

BJC-80

**USER'S
MANUAL**

Canon

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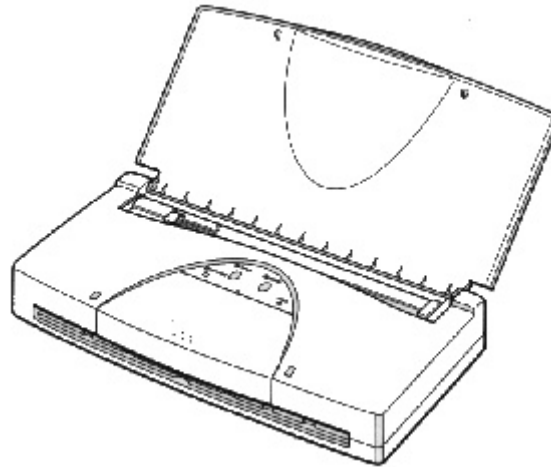
FCC Regulations

Introduction



Congratulations on your purchase of the Canon BJC-80 Color Bubble Jet Printer. We appreciate our choosing this printer to meet your printing needs.

The BJC-80 offers color printing, excellent print quality, and fast print speed with the convenience of portability and low cost. We are certain you will be satisfied with its 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-80 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 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 **1-800-671-1090**.

BJ Cartridges and BJ Tanks

You can use the following BJ cartridges and BJ tanks with the BJC-80 printer:

- O BC-11e Color BJ Cartridge
- O BCI-11 Color BJ tank
- O BCI-11 Black BJ tank
- O BC-10 Black BJ Cartridge
- O BCI-10 Black BJ tank
- O SB-10 Ink Cartridge Storage Box



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



Note

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.

Canon Specialty Papers

Canon manufactures numerous specialty papers, including:

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

See [Chapter 3, Paper Handling](#), for details on Canon's Specialty Papers.

Color Image Scanner Cartridge

This option instantly turns your printer into a high-quality, color sheet fed scanner. All you have to do is replace the BJ cartridge in the BJC-80 with the IS-12 Color Image Scanner Cartridge. For this option, you must use an IEEE-1284-compatible, bi-directional parallel interface cable to connect the BJC-80 to your computer. Also you must be using Windows 95.

See [Chapter 6](#), Installing the Color Image Scanner Cartridge, for details.

Portable Kit, Battery Pack, and Universal Adapter

To enhance the printer's portability, Canon offers the following items for supplying power to your printer.

Portable Kit NK-300

The portable kit includes one NiMH battery pack NB-300 and an attachment unit, which allow you to operate the printer when AC power is not available. When attached to the printer, this nickel-metal hydride battery pack charges when the printer is not operating. The battery pack fully charges in about eight hours. When fully charged, it enables you to continuously print about 200 pages.

NiMH Battery Pack NB-300

You can purchase additional battery packs to use with the Portable Kit NK-300.

Universal Adapter AD-350U/360U

The Universal Adapter supplies power to the printer from any power source with an appropriate power cord. With the Universal Adapter, you can use the BJC-80 in various countries where AC power differs from the U.S. standard.

See [Chapter 5](#), Installing and Using the Battery Pack, for details.

Getting Help From Canon

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)**
- E-mail support via 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.

Servicing the Printer

The Canon BJC-80 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 one-year 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-80 Color Bubble Jet Printer needs servicing, contact Canon on the World Wide Web 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 [1-5](#) for details).

Using the Printer With Windows



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

- Installing a printer driver
- Printing a document
- Printer setup within Windows 95
- Printer setup within Windows 3.1
- The Windows tabs
- Printing speed versus color

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 BJ Printer Driver 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

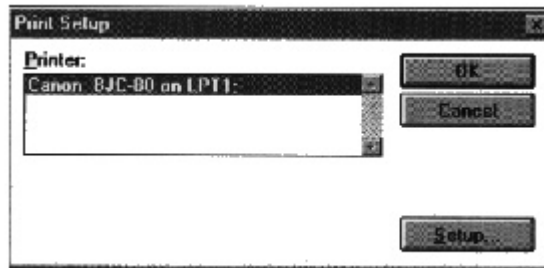
Start your application.

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

2

Make sure the Canon BJC-80 is selected as your default printer.

- Choose Print Setup from the File menu.



- Click on the **Setup** button if you want to make any adjustments as appropriate for printing your document. (See *Printer Setup Within Windows 95* or *Printer Setup Within Windows 3.1* for details.)
- Select **OK** to close the Print Setup dialog box.

3

Choose Print from the File menu.

- After making any necessary changes to the printing parameters, select **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, Paper, Graphics, Setting, and Control. See *The Windows Tabs* section (page 2-4) for details.



For detailed information on any of the printing options, you can use the Windows 95 on-line 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

You can use your 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: Paper, Graphics, Setting, and Control. See the next section, The Windows Tabs, for details.

The Windows Tabs

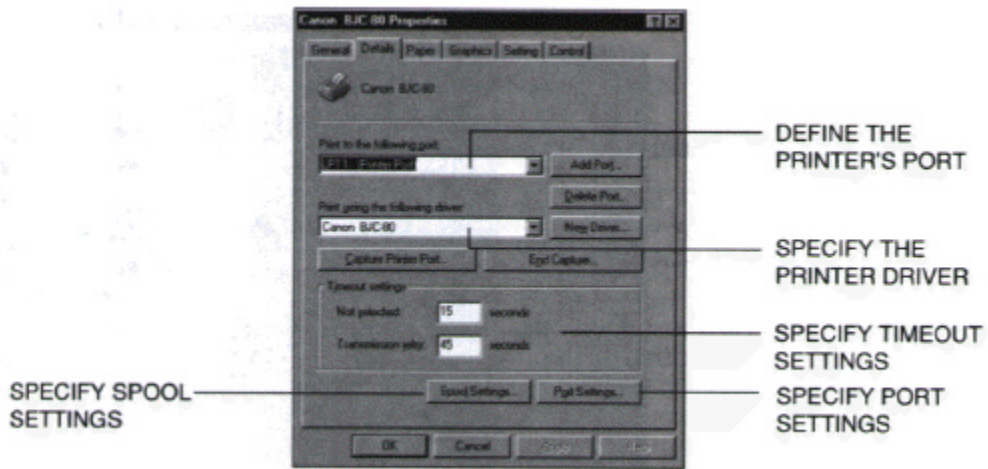
The BJ Printer Driver for Windows has several tabs from which you select your printing options and learn about your printer driver as well as your printer.

- **General (Windows 95 only)**
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, but not from within a Windows application).



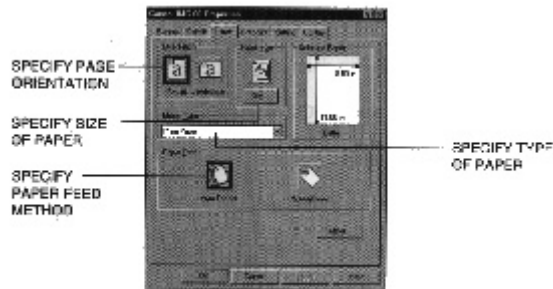
- **Details (Windows 95 only)**

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, but not from within a Windows application.)



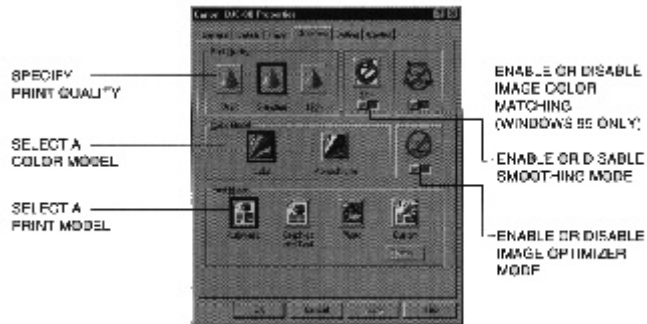
- **Paper**

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



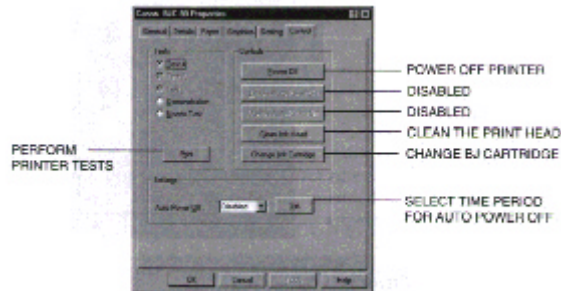
- **Graphics**

This tab allows you to specify print quality, color model, and print model. (The printing options on this tab are the same for both Windows 95 and Windows 3.1. However, the Image Color Matching feature is available in Windows 95 only.)



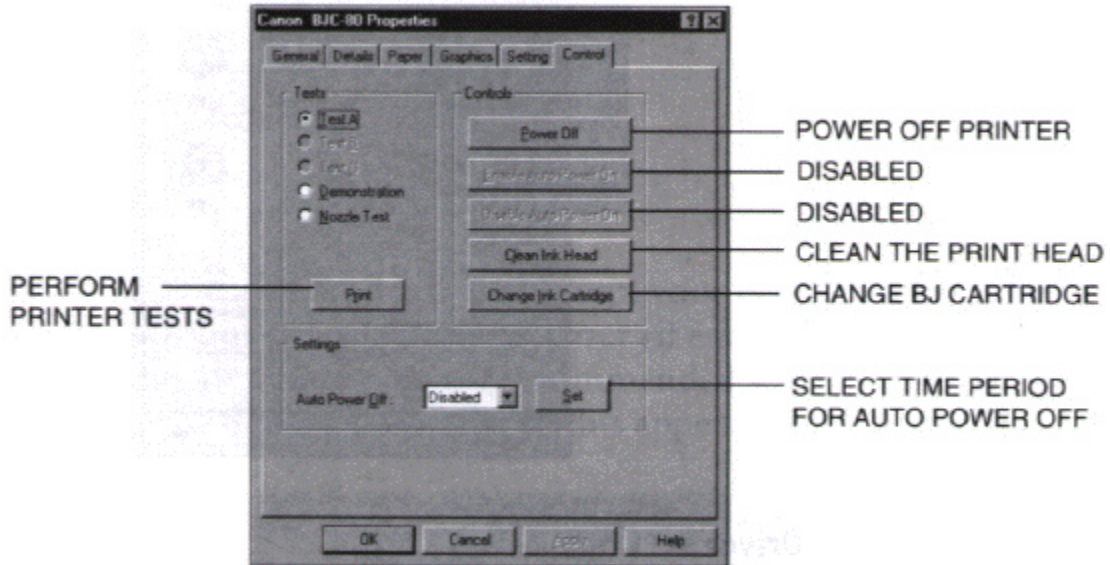
- **Setting**

This tab allows you to turn on or off the Setup Analyzer and Cartridge Detection. It also allows you to save up to four custom print settings. (The printing options on this tab are the same for both Windows 95 and Windows 3.1.)



- **Control**

This tab allows you to print test pages, turn off the printer, enable or disable the auto power feature, and clean the print head. It also allows you to turn off the printer after a certain period of inactivity. (The printing options on this tab are the same for both Windows 95 and Windows 3.1.)



Specifying Your Printing Options

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 selection on a tab, click the **Cancel** button.
- To save your settings without exiting, click the **Apply** button.
- To access the Help file, click on the **Help** button.
- When you move the mouse cursor over one of the printing options, a help message appears at the bottom of the tab.

Recommended Graphics Settings

You can select the following printing options from the Graphics tab to achieve the specified results:



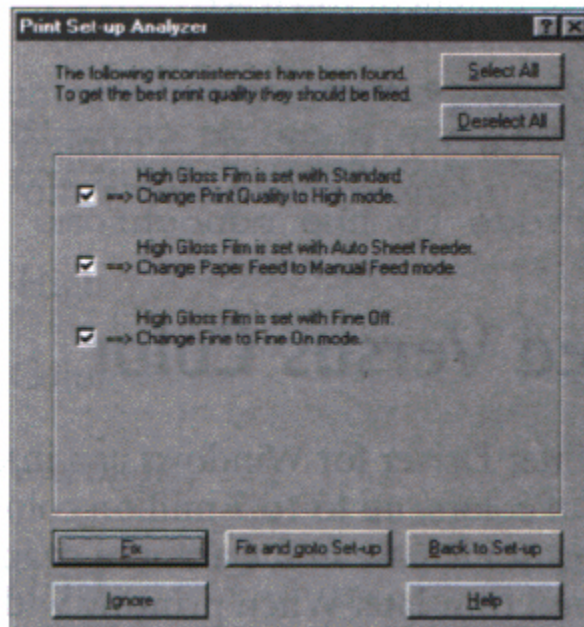
<u>To achieve</u>	<u>Driver settings</u>	<u>Color model</u>	<u>Results</u>
Fastest B&W output possible	Draft 180 x 180 dpi	Monochrome	Uses less ink. Output quality is draft.
Fast letter quality output	Standard 360 x 360 dpi	Monochrome	Slightly slower than draft. Quality is standard.
Fast B&W photograph and graphic output	Standard and Fine On 360 x 360 dpi	Monochrome	Slower than B&W but better grayscale quality.
High quality photograph and graphic output	High 720 x 360 dpi	Monochrome	Slower than Standard but optimizes B&W grayscale quality. Requires BC-10 Black BJ Cartridge.
High quality	High and Fine On 360 x 360 dpi	Monochrome	High quality and high resolution printing.
Fast color output	Draft 180 x 180 dpi	Color	Uses less ink. Output quality is draft.
Color output	Standard 360 x 360 dpi	Color	Fast color printing but quality is not optimized.
High quality color output	High 720 x 360 dpi	Color	Optimizes color print quality but the print speed is slower.
High quality color output	High and Fine On 360 x 360 dpi	Color	High quality color output with Drop Modulation Technology.

Using the Setup Analyzer

The Setup Analyzer allows the printer driver to evaluate your choice of printing settings. On the Setting tab, click on the green **Check** to enable the Setup Analyzer. Click on the red **Circle** symbol to disable it.



When you exit the printer driver and accept your printing settings by clicking the **OK** button, the Setup Analyzer (if enabled) checks to see if any of your settings are contrary to the recommended settings. If there are inconsistencies, a dialog box similar to this appears:



The inconsistencies appear with check boxes. You can use the dialog box buttons to select or deselect the inconsistencies, and/or fix or ignore the inconsistencies.

Using Cartridge Detection

Use Cartridge Detection if you want the driver to alert you when the installed BJ cartridge is not the correct choice to use with your Color Model setting. To enable Cartridge, which is located on the Setting tab, click on the green **Check**. Click on the red **Circle** symbol to disable it.



If Cartridge Detection cannot detect the cartridge type, it advised you to check that your printer is on-line and that the cables are secure.

If you choose the Monochrome Color Model and you have a BC-11e Color BJ Cartridge installed, you'll see:

Performance Tip!

You now have a color cartridge installed in your printer. For faster printing speed, change the color cartridge to the monochrome cartridge.

Printing Speed Versus Color

The BJ 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 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.

For Quick Color Printing

In the BJ Printer Driver for Windows, choose the following settings. These selections allow the printer driver to interpret and translate 256 colors, which will increase your printing speed. However, your print quality will not be optimized.

- Media Type -- Plain Paper
- Print Quality -- Standard
- Color Model -- Color
- Print Model -- Custom
- Color Selection -- Fast Color

For High Quality Color Printing

Select the settings shown below to allow the printer driver to interpret and translate up to 16.7 million colors. Keep in mind that your print speed will be slower than with other setting combinations.

- Print Quality -- High
- Color Model -- Color
- Printer Model -- Automatic

For Monochrome Printing

Use the optional BC-10 Black BJ cartridge to optimize the printer's performance when you are printing black text and graphics only.

In the BJ Printer Driver for Windows, choose the following settings to tell your printer to print using black ink only.

