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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-5000 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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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

The following documentation is supplied with the Canon BJC-5000 Series Color Bubble Jet™ Printer to help you efficiently use your new printer.

Quick Start Guide

This booklet describes the steps you follow to unpack and set up your printer and install the BJC-5000 Series Printer Driver for Windows®95. You can follow the steps illustrated in the booklet to start printing in minutes. It also includes quick reference information to help you use the printer on a daily basis.

User's Manual

This manual offers detailed information on how to operate your printer. It includes printing operations, maintenance, 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.



Note

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



Caution

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/ERROR 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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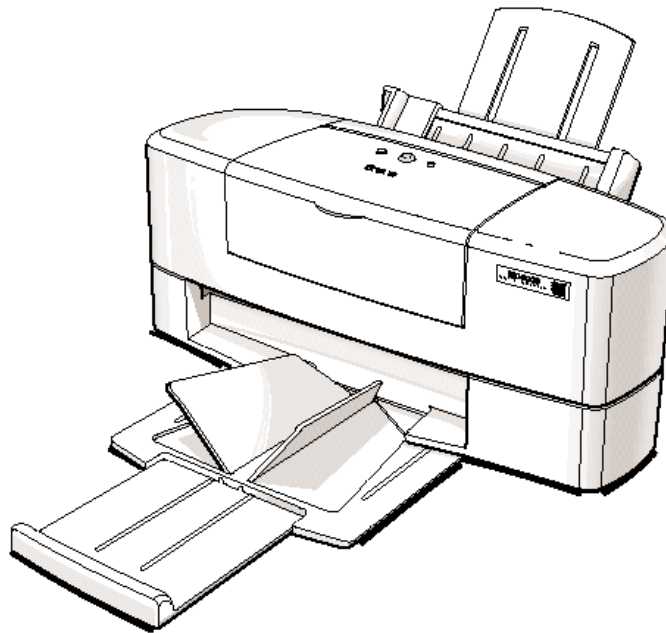
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Congratulations on your purchase of the Canon BJC-5000 Series Color Bubble Jet™ Printer. We appreciate your choosing this printer to meet your printing needs.

The BJC-5000 Series printers, with Canon's new dual print head system, 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
- Provides important safety instructions

Supplies and Accessories

Your BJC-5000 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-5000 Series printers:

- BC-21e Color BJ[®] Cartridge (included)
- BC-22e Photo BJ Cartridge (optional)
- BC-23 Enhanced Black BJ Cartridge (included)

You can purchase the following BJ tanks for use in the BC-21e Color BJ Cartridge:

- BCI-21 Color BJ Tank for the BC-21e Color BJ Cartridge
- BCI-21 Black BJ Tank for the BC-21e Color BJ Cartridge



Note

BJ cartridges contain the Bubble Jet print head and BJ tank, while BJ tanks contain ink only.



Note

Canon has more engineers dedicated to creating quality ink for providing the best results for output from 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 only Canon BJ cartridges.

Canon Specialty Papers

Canon manufactures numerous specialty papers, including:

- High Gloss Photo Film HG-101 or HG-201
- Glossy Photo Paper GP-201
- Banner Paper
- Brilliant White Paper
- LetterPlus Letterhead Paper
- High Resolution Paper HR-101
- T-Shirt Transfers TR-101 or TR-201
- Greeting Cards GC-101
- Bubble Jet Paper LC-301 (water resistant)
- Fabric Sheet FS-101
- Back Print Film BF-102
- Transparencies CF-102

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

Canon Customer Care Center

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 through Friday, 8:00 a.m. to 10:00 p.m. EST, and Saturday, 12:00 p.m. to 6:00 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)**

The same service is available for a charge of \$2.50 per minute **(1-900-246-1200)**

- E-mail support via the Canon Computer Systems, Inc. Web site **(www.ccsi.canon.com)**
- 24-hour, toll-free Fax Retrieval System **(1-800-526-4345)**
- 24-hour Bulletin Board Service **(1-757-420-2000)**

*Support program specifics subject to change without notice.

**Refer to individual product information for warranty details.



Canon Canada

Customer support for Canadian residents is available 24 hours a day (seven days a week) at **1-800-263-1121**.

In other countries, please contact your Canon dealer.



Note

See Chapter 5, *Troubleshooting*, before contacting Canon to make sure you have the necessary information available.

Servicing the Printer

The Canon BJC-5000 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 one-year warranty for your Bubble Jet printer. Be sure to read the warranty information to find out about the different service options available to you.



Note

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-5000 Series Color Bubble Jet Printer needs servicing, contact Canon on the World Wide Web to locate the Canon Authorized Service Facility nearest you. If you do not have access to the Web, you can call Canon (see page 1-4).

Important Safety Instructions

Read these safety instructions and refer to them later if you have any questions.



Caution

Except as explained in this manual, do not attempt to service the BJC-5000 Series printer yourself. Opening and removing certain covers may expose you to dangerous voltage points or other risks. Refer all servicing to a Canon Authorized Service Facility. Call the Customer Care Center for details.

- Follow all warnings and instructions marked on the printer.
- Place the printer on a sturdy level surface. Do not place it on an unstable cart, stand, or table. If the printer falls, it could be seriously damaged.

- Do not use the printer near water. If you spill liquid on or into the printer, unplug it immediately and call the Customer Care Center.
- Slots and openings in the printer and on the back or bottom are provided for ventilation. To ensure reliable operation of the printer and to protect it from overheating, do not block or cover these openings. Do not block the openings by placing the printer on a bed, sofa, rug, or other similar surface. Do not place the printer near a radiator or heat register, nor in a closet or built-in cabinet unless proper ventilation is provided.
- Operate the printer only from the type of power source indicated on the printer's label. If you are unsure of the type of power available, consult your dealer or local power company.
- Set up the printer near the electrical outlet you plan to use. Make sure the outlet is easily accessible.
- If you use an extension cord with the printer, make sure that the total of the ampere ratings on the products plugged into the extension cord does not exceed the extension cord ampere rating. Also, make sure that the total of all products plugged into the wall outlet does not exceed 15 amperes.
- To avoid injury, do not allow children access to the interior of the printer and do not allow them to touch any electrical contacts or gears that are exposed.
- Do not allow anything to rest on the power cord, and do not locate the printer where the cord will be walked on. Make sure the power cord is not knotted or kinked.
- Do not push objects of any kind into the slots or openings on the printer. This could result in a fire or electric shock.
- Do not allow small objects (such as pins, paper clips, or staples) to fall into the printer. If something does fall into it that you cannot remove, unplug the printer immediately and call the Customer Care Center.

- Unplug the printer from the wall outlet and call the Customer Care Center if any of the following conditions exist:
 - The power cord or plug is damaged or frayed.
 - Liquid is spilled into the printer, or if the printer is exposed to rain or water.
 - Smoke, unusual noises, or odors come from the printer.
 - The printer has been dropped or the cabinet has been damaged.
 - The printer does not operate normally when you have followed the operating instructions. Adjust only those controls that are covered by the operating instructions in the *Quick Start Guide* and this *User's Manual*. Improper adjustment of other controls may result in damage and may require extensive work by a qualified technician to restore the product to normal operation.

Using the Printer With Windows 95 2



This chapter describes how to use the printer with your Windows 95 applications. It includes:

- Installing a printer driver
- Printing a document
- Printer setup within Windows 95
- The Windows tabs
- Printing speed versus color



Note

Before using your printer for the first time, you must perform print head alignment to obtain optimum print quality. See your *Quick Start Guide* (or page 4-5) for details.

Installing a Printer Driver

Before you can use any type of printer with your computer, you must install 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.



Note

You must install the BJC-5000 Series Printer Driver for Windows 95 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

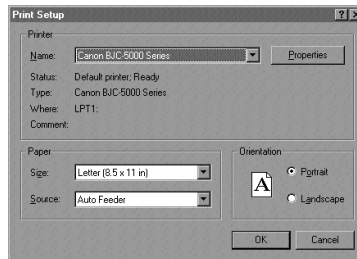
Start your application.

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

2

Make sure the Canon BJC-5000 Series 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** button if you want to make any adjustments as appropriate for printing your document. (See *Printer Setup Within Windows 95* for details.)
- After making any necessary changes to the printing options, click **OK** to start the print job.

Printer Setup Within Windows 95

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

Opening the Printer Properties Dialog Box in 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 95

The printing options are displayed on the following Windows 95 tabs: General, Details, Settings, Troubleshooting, and Maintenance. See *The Windows Tabs* section (page 2-4) 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 95 on-line Help in the following ways:

- 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**.
-

The Windows Tabs

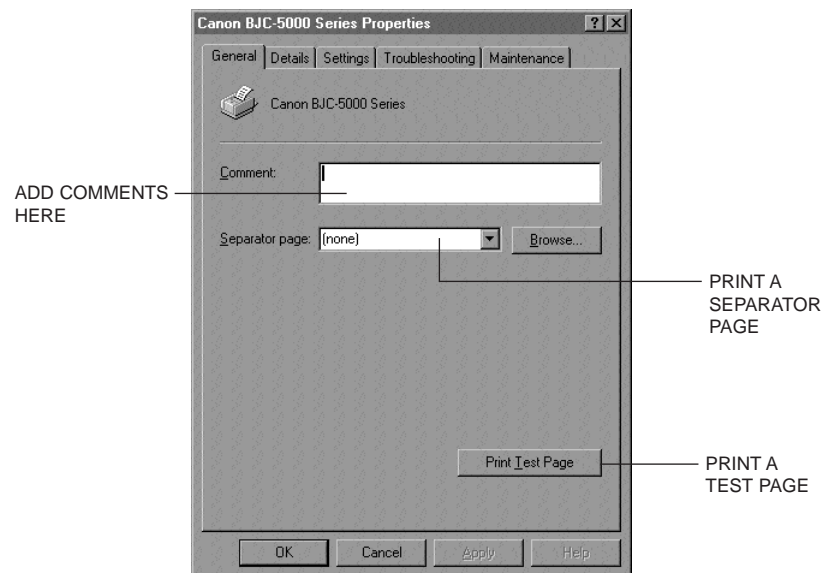
The BJC-5000 Series Printer Driver for Windows 95 has several tabs from which you can select your printing options and learn about your printer driver as well as your printer.



