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## Disclaimer

Canon Computer Systems, Inc. has reviewed this manual thoroughly in order that it will be an easy to use guide to your Canon BJC-6000 Series Color Bubble Jet Printer. All statements, technical information, and recommendations in this manual and in any guides or related documents are believed reliable, but the accuracy and completeness thereof are not guaranteed or warranted, and they are not intended to be, nor should they be understood to be, representations or warranties concerning the products described.

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

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ENERGY STAR® COMPLIANT

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

# Using Your Documentation

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The following documentation is supplied with the Canon BJC-6000 Series Color Bubble Jet™ Printer to help you efficiently use your new printer.

## Quick Start Guide

This sheet describes the steps you follow to unpack and set up your printer, and install the BJ Printer Driver that allows your printer to communicate with your computer. You can follow the steps illustrated in the booklet to start printing in minutes.

## User's Manual

This manual offers detailed information on how to operate your printer. It includes printing operations, maintenance, troubleshooting, and specifications. Read this manual to master basic operations and when you need to know the specifications of the printer.

## Conventions

This *User's Manual* uses the following conventions to alert you to information that will help you operate the printer correctly and safely.



Notes provide advice or suggestions regarding the use of the printer.



Cautions alert you to operations that could cause damage to your hardware or software, or cause injury to yourself.

Distinctive typefaces identify the printer buttons you press, the lights on the operator panel, and any commands you enter at your computer.

- The buttons you press appear in this typeface: **POWER** button.
- The lights on your printer appear in this typeface: **POWER** light.
- When you type something on your computer, it appears in this typeface: **DIR/P**.
- When you press a Windows button, it appears in bold: Click **OK**.



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Congratulations on your purchase of the Canon BJC-6000 Series Color Bubble Jet Printer. We appreciate your choosing this printer to meet your printing needs.

The BJC-6000 Series printers offer excellent print quality and fast print speed using both color and black inks. We are certain you will be satisfied with this advanced Bubble Jet technology.



This chapter:

- Lists the supplies and accessories you can purchase for the printer
- Describes Canon's customer support services

## Supplies and Accessories

Your BJC-6000 Series printer supports excellent and unique print media options that will allow you to produce dazzling, professional, and fun presentations. All of these print media are specially designed and manufactured to work with your Canon color printer so you can produce the finest output possible.

Canon has an extensive dealer network equipped to offer you supplies as you need them. To find a dealer near you, call the Canon Referral Service at **1-800-848-4123**.

If supplies are not available from your local dealer, you can order directly from Canon by calling **1-800-385-2155**.

## BJ® Cartridges and BJ Tanks

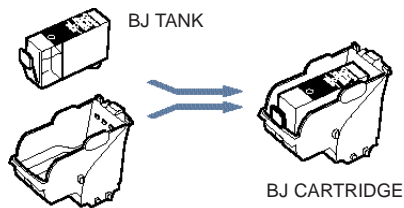
You can use the following BJ cartridges with the BJC-6000 Series printers:

- BC-30 Black BJ Cartridge
- BC-31 Color BJ Cartridge
- BC-32 Photo BJ Cartridge

You can purchase the following BJ tanks for use in the BJ cartridges:

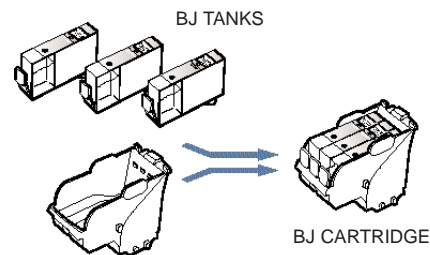
- For the BC-30 Black BJ Cartridge

- BCI-3BK Black BJ Tank



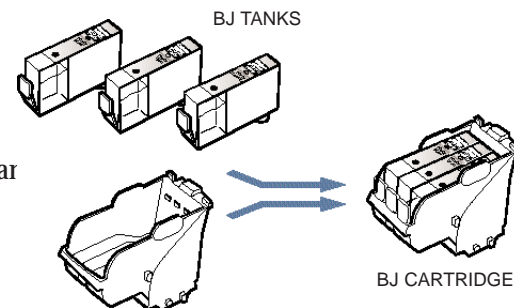
- For the BC-31 Color BJ Cartridge

- BCI-3C Cyan BJ Tank
- BCI-3M Magenta BJ Tank
- BCI-3Y Yellow BJ Tank



- For the BC-32 Photo BJ Cartridge

- BCI-3PBK Photo Black BJ Tank
- BCI-3PC Photo Cyan BJ Tank
- BCI-3PM Photo Magenta BJ Tank



The BJ cartridges for this printer contain the Bubble Jet print head only. You install the BJ tanks into the BJ cartridges after you install the cartridge print head unit in the printer.

The BJ tanks contain ink only.

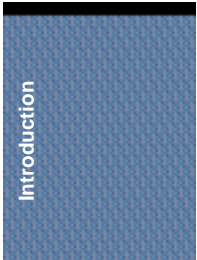
The BJ cartridges that come with your printer depend on the model.



Canon has more engineers dedicated to creating quality ink for providing the best results for output on Bubble Jet printers than any other organization. Canon does not prohibit the use of third-party inks and the use of third-party inks does not invalidate the product's limited warranty. However, Canon cannot guarantee the quality or performance of your printer when you are using inks from other suppliers.

Canon's limited warranty does not cover damage caused to Canon's Bubble Jet products that is attributable to the use of third party parts or supplies, including inks. The limited warranty remains in effect for its life once that particular damage has been properly repaired.

For optimum printing results, Canon recommends that you use Canon BJ cartridges.



## Canon Specialty Papers

Canon manufactures numerous specialty papers, including:

- Bubble Jet Paper
- Brilliant White Paper
- Banner Paper
- High Gloss Photo Film
- Glossy Photo Paper
- Glossy Photo Cards
- High Resolution Paper
- T-Shirt Transfers
- Greeting Cards
- LetterPlus Letterhead Paper
- Fabric Sheet
- Back Print Film
- Transparencies

See Chapter 3, *Paper Handling*, for details on Canon's Specialty Papers.



# Customer Care Center

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

- 24-hour, 7-day-a-week, toll-free automated support for troubleshooting issues on most current products **(1-800-423-2366)**
- Speak to a technician free of service charge (currently Monday– Friday, 8:00 a.m.–10:00 p.m. EST, excluding holidays) for products still under warranty\*\* **(1-757-413-2848)**
- Speak to a technician (currently \$24.99) during holidays and days/hours not listed above regarding urgent product questions or for products no longer under warranty **(1-800-423-2366)**

Or for a charge of \$2.50 per minute, to a maximum of \$25.00 per call **(1-900-246-1200)**

- To find out about all Canon products and accessories, to download the latest drivers, and to explore all your technical support options including e-mail support, visit the Canon Computer Systems, Inc. Web site (**[www.ccsi.canon.com](http://www.ccsi.canon.com)**)
- 24-hour, toll-free Fax Retrieval System **(1-800-526-4345)**
- To download the latest printer driver using your modem, 24-hour Bulletin Board Service **(1-757-420-2000)**



Canon Canada

Within Canada, 24 hours a day, 7 days a week\* **(1-800-263-1121)**.

\*Support program specifics subject to change without notice.

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

In other countries, please contact your Canon dealer.

## Servicing the Printer

The Canon BJC-6000 Series Color Bubble Jet Printer is designed with the latest technology to provide trouble-free operation. The Warranty Card that comes with the printer describes Canon's limited warranty for your Bubble Jet printer. Be sure to read the warranty information to find out about the different service options available to you.



**Save your sales receipt for proof of purchase.** In the event that your printer needs service, you will need your proof of purchase to obtain warranty service.

If you feel your BJC-6000 Series Color Bubble Jet Printer needs servicing, contact Canon on the World Wide Web ([www.ccsi.canon.com](http://www.ccsi.canon.com)) to locate the Canon Authorized Service Facility (ASF) nearest you. If you do not have access to the Web, you can call Canon (see page 1-4).



# Using the Printer With Windows 2

This chapter describes how to use the printer with your Windows® applications. It includes:

- Using a printer driver
- Printing a document
- Printer setup within Windows 98 and Windows 95
- Printer setup within Windows 3.1
- The Windows tabs
- Recommended Print Mode settings
- Customizing the Print Mode
- Using the BJ Printer Status Monitor
- Printing speed versus color

## Using a Printer Driver

Before you can use any type of printer with your computer, you must install software that allows the printer and computer to communicate; this software is called a **printer driver**. The printer driver tells the computer what kind of a printer you are using. The printer driver also controls the various settings, such as print quality and paper type. You define these settings within the printer driver, and the printer driver then communicates the settings to both the computer and the printer.



You must install the BJC-6000 Series Printer Driver for Windows before you can use the printer with your computer. See your *Quick Start Guide* for instructions.

# Printing a Document

This procedure describes the general steps required for printing from various Windows applications. The exact steps for printing a document may vary depending on the application program you are using. Refer to your software application's documentation for the exact printing procedure.

## 1 Start your application.

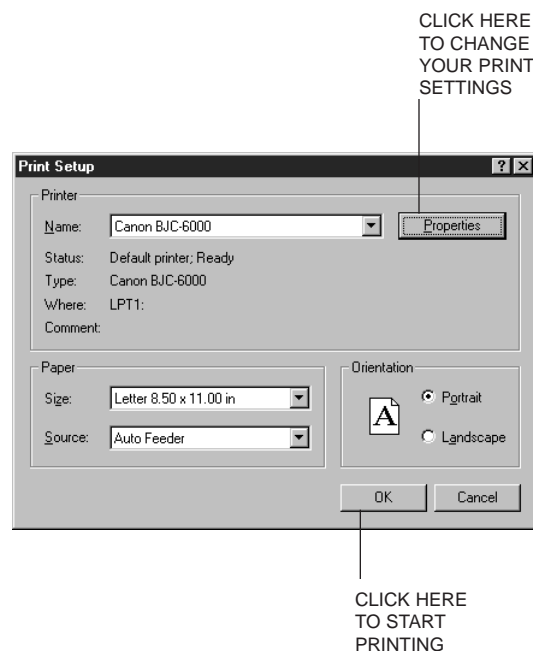
Start the program you are using to create the document, and open the document you want to print.

## 2 Make sure the Canon BJC-6000 is selected as your default printer.

Choose Print or Print Setup from the File menu. You will see a screen similar to this:

Click on the **Properties** (or **Setup**) button if you want to make any adjustments as appropriate for printing your document. (See *Printer Setup Within Windows 98 and Windows 95* or *Printer Setup Within Windows 3.1* for details.)

After making any necessary changes to the printing options, select **OK** to start the print job.



# Printer Setup Within Windows 98 and Windows 95

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You can use the printer with all your Windows 98 and Windows 95 applications.

## Opening the Printer Properties Dialog Box in Windows 98 and Windows 95

You can open the Properties dialog box in one of the following ways:

- From within any Windows application, you can select the **Print** or **Print Setup** command.
- From the Printers folder, you can select the printer and then select the **Properties** command from the File menu.
- From the Printers folder, you can select the printer, click the right mouse button, and then select **Properties** from the drop down list.

## Using the Printer Driver in Windows 98 and Windows 95

The printing options are displayed on the following Windows 98 and Windows 95 tabs: General, Details, Main, Paper, Features, and Maintenance. See *The Windows Tabs* section (page 2-5) for details. (You may also see a Sharing tab if your printer is being shared by a Network.)



For detailed information on any of the printing options, you can use the Windows 98 and Windows 95 online Help:

- Use the right mouse button to click an item on the screen; then click the **What's This?** command.
- Click ? and then click an item.
- Press F1.

# Printer Setup Within Windows 3.1

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You can use the printer with all your Windows 3.1 applications.

## Accessing the Printing Options

You can access the printing options from the Printers dialog box in the Control Panel, or you can select the Print Setup option available from the File menu of most applications that run in Windows.



If the **Print Setup** option does not appear in the File menu for your application, refer to the user's manual supplied with the application. It should provide information about changing the printer setup parameters.

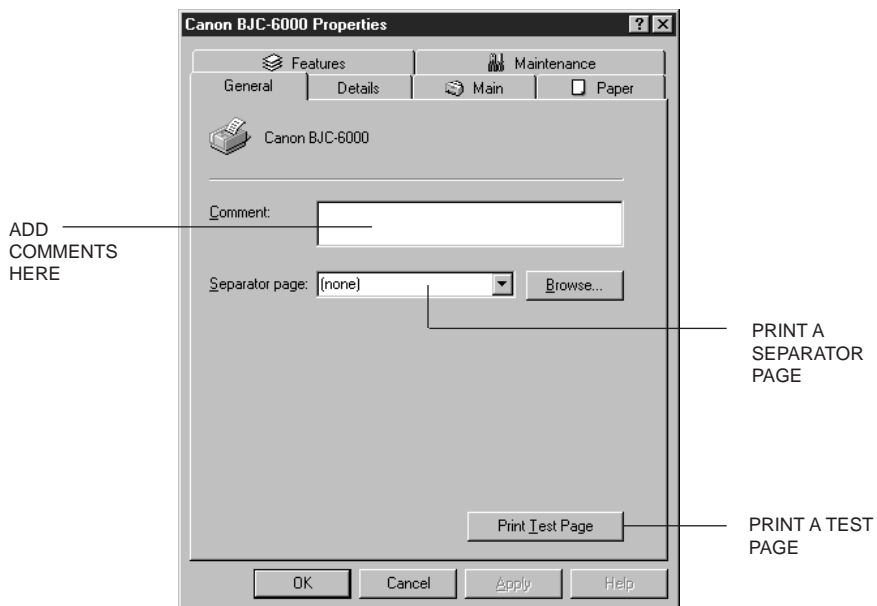
In Windows 3.1, the printing options are displayed on these tabs: Main, Paper, Features, and Maintenance. See the next section, *The Windows Tabs*, for details.

# The Windows Tabs

The BJC-6000 Series Printer Driver for Windows has several tabs from which you can select your printing options. Be sure to use the Windows help features to learn more about using these settings.

## The General Tab

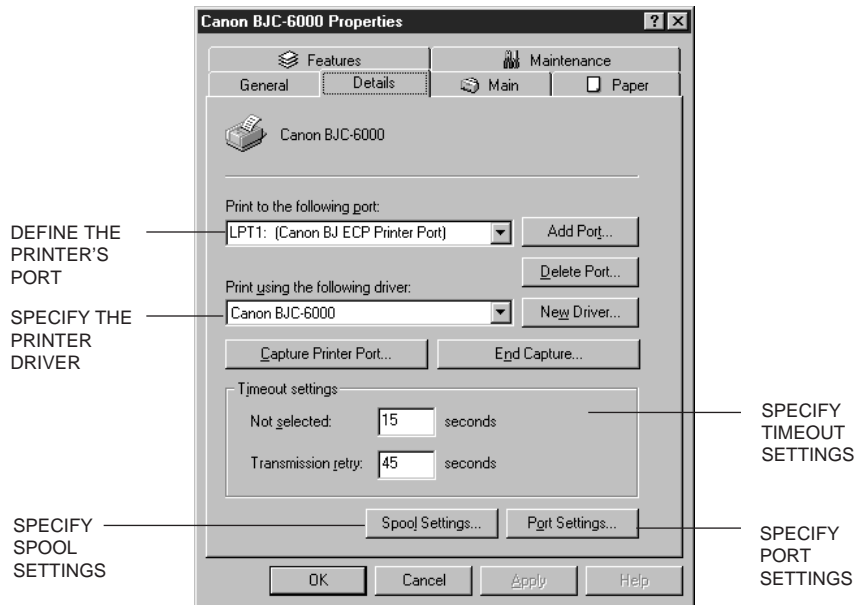
This tab allows you to add comments regarding the printer driver and print a test page or a separator page. (You see this tab in Windows 98 and Windows 95 only and only when you open the Properties dialog box from the Printers folder, not from within a Windows application.)





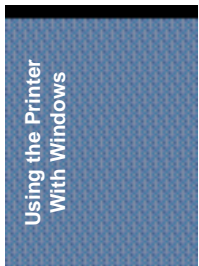
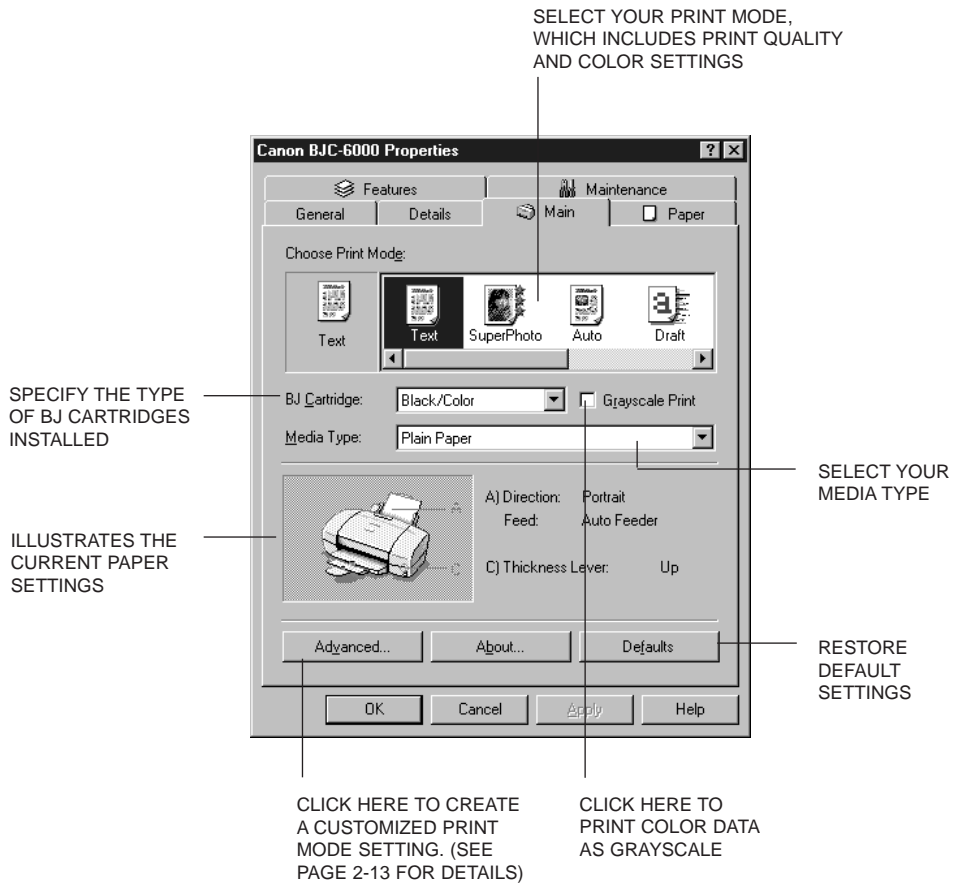
## The Details Tab

This tab allows you to specify printer port settings, spool settings, and time-out settings. (You see this tab in Windows 98 and Windows 95 only and only when you open the Properties dialog box from the Printers folder, not from within a Windows application.)



