You Cannot Install the Printer Driver
- ❖ You Cannot Uninstall the Printer Driver
- ❖ The Printer Driver Settings Cannot Be Changed
- ❖ "Profiles" Cannot Be Selected or Edited



Paper Jams

- ❖ Paper Jams



Error Display

- ❖ Indicators on the Printer Are On/Blinking
- ❖ A Message Appears in the Printer Status Window



Printout Problems

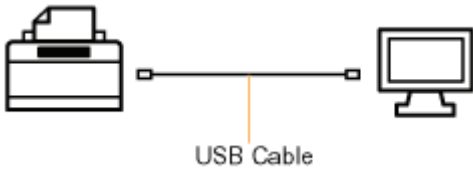
- ❖ Poor Printout Results
-

Printing Cannot Be Performed

019A-052

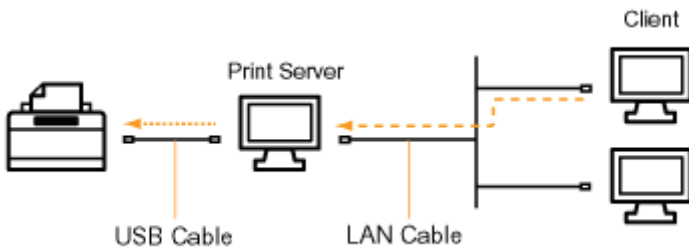
The solutions for when printing cannot be performed vary depending on your environment. See the solutions according to your environment.

If You Are Using the Printer by Direct Connection



➤ "Printing Cannot Be Performed (USB Connection)"

If You Are Using the Printer in the Print Server Environment



If your computer is the print server

➤ "Printing Cannot Be Performed (USB Connection)"

If your computer is a client computer

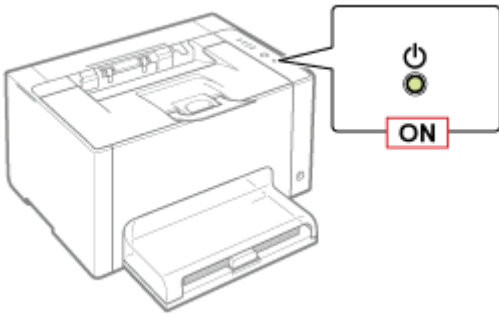
➤ "Printing Cannot Be Performed (via the Print Server)"

Printing Cannot Be Performed (USB Connection)

019A-053

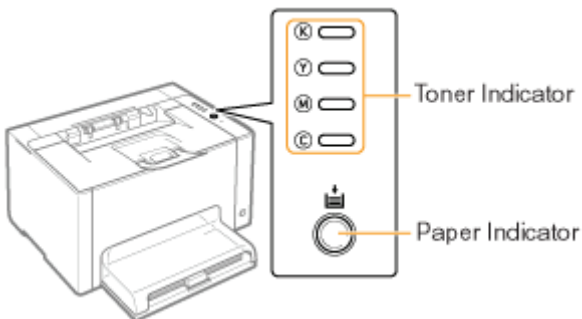
If you cannot print when the printer is connected to the computer by a USB cable, check the problem following the questions below.

<Question 1> Is the printer turned ON? (Is the (Power) indicator on?)



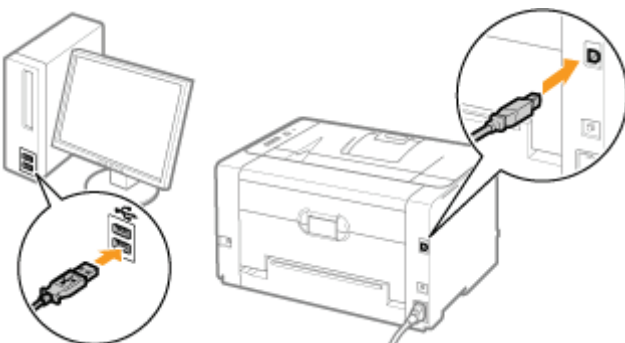
ON	To <Question 2>
OFF	Turn the printer ON.
Cannot be turned ON	➤ "You Cannot Turn the Printer ON"

<Question 2> Is the Toner indicator or the (Paper) indicator on/blinking?



On/Blinking	➤ "Indicators on the Printer Are On/Blinking"
Off/Not blinking	To <Question 3>

<Question 3> Is the USB cable connected properly?



Try the following point.

-

Connected	<p>If you are using a hub, connect the printer to the computer directly.</p> <ul style="list-style-type: none"> • If you are using a long USB cable, replace it with the short one. • If you have another USB cable, use it. <p style="text-align: center;">▼</p> <p>If printing is not performed, proceed to <Question 4>.</p>
Unconnected	<p>Connect the cable properly.</p> <ul style="list-style-type: none"> ➤ "Connecting the Printer and Computer"

<Question 4> Can you print a test page in Windows?

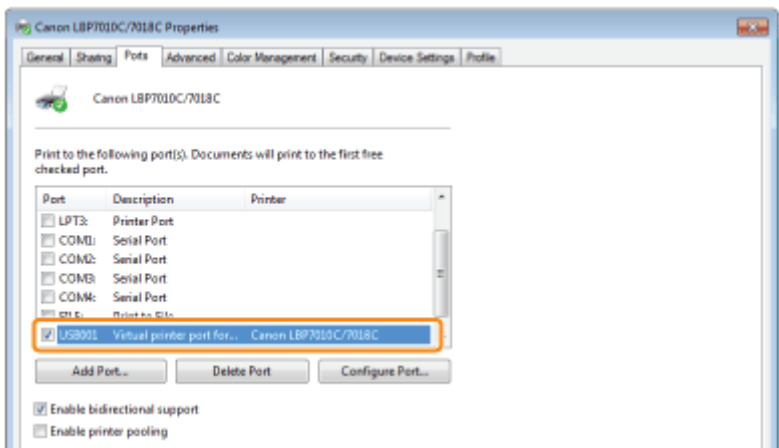
➤ "Basic Operations/Various Information for Windows"



Printable	<p>There is no problem with the printer and driver. Check the printing preferences in the application.</p>
Not printable	<p>To <Question 5></p>

<Question 5> Is the port to be used selected correctly?

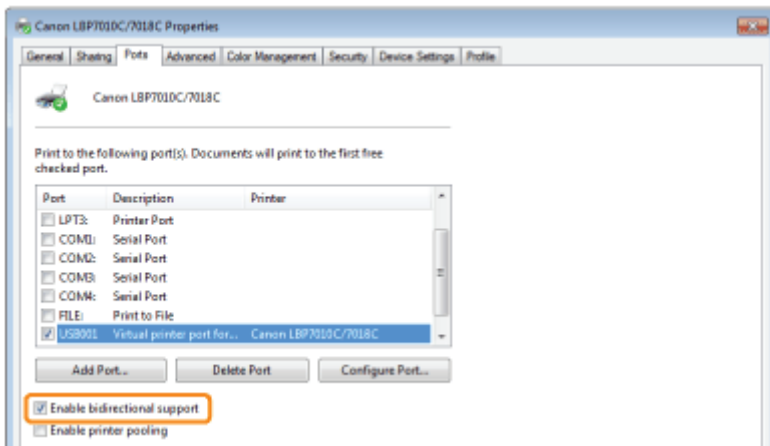
➤ "Basic Operations/Various Information for Windows"



Selected	<p>To <Question 6></p>
Not selected	<p>Select the correct port.</p>
The port to be used cannot be found.	<p>Install the printer driver again.</p> <ul style="list-style-type: none"> ➤ "Uninstalling the Printer Driver" ➤ "Installing the Printer Driver"

<Question 6> Is bi-directional communication enabled?

➤ "Basic Operations/Various Information for Windows"



Enabled	To <Question 7>
Not enabled	Enable bi-directional communication and restart the computer and printer.

<Question 7> Try the following points.

- Make resident software invalid including security software.
- If any other devices are connected to your computer by USB connection, disconnect those unneeded.
- If drivers or software of any other devices (USB connection) is installed on your computer, uninstall those unneeded.
- Connect the USB cable to another USB port on your computer.
- Connect the printer to another computer with a USB cable.



If printing does not work, proceed to <Question 8>.

<Question 8> Install the printer driver again.

- ❏ "Uninstalling the Printer Driver"
- ❏ "Installing the Printer Driver"



If printing does not work, proceed to <Question 9>.

<Question 9> Uninstall the USB class driver, and then install the printer driver again.

- ❏ "Uninstalling the USB Class Driver"
- ❏ "Uninstalling the Printer Driver"
- ❏ "Installing the Printer Driver"



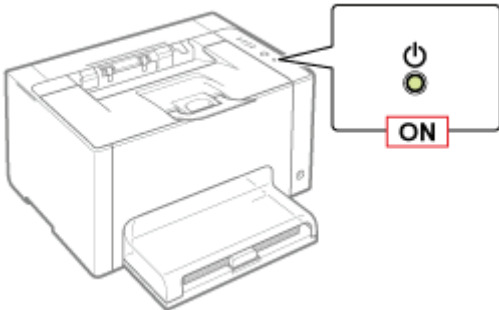
If printing does not work, contact your local authorized Canon dealer.

Printing Cannot Be Performed (via the Print Server)

019A-054

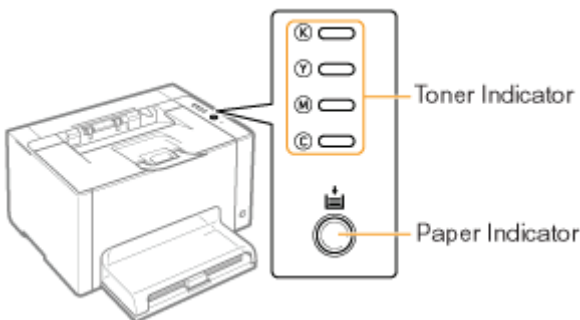
If you cannot print when the printer is used via the print server, check the problem following the questions below.

<Question 1> Is the printer turned ON? (Is the (Power) indicator on?)



ON	To <Question 2>
OFF	Turn the printer ON.
Cannot be turned ON	➤ "You Cannot Turn the Printer ON"

<Question 2> Is the Toner indicator or the (Paper) indicator on/blinking?



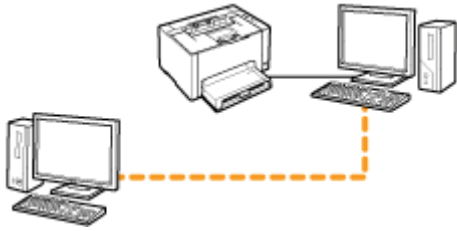
On/Blinking	➤ "Indicators on the Printer Are On/Blinking"
Off/Not blinking	To <Question 3>

<Question 3> Is the printer connected to the print server properly?



Connected	To <Question 4>
Unconnected	Connect the cable properly. ➤ "Connecting the Printer and Computer"

<Question 4> Can your computer be connected to the print server or the shared printer?



Can be connected	To <Question 5>
Cannot be connected	<ul style="list-style-type: none"> ❖ "The Print Server for Connection Cannot Be Found" ❖ "The Shared Printer Cannot Be Accessed"

<Question 5> Check the following points.

- The print server is connected to the network properly.
- The additional driver (alternate driver) is updated properly.
 - ❖ "Configuring the Print Server"
- Printing can be performed from the print server.



If printing does not work, proceed to <Question 6>.

<Question 6> Can you print a test page in Windows?

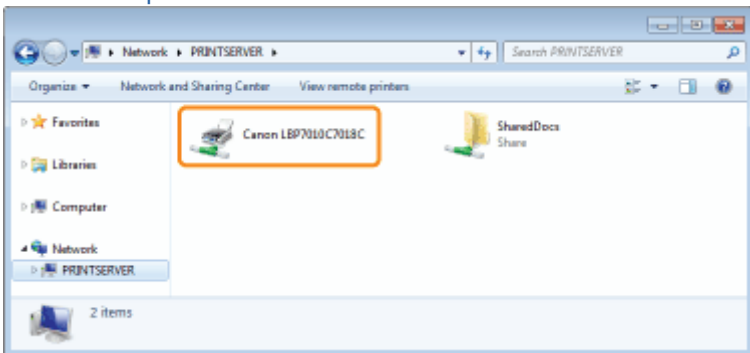
- ❖ "Basic Operations/Various Information for Windows"



Printable	There is no problem with the printer and driver. Check the printing preferences in the application.
Not printable	To <Question 7>

<Question 7> Is the printer on the print server displayed on the network?

- ❖ "Basic Operations/Various Information for Windows"



Displayed	To <Question 8>
Not displayed	Ask your network administrator about the problem.

<Question 8> Install the printer driver again.

- "Uninstalling the Printer Driver"
- "Installation on Clients"

† When installing the printer driver again, change the installation method.

- **If you performed the local installation (installing the printer driver with the CD-ROM)**
→ Change the installation method to the download installation (installing the printer driver without the CD-ROM).
- **If you performed the download installation (installing the printer driver without the CD-ROM)**
→ Change the installation method to the local installation (installing the printer driver with the CD-ROM).



If printing does not work, proceed to <Question 9>.

<Question 9> Can another client print?



Printable	Make resident software invalid including security software.
Not printable	Contact your local authorized Canon dealer.

The Print Server for Connection Cannot Be Found

019A-055

Perform one of the following solutions according to the cause.

<Cause 1> The LAN cable is not connected properly.

Solution Connect the print server to the client computer with the LAN cable properly.

<Cause 2> The print server has not been started up.

Solution Start up the print server.

<Cause 3> The printer is not specified as a shared printer.

Solution Specify the printer as a shared printer.
➤ ["Configuring the Print Server"](#)

<Cause 4> The user does not have permission to access the print server or printer.

Solution Ask your network administrator to change the user permissions.

<Cause 5> [Network discovery] is not enabled. (Windows Vista, 7, and Server 2008)

Perform the following procedure.

Windows Vista

1. From the [Start] menu, select [Control Panel].
2. Click [View network status and tasks].
3. Set [Network discovery] to [On].

Windows 7 Windows Server 2008 R2

1. From the [Start] menu, select [Control Panel].
2. Click [View network status and tasks].
3. Click [Change advanced sharing settings].
4. Specify [Turn on network discovery] in [Network discovery].

Windows Server 2008

1. From the [Start] menu, select [Control Panel].
2. Double-click [Network and Sharing Center].
3. Set [Network discovery] to [On].

The Shared Printer Cannot Be Accessed

019A-056

Perform one of the following solutions according to the cause.

<Cause 1> The user of the computer to be used is not registered, or the password is not specified.