Be sure to use the help features described on page 2-3 to learn about the functions on these tabs.

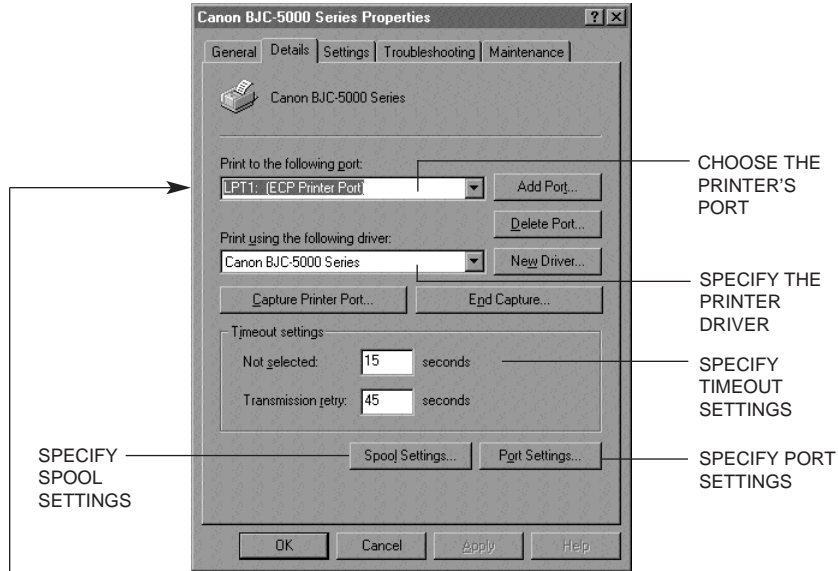
○ General

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



○ Details

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



Note

This must be set to **ECP Printer Port** to obtain the optimum performance from your printer. See your *Quick Start Guide* for details.

○ **Settings**

This tab allows you to select the type of printing, print quality, and paper type.

SPECIFY TYPE OF PRINTING

- REGULAR IS FOR MOST OF YOUR PRINTING NEEDS
- PHOTO-REALISTIC IS FOR PHOTOGRAPHS OR OTHER HIGH RESOLUTION DOCUMENTS; PRINTING WILL BE SLOWER (PHOTO-REALISTIC REQUIRES USE OF BC-21e AND BC-22e CARTRIDGE COMBINATION)

SPECIFY PRINT QUALITY

- STANDARD IS FASTER THAN HIGH
- GRAPHICS IS AVAILABLE FOR PLAIN PAPER ONLY
- HIGH IS BEST QUALITY BUT SLOWEST SPEED

USES BLACK INK ONLY (EVEN IF A COLOR CARTRIDGE IS INSTALLED); IMAGE IS CONVERTED TO GRAYSCALE

SPECIFY MANUAL FEED

SPECIFY PRINT MEDIA

SPECIFY SIZE OF PRINT MEDIA

SPECIFY ORIENTATION

- PORTRAIT
- LANDSCAPE

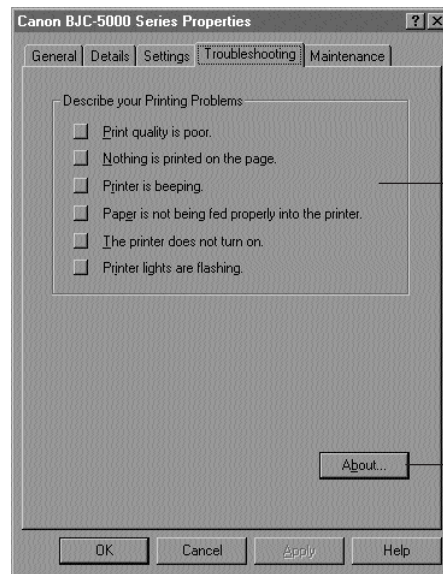
THE SETTINGS AVAILABLE HERE DEPEND ON THE OPTIONS SELECTED ON SETTINGS TAB

USE TO MATCH PRINTED COLORS TO YOUR MONITOR

USE TO ENHANCE THE CONTRAST BETWEEN LIGHT AND DARK COLORS (PRIMARILY FOR BUSINESS PRESENTATIONS)

○ Troubleshooting

This tab helps you analyze common printing problems and recommends corrective actions. It also includes the **About** button, which displays version and copyright information about the device.



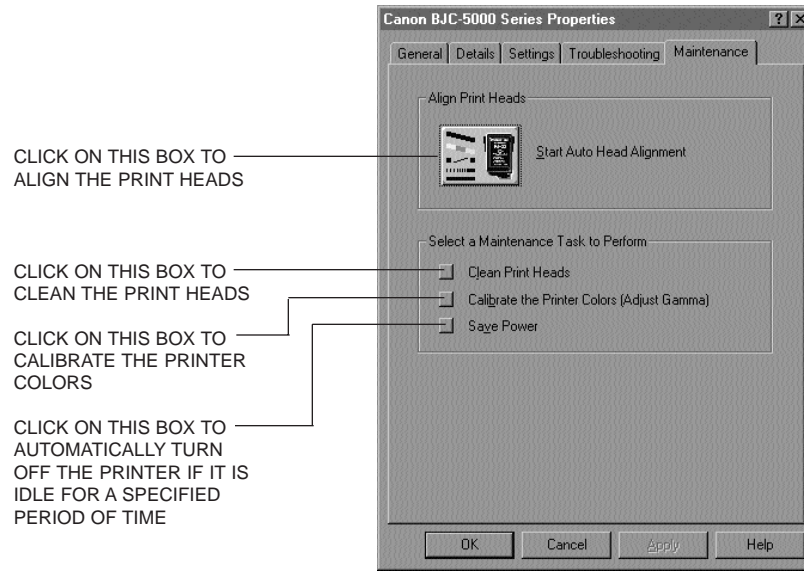
CLICK ON ANY OF THESE PROBLEMS TO SEE INFORMATION REGARDING THE CAUSE AND POSSIBLE SOLUTIONS; BE SURE TO CLICK ON THE BOX

DISPLAYS VERSION NUMBER AND COPYRIGHT INFORMATION



○ Maintenance

This tab allows you to perform routine Maintenance tasks to keep your printer operating at optimum efficiency.



See the information starting on page 4-4 for complete details on using these procedures.

Specifying Your Printing Options on the Windows Tabs

Be sure to use your on-line 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.

Printing Speed Versus Color

The BJC-5000 Series Printer Driver for Windows 95 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 with 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 95

To improve printing speed, you can try the following:

- **Set the parallel port to ECP**
To achieve the optimum performance from your printer, the parallel port must be set to ECP. If the port is not set to ECP, you must change your system setup (also called System BIOS or CMOS settings). See your computer documentation for details on how to configure your parallel port.
- **Release system memory (RAM)**
Use only one software program at a time and unload any screen saving utilities or programs stored in Windows background; this releases more memory for Windows processing.
- **Select Plain Paper or Bubble Jet Paper as the Media type**
The print head will make one or two passes for each printed line.
- **Select Standard as the Print Quality**
The Standard setting is four times faster than the High setting.
- **Check your hard disk space**
Make sure you have plenty of hard disk space available. As your hard disk fills up, your computer becomes slower.
- **Add RAM to your computer**
The computer will be able to process your documents faster.
- **Use a computer with a faster processor**
The computer will be able to process your documents faster.



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

- Selecting paper
- Summary of 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 from the back of the printer.

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

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.

High Gloss Photo Film

The Canon High Gloss Photo Film HG-101 or HG-201 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-21e Color BJ Cartridge and BC-22e Photo BJ Cartridge combination.

Glossy Photo Paper

Canon Glossy Photo Paper GP-201 is a high gloss, thicker paper that produces the look and feel of a photograph. Use this paper with the BC-21e Color BJ Cartridge and BC-22e Photo BJ Cartridge combination to produce top-quality photo-realistic prints from your printer.

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 your printer driver, select Plain Paper for **Media** and Letter Banner for **Size** when you load this paper.)

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 proposals, color presentations, color charts/graphs, flyers, and newsletters. You can print on both sides of the sheet. (In your printer driver, select Plain Paper for **Media** when you load this paper.)

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; and 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 **Media** and Letter+ for **Size** when you load this paper.)

High Resolution Paper

The Canon High Resolution Paper HR-101 is designed to produce photo-realistic quality output with sharp and vivid graphics. For best results, use the BC-21e Color BJ Cartridge and BC-22e Photo BJ Cartridge combination to produce images comparable to your favorite photographs.