- Media Type -- Plain Paper
- Print Quality -- Standard; Fine is off
- Color Model -- Monochrome
- Print Model -- Automatic

Other 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.**

In the Custom Settings dialog box, choose Diffusion only when printing final output or photographic images. Choosing a Halftone setting of Fine 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 screen matched color.**

In the Custom Settings dialog box, avoid Match as the Color Adjustment setting. The screen matching feature takes longer to process in the computer because it requires special information.
- **Avoid automatic settings.**

Although the automatic settings are easy to use, the computer must interpret the printed page. This takes more time than if you select each setting.
- **Free up your memory.**

Use only one software program at a time and unload any screen saving utilities or programs store in Windows background; this frees up more memory for Windows processing.
- **Use Monochrome when possible.**

If you will be printing text in black ink only, choose a Color Selection of Black and White rather than Grayscale. Print draft documents in Monochrome rather than Color, or use Draft print quality when printing in color.
- **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.

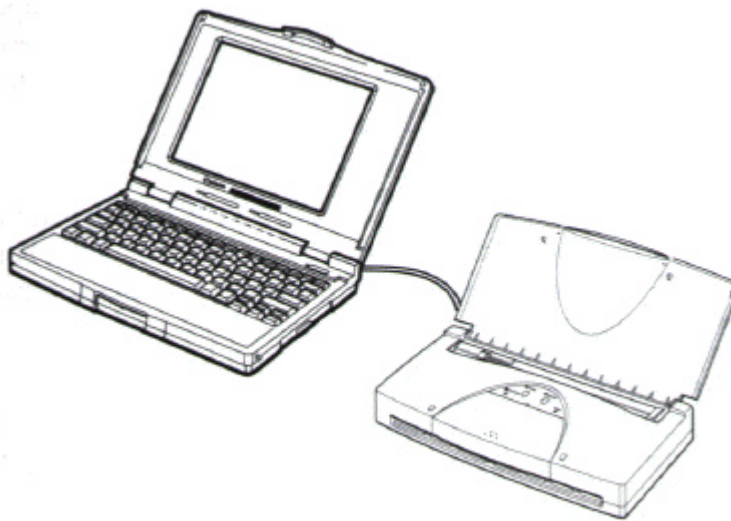
- **Use primary colors when printing presentation graphics.**
Use black, cyan, yellow, magenta, blue, green, and red when possible. The computer will need to calculate and transfer less dot information.
- **Use the Draft print quality.**
The printer will need to image fewer dots.
- **Use Plain Paper as the Media Type.**
The print head will make only one pass 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.

Paper Handling



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

- Selecting paper types
- Loading paper
- Printing on envelopes
- Using Canon's Specialty Papers



To ensure the best performance of your printer, you 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. The path that the paper travels through the printer is the same for automatic and manual feeding.

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, legal, and A4 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.

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-11e Color BJ Cartridge to produce photo-realistic prints from your printer. (Select Glossy Paper in your printer driver 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-11e Color BJ Cartridge to produce images comparable to your favorite photographs.

Transparencies

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

T-Shirt Transfers

Use Canon's popular T-Shirt Transfers TR-101 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 use T-Shirt Transfer mode through the BJ Printer Driver for Windows) 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. These cards give your unique, personalized cards the look and feel of professional cards. 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. (Select Plain Paper in the printer driver when you load this paper.)

Fabric Sheets

Use Fabric Sheet FS-101 for Canon Bubble Jet printers to print pillow covers, scarves, flags, and other textile items. Use these sheets for appliques and other craft and sewing projects. Fabric sheets are 9.5 x 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 (nonglossy) side of the film in mirror image and then viewed from the front or glossy side using a backlighting device.

High Gloss Film

The Canon High Gloss Film HG-101 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.



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 that meets 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 cartridge.

Loading Paper

You can stack paper in the sheet feeder to load it automatically, or you can manually feed one sheet at a time. The path that the paper travels through the printer is the same for automatic and manual feeding.

You can place approximately 30 sheets of plain paper (20 lb or 5 g/m) in the sheet feeder at a time.

You can stack approximately 10 sheets of transparencies or back print film in the sheet feeder. However, these special media may not advance correctly under usual environmental conditions (such as extreme temperatures and humidity). If you have trouble with special papers becoming skewed or feeding multiple sheets, do not stack them in the sheet feeder. Load them one sheet at a time.



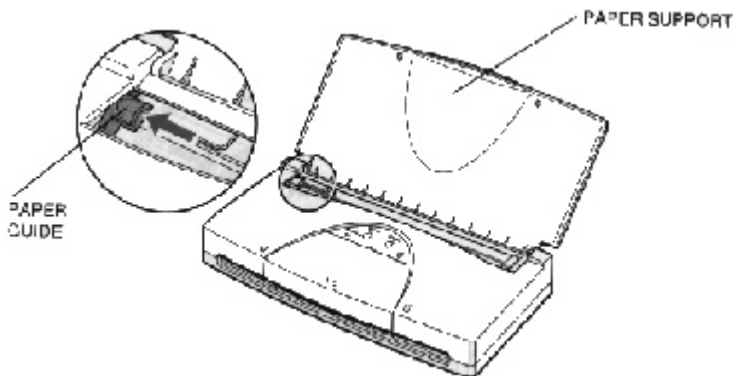
Place at least one sheet of plain paper in back of a stack of transparencies or back print film.

Automatically Feeding Paper

1

Make sure the paper support is open.

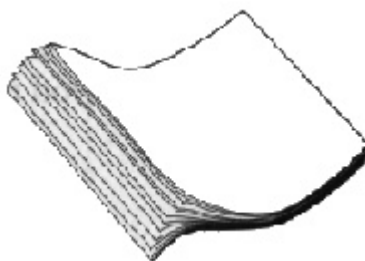
- The paper support helps keep paper straight and limits the possibility of jams.
- Make sure the paper guide is moved to the left.



2

Fan the paper

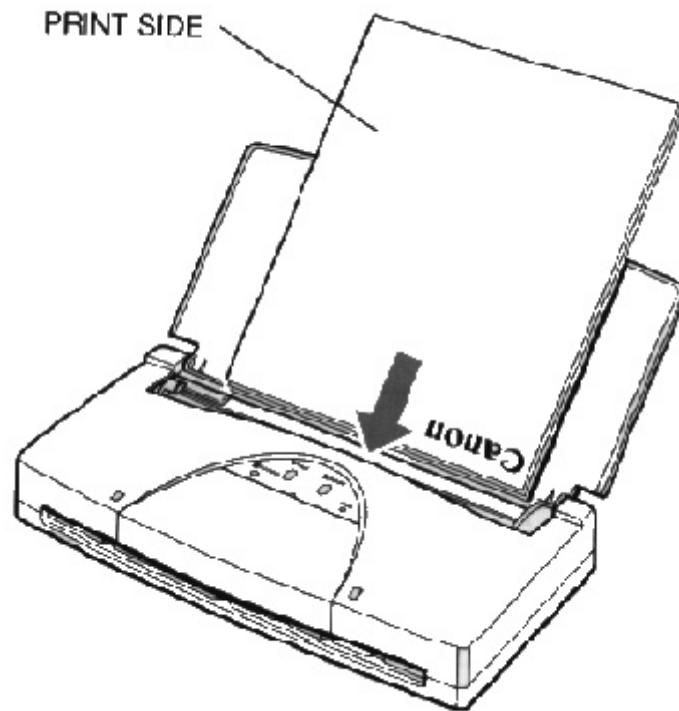
- For best results, fan the paper before loading it.
- Always fan a stack of paper along the edge that will feed into the printer first.



3

Slide the stack of sheet feeder until it stops.

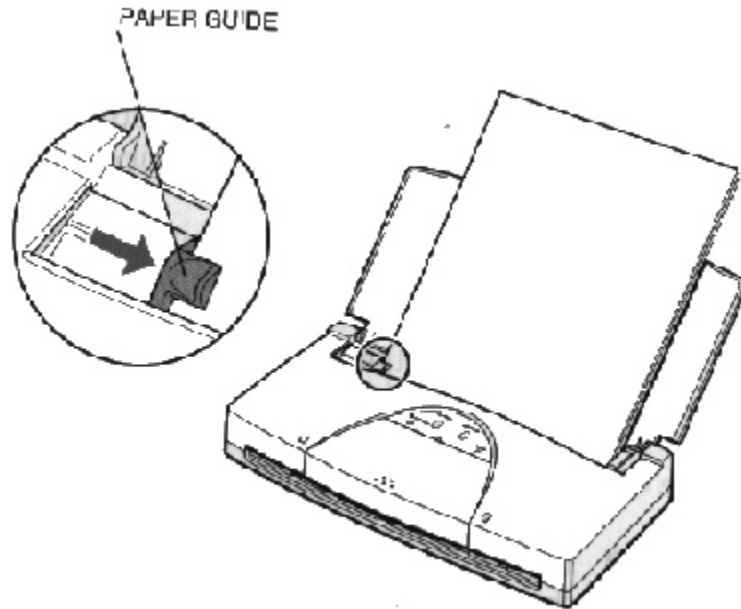
- Align the edge of the paper with the right edge of paper into the the sheet feeder.
- Do not force the paper into the printer.
- Insert the paper so that the side you want to print on is facing you. If you are using a preprinted stock, such as letterhead, insert the top of the paper into the sheet feeder first.
- Make sure the stack of paper does not exceed the paper guide.



4

Adjust the paper guide to the stack of paper.

- This keeps the paper feeding straight into the printer and reduces skewing.
- Be sure there is no gap between the paper guide and the edge of the stack of paper.



5

Start your print operation.

- Make sure the printer is turned on and on-line.
- Initiate printing from the software application.
- See your software application's documentation for instructions on how to start printing.

Auto Feed Guidelines

When automatically feeding stacks of paper, follow these guidelines:

- Do not open the front cover while printing. This may cause paper jams, smudges, or malfunctions.
- Do not leave paper stacked in the printer for long periods of times; 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.
- To reduce paper jams, remove each sheet as it is printed.
- The platen (the flat black plate inside the printer) may become inked if your print data beyond the width of the page. If this happens, clean the platen. (For details on cleaning the platen, see [Chapter 4, Maintaining the Printer.](#))
- Do not try to load paper into the sheet feeder beyond the capacity of the paper guide; stacking too much paper may cause paper jams 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.

Printing on Envelopes

You can stack up to five envelopes in the sheet feeder.

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:

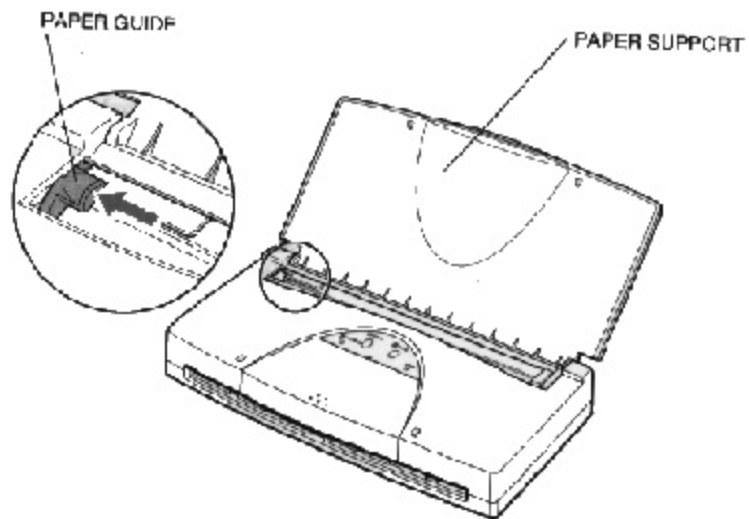
- Envelopes with windows, holes, perforations, cutouts, and double flaps
- Envelopes made with special coated paper or deeply embossed paper
- Envelopes using peel-off sealing strips
- Envelopes in which letters have been enclosed.

When you are ready to print on envelopes, follow these steps to stack envelopes in the sheet feeder.

1

Set up the printer.

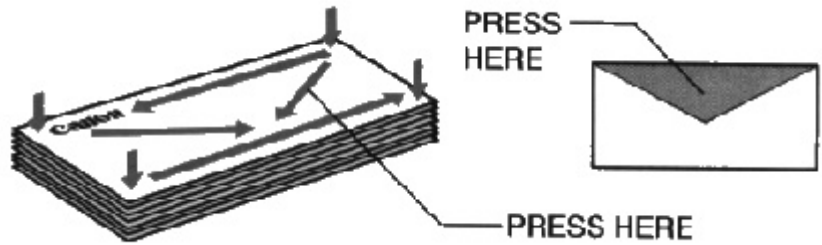
- Make sure the paper support is open and move the paper guide to the left to match the width of the envelopes.



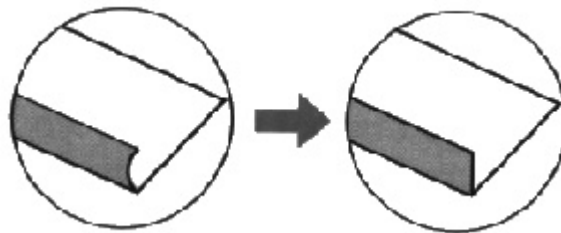
2

Prepare the envelopes.

- Arrange the stack of envelopes on a firm surface and envelopes. press down firmly on the edges to make the folds crisp.
- Press around the envelopes to remove any curls and expel air from inside the envelopes.
- Also, press firmly on the area that corresponds to the edges of the flap.



- Make sure the curl is removed from every envelope.

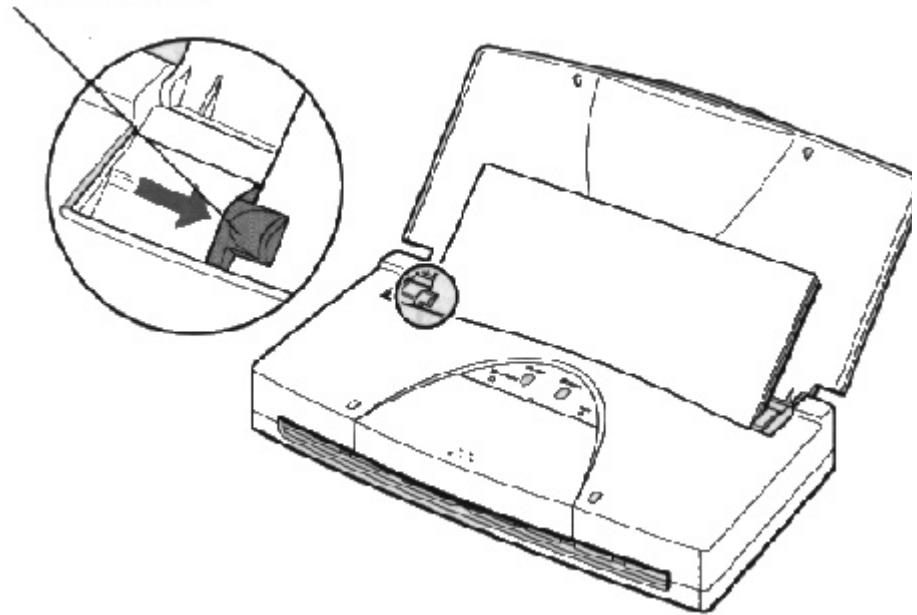


3

4

Adjust the paper guide to the stack of envelopes.

PAPER GUIDE



5

Start your print operations.

- Make sure the printer is on-line.

Using Canon's Specialty Papers

This section provides guidelines for printing on 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.

For transparencies film, back print film, high gloss film, and glossy photo paper, follow these guidelines:

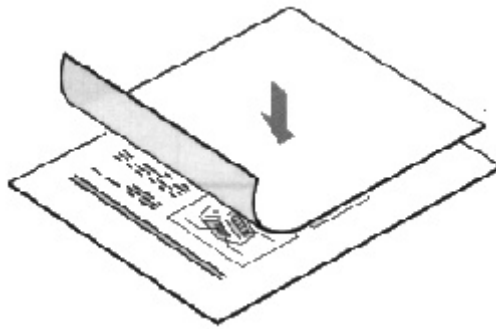
- When automatically feeding transparencies or back print film, remove

each sheet after it is delivered. Do not allow film sheets to stack up.

- Let the printed sheets of film or paper dry completely before storing them.

