



Online Manual

Device Management Console Guide

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Symbols Used in This Document

Warning

Instructions that, if ignored, could result in death, serious personal injury, or property damage caused by incorrect operation of the equipment. These must be observed for safe operation.

Caution

Instructions that, if ignored, could result in personal injury or property damage caused by incorrect operation of the equipment. These must be observed for safe operation.

Important

Instructions including important information that must be observed to avoid damage and injury or improper use of the product. Be sure to read these instructions.

Note

Instructions including notes for operation and additional explanations.

Basics

Instructions explaining basic operations of your product.

Note

- Icons may vary depending on your product.

Touch-enabled Device Users (Windows)

For touch actions, you need to replace "right-click" in this document with the action set on the operating system. For example, if the action is set to "press and hold" on your operating system, replace "right-click" with "press and hold."

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►►► Note

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- o freetype@nongnu.org

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If you are looking for support, start in this list if you haven't found anything to help you in the documentation.

o freetype-devel@nongnu.org

Discusses bugs, as well as engine internals, design issues, specific licenses, porting, etc.

Our home page can be found at

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--- end of FTL.TXT ---

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JSON for Modern C++

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Device Management Console Guide

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- **Starting Device Management Console**
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- **Deleting Printer**
- **Managing Printer Status**
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► **Troubleshooting**

General Notes (Device Management Console)

When using Device Management Console, the following restrictions apply. Please familiarize yourself with them before using it.

- See the Canon website for products that are compatible with Device Management Console.
- This guide primarily provides explanations using the screens that appear when you use the Windows 10 operating system (hereafter, Windows 10) and the Windows 8.1 operating system (hereafter, Windows 8.1).

Connecting to a Printer

- Connecting to a Target Printer

We recommend using a network connection for printer connection.

- When Connecting to Network Using DHCP

If the a managed printer is set to automatically obtain an IP address, the IP address change is tracked automatically.

»» Important

- When the power is turned off on a printer connected to a network using DHCP, the IP address may change the next time the printer is turned on.

In Device Management Console v1.2.0 or later, the reassignment of the IP address is tracked automatically, but if the IP address changes again within a certain period of time, communication may fail. In this case, if you wait a little while, the reassigned IP address will be tracked, and communication will be restored.

- Automatic tracking of an IP address for a printer connected to a network using DHCP applies to printers registered with Device Management Console v1.2.0 or later. Automatic tracking of IP addresses is not performed on printers registered with a previous version.

- Connecting via SSL Encrypted Communication

Connecting via SSL Encrypted Communication is available with Device Management Console V1.2.0 or later.

In order to use SSL Encrypted Communication, you must first install a certificate on a computer with Device Management Console installed.

The process for installing the certificate may differ depending on your setup. For more information, search for "Registering Printer's Root Certificate to Local Computer for SSL Communication" on your device's online manual homepage.

Printer Power

- The printer information cannot be acquired when the printer power is turned off automatically or it is turned off with the power button.

In addition, information cannot be acquired from the software when the printer auto power off state or the printer button off state is canceled.

Color Tone

- The color tone may not be stable even if color calibration is performed.

For details, search for and refer to the "Managing Colors" page from the home page of the Online Manual for your model.

About Printers That Support the Function to Notify Smartphones and Tablets

- Of the printers that support Device Management Console, the following printers cannot use the smartphone and tablet notification function.

PRO-1000/PRO-500

PRO-6000/PRO-4000/PRO-2000

PRO-560/PRO-540/PRO-520

PRO-6000S/PRO-4000S/PRO-560S/PRO-540S

TX-4000/TX-3000/TX-2000/TX-5400/TX-5300/TX-5200

The Features of Device Management Console

Use Device Management Console to check the status of a printer connected by a network or USB and to perform color calibration for a selected printer.

In addition, you can check the recommended level of color calibration execution, execution logs, and calibration link status.

»» Note

- In Device Management Console, multiple printers that can print with the same color are called calibration-linked printers.

Checking Printer Status

Use the **Printer Status** sheet on the main screen to check the printer status.

■ [Checking Printer Status](#)

In addition, notification of a warning or error that occurs on a printer can be sent by email or with an alarm sound. Your smartphone or tablet can be notified if a print job finishes or stops.

■ [Sending Notification of Printer Status by Email](#)

■ [Notification of Printer Status With a Sound](#)

■ [Sending Notification of Print Job Status to Smartphone/Tablet PC](#)

Checking Color Calibration Status

Use the **Calibration** sheet on the main screen to check the recommended level of color calibration execution and execution logs.

■ [Checking Color Calibration Execution Status](#)

In addition, you can also check the calibration link status.

■ [Checking Calibration Link](#)

Performing Color Calibration

Use the **Calibration** sheet on the main screen to perform a color calibration for the selected printer.

Performing color calibration improves color consistency by compensating for slight differences in how color appears due to individual variations or aging among printers.

■ [Performing Color Calibration](#)

You can also set a schedule to perform color calibrations.

■ [Performing Scheduled Color Calibrations](#)

Starting Device Management Console

Follow the procedure below to start the Device Management Console.

1. Execute any of the following:

- Click the **Device Management Console** button on the **Management Tool** sheet in the Quick Utility Toolbox.
- Start from Program.

- For Windows 10

From the **Start** menu, click (**All apps** >) Canon Utilities > Device Management Console.

- For Windows 8.1

Click Device Management Console on the **Start** screen.

If Device Management Console does not appear on the **Start** screen, select the **Search** charm, and search for Device Management Console.

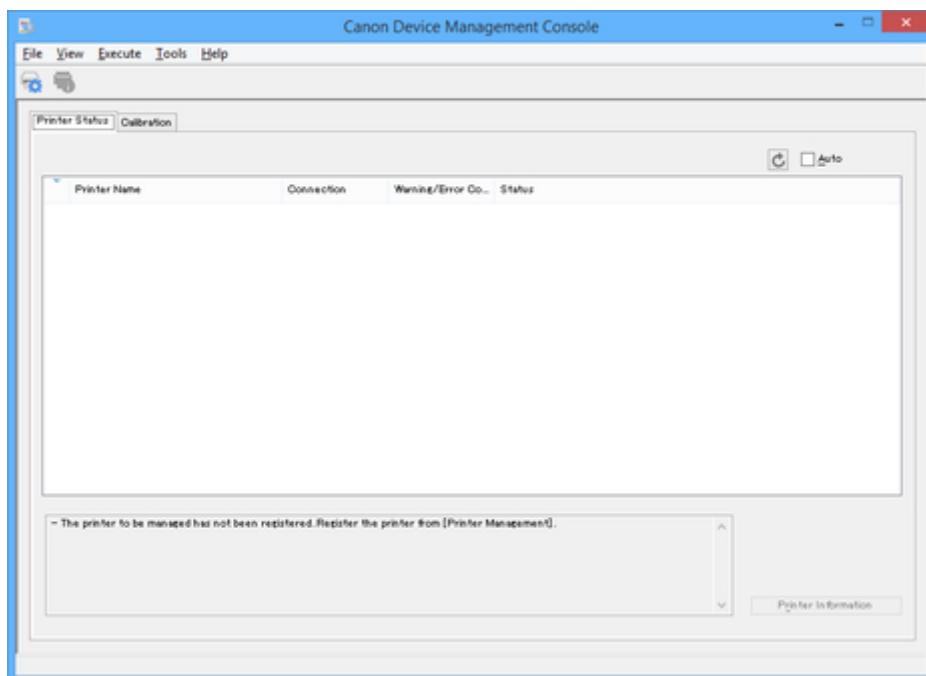
- For Windows 7

From the **Start** menu, click **All Programs** > Canon Utilities > Device Management Console > Device Management Console.

►►► Note

- Quick Utility Toolbox is a Canon software application.

The **Printer Status** sheet on the main screen of Device Management Console appears.



Printers do not appear on the main screen at initial startup.

Register the managed printer while referring to "[Registering Printer](#)".