Solution

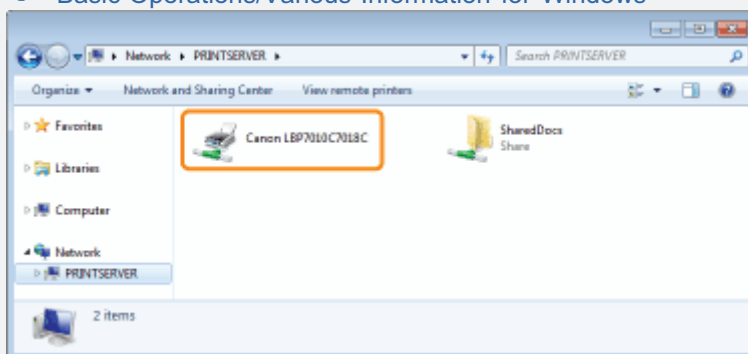
Register the user of the computer to be used or specify the password on the print server. For more details, ask your network administrator.

<Cause 2> The path to the network is not correct.

Solution 1

Check printers in the print server.

❖ "Basic Operations/Various Information for Windows"



- **If the icon for this printer is not displayed**
Ask your network administrator about the problem.
- **If the icon for this printer is displayed**
You can install the printer driver by performing either of the following procedures and following the instructions on the screen.
 - Double-clicking the icon for this printer
 - Dragging and dropping the icon for this printer into the printer folder

Solution 2

If you want to specify the network path directly, check if the network path is specified correctly as "\\the print server name (the computer name of the print server)\the printer name."

The Printer Takes a Long Time to Start the Print Job

019A-057

<Cause 1> The printer stops until temperature inside the printer is lowered so that the print quality is maintained (especially after paper with a narrower width is printed).

Solution

Please wait a moment.
Printing resumes after temperature inside the printer is lowered.

<Cause 2> This problem may occur in some applications depending on the processing type of the print data.

Solution

Performing the following procedure in the printer driver may be able to solve the problem.

1. Display the [Finishing] sheet.
2. Click [Advanced Settings].
3. Change the [EMF Spooling] setting.

† When [EMF Spooling] is set to [On], the Printer Status Window may not be displayed automatically. In this case, display it manually.
(For details on methods for displaying the Printer Status Window, see "[Printer Status Window](#).")

The Printer Pauses during Printing, and then Printing Repeatedly Starts and Stops

019A-07W

<Cause> If the printer is used continuously for an extended period of time, the internal temperature of the printer increases, activating a safety mechanism and pausing printing temporarily.

Solution

Please wait a moment.

When the inside of the printer cools down, printing resumes.

If the internal temperature of the printer has not decreased sufficiently, the safety mechanism is reactivated and printing is paused temporarily. When the inside temperature cools down sufficiently, the printer resumes the normal printing speed.

- † The time until the safety mechanism activates or until the printer resumes the normal printing speed varies depending on the printer usage conditions.

You Cannot Turn the Printer ON

019A-058

Perform one of the following solutions according to the cause.

<Cause 1> The power plug is unplugged from the AC power outlet.

Solution Plug the power plug into the AC power outlet.

<Cause 2> The printer is plugged to an extension cord or multiple power strip.

Solution Plug the power plug directly into an AC power outlet.

<Cause 3> The breakers have tripped.

Solution Reset the breakers on the switch board.

<Cause 4> There is a break in the power cord.

Solution If the printer can be turned on after replacing the power cord with one that is of the same type, then purchase a new power cord and replace the broken one.

Steam Is Emitted from the Printer Output Area

019A-059

<Cause> Moisture in the paper evaporated due to the heat generated when the toner fixes. (particularly when the room temperature is low).

Solution

Although this is not a malfunction, you can prevent the steam emission by replacing the paper with new paper in an unopened package.

Also, store paper away from moisture.

➤ ["Precautions for Paper"](#)

The Adobe Type Manager (ATM) Font Cannot Be Used

019A-05A

<Cause> The printer does not support the Adobe Type Manager (ATM) font.



Solution Use a font which this printer supports.

You Cannot Install the Printer Driver

019A-05C

If a problem occurs during the installation

Select a problem during the installation from any of the following.

Connection with a USB cable 	<ul style="list-style-type: none">❖ "The Printer Is Not Recognized Automatically (Easy Installation)"
Connection via the print server (Client) 	<ul style="list-style-type: none">❖ "The Print Server for Connection Cannot Be Found"❖ "The Shared Printer Cannot Be Accessed"

If the printer driver is not installed properly

Perform the following procedure.

Solution 1	Install the printer driver again. <ul style="list-style-type: none">❖ "Uninstalling the Printer Driver"❖ "Installing the Printer Driver"
Solution 2 (Only when connecting with USB)	Uninstall the USB class driver, and then install the printer driver again. <ul style="list-style-type: none">❖ "Uninstalling the USB Class Driver"❖ "Uninstalling the Printer Driver"❖ "Installing the Printer Driver"

The Printer Is Not Recognized Automatically (Easy Installation)

019A-05E

Perform one of the following solutions according to the cause.

<Cause 1> The printer is not turned ON.

Solution Turn the printer ON.

<Cause 2> The USB cable is not connected properly.

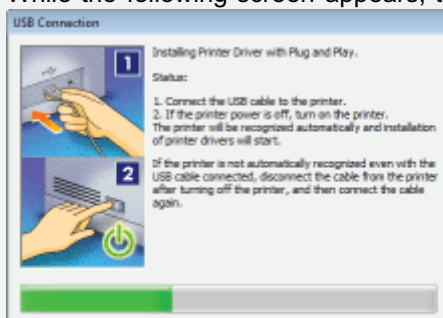
Solution Make sure that the printer and computer are properly connected with the USB cable.
➤ ["Connecting the Printer and Computer"](#)

<Cause 3> The USB cable was already connected and the printer was turned ON before the printer driver was installed.

Solution

Perform the following procedure.

1. Turn the printer OFF.
2. Disconnect the USB cable.
3. Connect the USB cable again.
4. While the following screen appears, turn the printer ON.



<Cause 4> An inappropriate USB cable is being used.

Solution

Use a USB cable that is appropriate for the USB interface environment of the printer and has the following symbol.



- † The following is the USB interface environment of this printer.
- Hi-Speed USB
 - USB

<Cause 5> The USB class driver is installed.

Solution Uninstall the USB class driver.
➤ ["Uninstalling the USB Class Driver"](#)

You Cannot Uninstall the Printer Driver

019A-05F

Perform the following procedure.

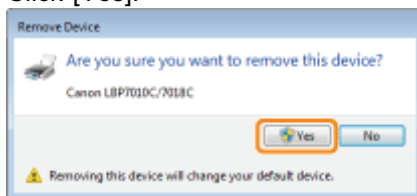
Solution 1	Start the uninstaller directly from the supplied CD-ROM, and then uninstall the printer driver. <ul style="list-style-type: none">❖ "Starting the Uninstaller from the CD-ROM"❖ "Uninstalling the Printer Driver"
Solution 2 (Only when connecting with USB)	Uninstall the USB class driver. <ul style="list-style-type: none">❖ "Uninstalling the USB Class Driver"

NOTE

If a user without administrative rights installed the printer driver

You may not be able to uninstall the printer driver successfully depending on your operating system. In this case, uninstall the printer driver using the following procedure.

1. Open the printer folder.
 - ❖ "Basic Operations/Various Information for Windows"
2. Right-click the icon for this printer, then select [Remove device] or [Delete] from the pop-up menu.
3. Click [Yes].



If the [User Account Control] dialog box appears, click [Yes].

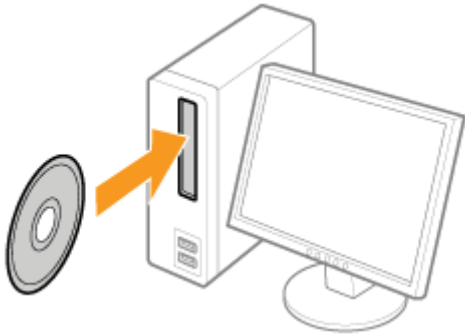
4. Uninstall the printer driver using the uninstaller.
 - ❖ "Uninstalling the Printer Driver"

Starting the Uninstaller from the CD-ROM

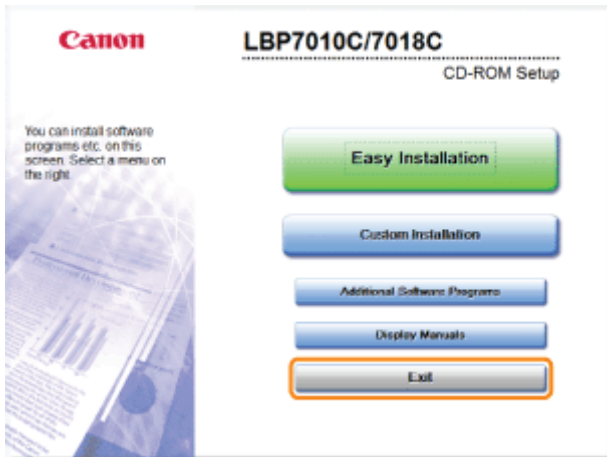
019A-05H

1

Insert the supplied CD-ROM "User Software" into the CD-ROM drive of your computer.



When the following screen appears, click [Exit].



? If the [AutoPlay] dialog box appears

Select [Open folder to view files], and then proceed to Step 4.

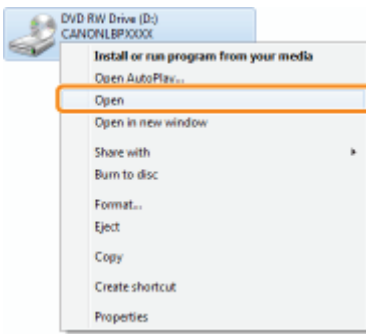
2

Display [Computer] or [My Computer].

➤ "Basic Operations/Various Information for Windows"

3

Right-click the CD-ROM icon, then select [Open] from the pop-up menu.

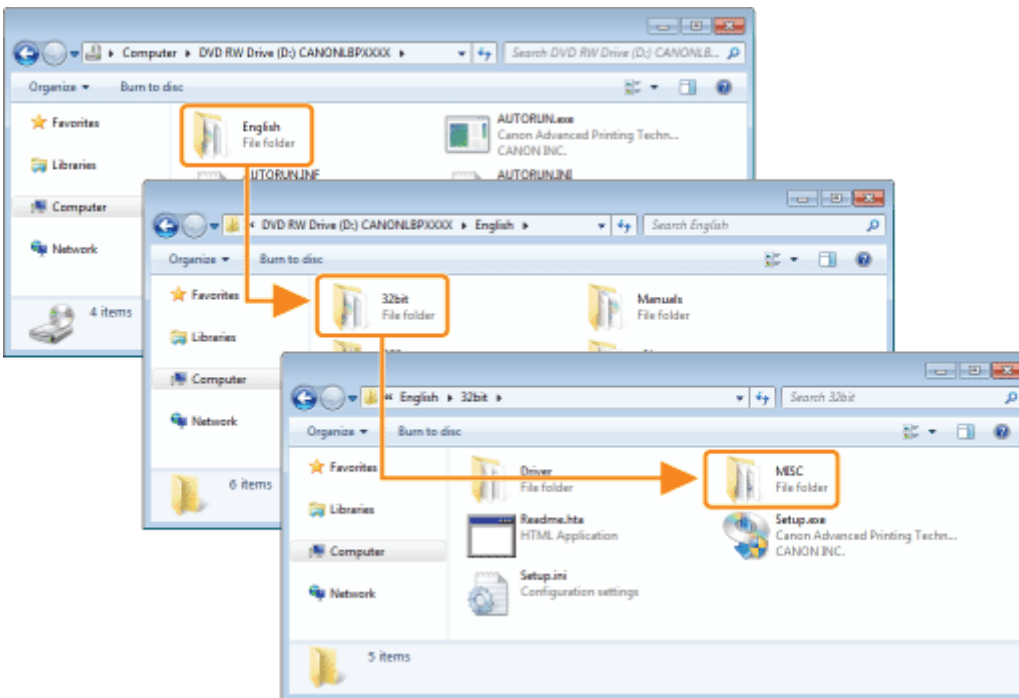


4

Open the folder in which the uninstaller is included.

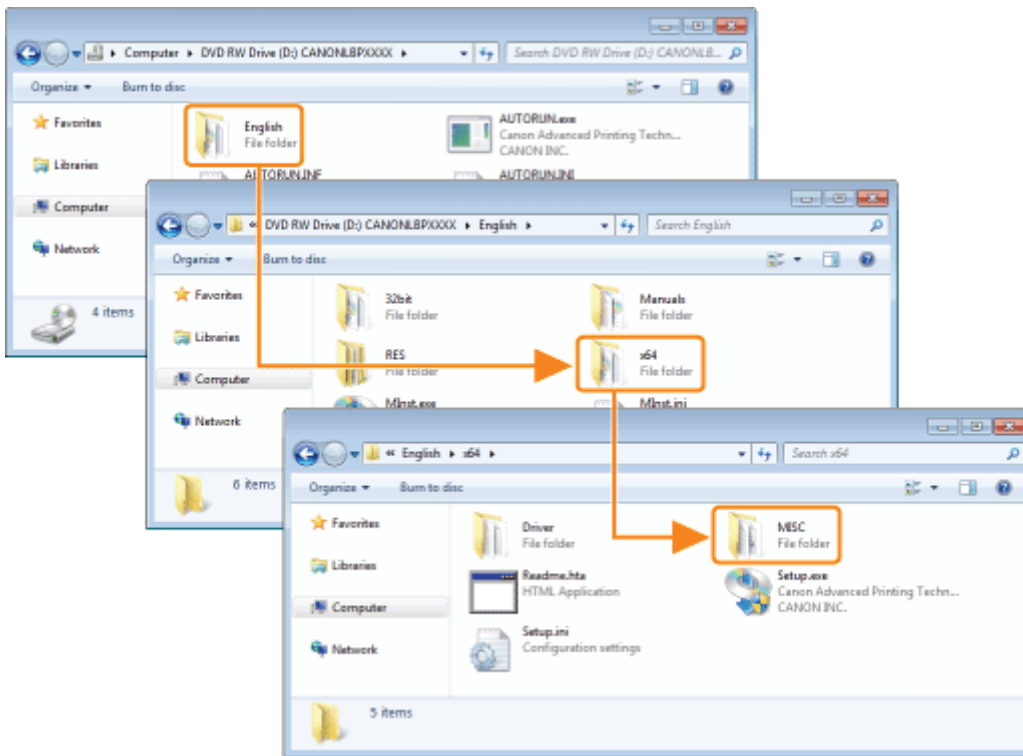
For a 32-bit operating system

Open the [English] - [32bit] - [MISC] folders.



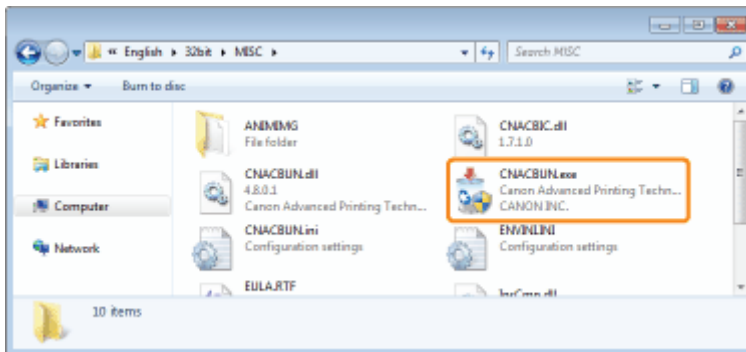
For a 64-bit operating system

Open the [English] - [x64] - [MISC] folders.