<u>Paper type</u>	<u>Drying time</u>
Canon Glossy Photo Paper GP-210	10 minutes
Canon Fabric Sheet FS-101	1 hour
Canon CF-102 Transparencies	15 minutes
Canon Back Print Film BF-102	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.



- 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, use a pair of thin cloth gloves while loading and handling the film.
- Although Canon inks are light resistant, 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 to 86 degrees F (15 to 30 degrees C). The relative humidity should be between 10% and 70%.

Maintaining the Printer



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

- Printer guidelines
- Cleaning the printer
- Printing the test patterns
- Cleaning the print head
- BJ cartridge guidelines
- Switching the BJ cartridges
- Replacing a BJ tank
- Storing a BJ cartridge
- Traveling with the printer
- Storing 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.
- Do not attempt to pick up the printer by the paper support.
- 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 AC adapter or interface cable.
- Do not move the mechanism that holds the BJ cartridge. Attempting to move the cartridge holder may damage delicate mechanical parts.
- Place the printer where the temperature is stable and set for human comfort. Avoid areas of excessive heat or humidity as well as direct sunlight.
- Do not leave the printer in a closed vehicle; this may expose the printer to extremely high temperatures.

Cleaning the Printer

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

1

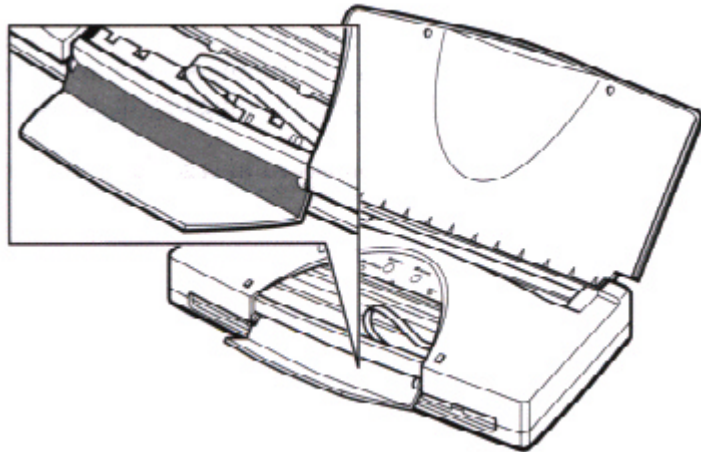
Be very careful when cleaning the printer.

- Make sure the BJ cartridge is in the home position (all the way to the right).
- Turn off the printer and unplug the AC adapter.
- Open the front cover.

2

Clean inside the printer.

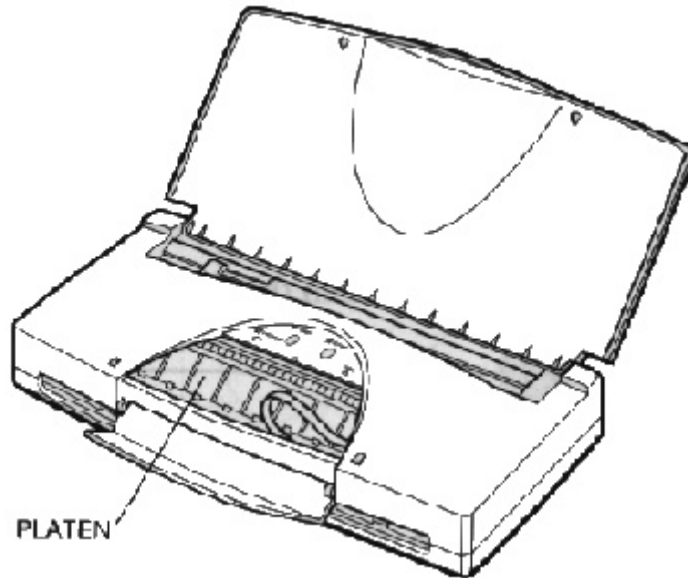
- Use a soft, dry cloth to remove any ink mist or paper debris.
- Do not use any oil or cleanser inside the printer.
- Do not use paper products (such as paper towels or tissues) to clean the inside of the printer.
- They may leave paper particles inside the printer.
- Carefully clean the inside of the front cover where ink mist may gather.



3

Clean the platen area.

- Use a soft, dry cloth.
- Feed a blank sheet of paper through the printer.



4

Clean the exterior of the printer.

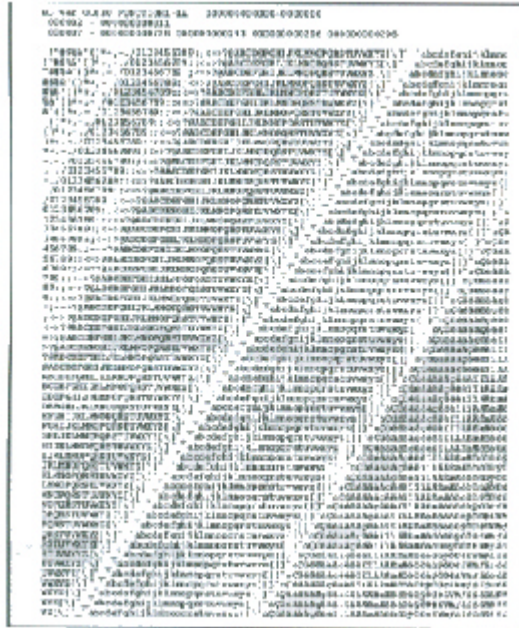
- Use a soft, dry cloth.
- Clean any smudges or dust.
- Do not clean the exterior of the printer with volatile liquids such as thinners, benzine, or any spray-type or chemical cleaners; doing so will damage the surface of the printer.
- Do not submerge the printer in water.

Printing the Test Pages

You can verify the print quality of your printer by printing any of several test pages.

Test A

This test prints a repeating pattern of characters.



Demonstration

This test prints a sample page describing the printer's features.

Starting the Test Pages From the Operator Panel

To print any of the test patterns, make sure the printer is turned off and paper is loaded in the sheet feeder.

- Press and hold the POWER button until you hear the number of beeps that corresponds to the test pattern you wish to print.

<u>Test page</u>	<u>Number of beeps</u>
Demonstration Print	1
Printer Settings	2
Ripple Pattern	3
Nozzle Check	4
Font Sample	6

- When you release the POWER button, the test page starts to print.

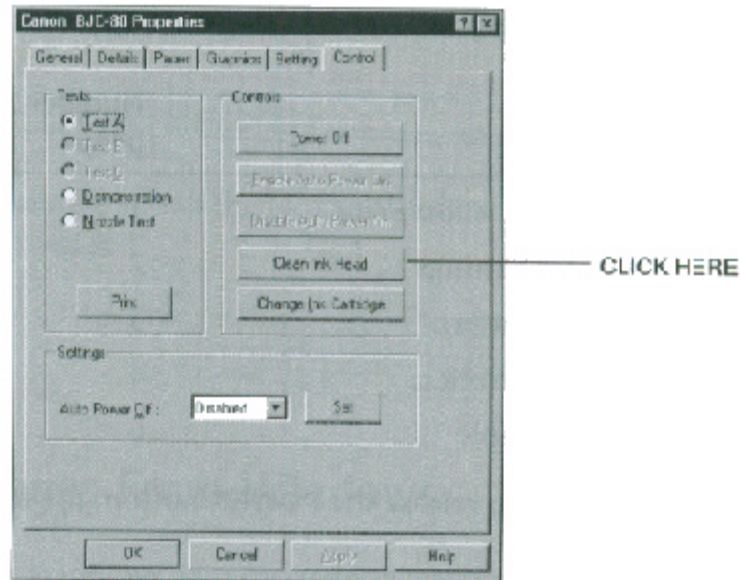
Cleaning the Print Head

Your printer is equipped with two print head cleaning functions to ensure constant high quality printing.

- **Quick Cleaning**
Requires about 30 seconds and improves print quality.
- **Extensive Cleaning**
Requires about 60 seconds and corrects severe nozzle clogging. Because extensive cleaning consumes ink, execute this procedure only when the print quality does not improve after repeating the cleaning function.

Cleaning the Print Head From Windows

If you are using Windows, you can execute the quick cleaning procedure from the Control tab of the printer driver. Simply click on the Clean Ink Head button to clean the print head.



Cleaning the Print Head Using the Operator Panel

- To start the quick cleaning procedure:
 - Press and hold the **RESUME** button until you hear one beep. Cleaning requires about 30 seconds.
- To start the extensive cleaning procedure:
 - Press and hold the **RESUME** button until you hear two beeps. The extensive cleaning takes about 60 seconds.

After cleaning, you can print the Nozzle Check to check the print head nozzles. See *Printing the Test Pages* on page 4-5 for details.



Note

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

BJ Cartridge Guidelines

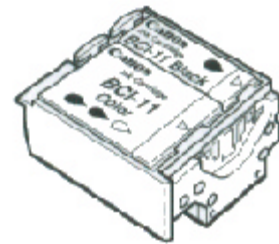
You can use these BJ cartridges and BJ tanks with the printer.



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

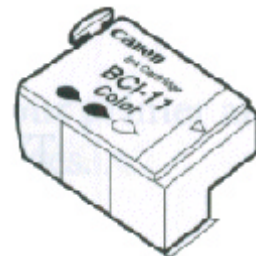
BC-11e Color BJ Cartridge

Incorporates a Bubble Jet print head and two replaceable BJ tanks: a tri-color BJ tank (BCI-11 Color) and a black BJ tank (BCI-11 Black). One BC-11e Color BJ Cartridge comes with the printer. Use this cartridge when you plan to print in color.



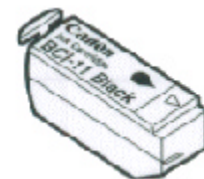
BCI-11 Color BJ Tank

Purchase this BJ tank from a dealer as the color (cyan, yellow, magenta) ink runs out of the BC-11e Color BJ Cartridge.



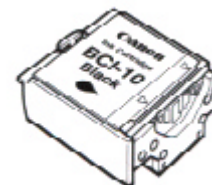
BCI-11 Black BJ Tank

Purchase this BJ tank from a dealer as the black ink runs out of the BC-11e Color BJ Cartridge.



BC-10 Black BJ Cartridge

Incorporates a Bubble Jet print head and a replaceable black BJ tank. One BC-10 Black BJ Cartridge comes with the printer. Use this cartridge when you need fast, high quality black-and-white printing.



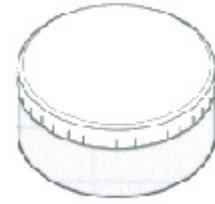
BCI-10 Black BJ Tank

Purchase this BJ tank from a dealer as the black ink runs out of the BC-10 Black BJ Cartridge.

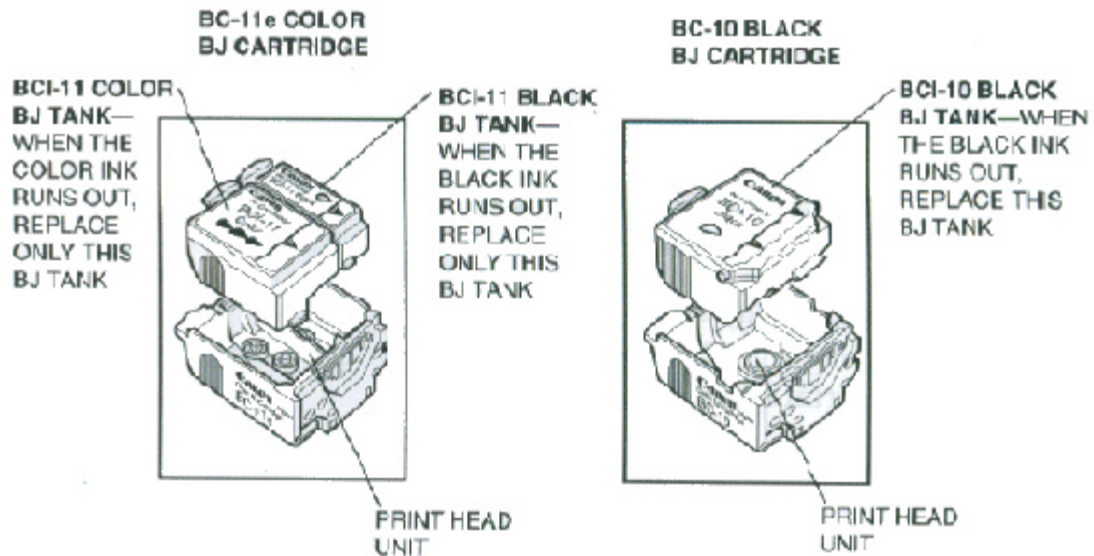


SB-10 Ink Cartridge Storage Box

Stores one BJ cartridge. One box comes with the printer.



You can use either the BC-11e or BC-10 BJ Cartridge with the printer. The BC-11e Color BJ Cartridge contains both color (cyan, magenta, yellow) and black ink; the BC-10 Black BJ Cartridge contains ink only. Use the BJC-10 Black BJ Cartridge when you will be printing with black ink only.



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 ink tanks more often than when you are printing text only. See Appendix A, Specifications, for details on the life expectancy of BJ cartridges and BJ tanks.

You may need to replace the BJ cartridge or a BJ tank when any of the following conditions exist:

- You have been using the BJ cartridge or BJ tank for over six months.
- Your printed output is not crisp and clear, and there are gaps in the characters (missing dots) even after you have cleaned the print head once or twice (using the quick cleaning procedure).

If you are using the BC-11e Color BJ Cartridge and one or more colors are not printing, a BJ tank is probably out of ink. See the instructions starting on page 4-17 for replacing a BJ tank.



Note

- For the BC-11e Color BJ cartridge, you may replace the BJ tanks as many as 50 times (or more) before you need to replace the BJ cartridge.
- For the BC-10 Black BJ cartridge, you may replace the BJ tank as many as 18 times (or more) before you need to replace the BJ cartridge.



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 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.

- If you are using both the BC-11e Color BJ Cartridge and the BC-10 Black BJ Cartridge, make sure you store the 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 BJ cartridges unnecessarily. This may cause the ink to clog.
- Make sure the BJ tanks are installed in the BJ cartridges. Attempting to use a cartridge without a BJ tank 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 reach of children.
- Do not touch the print head area on the BJ cartridge. Ink may leak out and cause stains.



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

Switching the BJ Cartridges

Follow these instructions to change cartridges when you want to switch from color printing to high-speed black printing (or vice versa).



Note

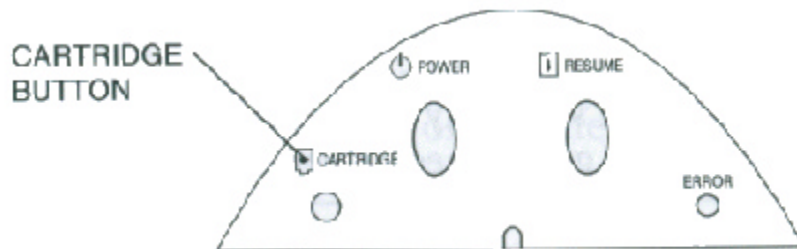
You also follow these steps to replace a used BJ cartridge. However, you only need to replace a BJ cartridge if for some reason the print head becomes damaged (see Appendix A, Specifications, for cartridge life expectancy). If a BJ tank is out of ink, see the next section (page 4-17) for instructions on how to replace it. Typically, you will replace the BJ tanks in a BJ cartridge numerous times before you need to replace the BJ cartridge itself.

Before you begin, make sure the paper support is open and the power is on.