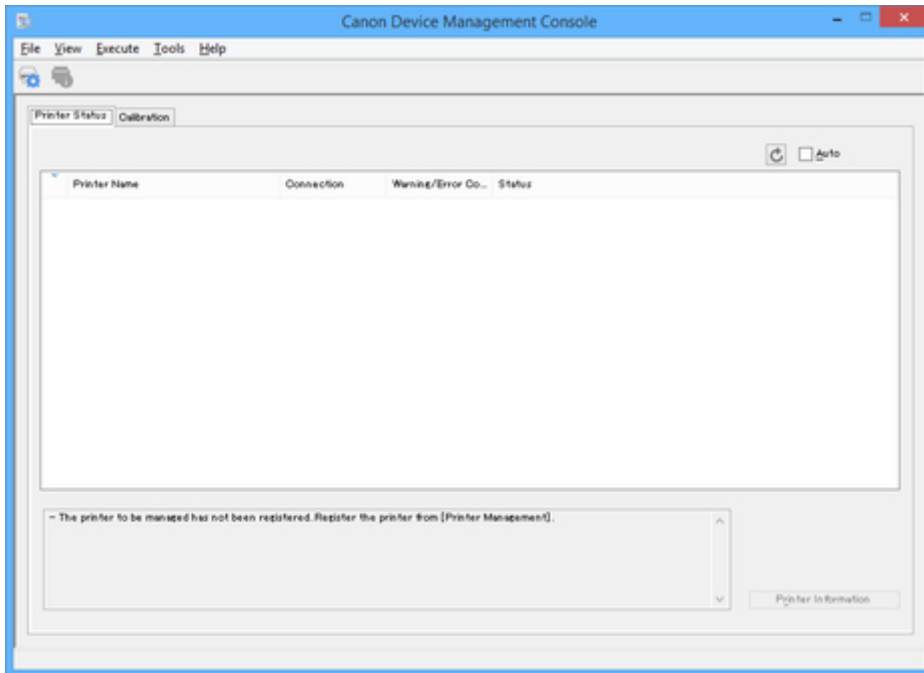
Registering Printer

Register the printer for which you want to check the printer status or color calibration execution status.

▶▶▶ Note

- The **Calibration** sheet does not appear for printers that do not support color calibration.

1. Click  button (or select **Manage Printer** from **File** menu).

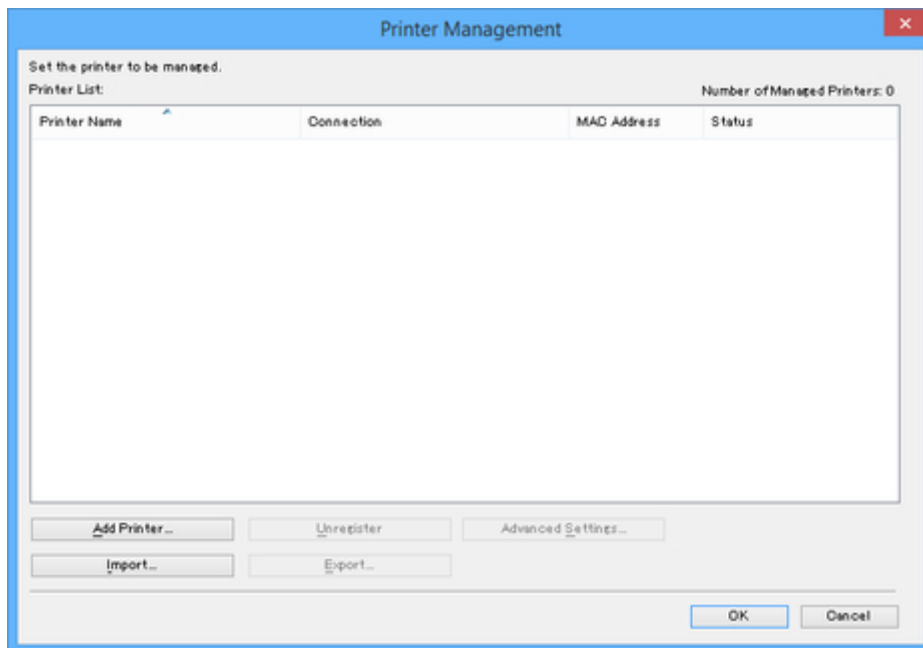


▶▶▶ Note

- This operation cannot be performed when acquiring information from the printer.

The **Printer Management** dialog box appears.

2. Click **Add Printer** button.

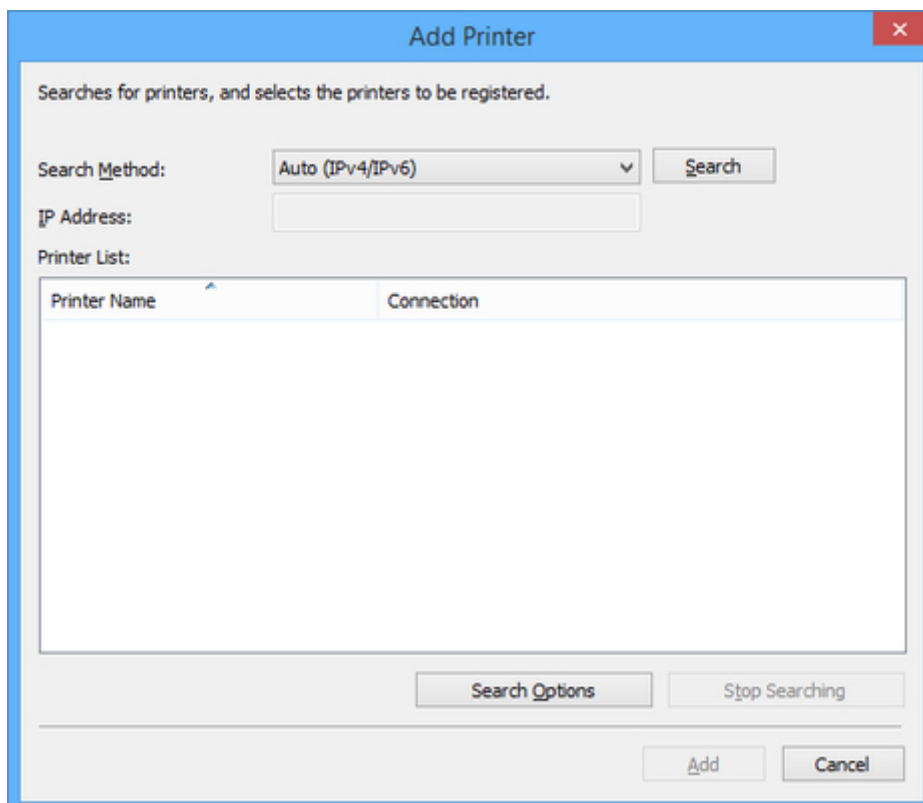


►►► Note

- For details on the **Printer Management** dialog box, see "[Printer Management Dialog Box](#)."

The **Add Printer** dialog box appears.