T-Shirt Transfers

Use Canon's popular T-Shirt Transfers TR-101 or TR-201 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 BJC-5000 Series Printer Driver) so when you iron it onto the T-shirt, the image is viewed correctly.

Greeting Cards

Get the most out of your Canon Creative or other card making software with Canon Greeting Cards GC-101. You can create cards, invitations, announcements, and more.

Bubble Jet Paper (water resistant)

The Canon Bubble Jet Paper LC-301 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 your printer driver, select Bubble Jet paper for **Media** when you load this paper.)

Fabric Sheets

Use Fabric Sheet FS-101 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.

Back Print Film

Canon Back Print Film BF-102 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 or nonglossy) side of the film in mirror image and then viewed from the front (glossy) side using a backlighting device. For more details, ask a Canon Authorized Dealer for information or refer to the manual supplied with the film.

Transparencies

Transparencies CF-102 from Canon are recommended. These transparencies produce excellent contrast, sharpness, and color.

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 paper types.



-
- Be sure to select the appropriate media type (on the Settings tab) in the BJC-5000 Series Printer Driver.
 - 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.
- 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 heavier stock.
- Do not use thicker paper than meets the specifications for this printer. (See Appendix A, *Specifications*, for details.) Printing with a paper that is thick enough to come in contact with the print head nozzles may damage the BJ cartridges.

Paper Sizes

The BJC-5000 Series printer supports these page sizes:

Paper Size	Measurements	Feed Method
Letter	8.5 in × 11 in	Auto
Legal	8.5 in × 14 in	Auto
A4	210 mm × 297 mm	Auto
A3	297 mm × 420 mm	Manual
A5	148 mm × 210 mm	Auto
B4	257 mm × 364 mm	Manual
B5	182 mm × 257 mm	Auto
Tabloid	11 in × 17 in	Manual
DL Envelope (European)	220 mm × 110 mm	Auto
#10 Envelope (U.S. Comm)	9.5 in × 4.125 in	Auto
Letter+ (Full Bleed)	9 in × 13.3 in	Auto
A4+ (Full Bleed)	223.5 mm × 355.6 mm	Auto
Letter Banner	8.5 in × 11 in (each sheet)	Manual
A4 Banner	210 mm × 297 mm (each sheet)	Manual
Fabric Size	9.488 in × 14.015 in	Auto



- When you select **Tabloid** for paper size, the printer driver automatically selects manual feed.
- When you select Photo-realistic printing, only certain sizes are available.

Media Types

Media	Paper Feed	
	Method	Limit (Sheets)
Plain Paper	Auto	Approx. 130 (0.4" stack)
High Gloss Photo Film HG-101 or HG-201	Manual	1
Glossy Photo Paper GP-201	Auto	1
Banner Paper	Manual	1 (2 to 6)
Brilliant White Paper	Auto	Approx. 130 (0.4" stack)
LetterPlus Letterhead Paper	Auto	Approx. 100 (0.4" stack)
High Resolution Paper HR-101	Auto	Approx. 100 (0.4" stack)
T-Shirt Transfers TR-101 or TR-201	Auto	1
Greeting Cards GC-101	Manual	1
Bubble Jet Paper LC-301	Auto	Approx. 130 (0.4" stack)
Fabric Sheet FS-101	Auto	1
Back Print Film BF-102	Auto	10
Transparencies CF-102	Auto	30
Other heavier-weight print media	Manual	1
Envelopes		
Single	Auto	1
Stack	Auto	15

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 on the back of the printer.

You can place approximately 130 sheets of plain paper (20 lb or 64 g/m²) in the sheet feeder at a time.

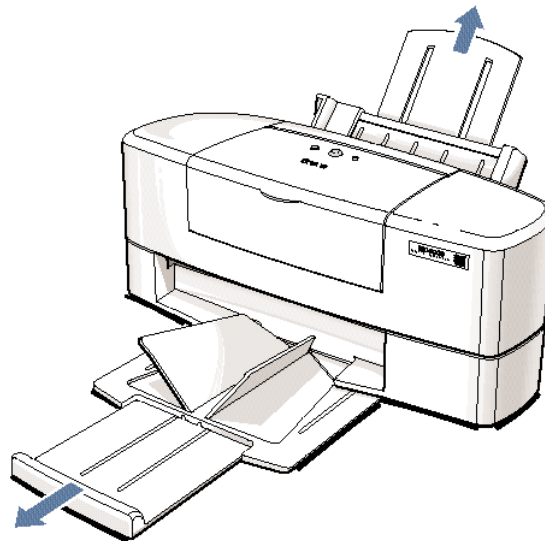
You can stack approximately 30 sheets of transparency film or 10 sheets of back print film in the sheet feeder. However, these special media may not advance correctly under unusual environmental conditions (such as extreme temperatures or humidity). If you have trouble with special papers becoming skewed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

Automatically Feeding Paper

1

Pull the paper support up until it stops.

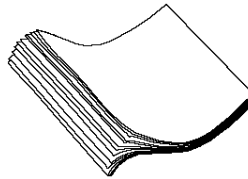
Pull out the paper output tray and its extension.



2

Fan the paper.

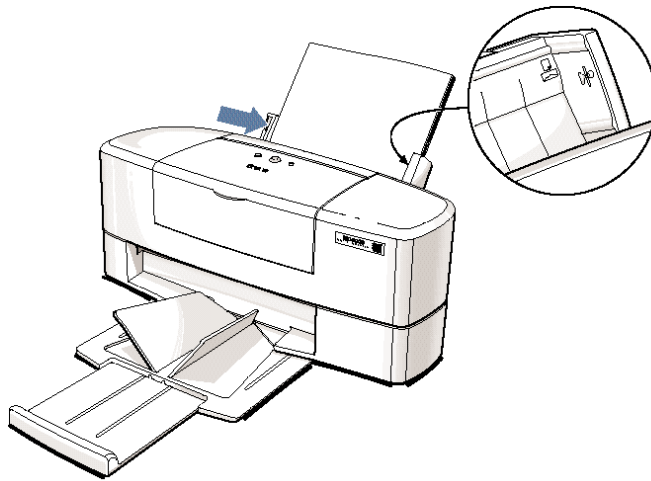
- For best results, fan the paper before loading it.
- Always fan a stack of paper along the edge that will feed into the printer first.



3

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 and secure the stack with the paper guide.
- Do not stack paper beyond the limit mark on the right side of the printer.



4

Start your print operation.

- Make sure the printer is turned on.

Auto Feed Guidelines

When automatically feeding stacks of paper, follow these guidelines:

- Do not open the front cover while printing.
- 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.
- 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.
- Do not try to load paper into the sheet feeder beyond the paper limit mark (▶) 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 146 lb, 64 g/m² to 550 g/m², or paper thickness up to 0.8 mm).

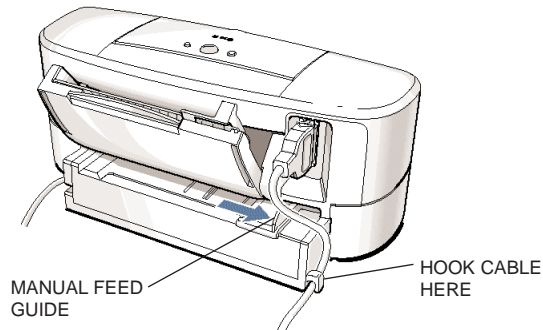


Note

- You must use manual feed for tabloid (11 × 17 in) paper.
- Make sure your printer cable is hooked under the tab on the back of the printer.

1

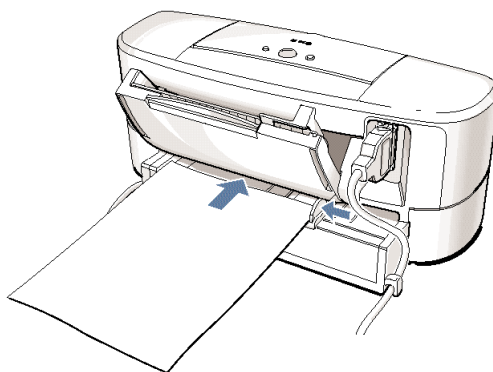
Move the manual feed guide to match your paper size.



2

Insert the single sheet.

- Make sure the front cover is closed and the POWER/ERROR light is green.
- Hold the sheet with the print side facing up and align the sheet with the left edge of the manual feed slot.
- Adjust the manual feed guide to the sheet.
- Slide the sheet into the manual feed slot and hold the sheet for about two seconds until it feeds automatically.
- The printer will automatically load the paper into position.

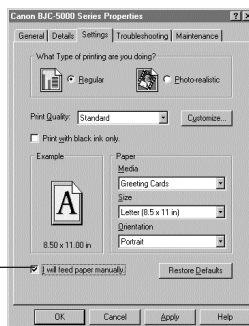


- If you have just turned on the printer, or not used the printer for awhile, the sheet may automatically eject. Simply feed the sheet again.

3

Set up your print operation.

- On the **Settings** tab, click the **I will feed paper manually** box so that a check mark appears. (For certain Media types and sizes, this box is automatically checked.)



CLICK HERE FOR MANUAL FEED

4

Start your print operation.

- Make sure the paper is loaded, and the POWER/ERROR light is green.

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 because they may cause jams or smears, or may damage your printer.

