Introduction

Overview of Setup

These are the steps in printer installation.

1. Preparations (P.2)
2. Attach the Ink Tanks (P.3)
3. Install the Printheads (P.4)
4. Load Paper to Adjust the Printheads (P.5)
5. Install the Software (P.6)
6. Store Accessories in the Pockets (P.11)
7. How to Display the Electronic Manuals (P.11)

Space Required for Installation

+300mm
+300mm
+30mm
+150mm
+800mm
+150mm
+150mm
+150mm

Printer Installation space (W x D x H mm)
- Printer alone: 1527 × 1802 × 644 mm
- With stand attached: 1527 × 1970 × 1301 mm
- With stand and spectrophotometer unit attached: 1527 × 2070 × 1301 mm

To refer to the electronic manuals Refer to “How to Display the Electronic Manuals” (P.11)

The Manuals Supplied with This Printer

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

Printed Manuals

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

Electronic Manuals

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

Paper Reference Guide

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

To refer to the electronic manuals Refer to “How to Display the Electronic Manuals” (P.11)

Package Contents

- a. Printer
- b. Set of manuals
- c. Printhead (x2)
- d. 2-inch paper holder stopper
- e. 3-inch paper holder stopper
- f. Roll holder
- g. Included paper
- h. Setup Guide (this document)
- i. 3-inch paper core attachment
- j. Spacer for borderless printing
- k. Set of CD-ROMs
- l. Starter ink tanks (for first-time installation)
- m. Power cord

- Some of the items included in the package are not explained in this Setup Guide, such as the spacer for borderless printing. Keep these items in a safe place after setup because they are used in various printing applications. For instructions on the included items not described in this manual, refer to the User’s Guide.
- A cable to connect the printer to a computer is not provided with the printer.
- All other trademarks or registered trademarks described in this Setup Guide are the property of their respective owners.

Remarks

- • Even if you do not use the printer driver, be sure to install Media Configuration Tool from the provided User Software CD-ROM. With Media Configuration Tool, the paper types that are available in your area can be registered to the printer. For instructions on installation, refer to “Install the Software” on page 6. (In Windows, select Install Individual Software in the Setup Menu window to install Media Configuration Tool only.)

- We recommend doing a color calibration after completing the setup to adjust variations in the colors.

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

If an error message is displayed during setup or other problems occur, refer to “Responding to Messages” on page 12.

Mem

- A space of 1300 mm in the front and 700 mm in the back are needed to print from the front paper feed slot.

Mem

- • Some of the items included in the package are not explained in this Setup Guide, such as the spacer for borderless printing. Keep these items in a safe place after setup because they are used in various printing applications. For instructions on the included items not described in this manual, refer to the User’s Guide.
- A cable to connect the printer to a computer is not provided with the printer.
- All other trademarks or registered trademarks described in this Setup Guide are the property of their respective owners.
1. Install the printer. You can use the following three methods for installing the printer.
   - **Install without a stand on a table**
     Proceed to step 2.
   - **Install with the optional stand**
     Assemble the stand and install the printer referring to the Printer Stand Setup Guide included with the stand. After installation, proceed to step 4.
   - **Install with the spectrophotometer unit**
     The stand is required if you are using the spectrophotometer unit. Assemble the stand and install the spectrophotometer unit and printer by referring to the Printer Stand Setup Guide and then the "SU-21 Spectrophotometer Unit Setup Guide". After installation, proceed to step 4.

2. Remove the printer from the box and remove the packing materials from the top of the printer.

3. At least three people are needed to lift the printer by its carrying handles (a), located under its right and left ends, and to place it on a table or other flat surface.

4. Remove the orange tape on the top cover (a) and the ejection guide (b) and all the packing materials.
   After removing the orange tape and packing material from inside the ejection guide (b), reattach it.

5. Lift the belt stopper (b) from the carriage shaft (a) and pull it towards you to remove it.

6. Lift the belt stopper (b) from the carriage shaft (a) and pull it towards you to remove it.

7. Close the top cover.

8. Plug the power cord into the power supply connector on the back of the printer and plug the other end into an electric outlet.

**Preparations** Prepare the printer for use by installing it and connecting the power cord.
Install the 8 ink tanks.

1. Press the **Power** button to turn on the printer.

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

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

4. The procedure for attaching the Ink Tanks (guidance) is displayed on the display. Open the Ink Tank Cover by grasping the handles according to the display.