3. Select **Auto (IPv4/IPv6)** in **Search Method**, and then click the **Search** button.



»»» Note

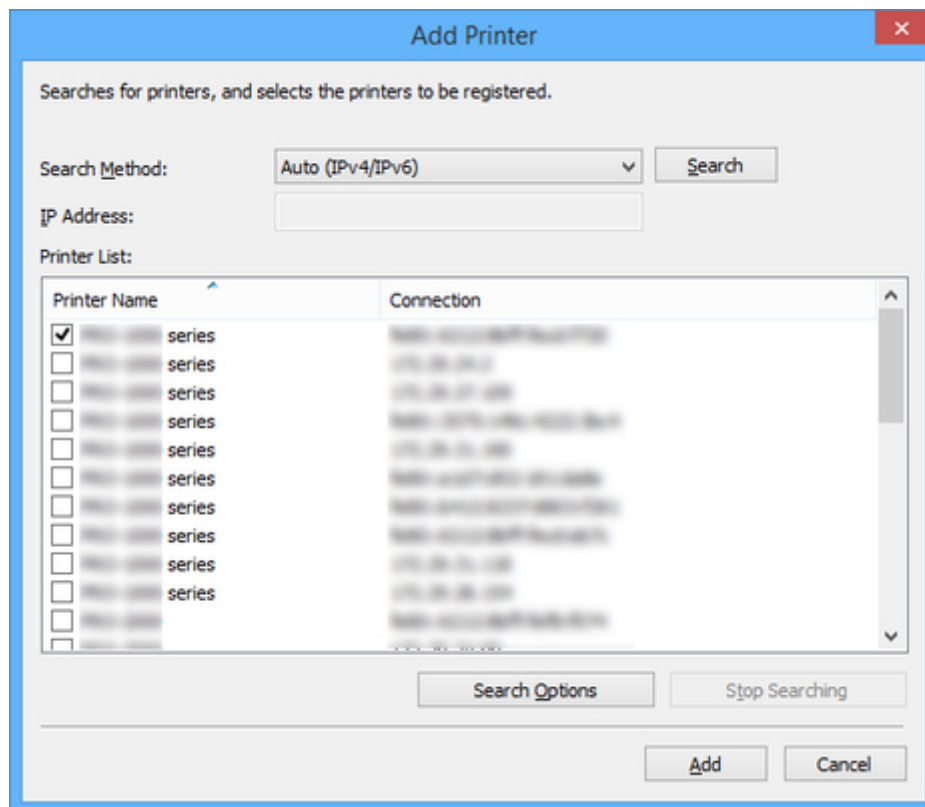
- To search by SNMP community, click the **Search Options** button, and then specify a **Specify community name**.
- For details on the **Add Printer** dialog box, see "[Add Printer Dialog Box](#)."

The printers found appear in **Printer List**.

»»» Note

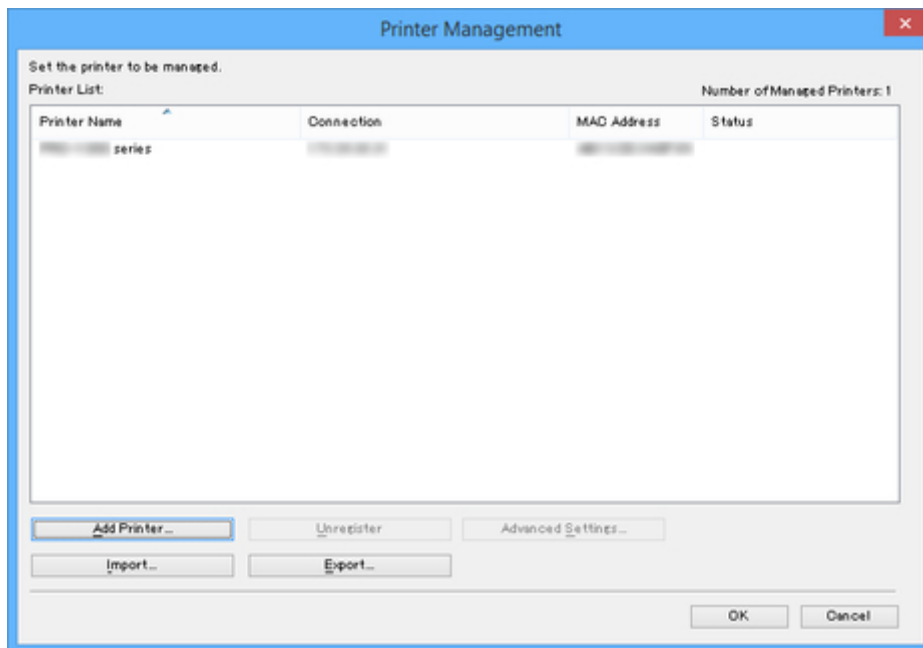
- If the printer you want to register does not appear, check that the printer power is turned on and check the network status, and then search again.
- When **Search Method** is set to **USB**, a search for local printers is performed.

4. From list of displayed printers, select check boxes of printers to register, and click **Add** button.



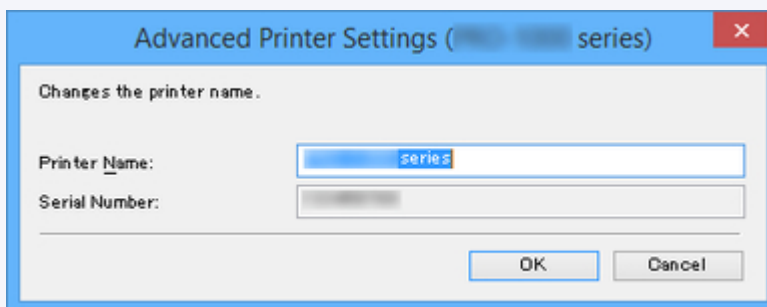
The registered printers appear in the **Printer Management** dialog box.

5. Click the **OK** button.

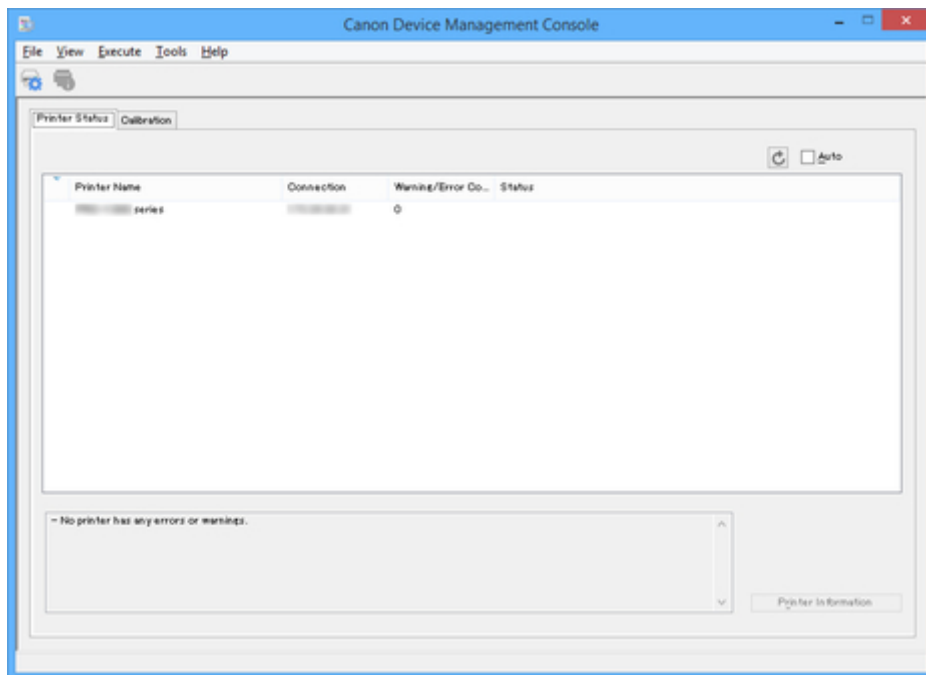


►►► Note

- To change the displayed printer names, use the Advanced Printer Settings dialog box that appears when you click the **Advanced Settings** button.



The registered printers appear on the main screen.



»»» Note

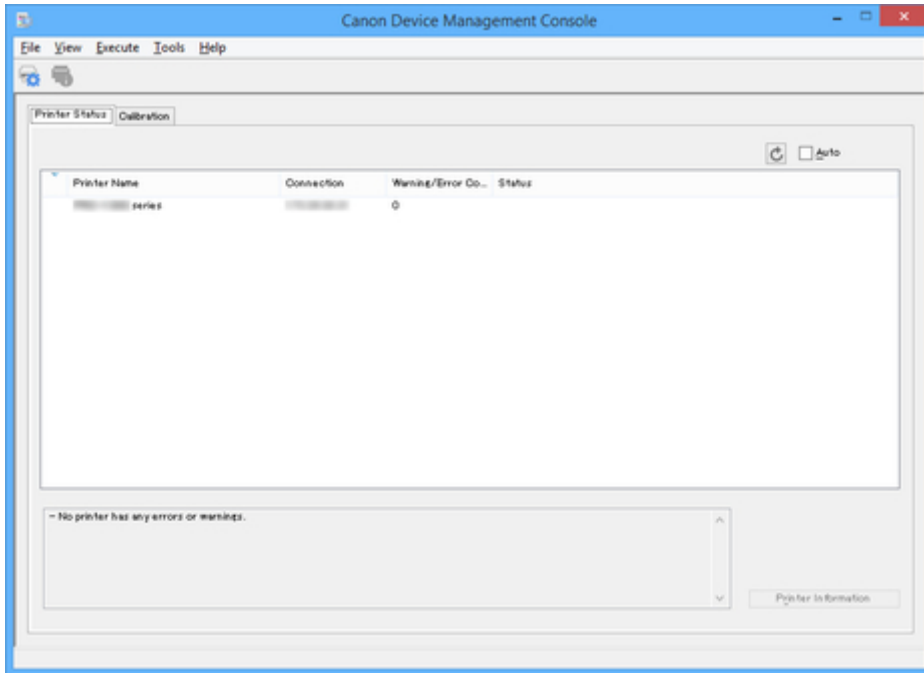
- When switching the connection method of a registered printer between network and USB, first delete the registered printer, and then register it again.