5

Double-click [CNACBUN.exe] or [CNACBUND.exe].



? If the [User Account Control] dialog box appears

Click [Yes] or [Continue].

 For details on the uninstallation, see "Uninstalling the Printer Driver."

Uninstalling the USB Class Driver

019A-05J

Uninstall the USB class driver under the following circumstances.

- If the printer driver installed using a USB connection cannot be uninstalled properly
- If you cannot install the printer driver properly even after reinstalling it

When uninstalling the USB class driver, be sure to perform the following procedure.

† If you delete the USB class driver, it is automatically installed again by USB connection.

1

Check the following.

- The printer and computer are connected using a USB cable.
- The printer is turned ON.

2

Perform the following procedure.

Windows 2000

From the [Start] menu, select [Settings] → [Control Panel], and then double-click [Add/Remove Programs].

Windows XP

From the [Start] menu, select [Control Panel], and then click [Add or Remove Programs].

Windows Vista Windows 7 Windows Server 2008 R2

From the [Start] menu, select [Control Panel], and then click [Uninstall a program].

Windows Server 2003

From the [Start] menu, select [Control Panel] → [Add or Remove Programs].


Windows Server 2008

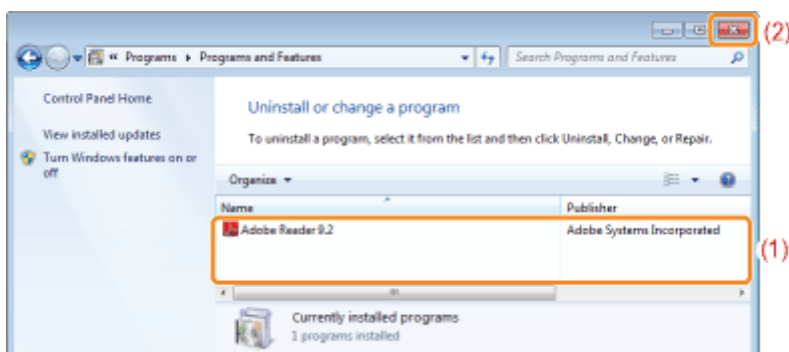
From the [Start] menu, select [Control Panel], and then double-click [Programs and Features].

3

Make sure that [Canon LBP7010C/7018C] is not displayed.

(1) Make sure that [Canon LBP7010C/7018C] is not displayed in the dialog box.

(2) Click [] to close the dialog box.



If [Canon LBP7010C/7018C] is displayed

Delete [Canon LBP7010C/7018C] in the dialog box. (Uninstall the printer driver.)

- ❏ "Starting the Uninstaller from [Control Panel]"
- ❏ "Uninstalling the Printer Driver"

4

Display [Device Manager].

Windows 2000

1. From the [Start] menu, select [Settings] → [Control Panel].
2. Double-click the [System] icon.
3. Click the [Hardware] tab → [Device Manager].

Windows XP

1. From the [Start] menu, select [Control Panel].
2. Click [Performance and Maintenance] → [System].
3. Click the [Hardware] tab → [Device Manager].

Windows Vista Windows 7 Windows Server 2008 R2

1. From the [Start] menu, select [Control Panel].
2. Click [Hardware and Sound] or [Hardware] → [Device Manager].

Windows Server 2003

1. From the [Start] menu, select [Control Panel] → [System].
2. Click the [Hardware] tab → [Device Manager].

Windows Server 2008

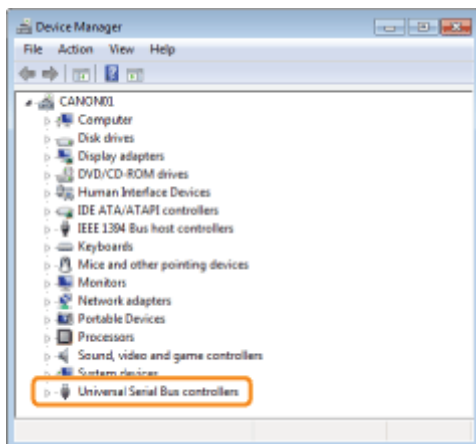
1. From the [Start] menu, select [Control Panel].
2. Double-click [Device Manager].

❓ If the [User Account Control] dialog box appears

Click [Yes] or [Continue].

5


Double-click [Universal Serial Bus controllers].

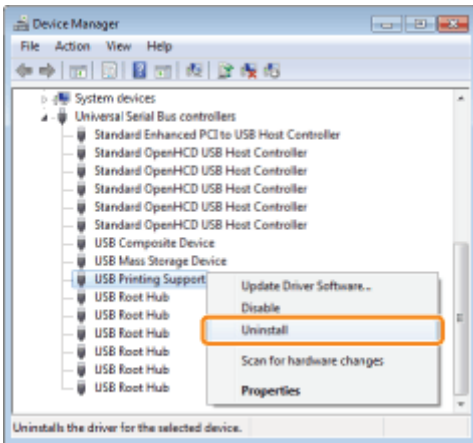


6

Right-click [USB Printing Support], then select [Uninstall] from the pop-up menu.

† Do not uninstall any drivers for other devices. If you uninstall them by mistake, Windows may not operate properly.

† If the USB class driver is not installed properly, [USB Printing Support] is not displayed. Then, click [] to close the [Device Manager] dialog box.

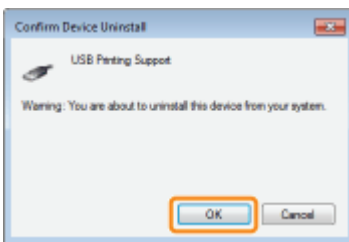


? If the USB class driver is under [Other Devices]

Select the USB class driver which is displayed as [Unknown device], and then uninstall it.

7

Click [OK].



8

Click [] to close the [Device Manager] dialog box.

9

Disconnect the USB cable from the computer, then restart Windows.

The Printer Driver Settings Cannot Be Changed

019A-05K

If [Spooling at Host] (whether the print data are processed in the computer) is set to [Disabled], you cannot change the driver settings because some options are unavailable.

To change the settings, set [Spooling at Host] to [Auto] using the following procedure.

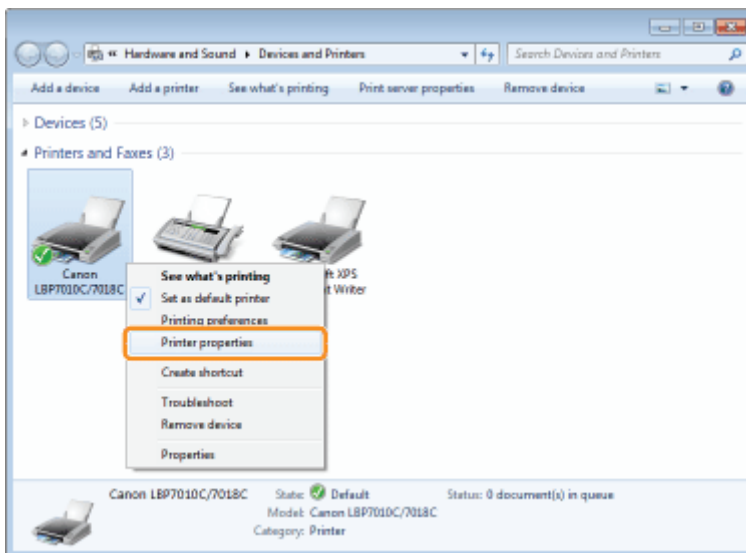
1

Open the printer folder.

➤ "Basic Operations/Various Information for Windows"

2

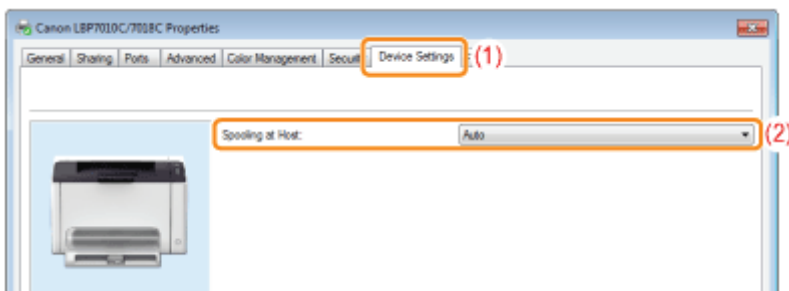
Right-click the icon for this printer, and then select [Printer properties] or [Properties] from the pop-up menu.



3

Change the setting for [Spooling at Host].

- (1) Display the [Device Settings] sheet.
- (2) Select [Auto] for [Spooling at Host].



? If you cannot change the setting

You need administrative rights to change the setting.
Contact your system administrator.

4

Click [OK].

"Profiles" Cannot Be Selected or Edited

019A-05L

When the [Allow Profile Selection] and [Allow Setting Edition] check boxes are cleared, selecting and editing a "Profile" are restricted.

To select or edit a "Profile", select the check box using the following procedure.

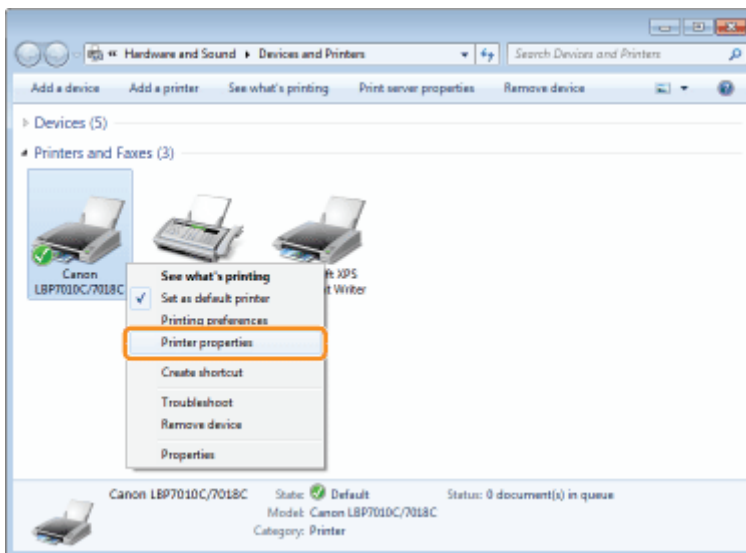
1

Open the printer folder.

➤ "Basic Operations/Various Information for Windows"

2

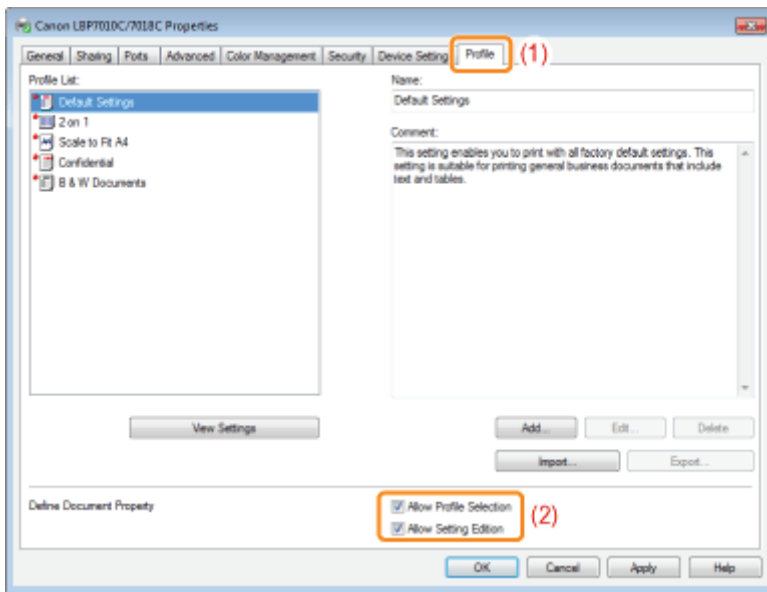
Right-click the icon for this printer, and then select [Printer properties] or [Properties] from the pop-up menu.



3

Change the settings for [Define Document Property].

- (1) Display the [Profile] sheet.
- (2) Select the [Allow Profile Selection] and [Allow Setting Edition] check boxes.



? If you cannot change the setting

You need administrator rights to change the setting.
Contact your system administrator.

4

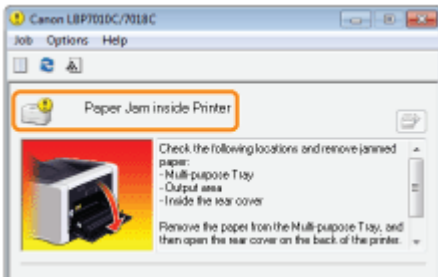
Click [OK].

Paper Jams

019A-05R

Before removing jammed paper, see "Attention (Paper Jams)."

When a paper jam occurs, a message appears in the Printer Status Window.



Remove the jammed paper for each area in display order of the message.

Message and clearance procedure	Paper jam area
<p> <ul style="list-style-type: none"> - Multi-purpose Tray → (1) - Output area → (2) - Inside the rear cover → (3) </p> <p> <ul style="list-style-type: none"> ❖ (1) "Clearing Paper Jams (Multi-purpose Tray)" ❖ (2) "Clearing Paper Jams (Output Area)" ❖ (3) "Clearing Paper Jams (Inside the Rear Cover)" </p>	

? If the Printer Status Window is not displayed

❖ "Printer Status Window"

Attention (Paper Jams)

019A-05S

See "Important Safety Instructions" also.

IMPORTANT

Leave the printer ON when removing the jammed paper.

If the power is turned off, the data being printed will be deleted.

Do not remove the jammed paper forcefully.

Removing jammed paper with excess force may cause the paper to tear or damage the inside of the printer. Remove the paper by pulling it gently.

If the paper is torn

Remove all remaining pieces of paper.

Do not touch the transfer roller.

Print quality may deteriorate.

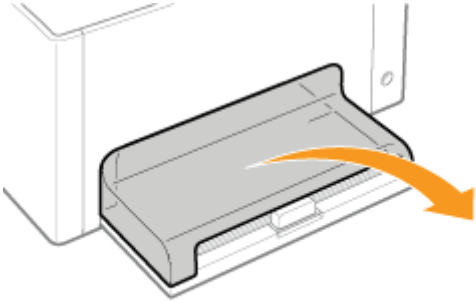


Clearing Paper Jams (Multi-purpose Tray)

019A-07X

1

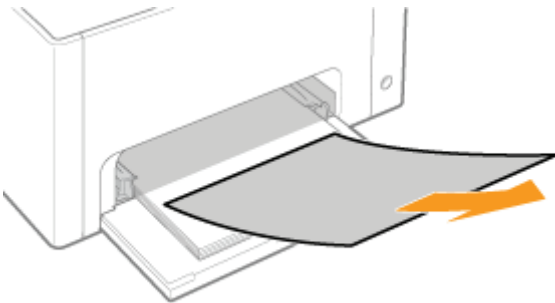
Remove the tray cover.