1

**Press the
CARTRIDGE button.**

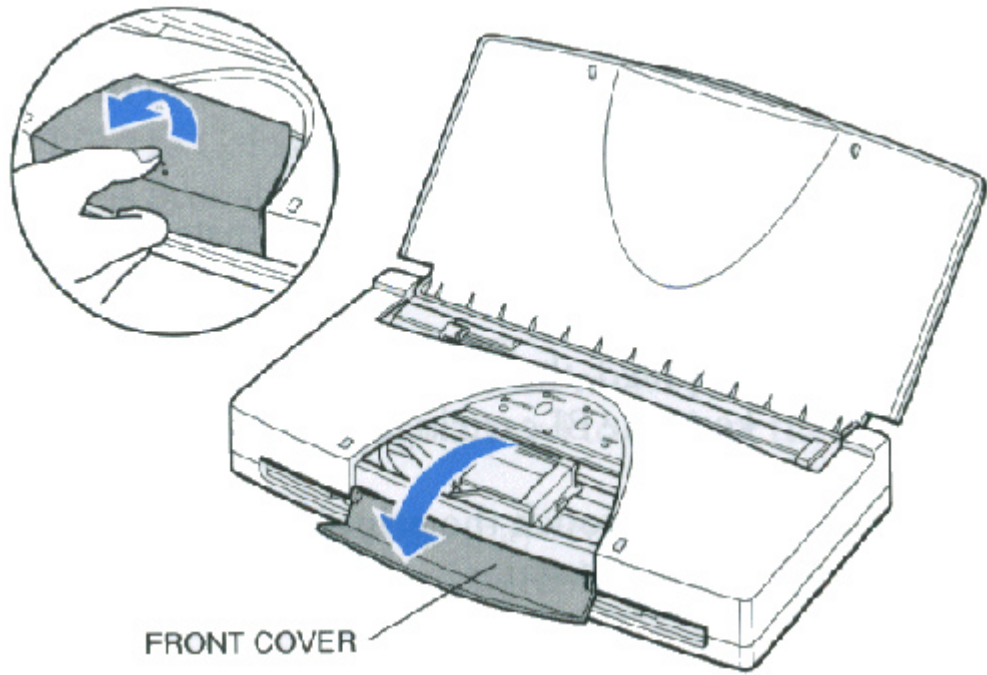
- The cartridge holder moves to the center.



2

Open the front cover.

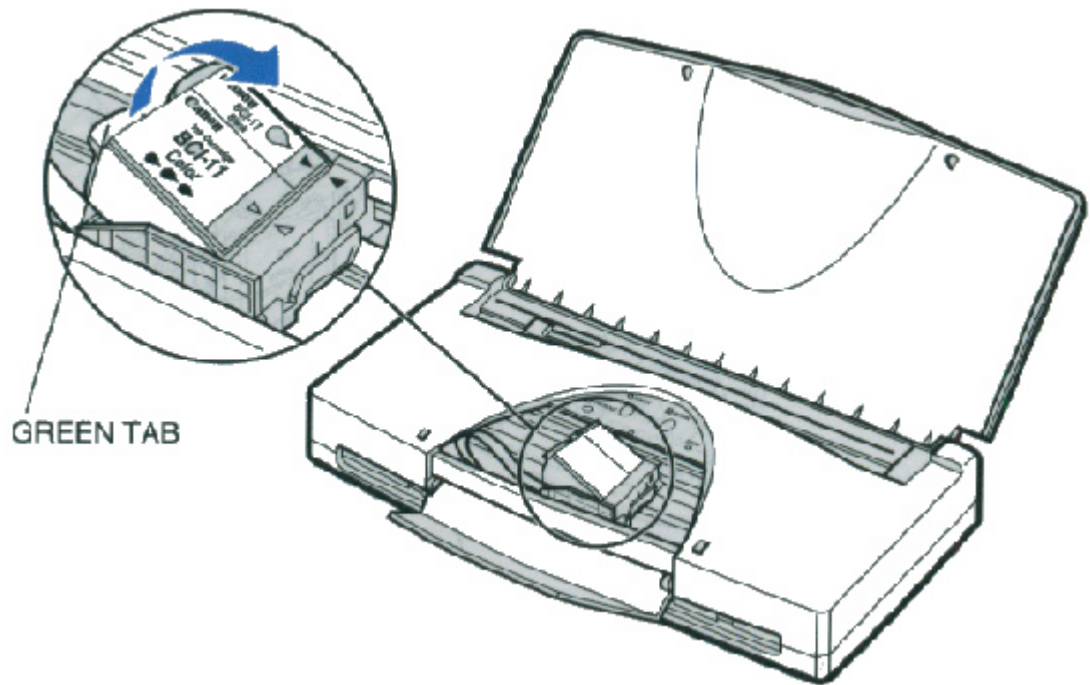
- Gently press and pull the cover toward you.



3

Remove the BJ cartridge.

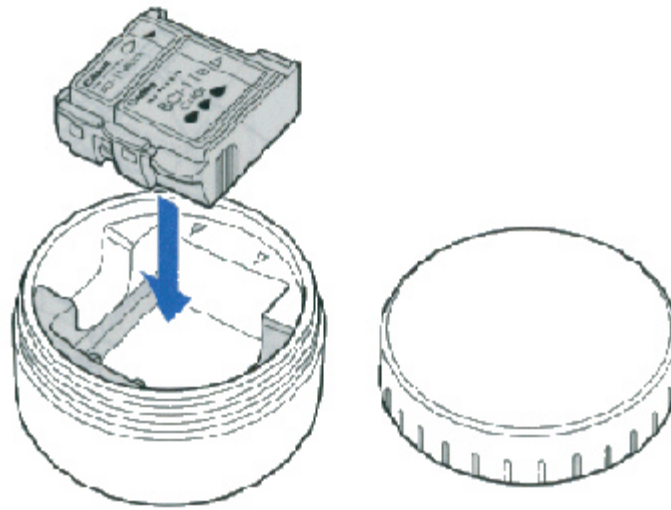
- Press the green tab on the front left edge of the BJ Cartridge cartridge holder. This releases the BJ cartridge.
- Lift the entire cartridge out of the printer.



4

Store the BJ cartridge.

- When switching cartridges, you must store the cartridge you are not using in the Ink Cartridge Box.
- If you are replacing an old BJ cartridge, dispose of the old cartridge properly.



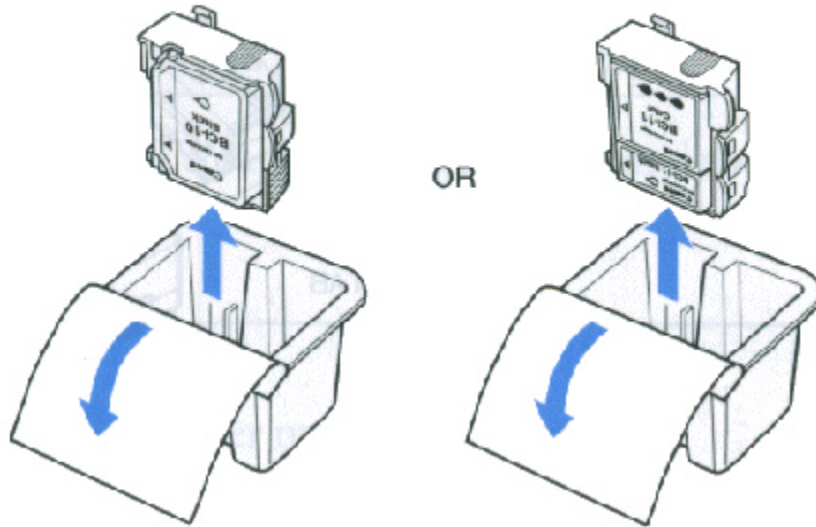
5

Unpack the BJ cartridge.

- If installing a new BJ cartridge, take it out of its protective packaging.
- Peel off the protective foil, and lift the cartridge out.

BC-10 BLACK
BJ CARTRIDGE

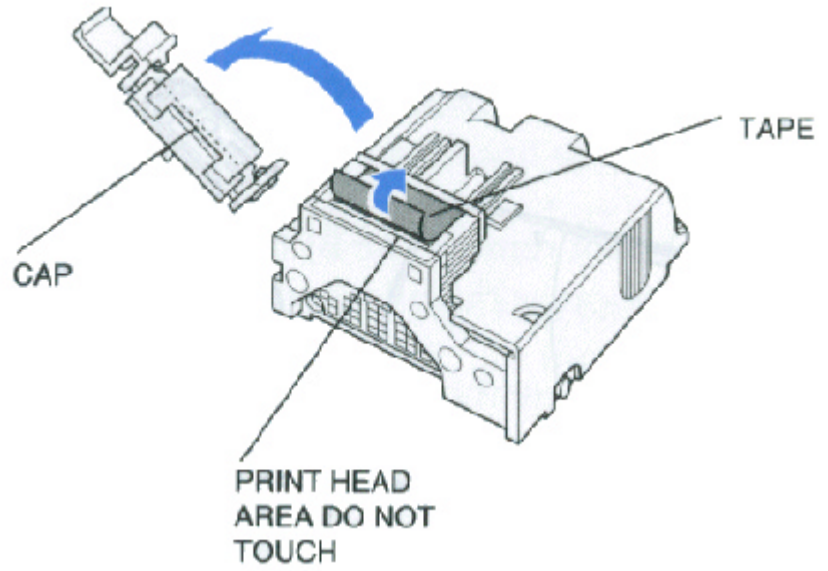
BC-11e COLOR
BJ CARTRIDGE



6

Remove the protective material from the BJ cartridge.

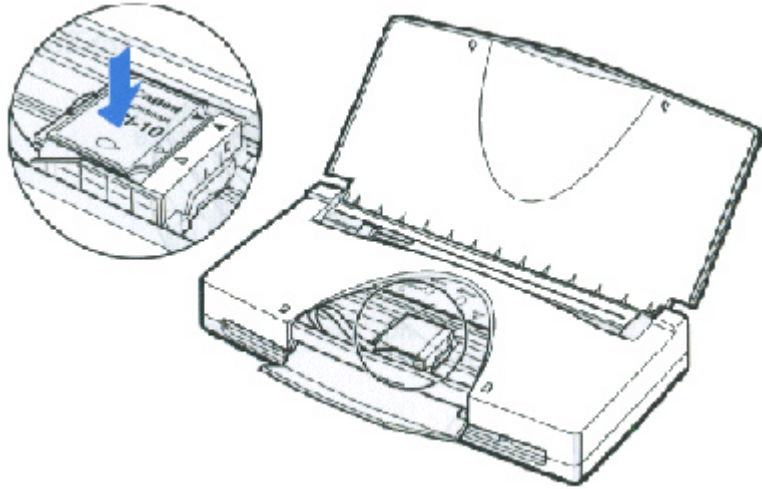
- Lift off the orange cap from the print head.
- Then remove the orange tape.



8

Press down on the left side of the BJ cartridge.

- The BJ cartridge snaps into place.



9

Close the front cover.

- Lift up and gently press the cover into place.

10

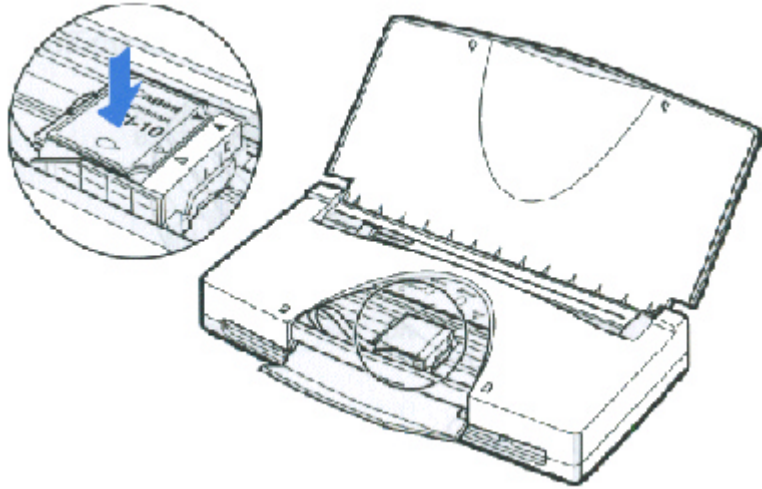
Press the **CARTRIDGE** button.

- The cartridge holder moves to the home position on the right side.
- The printer executes print head cleaning.

8

Press down on the left side of the BJ cartridge.

- The BJ cartridge snaps into place.



9

Close the front cover.

- Lift up and gently press the cover into place.

10

Press the **CARTRIDGE** button.

- The cartridge holder moves to the home position on the right side.
- The printer executes print head cleaning.

Replacing a BJ Tank

If you perform a print operation correctly but the output is missing one or more colors, a BJ tank may be out of ink. Perform the print head cleaning two or three times. If the output is still blank, replace the empty BJ tank in the BJ cartridge.

Leave the BJ cartridge in the printer when replacing a BJ tank. Make sure the paper support is open and the power is on.

1

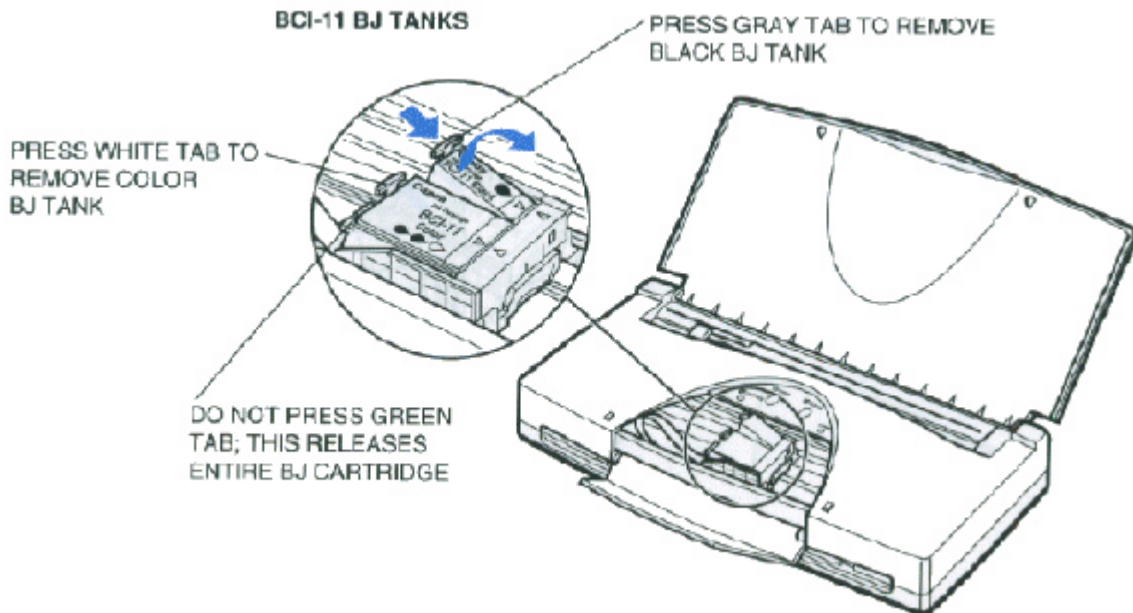
Press the **CARTRIDGE** button.

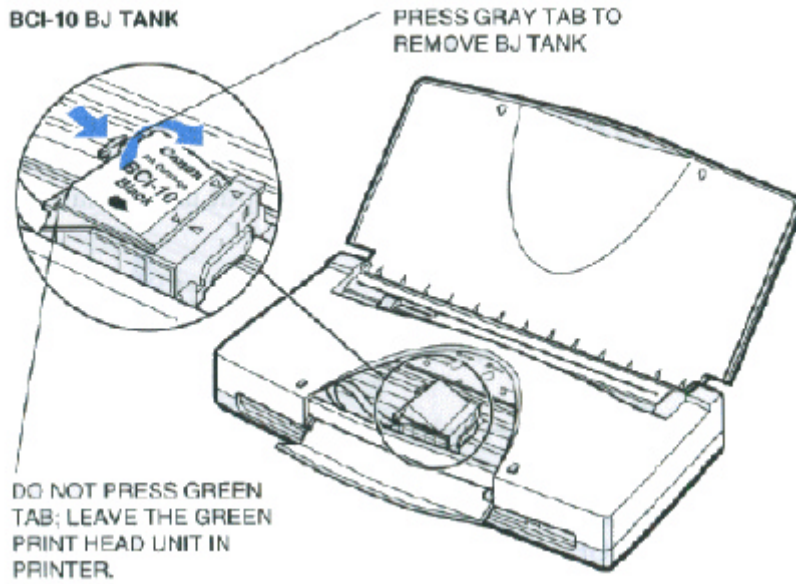
- The cartridge holder moves to the center of the printer.
- Open the front cover.