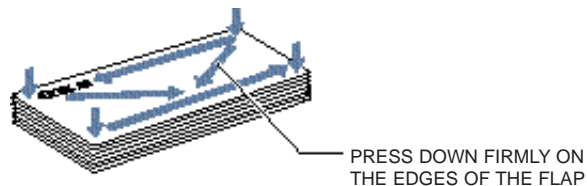
- Envelopes with windows, holes, perforations, cutouts, and double flaps.
- Envelopes made with special coated paper or deeply embossed paper.
- Envelopes using peel-off sealing strips.
- Envelopes in which letters have been enclosed.

When you are ready to print on envelopes, follow these steps to stack envelopes in the sheet feeder. (You can also manually feed envelopes one at a time.)

1

Prepare the envelopes.

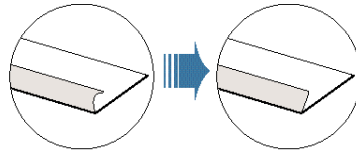
- Arrange the stack of envelopes on a firm surface and press down firmly on the edges to make the folds crisp.
- Press all the way around the envelopes to remove any curls and to expel air from inside the envelopes.



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



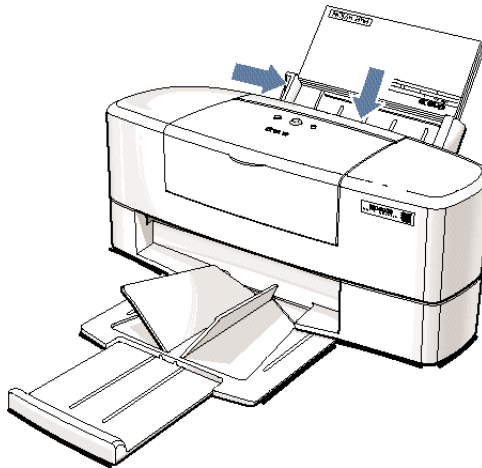
- Make sure any curls are removed from the flap of each envelope.



2

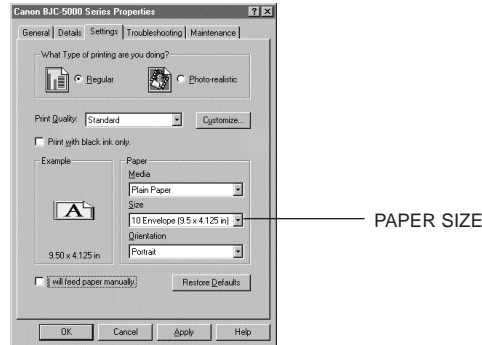
Insert the envelopes.

- Slide a 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.



Set up your print operation.

- On the **Settings** tab, select **10 Envelope** or **DL Envelope** in the **Size** box.



- Now you can start the print operation from your Windows application.

Using Canon's Specialty Papers

This selection provides guidelines for printing on Canon's Specialty Papers and describes special procedures required for High Resolution Paper, Fabric Sheets, and Banner Paper.

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.

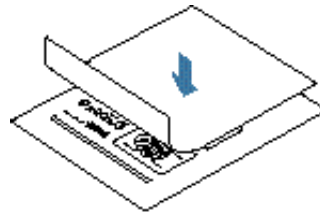
Follow these guidelines:

- When automatically feeding transparencies or back print film, remove each sheet after it is delivered. Do not allow film sheets to stack up.

- Allow the printed sheets of film, paper, or fabric to dry completely before storing them.

Paper type	Drying time (approx.)
Canon High Gloss Photo Film HG-101 or HG-201	10 minutes
Canon Glossy Photo Paper GP-201	2 minutes
Canon Fabric Sheet FS-101	1 hour
Canon Back Print Film BF-102	15 minutes
Canon Transparencies CF-102	15 minutes

- When your output 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 output in a clear file or plastic holder.



- When loading transparencies or back print film, insert one sheet of plain paper as the last sheet in the stack.
- Do not leave sheets of 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, use a pair of thin cloth gloves while loading and handling film sheets.
- To avoid fading, do not expose 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%.

Canon's High Resolution Paper HR-101

Canon's High Resolution Paper HR-101 is designed for high quality printing. This paper is specially coated to produce delicate color output.

After using a package of High Resolution Paper (200 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.

Using the Cleaning Sheet

1

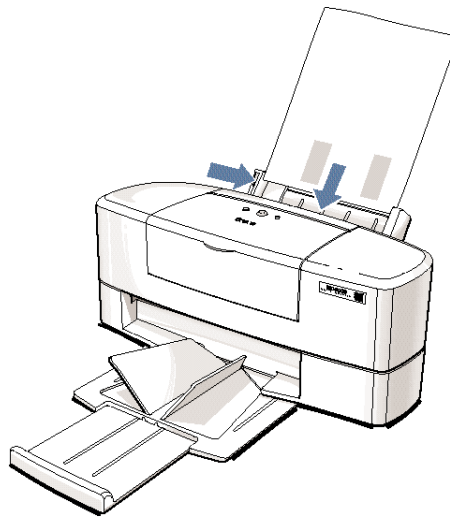
Set up
the printer.

- 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.



- Feed the sheet.**
- Make sure the printer is on.
 - Open a word processing program (such as Notepad) and print a blank page.
 - The printer feeds the cleaning sheet and then ejects it.
 - Use a cleaning sheet once only.

Fabric Sheet FS-101

The Fabric Sheet FS-101 for Canon printers comes 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:

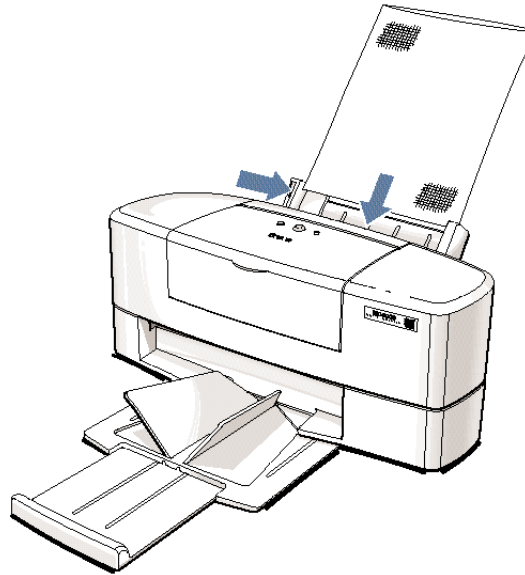
- Use the fixing agent that comes with the Fabric Sheet FS-101.
- Do not touch newly printed fabric sheets until the ink is completely dry. This takes about one hour.

Printing On a Fabric Sheet

- Set up the printer.**
- Make sure the paper support and paper output tray are extended.

Insert the fabric sheet.

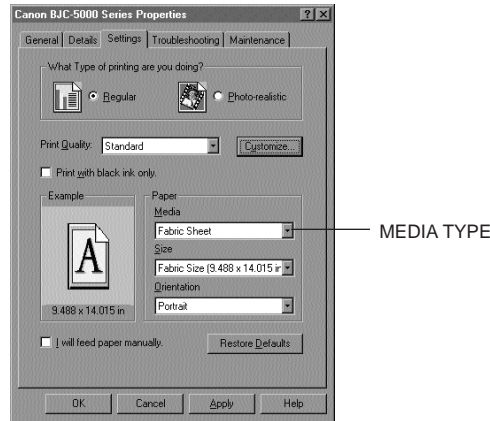
- Insert the sheet with the cloth side out (toward you) and the open end up (away from the sheet feeder).
- Adjust the paper guide to the edge of the fabric sheet.



3

Set up your print operation.

- In the **Settings** tab, select **Fabric Sheet** for the **Media** and **Fabric Size** for **Size**.



- Now you can start the print operation from your Windows application.

4

Dry and then wash the fabric sheet.

- Let the printed fabric sheet set for about one hour to allow the ink to 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 Fabric Sheet FS-101 for details on drying and washing.

Printing on Banner Paper

You load banner paper through the manual feed slot on the back of the printer. For best results, use Canon Banner Paper.

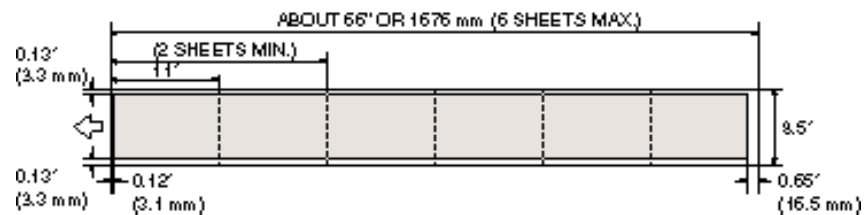
To set up a print job on banner paper, you must decide on the number of sheets you need. You can print banners from 2 to 6 sheets in length.



Note

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

The shaded portions of the drawing below illustrate the maximum recommended printing area of banner paper.



Note

- Printing on banner paper requires quite a bit of ink. If you think your BJ cartridge may run out of ink, use a new BJ cartridge.
 - 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 margins shown in the previous illustration.
-

1

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

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

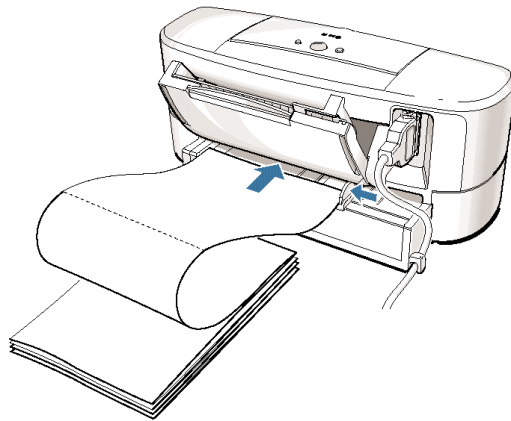


- Always leave an extra sheet at the end of the banner—just in case the type runs over.