Deleting Printer

Delete a managed printer.

The deleted printer is deleted from both the **Printer Status** and **Calibration** sheets.

1. Click  button (or select **Manage Printer** from **File** menu).

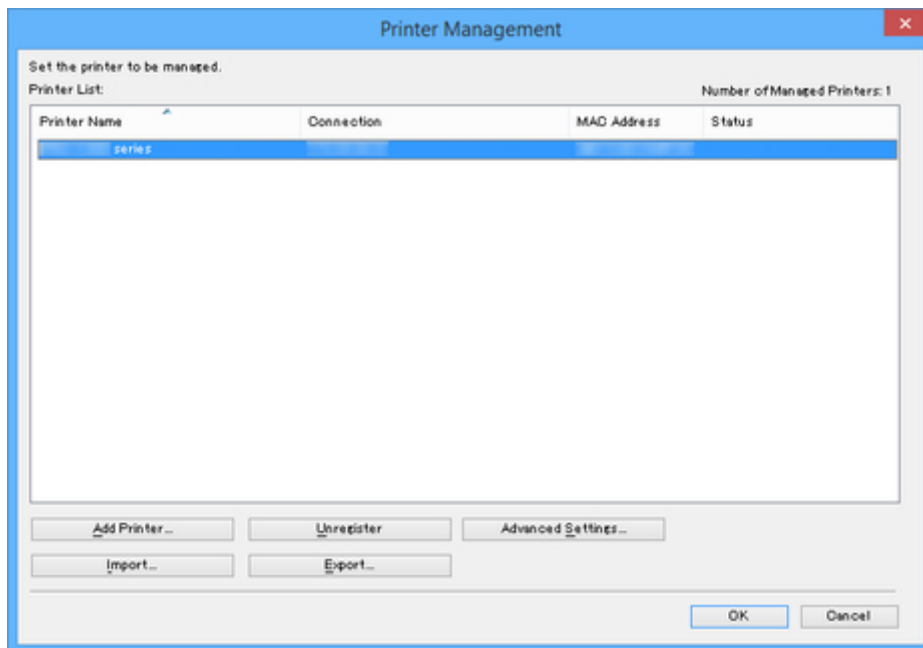


»»» Note

- This operation cannot be performed when acquiring information from the printer.

The **Printer Management** dialog box appears.

2. Select printer to be deleted and click **Unregister** button.

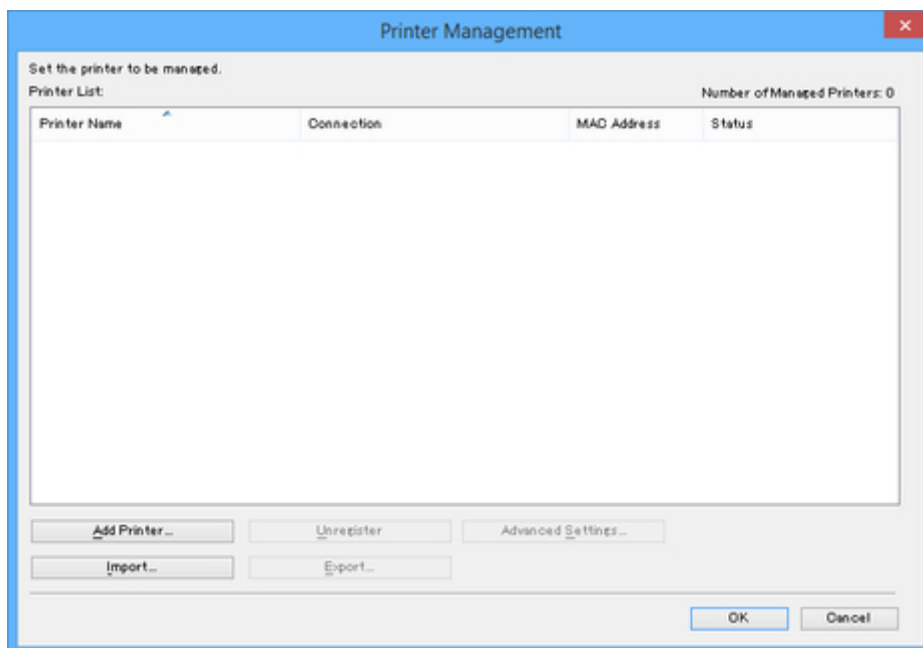


►►► Note

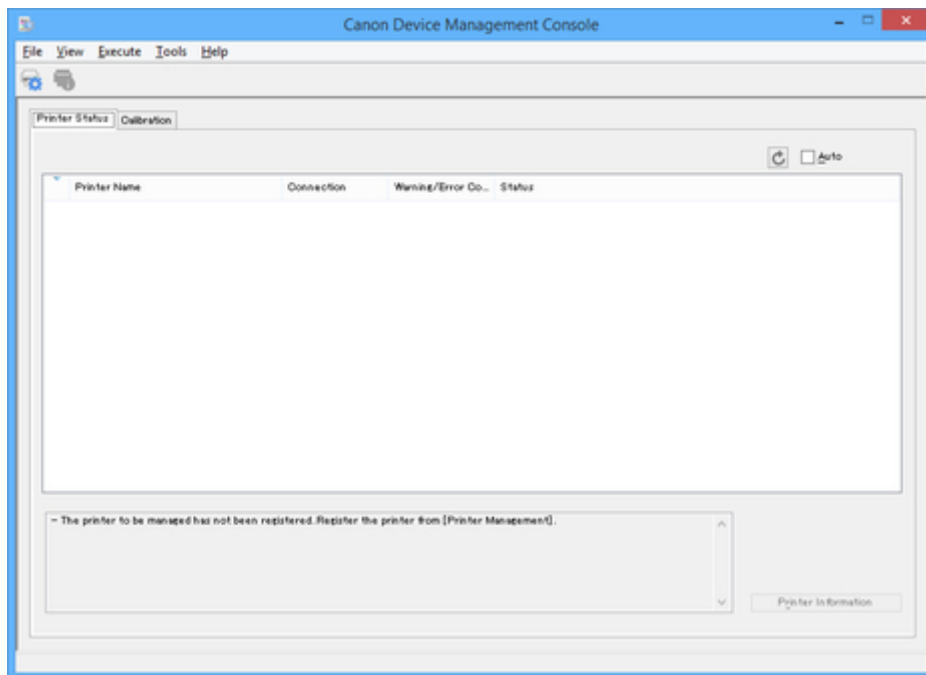
- For details on the **Printer Management** dialog box, see "[Printer Management Dialog Box](#)."

The selected printer is deleted from the **Printer List**.

3. Click the **OK** button.



The managed printer is deleted.