2

Remove the empty **BJ tank**.

- Press in on the tab on the BJ tank to release it.
- Then lift the BJ tank up and out of the BJ cartridge.
- Dispose of the BJ tank properly. You may want to place it in a plastic bag to keep from spilling any residual ink.





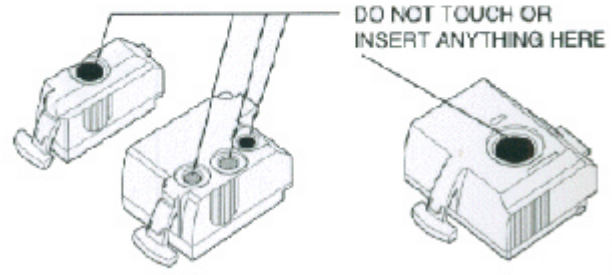
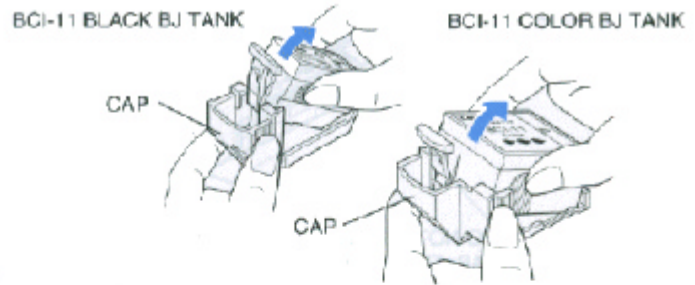
Do not touch the interior of the cartridge holder, the base of the print head unit, the print head, the film cable, or the BJ tank's filter when changing a BJ tank.



When replacing a BJ tank, remove only the used BJ tank and leave the **Note** print head unit in the cartridge holder to avoid soiling your hands.

3

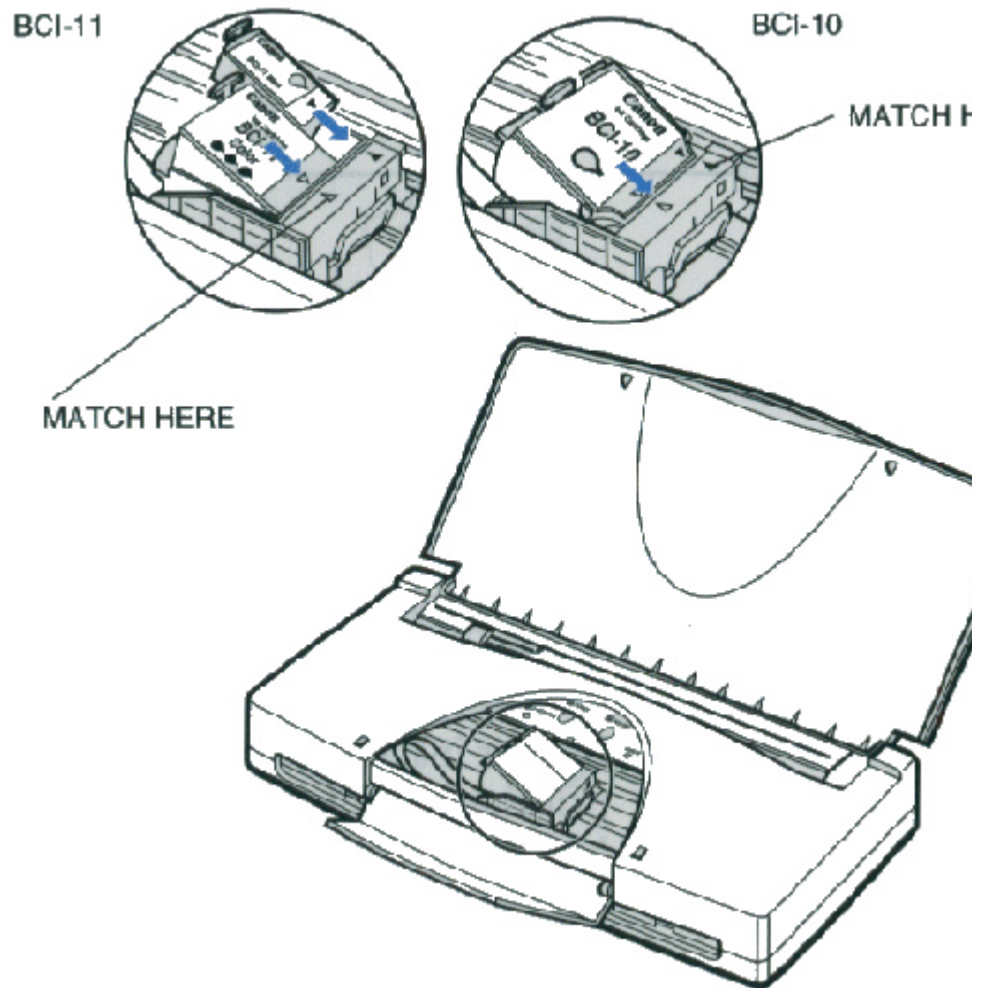
Take the new BJ O Then remove the orange protection cap.
tank out of its bag.



4

Carefully slide the empty slot on the BJ cartridge.

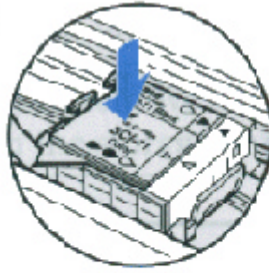
- Insert the BJ tank so the points of the small triangular guide new BJ tank into marks match.



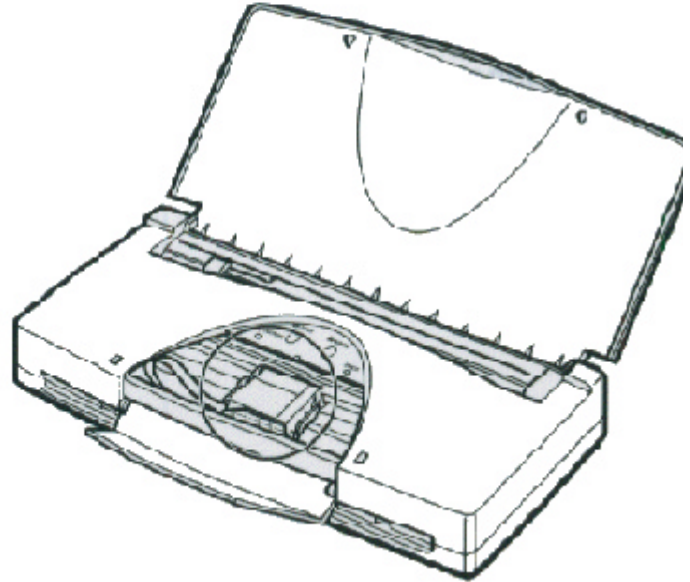
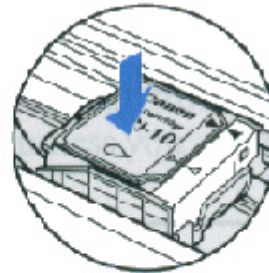
5

Press down on the left side of the BJ tank until it snaps into place.

BCI-11



BCI-10



6

Make sure the BJ tank is correctly seated in its respective slot.

- If you are replacing both BJ tanks in the BC-11e Color BJ, repeat steps 2 through 5 for the other BJ tank.
- Close the front cover.

7

Press the CARTRIDGE button.

- The cartridge holder moves to the home position on the right.



- If you are not satisfied with the print quality after replacing a BJ tank, clean the print head. See *Cleaning the Print Head* on page 4-7.
 - If after installing a new BJ tank, the printer seems to be printing but ink does not appear, stop the print operation. Make sure the BJ tank is seated properly. If necessary, clean the print head (see page 4-7).
-

Storing a BJ Cartridge

If you unwrap a BJ cartridge but do not install it in the printer, store it in the Ink Cartridge Storage box to prevent the print head from drying and clogging.

1

Open the Ink Cartridge Storage Box.

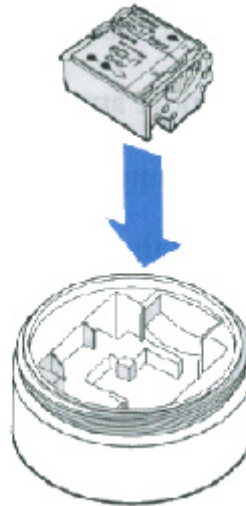
- To open the box, twist the cover to the right.
- Keep the box level at all times.



2

Carefully set the BJ cartridge in the box.

- You must insert the cartridge correctly or the storage box will not close.
- The orange protective cap must be removed from the cartridge.



3

Close the Ink Cartridge Storage Box.

- Set the cover on top of the storage box and twist it to the left.



Note

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

Traveling With the Printer

Before transporting the printer, follow these steps to protect the print mechanism:

1

Turn off the power.

- Make sure the printer is off. This secures the cartridge holder in the home position.
 - Remove any paper from the printer.
 - Disconnect the interface cable and the AC adapter.
 - Close the front and top covers, if necessary.
-



The printer is designed so that you can transport it with the BJ cartridge installed. Therefore, do not remove the BJ cartridge. An Note opened BJ cartridge that is not installed in the printer may leak, and the print head may dry out.

2

Place the printer and any accessories in a suitable carrying case.



Follow these additional guidelines:

- If you are traveling to another country, make sure the AC adapter matches the power requirements of that country. (The optional portable kit and universal adapter allow you to operate the printer in any country.)
 - When traveling with the printer, always pack it with your carry-on items. Do not ship the printer in a suitcase due to baggage handling techniques.
-



You can take the printer through airport X-ray security checks.

- When the battery pack is low, you can attach the AC adapter to continue printing. You can also use the remaining battery power for limited printing by pressing **RESUME**.
- You can travel with additional battery packs that are fully charged.
- Recharge the battery pack only when the printer indicates a low battery error. Charging the battery before it is fully discharged reduces the battery capacity. (See Chapter 5, Installing and Using the Battery Pack, for details on the battery pack.)
- Avoid leaving the printer in a closed automobile where it may be exposed to extreme changes in temperature or humidity.
- After installing a BJ cartridge, always leave it in the printer.

Storing the Printer

When storing the printer, observe the following precautions to protect the print mechanism:

- Turn off the power. This secures the print head in the home position.
 - Remove any paper from the sheet feeder.
 - Disconnect the interface cable and the AC adapter from the printer.
 - If you are using the optional battery pack, remove the pack along with the attachment case.
 - Make sure that the front cover and paper support are closed.
 - Place the printer and any accessories in their original packing materials.
-



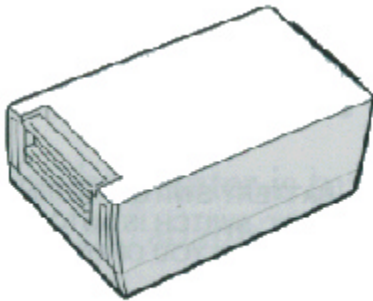
Do not remove the BJ cartridge or a BJ tank while transporting or storing the printer. Otherwise, the print head on the BJ cartridge may dry out.

Installing and Using the Battery Pack

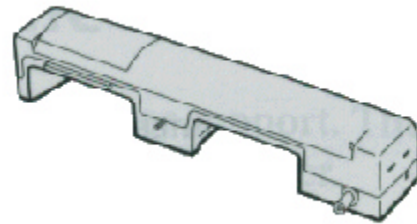


This chapter describes how to install and use the battery pack that comes with the Canon Portable Kit NK-300. You can purchase the Portable Kit as an option for your printer. You can also purchase additional battery packs (NiMH Battery Pack NB-300) to use with the Portable Kit.

The Portable Kit, which allows you to operate the printer where AC power is not available, includes the following:



NiMH BATTERY PACK NB-300



BATTERY CASE

Battery Pack Guidelines

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

- Before using a new battery pack, charge it as described later in this chapter.
- Use only the Canon NB-300 rechargeable battery pack with the printer.
- Do not attempt to disassemble a battery pack or the battery case.
- Follow local regulations when disposing of a used battery pack.
- Do not dispose of a battery pack where it may come in contact with fire.
- Keep foreign objects out of the battery pack.
- Do not allow metal objects to touch the power connector on the battery case or the terminals on the battery pack.
- Make sure the paper support is closed when you are not using the printer. This turns off the battery switch.

- Recharge the battery pack only when it is fully discharged. Charging it before it is fully discharged reduces the battery capacity.
- Remove the battery pack when you are storing the printer.

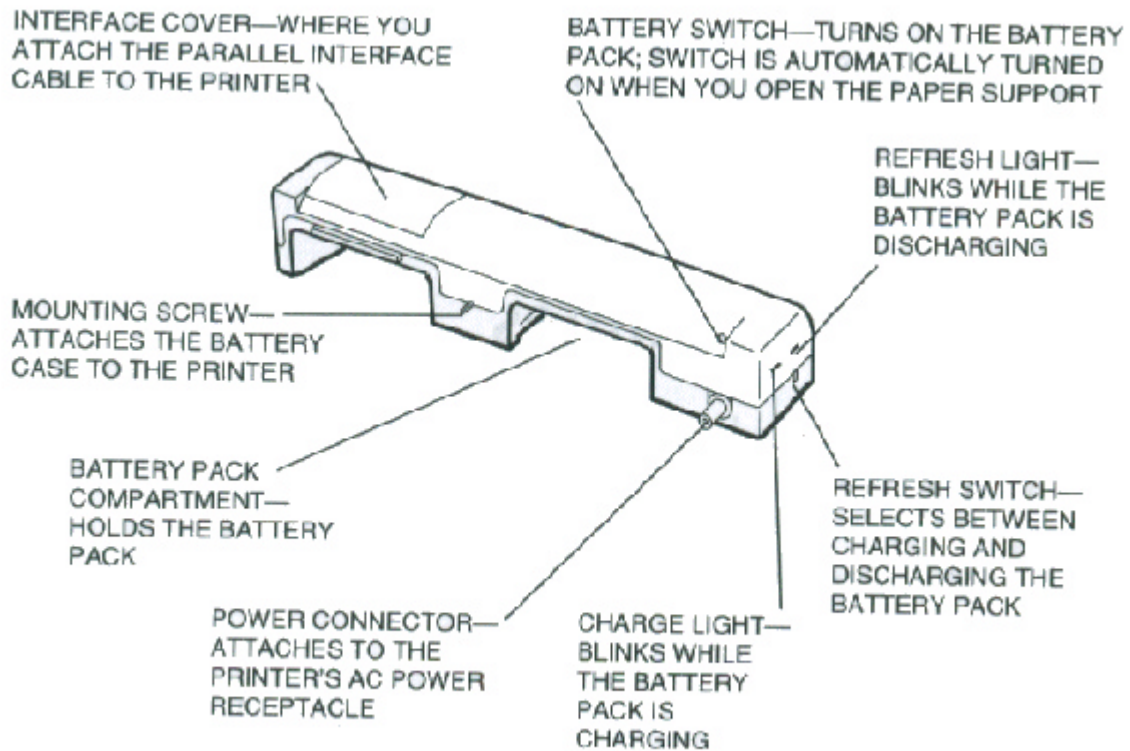


Always turn off the printer before unplugging the AC adapter or closing the paper support—this allows the print head to return to the home position and prevents it from drying out.

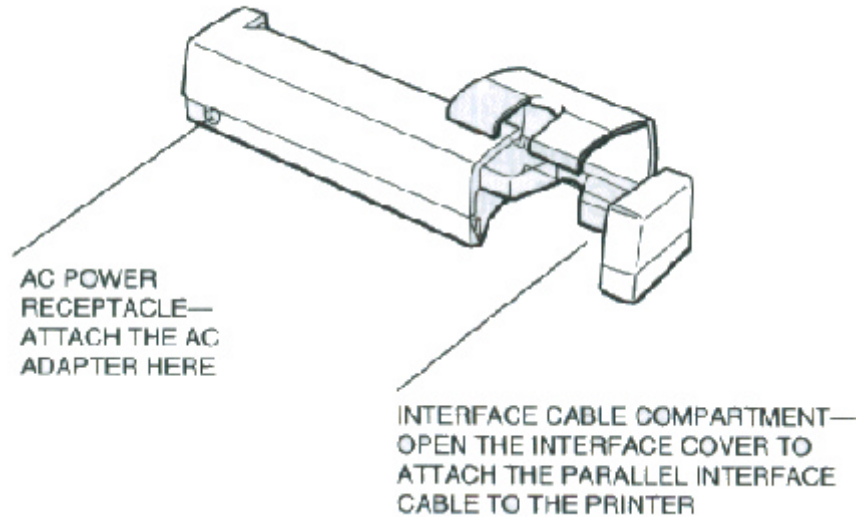
Examining the Battery Case

Examine the battery case before you attempt to install it.