2

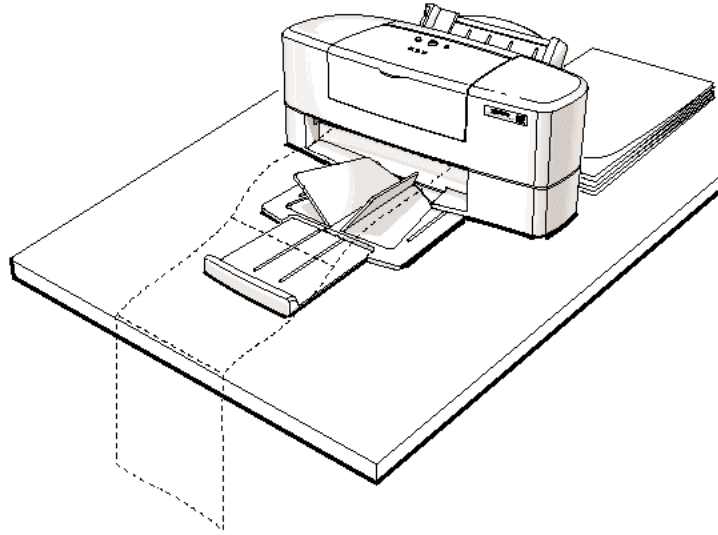
Insert the banner paper in the manual feed slot.

- Align the first sheet of the paper with the left edge of the manual feed slot and adjust the manual feed guide to the edge of the paper; then slide the sheet into the printer until it stops.
- Do not allow the paper to hang over the edge of the desk or work table.



Make sure
the paper exit
area is clear.

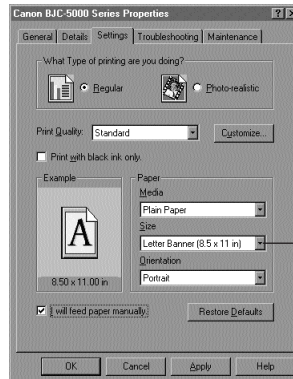
- Clear space in front of the paper output slot of the printer for at least one sheet.



4

Set up your print operation.

- In the **Settings** tab, select **Letter Banner** for the **Size**.
- Make sure the **I will feed paper manually** box is checked.



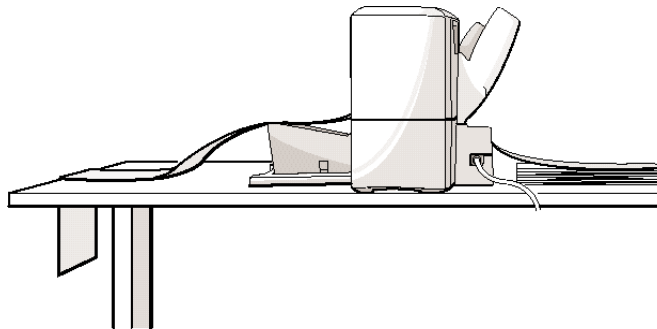
PAPER SIZE

- Now you can start the print operation from your Windows application.

5

Check your output.

- Do not allow the paper to hang over the edge of the desk or work table.
- Clear enough space in front of the printer for at least one sheet of paper to rest after printing.



Maintaining the Printer 4



This chapter covers the care required for your Canon BJC-5000 Series Color Bubble Jet Printer. It includes:

- Printer guidelines
- Cleaning the printer
- Printing a test page
- Performing printer maintenance through the BJC-5000 Series Printer Driver
- BJ cartridge guidelines
- Replacing BJ cartridges and BJ tanks
- Storing a BJ cartridge
- Transporting the printer

Printer Guidelines

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 printer 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 printer unnecessarily.
- 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 BJ cartridge 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 attempt to manually 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

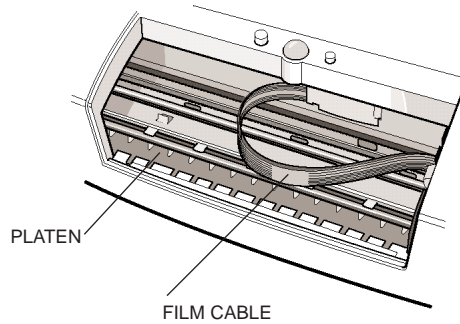
Your printer requires little routine maintenance. Perform the following maintenance, as necessary, to keep your printer in good operating condition.



-
- Before cleaning, make sure the printer is turned off and the power cord is unplugged.
 - Do not clean the exterior of the printer with volatile liquids such as thinners, benzine, 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 heads 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 especially well around the platen area. Be careful not to touch the film cable.



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



Note

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

Printing a Test Print

If your print quality is not what you expect, or if you want to check whether a BJ cartridge or BJ tank is out of ink, you can print a test print. You can start a test print as follows.

- Make sure the printer is off and plain paper is loaded in the sheet feeder. Press and hold the **POWER** button until the printer beeps once. This test print shows the version number of your printer's ROM and a nozzle pattern that indicates whether the nozzles on your BJ cartridges are firing. If the pattern is not crisp and clean, try cleaning the print heads (see page 4-6).





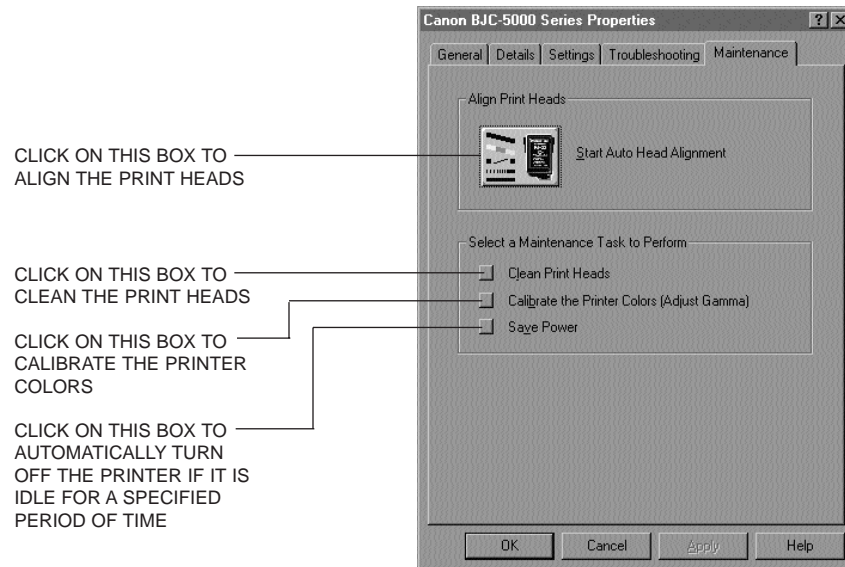
Note

The pattern on the left shows the nozzle pattern for the cartridge in Holder 2 and the pattern on the right is for the cartridge in Holder 1.

- On the General tab in the BJC-5000 Series Printer Driver, click the **Print Test Page** button. You will see the standard Windows 95 test print.

Performing Printer Maintenance Through the Printer Driver

Using the BJC-5000 Series Printer Driver, you can perform routine maintenance such as cleaning the print heads. In the printer driver, when you click on the Maintenance tab, you see this screen:

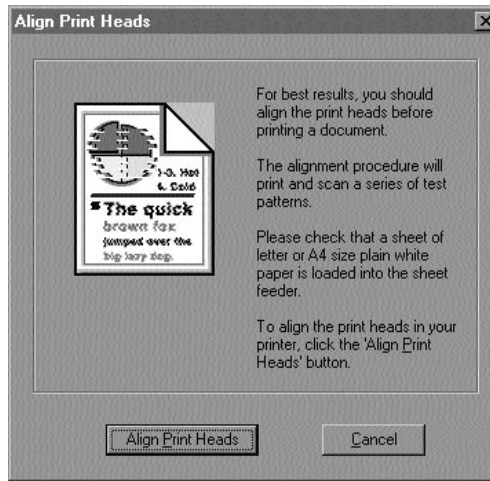


Note

Make sure the printer is on.

Aligning the Print Heads

When you click on the **Start Auto Head Alignment** box, you see this screen:



Note

Make sure you have letter-size plain paper loaded. The printer outputs a one-page pattern.

When you click the **Align Print Heads** button, the printer automatically aligns the print heads. This takes approximately five minutes. As it aligns the print heads, the printer outputs a one-page pattern.

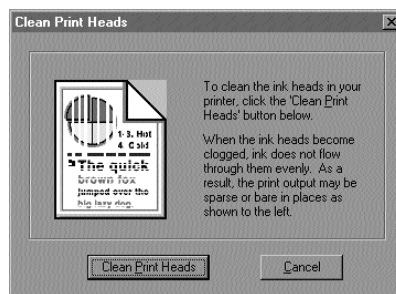
No further action is required. You can now start your print operations.

Cleaning the Print Heads

Your printer is equipped with a print head cleaning function to ensure constant high quality printing.

When you turn the printer on, it automatically performs print head cleaning (if necessary). You can also initiate the print head cleaning procedure from the Maintenance tab.