Managing Printer Status

- **Checking Printer Status**
- **Sending Notification of Printer Status by Email**
- **Notification of Printer Status With a Sound**
- **Sending Notification of Print Job Status to Smartphone/Tablet PC**

Checking Printer Status

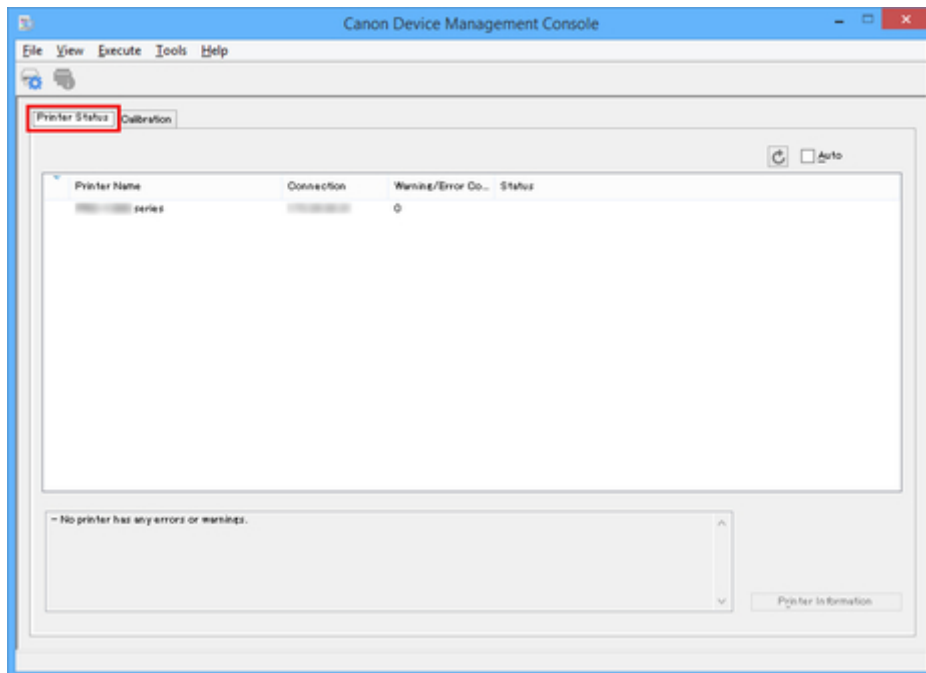
Use the **Printer Status** sheet on the main screen to check the printer status.

▶▶▶ Note

- To check the status of a printer, the managed printer must be registered in advance.

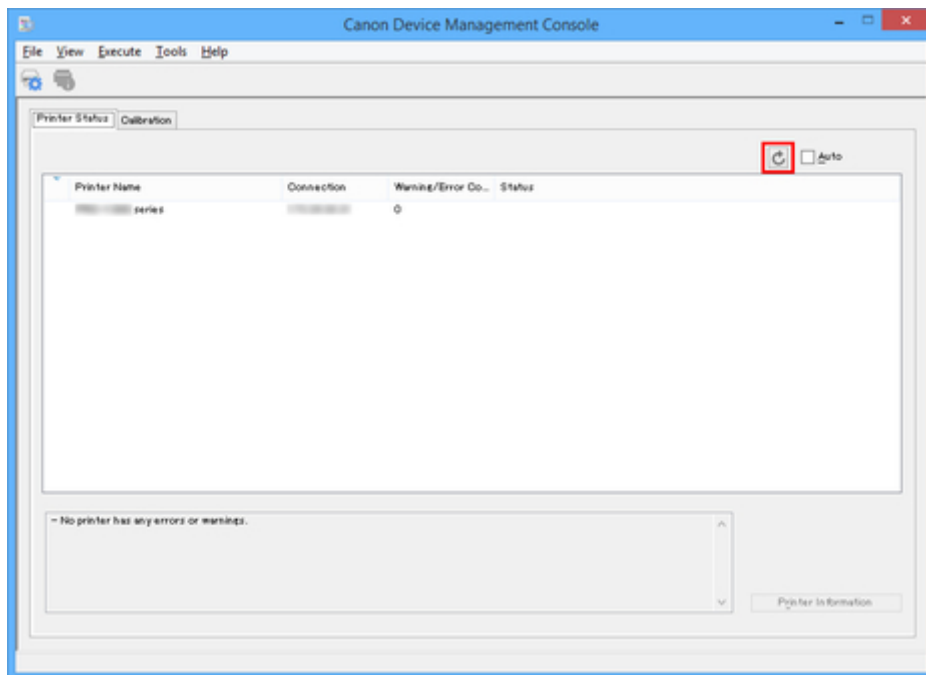
■ [Registering Printer](#)

1. Click **Printer Status** tab (or select **Printer Status** from **View** menu).




The **Printer Status** sheet appears.

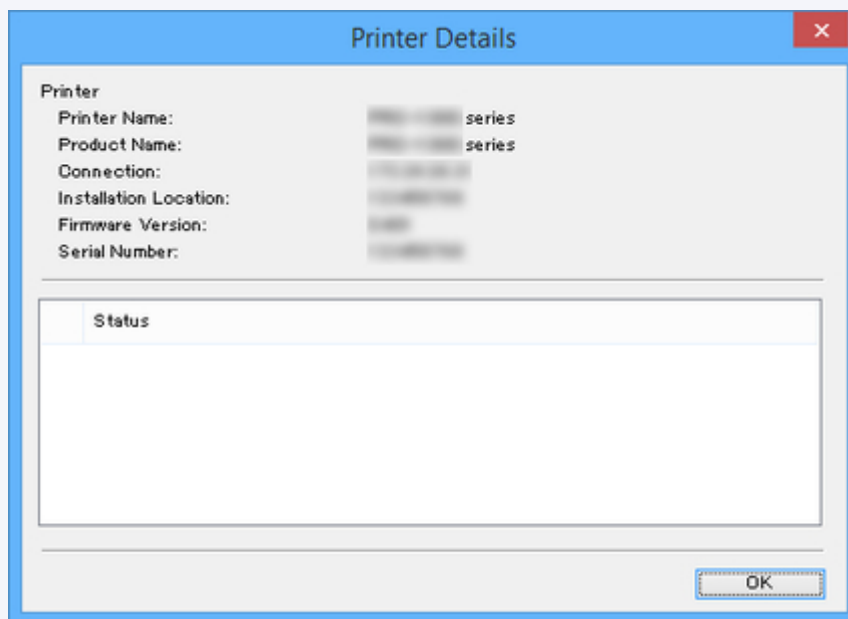
2. Click  button (or select **Update** from **View** menu).



The printer status that appears on the main screen is up to date.

►►► Note

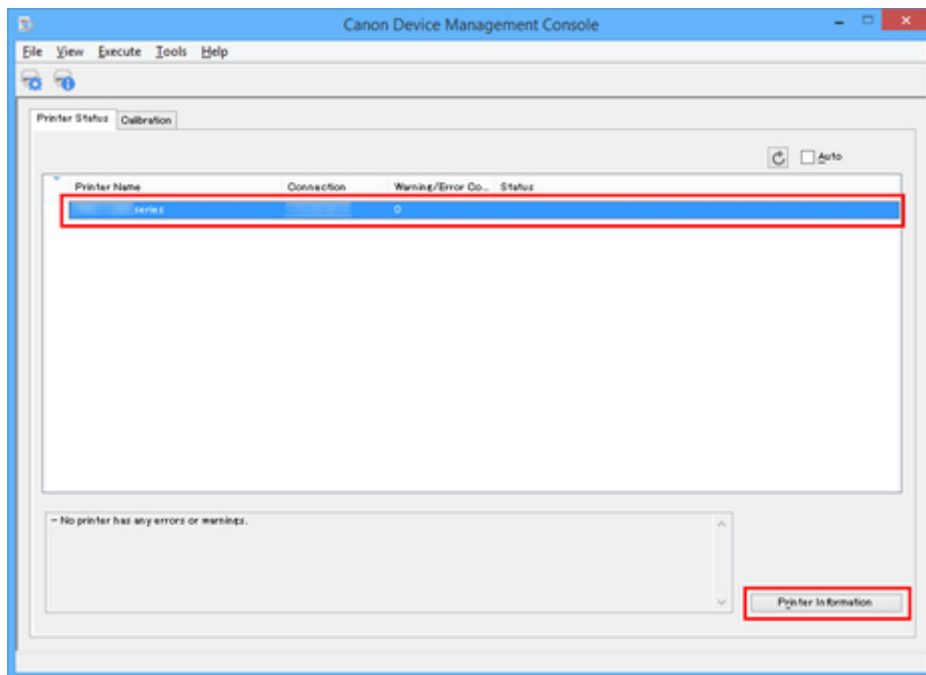
- Select the **Auto** check box to regularly update the printer status.
- Select a printer and click the  button to display the **Printer Details** dialog box, allowing you to check the detailed printer information.