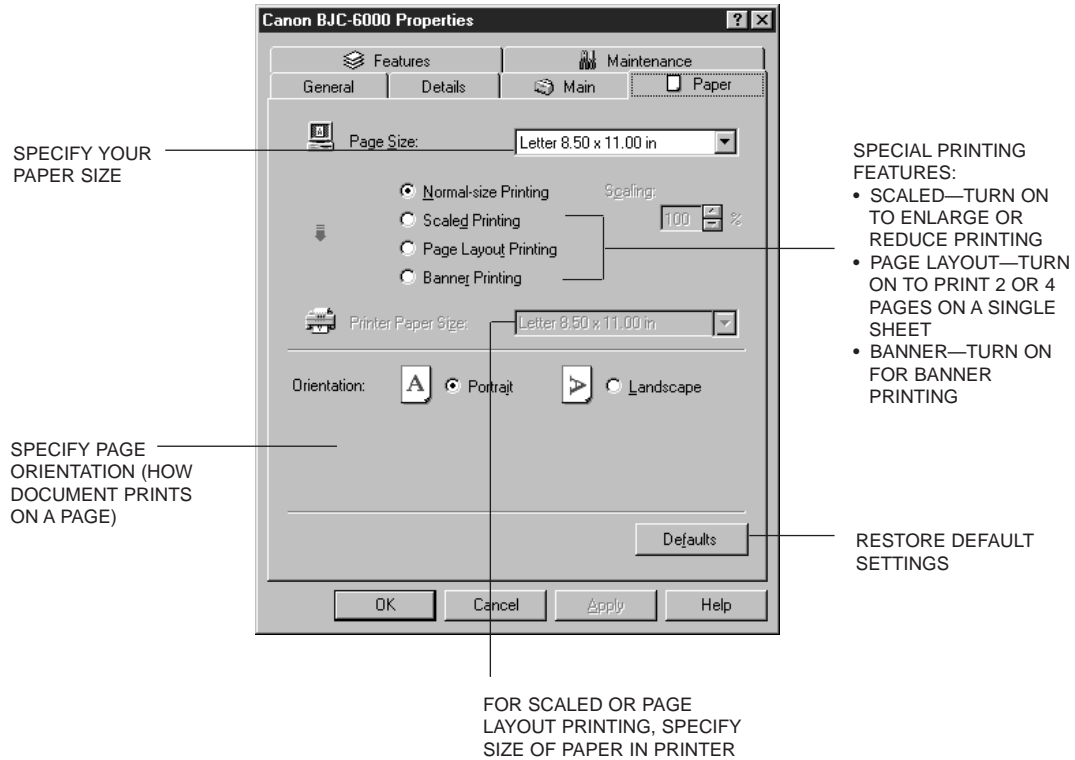
## The Main Tab

This tab allows you to select your Print Mode and specify your Media Type. (The printing options on this tab are the same for Windows 98, Windows 95, and Windows 3.1.)



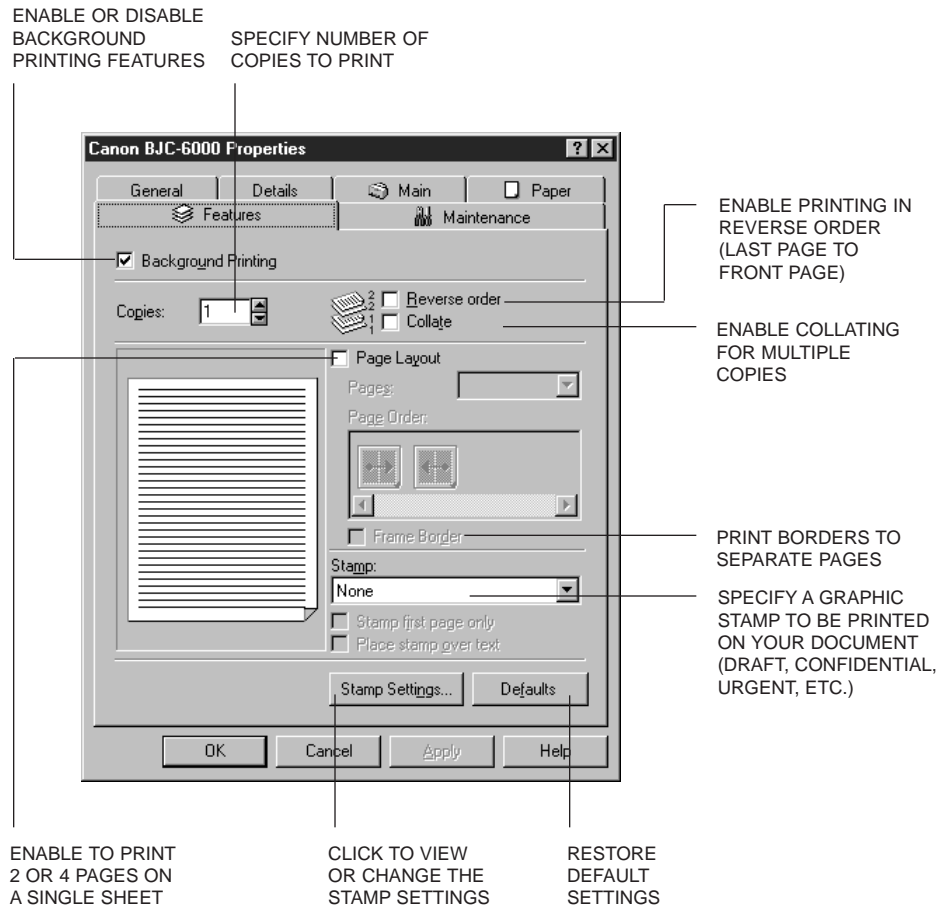
## The Paper Tab

This tab allows you to specify paper size and page orientation. (The printing options on this tab are the same for Windows 98, Windows 95, and Windows 3.1.)



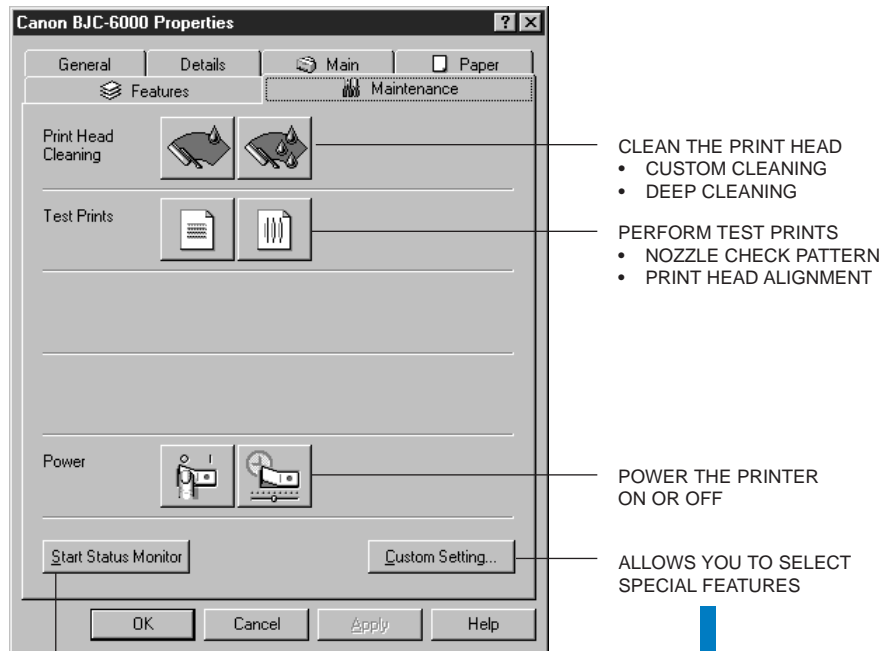
## The Features Tab

This tab allows you to specify background printing features, which include multiple copies and page layout. (The printing options on this tab are the same for Windows 98, Windows 95, and Windows 3.1.)



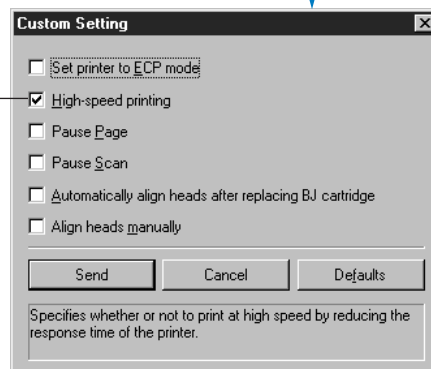
## The Maintenance Tab

This tab allows you to initiate print head cleaning, roller cleaning, and test prints. You can also turn the printer on or off and start the BJ Printer Status Monitor. (The printing options on this tab are the same for Windows 98, Windows 95, and Windows 3.1.)



START THE BJ PRINTER STATUS MONITOR (SEE PAGE 2-16)

CLICK ON THE BOX NEXT TO THE SETTING TO ENABLE (CHECK) OR DISABLE (NO CHECK) THE SETTING. WHEN THE CURSOR IS OVER THE SETTING, A DESCRIPTION OF THE SETTING IS DISPLAYED AT THE BOTTOM OF THE SCREEN.



## Specifying Your Printing Options on the Windows Tabs

Be sure to use your online help to find out about the settings available for each printing option.

- To move between the Windows tabs, click on any of the tabs.
- To save the settings and exit, click the **OK** button.
- To cancel your setting selections on a tab, click the **Cancel** button.
- To save your settings without exiting, click the **Apply** button.
- To access helpful information about the printer and the printer driver, click on the **Help** button.
- To find out about a setting, click the question mark ? in the upper right corner. Move the larger question mark to the setting you are interested in and click again.

## Recommended Print Mode Settings

You select the Print Mode options on the Main tab to achieve the specified results.



The Print Mode you select optimizes the printer's settings for print quality, media, paper feed method, and color adjustment.

Select one of the following Print Modes on the Main tab:



#### Text

Optimum setting for printing text. Use the BC-30 Black and BC-31 Color BJ Cartridges with this setting.



#### SuperPhoto

Optimum settings for natural color in photos. Use the BC-31 Color and BC-32 Photo BJ Cartridges with this setting.



#### Auto

Optimum setting for combined text, illustrations, tables, graphs, and photos. Use the BC-30 Black and BC-31 Color BJ Cartridges with this setting.



#### Draft

Optimum setting for test printing; emphasizes speed rather than quality. Use the BC-30 Black and BC-31 Color BJ Cartridges with this setting.



#### Photo

Optimum setting for printing photographs. Use the BC-30 Black and BC-31 Color BJ Cartridges with this setting.



#### Graphics

Optimum setting for printing graphic images. Use the BC-30 Black and BC-31 Color BJ Cartridges with this setting.



#### Camera

Optimum setting for digital camera images. Use the BC-31 Color and BC-32 Photo BJ Cartridges with this setting.

Click on the **Advanced** button to customize any of these settings. (See the next section for details.)

# Customizing the Print Mode

On the Main tab, you can click the **Advanced** button to customize the selected Print Mode. You see the following three tabs.

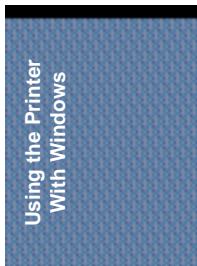
## The Quality Tab

On the Quality tab, you specify the settings for your customized print mode.

The screenshot shows the [Text] Properties dialog box with the Quality tab selected. The following callouts describe the settings:

- SPECIFY MEDIA TYPE:** Points to the Media Type dropdown menu, which is currently set to Plain Paper.
- SPECIFY HALFTONING:** Points to the Halftoning section, which includes a checked 'Auto' checkbox and three halftoning icons: Fine(Fast), Fine, and Diffusion.
- RESTORES THE DEFAULT SETTINGS:** Points to the Defaults button at the bottom right of the dialog.
- SELECT THE TYPE OF CARTRIDGE INSTALLED:** Points to the BJ Cartridge dropdown menu, which is currently set to Black/Color.
- SPECIFIES PAPER FEED METHOD OF AUTO FEED:** Points to the Paper Feed dropdown menu, which is currently set to Auto Feeder.
- SPECIFIES THE BALANCE BETWEEN PRINT QUALITY AND PRINT SPEED:** Points to the Print Quality slider, which is currently positioned between Fast and Fine.
- ENABLES THE IMAGE DATA CORRECTION FEATURE TO SMOOTH LOW-RESOLUTION IMAGE DATA FOR PRINTING:** Points to the Image Optimizer checkbox, which is currently unchecked.
- ADJUSTS THE COLOR BALANCE OF A DIGITAL CAMERA IMAGE WHEN PRINTING IT OUT:** Points to the Photo Optimizer checkbox, which is currently unchecked.

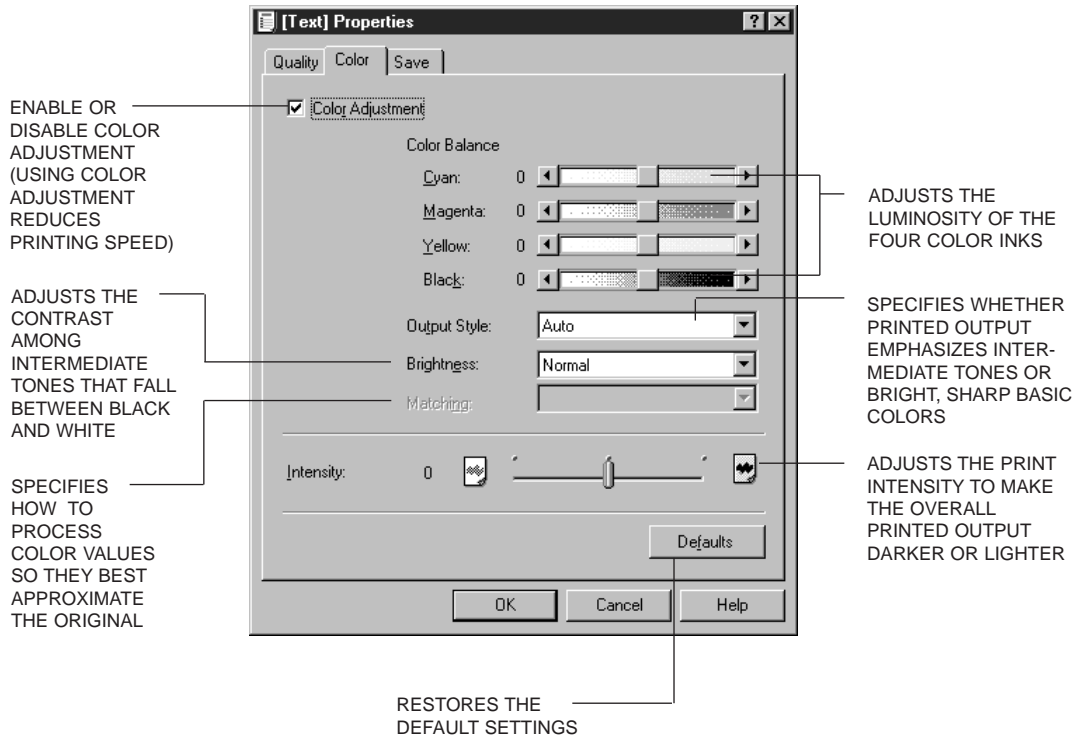
- **AUTO**—ALLOWS THE PRINTER TO DETERMINE THE TYPE OF IMAGE DATA AND APPLY THE APPROPRIATE DITHERING METHOD
- **FINE (FAST)**—USE FOR HIGH SPEED PRINTING OF CHARACTERS OR TABLES
- **FINE**—USE FOR PRINTING GRAPHICS OR CHARTS WITH CLEARLY DEFINED COLOR BOUNDARIES
- **DIFFUSION**—USE FOR PRINTING NATURAL COLOR IMAGES SUCH AS PHOTOGRAPHS





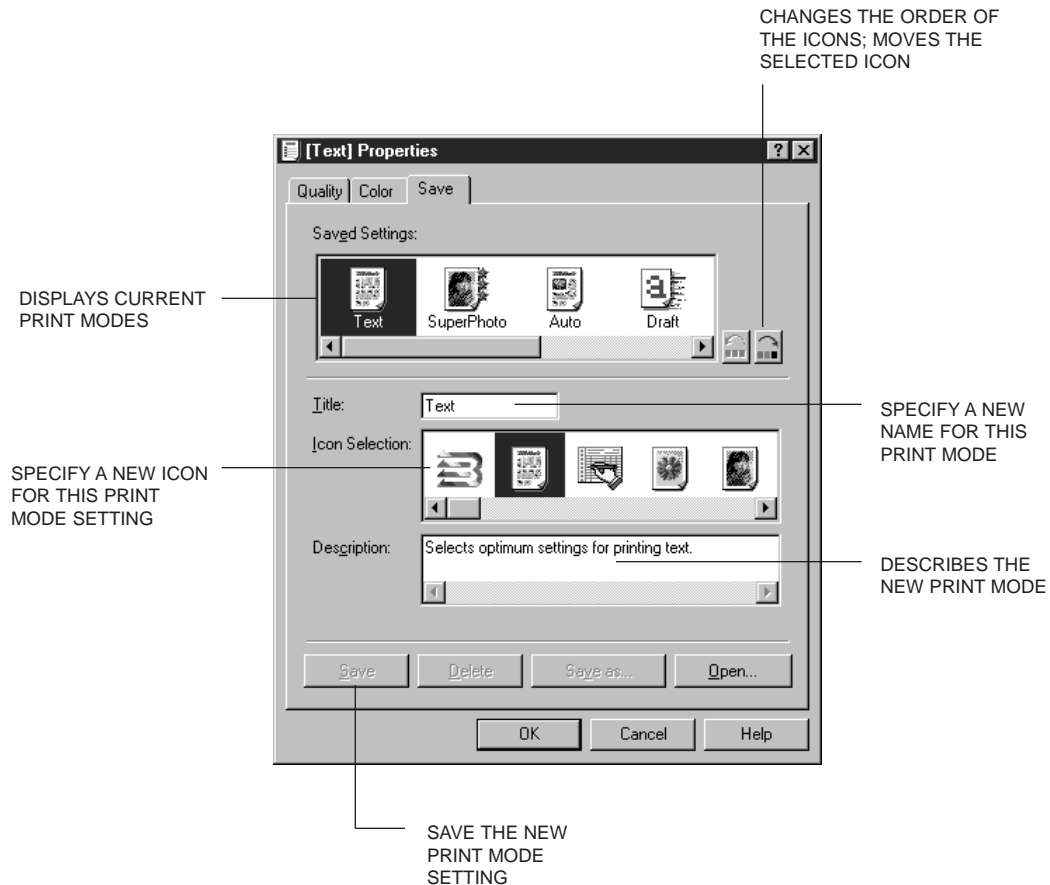
## The Color Tab

On the Color tab, you can adjust the color and intensity settings for your customized print mode.