From the Front



From the Back



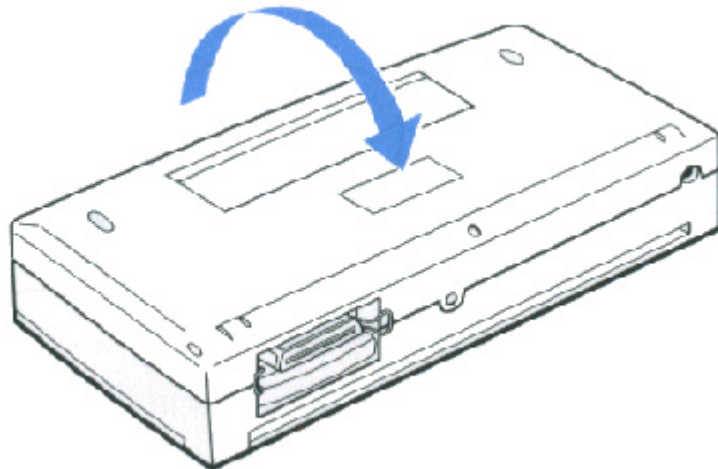
Attaching the Battery Case to the Printer

Make sure the printer is turned off and close the paper support. Then remove the AC adapter and the interface cable from the printer.

1

Turn the printer over.

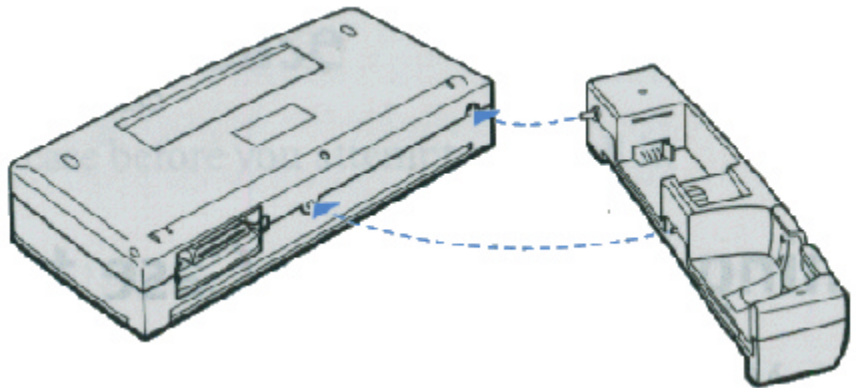
- Make sure the bottom of the printer is facing up.



2

Connect the battery case to the printer.

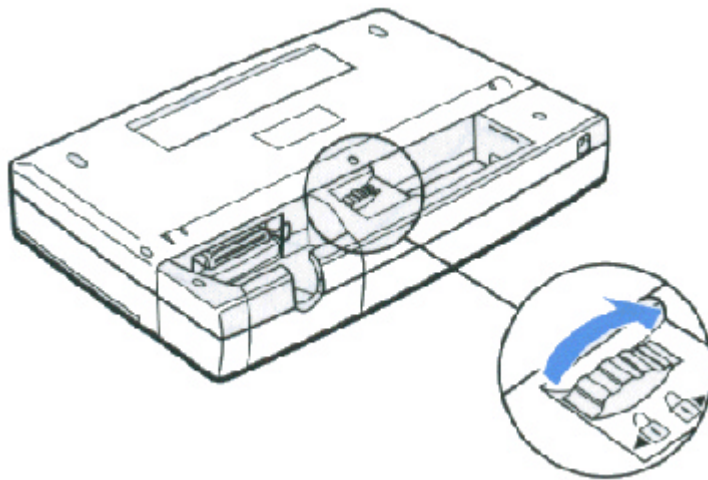
- Make sure the battery and interface cable compartments are facing up.
- Fit the power connector on the battery case into the AC adapter receptacle on the printer.
- Fit the mounting screw on the battery case into its opening on the back of the printer.



3

Fasten the battery case to the printer.

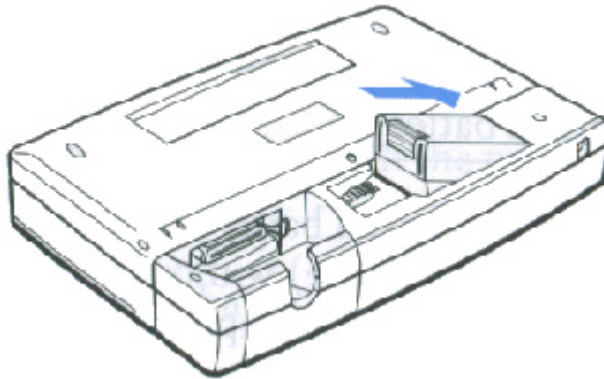
- Turn the thumbwheel to the right (toward the mark).



4

Insert the battery pack.

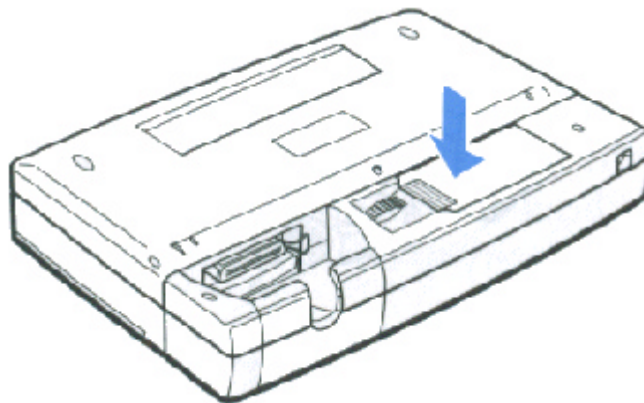
- The battery pack fits into the battery pack compartment.
- The tab on the upper right side of the battery fits into the slot on the upper right side of the compartment.



5

Secure the battery pack.

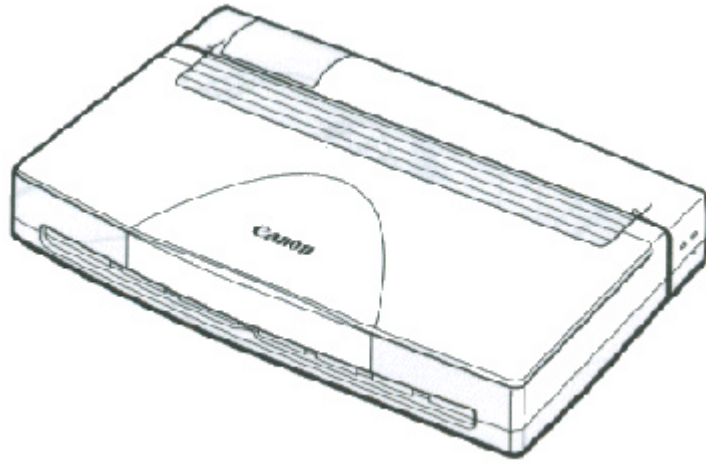
- With the battery case toward you, press down on the left side of the battery pack until it clicks into place.
- On the left side of the battery pack is a latch that clicks into place.



6

**Turn the
Printer over.**

- Set the printer in the upright position.



Charging the Battery Pack

To charge the battery pack, you attach the AC adapter to the battery case. When the AC adapter is connected, the battery pack charges whenever the printer is idle (whether or not it is tuned on).



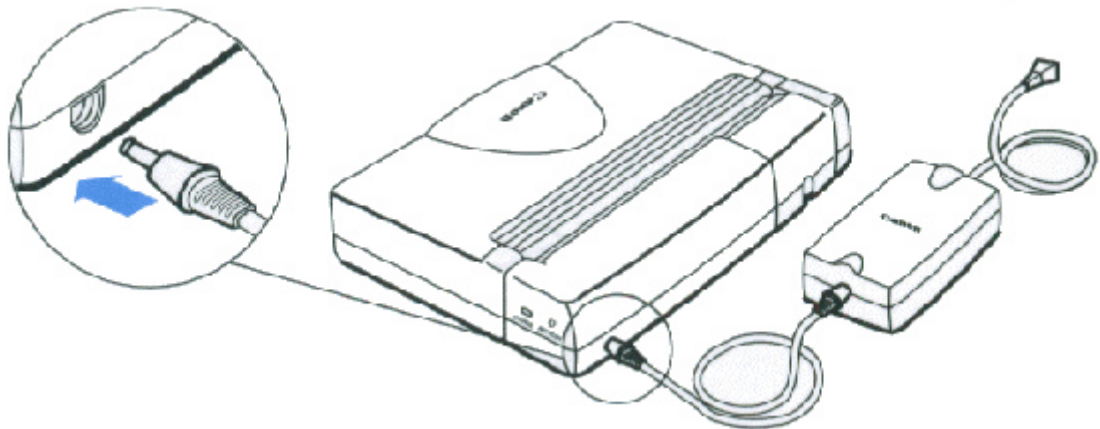
You must always charge a new battery pack. A new battery pack is not charged. It takes approximately 10 hours to charge a new battery or a fully discharged battery.

With a fully charged battery pack, you may be able to print up to 200 pages (1500 characters/page) without the use of AC power. The actual printing time depends on the complexity of the data you are printing.

1

Attach the AC adapter.

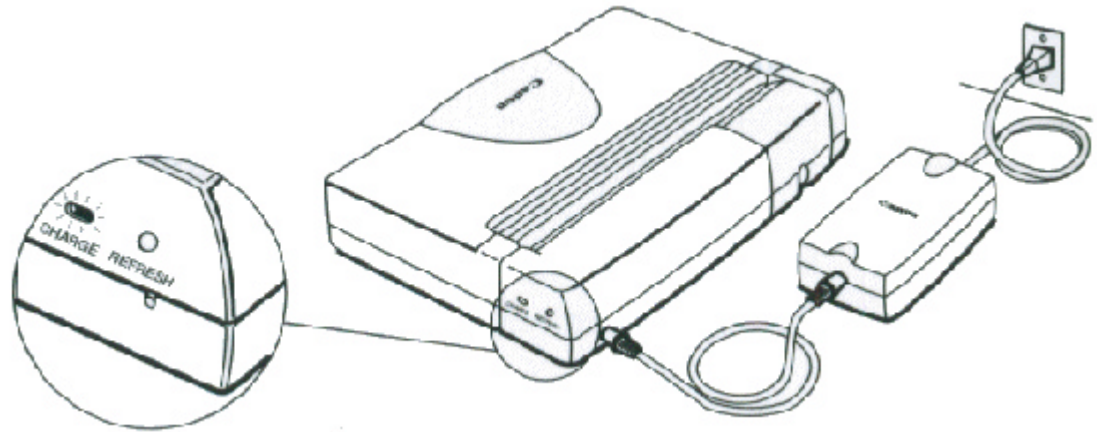
- Attach the connector end of the AC adapter into the AC power receptacle on the back of the battery case.



2

**Plug in the
AC adapter.**

- Plug the other end of the AC adapter into an electrical outlet.
- The CHARGE light blinks as the battery pack charges.



When the battery is fully charged, the CHARGE light turns off.

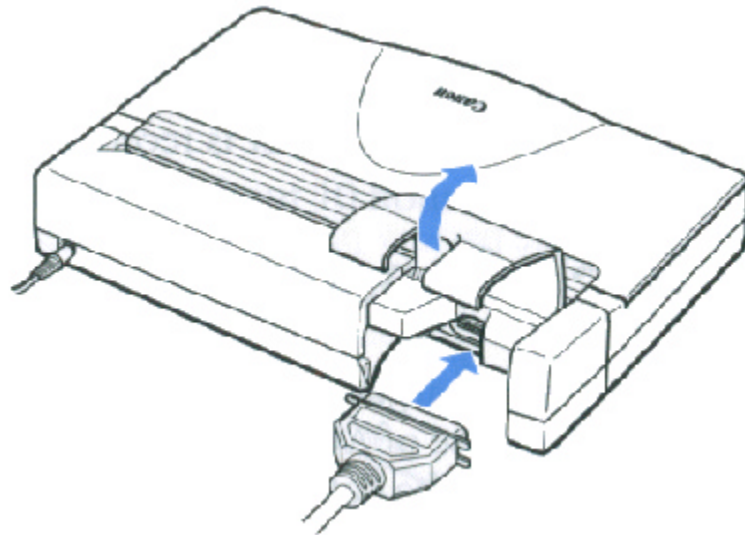
Using the Printer With the Battery Pack

To print using the battery pack, you must disconnect the AC adapter from the battery case. If the AC adapter is connected, the printer will not print.

1

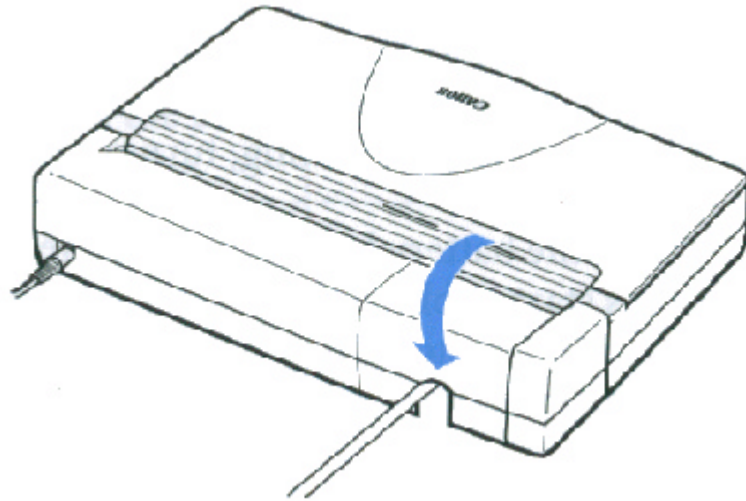
Connect the printer to the computer.

- Open the interface cover and connect the parallel cable.
- Align the cable connector with the printer's interface port so the shapes match.
- Lift the back of the battery case and printer if necessary.
- Gently press the cable connector into the port.
- Secure the cable connector by snapping the two wire clips (located on the printer) into the cable connector.



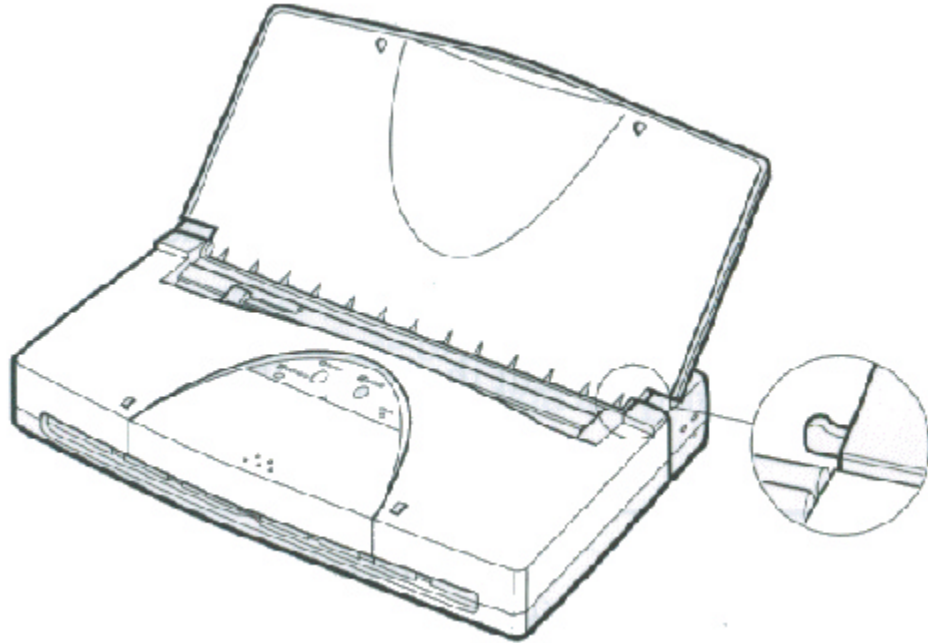
2

Close the interface cover.