When you click on the **Clean Print Heads** box, you see this screen:

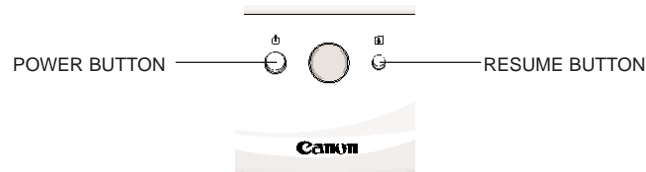


When you click the **Clean Print Heads** button, the printer automatically cleans the print heads.



Note

- Perform print head cleaning **only** when you encounter a print quality problem. Unnecessary and repetitious cleaning wastes ink.
- If you execute the print head cleaning while paper is manually loaded, the printer will eject the paper and then perform the cleaning.
- If you press and hold the **RESUME** button (when the printer is on) until the printer beeps once, the printer will initiate the print head cleaning procedure.



Calibrating the Printer Colors

If your printed colors are not what you expect, you may want to calibrate the printer colors. This function is used to compensate for differences in intensity between various video monitors.

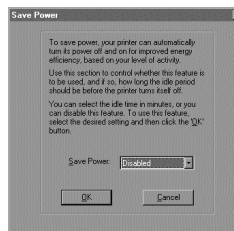
When you click on the **Calibrate the Printer Colors** box, you see this screen:



You can select a gamma value of 1.0, 1.2, 1.4, 1.6, 1.8, 2.0, or 2.2. The higher gamma values result in more contrast between light and dark colors.

Saving Power

To save power, you can automatically turn off the printer if it is idle for a specified period of time. When you click the **Save Power** box, you see this screen:



Click on the **Save Power** drop-down list to select Disabled, after 10 minutes, after 30 minutes, or after 60 minutes.

Sending a print job to the printer automatically turns the printer back on.

BJ Cartridge Guidelines

You can use these cartridges with the printer:

- **BC-21e Color BJ Cartridge**
Contains the print head unit and two replaceable BJ tanks—the BCI-21 Color BJ Tank contains color ink (cyan, magenta, yellow) and the BCI-21 Black BJ Tank contains black ink. You can replace the BJ tanks without replacing the print head unit when you run out of ink.



- **BC-22e Photo BJ Cartridge**
Contains the print head unit and color and black inks. Use this cartridge when you want to produce photo-realistic color printing. When used with Canon's High Resolution Paper (HR-101) or Glossy Photo Paper (GP-201), this ink produces images comparable to your favorite photographs. When you run out of ink, you replace the complete cartridge. (You always install this cartridge in Holder 2 with the BC-21e Color BJ Cartridge in Holder 1.)



- **BC-23 Enhanced Black BJ Cartridge**
Contains the print head unit and black ink only. When you run out of ink, you replace the complete cartridge.



Choosing Which BJ Cartridges to Use

Your BJC-5000 Series printer holds two BJ cartridges. The BJ cartridge holders are labeled 1 and 2.

The standard configuration is to install the BC-21e Color BJ Cartridge in Holder 1 and the BC-23 Enhanced Black BJ Cartridge in Holder 2. In addition, you can install cartridges in the following combinations:

Holder 1	Holder 2	Best for
BC-21e	—	Color output
BC-23	—	Black only output
BC-21e	BC-23	Text with some color
BC-21e	BC-22e	Highest quality photographic output
BC-21e	BC-21e	High quality and fast color output
BC-23	BC-23	Fast black output



Note

-
- For optimum use of the BJC-5000 Series printer, be sure to install both cartridges.
 - If you install the BC-23 Enhanced Black BJ Cartridge in Holder 1, the printer will print black only regardless of the cartridge in Holder 2.
 - You always install the optional BC-22e Photo BJ Cartridge in Holder 2 with the BC-21e Color BJ Cartridge in Holder 1.
 - When printing on tabloid paper (11 × 17 in), the printer uses both cartridges if you have the same type of cartridge in each holder (for example, you have a BC-21e in both Holder 1 and Holder 2). If you have two different types of cartridges installed, the printer uses only the cartridge in Holder 1.
-

Replacing BJ Cartridges and BJ Tanks

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 *BJ Cartridges* in Appendix A (page A-4) for details on the expected yield of the BJ cartridges.

You may need to replace a BJ cartridge or a BJ tank when either of these conditions exists:

- You have been using the cartridge for more than six months.
- Your printed output is not crisp and clear, and there are gaps in the characters (missing dots) even after you have aligned the print head and performed print head cleaning several times.

If you are using the BC-21e Color BJ Cartridge and either your color or black output is blank, one of the BJ tanks is probably out of ink. See the instructions starting on page 4-16 for replacing a BJ tank.



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 only Canon BJ cartridges and BJ tanks.

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 to 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.

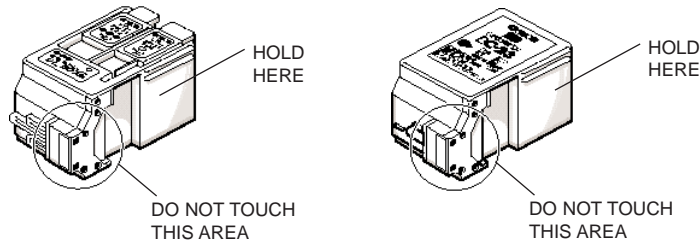
- Make sure you store any cartridge not being used in the Ink Cartridge Storage Box.
- Keep BJ cartridges and BJ tanks in their sealed containers until you are ready to use them.
- Do not remove the BJ tanks from the BC-21e Color BJ Cartridge unnecessarily. This may cause the ink to clog.

- Make sure both BJ tanks are installed in the BC-21e Color BJ Cartridge. Attempting to use the BC-21e Color BJ Cartridge with one BJ tank only may cause ink clogging.
- 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 cartridge. Ink may leak out and cause stains.



Caution

Hold the BJ cartridge on the sides only. Do not touch the silver plate on the bottom of the BJ cartridge or the silver metal or circuit area on the side. The metal area may become hot during printing.



Replacing a BJ Cartridge

The following procedure describes how to replace the BC-21e Color BJ Cartridge in Holder 1. Follow the instructions in this section to replace a BJ cartridge in either Holder 1 or Holder 2.

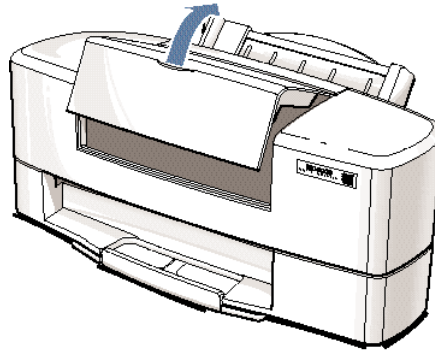
You only need to replace the BC-21e Color BJ Cartridge when the print head is damaged (or after printing approximately 2000 pages). If one of the BJ tanks (either color or black) in your BC-21e Color BJ Cartridge is out of ink, see the next section (page 4-16) for instructions on how to replace a BJ tank.

Before starting, make sure the printer's power is on.

1

Open the printer cover.

- Lift the cover from the center.
- Whenever you open the printer cover, the cartridge holder moves to the center of the printer.



- The POWER/ERROR light blinks while the cartridge holder is positioned in the center of the printer.

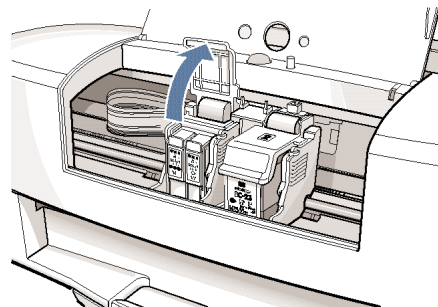


Caution

Do not attempt to move the cartridge holders manually. This will damage the printer.

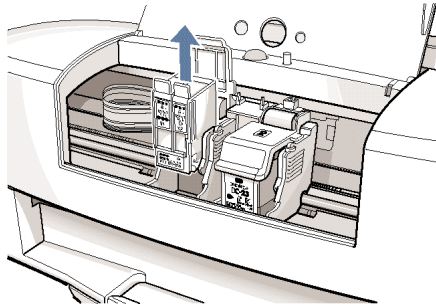
2

Open the cartridge holder.



3

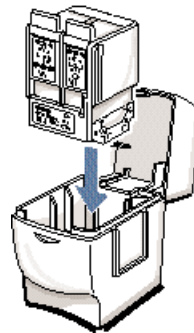
Lift the BJ cartridge out of the cartridge holder.



4

Store or dispose of the BJ cartridge.

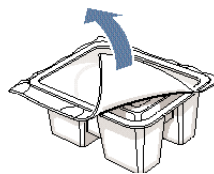
- If you are replacing an old BJ cartridge, dispose of the old cartridge properly.
- If you are switching cartridges, store the cartridge in the Ink Cartridge Storage Box.



5

Take the new BJ cartridge out of its protective packaging.

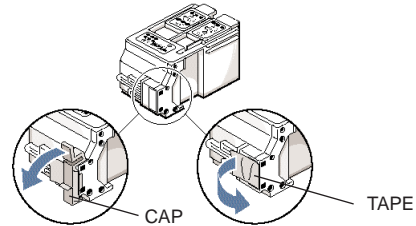
- Peel off the protective foil.



6

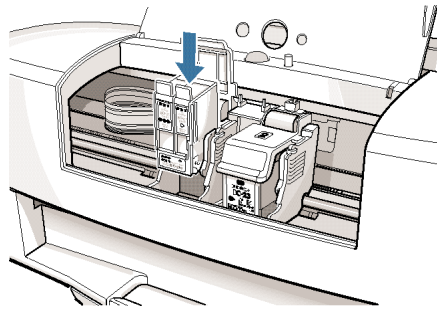
Remove the protective material from the BJ cartridge.