## The Save Tab

You use the Save tab to save your customized print mode.



Be sure to save your new setting if you want to use it in the future.

# Using the BJ Printer Status Monitor

The BJ Printer Status Monitor shows the printer status and the progress of documents printing in Windows.

The BJ Printer Status Monitor is automatically enabled; therefore, you will see the following screen whenever you initiate a print operation. You can also start the BJ Printer Status Monitor by clicking the **Start Status Monitor** button on the Maintenance tab (see page 2-10).



# Printing Speed Versus Color

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The BJC-6000 Series Printer Driver for Windows can interpret and translate the full spectrum of colors, up to 16.7 million colors. When printing in color, there is a significant increase in the amount of information that the driver has to interpret and translate. When printing black ink only, the driver has only one color to interpret.

By decreasing the amount of colors that the printer driver has to interpret, you can significantly decrease the time needed to translate the information. This will speed up the overall printing process.

## Ways to Improve Print Speed in Windows

To improve printing speed, you can try the following:

- Turn off the Print Manager in the Windows Control Panel (Windows 3.1 only)  
This avoids the extra step of sending the print file to the Print Manager and may increase your printing speed by as much as 25%, depending on the computer you are using.
- Add a permanent swap file in Windows 3.1  
Under the 386 Enhanced icon in the Windows Control Panel, add or create a permanent swap file that is from 4 MB to 9 MB. The computer will be able to prepare the print file faster. See your Windows documentation for instructions.
- Avoid diffusion halftones  
Choose Diffusion for Halftoning only when printing final output or photographic images. To specify Halftoning, click the **Advanced** button on the Main tab in the printer driver and then click the Quality tab. Choosing a Halftoning setting of Fine/Fast allows documents to print as much as 20% faster because the computer does not need to compute to “best possible position” for each dot.
- Avoid color adjustment  
In the Color tab, disable the Color Adjustment option. This feature takes longer to process in the computer because it requires special information. (To disable Color Adjustment, click the **Advanced** button on the Main tab in the printer driver and then click the Color tab.)

- **Free up your memory**  
Use only one software program at a time and unload any screen saving utilities or programs stored in Windows background; this frees up more memory for Windows processing.
- **Use the Draft setting for Print Mode**  
If you will be printing text in black ink only, choose a Print Mode of Draft or Text. Use Draft mode to emphasize speed rather than quality. In Draft mode, the printer will need to disperse fewer dots.
- **Limit the number of colors on each page**  
The computer will need to calculate and transmit fewer dots. Too many colors can make the image confusing and less effective as well as cause the print speed to slow down.
- **Use primary colors when printing presentation graphics**  
Use black, yellow, blue, green, and red when possible. The computer will need to calculate and transfer less dot information.
- **Use Plain Paper as the Media Type**  
The print head will make one or two passes for each printed line.
- **Use smaller graphics and more white space in your documents**  
The computer will be able to prepare the print file faster.
- **Add RAM to your computer**  
The computer will be able to prepare the print file faster.
- **Use a computer with a faster processor**  
The computer will be able to prepare the print file faster.

This chapter describes how to use the printer for all your printing operations. It includes:

- Selecting paper types
- Printer settings for various print media
- Loading paper
- Printing on envelopes
- Using Canon Specialty Papers

To ensure the best performance of your printer, you'll want to select the best paper and load it correctly. You can stack paper in the sheet feeder to load it automatically, or you can manually feed one sheet at a time.

## Selecting Paper Types

One of the most important things you can do to assure the best possible performance of your Bubble Jet printer is to select the correct paper. Your printer produces letter quality print on most plain bond papers, including cotton bond and photocopying papers; it does not require special ink jet papers. However, the print quality varies with different paper types. Be sure to test a type of paper before you purchase a large quantity.

### Plain Paper

The printer supports paper sizes of letter, letter plus, legal, A4, and A4 plus in portrait orientation. You can use regular copier paper, cotton bond papers, and typical letterhead. Always use paper without curls, folds, staples, or damaged edges. Copier paper has a preferred side for printing. Look at the label on the package to see which side to print on first.

### High Gloss Photo Film

The Canon High Gloss Photo Film features a bright white finish that lends striking visual power to charts, graphs, and photographic images. Use this film to make your presentation materials and graphics look professional. When printing on this film, use the BC-32 Photo and BC-31 Color BJ Cartridges. In the printer driver, select the appropriate Print Mode and select High Gloss Photo Film for the Media Type.

### Glossy Photo Paper

Canon Glossy Photo Paper is a high gloss, thicker paper that produces the look and feel of a photograph. Use this paper with the BC-32 Photo and BC-31 Color BJ Cartridges to produce photo-quality prints from your printer. In the printer driver, select Super Photo for the Print Mode and select Glossy Photo Paper for the Media Type.

### Glossy Photo Cards

Use Canon's Glossy Photo Card media when printing a 4" × 6" image. These cards are the same stock as Canon's Glossy Photo Paper and have perforations around the printable area. You can print beyond the perforation and then tear off the margins; this allows you to fill the entire card with an image or color. In the printer driver, select Glossy Photo Cards for the Media Type. Be sure to read the instructions that come with the Glossy Photo Cards.

### Banner Paper

Canon's Banner Paper is specifically designed for printing one continuous sheet in a banner format. The connected sheets are divided by a perforation. You can print from two to six sheets at one time. In the printer driver, you select Banner Printing on the Paper tab.

### Brilliant White Paper

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

### High Resolution Paper

Canon's High Resolution Paper is designed to produce photo-realistic quality output with sharp and vivid graphics. For best results, use the BC-32 Photo and BC-31 Color BJ Cartridges to produce images comparable to your favorite photographs. In the printer driver, be sure to select High Resolution Paper for the Media Type.

### T-Shirt Transfers

Use Canon's popular T-Shirt Transfers to create and personalize T-shirts, sweatshirts, aprons, tablecloths, napkins, tote bags, and anything else your imagination allows! Use on any cotton or cotton/poly blend fabric. Your image is printed in mirror image (when you select T-Shirt Transfer for the Media Type in the printer driver) so when you iron it onto the T-shirt, the image is viewed correctly. Be sure to use the BC-30 Black and BC-31 Color BJ Cartridges when printing T-Shirt Transfers.

### Bubble Jet Paper (water resistant)

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

### Greeting Cards

Get the most out of your Canon Creative or other card making software with Canon Greeting Cards. These cards give your unique, personalized cards the look and feel of professional cards. You can create cards, invitations, announcements, and more. These cards come in regular size and half-fold. In the printer driver, select Other Paper for the Media Type.

### LetterPlus Letterhead Paper

This paper is 9 × 13.3 inches so you can print edge to edge and catch all your creativity on the page. Design your document to 8.5 × 11 inches with edge-to-edge color; then just remove the perforated margins for beautiful graphics and crisp, dark text. This paper is perfect for company letterhead, proposal covers, or any full-bleed design. (In your printer driver, select Plain Paper for the Media Type and Letter+ for Page Size when you load this paper. Make sure the settings in your software application match these settings.)

### Fabric Sheets

Use Fabric Sheets for Canon Bubble Jet printers to print banners, pillow covers, scarves, flags, and other textile items. Use these sheets for appliqués and other craft and sewing projects. Fabric sheets are 9.5 × 14 inches. In the printer driver, select the appropriate Print Mode and select Fabric Sheet for the Media Type.

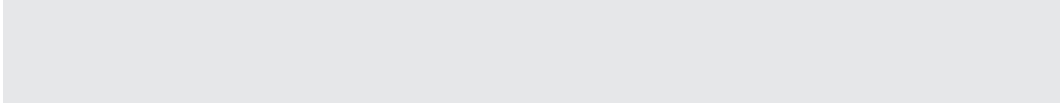
### Transparencies

Canon Transparencies are recommended. These transparencies produce excellent contrast, sharpness, and color. In the printer driver, select Transparency for the Media Type.

### Back Print Film

Canon Back Print Film has been specially developed for Canon Color Bubble Jet printers. The film is designed to deliver brilliant, high-intensity color images suitable for business presentations, design work, or professional reports. Back print film is printed on the back (matte nonglossy) side of the film in mirror image and then viewed from the front or glossy side using a backlighting device. Be sure to select Back Print Film as your Media Type in the printer driver. For more details, ask a Canon Authorized Dealer for information or refer to the manual supplied with the film.





### Assorted Paper Starter Kit

If you would like to try some of the papers described above, look for Canon's Starter Kit. It contains an assortment of five paper types.



If you are printing in an application outside Windows, your software application or printer driver must support mirror image printing in order to use Back Print Film or T-Shirt Transfers.


## Paper Guidelines

When selecting or loading paper, please remember the following:

- Attempting to print on damp, curled, wrinkled, or torn paper can cause paper jams and poor print quality.
- Use cut-sheet paper only. You cannot use multipart paper.
- Whenever possible, hold the paper by the edges and avoid touching the print side. Any scratching or soiling of the print side will adversely affect the print quality.
- When storing paper, put the paper back in its original package and avoid locations that are exposed to direct sunlight or that are subject to high temperatures or humidity. To avoid bending or wrinkling the paper, store the package on a flat surface.
- After printing, do not touch the print side until the ink is dry. If water gets on the printed media, do not touch the print side until the media is dry.
- When using graph paper, the lines may not match because the 1/6-inch line spacing of the printer is slightly less than that of graph paper.
- If the print density of your page is very high, light paper stock may curl slightly due to the large amount of ink. If you need to print dense graphics, try printing on thicker paper.
- Do not use thick papers that do not meet the specifications for this printer. Printing with a paper that is thick enough to come in contact with the print head nozzles may damage the BJ cartridges.



# Printer Settings for Various Print Media

Media	Paper thickness lever	Paper Feed	
		Method	Limit (Sheets)
Plain paper	Up	Auto	Approx. 130
High Gloss Film	Up	Auto	1
Glossy Photo Paper	Up	Auto	10 (with Loading Support Sheet A)
Glossy Photo Cards	Up	Auto	10
Banner Paper	Up	Auto	1 (2 to 6 sheets in length)
Brilliant White Paper	Up	Auto	Approx. 130
High Resolution Paper	Up	Auto	Approx. 100
T-Shirt Transfers	Down	Auto	1
Bubble Jet Paper	Up	Auto <sup>PAPER SUPPORT</sup>	Approx. 130
Greeting Cards	Down	Auto	1
LetterPlus Letterhead Paper	Up	Auto	1
Fabric Sheets	Down	Auto	1
Transparencies	Up	Auto	30
Back Print Film	Up	Auto	10
Other heavier-weight print media	Down	Manual	1 (max. thickness-0.6 mm)
Envelopes			
Single	 Down	Auto	1
Stack	Down	Auto	15

PAPER THICKNESS LEVER

PAPER OUTPUT TRAY AND EXTENSION

# Loading Paper

You can stack paper in the sheet feeder to load it automatically, or you can manually feed one sheet at a time through the manual feed slot.

You can place approximately 130 sheets of plain paper (20 lb or 64 g/m<sup>2</sup>) in the sheet feeder at a time.

You can stack approximately 30 sheets of transparency film or 10 sheets of glossy photo paper in the sheet feeder. However, these special media may not advance correctly under unusual environmental conditions (such as extreme temperatures or humidity). If you have trouble with special papers becoming skewed or feeding multiple sheets, do not stack them in the sheet feeder. Manually feed them one sheet at a time.

LOAD LIMIT MARK

## Automatically Feeding Paper

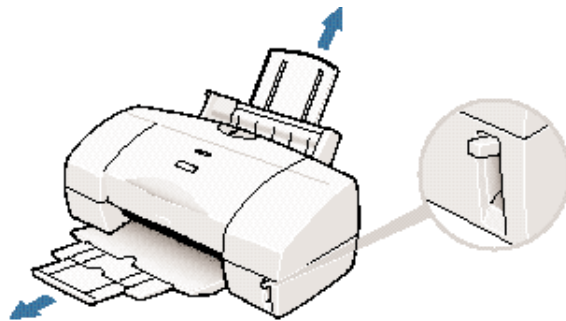
### 1 Prepare the printer.

Make sure the printer is turned on.

Pull the paper support up until it stops.

Lower the paper output tray and pull out its extension.

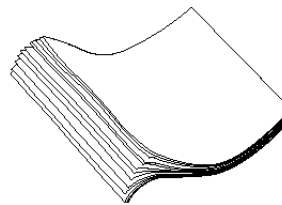
Make sure the paper thickness lever is in the up position



### 2 Fan the paper.

For best results, fan the paper before loading it.

Always fan a stack of paper along the edge that will feed into the printer first.



---

**3**

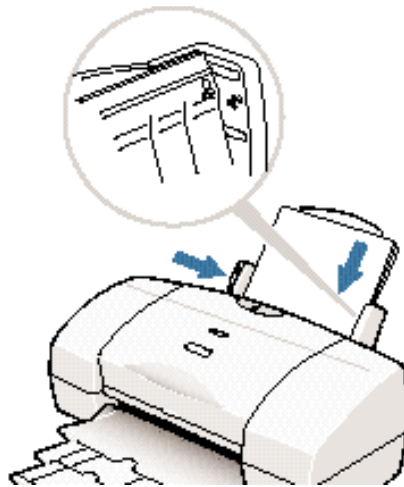
Load the stack of paper.

Slide the stack of paper into the sheet feeder until it stops.

Align the edge of the paper with the right edge of the sheet feeder.

Secure the stack with the paper guide.

Make sure the stack does not exceed the limit mark.



---

**4**

Start your print operation.

Make sure that the printer is turned on.

Use the printer driver to set any necessary print properties; for example, you need to change the settings in the printer driver if you are printing photos or using special paper.

## Auto Feed Guidelines

When automatically feeding stacks of paper, follow these guidelines:

- Do not open the front cover while printing. This will cause the printer to pause.
- Do not leave paper stacked in the printer for long periods of time; longer sheets of paper may become bent or curled over time. This may cause the paper to misfeed or jam.
- If your printed page contains lots of graphics, the ink on the page may be damp due to the print density. Remove the page right away and allow the ink to dry.
- The capacity of the paper output tray is 130 sheets of paper. To reduce paper jams, remove paper from the output tray before the count reaches 130.

- If paper curls after printing, remove it immediately; otherwise, paper jams may occur.
- Depending on the density of your printed pages, the ink may need time to dry. Within two to three seconds, the ink becomes smudge resistant. After drying for several minutes, the ink becomes water resistant.
- Do not try to load paper into the sheet feeder beyond the paper limit mark ( ) or the tab on the right side of the sheet feeder; stacking too much paper may cause paper feeding or printing problems.
- Make sure there are no gaps between the stack of paper and the paper guide nor the right edge of the sheet feeder.


## Manually Feeding Paper

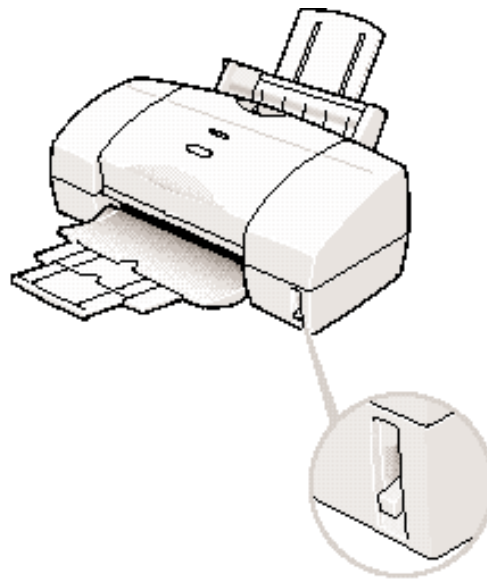
You use the manual feed function when printing on heavier-weight print media (17 lb to 143 lb, 64 g/m<sup>2</sup> to 500 g/m<sup>2</sup>, or paper thickness up to 0.6 mm).

**1**

Prepare the printer.

Make sure the printer is turned on.

Press the paper thickness lever down to the envelopes position .



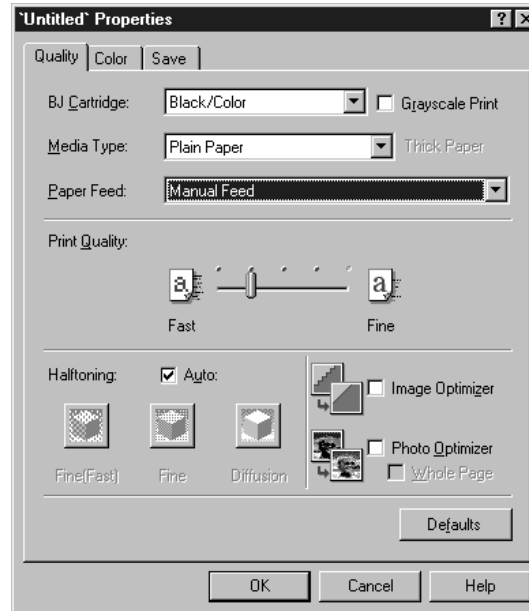
Paper Handling

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**2** Set up your print operation.

If you are using Windows, you must select Manual Feed in the printer driver for the printer to accept manually fed paper.

On the Main tab, click on the **Advanced** button. Then in the Quality tab, select **Manual Feed** for the Paper Feed type.

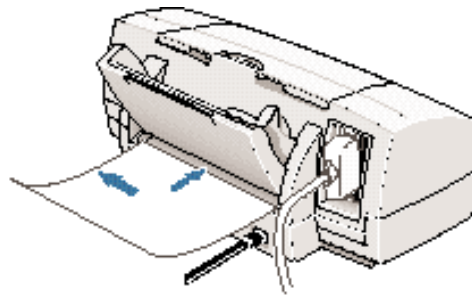


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**3** Insert the single sheet.

With the print side up, align the left edge of the sheet with the left side of the manual feed slot on the back of the printer.

Insert the sheet into the manual feed slot until it stops and hold it in place for about one second until it feeds partially into the printer.



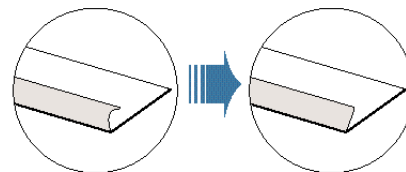
# Printing on Envelopes

You can stack up to 15 envelopes in the sheet feeder or you can manually feed envelopes one at a time.