2


Remove the paper by pulling it gently.

If you cannot remove the paper easily, do not try to remove it forcefully but perform a procedure for another area which is displayed in a message.



3

Install the tray cover.

 Next, proceed to the procedure for clearing the paper jam which is occurred in another area displayed in the message.

- (1) "Clearing Paper Jams (Multi-purpose Tray)"
- (2) "Clearing Paper Jams (Output Area)"
- (3) "Clearing Paper Jams (Inside the Rear Cover)"

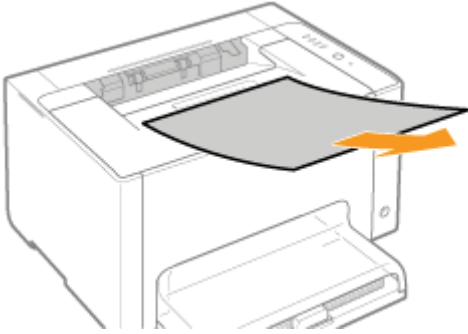
Clearing Paper Jams (Output Area)


019A-07Y

1

Remove the paper by pulling it gently.

If you cannot remove the paper easily, do not try to remove it forcefully but perform a procedure for another area which is displayed in a message.



 Next, proceed to the procedure for clearing the paper jam which is occurred in another area displayed in the message.

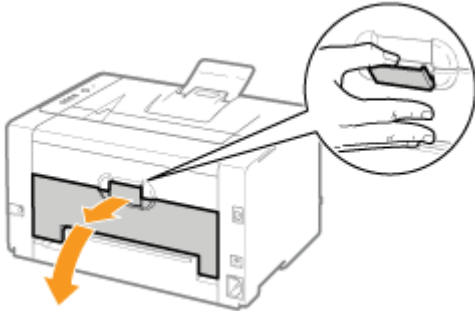
- (1) "[Clearing Paper Jams \(Multi-purpose Tray\)](#)"
- (2) "[Clearing Paper Jams \(Output Area\)](#)"
- (3) "[Clearing Paper Jams \(Inside the Rear Cover\)](#)"

Clearing Paper Jams (Inside the Rear Cover)

019A-080

1

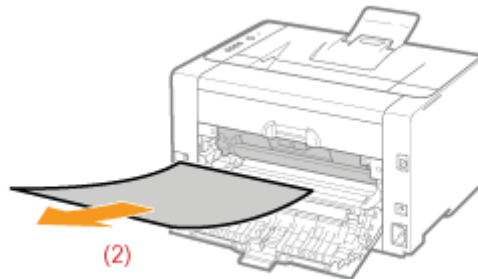
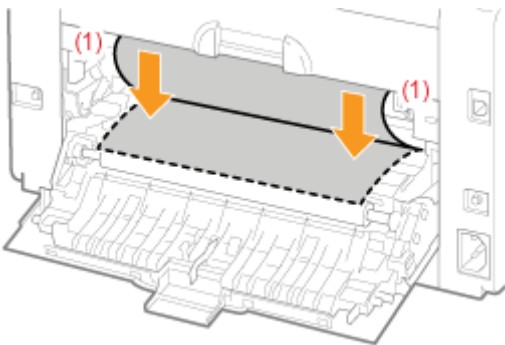
Open the rear cover.



2

Remove the jammed paper.

- (1) Hold both sides of the paper and slowly pull them down.
- (2) Remove the paper by pulling it gently.



3

Close the rear cover.

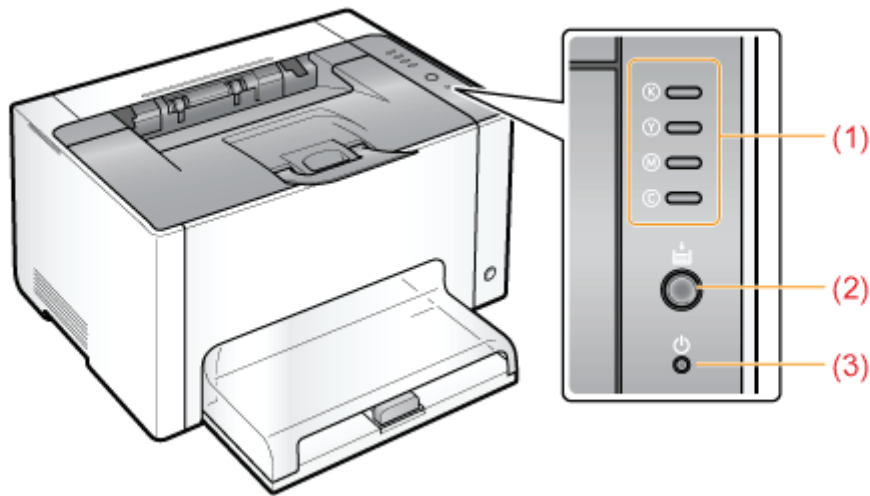
→ The paper jam message disappears, and the printer is ready to print.








Indicators on the Printer Are On/Blinking

019A-05U

The indicators on the printer display the printer status as follows.

Perform solutions according to the indicators are on/blinking.



Name	Status	Solution	
(1) Toner Indicator	 (Blinking the all colors)	The toner cartridges are being moved.	Wait until the toner cartridges stop moving.
	(Example: Black)  (On)	An error is occurring for the toner cartridges. (Such as when the toner cartridges have reached the end of their life)	Solve the problem following the message displayed in the Printer Status Window.*1 ❖ "A Message Appears in the Printer Status Window"
	(Example: Black)  (Blinking)	The toner cartridges are in the replacement position.	
(2) Paper Indicator	 (On)	The printer is in the toner cartridge replacement mode*2.	—
	 (Blinking)	Paper needs to be checked. (Such as when paper runs out and when paper cannot be fed properly)	Reload the paper properly, and then press the [] (Paper) key on the printer.*3
(3) Power Indicator	 (On)	The printer is turned ON.	—

*1 For details on the procedure for displaying the Printer Status Window, see "[Printer Status Window](#)."

*2 It is a state where you can move the toner cartridges to the replacement position manually. For details, see "[Moving Toner Cartridges by Using Paper Key on the Printer](#)."

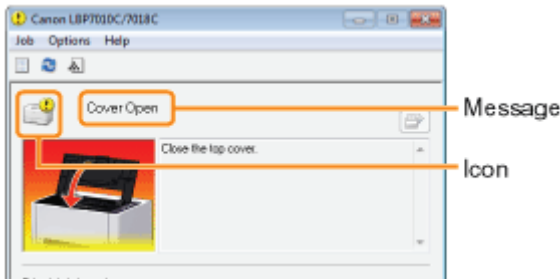
*3

For details on the procedure for loading paper, see "[Loading Paper](#)."

A Message Appears in the Printer Status Window

019A-05W

Perform solutions according to the displayed message.



The message type varies depending on the icon.

A service call is occurring.

- " Service Error"

Communication cannot be performed with the printer.

- " Incompatible Printer"
- " Cannot Communicate with Server"
- " Communication Error"
- " Network Board Error"
- " Cannot Communicate with Printer"
- " Incorrect Port"

The printer problems need to be corrected.

- " Cannot Print"
- " Could Not Print"
- " Check the Printed Output"
- " Cover Open"
- " Paper Jam inside Printer"
- " Calibration Error"
- " Cleaning Required"
- " Waiting for Cleaning"
- " Wrong Color Toner Cartridges"
- " Insufficient Disk Space"
- " No Toner Cartridge"
- " Incorrect Toner Cartridge Position"
- " Check the Toner Cartridges"
- " Replace Toner Cartridges"
- " No Drum Cartridge"
- " Check the Drum Cartridge"
- " Replace Drum Cartridge"
- " Updating Firmware"
- " Printer Not Ready"
- " Insufficient Memory"
- " Out of Paper or Paper Could Not be Fed"
- " Check the Paper"

The printer pauses.

- " Resume Printing"
- " Start Cleaning"

Service Error

<Cause> The printer is in an abnormal condition.

Solution Perform the procedure described in "When <Service Error> Is Displayed."

Incompatible Printer

<Cause> The connected printer cannot be used.

Solution Connect to the supported printer.

Cannot Communicate with Server

<Cause> The client computer cannot communicate with the print server.

Solution Check the status of the print server and your computer.

Communication Error

<Cause> The USB cable is not connected, or the printer is not turned ON.

Solution 1 Connect the USB cable.

Solution 2 Turn the printer ON.

Network Board Error

<Cause> The LAN cable is not connected to the network adaptor. Alternatively, the network adaptor and the printer are not turned ON.

Solution 1 Connect the LAN cable to the network adaptor.

Solution 2 Turn ON the printer and the network adaptor.

Cannot Communicate with Printer

<Cause 1> Because the bi-directional communication function is not enabled, the computer cannot communicate with the printer.

Solution Enable bi-directional communication and restart the computer and printer.
❖ ["Basic Operations/Various Information for Windows"](#)

<Cause 2> The computer cannot communicate with the printer redirected in the terminal connection environment.

Solution The Firewall settings and so on may be the cause.
Check the communication settings for the server, clients, and so on.

Incorrect Port

<Cause> The printer is connected to a port which the printer does not support.

Solution Check the port.
❖ ["Basic Operations/Various Information for Windows"](#)


Cannot Print

<Cause> Printing cannot be performed due to security restrictions.

Solution Contact your administrator.

Could Not Print


<Cause> Data transfer to the printer timed out, or a transfer error has occurred.

Solution 1 Clicking [] (Resolve Error) continues printing. However, the error message may appear again.

Solution 2 Cancel the print job, and then print again.
➤ ["Canceling a Job"](#)

Check the Printed Output

<Cause> You may not be able to obtain appropriate printout results.

Solution 1 Clicking [] (Resolve Error) continues printing. However, the error message may appear again.

Solution 2 Cancel the print job, and then print again.
➤ ["Canceling a Job"](#)

Cover Open

<Cause> The top cover or rear cover is open.

Solution Close the top cover and rear cover.

Paper Jam inside Printer

<Cause> A paper jam is occurring.


Solution Do not pull out the jammed paper forcefully but remove it following the procedure described in the e-Manual.
➤ ["Paper Jams"](#)

Calibration Error

<Cause> Calibration could not be finished properly.

Solution 1 Cancel printing, make sure that the toner remains in the toner cartridges, and then perform calibration again.
➤ ["Canceling a Job"](#)
➤ ["Checking the Consumables Status"](#)
➤ ["Adjusting Color \(Calibration\)"](#)
† When the toner cartridges have reached end of their life, replace those cartridges, and then perform calibration again.
➤ ["Toner Cartridge Replacement"](#)

Solution 2

Clicking [] (Resolve Error) continues printing.
However, data may not be printed in correct color.


 **Cleaning Required**

<Cause> Cleaning the fixing roller of the printer is required.

Solution 1

Perform [Fixing Unit Cleaning 1].
❖ ["Cleaning the Fixing Roller of the Printer"](#)

Solution 2

Clicking [] (Resolve Error) continues printing.

 **Waiting for Cleaning**

<Cause> The printer is waiting for that cleaning the fixing roller of the printer is performed.

Solution

Another user need cleaning during printing a job, wait a moment until the user is complete cleaning.

 **Wrong Color Toner Cartridges**

<Cause> wrong color toner cartridges are installed at the loading position for the displayed colors.


Solution

Install the toner cartridges to the appropriate positions for each color.
❖ ["Replacing the Toner Cartridge"](#)

 **Insufficient Disk Space**

<Cause> The disk space on the computer or server is insufficient.

Solution

Delete unnecessary files.
Click [] (Resolve Error) to resume printing after deleting the unnecessary files.

 **No Toner Cartridge**

<Cause> The toner cartridges of the displayed colors are not installed.

Solution

Install the toner cartridges.
❖ ["Replacing the Toner Cartridge"](#)

 **Incorrect Toner Cartridge Position**

<Cause> The toner cartridges are in incorrect position because the top cover is open while the toner cartridges are moving.

Solution

Close the top cover.

 **Check the Toner Cartridges**

<Cause 1> The toner cartridges of the displayed colors are not installed properly.

Solution 1	Install the toner cartridges again. ➤ "Replacing the Toner Cartridge"
Solution 2	Turn the printer OFF, make sure that the  (Power) indicator is off, wait for 10 seconds or longer, and then turn it ON again.

<Cause 2> The toner cartridges of the displayed colors are damaged.

Solution	Replace the toner cartridges with a new one. ➤ "Replacing the Toner Cartridge"
-----------------	---

Replace Toner Cartridges

<Cause 1> The toner cartridges of the displayed colors have reached the end of their life.

Solution	Replace the toner cartridges with a new one. ➤ "Replacing the Toner Cartridge" † You can continue printing as is by clicking [] (Resolve Error), however, as this may result in damage to the printer.
-----------------	---

<Cause 2> Print quality cannot be guaranteed due to the toner cartridges of the displayed colors reaching the end of their life and so on.

Solution	Replace the toner cartridges with a new one. ➤ "Replacing the Toner Cartridge" † You can continue printing as is by clicking [] (Resolve Error), however, print quality may deteriorate.
-----------------	---

No Drum Cartridge

<Cause> The drum cartridge is not installed.

Solution	Install the drum cartridge. ➤ "Replacing the Drum Cartridge"
-----------------	---

Check the Drum Cartridge

<Cause 1> The drum cartridge is not installed properly.

Solution 1	Install the drum cartridge again. ➤ "Replacing the Drum Cartridge"
Solution 2	Turn the printer OFF, make sure that the  (Power) indicator is off, wait for 10 seconds or longer, and then turn it ON again.

<Cause 2> The drum cartridge is damaged.

Solution	Replace the drum cartridge with a new one. ➤
-----------------	---

Replace Drum Cartridge

<Cause> Print quality cannot be guaranteed due to a drum cartridge reaching the end of its life.

Solution

Replace the drum cartridge with a new one.

➤ ["Replacing the Drum Cartridge"](#)

† You can continue printing as is by clicking [] (Resolve Error), however, print quality may deteriorate.

Updating Firmware

<Cause> The firmware is being updated.


Solution

Please wait a moment.

Printer Not Ready

<Cause> The packing materials (sheet) are left in the output area.

Solution

Turn the printer OFF, make sure that the  (Power) indicator is off, remove the packing material (sheet), and then turn it ON again.

➤ ["Removing the Packing Materials"](#)

Insufficient Memory

<Cause> The memory on the computer or server is insufficient.


Solution

Exit unnecessary applications.

Out of Paper or Paper Could Not be Fed

<Cause> Paper ran out or could not be fed properly.

Solution

Load the paper properly, and then press the [] (Paper) key on the printer.

➤ ["Loading Paper"](#)

Check the Paper


<Cause> The paper size of the current job is different from that of the previous job.