- Lift off the orange cap from the print head and then remove the orange tape.



7

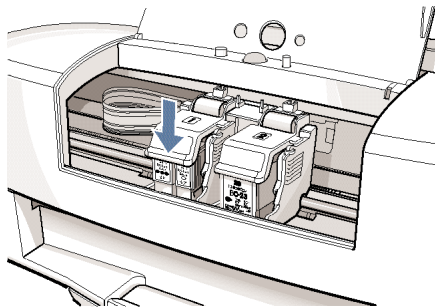
Gently set the BJ cartridge into the cartridge holder.



8

Close the blue cartridge holder cover.

- Gently press the cartridge cover until it snaps into place.



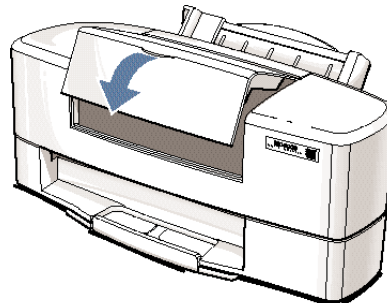


Caution

Do not manually move the mechanism that houses the BJ cartridges. Attempting to move the BJ cartridge holders will damage the printer.

9

Close the printer cover.



Note

Whenever you turn off the printer, the BJ cartridges move to the *home position* on the right and the print heads are capped. If you unplug the printer while it is printing (or if you turn off a power strip to which the printer is connected), the BJ cartridges will not be capped and may dry out.

If you installed a new BJ cartridge, the printer automatically cleans the print head. If you need to initiate the print head cleaning, see page 4-6.

Any time you change a BJ cartridge, you are prompted to perform the Align Print Heads procedure the next time you start a print operation. See page 4-5 for details.

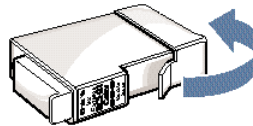
Replacing a BJ Tank in the BC-21e Color BJ Cartridge

If you are using a BC-21e Color BJ Cartridge and you perform a print operation correctly but either the color or black output is blank, a BJ tank may be out of ink. Perform the print head cleaning at least five times. If the same output is still blank, replace the empty BJ tank in the BC-21e Color BJ Cartridge.

1

Take the new BJ tank out of its packaging.

- Then remove the orange protective cap.



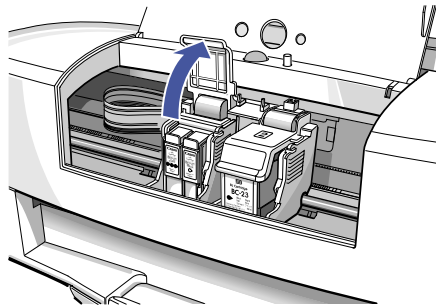
2

Make sure the printer's power is on, and open the printer cover.

- Lift the cover from the center.
- The printer moves the cartridge holder to the center of the printer.
- The POWER/ERROR light blinks while the cartridge holder is positioned to the center of the printer.

3

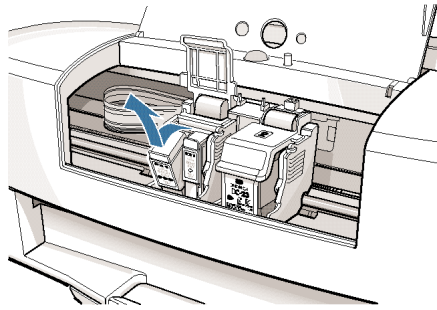
Open the cartridge holder.



4

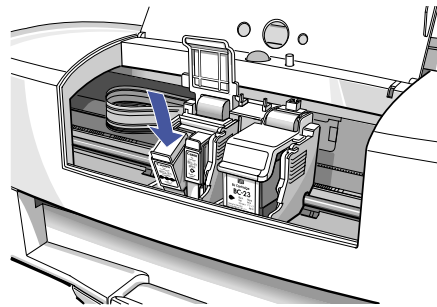
Remove the empty BJ tank.

- The color BJ tank is on the left; the black BJ tank is on the right.
- Grasp the tab on the top of the tank and pull forward to release the BJ tank.
- Then lift the BJ tank up and out of the BJ cartridge unit.
- Dispose of the BJ tank properly. You may want to place it in a plastic bag to keep from spilling any residual ink.



5

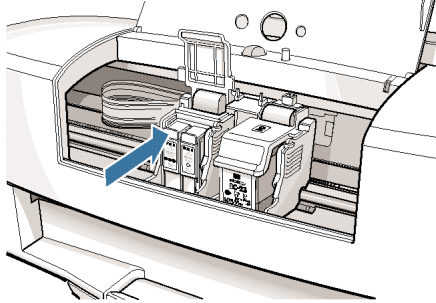
Slide the new BJ tank into the empty slot on the BJ cartridge.



Maintaining
the Printer

6

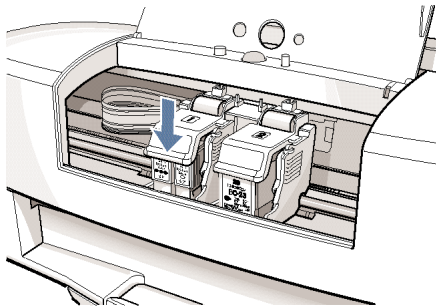
Press firmly on the tab on the top of the BJ tank until it snaps into place.



- If you are replacing both tanks, repeat steps 4 through 6 for the other BJ tank.
- Make sure each BJ tank is correctly seated in its respective slot.

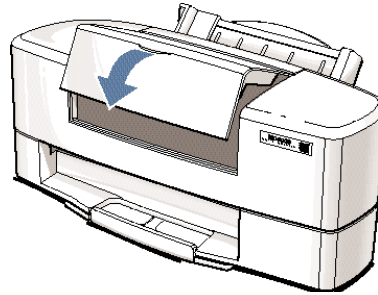
7

Close the blue cartridge holder cover.



8

Close the printer cover.



- The printer moves the cartridge holder to the home position on the right of the printer.
- The printer automatically cleans the print heads.
- The next time you start a print operation you will be prompted to perform the Align Print Heads procedure (see page 4-5 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 Ink Cartridge Storage Box to prevent the print head from drying and clogging.

1

Open the Ink Cartridge Storage Box.

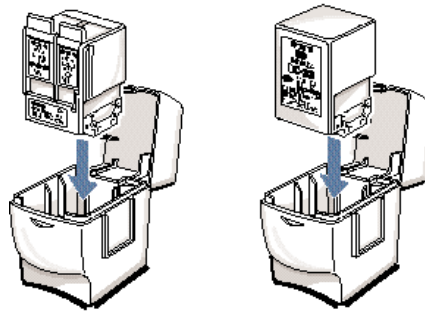
- When opening the Ink Cartridge Storage Box, press in on the release tab that locks the cover in place.



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

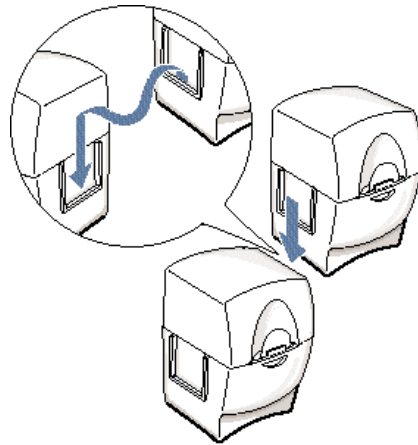
Close the storage box.

- 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 of it).

If you have more than one Ink Cartridge Storage Box, you can hook them together. Simply connect them by the slides and grooves on the sides of the containers.



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.

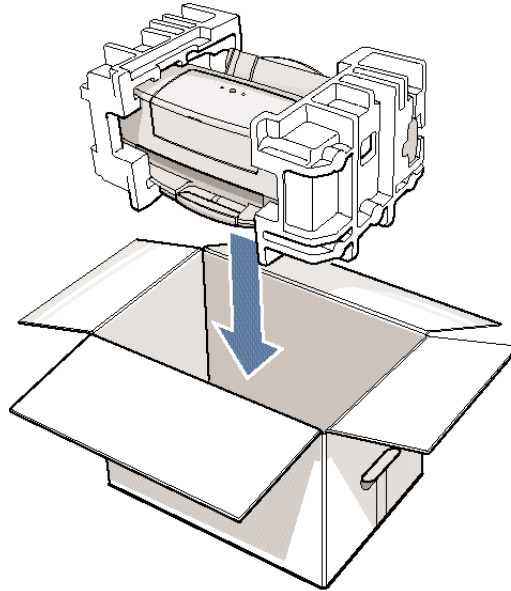
1

Turn off the printer's power.

- 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.
- Unplug the power cord.