U.S. Commercial number 10 (COM10) envelopes, and European DL envelopes are recommended. You may be able to stack envelopes of other sizes in the sheet feeder, however, Canon cannot guarantee consistent performance on envelope sizes other than COM10 and DL.

The following envelopes are not recommended or may damage your printer.

- Envelopes with windows, holes, perforations, or embossed patterns.
- Envelopes made with special coated paper or deeply embossed paper.
- Envelopes using peel-off sealing strips.
- Envelopes in which letters have been printed on the flap.



When you are ready to print on envelopes, feed them into the sheet feeder. (You can also manually feed envelopes one at a time.)






---

**1**

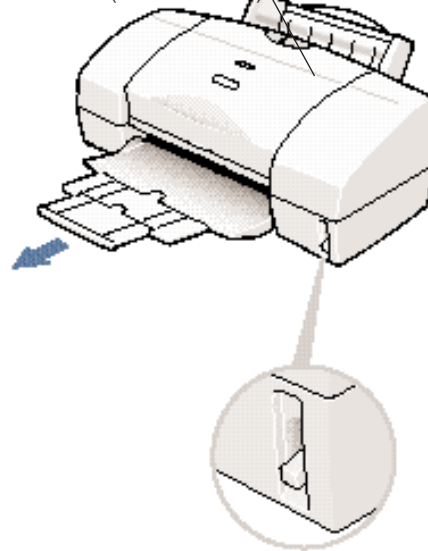
**Prepare the printer.**

Make sure the printer is turned on.

Make sure the paper thickness lever is pressed down to the position for envelopes .

Pull out the paper output tray and extension.

PRINT SIDE (ADDRESS SIDE)



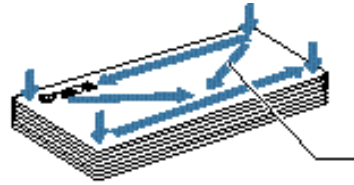
PAPER OUTPUT TRAY  
AND EXTENSION

---

**2**

Prepare the envelopes.

Arrange the stack of envelopes on a firm surface and press down firmly on the edges to make the folds crisp.



Press all the way around the envelopes to remove any curls and to expel air from inside the envelopes.

To remove curling from envelopes, hold the edges of the envelopes diagonally and bend gently.

Make sure any curls are removed from the flap of each envelope.

Use a pen or similar object to flatten the flaps.

---

**3**

Load the envelopes.

Load the top edge of the address side (flap side down) into the sheet feeder.

Align the stack with the right side of the sheet feeder.

Insert the stack of envelopes into the sheet feeder until it stops.

Align the edge of the paper guide with the left edge of the stack of envelopes.



---

**4**

Start your print operation.

Make sure the printer is turned on.

Set the envelope properties in the printer driver if necessary.

Normally you specify the envelope settings in your software application.

---

**5**

Remove each envelope.

Remove each printed envelope as it is ejected from the printer.



# Using Canon's Specialty Papers

This section provides guidelines for printing on some of Canon's Specialty Papers.

## Specialty Paper Guidelines



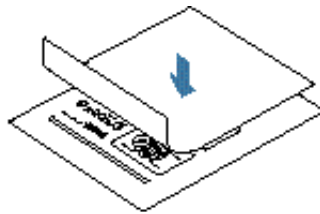
Be sure to read any instructions that come with your Canon specialty paper. These instructions provide important information regarding how to achieve the highest print quality with these papers.

Follow these guidelines:

- When automatically feeding transparencies or back print film, it is a good idea to remove each sheet after it is delivered. You may not want film sheets to stack up.
- Let the printed sheets of film or paper dry completely before storing them.

Paper type	Drying time (approx.)
Canon High Gloss Photo Film	10 minutes
Canon Glossy Photo Paper or Cards	2 minutes
Canon Fabric Sheet	1 hour
Canon Back Print Film	15 minutes
Canon Transparencies	15 minutes

- When a sheet of film has dried completely, cover its printed side with a sheet of plain (not coated) paper before storing it; this is recommended even if you place the sheets of film in a clear file or plastic holder.



- Before loading transparencies or back print film, insert one sheet of plain paper as the last sheet in the stack.
- Do not leave the film in the sheet feeder for long periods of time. Dust and dirt may accumulate on the film resulting in spotty printing.



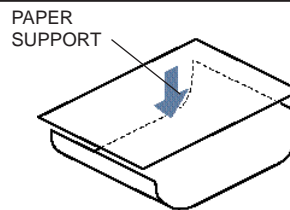
- To avoid smudging caused by fingerprints, handle film by holding the edges only.
- To avoid fading, do not expose the printed film to prolonged sunlight.
- Store unused papers and films flat. Do not remove papers from their protective packaging until you are ready to use them.
- Store unused film at temperatures between 59°F to 86°F (15°C to 30°C). The relative humidity should be between 10% and 70%.

## Printing and Uncurling Back Print Film

Be sure to print on the back (matte nonglossy) side of the film. Your data is printed in mirror image so it can be viewed from the front or glossy side using a back lighting device.

If Back Print Film becomes curled, follow these steps to uncurl it:

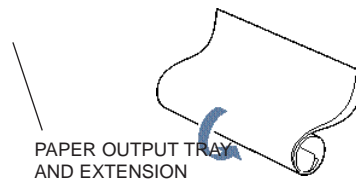
- 1** Cover the non-glossy side of the film with a sheet of plain paper.



- 2** Roll the film and paper up in the direction opposite the curl.

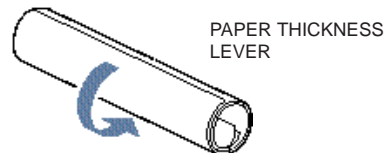
Do not roll the film too tight.

The film and paper rolled together should be about one inch (2.5 cm) in diameter.



- 3** Keep the film rolled up for about five minutes.

You may want to fasten the roll with a small piece of tape.



## Using the Cleaning Sheet for High Resolution Paper

Canon's High Resolution Paper is designed for high quality printing. This paper is specially coated to produce delicate color output.

PLAIN PAPER  
PRINT SIDE  
(CLOTH SIDE)  
OPEN END

After using a package of High Resolution Paper (100 sheets), you need to use the cleaning sheet enclosed with the paper to remove paper dust from the printer's rollers; this will help prevent paper feed problems.

---

### 1 Set up the printer.

Make sure the paper support and paper output trays are extended.

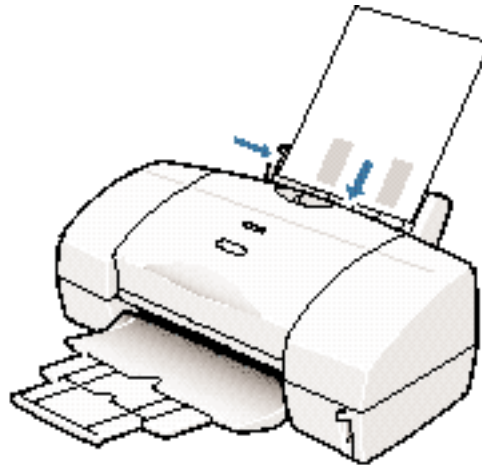
---

### 2 Insert the cleaning sheet.

Remove the two pieces of tape from the sheet.

Insert the sheet with the sticky side out (toward you) and down (going into the sheet feeder).

Adjust the paper guide to the edge of the cleaning sheet.



Paper Handling

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### 3 Feed the sheet.

Make sure the printer is on.

Press and hold the **RESUME** button.

The printer beeps once slowly. Continue to hold down the **RESUME** button until you hear two more beeps. Then release the button.

The printer feeds the sheet and then ejects it.

Use a cleaning sheet once only.

## Printing on Fabric Sheets

The Fabric Sheets for Canon printers come with a booklet that describes special handling procedures. Be sure to look through this booklet for special information regarding the Fabric Sheets. This section describes specific steps for using Fabric Sheets with the printer.

Be sure to follow these guidelines:


- To avoid paper jams, smearing, and other problems, do not open the printer's cover during printing.
- Use the fixing agent that comes with the Fabric Sheet.
- Do not touch newly printed fabric sheets until the ink is completely dry. This takes about one hour.
- Do not remove the film from the back of the sheet until after printing.

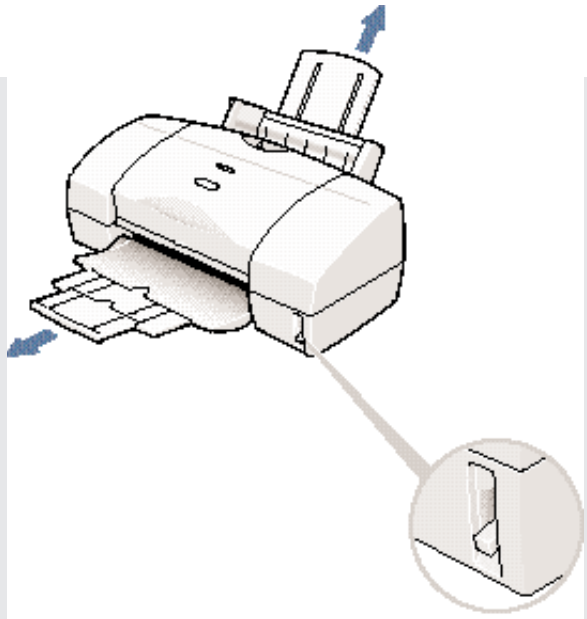
**1**

Set up the printer.

Make sure the printer is turned on.

Make sure the paper support and paper output tray are extended.

Press the paper thickness lever down to the envelopes position .



---

## 2

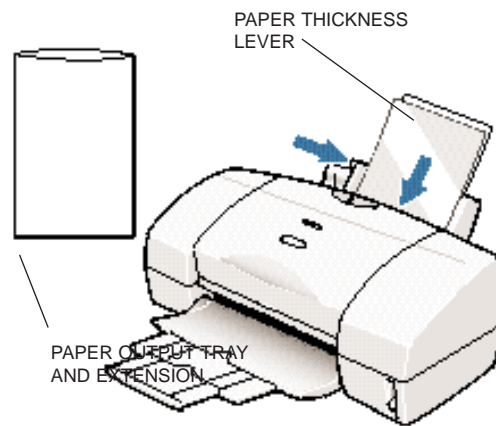
Load the fabric sheet.

Insert the sheet with the cloth side out (toward you) and the open end up (away from the sheet feeder).

Align the right edge of the sheet with the right side of the sheet feeder.



Adjust the paper guide to the edge of the fabric sheet.



---

## 3

Set up the printer driver.

In the Main tab, select **Fabric Sheet** for Media Type.

In the Paper tab, select **Letter** or **A4** for the Page Size.

Close the printer driver and start the print operation from your Windows application.

---

## 4

Dry and then wash the fabric sheet.

Remove the fabric sheet as it is ejected from the printer.

Let the printed fabric sheet set for about one hour to allow the ink to completely dry.

PRINT SIDE UP

Do not touch the printed side until the ink is completely dry.

When dry, peel the film backing from the printed fabric sheet.

Wash the printed fabric sheet for about three minutes under lukewarm running water to remove extra ink.

Hang the fabric sheet up to dry it again.

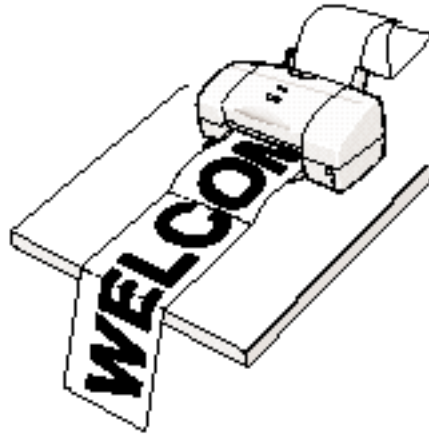
Iron the dried fabric sheet with a clothes iron.



See the booklet that comes with the fabric sheets for details on drying and washing.

## Printing on Banner Paper

For best results, use Canon Banner Paper.



To set up a print job on banner paper, you must decide on the number of sheets you need. You can print banners from 2 to 6 sheets in length.



Always leave an extra sheet at the end of the banner—just in case the type/graphic runs over to the next page.

Printing on banner paper requires quite a bit of ink. Check the BJ tanks in your BJ cartridges to make sure they have enough ink before you start the print operation.

For best print results on banner paper, use light design patterns.

To prevent ink from running over the edges of the sheet, print within the specified margins. (See page A-5 for details.)

To prevent the ink from smearing, do not allow the printed sheets to fold and stack on one another after they are ejected from the printer.

See Appendix A, *Specifications*, for the recommended printing area of banner paper.

---

**1** Prepare the printer.

Make sure the printer is turned on.

Make sure the paper support is not extended.

Make sure the paper thickness lever is pressed to the up position

Pull out the paper output tray and its extension.



---

**2** Prepare the banner paper.

Cut the banner at a crease according to the length you need.

The minimum length is two sheets.

The maximum length you can use is six sheets (66 inches or 1676 mm).

Always leave an extra sheet at the end of the banner—just in case the type runs over.

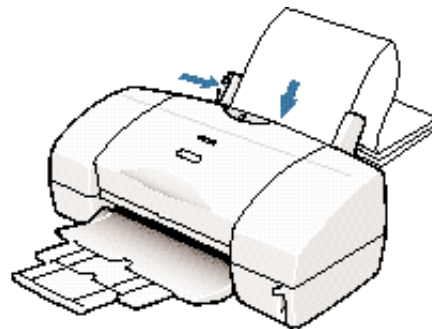


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**3** Load the first sheet.

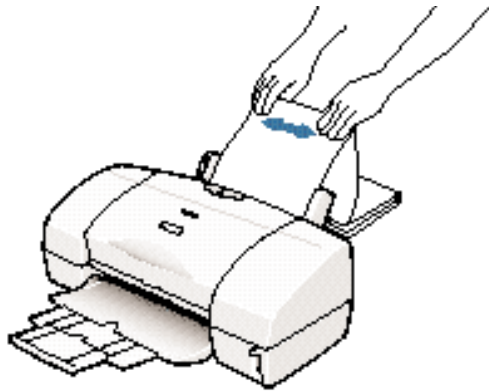
Align the first sheet of the paper with the right edge of the sheet feeder and slide it into the printer until it stops.

Adjust the paper guide to the left side of the sheet.



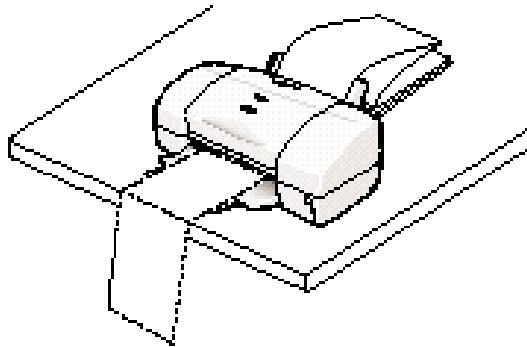
---

**4** Fold the banner paper.



Gently fold the paper at the perforations between the first and second sheet.

Neatly fold the paper behind the printer; don't allow it to hang over the edge of the table.



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**5**

Adjust the printer location.

Make sure there is enough space in front of the printer so each sheet is supported as it comes out of the printer and then allowed to hang over the edge of the table.

A dense print will require more time to dry so make sure that wet ink does not stain the desk or the floor.

---

**6**

Set up the Printer Driver.

Open the Windows application you are going to use to print. From the File menu, select **Print**. Then select your print options using the BJC-6000 Series Printer Driver for Windows.

- For Media Type, select **Plain Paper**.
- For the Page size, select **Letter** or **A4**.
- On the Paper tab, select **Banner Printing**.
- See your application software instructions for other options.

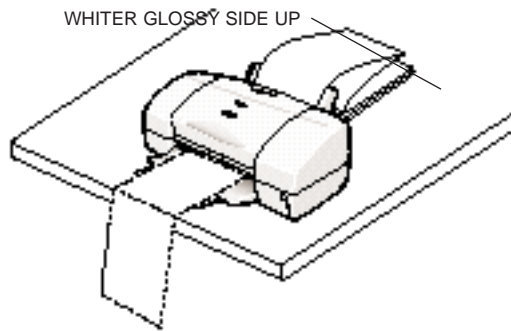
**7**

Start printing.

Click **OK** or **Print** to start the print job.

Clear enough space in front of the printer for at least one sheet of paper to rest after printing.

As the sheets print, allow the printed sheets to hang over the edge of the desk or work table.



## Loading Glossy Photo Paper

When you load Glossy Photo Paper in the printer, always use the Loading Support Sheet A provided with the package.

**1**

Prepare the sheets.

Hold the sheets of Glossy Photo Paper with the whiter sides (print sides) up and place them on top of the Loading Support Sheet.

You can load up to 10 sheets of Glossy Photo Paper in the sheet feeder.

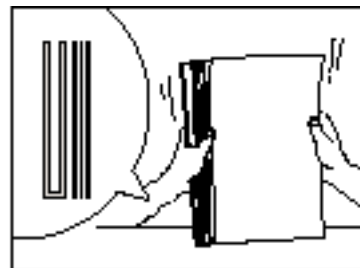


Paper Handling

**2**

Stack the sheets.

Tap the stack against a flat surface to align the edges of the Glossy Photo Paper and the Loading Support Sheet A.





# Maintaining the Printer 4

This chapter covers the care required for your printer. It includes:

- Printer guidelines
- Cleaning the printer
- Performing maintenance
- Printing the Nozzle Check Pattern
- Cleaning the print heads
- Deep cleaning the print heads
- BJ cartridge guidelines
- Replacing a BJ tank in a BJ cartridge
- Replacing a BJ cartridge
- Aligning the print heads
- Storing a BJ cartridge
- Transporting the printer



# Printer Guidelines

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Follow these guidelines to avoid damage to your printer and harm to you or others:

- Set the printer on a stable surface. Do not use an angled printer stand. Avoid setting the printer in direct sunlight.
- Keep the front cover closed when printing.
- Do not set anything on top of the printer.
- Make sure the power is off any time you connect or disconnect the power cord or interface cable.
- Do not unplug the power cord unnecessarily.
- When you unplug the power cord, grasp the plug itself. Do not pull on the cord.
- Do not place the printer too close to a fluorescent lamp. Allow at least six inches (15 cm) clearance between the printer and any fluorescent lamp. Fluorescent lamps generate electrical noise that may cause printer malfunctions.
- Do not unplug the printer or turn off a power strip to which the printer is attached when the printer's power is turned on. This may prevent the print head units from returning to the home position on the right and being capped, which may cause the print heads to dry out. This is critical. If left uncapped, the print head units may clog and may need to be replaced.
- Do not move the mechanism that holds the BJ cartridges. Attempting to move the BJ cartridge holders may damage delicate mechanical parts.
- It's a good idea to use a power surge protector. However, never turn off the printer using the power strip. Always use the **POWER** button on the printer.