Solution 1

Load the appropriate paper, and then press the [] (Paper) key on the printer.

➤ ["Loading Paper"](#)



Solution 2

Clicking [] (Resolve Error) allows the printer to print on the currently loaded paper.

Resume Printing

<Cause> You can resume printing because cleaning is complete.

Solution


Load the appropriate paper, and then click [] (Resolve Error) or press the [] (Paper) key on the printer.

❖ "Loading Paper"

 **Start Cleaning**

<Cause> The printer is waiting for that the cleaning page is loaded.

Solution

Load the cleaning page in the multi-purpose tray with the printed side facing down, and press the [] (Paper) key on the printer.

❖ "Performing [Fixing Unit Cleaning 2]"

When <Service Error> Is Displayed

019A-05X

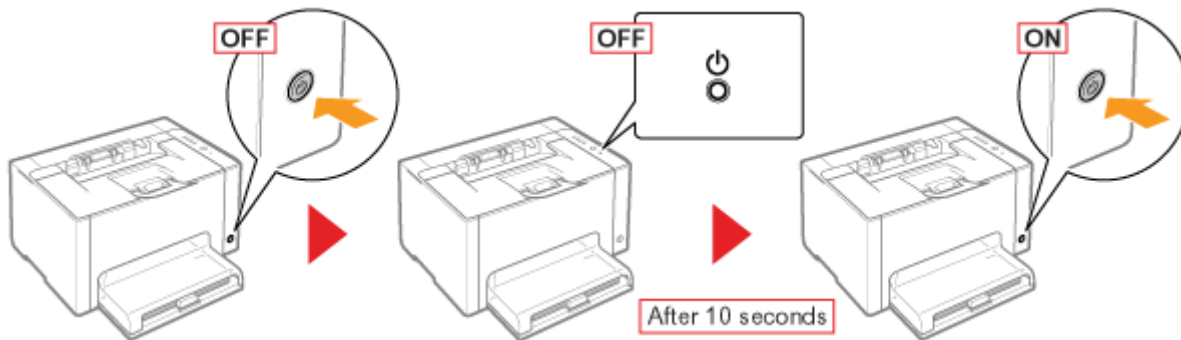



If <Service Error> is displayed in the Printer Status Window, perform the following procedure to cycle the power of the printer.

1

Turn the printer OFF, make sure that the  (Power) indicator is off, wait for 10 seconds or longer, and then turn it ON again.

If the message does not reappear, the printer is ready.



 If the message reappears, you need to request service.
Follow the procedure below, and then contact your local authorized Canon dealer to request service.

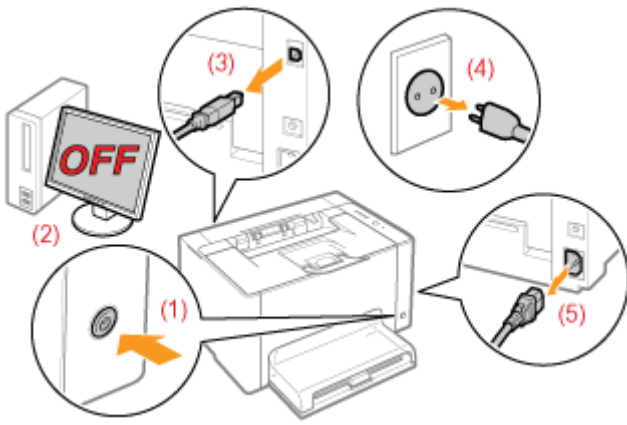
2

Note down the error code displayed in the Printer Status Window.



3

Turn the printer OFF, then disconnect the cables or cords from the printer.



<How to disconnect the cable or cord>

USB cable	(2) Turn the computer off. (3) Disconnect the cable from the printer.
Power cord	(4) Disconnect the power plug from the AC power outlet. (5) Disconnect the cord from the printer.

4

Contact your local authorized Canon dealer to request service.

When contacting your Canon dealer, please report also the error code which you noted down in Step 2.

† If you are not sure what the problem is, contact your local authorized Canon dealer.



Paper curls or creases.

- ❖ Paper Curls
- ❖ Paper Creases



Streaks (lines) appear.

- ❖ White Streaks (Lines) Appear
- ❖ Black Streaks (Lines), Smudge Marks, or White Points Appear



Unevenness or smudge marks appear.

- ❖ Printing Is Uneven
- ❖ Printed Pages Have White Specks
- ❖ The Toner Does Not Fix onto the Paper Well
- ❖ The Printed Paper Has Smudge Marks
- ❖ Smudge Marks of Spattering Toner Appear around the Text or Patterns
- ❖ The Back of the Printed Paper Has Smudge Marks
- ❖ The Overall Print Result Is Dark
- ❖ Residual Images Appear on Non-printed Areas
- ❖ White Dust Is Attached to the Printed Transparencies



Printing is faint, is faded, has a problem with color, and so on.

- ❖ The Overall Print Result Is Faint
- ❖ Printing Is Faded
- ❖ Colored Text Appears Blurred
- ❖ Data Is Not Printed in the Correct Color (Specified Color) Due to "Out-of-Register Colors"
- ❖ Thin Lines or Fill Patterns Are Not Printed with the Specified Colors or Do Not Appear At All
- ❖ Shaded Patterns Are Not Printed in the Correct Color (Specified Color)
- ❖ Photographs and so on Are Printed in Different Colors from Those Displayed on the Monitor
- ❖ Fill Patterns and Borders Are Not Printed in the Correct Color (Specified Color) Even When the Same Color Is Specified for Them
- ❖ Adjusting the Color and so on for Printing



Printout is skewed, missing, or has unneeded space.

- ❖ The Printing Position Is Skewed
- ❖ A Portion of the Page Is Not Printed
- ❖ Data Is Reduced and Printed
- ❖ The Next Page Is Printed from Halfway across the Previous Page



Others

- ❖ Blank Paper Is Output (Nothing Is Printed on the Paper)
- ❖ The Overall Surface of the Paper Is Printed in a Particular Color
- ❖ The Printout Is Different from What Is Displayed on Screen
- ❖ The Flap of the Printed Envelope Sticks
- ❖ Multiple Sheets of Paper Are Fed at a Time
- ❖ Printed Transparencies or Coated Paper Are Stuck Each Other or Printed Images Are Peeled Off
- ❖ Poor Print Quality Is Always Occurs at a Particular Position (the Same Position) on Paper

NOTE

Contacting your local authorized Canon dealer

If a problem that is not indicated in the e-Manual occurs, if none of the suggested measures solve the problem, or if you cannot determine the problem, contact your local authorized Canon dealer.

When using the printer in a certain environment

If you use the printer in a certain environment or print certain paper, the data may not be printed properly or result in deterioration in print quality.

To solve such problems, a service engineer may specify the print settings according to the operating environment or the paper.

The settings specified by the service engineer are registered in [Service Settings] in [Special Print Mode] in the printer driver. Print with [Service Settings] specified, following the instructions of the service engineer.



Perform one of the following solutions according to the cause.

<Cause 1> Damp paper is used.

Solution

Replace the paper with new paper in an unopened package.
 ▶ "Precautions for Paper"

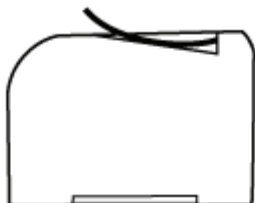
<Cause 2> Appropriate paper is not being used.

Solution

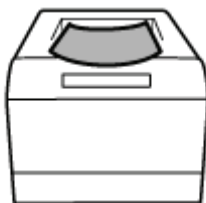
Replace the paper with that which can be used with this printer.
 ▶ "Usable Paper"

<Cause 3> Depending on the paper type or the operating environment (especially in a high-humidity environment), the paper may curl as either of the following.

Side View



Front View



Solution 1

Perform the following procedure in the printer driver.

1. Display the [Paper Source] sheet.
2. Change the [Paper Type] setting as follows.

<Current Setting>	→	<Changed Setting>
[Plain Paper]	→	[Plain Paper L]
[Plain Paper H]	→	[Plain Paper]
[Heavy Paper 1]	→	[Plain Paper H]
[Heavy Paper 2]	→	[Heavy Paper 1]
[Envelope H]	→	[Envelope]
[Coated Paper 2]	→	[Coated Paper 1]
[Coated Paper 3]	→	[Coated Paper 2]

† If you change the settings, the toner may not fix onto paper well, and the printing may come out faint.

Solution 2

Perform the following procedure in the printer driver.

1. Display the [Finishing] sheet.
2. Click [Advanced Settings].
3. Set [Special Print Mode] to [Special Settings C3].



If the problem is not improved, specify [Special Settings D2].

- † Normally, use the printer with [Special Print Mode] set to [Off]. Change the settings only if the described problems occur.
- † If you specify [Special Settings D2], printing speed drops.



Perform one of the following solutions according to the cause.

<Cause 1> The paper is not loaded properly.

Solution

Load the paper properly.
➤ "Loading Paper"

<Cause 2> Damp paper is used.

Solution

Replace the paper with new paper in an unopened package.
➤ "Precautions for Paper"

<Cause 3> Appropriate paper is not being used.

Solution

Replace the paper with that which can be used with this printer.
➤ "Usable Paper"

<Cause 4> There is a foreign object inside the printer.

Solution

Remove the foreign object inside the printer.

<Cause 5> Depending on the paper type or the operating environment (especially in a high-humidity environment), the paper may be creased.

Solution 1

Perform the following procedure in the printer driver.

1. Display the [Paper Source] sheet.
2. Change the [Paper Type] setting as follows.

<Current Setting>		<Changed Setting>
-------------------	--	-------------------

[Plain Paper]	→	[Plain Paper L]
[Plain Paper H]	→	[Plain Paper]
[Heavy Paper 1]	→	[Plain Paper H]
[Heavy Paper 2]	→	[Heavy Paper 1]
[Envelope H]	→	[Envelope]
[Coated Paper 2]	→	[Coated Paper 1]
[Coated Paper 3]	→	[Coated Paper 2]

† If you change the settings, the toner may not fix onto paper well, and the printing may come out faint.

Solution 2

Perform the following procedure in the printer driver.

1. Display the [Finishing] sheet.
2. Click [Advanced Settings].
3. Set [Special Print Mode] to [Special Settings C3].



If the problem is not improved, specify [Special Settings D2].

- † Normally, use the printer with [Special Print Mode] set to [Off]. Change the settings only if the described problems occur.
- † If you specify [Special Settings D2], printing speed drops.

<Cause 6> Depending on the printer status, the paper may be creased.

Solution

Perform the following procedure in the printer driver.

1. Display the [Finishing] sheet.
2. Click [Advanced Settings].
3. Set [Special Print Mode] to [Special Settings D1].

- † Normally, use the printer with [Special Print Mode] set to [Off]. Change the settings only if the described problems occur.
- † If you specify [Special Settings D1], toner fixation may deteriorate. In this case, do not specify [Special Settings D1].

<Cause 7> When printing envelopes, the envelopes may crease depending on the type of the envelopes or the operating environment (especially in a high-humidity environment).

Solution

Perform the following procedure in the printer driver.

1. Display the [Finishing] sheet.
2. Click [Advanced Settings].
3. Set [Special Print Mode] to [Special Settings B6].

- † Normally, use the printer with [Special Print Mode] set to [Off]. Change the settings only if the described problems occur.

White Streaks (Lines) Appear

019A-062



Perform one of the following solutions according to the cause.

<Cause 1> Short white streaks (lines) appear at equal distance on the images depending on the operating environment (especially in a high-humidity environment).

Solution

Clean the photosensitive drum of the printer.
❖ ["Cleaning the Photosensitive Drum of the Printer"](#)

<Cause 2> The photosensitive drum of the printer is deteriorated.

Solution

Replace the drum cartridge with a new one.
❖ ["Drum Cartridge Replacement"](#)

Black Streaks (Lines), Smudge Marks, or White Points Appear

019A-081



Perform the following procedure.

<Cause> Black streaks (lines), smudge marks, or white points may appear on the images depending on the operating environment (especially in a high-humidity or low-temperature environment).

Solution

Clean the photosensitive drum of the printer.
❖ ["Cleaning the Photosensitive Drum of the Printer"](#)



Perform one of the following solutions according to the cause.

<Cause 1> Paper is too moist or too dry.

Solution

Replace the paper with new paper in an unopened package.
❖ ["Precautions for Paper"](#)

<Cause 2> The toner cartridges are almost out of toner.

Solution

Check the toner cartridges status and replace the toner cartridges of the colors are nearing the end of their life.
❖ ["Checking the Consumables Status"](#)
❖ ["Toner Cartridge Replacement"](#)

<Cause 3> The photosensitive drum of the printer is deteriorated.

Solution

Replace the drum cartridge with a new one.
❖ ["Drum Cartridge Replacement"](#)

<Cause 4> If the printer has not printed for a long period of time, strip-shaped unevenness may appear.

Solution

Perform the following procedure in the printer driver.

1. Display the [Finishing] sheet.
2. Click [Advanced Settings].
3. Set [Special Print Mode] to [Special Settings J5].

- † Normally, use the printer with [Special Print Mode] set to [Off]. Change the settings only if the described problems occur.
- † If you specify [Special Settings J5], unevenness or a phenomenon of "Out-of-Register Colors" may occur on the overall printed images, or the data may not be printed in the correct scaling factor (the specified scaling factor). In this case, do not specify [Special Settings J5].

<Cause 5> If the printer is used for a long period of time, unevenness may appear.

Perform the following procedure in the printer driver.

1. Display the [Finishing] sheet.
2. Click [Advanced Settings].
3. Set [Special Print Mode] to [Special Settings J6].

Solution

- † Normally, use the printer with [Special Print Mode] set to [Off]. Change the settings only if the described problems occur.
 - † If you specify [Special Settings J6], unevenness or a phenomenon of "Out-of-Register Colors" may occur on the overall printed images, or the data may not be printed in the correct scaling factor (the specified scaling factor). In this case, do not specify [Special Settings J6].
-

Printed Pages Have White Specks

019A-064



Perform one of the following solutions according to the cause.

<Cause 1> Appropriate paper is not being used.

Solution

Replace the paper with that which can be used with this printer.
➤ ["Usable Paper"](#)

<Cause 2> Damp paper is used.

Solution

Replace the paper with new paper in an unopened package.
➤ ["Precautions for Paper"](#)

<Cause 3> The photosensitive drum of the printer is deteriorated.

Solution

Replace the drum cartridge with a new one.
➤ ["Drum Cartridge Replacement"](#)

<Cause 4> Printed pages may have white specks depending on the application or data you use.

Solution

Perform the following procedure in the printer driver.

1. Display the [Finishing] sheet.
2. Click [Advanced Settings].
3. Set [Rendering Mode] to [Mode 2].

† Specifying [Mode 2] may deteriorate printer performance depending on the application or data you use.

The Toner Does Not Fix onto the Paper Well

019A-065



Perform one of the following solutions according to the cause.

<Cause 1> The setting for [Paper Type] is not specified properly.