5. While pressing the stopper of the ink tank lock lever inwards, open the ink tank lock lever upwards.

6. Shake each ink tank gently 7 to 8 times before opening its pouch.

7. Open the pouch and remove the ink tank.

8. Insert the ink tank into the holder oriented as shown, with the ink holes down.

9. Close the ink tank lock lever until it clicks into place. Make sure the ink lamp lights red.

10. Repeat steps 5 to 9 to attach each of the Ink Tanks. Close the ink tank cover.

- **Important**: Failure to shake the ink tanks may result in reduced print quality because ink ingredients have settled on the bottom of the tank.

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

- **Important**: Avoid dropping the ink tank after removing it from the pouch. Otherwise, ink may leak and cause stains.

- **Important**: Do not remove ink tanks to shake them after they have been installed. Doing so may cause ink to spill.

- **Important**: If the ink tank does not fit in the holder, make sure the color displayed on the label attached to the ink tank lock lever matches the color of the ink tank, and check the orientation of the ink tank.

- **Important**: If the ink lamp is not lit, repeat steps 5 and 9.

- **Memo**: After you have finished attaching the ink tanks, it may take up to 2 minutes before the Ink Lamp lights up.
Install both printheads.

1. When the display screen shows **Open Upper Cover**, open the top cover.

2. Pull the printhead fixer lever forward all the way to open it completely.

3. Lift the printhead fixer cover to open it fully.

4. Hold the printhead by the grips (a) as you remove it from the pouch.

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

6. Insert the printhead into the carriage (b) with the ink holes (a) up and facing the front of the printer as shown in the figure. Carefully push the printhead firmly into the carriage (b), ensuring that the parts that were covered by the protective parts do not touch the carriage (b).

7. Pull the printhead fixer cover down toward the front to lock the printhead in place.

8. Press the printhead fixer lever inwards until it clicks into place.

9. Repeat steps 2 to 8 to install the second printhead set. Close the top cover.

Important:
- Never touch the parts covered by the protective parts. Doing so may damage the printhead and affect printing quality.
- The printhead contains ink, so be careful not to spill it once the protective parts are removed.
- Do not reattach the protective parts after removing them. Dispose of these materials according to local regulations.
Load the included paper and adjust the Printheads.

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

Instructions on loading manual paper are shown on the display screen.

2. Open the Paper Tray Cover (a), and then open the Tray Extension (b).

3. Slide the Width Guide (a) to align it with the mark for the size of paper you will load.

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

5. Load one sheet, printing-side up, in the Top Paper Feed Slot. Insert the paper in portrait orientation until it touches the far end of the tray lightly.

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

6. Move the Width Guide (a) to match the size of paper loaded. Set the Width Guide against the edge of the paper to prevent the paper from becoming crooked or wrinkled.

7. The screen for selecting the paper type is shown on the display screen. Press ▲ or ▼ to select the type of paper loaded in the printer. Select Coated Paper and press OK. Then from the menu that appears, select HW Coated and press OK.

8. When paper advance ends, the system is automatically filled with ink for the first time and Printhead adjustment is started. It takes a total of about 44 minutes.

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

MEMO
• For how to load roll paper, refer to the Basic Guide, to the User’s Guide that can be viewed using the procedure “How to Display the Electronic Manuals” on page 11, or to the instructions displayed by the navigation function of the control panel.

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

1. Press Navigate.
2. Use the ▲ and ▼ keys to select Load Roll Paper and press OK.

The navigation starts.

• After you have finished setting up the printer and installing the software, we recommend performing color calibration. Color calibration compensates for changes in color from individual variation and aged deterioration of the printer, ensuring better color consistency. Perform color calibration using the included paper, which is compatible with this process. For information on other compatible paper, refer to the Paper Reference Guide.

During color calibration, on the control panel’s display screen, open ▲ (settings/adj. tab) and select Adjust Printer - Calibration - Auto Adjust. The process of color calibration takes about 10 minutes.

• To use the spectrophotometer unit (optional) to perform color calibration, refer to the "Color Calibration Using the Spectrophotometer Unit (option)" in the User’s Guide.

• If you use the color calibration for color adjustment, it is useful to set the function to notify the execution period (Prompt Execution). For details of the function, refer to "Color Calibration Using the Printer Sensor" in User's Guide.

• When the setup is completed, refer to the various manuals to use the printer. Refer to "The Manuals Supplied with This Printer" on page 1.
Install the Software

Windows

You can print from Windows via USB or TCP/IP (network) connections. The installation procedure varies depending on how your printer is connected. Install the software by following instructions below. If you connect the printer with a USB cable, refer to "For USB connections" on page 6. If you connect the printer with TCP/IP (network), refer to "For TCP/IP (network) connections" on page 7.