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 on-line support services and through our Fax Retrieval System. On-line 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
- 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 (near the power cable):

No. ABC 12345



Note

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

- If the printer does not print
 - Check your cable and power cord connections
 - Check your printer driver setup
 - Check your computer configuration
- If your print quality is not satisfactory
 - Align the print heads (see page 4-5)
 - Clean the print heads (see page 4-6)
 - If necessary, replace the BJ cartridges (see page 4-9)
- If colors are missing
 - Align the print heads (see page 4-5)
 - Clean the print heads (see page 4-6)
 - If necessary, replace the BJ cartridge(s) or BJ tank(s) (see page 4-9)

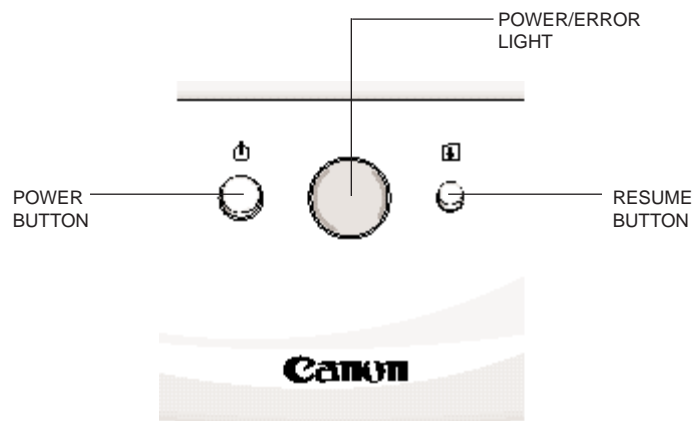
Error Conditions

When the POWER/ERROR light is orange, a printer error has occurred. The printer beeps to alert you to the type of error condition as follows:

- One beep—The printer is starting a maintenance procedure, such as cleaning the print heads or printing the test page.
- Two beeps—An error condition exists, such as paper is out or jammed. Load paper or clear the paper jam.
- Three beeps—The BJ cartridge in Holder 1 is damaged or is not compatible with this printer. Replace the BJ cartridge in Holder 1.
- Four beeps—The BJ cartridge in Holder 2 is damaged or is not compatible with this printer. Replace the BJ cartridge in Holder 2.
- Five beeps—The print head has become too hot. Allow it to cool. If necessary, turn off the printer.
- Six or more beeps—The printer needs service. Call the Canon Customer Care Center.

Clearing Paper Jams

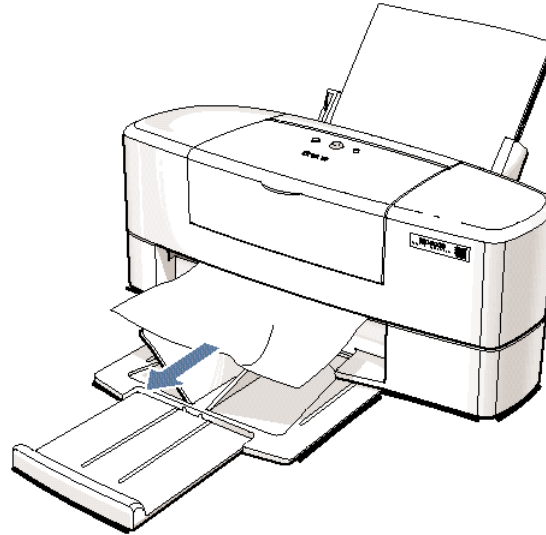
When a paper jam occurs, the POWER/ERROR light turns orange and the printer beeps twice.



1

Gently pull the paper out with one hand while holding down the printer with the other hand.

- If the paper tears off inside the printer, open the printer's cover and remove any paper left inside the printer.



2

Press the **RESUME** button to continue the print operation.

- If necessary, turn the printer off before removing the jammed paper. When you turn the printer back on, start the print operation again.

Printing Specifications

Printing Method
Bubble Jet ink-on-demand

Paper Handling
Automatic feed (17 to 28 lb)

Letter	130 sheets
Letter+	100 sheets
Legal	100 sheets
Transparencies	30 sheets
Envelopes	15 envelopes

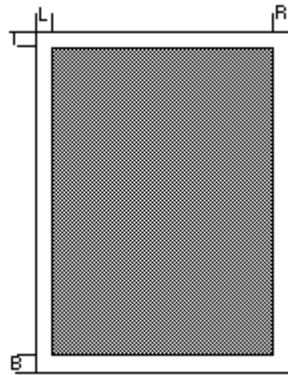
Manual feed (17 to 146 lb)
One sheet only; thickness = 0.03 in (0.8 mm)

Paper Size

Letter	8.5 in × 11 in
Letter+ (Full Bleed)	9 in × 13.3 in
Legal	8.5 in × 14 in
Tabloid	11 in × 17 in
A3	297 mm × 420 mm
A4	210 mm × 297 mm
A4+ (Full Bleed)	223.5 mm × 355.6 mm
A5	148 mm × 210 mm
B4	257 mm × 364 mm
B5	182 mm × 257 mm
Letter Banner	8.5 in × 11 in (2 to 6 sheets)
A4 Banner	210 mm × 297 mm
Fabric Sheet	9.488 in × 14.015 in
U.S. Commercial	
number 10 envelope	9.5 in × 4.125 in
European DL envelope	220 mm × 110 mm

Paper Type	Recommended
High gloss photo film	Canon High Gloss Photo Film HG-101 or HG-201
Glossy photo paper	Canon Glossy Photo Paper GP-201
Banner paper	Canon Banner Paper
Brilliant white paper	Canon Brilliant White Paper
LetterPlus letterhead	Canon LetterPlus Letterhead Paper
High resolution paper	Canon High Resolution Paper HR-101
T-shirt transfers	Canon T-Shirt Transfers TR-101 or TR-201
Greeting cards	Canon Greeting Cards GC-101
Bubble Jet paper	Canon Bubble Jet Paper LC-301 (water resistant)
Fabric sheets	Fabric Sheet FS-101 for Canon Bubble Jet printers
Back print film	Canon Back Print Film BF-102
Transparencies	Canon CF-102 Transparencies
Envelopes	Commercial number 10 or European DL
Paper Weight	
Automatic feed	17 to 28 lb (64 to 105 g/m ²)
Manual feed	17 to 146 lb (64 to 550 g/m ²)
Print Speed	
Black only	Up to 7.5 ppm
Color	Up to 3 ppm
	Print speed may vary with content of the document, the processing speed of the host computer, and the BJ cartridge configuration.
Print Width (max)	
Sheet feeder	8.5 in (215.9 mm)
Manual feed	11.43 in (290.20 mm)
Line Feed Speed	
Approximately 5 in/sec (120 mm/sec)	
Print Resolution	
Black only	360 × 360 dpi on plain paper 720 × 720 dpi on plain paper 1440 × 720 dpi on special paper
Color	360 × 360 dpi on plain paper 720 × 720 dpi on plain paper 1440 × 720 dpi on special paper
Photo Color	720 × 720 dpi on plain paper 1440 × 720 dpi on special paper

Printable area



Margins

L	0.25 in (6.4 mm)
R	0.25 in (6.4 mm)
T	0.12 in (3.0 mm)
B	0.65 in (16.5 mm)



Margins for full-bleed

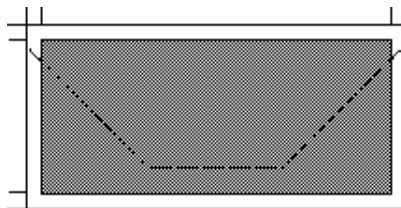
L	0.20 in (5.1 mm)
R	0.20 in (5.1 mm)
T	1.10 in (27.9 mm)
B	1.10 in (27.9 mm)

Margins for Fabric Sheet

L	0.13 in (3.4 mm)
R	0.43 in (11.0 mm)
T	1.50 in (38.1 mm)
B	1.22 in (30.9 mm)

Printable area for envelopes

To ensure the best print quality, make sure printing on envelopes is well within the printable area described below.



U.S. COM10

Margin	in
L	0.25 (6.4 mm)
R	0.45 (11.3 mm)
T	0.12 (3.0 mm)
B	0.65 (16.5 mm)

BJ Cartridges

BC-21e Color BJ Cartridge

Print head	64 nozzles for black 24 nozzles for each color (cyan, magenta, yellow)
Print head life	Approximately 2,000 color pages at 30% coverage
BJ tanks	BCI-21 Color (cyan, yellow, magenta) BCI-21 Black
Ink color	Black, cyan, yellow, magenta
BJ tank yield	
BCI-21 Color	Approx. 100 pages at 7.5% coverage
BCI-21 Black	Approx. 225 pages at 5% coverage

BC-22e Photo BJ Cartridge

Print head	64 nozzles for black 24 nozzles for color
Ink color	Black, cyan, magenta, yellow
Cartridge yield	Approximately 50 pages at 7.5% coverage for each color

BC-23 Enhanced Black BJ Cartridge

Print head	128 nozzles
Ink color	Black
Cartridge yield	Approx. 900 text pages at 5% coverage

General

Interface

IEEE 1284 ECP-compatible parallel interface

Acoustic Noise Level

Approx. 45 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, Energy Star

Power Consumption

6 watts maximum nonprinting

40 watts maximum printing

Dimensions

19.6 in (498 mm) W × 11.0 in (280 mm) D × 8.74 in (222 mm) H

Weight

Approx. 11.6 lb (5.3 kg) without cartridges installed

Glossary G



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.)

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 (vertical) depending on the printer driver settings and the application 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, 360×360 dpi. This printer can produce output with resolutions up to 1440×720 dpi precision on special papers.

RGB

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



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FCC Regulations

Bubble Jet Printer Model K10901

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

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

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

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

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

Canon Computer Systems, Inc.
2995 Redhill Ave.
Costa Mesa, CA 92626
(800) 423-2366

Canadian Radio Interference Regulations

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 Canada.

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