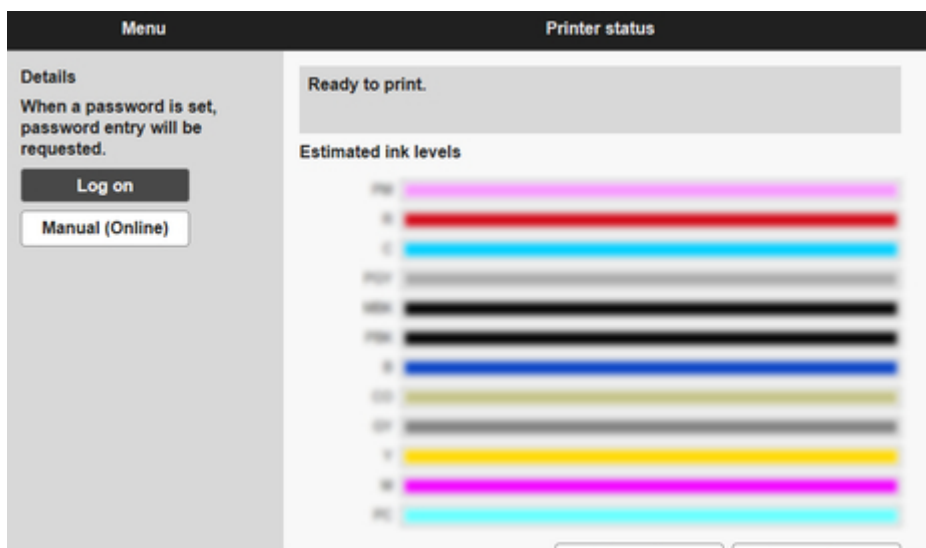
For details on the **Printer Details** dialog box, see "[Printer Details Dialog Box](#)."

- This operation cannot be performed when acquiring information from the printer.

3. To see more detailed information, select a printer, and click the **Printer Information** button.



The Web browser starts, and the main screen of the Remote UI for the selected printer appears.



Important

- You cannot use Remote UI to check the details of a printer connected by USB.

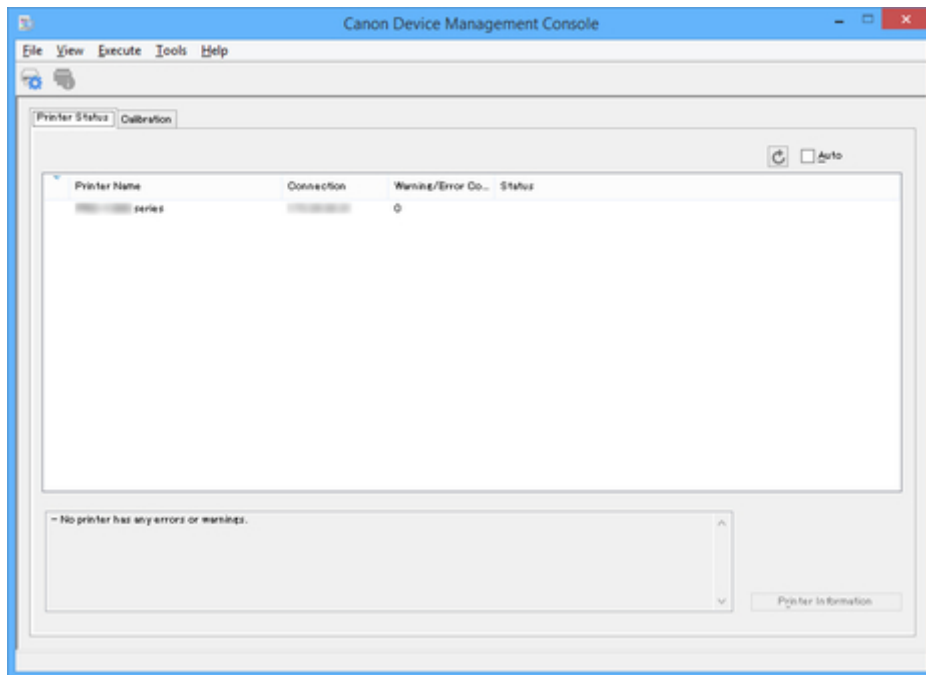
Sending Notification of Printer Status by Email

If a warning or error occurs on a printer, notification can be sent by email to a preset email address.

»»» Important

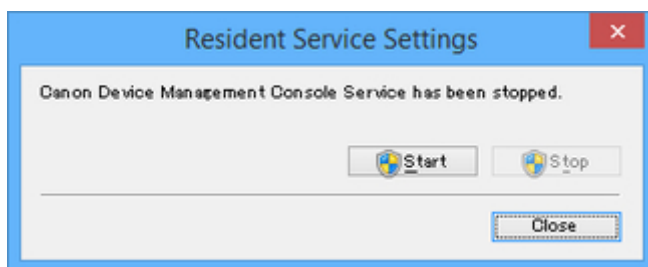
- To send email successfully, antivirus software may need be configured.

1. Select **Resident Service Settings** from **Tools** menu.



The **Resident Service Settings** dialog box appears.

2. Click **Start** button.

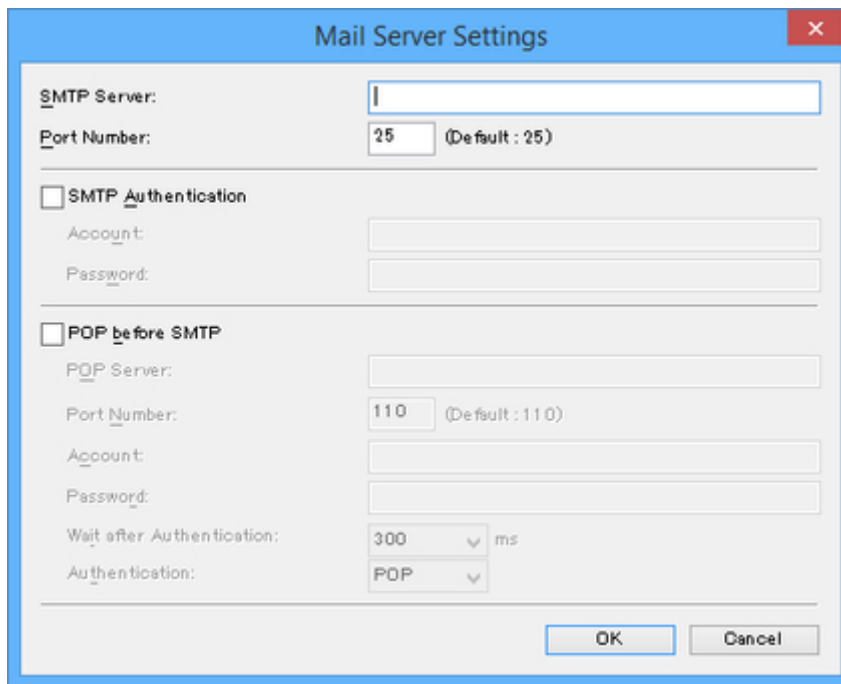


The Device Management Console resident service starts.

3. Select **Notification Settings > Mail Server Settings** from **File** menu.

The **Mail Server Settings** dialog box appears.