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

<Compatible Operating Systems>

For USB connections

1. After making sure the printer is not connected to the computer, turn the computer on. Insert the provided User Software CD-ROM for your operating system in the CD-ROM drive.

2. In the Setup Menu window, click Install Printer Driver.

3. Select the software to install in the Installation List window, and then click Next. Point the mouse pointer at a software name to display a summary of the software.

4. In the Select Country or Region of Use window, select the country or region of use and click Next.

5. After reading the license agreement, click Yes.

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

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

8. Confirm your questionnaire responses, and click Next.

MEMO
- Use a USB cable that conforms to the Hi-Speed USB specification.
- Connect the USB cable to the printer according to the on-screen instructions during installation of the printer driver. If you connect the USB cable before installing the printer driver, the printer driver may not be installed correctly.

<For USB connections>

• For the Windows OS, use the latest version of Service Pack.
In the Printer Selection window, select *The printer is connected directly to a computer* and click Next.

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

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

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

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

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

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

**For TCP/IP (network) connections**

Install the software

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

1. Use the LAN cable to connect the LAN port on the back of the printer to the hub port. If the printer is already connected to the network, proceed to step 2.

2. Make sure the printer is on. Turn the computer on and insert the provided User Software CD-ROM for your operating system in the CD-ROM drive.


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

5. When searching the available printer on the network:
   - After reading the precautions in the Getting Ready window, select *Find available printers in the network* and click Next.
   - Proceed to step 6.

6. When entering the printer’s IP address manually:
   - After reading the precautions in the Getting Ready window, select *Specify the IP address of available printers in the network* and click Next.
   - Proceed to step 8.
When searching the available printer on the network
Available printers are listed in the Search Results window.
Select a printer from the list on either their IPv4 Devices or IPv6 Devices tabs and click Next.

**MEMO**
- If the printer you want to use is not displayed in the list on the IPv6 Devices tab, connect via IPv4 instead.
- If the printer you want to use is not displayed in the list of printers on the IPv4 Devices tab, refer to "When the printer cannot be found on the network" on page 9 to setup and configure an IP address for the printer.

Select the printer with the IP Address Status is Available, and then click Next to start installation.
Proceed to step 9 in this case.

When searching the available printer on the network
In the Method of Configuring IP Addresses window, select the method of configuring the IP address as suitable for your system.

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

- To have the IP addresses allocated automatically using the DHCP server function
  Select Configure automatically. Note that other settings outside of the procedure are also required. (*Using DHCP*, P.9)

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

When entering the printer's IP address manually
In the IP Address Specification window, select either IPv4 Address or IPv6 Address to enter the printer’s IP address and click Install.
The installation process begins.

**MEMO**
- Ask your network administrator for the IP address, as needed.

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

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

In the Finish window, select Restart my computer now and click Restart.
When the printer cannot be found on the network

If your printer cannot be found when connecting to the network for the first time, setup an IP address for the printer and then configure it on the printer.

When ink fills the system for the first time, after printhead adjustment is finished, specify the IP address on the printer's control panel.

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

1 On the tab selection screen of the control panel, press the ▲ and ▼ keys to select (settings/adj. tab) and press OK.

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

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

4 Enter the IP address. Navigate through the following menus using the ▲ and ▼ keys on the control panel.
   1. Select IPv4 and press OK.
   2. Select IPv4 Settings and press OK.
   3. Select IP Address and press OK.
   4. Enter the IP address.

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

5 Press Menu.

6 Press OK on the registration confirmation message that appears.
   The IP address is set on the printer. Next, restart installation of the printer driver.

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

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

Using DHCP

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

• Configure the DNS dynamic update function
• Configure the DHCP server to always allocated the same IP address when the printer starts

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

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

1 Perform steps 1 to 3 of the procedure in "When the printer cannot be found on the network" on page 9.

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

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

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

5 For IPv4
   Select On using the ▲ and ▼ keys and then press OK.

6 For IPv6
   1. When Use the same host name and domain name as IPv4? is displayed, select Off using the ▲ and ▼ keys and then press OK.
   2. Select Stateless Addr using the ▲ and ▼ keys and then press OK, and then select On using the ▲ and ▼ keys and then press OK.
   3. Set Stateless Addr to On using the same procedure as in Step 2.
Macintosh

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

<Compatible Operating Systems>
OS X v10.6.8 to v10.8

Install the software

1. After making sure the printer is not connected to the computer, turn the computer on. Insert the provided User Software CD-ROM for your operating system in the CD-ROM drive.