# Cleaning the Printer

---

Your printer requires little routine maintenance. Perform the following maintenance, as necessary, to keep your printer in good operating condition.



Before cleaning the printer, be sure to turn off the printer and unplug the power cord.

Do not clean the exterior of the printer with volatile liquids such as thinners, benzene, or any spray-type or chemical cleaners; doing so will damage the surface of the printer.

When cleaning the printer, avoid the area near the print head on the BJ cartridges. Do not touch the print heads. Ink may leak out and cause stains.

Clean the printer regularly to avoid printing problems. Remove any ink mist or paper debris from the interior of the printer using a soft cloth moistened with water.

Clean the exterior of the printer with a soft cloth moistened with water. Clean away smudges and dust.



Do not use paper products (such as paper towels or tissues) to clean the inside of the printer.



# Performing Maintenance

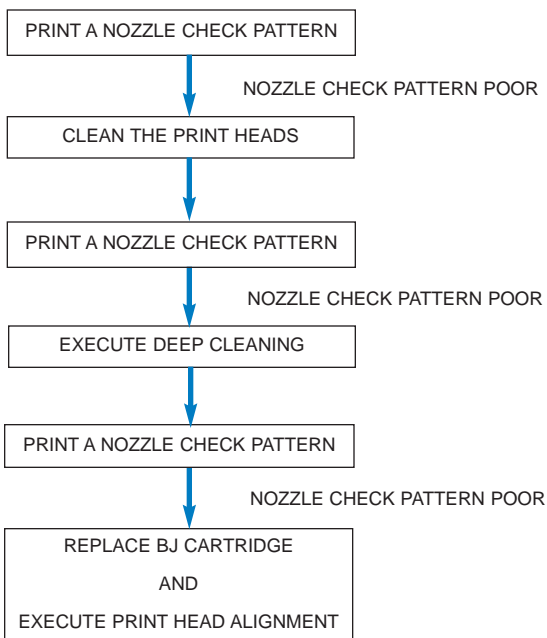
---

If your printed output appears streaked or blurred, open the printer's front cover and visually check the level of the ink in all the BJ tanks. If a BJ tank is low or has run out of ink, replace it.



When a BJ tank runs out of ink, the printer beeps four times and the BJ Printer Status Monitor opens and displays a message to warn you that a BJ tank has run out of ink.

After you replace the BJ tank(s), if there are still signs of poor quality in your printing, follow these procedures.



# Printing the Nozzle Check Pattern

The Nozzle Check Pattern confirms whether the inks are being correctly ejected from the print head nozzles and whether the print heads on the two BJ cartridges are correctly aligned. Perform a Nozzle Check Pattern when your printouts are streaked or the color tones on your printout are not correct.

You use the Test Prints option on the Maintenance tab in your BJC-6000 Series Printer Driver to print a Nozzle Check Pattern. Before selecting the Test Prints option, make sure paper is properly loaded in the sheet feeder (see *Automatically Feeding Paper* starting on page 3-6) and the printer is turned on.

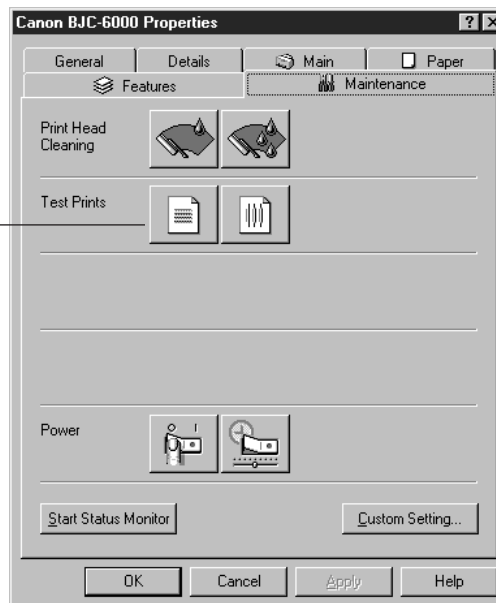
**1** Start the printer driver.

In Windows 98 and Windows 95—Click the Start button, select Settings, and then click **Printers**. Right click **Canon BJC-6000** and then select **Properties**.

In Windows 3.1—Click the **Main** group in the Program Manager. Then click the **Control Panel**, and click **Printers**. Make sure **Canon BJC-6000** is highlighted and click Setup.

**2** Click on the Maintenance tab.  
Then click the Test Prints icon on the left.

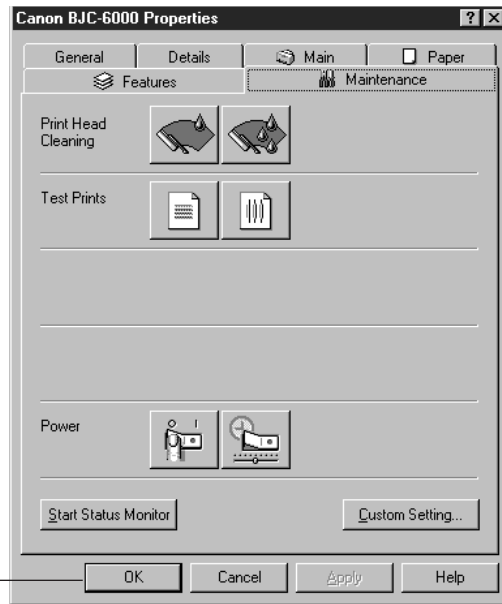
CLICK HERE  
TO PRINT  
THE NOZZLE  
CHECK  
PATTERN



**3** Click OK to print the Nozzle Check Pattern.



You can also start the Nozzle Check Pattern with the **RESUME** button. Press and hold the **RESUME** button until you hear two beeps, and then release it.



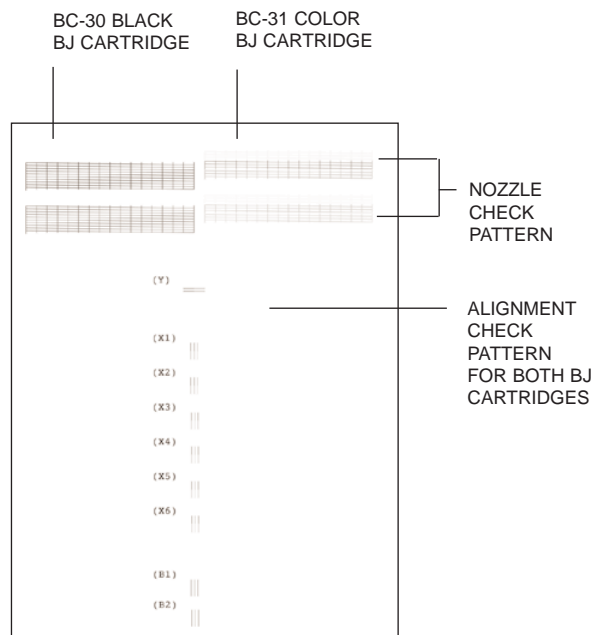
CLICK  
HERE

**4** Check the results of the Nozzle Check Pattern.

The Nozzle Check Pattern looks like this when the BC-30 Black and BC-31 Color BJ Cartridges are installed.

Look at the Nozzle Check Pattern for each BJ cartridge. If any colors are missing or if any horizontal lines are broken or missing, perform print head cleaning procedure (see the next section for details).

In the alignment head pattern, if the lines are not perfectly overlapped, align the print heads (see page 4-20).



# Cleaning the Print Heads

Your printer is equipped with two print head cleaning functions to ensure constant high quality printing. Always execute normal print head cleaning first. If this does not correct the problem, execute deep print head cleaning.

The printer automatically performs normal print head cleaning each time you turn it on.



Cleaning the print heads consumes ink, so clean the print heads only when necessary.

## Normal Print Head Cleaning

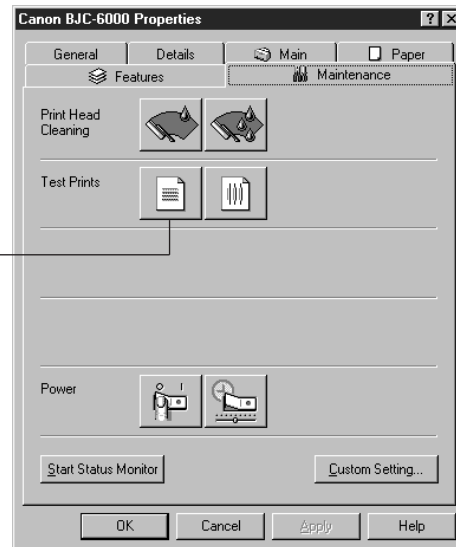
If you are using Windows, you can execute print head cleaning from the Maintenance tab in the BJC-6000 Series Printer Driver.



Start the printer driver and click the Maintenance tab.

Now click the first Print Head Cleaning icon.

CLICK  
HERE



**2**

Click one of the option buttons.

To clean the print heads on both BJ cartridges, select **All Colors**.

To clean only the print heads of the Black BJ Cartridge, choose **Black**.

To clean only the print heads of the Color BJ Cartridge, select **Color**.

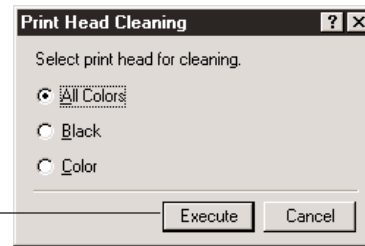


**3**

Click Execute and follow the instructions on the screen.

When print head cleaning begins, the POWER light starts flashing. Print head cleaning requires about 30 seconds to complete. Wait for the POWER light to stop flashing before you resume normal operation.

CLICK  
HERE



To check the print head performance, print the Nozzle Check Pattern (see page 4-5).

If the results of the Nozzle Check Pattern are not satisfactory, check the BJ Printer Status Monitor for a low ink warning or remove the BJ tanks and visually check the ink levels in the tanks. If there is ink in all of the BJ tanks, execute print head deep cleaning (see page 4-9).



You can also start print head cleaning with the **RESUME** button on the printer. Press and hold the **RESUME** button until you hear one beep and then release it. This cleans the print heads of all colors at one time.

Perform the print head cleaning only when you encounter a print quality problem. Unnecessary and repetitious cleaning will waste ink.

If you execute the print head cleaning while paper is manually loaded, the printer will eject the paper and then perform the cleaning.



Follow the instructions on the screen.

A message appears warning you **NOT** to start another operation until deep print head cleaning is finished. Click the **OK** button.

The BJ Printer Status Monitor displays a message during deep print head cleaning.

The **POWER** light flashes during print head deep cleaning and then lights again when deep cleaning is complete.

Deep print head cleaning takes about one to two minutes.

To check the print heads, print the Nozzle Check Pattern (see page 4-5).

If the problem has not been corrected after deep cleaning the print head four or five times, it's time to replace the BJ cartridge.

## BJ Cartridge Guidelines

---

The printer's cartridge holder holds two BJ cartridges. The BC-31 Color BJ Cartridge is installed on the right side at all times. In the left slot, you can install the BC-30 Black BJ Cartridge or a BC-32 Photo BJ Cartridge.

## BJ Cartridge and BJ Tank Maintenance

The most important thing you can do to extend the life of your printer and to ensure optimum print quality is take care of the BJ cartridges.



Spilled ink can stain any surface. Open BJ cartridges and BJ tanks carefully, and follow the guidelines presented here to protect against spilled ink.

- When a BJ tank runs out of ink, replace it immediately. Do not leave an empty BJ tank in a BJ cartridge installed in the printer.
- Protect all surrounding surfaces (such as floors, furniture, and clothing) before opening any BJ cartridge or BJ tank.
- To avoid spilling ink, do not drop or shake BJ cartridges or BJ tanks.

- Make sure you store any opened BJ cartridge (that is not being used in the printer) in the SB-30 Ink Cartridge Storage Box.
- Keep BJ cartridges and BJ tanks in their sealed containers until you are ready to use them.
- Do not remove the BJ tank(s) from the BJ cartridge unnecessarily. This may cause the ink to clog.
- If spilled, the ink is difficult to remove. Therefore, it's a good idea to keep the BJ cartridges and BJ tanks out of the reach of children.
- Do not touch the print head area on the BJ cartridges. Ink may leak out and cause stains.
- Use the SB-30 Ink Cartridge Storage Box for the BJ cartridges.



Hold the BJ cartridges on the sides only. Do not touch the print head area on the bottom of a BJ cartridge or the circuit area on the side. The print head area may become hot during printing.



HOLD HERE

## Replacing BJ Tanks and BJ Cartridges

The actual amount of ink that you use will vary depending on the print density of a page. If the majority of your output is graphics, you may need to change cartridges or tanks more often than when you are printing text only. See Appendix A, *Specifications*, for details on the life expectancy of the BJ cartridges and BJ tanks.

You may need to replace the BJ cartridge or a BJ tank if you are experiencing poor print quality. If you notice a deterioration in the quality of printed pages, perform a test print and clean the print heads before you decide to replace the BJ cartridge.

It's a good idea to replace the BC-30 Black BJ Cartridge if it has been in use for more than one year.

# Replacing a BJ Tank in a BJ Cartridge

When a BJ tank runs out of ink, the printer will beep four times and the POWER light will flash orange.

When you purchase extra BJ tanks, make sure you get the correct BJ tanks for each BJ cartridge.

- For BC-30 Black BJ Cartridge  
BCI-3BK Black BJ Tank
- For BC-31 Color BJ Cartridge  
BCI-3C Cyan BJ Tank  
BCI-3M Magenta BJ Tank  
BCI-3Y Yellow BJ Tank
- For BC-32 Photo Color BJ Cartridge  
BCI-3PBK Photo Black BJ Tank  
BCI-3PC Photo Cyan BJ Tank  
BCI-3PM Photo Magenta BJ Tank

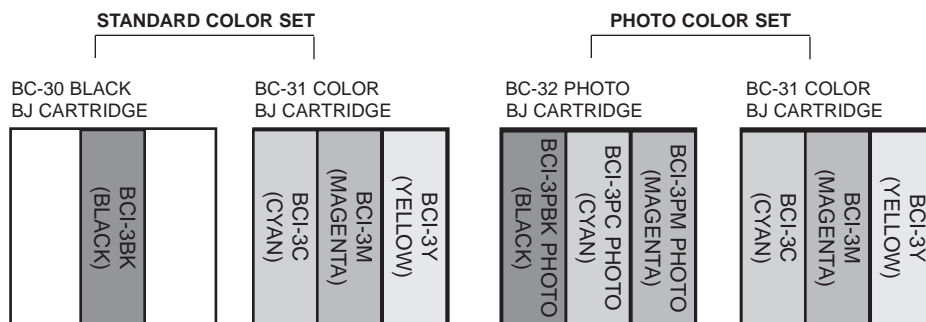


If you need to replace more than one ink tank, remove and replace one BJ tank at a time to ensure that each new BJ tank is inserted in the correct slot. Colors will not print correctly if you insert a BJ tank in the wrong slot.

To avoid interfering with the ink supply, do not touch the opening on a BJ tank.

Leave the BJ cartridge in the printer when replacing a BJ tank. Make sure the printer's power is on.

Make sure you insert the BJ tank in the correct slot. The key below shows the correct order of BJ tanks in the BJ cartridges.





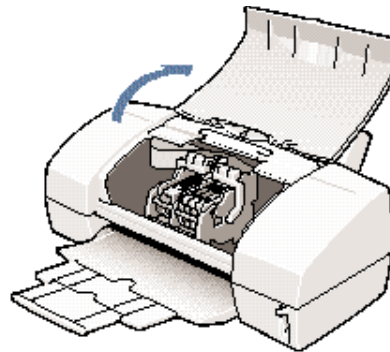
---

**1**

Open the front cover.

The printer beeps and moves the cartridge holder to the center of the printer.

The POWER light blinks while the cartridge holder is positioned to the center of the printer.



---

**2**

Remove the empty BJ tank.

The color cartridge is on the right.

Press in on the release tab and then lift the BJ tank up and out of its slot.

Dispose of the BJ tank properly. You may want to place it in a plastic bag to keep from spilling any residual ink.

Handle the used BJ tank with care to avoid spilling ink on your hands, floor, furniture, or clothing. Empty color BJ tanks cannot be refilled. Always discard them immediately.



---

**3**

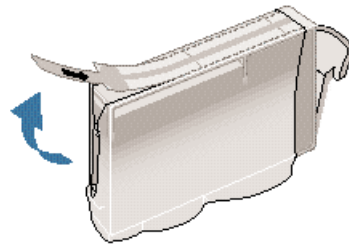
Prepare the new BJ tank.

Remove the new BJ tank from its package.

Pull the orange tape up and against the perforations to open the package film.

Remove the film carefully so you do not remove the label from the BJ tank. You will need the label to match the BJ tank with the correct slot of the BJ cartridge. (Also, if the label is removed, air can get into the BJ tank, which will cause the ink to evaporate very quickly.)

Remove the film by pulling on the orange tape. Do not attempt to remove the film before you remove the orange tape.



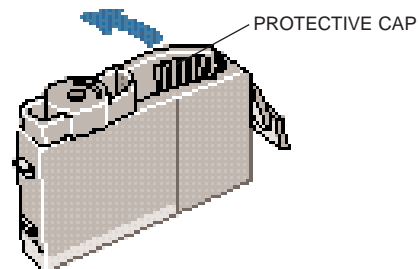
---

**4**

Twist the orange protective cap in the direction shown by the arrow and remove it.

Never attempt to reattach a protective cap to a BJ tank.

Discard the protective cap and protective tape according to the local laws and regulations regarding disposal of consumables.

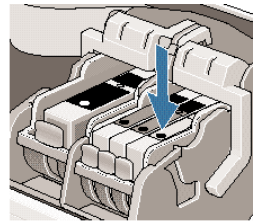


---

**5**

Insert the BJ tank.

Hold the new ink tank at a slight angle, align it with the correct slot, then press down gently on top of the ink tank until it locks in place.



To lock the ink tank in place, press down on the circle mark on top of the ink tank.

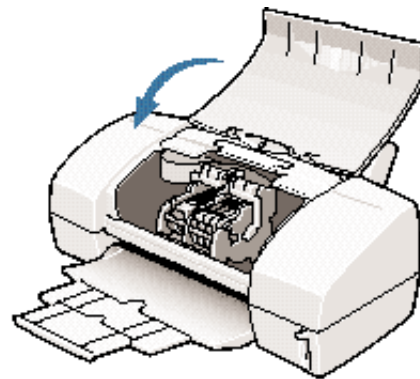
Press down until you hear the ink tank lock in place.