4. Enter mail server settings and click **OK** button.

The image shows a 'Mail Server Settings' dialog box with a blue title bar and a red close button. It contains two main sections. The first section is for SMTP settings, with fields for 'SMTP Server' (empty), 'Port Number' (25, with '(Default : 25)' next to it), and a checkbox for 'SMTP Authentication'. Below this are fields for 'Account' and 'Password'. The second section is for POP settings, with a checkbox for 'POP before SMTP'. Below this are fields for 'POP Server' (empty), 'Port Number' (110, with '(Default : 110)' next to it), 'Account' (empty), 'Password' (empty), 'Wait after Authentication' (300 ms, with a dropdown arrow), and 'Authentication' (POP, with a dropdown arrow). At the bottom right are 'OK' and 'Cancel' buttons.

»»» Note

- For details on the **Mail Server Settings** dialog box, see "[Mail Server Settings Dialog Box](#)."

5. Select **Notification Settings > Notification Conditions** from **File** menu.

The **Notification Conditions** dialog box appears.

6. Set mail notification conditions and click **OK** button.

Notification Conditions ✕

Condition 1 Condition 2

☒ **Notify by e-mail**

☒ Notifies the status of all printers

☐ Notifies the status of the selected printer

To Address:

Reply-to Address:

Notice Timing

☒ **Notify periodically:**

☒ **Notify when error/warning occurs**

| Type | Details |
|---|-----------------------------------|
| <input checked="" type="checkbox"/> Warning | Ink Warning |
| <input checked="" type="checkbox"/> Warning | Maintenance Cartridge Almost Full |
| <input checked="" type="checkbox"/> Warning | Other Warning |
| <input checked="" type="checkbox"/> Error | Ink Error |
| <input checked="" type="checkbox"/> Error | Maintenance Cartridge Full |
| <input checked="" type="checkbox"/> Error | Other Error |

Signature:

►►► Note

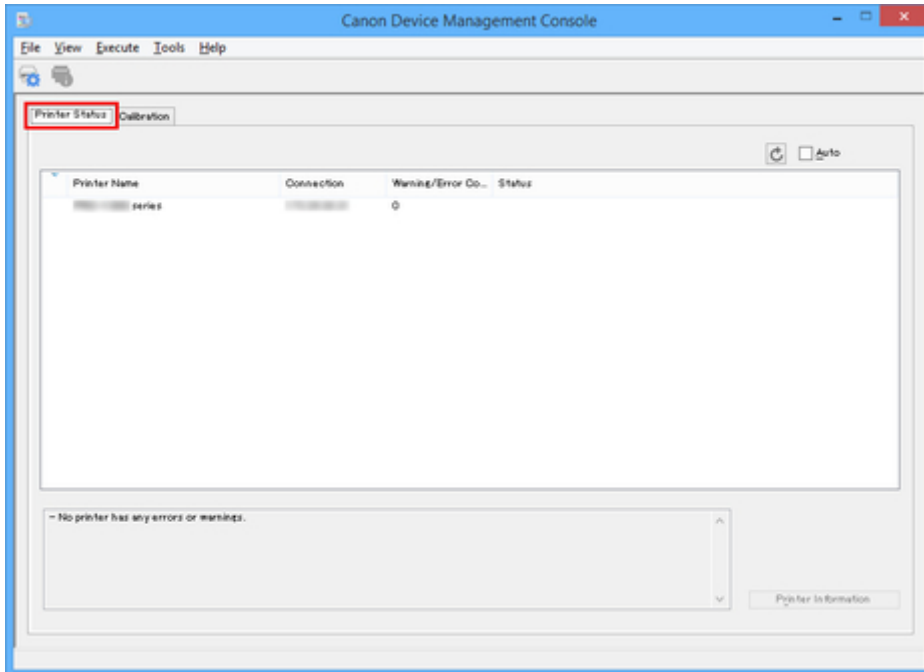
- For details on the **Notification Conditions** dialog box, see "[Notification Conditions Dialog Box.](#)"

Information about printer warnings and errors is sent to the set email address.

Notification of Printer Status With a Sound

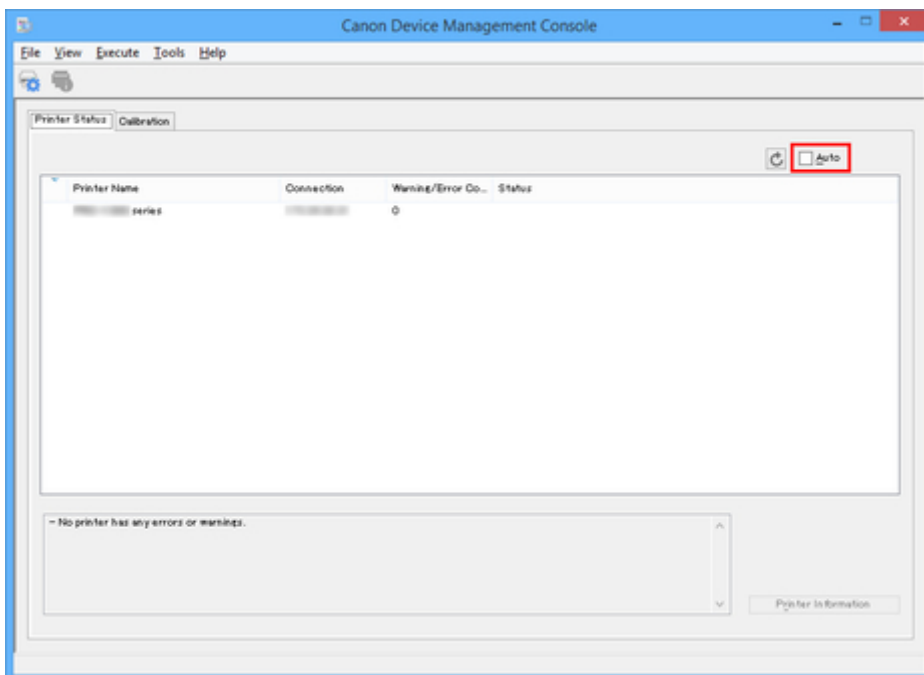
You can be notified when a warning or error occurs on a printer by setting an alarm to sound from the computer.

1. Click **Printer Status** tab (or select **Printer Status** from **View** menu).



The **Printer Status** sheet appears.

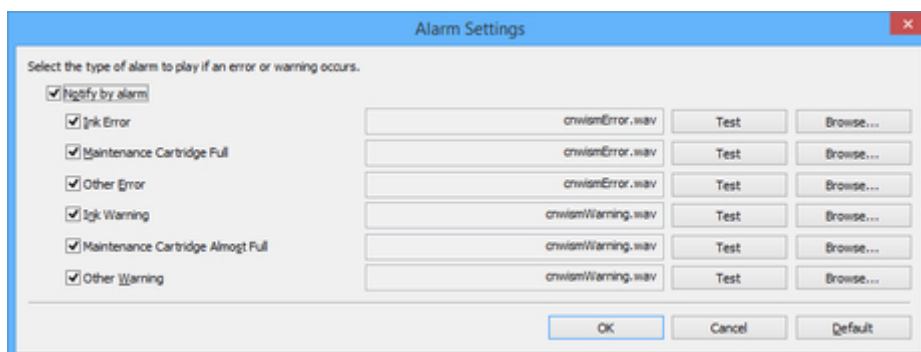
2. Check the **Auto** check box.



3. Select **Alarm Settings** from the **File** menu.

The **Alarm Settings** dialog box will appear.

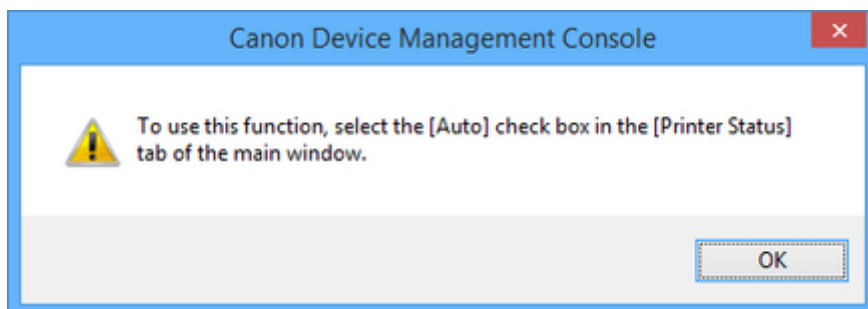
4. Set the alarm sound and click the **OK** button.