2. On the desktop, double-click the CD-ROM icon and then the iPF Printer Setup icon.

3. Click Next.

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

5. Select the country or region where you are using the printer, and click Next.

6. Select the software to install and click Next. Move the mouse pointer near the name of the software to display an overview of the software.

7. After reading the software license agreement, click Yes.

8. If you can agree Extended Survey Program, click Agree.

9. If you can respond to the questionnaire, click Next.

10. Confirm your questionnaire responses, and click Next.

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

Connect the printer to a computer

12. When the following screen is displayed, make sure that the printer is on, and then connect the printer to the computer or the network with a cable.

- For USB connections
- For network connections

- Be careful not to insert the USB cable into the LAN port.
Select the method of connecting to the printer, and click Next. For USB connection, the printer is automatically added and you should proceed to step 17.

Click Add Printer. You can view a description of adding printers by clicking Help.

Select the printer to add from Default and click Add. It may take a long time until the printer information is displayed on the screen. You can also add the printer by specifying the IP address by selecting IP.

Click Next. Select the Execute media type update check box and click Next. It may take a long time until the printer information is displayed on the screen.

Click Next. Select the printer to add from Default and click Add. It may take a long time until the printer information is displayed on the screen.

Click Exit. The following screen is displayed while the media information is being updated. Do not perform any other operations. When the media information has been updated, the screen is no longer displayed.

Store Accessories in the Pockets
If you are using the stand, accessories such as the 3-Inch Paper Core Attachment and the Basic Guide are stored in the accessory pocket. The Basic Guide details information such as basic printer usage, daily maintenance, and how to resolve problems. Store it so that you are able to read it at any time.

How to Display the Electronic Manuals
The User’s Guide and Paper Reference Guide are not included. Each of the manuals can be viewed on the web site from the links in the installed software. An Internet connection is required to display the manuals.

On Windows
This section describes how to display the electronic manuals from the printer driver.

1. From the Start menu, open Printers and Faxes (or Printers or Devices and Printers).

2. Right-click the printer and then click Properties (or Printer Properties).
### Error Messages

Error messages may appear on the display screen of the control panel during printer installation. If so, it may not indicate a problem with the printer, and the issue may be easily resolved. Common messages and the causes are listed here with corrective actions. To respond to error messages other than these, refer to the Basic Guide.

<table>
<thead>
<tr>
<th>Message</th>
<th>Cause</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>No ink tank loaded. Check ink tank.</td>
<td>There is no ink tank of the indicated color in the printer.</td>
<td>Load or reload the ink tank. (see steps 4-10 on page 3)</td>
</tr>
<tr>
<td>Cannot recognize printhead x.</td>
<td>The printhead is not installed.</td>
<td>Install the printhead. (see steps 1-9 on page 4)</td>
</tr>
<tr>
<td>Paper loaded crooked.</td>
<td>The loaded paper is crooked.</td>
<td>Adjust the paper. (see steps 5-6 on page 5)</td>
</tr>
<tr>
<td>No maintenance cartridge installed.</td>
<td>The maintenance cartridge is not connected.</td>
<td>Install the maintenance cartridge correctly.</td>
</tr>
<tr>
<td>Hardware error. xxxxxxxxxx-xxxx (x represents a letter or number)</td>
<td>The belt stopper or the tape inside the top cover has not been removed.</td>
<td>Turn off the power, open the top cover, and remove the tape and the belt stopper, then turn the power on.</td>
</tr>
<tr>
<td>You may have encountered an error that cannot be resolved.</td>
<td></td>
<td>Turn off the printer and wait at least three seconds before restoring the power. If the message appears again, write down the error code and message, turn off the printer, and contact your Canon dealer for assistance.</td>
</tr>
<tr>
<td>ERROR Exxx-xxxx (x represents a letter or number) You may have encountered an error that cannot be resolved.</td>
<td></td>
<td>Write down the error code and message, turn off the printer, and contact your Canon dealer for assistance.</td>
</tr>
</tbody>
</table>

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**On Macintosh**

This section describes how to display the electronic manuals from Printmonitor.

1. Click the System Preferences icon in the Dock.
2. Click Print & Scan (or Print & Fax).
3. Select the printer from the list of printers and click Options & Supplies.
4. Click Utility.
5. Click Open Printer Utility.
6. Click Support.
7. Click the User Manual button.

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

Select the Support sheet and click the User Manual button.

To display the user guide, click User's Guide.