Open the paper support.

- This turns on the battery switch so the printer can receive power from the battery pack.



You can now start your print operations. When not printing, close the paper support. When the paper support is open, the battery switch is turned on and the printer is receiving power from the battery pack.

Battery Pack Capacity

With a fully charged battery pack, you may be able to print up to 200 pages without the use of AC power. The actual printing time depends on the complexity of the data you are printing.

Printing With a Low Battery

When you are using the battery pack and the battery starts to run low, the ERROR light blinks, the printer beeps three times, and printing stops. You can press **RESUME** to continue printing. After printing a few more sheets, the printer will stop again. You can press **RESUME** to continue several times. When you finish printing, turn off the power.

When the battery becomes completely discharged, the POWER and ERROR lights start to blink, the printer sounds a long beep followed by a short beep, and

printing stops. Any data that has not printed is lost. Press the **POWER** button to turn off the printer.

To continue printing, make sure the printer is turned off and attach the AC adapter to supply power.

Discharging the Battery Pack

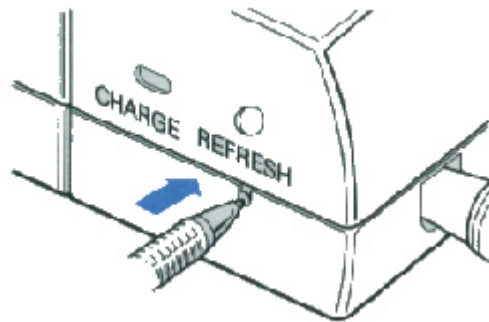
It's a good idea to let the battery pack completely discharge before you charge it. This will optimize the charge capacity of the battery pack.

If you notice the printer is printing fewer pages with a full charge, you can initiate a complete discharge process. First, make sure the battery pack is installed in the battery case, and make sure the AC adapter is attached.

1

Press the
REFRESH switch.

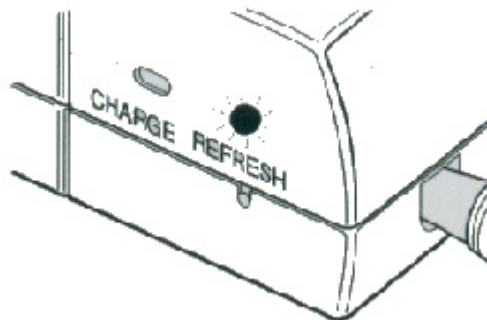
- Use a pointed object, such as a ballpoint pen.



2

The REFRESH
light blinks during
the discharge
process.

- This process takes about 10 hours.



When the battery pack is completely discharged, the CHARGE light begins blinking as the battery pack automatically starts recharging.



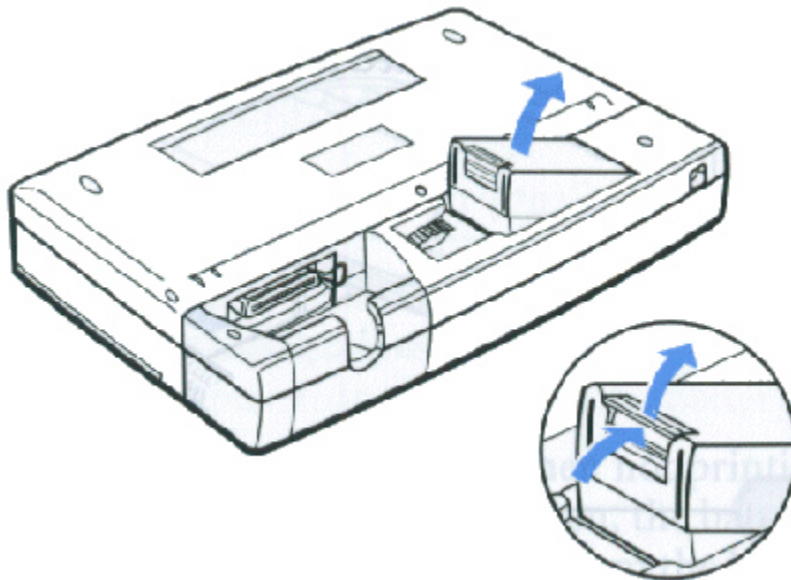
You can use the printer while the battery pack is discharging.

Removing a Battery Pack



Make sure you have completed your current printing job as removing the battery pack erases all data in the printer's memory.

- Turn the printer upside down.
- Press in on the battery pack latch and lift up on the battery pack.



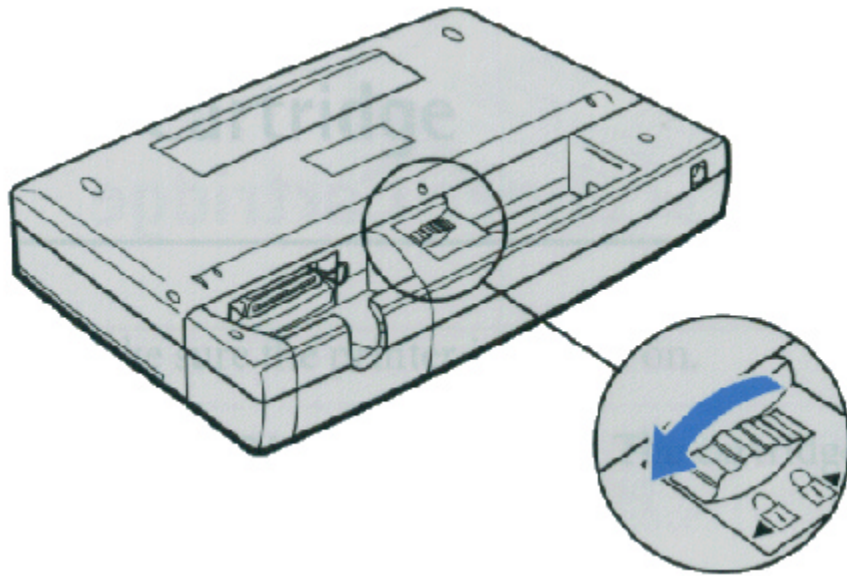
- Lift the battery pack out of the battery compartment.

You can now install another fully charged battery pack or remove the battery case from the printers.

Removing a Battery Case

Make sure you the printer is turned off and the paper support is closed.

- Make sure the AC adapter and the parallel interface cable are disconnected.
- Turn the printer upside down.
- Turn the thumbwheel to the left (toward the mark) to loosen the battery case from the printer.



- Disconnect the battery case from the printer..

Installing the Color Image Scanner Cartridge



The printer can be converted to a color image scanner by installing the optional IS-12 Color Image Scanner Cartridge. This chapter describes how to install and remove the scanner cartridge. For details about operating the printer as a scanner, see the Color Image Scanner Cartridge IS-12 User's Manual that comes with the optional scanner cartridge package.

Removing the BJ Cartridge

1

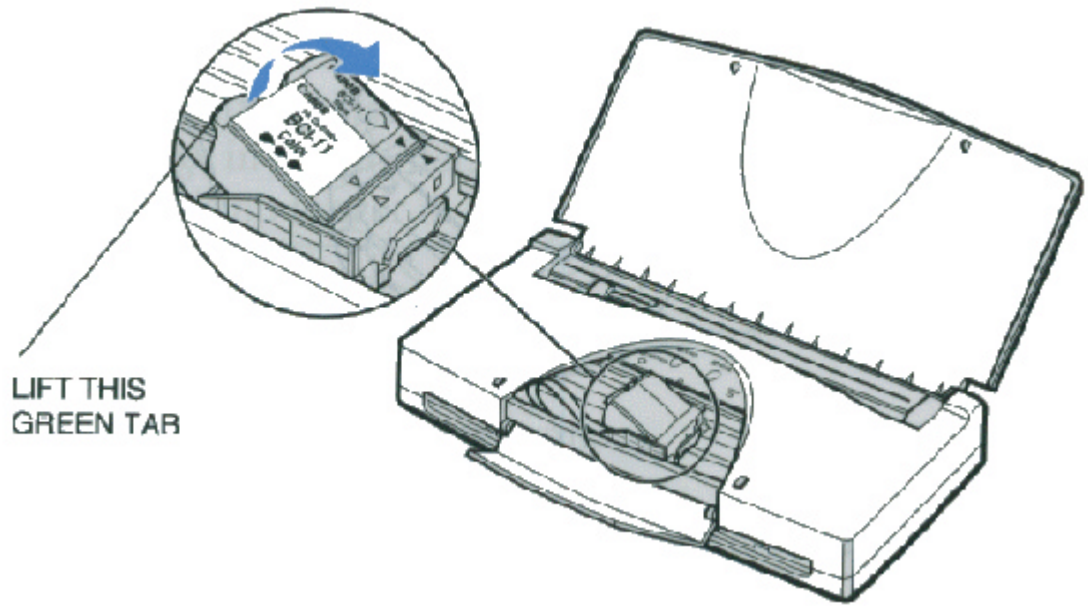
Start the procedure.

- Make sure the printer is turned on.
- Press the CARTRIDGE button. The cartridge holder moves to the center.
- Open the front cover.

2

Remove the BJ cartridge.

- With the tip of your finger, lift up the green tab on the corner of the BJ cartridge then raise the entire cartridge unit out of the cartridge holder.

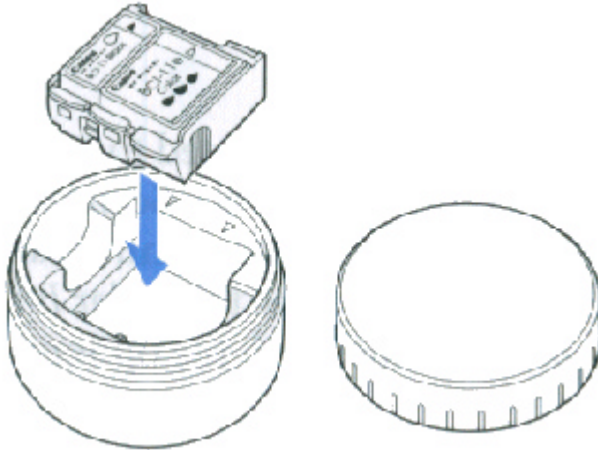


- Make sure you remove both the BJ cartridge and the BJ tank(s).

3

Store the BJ cartridge.

- Place the BJ cartridge in an Ink Cartridge Storage Box.



Installing the Scanner Cartridge

1

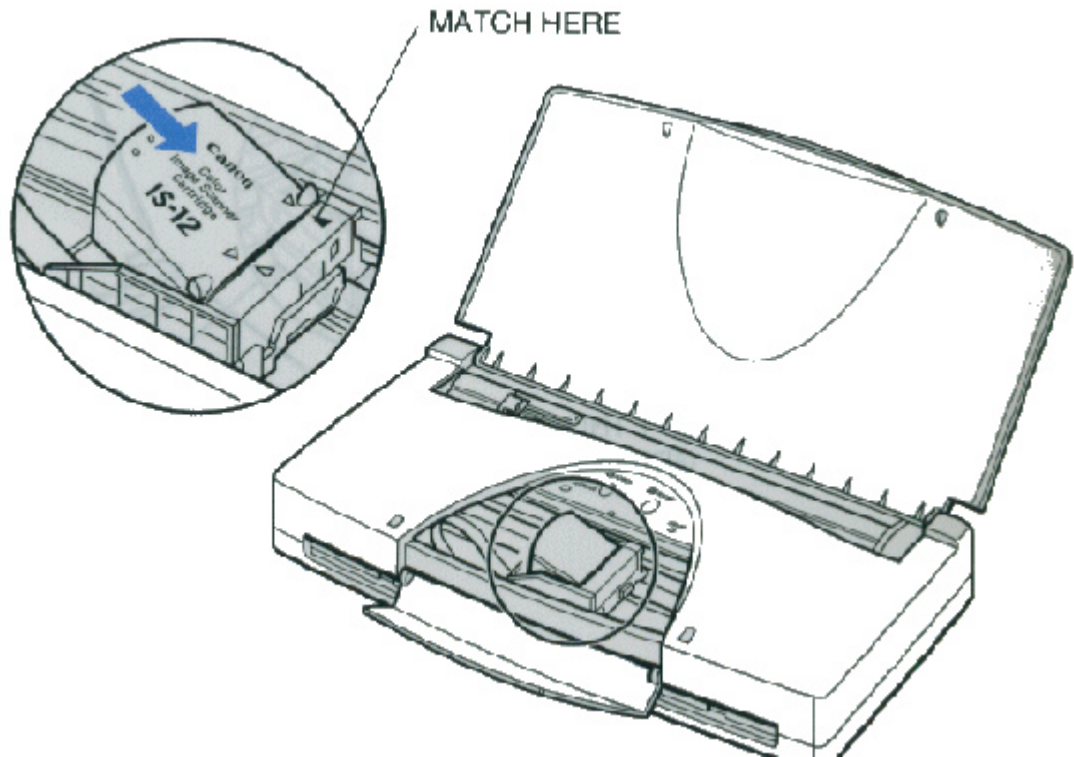
Unpack the scanner cartridge.

- Remove the scanner cartridge from its protective packaging.

2

Insert the scanner cartridge.

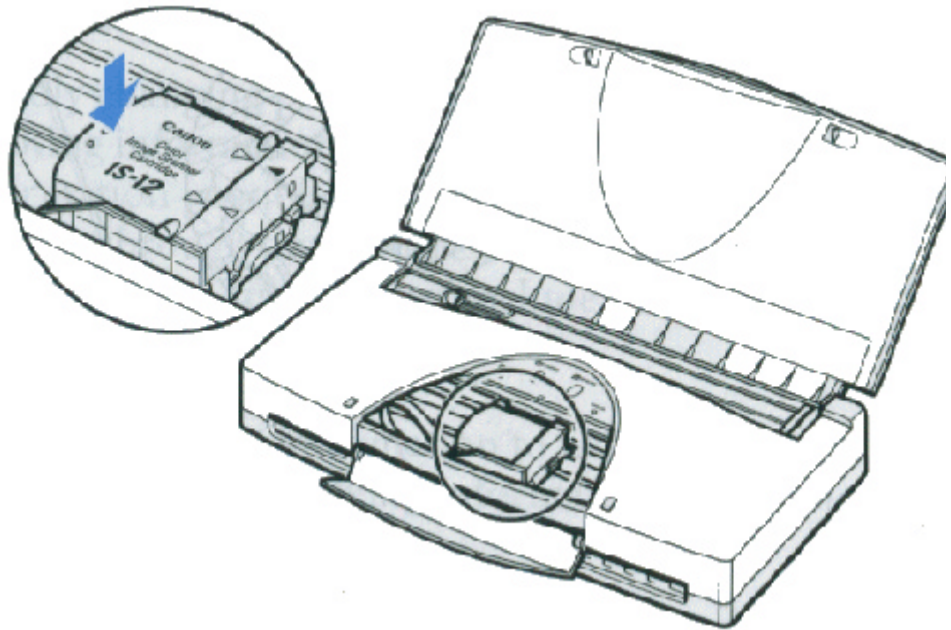
- With the label on the scanner cartridge facing up, insert it into the cartridge holder diagonally so the points of the small triangular guide marks match.



3

Secure the scanner cartridge.

- Press down gently on the left side of the scanner cartridge until it snaps into place.



4

Complete the procedures

- Press the CARTRIDGE button once. The scanner cartridge moves to the right.
- Close the front cover.

Removing the Scanner Cartridge

Remove the scanner cartridge as soon as you are finished scanning and replace it with a BJ cartridge.



To avoid problems with printer and scanner cartridge operation, never leave the scanner cartridge in the printer. Always remove the scanner cartridge and store it when it is no longer in use.