Solution	Specify [Paper Type] properly. † If you are using envelopes, specify [Envelope H]. ➤ "Basic Printing Procedure"
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<Cause 2> Appropriate paper is not being used.

Solution	Replace the paper with that which can be used with this printer. ➤ "Usable Paper"
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<Cause 3> Depending on the paper type, toner fixation may deteriorate.

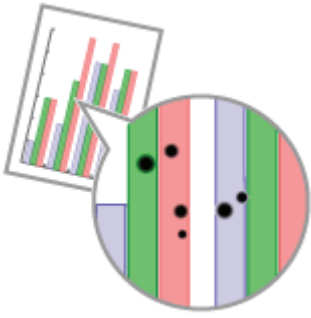
Solution	Perform the following procedure in the printer driver. <ol style="list-style-type: none">1. Display the [Finishing] sheet.2. Click [Advanced Settings].3. Set [Special Print Mode] to [Special Settings G2]. <p>† Normally, use the printer with [Special Print Mode] set to [Off]. Change the settings only if the described problems occur.</p> <p>† If you specify [Special Settings G2], curls on the printed paper may become large or unevenness may appear. In this case, do not specify [Special Settings G2].</p>
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<Cause 4> A problem is occurring inside the printer.

Solution	If <Service Error> is displayed in the Printer Status Window, perform the solution using the procedure in "When <Service Error> Is Displayed."
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The Printed Paper Has Smudge Marks

019A-066



Perform the following procedure.

<Cause> The fixing roller is dirty.

Solution

Clean the fixing roller.

➤ ["Cleaning the Fixing Roller of the Printer"](#)

Smudge Marks of Spattering Toner Appear around the Text or Patterns

019A-068



Perform one of the following solutions according to the cause.

<Cause 1> Appropriate paper is not being used.

Solution

Replace the paper with that which can be used with this printer.
➤ "Usable Paper"

<Cause 2> Depending on the paper type or the operating environment (especially in a low-humidity environment), smudge marks of spattering toner may appear.

Solution

Perform the following procedure in the printer driver.

1. Display the [Finishing] sheet.
2. Click [Advanced Settings].
3. Set [Special Print Mode] to [Special Settings A5].



If the problem is not solved, specify [Special Settings D7].

- † Normally, use the printer with [Special Print Mode] set to [Off]. Change the settings only if the described problems occur.
- † When using paper that has been stored in an environment high in temperature and humidity, do not specify [Special Settings A5]. Print quality may deteriorate.

The Back of the Printed Paper Has Smudge Marks

019A-069



Perform the following procedure.

<Cause> The size of the print data was larger than that of the loaded paper.

Solution Check if the size of the print data matches that of the loaded paper.

The Overall Print Result Is Dark

019A-06A



Perform one of the following solutions according to the cause.

<Cause 1> The setting for the toner density is not appropriate.

Solution

Adjust the toner density for printing to a lighter setting.
❖ ["Adjusting the Toner Density"](#)

<Cause 2> The printer is exposed to direct sunlight or strong light.

Solution

Move the printer.
❖ ["Moving the Printer"](#)



Perform one of the following solutions according to the cause.

<Cause 1> Appropriate paper is not being used.

Solution

Replace the paper with that which can be used with this printer.
➤ "Usable Paper"

<Cause 2> Depending on the paper type or the operating environment (especially in a high-humidity environment), residual images may appear.

Solution 1

Perform the following procedure in the printer driver.

1. Display the [Paper Source] sheet.
2. Change the [Paper Type] setting as follows.

<Current Setting>		<Changed Setting>
[Plain Paper]	→	[Plain Paper L]
[Plain Paper H]	→	[Plain Paper]
[Heavy Paper 1]	→	[Plain Paper H]
[Heavy Paper 2]	→	[Heavy Paper 1]
[Envelope H]	→	[Envelope]
[Coated Paper 2]	→	[Coated Paper 1]
[Coated Paper 3]	→	[Coated Paper 2]

† If you change the settings, the toner may not fix onto paper well, and the printing may come out faint.

Solution 2

Perform the following procedure in the printer driver.

1. Display the [Finishing] sheet.
2. Click [Advanced Settings].
3. Set [Special Print Mode] to [Special Settings C3].

▼
If the problem is not improved, specify [Special Settings D2].

† Normally, use the printer with [Special Print Mode] set to [Off]. Change the settings only if the described problems occur.

† If you specify [Special Settings D2], printing speed drops.

<Cause 3> Depending on the printer status, residual images may appear.

Solution

Perform the following procedure in the printer driver.

1. Display the [Finishing] sheet.
2. Click [Advanced Settings].
3. Set [Special Print Mode] to [Special Settings D1].

- † Normally, use the printer with [Special Print Mode] set to [Off]. Change the settings only if the described problems occur.
- † If you specify [Special Settings D1], toner fixation may deteriorate. In this case, do not specify [Special Settings D1].

<Cause 4> Depending on the paper type, images on a previous page may be printed faintly on continuous printing *.

* For example, images on the fourth page are printed faintly on the fifth page.

Solution

Perform the following procedure in the printer driver.

1. Display the [Finishing] sheet.
2. Click [Advanced Settings].
3. Set [Special Print Mode] to [Special Settings D3].

- † Normally, use the printer with [Special Print Mode] set to [Off]. Change the settings only if the described problems occur.

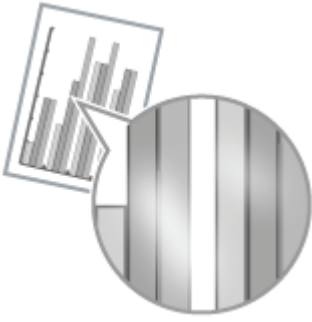
<Cause 5> The photosensitive drum of the printer is deteriorated.

Solution

Replace the drum cartridge with a new one.
➤ ["Drum Cartridge Replacement"](#)

White Dust Is Attached to the Printed Transparencies

019A-06E



Perform the following procedure.

<Cause> You print transparencies after printing paper other than transparency continuously.

Solution Wipe and remove the chipped paper with a soft cloth.

The Overall Print Result Is Faint

019A-06F



Perform one of the following solutions according to the cause.

<Cause 1> The setting for the toner density is not appropriate.

Solution

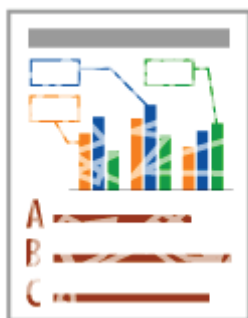
Adjust the toner density for printing to a darker setting.
❖ ["Adjusting the Toner Density"](#)

<Cause 2> [Toner Save] is enabled.

Solution

Perform the following procedure in the printer driver.

1. Display the [Quality] sheet.
2. Click [Advanced Settings].
3. Set [Toner Save] to [Off].



Perform one of the following solutions according to the cause.

<Cause 1> The setting for [Paper Type] is not specified properly.

Solution

Specify [Paper Type] properly.

† If you are using envelopes, specify [Envelope H].

➤ "Basic Printing Procedure"

<Cause 2> Appropriate paper is not being used.

Solution

Replace the paper with that which can be used with this printer.

➤ "Usable Paper"

<Cause 3> The toner cartridges have reached the end of their life.

Solution

Check the toner cartridges status and replace the toner cartridges of the colors have reached the end of their life.

➤ "Checking the Consumables Status"

➤ "Toner Cartridge Replacement"

<Cause 4> When coarse paper is used, the toner does not fix onto paper well, and the print may come out faint.

Solution

Perform the following procedure in the printer driver.

1. Display the [Finishing] sheet.
2. Click [Advanced Settings].
3. Set [Special Print Mode] to [Special Settings A6].

† Normally, use the printer with [Special Print Mode] set to [Off]. Change the settings only if the described problems occur.

<Cause 5> Depending on the paper type or the operating environment (especially in a high-humidity environment), images in which two or more colors (especially red, blue, and green) are overlaid may come out faint.

Perform the following procedure in the printer driver.

1. Display the [Finishing] sheet.

Solution

2. Click [Advanced Settings].
3. Set [Special Print Mode] to [Special Settings B4].

† Normally, use the printer with [Special Print Mode] set to [Off]. Change the settings only if the described problems occur.

Colored Text Appears Blurred

019A-083



Perform one of the following solutions according to the cause.

<Cause 1> A bold font is being used for the colored text.

Solution	<p>Perform the following procedure in the printer driver.</p> <ol style="list-style-type: none">1. Display the [Quality] sheet.2. Select the [Manual Color Settings] check box.3. Click [Color Settings].4. Display the [Matching] sheet.5. Set [Matching Method] to [Perceptual [Monitor Color Matched]].
-----------------	--

<Cause 2> Colored text appears blurred due to a phenomenon of "Out-of-Register Colors."

Solution	<p>Perform the described solutions in "Data Is Not Printed in the Correct Color (Specified Color) Due to "Out-of-Register Colors"."</p>
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Data Is Not Printed in the Correct Color (Specified Color) Due to "Out-of-Register Colors"

019A-084



Perform one of the following solutions according to the cause.

<Cause 1> The toner cartridges are not installed properly.

Solution

Check the installation status of the toner cartridges.
➤ ["Replacing the Toner Cartridge"](#)

<Cause 2> Appropriate paper is not being used.

Solution

Replace the paper with that which can be used with this printer.
➤ ["Usable Paper"](#)

<Cause 3> The toner cartridges are almost out of toner.

Solution

Check the toner cartridges status and replace the toner cartridges of the colors are nearing the end of their life.
➤ ["Checking the Consumables Status"](#)
➤ ["Toner Cartridge Replacement"](#)

<Cause 4> The photosensitive drum of the printer is deteriorated.

Solution

Replace the drum cartridge with a new one.
➤ ["Drum Cartridge Replacement"](#)

<About Out-of-Register Colors>

- Laser printers are manufactured with technology of high precision. A phenomenon of "Out-of-Register Colors" may be slightly conspicuous depending on the print image. Please note that this is due to the structure of laser printers and is not a printer malfunction.
- If you mind a phenomenon of "Out-of-Register Colors" during color printing, you may be able to improve the problem by performing the following procedure in the printer driver.
 1. Display the [Finishing] sheet.
 2. Click [Advanced Settings].
 3. Set [Special Print Mode] to [Special Settings C4].

† Normally, use the printer with [Special Print Mode] set to [Off]. Change the settings only if the described problems occur.

† If you specify [Special Settings C4], printing speed drops.

Thin Lines or Fill Patterns Are Not Printed with the Specified Colors or Do Not Appear At All

019A-085



Perform one of the following solutions according to the cause.

<Cause 1> Some of the colors cannot be reproduced because of the combination of colors or patterns.

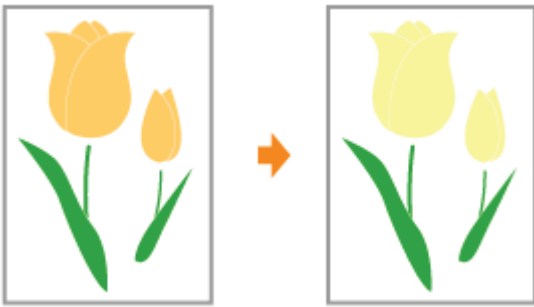
Solution 1	Adjust the colors in the application and print again. See the instruction manual supplied with the application.
Solution 2	Change the patterns in the application and print again. See the instruction manual supplied with the application.

<Cause 2> The colors may appear different depending on the halftone pattern.

Solution 1	Readjust to a darker color and print again. See the instruction manual supplied with the application.
Solution 2	Reload paper to change the feeding direction, then print again.

Shaded Patterns Are Not Printed in the Correct Color (Specified Color)

019A-086



Perform the following procedure.

<Cause> The shaded pattern of the print data and the dither pattern of the printer are interfering with one another.

Solution 1

Print again without specifying a shaded pattern in the application.
See the instruction manual supplied with the application.

Solution 2

Perform the following procedure in the printer driver.

1. Display the [Quality] sheet.
2. Click [Advanced Settings].
3. Set [Color Halftones] or [B & W Halftones] to [Gradation] or [Color Tone].

Photographs and so on Are Printed in Different Colors from Those Displayed on the Monitor

019A-087



Perform the following procedure.

<Cause> The methods for adjusting the color on the screen (RGB) and in the printer (YMC) are different. Therefore, the color on the screen may not be printed out exactly as it appears.

Solution 1

Perform the following procedure in the printer driver.

1. Display the [Quality] sheet.
2. Select the [Manual Color Settings] check box.
3. Click [Color Settings].
4. Display the [Matching] sheet.
5. Set [Matching Method] to [Perceptual [Monitor Color Matched]].

Solution 2

Perform the following procedure in the printer driver.

1. Display the [Quality] sheet.
 2. Select the [Manual Color Settings] check box.
 3. Click [Color Settings].
 4. Display the [Matching] sheet.
 5. Select [Gamma Adjustment] in [Matching Mode].
 6. Change the gamma value for [Gamma].
- † The larger the value is, the darker in color the data is printed.

Fill Patterns and Borders Are Not Printed in the Correct Color (Specified Color) Even When the Same Color Is Specified for Them

019A-088



Perform the following procedure.

<Cause> A special process may be applied depending on the line width of the border so that thin lines are printed clearly.

Solution

Perform the following procedure in the printer driver.

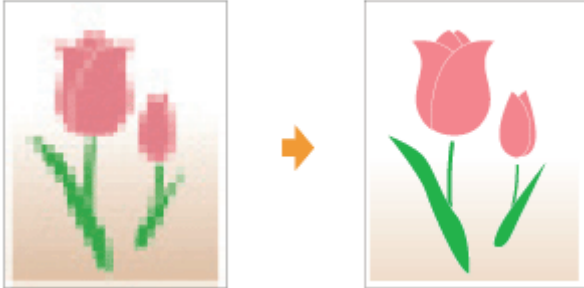
1. Display the [Quality] sheet.
 2. Select the [Manual Color Settings] check box.
 3. Click [Color Settings].
 4. Display the [Matching] sheet.
 5. Select [Gamma Adjustment] in [Matching Mode].
 6. Change the gamma value for [Gamma].
- † The larger the value is, the darker in color the data is printed.

Adjusting the Color and so on for Printing

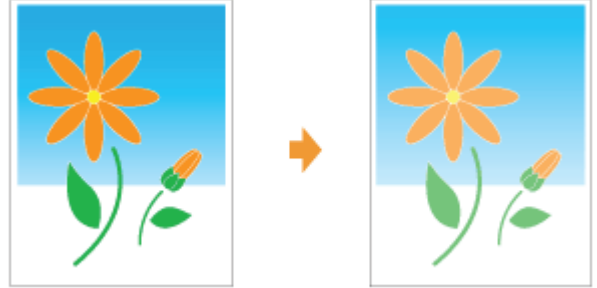
019A-089

This printer allows you to print with performing the following adjustments and corrections.