---

**6**

Close the printer cover.

The printer automatically starts cleaning the print heads and the POWER light blinks. This will take about two minutes. After print head cleaning is finished, the POWER light stays on and the printer is ready for operation.



Perform another test print to make sure the new color BJ tanks are functioning normally.

# Replacing a BJ Cartridge

---

If the print quality of your output remains poor even after replacing the BJ tanks and cleaning the print heads, the print heads are worn out and you must replace the BJ cartridge.

The following procedure describes how to replace a BJ cartridge.



When switching from the BC-30 Black BJ Cartridge to the BC-32 Photo BJ Cartridge (or vice versa), be sure to replace the entire unit. Also, be sure to place the BJ cartridge you are removing in the Ink Cartridge Storage Box. See page 4-25 for details.

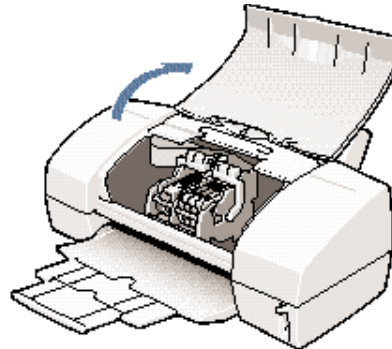
The BC-31 Color BJ Cartridge must be installed in the right slot of the cartridge holder. The BC-30 Black or BC-32 Photo BJ Cartridge must be installed in the left slot of the cartridge holder.

Before starting, make sure the printer is turned on.



1 Open the front cover.

The printer beeps and moves the cartridge holder to the center of the printer.



If the print head is hot, it may not move until it has cooled down. Never attempt to force the cartridge holder manually. Wait a few minutes for the print head to cool down; the cartridge holder will then move to the center of the printer.

---

**2**

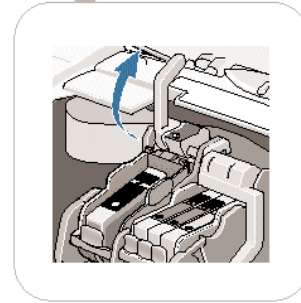
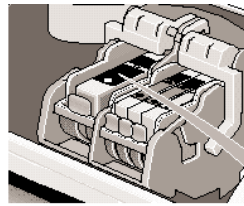
Unlock the BJ cartridge.

Raise the cartridge lock lever to unlock the BJ cartridge.

If you are replacing the BC-30 Black BJ Cartridge or BC-32 Photo BJ Cartridge, raise the left cartridge lock lever. If you are replacing the BC-31 Color BJ Cartridge, raise the right cartridge lock lever.

Make sure you raise the lever all the way up.

The illustrations here show how to replace the BC-30 Black BJ Cartridge.



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**3**

Remove the BJ cartridge.

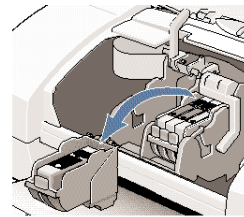
Remove the entire BJ cartridge with the ink tank in place.

If you are removing a partially used BJ cartridge, store it in the SB-30 Ink Cartridge Storage Box. (See page 4-25 for details.)

Always hold a BJ cartridge by the circles embossed on the left and right sides of the BJ cartridge. Never touch the metal contacts or the print head on a BJ cartridge.

If you are discarding a used BJ cartridge, do so immediately.

Handle the used BJ cartridge with care to avoid spilling ink on your hands or clothing.



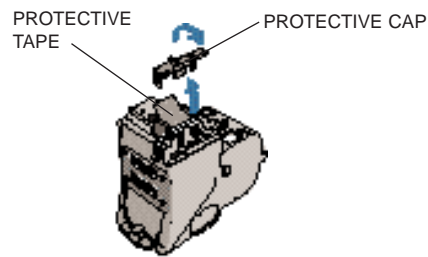
---

**4** Remove the new BJ cartridge from its package.

Remove the orange protective cap then slowly remove the orange protective tape.

Do not attempt to reattach the tape or cap to a BJ cartridge.

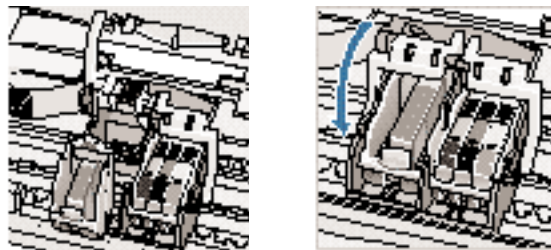
To avoid poor print quality, do not touch the print head on a BJ cartridge.



---

**5** Insert the new BJ cartridge.

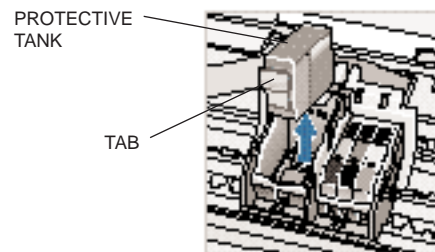
Set the BJ cartridge into the cartridge holder then lower the blue cartridge lock lever until it locks in place.



---

**6** Remove the protective tank inside the new BJ cartridge.

Press the tab on the protective tank and remove it.



The protective tank protects the BJ cartridge and cannot be used for printing. Discard this tank as soon as you remove it; do not attempt to re-attach it to the BJ cartridge.

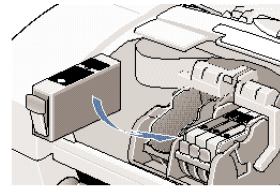
---

**7**

Insert the BJ tank(s) into the new BJ cartridge.

You can use new BJ tanks or you can use the BJ tanks that were in the worn BJ cartridge.

Install a BJ tank immediately after removing it from the worn BJ cartridge or from its package. If a BJ tank remains exposed for a long period, it may run out of ink quickly after it is installed.



---

**8**

Close the front cover.

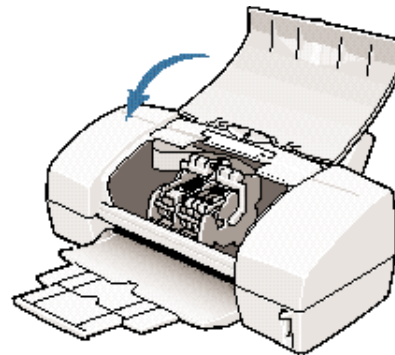
The cartridge holder returns to the home position and print head cleaning starts automatically.

Do not open the front cover during print head cleaning.

After you replace a BJ cartridge, always align the print heads to ensure optimum print quality.

Do not attempt to start any other operation until the POWER light stops flashing.

Be sure to align the print heads after replacing or switching BJ cartridges. See the next section for details.



# Aligning the Print Heads

**Important!** Every time you replace a BJ cartridge or switch BJ cartridges for a special print job, you must align the print heads to ensure optimum printing.

**1** Make sure paper is loaded and start the printer driver.

Windows 98 and Windows 95:

Click **Start**, point to **Settings**, and click **Printers**.

Right click the **Canon BJC-6000** icon and then choose Properties from the pop-up window.

Click the **Maintenance** tab.

Windows 3.1:

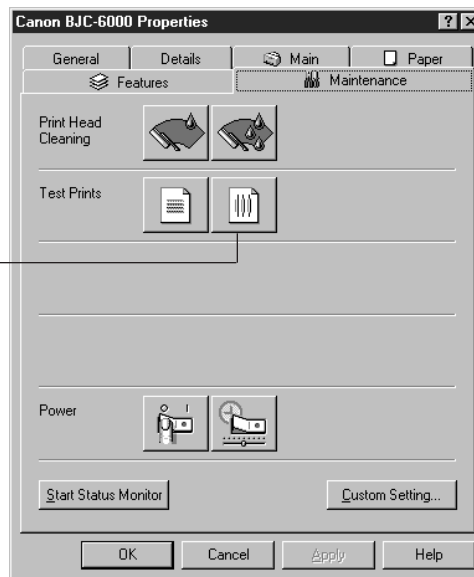
In the Program Manager double-click in this order: the Main group, Control Panel, and Printers icon.

Click the **Control** button.

**2** In the printer driver, click the Maintenance tab.

Then click the second icon to the right of the Test Prints.

CLICK  
HERE







Simply follow the instructions on the screens.

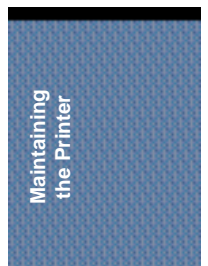
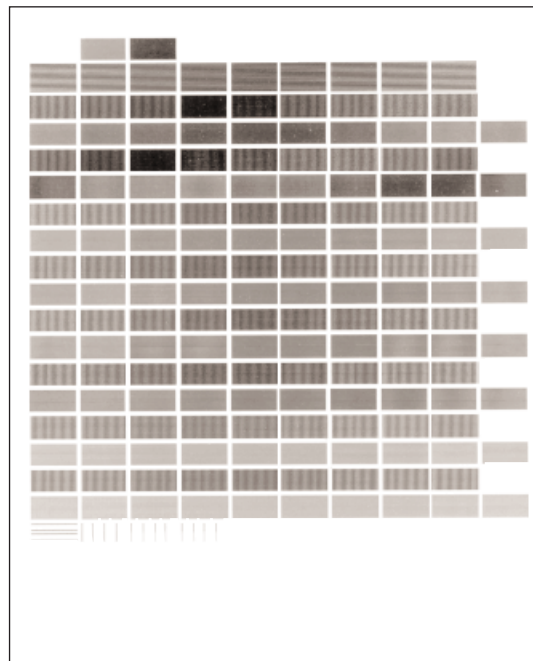
The driver performs either an automatic or manual print head alignment. The default setting is to automatically align the print heads. However, you can request that the driver align the print heads manually through the Custom Setting option on the Maintenance tab (see page 2-10 for details).

## Aligning the Print Heads Automatically

If your printer driver is set up to align the print heads automatically (this is the default), you simply start print head alignment from the Maintenance tab.

- A confirmation screen will ask you if you want to perform automatic print head alignment. Read the screen and click **OK**.
- Another screen warns you not to start any other operation until the alignment is complete; again simply click **OK**.

The BJ Printer Status Monitor displays the Printer Status. The driver automatically aligns the print heads and displays this alignment pattern. (This pattern prints shades of blue and black only.)



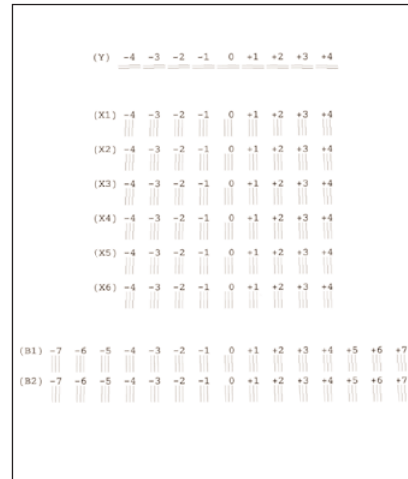
## Aligning the Print Heads Manually

If your printer driver is set up to align the print heads manually, follow these steps.

**1** Follow the instructions on each screen.

Read each screen and click **OK** as needed to continue.

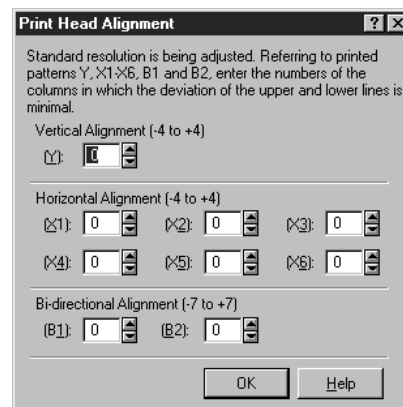
Check the line patterns on the test print. For each pattern, note the number where the lines perfectly overlap and appear as one line.



**2** Enter the necessary adjustments.

In the Print Head Alignment box, click the arrows on the boxes to enter the numbers for each alignment.

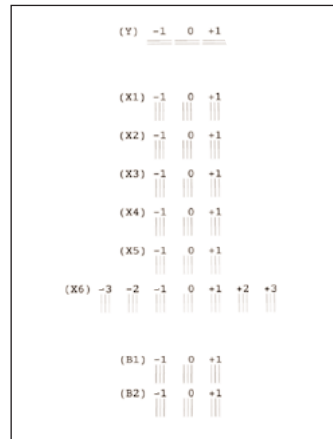
When you are finished, click the **OK** button.



**3** Follow the instructions on each screen.

Read each screen and click **OK** as needed to continue.

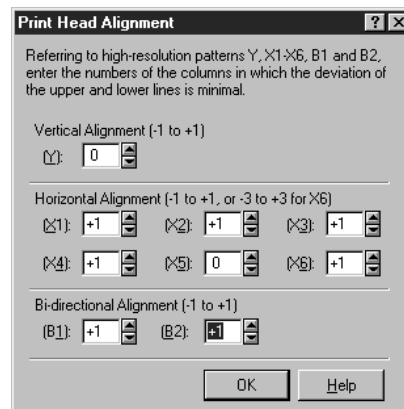
Check the line patterns again and note the number of the pattern where the lines perfectly overlap and appear as one line.



**4** Enter the necessary adjustments.

Click the arrows on the boxes to enter the numbers for each alignment.

When you are finished, click the **OK** button.



**5** Complete the alignment.

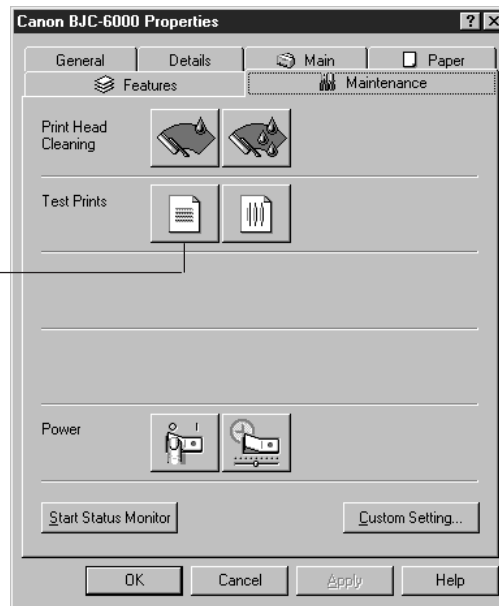


# 6

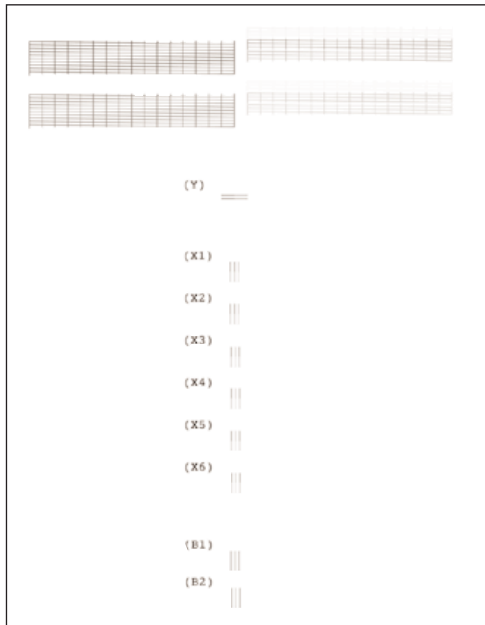
Print the Nozzle Check Pattern.

On the Maintenance tab, click the first icon next to Test Prints.

CLICK THIS ICON



The Nozzle Check Pattern looks like this (see page 4-6 for details).



# Storing a BJ Cartridge

---

Whenever you unwrap a BJ cartridge, you must either install it in the printer or store it in the SB-30 Ink Cartridge Storage Box to prevent the print head from drying and clogging.

The storage box is for the BC-30 Black BJ Cartridge or BC-32 Photo BJ Cartridge only. The BC-31 Color BJ Cartridge is always in the printer.

---

## **1** Open the Ink Cartridge Storage Box.

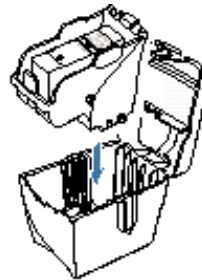
When opening the Ink Cartridge Storage Box, press in on the release tab that locks the cover in place.

---

## **2** Carefully set the cartridge in the storage box.

You must insert the cartridge correctly or the storage box will not close.

The protective cap must be removed from the cartridge before you set it in the storage box.



## **3** Close the storage box.

Be sure the lid snaps closed.



Whenever you remove a BJ cartridge from the printer, store the cartridge in the storage box (unless you are disposing it).

# Transporting the Printer

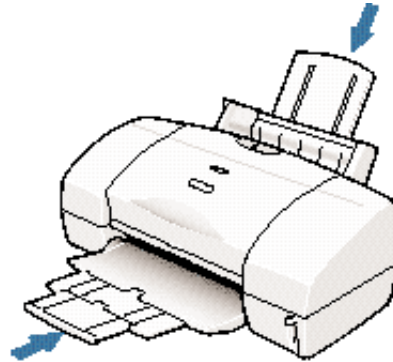
---

If you plan to move the printer from one location to another, or if you want to store it, follow these steps.

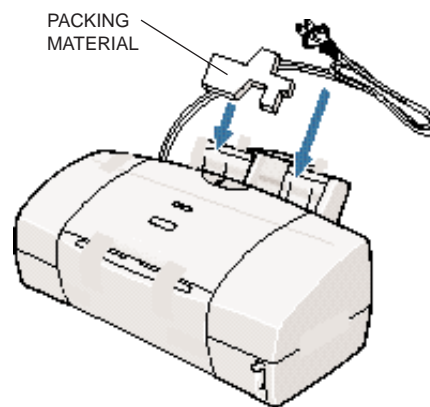
---

- 1** Turn off the printer.  
Make sure the print head is in the home position on the right side of the printer.  
Remove any paper from the sheet feeder.  
Detach the interface cable and power cord.
- 

- 2** Close the paper support and output tray.  
Press down the paper support.  
Press in the paper output tray extension and push the paper output tray up against the front of the printer.



- 3** Tape the printer.  
Reattach the packing materials to the paper feed slot of the sheet feeder and the paper output slot on the front of the printer.  
Insert the printer into its plastic bag.



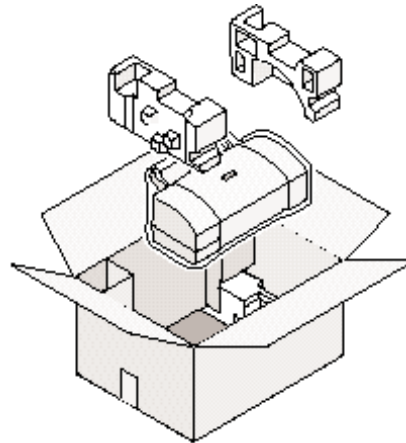
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**4**

Pack the printer.