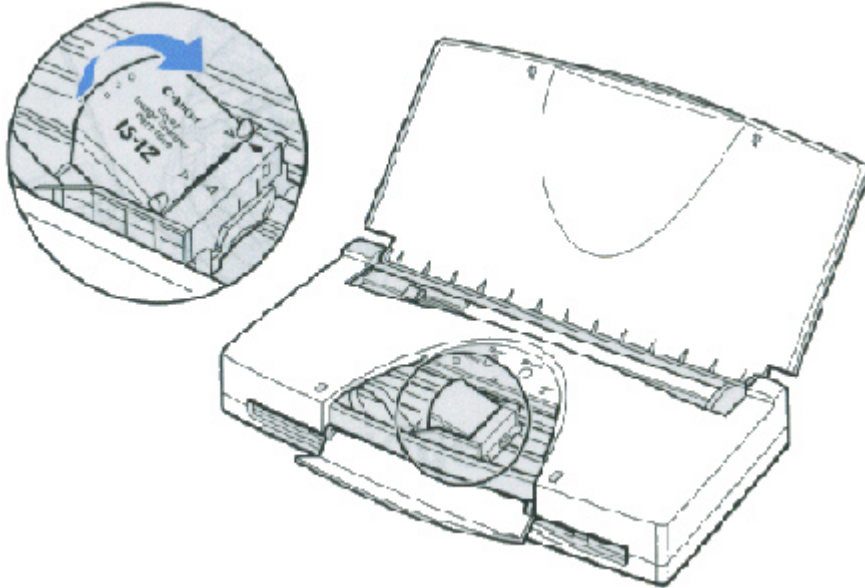
Start the procedure.

- Make sure the printer is on.
- Press the **CARTRIDGE** button. The cartridge holder moves to the center.
- Open the front cover.

2

Lift up the cartridge.

- Lift up the tab on the left side of the scanner cartridge then raise it out of the cartridge holder.



3

Store the scanner cartridge.

- Store the scanner cartridge in the Ink Cartridge Storage Box provided with the cartridge. You may want to label this container. Only store the Color Image Scanner Cartridge in this storage box.
- Never store the IS-12 Color Image Scanner Cartridge in an Ink Cartridge Storage Box that has been used for a BJ cartridge. The storage box may have some ink that could damage the scanning head of the IS-12 Color Image Scanner Cartridge.

4

Replace the BJ cartridge.

- Remove the BJ cartridge from the Ink Cartridge Storage Box.
- Insert the BJ cartridge into the cartridge holder.
- Press down gently on the scanner cartridge until it snaps in place.
- Press the CARTRIDGE button once; print head cleaning starts. After print head cleaning is finished, the cartridge holder moves to the right.
- Close the front cover.

Troubleshooting



Due to today's rapidly changing personal computer environment, we have placed troubleshooting information in a variety of places to ensure that the most accurate information possible is available. The best place 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 contains very basic information to help you solve printer problems. For complete problem solving information, be sure to use our other support services.

See Getting Help From Canon in Chapter 1 (page 1-5) for 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 bottom of the printer:

CANON INC.(DA1) RS5-8658
MADE IN JAPAN

NO. XXXXXXXXX SERIAL
NUMBER



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.

General Problems

The most basic problems you may encounter are "the printer does not print" and "your print quality is not satisfactory."

- **If the printer does not print**
 - Check all your cable connections
 - Check your printer driver setup
 - Check your computer configuration
 - Check your BJ cartridge and BJ tank(s)

- **If your print quality is not satisfactory**
 - Check your printer driver settings
 - Clean the print head
 - Clean the print head five times
 - Replace the BJ cartridge
 - Check the type of paper you are using

- **If colors are missing**
 - Perform a Nozzle Check (see page 4-5)
 - Clean the print head (see page 4-7)
 - If necessary, replace the BJ cartridge or BJ tank

- **If you want to print from an MS-DOS application that does not have a selection for the printer**
 - Select the Epson LQ-2550 or the IBM Proprinter X24E

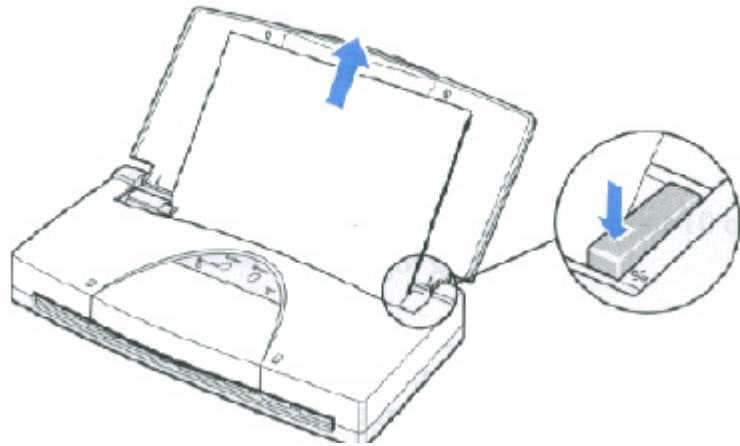
Clearing Paper Jams

When a paper jam occurs, remove the stack of paper from the paper support.

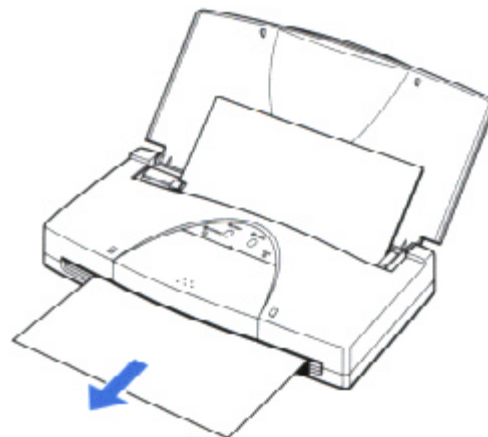
1

Remove the jammed paper.

- Gently pull the paper out with one hand while holding the printer in place with the other hand.
 - If the leading edge of the jammed sheet of paper has not yet emerged from the exit slot, pull the paper out from the sheet feeder while pressing down on the o/o button on the right side of the sheet feeder.



- If the leading edge of the jammed sheet is coming out of the paper exit slot, pull the paper out carefully from the paper exit slot.



Remove any torn paper.

- If the paper tears off inside the printer, turn off the printer.
 - Open the front cover and carefully remove the remaining paper.
 - Take care not to touch the film cable.
 - Press the **POWER** button to turn the printer back on.
-



Note

If the platen is soiled after a paper jam, the back of your printed page will be smeared. Clean the platen as described in *Cleaning the Printer* on page 4-3.

If you are having repeated paper jams, you may be loading the paper improperly, or using the wrong kind of paper.

- When you load a stack of plain paper, fan the stack of paper before loading it in the sheet feeder. This will keep the sheets of paper from sticking together.
- Make sure that the paper you are using matches the paper specifications for this printer and that the operating environment is within the proper range. See Appendix A, *Specifications*, for details.

Specifications



Printing Method

Bubble Jet ink on-demand

Paper Handling

Automatic Feed

Sheet Feeder Capacity

Maximum thickness of stacked paper: 0.12 inches (3mm)

Plain Paper	Approximately 30 sheets (20 lb or 75 g/m ²)
Legal-size Paper	1 sheet
Transparencies	10 sheets
Back Print Film	10 sheets
Envelopes	5 Envelopes (U.S. Commercial number 10 or European DL)

Paper Size

- Letter (8.5 in x 11 in)
- Legal (8.5 in x 14 in)
- A4 (210 mm x 297 mm)
- U.S. Commercial Number 10 envelope (9.5 in x 4.1 in)
- European DL envelope (220 mm x 110 mm)

Paper Type

- Bubble Jet paper
- High Resolution Paper
- Transparencies
- Back Print Film
- High Gloss Film
- Glossy Photo Paper
- Fabric Sheets
- T-Shirt Transfer Paper
- Greeting Cards
- Envelopes

Recommended

- Canon Bubble Jet Paper (water resistant) LC-301
- Canon High Resolution Paper (HR-101)
- Canon Transparency Film (CF-102)
- Canon Back Print Film (BF-102)
- Canon High Gloss Film (HG-101)
- Canon Glossy Photo Paper (GP-201)
- Fabric Sheets (FS-101) for Canon Bubble Jet Printers
- Canon T-Shirt Transfers (TR-101)
- Canon Greeting Cards (GC-101)
- Commercial Number 10 European DL

Paper Weight

17 to 38 lb. (64 to 105 g/m²) with automatic feed

Print Speed

BC-11e Color BJ Cartridge

Up to 2 ppm at 15% coverage

BC-10 Black BJ cartridge

Up to 4.5 ppm

Print Width

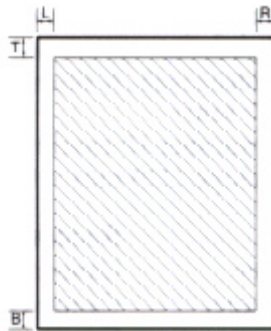
Maximum 8 inches (203.2 mm)

Line Feed Speed

Approximately 70 ms/line at 1/6-inch line feeds in standard and draft modes

Printable Area-Papers

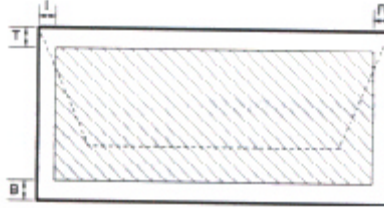
The shaded portion in the following figure shows the printing area for letter-size papers. The table lists the minimum margins.



<u>Margin</u>	<u>Inches</u>	<u>mm</u>
L	0.25	6.4
R	0.25	6.4
T	0.12	3.0
B	0.65	16.5

Printable Area -- Envelopes

The shaded portion in the following figure shows the printing area for a COM10 envelope. The table lists the minimum margins.



<u>Margin</u>	<u>Inches</u>	<u>mm</u>
L	0.25	6.4
R	1.25	31.7
T	0.12	3.0
B	0.65	16.5

BJ Cartridges and BJ Tanks

BC-11e Color BJ Cartridge

Print Head	64 nozzles for Black, 24 nozzles each for Cyan, Magenta, and Yellow
Ink color	Black, Cyan, Magenta, and Yellow
Cartridge life	Approximately 2,000 pages (at 7.5% coverage for each color)
Ink Tank Yield	BCI-11 Black BJ tank: Approx. 60 pages at 3.75% coverage BCI-11 Color BJ tank: Approx. 80 pages at 11.25% coverage (Black plus color inks equal 15% coverage)

BC-10 Black BJ Cartridge

Print Head	128 Nozzles
Ink Color	Black
Cartridge Life	Approximately 3,000 pages (at 5% coverage)
Ink tank yield (BCI-10)	Approximately 170 pages (at 5% coverage)
<i>Ink Contents</i>	Glycerine 56-81-5 Isopropyl alcohol 67-63-0 Ethylene glycol 107-21-1

Acoustic Noise Level per ISO 9296

Under 45 db (A)

Interface

IEEE 1284-compatible parallel

Built-in IrDA

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 95% RH (no condensation)

Power Source

USA/ Canada

AC 120 V, 60Hz, 0.5A

Power Consumption

5 watts standby

27 watts maximum printing

Dimensions

11.8" (300mm) W x 6.2" (157.6mm) D x 2.2" (57mm) H

Weight

Approx. 3.1 lb (1.4kg) without battery

Portable Kit Specifications

NIMH Battery Pack

Size

3.6 x 1.98 x 1.32in (90.3 x 49.6 x 33 mm)

Weight

270g

Voltage

12 VDC

Maximum Print capacity

Approximately 200 sheets (1500 characters/ page)

Charging Time

About 10 Hours

Battery Case

Size

11.8" (300mm) W x 2.16" (54.03mm) D x 2.2" (57mm) H

Weight

240g

Input Voltage

13 VDC

Output Voltage

13 VDC

Using the IrDA Wireless Interface



This printer is equipped with an IrDA 1.0 compatible infrared wireless communication interface port. The IrDA interface is very popular among Notebook PC users because no cable is required.

In order to use the IrDA wireless interface, your computer must be equipped with an IrDA interface and have a Microsoft IR Comm Driver (Infrared driver) for Windows 95 installed. This device driver is provided with your computer if it has an IrDA interface.

See your *Quick Start Guide* to set up the printer for the IrDA interface.

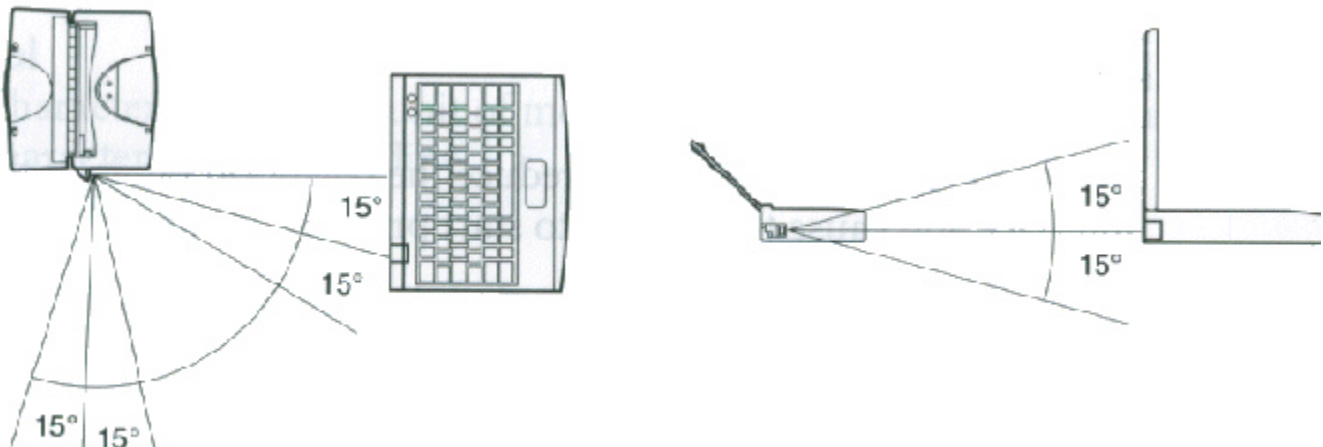


The IrDA interface is available for Windows 95 only.

Positioning the Printer and Computer

The printer must be positioned so the IrDA interface ports of the printer and computer are facing and level within a range of 15 degrees left or right, up or down, and not more than three feet (1 meter) apart.

If the IrDA of the computer requires a shorter range, position the printer closer to the computer.



Software Requirements

To use IrDA successfully, make sure the following conditions are satisfied:

- Use Windows 95
- Make sure the Microsoft IR Comm Driver (infrared driver) Ver. 2.0 has been installed.
- Make sure a COM port has been selected for IrDA with the Printer Wizard.
- Make sure the BJC-80 is selected as the default printer via the BJC-80 printer driver (Ver. 3.91 or later).



The IrDA interface cannot detect the printer status and reset the printer. If communication between the printer and computer is interrupted and the print job is aborted, the printer is initialized automatically. The print job is cleared and paper is ejected.

The software required to use the IrDA interface (Microsoft IR Comm Driver Ver. 2.0) should already be installed on your computer. If it is not, you can obtain the driver as follows:

1. Contact either Microsoft or Canon on the World Wide Web.
2. Contact Canon's BBS.
3. Call Canon to order a diskette. See page 1-5 for Canon's Web address and other numbers.

***Note: This is how the customer's manual will read. In order to get the driver, because it is a Microsoft product, they will have to obtain the driver from the Microsoft Web Site. The customer can go to www.microsoft.com or www.ccsi.canon.com and follow our link there.**

Reception Range

The following conditions may reduce the reception range of the IrDA interface and cause the printer to start printing abnormal characters or images:

- If another IrDA device is attached.
- In another infrared device, like a set of wireless headphones or a remote controller, for example, is broadcasting in the same area.
- If the IrDA port is exposed to sunlight, fluorescent light, or any other strong light source like a large torch.
- If the IrDA port is not clean. (Clean it with a soft, dry cloth.)

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