❖ Correcting Rough-Textured Images



❖ Adjusting the Toner Density



❖ Printing with Brightness and Contrast Adjusted



❖ Adjusting the Color



❖ Matching the Color with the Screen

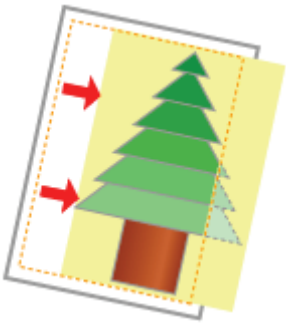


❖ Adjusting Color (Calibration)



The Printing Position Is Skewed

019A-06J



Perform one of the following solutions according to the cause.

<Cause 1> [Gutter] is specified.

Solution

Perform the following procedure in the printer driver.

1. Display the [Finishing] sheet.
2. Click [Gutter].
3. Set [Gutter] to "0."

<Cause 2> "Top Margin" and "Paper Position" in the application are not specified properly.

Solution

Specify the settings for "Top Margin" and "Paper Position" in the application properly.
See the instruction manual supplied with the application.

A Portion of the Page Is Not Printed

019A-06K



Perform one of the following solutions according to the cause.

<Cause 1> The setting for the scaling factor is not appropriate.

Solution 1	Perform the following procedure in the printer driver. <ol style="list-style-type: none">1. Display the [Page Setup] sheet.2. Clear the [Manual Scaling] check box. <p>† If the [Manual Scaling] check box is cleared, the scale factor will be set according to [Page Size] and [Output Size] automatically.</p>
Solution 2	Perform the following procedure in the printer driver. <ol style="list-style-type: none">1. Display the [Page Setup] sheet.2. Select the [Manual Scaling] check box, then specify an appropriate scale factor according to the paper size to be used.

<Cause 2> The position of the paper is incorrect.

Solution	Load the paper properly. ❖ "Loading Paper"
-----------------	---

<Cause 3> A document with no margins was printed.

Solution 1	Data is printed with a margin of 5 mm (10 mm for envelopes). Provide a margin around the data. ❖ "Printable Area"
Solution 2	Perform the following procedure in the printer driver. <ol style="list-style-type: none">1. Display the [Finishing] sheet.2. Click [Advanced Settings].3. Set [Expand Print Region and Print] to [On]. <p>† Depending on the print data to be printed, the edge of paper may be missing partly during printing or may blot during color printing.</p>



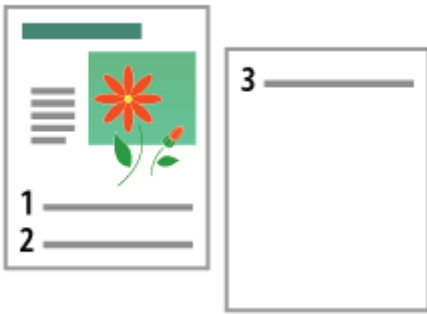
Perform the following procedure.

<Cause> The setting for the scaling factor is not appropriate.

Solution 1	Perform the following procedure in the printer driver. <ol style="list-style-type: none">1. Display the [Page Setup] sheet.2. Clear the [Manual Scaling] check box. † If the [Manual Scaling] check box is cleared, the scale factor will be set according to [Page Size] and [Output Size] automatically.
Solution 2	Perform the following procedure in the printer driver. <ol style="list-style-type: none">1. Display the [Page Setup] sheet.2. Select the [Manual Scaling] check box, then specify an appropriate scale factor according to the paper size to be used.

The Next Page Is Printed from Halfway across the Previous Page

019A-06R



Perform the following procedure.

<Cause> "Line Spacing" or "Lines/Page" in the application is not specified properly.

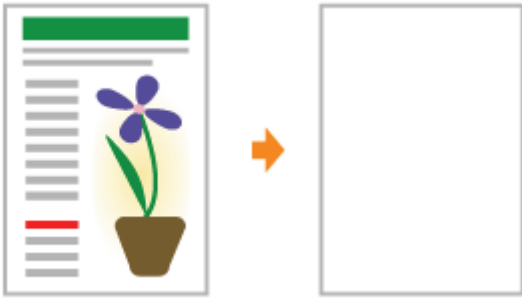
Solution

Specify the settings for "Line Spacing" or "Lines/Page" in the application so that the data fits in one page, and then print again.

See the instruction manual supplied with the application.

Blank Paper Is Output (Nothing Is Printed on the Paper)

019A-06S



Perform one of the following solutions according to the cause.

<Cause 1> The toner cartridges were installed with the sealing tape still attached.

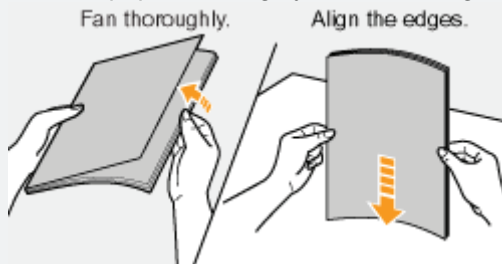
Solution

Take the toner cartridges out of the printer, pull out the sealing tape, and reinstall the toner cartridges.
❖ ["Replacing the Toner Cartridge"](#)

<Cause 2> Multiple sheets of paper are fed at a time.

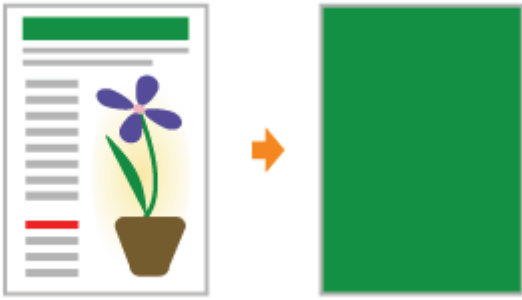
Solution

Fan the paper thoroughly, and then align the edges of the stack properly on a hard, flat surface.



The Overall Surface of the Paper Is Printed in a Particular Color

019A-06U



Perform one of the following solutions according to the cause.

<Cause 1> The photosensitive drum of the printer is deteriorated.

Solution

Replace the drum cartridge with a new one.
➤ ["Drum Cartridge Replacement"](#)

<Cause 2> A problem is occurring inside the printer.

Solution

When <Service Error> is displayed in the Printer Status Window, perform the solution using the procedure in "[When <Service Error> Is Displayed.](#)"

The Printout Is Different from What Is Displayed on Screen

019A-06W

Perform the following procedure.

<Cause> This problem may occur in some applications depending on the processing type of the print data.

Solution

Performing the following procedure in the printer driver may be able to solve the problem.

1. Display the [Finishing] sheet.
2. Click [Advanced Settings].
3. Change the [EMF Spooling] setting.

† When [EMF Spooling] is set to [On], the Printer Status Window may not be displayed automatically. In this case, display it manually.
(For details on methods for displaying the Printer Status Window, see "[Printer Status Window.](#)")

The Flap of the Printed Envelope Sticks

019A-06X

Perform one of the following solutions according to the cause.

<Cause 1> The envelope is inappropriate.

Solution

Replace the envelope with that which can be used with this printer.
➤ "Usable Paper"

<Cause 2> Depending on the type of the envelopes or the operating environment (especially in a high-humidity environment), the flaps may stick to the body of the envelopes.

Solution

Perform the following procedure in the printer driver.

1. Display the [Finishing] sheet.
2. Click [Advanced Settings].
3. Set [Special Print Mode] to [Special Settings B5].

† Normally, use the printer with [Special Print Mode] set to [Off]. Change the settings only if the described problems occur.

Multiple Sheets of Paper Are Fed at a Time

019A-06Y



Perform the following procedure.

<Cause> You are using paper which tends to be fed at a time.

Solution

Fan the paper thoroughly, and then align the edges of the stack properly on a hard, flat surface.

A diagram illustrating the solution in two steps. The first step, labeled "Fan thoroughly," shows a pair of hands holding a stack of paper and fanning it out. The second step, labeled "Align the edges," shows a pair of hands holding the fanned paper over a surface, with a downward-pointing arrow indicating the paper being placed flat. The entire diagram is set against a light gray background.

Printed Transparencies or Coated Paper Are Stuck Each Other or Printed Images Are Peeled Off

019A-08C



Perform the following procedure in the printer driver.

1. Display the [Finishing] sheet.
2. Click [Advanced Settings].
3. Set [Special Print Mode] to [Special Settings H2].

Normally, use the printer with [Special Print Mode] set to [Off]. Change the settings only if the described problems occur.

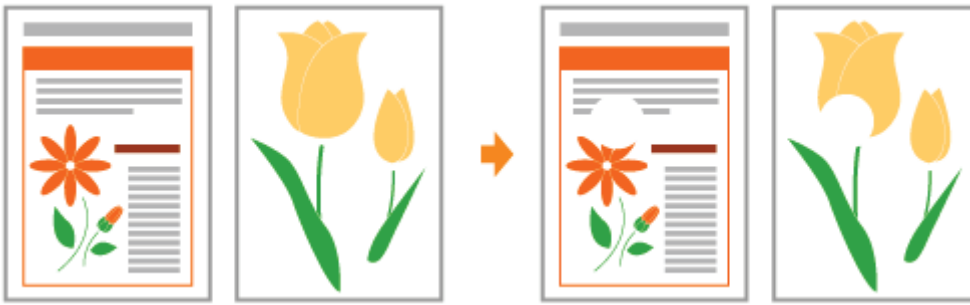
†

If you specify [Special Settings H2], printing speed drops.

†

Poor Print Quality Is Always Occurs at a Particular Position (the Same Position) on Paper

019A-08E



Perform the following procedure in the printer driver.

1. Display the [Finishing] sheet.
2. Click [Advanced Settings].
3. Set [Special Print Mode] to [Special Settings I1].

Normally, use the printer with [Special Print Mode] set to [Off]. Change the settings only if the described problems occur.

†

If you specify [Special Settings I1], printing speed drops.

†

➤ **Points to Make Full Use of the Printer**

➤ **Basic Operations/Various Information for Windows**

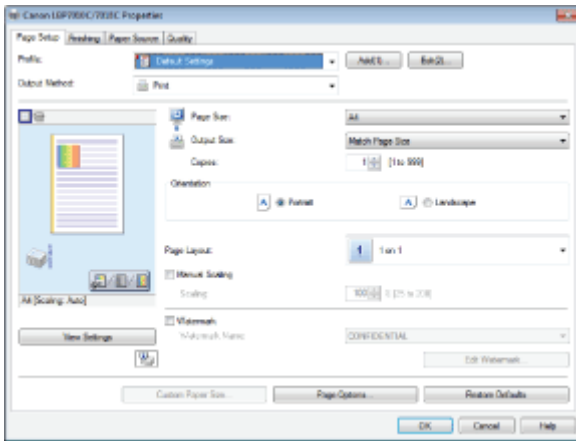
➤ **For Windows 8 Users**

Points to Make Full Use of the Printer

019A-08F

You can maximize the use of the printer by familiarizing with software tasks and functions supplied with the printer.

Printer Driver



The printer driver is software that allows you to control the printer with the printing instructions from the computer. The printer driver is equipped with a useful printing function and you can use it with freely combining the settings.

▸ [Displaying the Setting Screen](#)

<Pick Up>

Saving Paper

Using Functions for Internal Documents

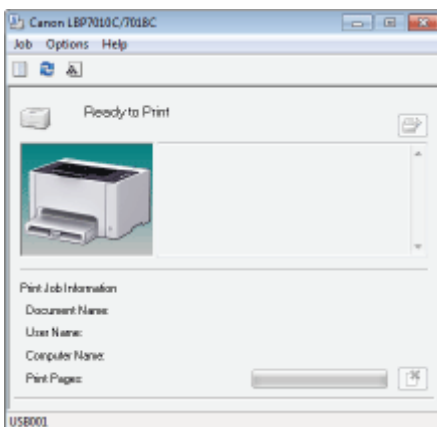
Being Particular About the Image Quality or Colors

▸ **Layout Printing (N-page Print)**

▸ **Adding a Watermark to a Document to Be Printed (Watermark Printing)**

▸ **Adjusting the Image Quality or Colors**

Printer Status Window



The Printer Status Window is software that allows you to check the printer status, specify the settings for the printer unit, and so on. The Printer Status Window is convenient because it simply notifies the printer status such as paper jams, life of the toner cartridges, and paper-out conditions with messages, animations, and so on.

▸ [Printer Status Window](#)

<Pick Up>

Canceling a Job

Periodical Cleaning

Saving Power Consumption

▸ **Canceling a Job Being Printed with One Click**

▸ **Cleaning and Maintaining the Printer**

▸ **Energy-saving Mode**

Basic Operations/Various Information for Windows

019A-072

- ❖ Displaying [Computer] or [My Computer]
- ❖ Displaying the CD-ROM Top Page
- ❖ Checking the Processor Version of Windows Vista, 7, or Server 2008
- ❖ Printing a Test Page in Windows
- ❖ Checking the Bi-directional Communication
- ❖ Displaying the Printer Folder
- ❖ Checking Printers in the Print Server
- ❖ Checking the Port

Displaying [Computer] or [My Computer]

Windows 2000

Double-click [My Computer] on the desktop.

Windows XP Windows Server 2003

From the [Start] menu, select [My Computer].

Windows Vista Windows 7 Windows Server 2008

From the [Start] menu, select [Computer].

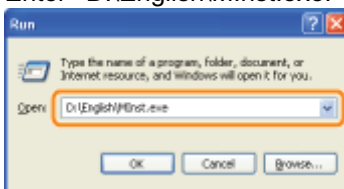
Displaying the CD-ROM Top Page

If the CD-ROM top page does not appear even after inserting the CD-ROM, perform the following procedure.

- † The CD-ROM drive name is indicated as "D:" in this manual. The CD-ROM drive name may differ depending on the computer you are using.

Windows 2000 Windows XP Windows Server 2003

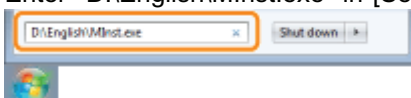
1. From the [Start] menu, select [Run].
2. Enter "D:\English\MInst.exe."



3. Click [OK].

Windows Vista Windows 7 Windows Server 2008

1. Enter "D:\English\MInst.exe" in [Search programs and files] or [Start Search] under the [Start] menu.



2. Press the [ENTER] key on the keyboard.

Checking the Processor Version of Windows Vista, 7, or Server 2008

If you are not sure whether you are using 32-bit Windows Vista/7/Server 2008 or 64-bit Windows Vista/7/Server 2008, you can check that using the following procedure.

1

From the [Start] menu, select [Control Panel].

2

Display [System].

Windows Vista **Windows 7** **Windows Server 2008 R2**

Click [System and Security] or [System and Maintenance] → [System].

Windows Server 2008

Double-click [System].