Pack the printer in its original box with the packing supports.

Make sure the box is marked **FRAGILE** or **HANDLE WITH CARE**.



**Do not remove the BJ cartridges from the printer or ship a BJ cartridge or a BJ tank from which you have removed the protective cap.** An opened BJ cartridge or BJ tank that is not installed in the printer (or in the Ink Cartridge Storage Box) may leak, and the print head may dry out.





Due to today's rapidly changing computer environment, we have placed troubleshooting information in a variety of places to ensure that the most accurate information possible is available. The best way to find current information is through our online support services and through our Fax Retrieval System. Online services include the World Wide Web and our BBS.

This chapter also contains information to help you solve printer problems. It covers a few basic problems and describes how to clear a paper jam. For complete problem solving information, be sure to use our support services.

See *Canon Customer Care Center* in Chapter 1 (page 1-4) for details on Canon's customer technical support options.

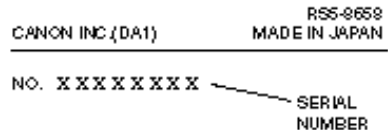
## Identifying Your Printer Problem

---

Before contacting Canon, identify your printer problem and make sure you have the following information:

- Product name—BJC-6000
- Serial number
- Place of purchase
- Nature of problem
- Steps you have taken to solve the problem and the results

The serial number is located on the label on the back of the printer:



Attempting to repair the printer yourself may void the limited warranty as to that repair. See the limited warranty information that came with your printer for details.

## Basic Problems

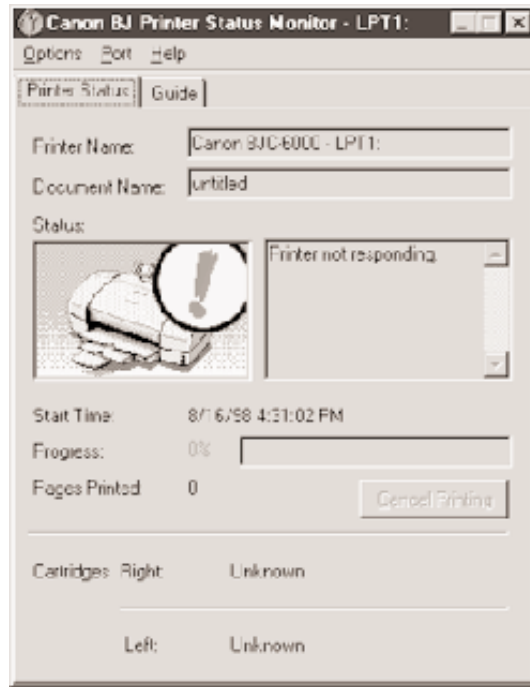
---

This section describes these basic problems:

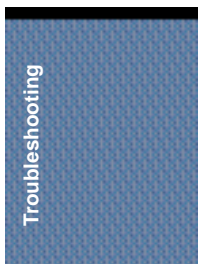
- Cannot install the printer driver
- Paper does not feed from the sheet feeder
- An error message appears
- Printing halts
- Printout is unsatisfactory
- Printer beeps and the POWER light flashes orange

For all other problems, be sure to use Canon's support services described on page 1-4.

The BJ Printer Status Monitor uses messages and pictures to display the printing progress and the status of the printer while it is printing. When the ink or paper runs out or a paper jam occurs, the BJ Printer Status Monitor automatically appears.



- Look at the messages and pictures to determine what type of error has occurred.
- Click the Guide tab and proceed as directed by the messages shown. Printing resumes once you resolve the error.



## Cannot Install the Printer Driver



Cause



Solution

---

Installation was interrupted

**Install the printer driver**  
Refer to the *Quick Start Guide* and install the printer driver using the correct procedure. If you are reinstalling the printer driver, remove the installed BJ printer driver and then install the printer driver again.

To uninstall the printer driver, select **Programs** from the Windows Start menu. Then select **BJ Printer** and click **Uninstall**. Follow the on-screen instructions. For details about installing the printer driver, see the *Quick Start Guide*.

Other application programs are running

**Quit other programs**  
Quit any other application programs that are running and start the installation again.

The CD ROM drive is not specified correctly

**Check your CD ROM drive**  
Windows 98 or Windows 95:  
Double-click **My Computer** and then double-click the CD ROM icon in the new window. Refer to the *Quick Start Guide* and proceed with the installation.

Windows 3.1:  
Follow the installation instructions in the *Quick Start Guide*.

Problem with the CD ROM

**Verify your CD ROM drive**  
You may need to reduce the speed of your CD ROM. To lower the speed/cache for the CD ROM drive, follow these steps: Right-click on the **My Computer** icon on the desktop, and click on **Properties**. Select the Device Manager tab; double-click on CD ROM, and note the type of CD ROM driver that is being used. Select the Performance tab. Click on the **File System** button at the bottom left of the dialog box. Select the CD-ROM tab. Change "Supplemental Cache Size" to Small and "Optimize access pattern for" to Double Speed Drive. Click on **OK**, and **OK** again. Click on **Start** and **Shut Down**. Restart the Computer. Install Canon Creative. Install applications individually.

Check that the Windows Explorer can successfully read the CD. If the CD is unreadable, call the Canon Customer Care Center (see page 1-4).

## Paper Does Not Feed From Sheet Feeder



### Cause



### Solution

Paper is too thick

Feed manually

Paper within the range of 17 to 24 lb (64 to 105 g/m<sup>2</sup>) can be loaded in the sheet feeder. Thicker paper must be fed manually one at a time from the back of the printer. The printer does not support paper thicker than 0.6 mm.

Sheet feeder overloaded

Check sheet feeder capacity

Check that you do not exceed the sheet feeder capacity. Paper will not feed correctly if you exceed the specified number of sheets. (See page 3-5.)

Paper support not raised

Raise the paper support

The paper support should be raised unless you are loading envelopes. If the paper support is not raised, the media will not slide fully into the paper feed slot and will not feed into the printer correctly.

Paper wrinkled or curled

Check that you are using appropriate media

Paper that is folded, curled, or crumpled will not feed into the printer correctly, and may also cause paper jams.

Auto Feeder not selected in the printer driver

Select Auto Feeder

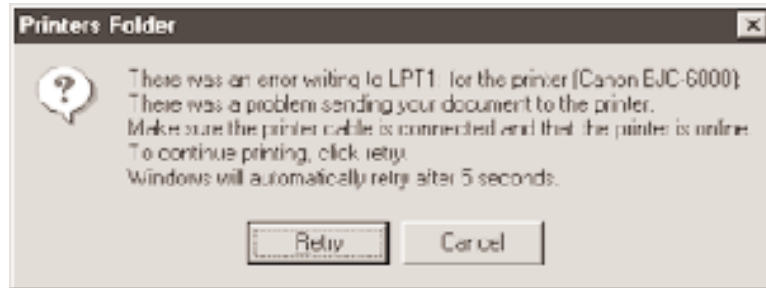
Open the Printer Properties dialog box. On the Main tab, click the **Advanced** button. On the Quality tab, click the Paper Feed down-arrow and select Auto Feeder from the pull-down list.



See page 5-16 for details on clearing a paper jam.

## An Error Message Appears

### Printing does not start due to an error writing to LPT1



#### Cause



#### Solution

Printer is not on

Check the **POWER** light  
The **POWER** light should be green. If the **POWER** light is flashing, the printer is warming up.

Printer cable not connected correctly

Check the parallel cable  
Make sure the parallel cable is securely fastened to the computer and the printer. See the *Quick Start Guide* for details.

Printer cable fault

Try to use another printer cable  
Make sure the cable is an IEEE 1284-compatible parallel interface cable.

Another device is connected to LPT1

Check the LPT1 port  
Make sure the printer is connected to LPT1.

Switching device or external buffer fault

Check the switching device or external buffer  
Disconnect the switching device or external buffer and print with the printer connected directly to the computer. If you can then print normally, the fault is probably in the switching device or external buffer. Consult the switching device or external buffer supplier.



## Cause



## Solution

Print spool is not operating correctly

Change the spool setting  
Open the printer Properties dialog box. On the Details tab, click **Spool Settings** and then select “Print data directly to the printer.”

Printer port LPT1: fault

Check the status of the printer port LPT1  
Click on **Start, Settings, and Control Panel**. Double-click on the System icon. On the Device Manager tab, double-click **Ports (COM & LPT1)**. Double-click **Canon BJ ECP Printer Port (LPT1)**. The Device status should read “This device is working properly.”

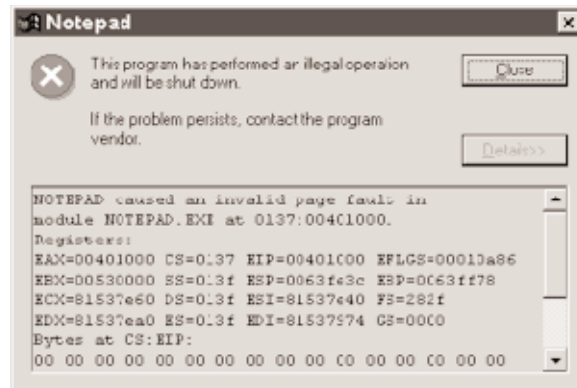
Installed printer driver not operating correctly

Remove the installed BJ printer driver and then install the printer driver again  
To uninstall the printer driver, select **Programs** from the Windows Start menu. Then select **BJ Printer** and click **Uninstall**. Follow the on-screen instructions. For details about installing the printer driver, see the *Quick Start Guide*.

A Windows Printing System (WPS) driver is installed on the computer

Change the WPS driver port setting to FILE or delete the WPS driver  
To change the port setting, open the WPS Driver Properties window. In the Details tab, select **FILE** in the “Print to Port” setting.  
  
To delete the WPS driver, select **Programs** from the Windows Start menu. Then select **Windows Printing System** and click **Uninstaller**. Follow the on-screen instructions.  
  
To continue using the WPS printer, install a second parallel port.

## Printing does not start due to an application error or General Protection Fault



### Cause

Printing from a Windows 3.1 application

Multiple software applications running

Sufficient memory not available for the software application

Sufficient space not available on hard disk



### Solution

**Change applications**

A Windows 3.1 application installed on a Windows 98 or Windows 95 system may cause this problem. Print from a Windows 98 or Windows 95 software application.

**Quit other programs**

Quit any other application programs you are running and try printing again.

**Check your memory**

Refer to the manual for your software application and check that the required amount of memory is allocated to the application.

If there is not enough memory installed, install more memory. Refer to the documentation for your computer for information on installing additional memory.

**Clean up your hard disk**

Delete any unnecessary files to make more space available.





### Cause



### Solution

Internal file or application software problem

Rebuild the document and print it again  
If there is no problem with the new document, the original file was probably faulty. If the same problem occurs with the new file, visit Canon's Web site or call the Canon Customer Care Center for help (see page 1-4).

Installed printer driver not operating correctly

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

To uninstall the printer driver, select **Programs** from the Windows Start menu. Then select **BJ Printer** and click **Uninstall**. Follow the on-screen instructions.

## Printing Halts



### Cause



### Solution

The print job may be a finely detailed photograph or illustration

Check the **POWER** light  
If the **POWER** light is slowly flashing, then the printer is operating normally. The printer requires more time to process a finely detailed illustration or photograph.

Printer has been operating for a long time

Allow the printer to cool down  
Interrupt printing at a convenient point, turn the printer off and wait for at least 15 minutes for the printer to cool.

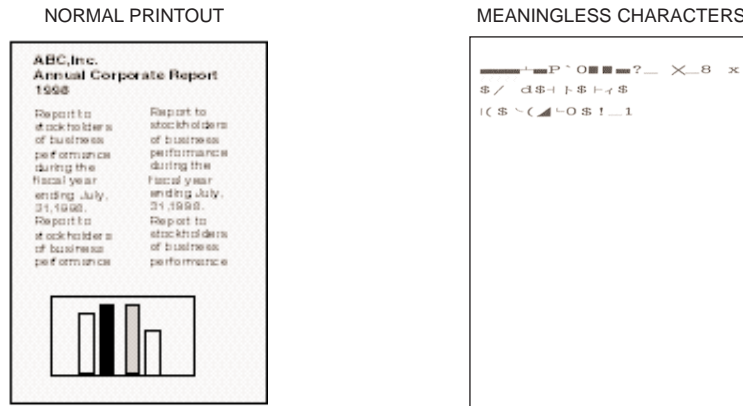
The print heads may occasionally overheat during a long print job. If the print heads overheat, printing will pause at the end of a pass across the page to allow time for the print heads to cool and then will re-start after a brief interval.



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

# Printout Is Unsatisfactory

## Meaningless characters or symbols are printing



### Cause

Previous print job was cancelled before it was finished

Not using the correct printer driver

Parallel cable not connected correctly

Parallel cable fault

Switching device or external buffer fault

Internal file or application software problem



### Solution

#### Restart print operation

Turn off the printer and computer, turn them on again, and try printing again.

#### Restart print operation

Start the print procedure again and make sure Canon BJC-6000 is the selected printer driver.

#### Check parallel cable

Make sure the parallel cable is securely fastened to the computer and printer. See *Quick Start Guide* for details.

#### Try to use another printer cable

Make sure you are using an IEEE 1284-compatible parallel interface cable.

#### Disconnect the switching device or external buffer

Try printing with the printer directly connected to the computer. If you can then print normally, the fault is probably in the switching device or external buffer. Consult the switching device or external buffer supplier.

#### Rebuild the document and print it again

If there is no problem with the new document, the original file was probably faulty. If the same problem recurs with the new file, call the Canon Customer Care Center for help (see page 1-4).

## Printout faint or colors are wrong



### Cause

Print head nozzles in one of the BJ cartridges are clogged or one of the inks has run out

Protective cap or tape have been reattached to the BJ cartridge

Not printing on correct side of the media



### Solution

Print a Nozzle Check Pattern  
Check the status of the print heads (see page 4-5).  
Clean the print heads (see page 4-7). Replace the BJ tanks as necessary (see page 4-12).

Remove the protective cap and tape  
Install the BJ cartridge again (see page 4-16) and clean the print heads (see page 4-7).

Reload the print media  
Make sure that you load the media with the correct print side up.

## The last part of print job is not printing



### Cause

Paper used for printing differs from the paper size specified in the software application and printer driver

Parallel cable not connected correctly

Printer cable fault

Switching device or external buffer fault



### Solution

Specify the paper size you are using in the driver Page Size setting  
If your software application allows you to specify the paper size in the page setup, ensure that the Page Size settings in the software application and the printer driver are the same.

Check the parallel cable  
Make sure the parallel cable is securely fastened to the computer and printer. See the *Quick Start Guide* for details.

Try to use another printer cable  
Make sure you are using an IEEE 1284-compatible parallel interface cable.

Disconnect the switching device or external buffer  
Print with the printer directly connected to the computer. If you can then print normally, the fault is probably in the switching device or external buffer. Consult the switching device or external buffer supplier.



#### Cause

Windows Printing System (WPS) driver is installed on the computer. You may not be able to print correctly with a WPS printer driver installed on your computer.



#### Solution

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

To change the port setting, open the WPS Driver Properties window. In the Details tab, select **FILE** in the “Print to Port” setting.

To delete the WPS driver, select **Programs** from the Windows Start menu. Then select **Windows Printing System** and click **Uninstaller**. Follow the on-screen instructions.

### Printed and on-screen colors do not match

The color reproduction methods used by monitors differ from those used by printers. In addition, the printed color tones may not perfectly match those on the monitor because the colors vary depending on the circumstances in which the monitor is viewed and the monitor’s color calibration settings. For example, objects that appear blue on the screen are printed purple, and objects that appear pale green on the screen are printed dark green. However, if the differences are extreme, check the items below.



#### Cause

Print head nozzles in the BJ cartridges are clogged or ink has run out

Printer driver settings are not correct



#### Solution

Print a Nozzle Check Pattern

Check the status of the print heads (see page 4-5). Clean the print heads (see page 4-7). Replace the BJ tanks as necessary (see page 4-12).

Check the printer driver settings

To print a photo, select the correct print media icon for the document you are printing (such as SuperPhoto). Check also that the BJ Cartridge and Media Type settings match the BJ cartridge and media you are actually using. See page 2-7.

## Printed pages curled/warped/wrinkled



### Cause

Excess ink is being absorbed by the paper

Print density is set too high





### Solution



**Check your media type**  
If you are printing on very thin paper, try a different paper type. Print on special print media such as High Resolution Paper or Glossy Photo Paper.



**Reduce the print intensity in the printer driver**  
To change this setting, open the Printer Properties dialog box. On the Main tab, click the **Advanced** button and then click the **Color** tab. Move the intensity slider to the left to lower the print intensity.

## Printer Beeps and the POWER Light Flashes Orange

When certain errors occur, the **POWER** light will light or flash and the printer will beep. Count the number of beeps and identify the problem below.

Beeps	 Cause	 Solution
2	Paper out, paper jam, or paper feed error	<b>Set the paper correctly</b> If paper has jammed in the printer, remove the jam and press the <b>RESUME</b> button. See page 5-16.
3	Paper jam	<b>Remove the jammed paper</b> If paper has jammed in the printer, remove the jam and press the <b>RESUME</b> button. See page 5-16.
4	BJ cartridge out of ink	<b>Replace the empty ink tank</b> See page 4-12.
5	BJ cartridge not installed correctly	<b>Make sure each BJ cartridge is installed in the correct location</b> The BC-30 Black BJ Cartridge or the BC-32 Photo BJ Cartridge must be installed in the left slot of the cartridge holder; the BC-31 Color BJ Cartridge must be installed in the right slot.