3

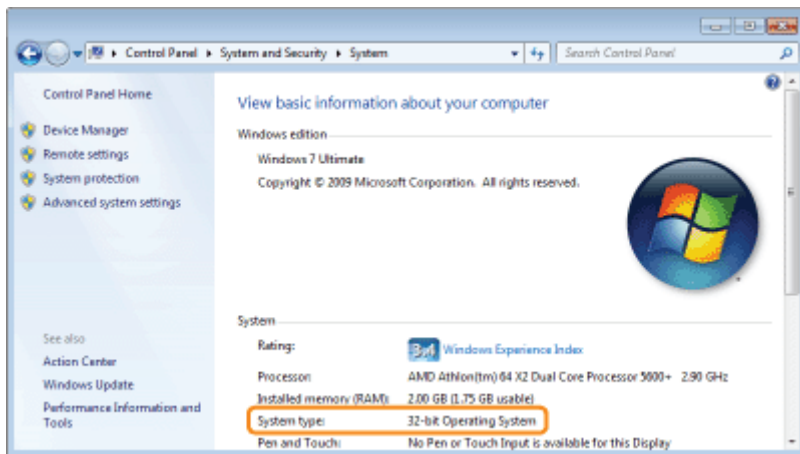
Check the processor version.

For a 32-bit operating system

[32-bit Operating System] is displayed.

For a 64-bit operating system

[64-bit Operating System] is displayed.



Printing a Test Page in Windows

You can check the operations of the printer driver by printing a test page in Windows.

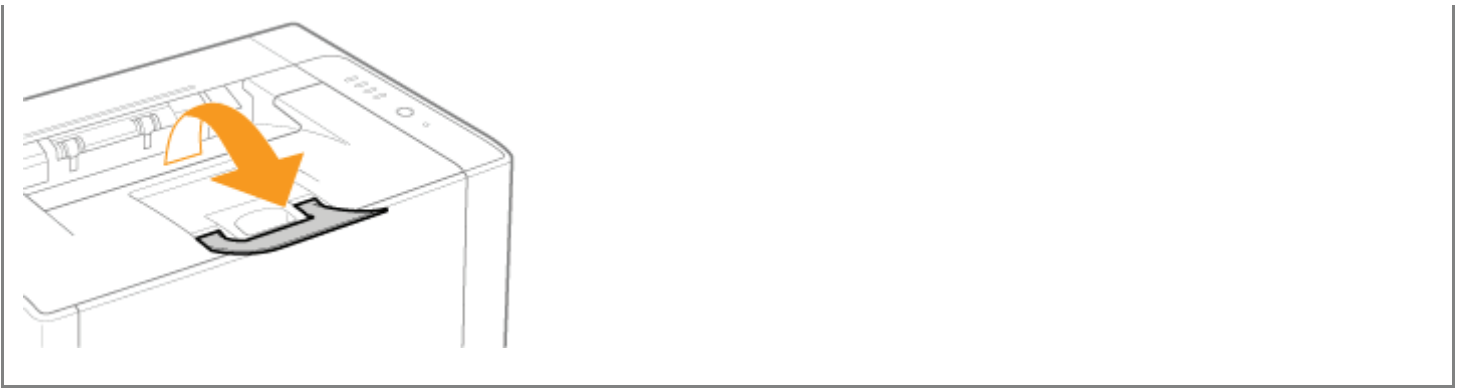
1

Load A4 paper in the multi-purpose tray.

❖ "Loading Paper"

NOTE

Open the auxiliary tray before printing.



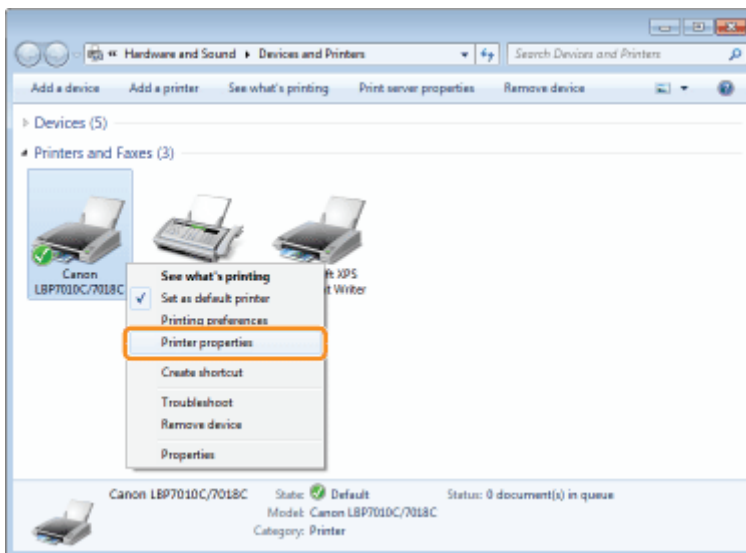
2

Open the printer folder.

➤ [Displaying the Printer Folder](#)

3

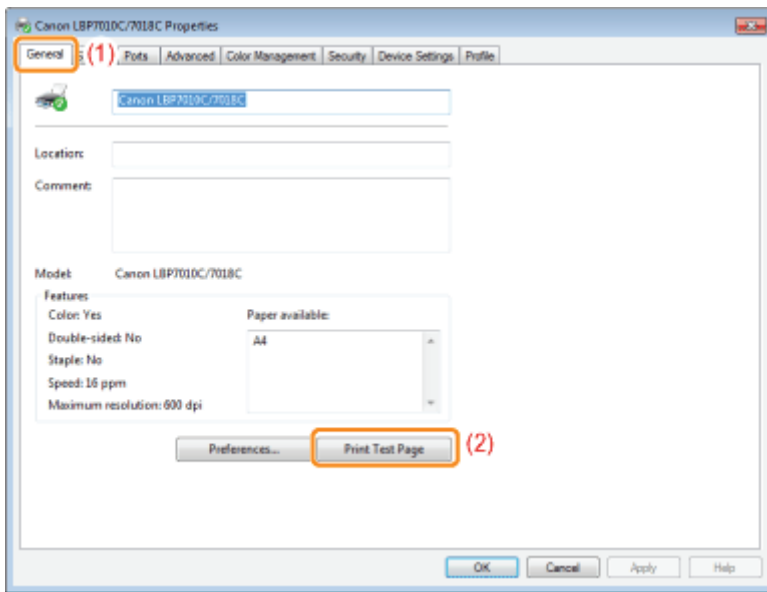
Right-click the icon for this printer, and then select [Printer properties] or [Properties] from the pop-up menu.



4

Print a test page.

- (1) Display the [General] sheet.
- (2) Click [Print Test Page] to print a test page.



Checking the Bi-directional Communication

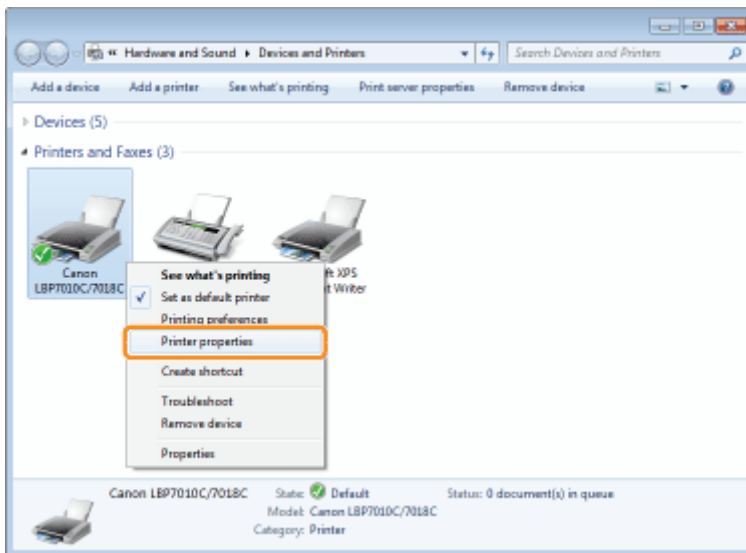
1

Open the printer folder.

- ❖ Displaying the Printer Folder

2

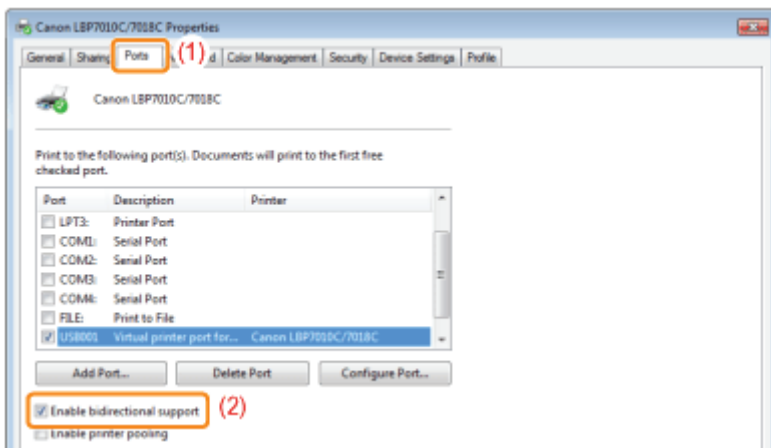
Right-click the icon for this printer, and then select [Printer properties] or [Properties] from the pop-up menu.



3

Check the bi-directional communication.

- (1) Display the [Ports] sheet.
- (2) Check the [Enable bidirectional support] check box is selected.



IMPORTANT

Do not clear the [Enable bidirectional support] check box.

If the check box is cleared, you cannot perform printing.

Displaying the Printer Folder

Windows 2000

From the [Start] menu, select [Settings] → [Printers].

Windows XP Professional Windows Server 2003

From the [Start] menu, select [Printers and Faxes].

Windows XP Home Edition

From the [Start] menu, select [Control Panel], and then click [Printers and Other Hardware] → [Printers and Faxes].

Windows Vista

From the [Start] menu, select [Control Panel], and then click [Printer].

Windows 7 Windows Server 2008 R2

From the [Start] menu, select [Devices and Printers].

Windows Server 2008

From the [Start] menu, select [Control Panel], and then double-click [Printers].

Checking Printers in the Print Server

1

Display [Windows Explorer].

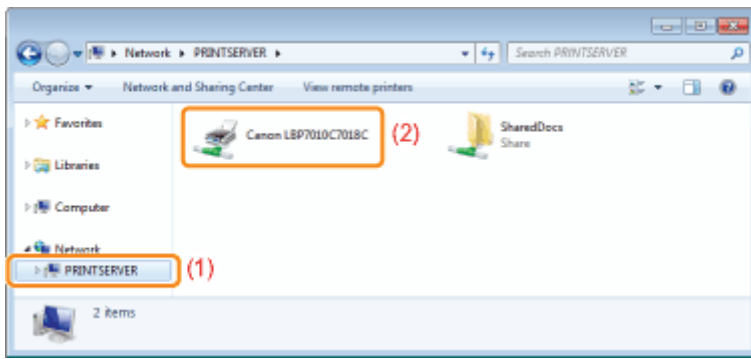
From the [Start] menu, select [All Programs] or [Programs] → [Accessories] → [Windows Explorer].

2

Check printers in the print server.

(1) Select the print server from [Network] or [My Network Places].

(2) Check the icon for this printer is displayed.



Checking the Port

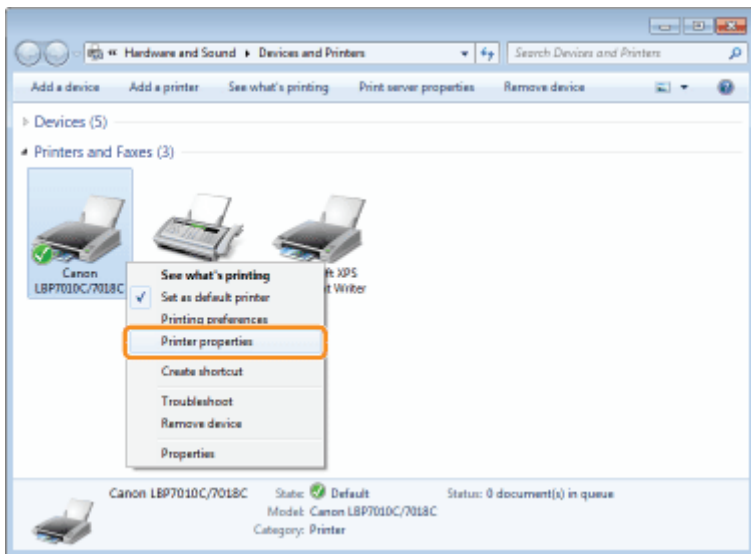
1

Open the printer folder.

➤ Displaying the Printer Folder

2

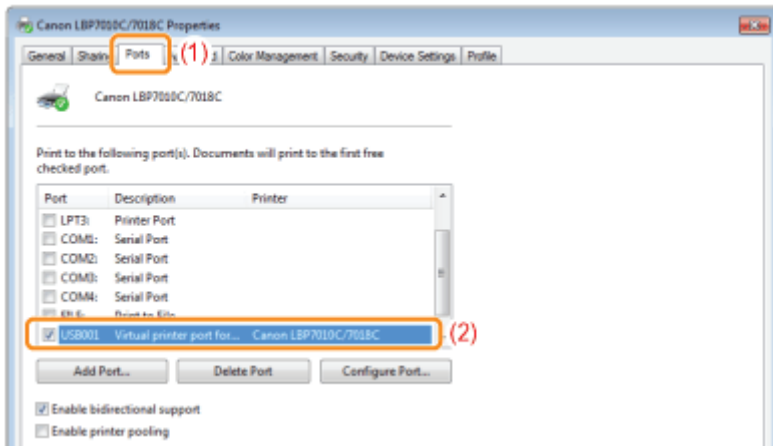
Right-click the icon for this printer, and then select [Printer properties] or [Properties] from the pop-up menu.



3

Check a port.

- (1) Display the [Ports] sheet.
- (2) Confirm the port is selected properly.



Office Locations

019A-073

CANON INC.

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

CANON MARKETING JAPAN INC.

16-6, Konan 2-chome, Minato-ku, Tokyo 108-8011, Japan

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

CANON EUROPA N.V.

Bovenkerkerweg, 59-61, 1185 XB Amstelveen, The Netherlands

CANON CHINA CO. LTD.

15F Jinbao Building No.89, Jinbao Street, Dongcheng District, Beijing 100005, PRC

CANON SINGAPORE PTE LTD

1 HarbourFront Avenue, #04-01 Keppel Bay Tower, Singapore 098632

CANON AUSTRALIA PTY LTD

1 Thomas Holt Drive, North Ryde, Sydney NSW 2113, Australia

CANON GLOBAL WORLDWIDE SITES

<http://www.canon.com/>

For Windows 8 Users

019A-08L

This printer supports Windows 8. Such as the operation procedures or descriptions for when you are using Windows 8, refer to the descriptions of Windows Vista/7. This section describes cautions for when you are using this printer with Windows 8. Be sure to read the contents described in this section carefully before using the printer.

Precautions for When Performing Procedures

Be sure to switch to the desktop when performing the following procedures.

- Installation and uninstallation of the printer driver
- Displaying the Printer Status Window
- Detailed settings of the printer driver *

* However, the settings that are specified in the desktop may not be reflected depending on the Windows Store applications.