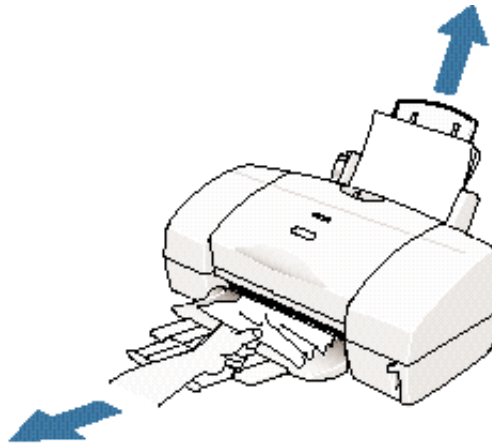
Beeps		Cause		Solution
6		BJ cartridge not installed		<p>Install two BJ cartridges</p> <p>Make sure each BJ cartridge is installed in the correct location. The BC-30 Black BJ Cartridge or the BC-32 Photo BJ Cartridge must be installed in the left slot of the cartridge holder; the BC-31 Color BJ Cartridge must be installed in the right slot.</p>
7		BJ cartridge defective		<p>Check each BJ cartridge</p> <p>Remove each BJ cartridge and make sure the contacts on the BJ cartridge and cartridge holder are clean. Make sure the orange protective tape has been removed from the print head then install the BJ cartridge again. See page 4-16.</p>
8		<p>Waste ink tank nearly full</p> <p>The printer has a built-in waste ink tank that holds the ink used by print head cleaning. When you hear the printer beep eight times, the waste ink tank is nearly full.</p>		<p>Continue printing and call Canon</p> <p>Press the <b>RESUME</b> button to skip the error so you can continue printing. Call the Canon Customer Care Center to find out how to have the waste ink tank replaced immediately.</p> <p>When the waste ink tank becomes full, the printer will beep 10 times, the <b>POWER</b> light will flash six times, and printing will no longer be possible.</p>
9		Automatic print head alignment failed		<p>Change the position of the printer and try again</p> <p>A BJ tank has run out of ink, the print head nozzles are clogged, or strong light has entered the paper output slot and prevented correct print head alignment.</p> <p>If print head alignment fails again, manually align the print heads. For details on aligning the print heads manually, see page 4-22.</p>

Beeps		Cause		Solution
10		Service error		<p>Turn off the printer Switch the printer off, unplug the power cord from the power outlet, and wait a few minutes. Plug the power in again, turn the printer on and try again.</p> <p>If the error occurs again, count the number of times the POWER light flashes. If the light flashes seven or nine times, remove the BJ cartridges. Re-insert the BJ cartridges and try your print operation again. If necessary, replace the BJ cartridges.</p> <p>If the error continues to occur, count the number of beeps and flashes and call the Canon Customer Care Center (see page 1-4). You may be asked for this information.</p>

## Clearing Paper Jams

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When a paper jam occurs, the **POWER** light flashes orange and the printer beeps two or three times. If possible, remove the jammed sheet. Slowly pull the paper out either from the paper feed side or the paper output side, whichever is easier. Now press **RESUME**.



If the paper tears off inside the printer, turn off the printer. Open the printer's cover, and remove the paper left inside the printer.

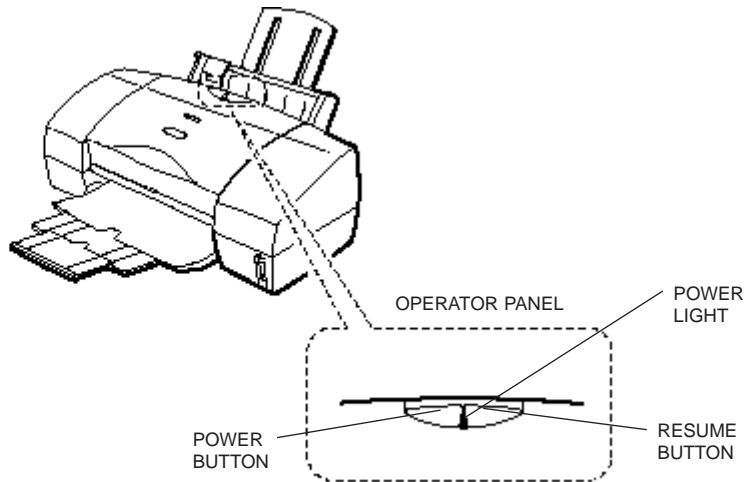
If you cannot remove the jammed paper, press the **POWER** button twice for one second to eject the jammed paper automatically. Start the print job and try again.



If you are printing high density graphics when a paper jam occurs, feed at least two sheets of paper through the printer to clean the rollers.



# Using the Operator Panel



- **POWER button**  
Press to switch the printer on and off.
- **POWER light**  
Indicates the status of the printer:
  - Off—Printer power off
  - On—Standby and ready for operation
  - Flashes green—Print job in progress
  - Flashes orange—Error; remove cause of error before you resume printing
- **RESUME button**  
After you have removed the cause of a printer error, press to resume printing.  
  
Press and hold the **RESUME** button for the required number of beeps and then release to perform these special tasks:
  - 1 Beep—Print head cleaning
  - 2 Beeps—Printing Nozzle Check Pattern
  - 3 Beeps—Cleaning the feed rollers

You can also initiate these tasks using the printer driver.



## Printing Specifications

**Printing Method**  
Bubble Jet ink on-demand

**Print Resolution**  
1440 × 720 (horizontal × vertical) dpi  
on Canon Specialty Paper

**Print Speed**  
BC-30 Black BJ Cartridge: 8 ppm\*  
BC-31 Color BJ Cartridge: 5 ppm\*  
\*High Speed Draft Mode—Print  
speed will vary depending on system  
configuration, software, document  
complexity, print mode, and page  
coverage.

**Print Direction**  
Bi-directional

### Sheet Feeder Capacity—auto feed only

Maximum thickness of stacked paper: 0.5 inches (13 mm)	
Plain paper (20 lb or 64 g/m <sup>2</sup> )	Approx. 130 sheets (0.5" stack)
High gloss photo film	1 sheet
Glossy photo paper	10 sheets (with Loading Support Sheet A)
Glossy photo cards	10 cards
Banner paper	1 (2 to 6 sheets)
Brilliant White paper	Approx. 130 sheets
High resolution paper	Approx. 100 sheets (0.5" stack)
T-shirt transfers	1 sheet
Bubble Jet Paper	Approx. 130 sheets
Greeting Cards	1 card
LetterPlus Letterhead paper	1 sheet
Fabric sheets	1 sheet
Back print film	10 sheets
Transparencies	30 sheets
Envelopes	15 envelopes (U.S. Com #10 or European DL)

**Receive Buffer**  
128KB

**Print Width**  
Maximum: 8.5 inches (218 mm)

**Line Feed Speed**  
4 inches/second

**Paper Handling**  
Automatic feed  
Manual feed

**Paper Weight**  
Automatic feed  
17 to 24 lb (64 to 105 g/m<sup>2</sup>)  
Manual feed  
17 to 143 lb (64 to 500 g/m<sup>2</sup>)  
Up to 0.6 mm thick

## Manual feed

Thick paper 0.2 in (0.6 mm) max.

## Paper Size

Letter	8.5 in. × 11 in.
Letter+ (Full Bleed)	9 in. × 13.3 in.
Legal	8.5 in. × 14 in.
A4	210 mm × 297 mm
A5	148 mm × 210 mm
B5	182 mm × 257 mm
A4+	223.5 mm × 355.6 mm
Glossy photo cards	119.6 mm × 215.9 mm (with borders) 101.6 mm × 152.4 mm (final size without borders)
U.S. Commercial	
number 10 envelope	9.5 in. × 4.1 in.
European DL envelope	220 mm × 110 mm
Canon envelope	4 in. × 6 in.
Custom	
Minimum (W×H)	3.94 in. × 3.94 in. (100 mm × 100 mm)
Maximum (W×H)	9.5 in. × 23.9 in. (241.3 mm × 584.2 mm)

## Canon Specialty Papers

Canon High Gloss Photo Film

Canon Glossy Photo Paper

Canon Glossy Photo Cards

Canon High Resolution Paper

Canon T-Shirt Transfers

Fabric Sheet for Canon Bubble Jet printers

Canon Greeting Cards

Canon LetterPlus Letterhead Paper

Canon Back Print Film

Canon Transparencies

Canon Banner Paper

Envelopes: U.S. Commercial number 10, Canon, or European DL

# Printable Area

The printable area includes the recommended printing area and the actual printable area.

## Recommended Printing Area

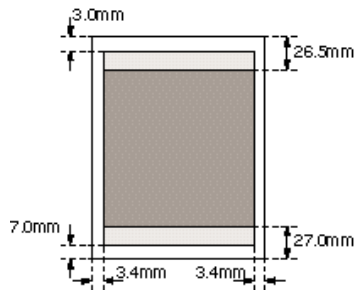
Canon recommends that you print within this area.

## Printable Area

The area in which it is possible to print. However, printing in this area can adversely affect the print quality or the paper feed precision.



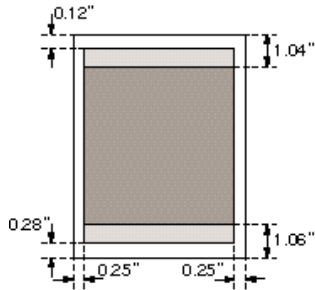
### A4, A5, B5



#### Printable Area (width x length)

A4	203.2 mm × 287.0 mm
A5	141.2 mm × 200.0 mm
B5	175.2 mm × 247.0 mm

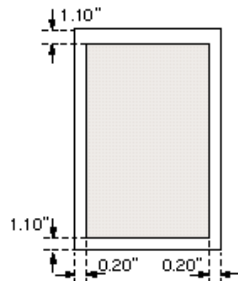
### Letter, Legal



#### Printable Area (width x length)

Letter	8" × 10.6"
Legal	8" × 13.6"

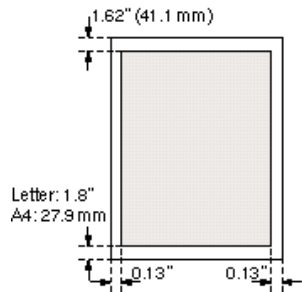
### Glossy Photo Cards, LetterPlus



#### Printable Area (width x length)

Glossy Photo Cards	4.3" × 6.3"
LetterPlus paper	8.6" × 11.1"

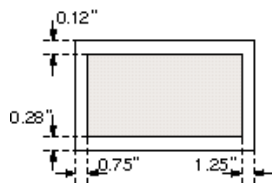
### Fabric Sheets



#### Printable Area (width x length)

Fabric Sheet	Letter: 8" × 10.6" A4: 203.2 mm × 287.0 mm
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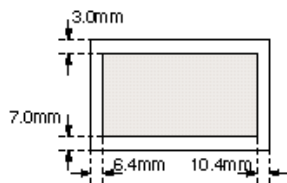
### U.S. Commercial No. 10 Envelope



#### Printable Area (width x length)

U.S. Commercial #10	8" × 3.6"
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### European DL Envelope

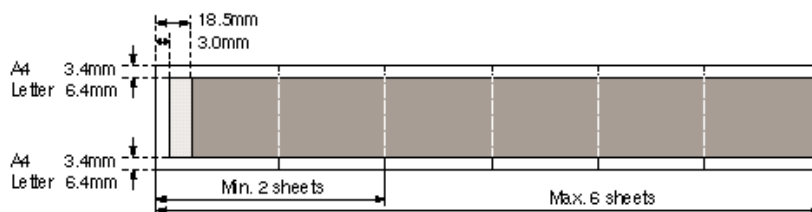


#### Printable Area (width x length)

European DL	220 mm × 110 mm
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### Banner Paper

When you print on Banner Paper, the maximum length is 6 sheets.



#### Printable Area (width x length)

Banner Paper	203.2 mm × 1779.0 mm (A4) 8" × 65.9" (Letter)
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## BJ Cartridges

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### BC-30 Black BJ Cartridge

Print head	160 nozzles
Ink	Black
Yield*	Approx. 500 sheets (1500 characters per page, normal text)
Print head life	Approx. 5000 pages

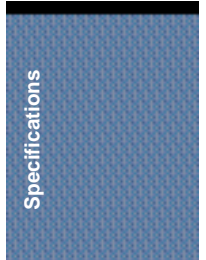
### BC-31 Color BJ Cartridge

Print head	48 nozzles per color
Ink	Cyan, Magenta, Yellow
Yield*	Approx. 280 pages (at 7.5% coverage per page)
Print head life	Approx. 3000 pages

### BC-32 Photo BJ Cartridge

Print head	48 nozzles per color
Ink	Photo Black, Photo Cyan, Photo Magenta
Yield*	Approx. 280 pages (at 7.5% coverage per page)
Print head life	Approx. 3000 pages

\* Based on the number of pages per BJ tank over the printable area.



## General

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### Interface

IEEE 1284-compatible parallel interface

### Acoustic Noise Level

Approx. 48 dB(A) per ISO 9296

### Operating Environment

Temperature	41° F to 95° F (5° C to 35° C)
Humidity	10% to 90% RH (no condensation)

### Storing Environment

Temperature	32° F to 95° F (0° C to 35° C)
Humidity	5% to 90% RH (no condensation)

Power Source  
USA/Canada AC 120 V, 60 Hz, 0.65 A

Power Consumption  
Standby Approx. 5.5 watts  
Printing Approx. 35 watts  
Off Approx. 3.2 watts

Dimensions  
18.7 in. (475 mm) W × 12.8 in. (325 mm) D × 8.1 in. (205 mm) H  
Paper support and paper output trays closed

Weight  
Approx. 13.0 lb (5.9 kg)

## Hardware and Software Requirements

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These are the minimum requirements for the computer setup.

- IBM® PC or compatible computer with a 486 PC processor or better (Pentium® processor recommended)
- Microsoft® Windows® 98, Windows 95, Windows 3.1, or Windows NT
- 8 megabytes (MB) of RAM  
(16 MB or more recommended for high resolution printing)
- 40 MB hard disk space
- Bi-directional Centronics®-compatible parallel cable (IEEE 1284-compliant); a cable less than 6.6 feet in length is recommended
- CD ROM drive (2x or better)  
(If you do not have a CD ROM drive, you can download the printer driver from Canon's Web site or BBS, or call the Canon Customer Care Center to order the Printer Setup on diskettes for a small shipping and handling fee. See the Canon Customer Care Center information on page 1-4 for numbers.)
- Canon Creative Pro has additional requirements  
(See the Canon Creative Pro *Quick Start Guide* for details.)



**Automatic feed**

Refers to one way in which paper can be fed into the printer when the sheet feeder is used.

**BJ cartridge**

The printing mechanism that contains the print head unit and BJ tanks.

**Bubble Jet printing**

An ink jet type of printing that heats the ink to a boiling point in a nozzle to form a bubble. When the bubble expands, there is no room left in the nozzle for the ink and the ink is projected onto paper.

**CMYK**

Acronym for cyan, magenta, yellow, and black; the four colors used in the standard color model of the printing industry. Refers to a method of specifying color using CMYK color values. (K is used for black because B is used to represent blue in RGB.)

**cpi**

Characters per inch. A unit of measurement relevant to a fixed-space font. Because all characters have the same width, you can calculate the number of characters printed per inch.

**cpl**

Characters per line. A unit of measurement that indicates the number of characters printed per line.

**cps**

Characters per second. A unit of measurement that indicates the printer's speed.

**dB(A)**

Stands for decibel level (a decibel being a unit of measurement for the intensity of the sound coming from the printer), adjusted for background noise.

**dpi**

Dots per inch. A unit of measurement for indicating a printer's resolution. Your printer can produce a resolution up to 1440 dpi (horizontal) depending on the Media Type setting in your printer driver and the media you are using.

**Font**

A complete set of characters of the same size and style; a particular implementation of a typeface. For example, 12-point, Courier bold.

**Form feed**

A printer function that automatically ejects the current page and advances the printer to the top of the next page.

**Grayscale**

Representing color in black and white as a result of different intensities of color. Different colors and intensities of colors appear as different shades of gray.

**Halftone**

Using this method, the printer produces shades of gray or of colors by mapping dots to be printed. For color printing, different colored dots of ink are placed closely together to create illusions of other colors.

**Hue**

A color in the color spectrum. Examples are red, green, and violet.

**Ink Cartridge Storage Box**

A box for storing a BJ cartridge. A BJ cartridge removed from the printer must be stored inside this container to prevent the print head of the cartridge from drying and clogging.

**Intensity**

The amount of color. More intense or more saturated colors are more pure. Less intense or less saturated colors are less vivid.

**Interface**

The connection between two devices that makes it possible for them to communicate with each other. This printer features a parallel interface, which makes it compatible with IBM and similar personal computers.

**Landscape orientation**

Refers to printing across the length of the page (as opposed to portrait orientation printing across the width of the page). The term landscape is derived from pictures of the landscape, which are usually horizontal in format.

**Manual feed**

A method of feeding paper to the printer one sheet at a time.

**Noise level**

See dB(A).

**Page orientation**

Refers to the direction of print on the page. Printing across the width of a page is called portrait orientation. Printing across the length of a page is called landscape orientation.

**Parallel interface**

An interface that transmits multiple bits simultaneously (usually in one-byte segments). Your printer has a built-in, Centronics-type parallel interface with bi-directional capability. *See also* Interface.

**Pitch**

Refers to the number of characters per inch that can be composed using a fixed space font.

**Platen**

Printer component that holds the paper in position during ink transfer.

**Point size**

Character height is defined in points; one point is 1/72 inch. For instance, this text is printed using a 10-point font.

**Portrait orientation**

Refers to printing across the width of the page (letter style). This is the opposite of landscape orientation, which is printing across the length of the page.

**Print head**

The printing mechanism that contains print nozzles and ejects the ink for printing.

**Print head capping**

An automatic protection function that prevents the print head unit and ink cartridges from drying out or becoming clogged with dust.

**Printable area**

The area of a sheet of paper on which a printer can reproduce text or graphics (the printing area is smaller than the paper). On this printer, the printing area varies depending on the type of paper being used.

**Printer driver**

Software that sends printing instructions to a printer. The printer driver keeps track of the attributes of a printer and the codes the program must send to access those attributes.

**RAM**

Random Access Memory. Printer memory that is used for temporary storage of information you want to print and downloaded fonts.



**Resolution**

The density of dots for any given output device. Expressed in terms of dots per inch (dpi). Low resolution causes font characters and graphics to have a jagged appearance. Higher resolution means smoother curves and angles as well as a better match to traditional typeface designs. Resolution values are represented by horizontal data and vertical data, for example,  $360 \times 360$  dpi. This printer can produce output with resolutions up to  $1440 \times 720$  dpi precision on specialty paper.

**RGB**

An acronym for Red, Green, and Blue; the three primary colors used in the additive process to form a wide spectrum of colors.

**TrueType font**

The scalable font technology built into Microsoft Windows. It offers you the same font images both on computer displays and printer outputs.

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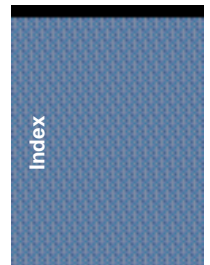
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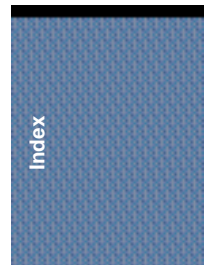


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## FCC Regulations

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

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

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

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

## Canadian Radio Interference Regulations

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

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