►►► Note

- For details on the **Alarm Settings** dialog box, see "[Alarm Settings Dialog Box.](#)"

5. Click the **OK** button.



Sending Notification of Print Job Status to Smartphone/Tablet PC

You can notify a smartphone or tablet (hereafter, smartphone) that print jobs are finished or have stopped.

Use the following procedure to send notifications about print jobs that are finished or have stopped to a smartphone.

■ [Adding Users to Device Management Console](#)

Add users who will be sent notifications using Device Management Console.

■ [Registering Smartphones Using Canon PRINT Inkjet/SELPHY](#)

Use Canon PRINT Inkjet/SELPHY to register smartphones to a server (hereafter, notification server) to send notifications.

■ [Setting Notifications to Additional Users by Using Device Management Console](#)

Use Device Management Console to do settings related to notifications for additional users.

You also need to input the user name of the computer that executes the print job while doing the settings in the above procedure.

■ [Confirming User Names](#)

Confirm the user name of the computer that executes the print job and the user name that was added to Device Management Console.

Important

- The resident service must be started to send notifications to smartphones. To start the resident service, see "[Starting the Resident Service](#)."
- You may not be able to use the smartphone notification function, depending on the country or region in which you live.
- You may not be able to use the smartphone notification function, depending on the model you are using. You can check if your printer supports this function in the **Check Compatible Printers** dialog box. For details about the **Check Compatible Printers** dialog box, see "[Check Compatible Printers Dialog Box](#)."

Note

- You need to install Canon PRINT Inkjet/SELPHY on your smartphone to receive notifications about print jobs that are finished or have stopped.
- The proxy server must be set up to notify your smartphone or tablet in an environment that is connected to the internet via a proxy server. Do the settings for the proxy server in the **Proxy Server Setup** dialog box. For details, see "[Proxy Server Setup Dialog Box](#)."

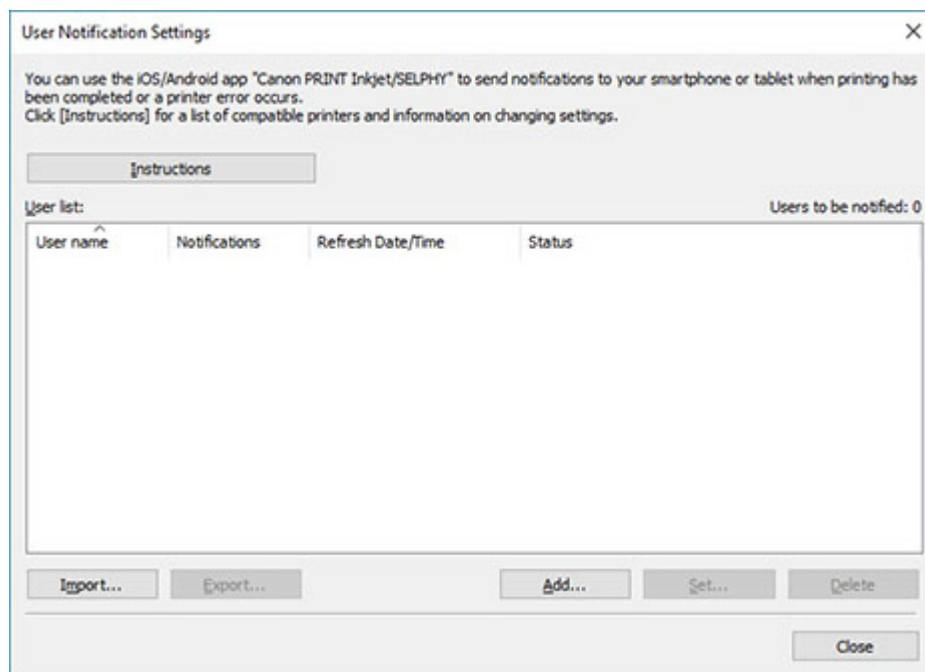
Adding Users to Device Management Console

Add users who will be notified that print jobs are finished or have stopped to Device Management Console.

1. On the **File** menu, select **Smartphone/Tablet Notifications > User Notification Settings**.

The **User Notification Settings** dialog box appears.

2. Click **Add** button.

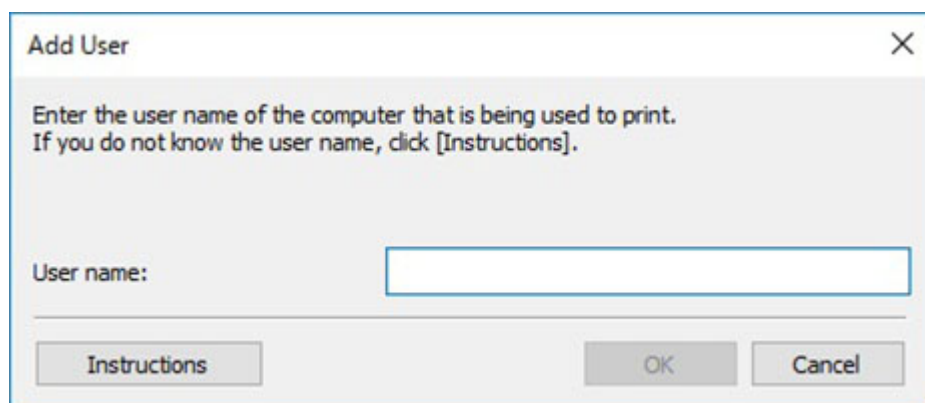


The **Add User** dialog box appears.

➤➤➤ Note

- Click the **Instructions** button to display "[Sending Notification of Print Job Status to Smartphone/Tablet PC](#)".

3. Input the user name for logging into the computer that executes the print job, and then click the **OK** button.



The **User Information Settings** dialog box appears.

»» Note

- A message appears if you input a user name that has already been added and click the **OK** button. Click the **OK** button, and then input the user name again.
- Click the **Instructions** button to display "[Confirming User Names.](#)"
- If multiple computers are logged in with the same user name, notification is done for each of their printing results.

User Information Settings

×

Configure the link to Canon PRINT Inkjet/SELPHY and select content for notifications.
If you want to change your user name, click [Change].

1. User Name:

user 1

Change...

DMC ID:

e2bebd8f-f013-4708-8194-1e97734ebe49

2. QR Code for Canon PRINT:



When you update your user name, the QR code will also be updated.
Use Canon PRINT Inkjet/SELPHY to scan the QR code.

How to Scan

3. Notification Options:

☐ Do not send to my smartphone or tablet

☒ Send to my smartphone or tablet

Notification content:

☒ Completion/Error messages

☐ Print job name

Notification timing:

☒ On completion of each of my print jobs and on errors

☐ On completion of all my print jobs

☐ On errors (all users)

☐ On completion of all print jobs (all users)

4. Send test notification to your smartphone or tablet.

Send

Instructions

OK

Cancel

While the **User Information Settings** dialog box is open, go to the procedure for "[Registering Smartphones Using Canon PRINT Inkjet/SELPHY](#)." Register a smartphone to the notification server.



Registering Smartphones Using Canon PRINT Inkjet/SELPHY

Use Canon PRINT Inkjet/SELPHY to register smartphones to the notification server.

The following provides explanations using the screens that appear when you use the Android operating system.

1. Download Canon PRINT Inkjet/SELPHY.

Download Canon PRINT Inkjet/SELPHY to the smartphone that you want to notify about print jobs that are finished or have stopped. For details about the method for downloading according to the OS in the smartphone you are using, see the following page.

-  iOS users
-  Android users

Important

- Download the latest version of Canon PRINT Inkjet/SELPHY to use it.
- To download, you need to register an account at the App Store or Google Play.
- You can download Canon PRINT Inkjet/SELPHY for free, but the transmission fees to connect to the App Store or Google Play are paid by the customer.
- Downloading is not possible if the OS environment you are using does not support Canon PRINT Inkjet/SELPHY. In addition, the download page may not appear.

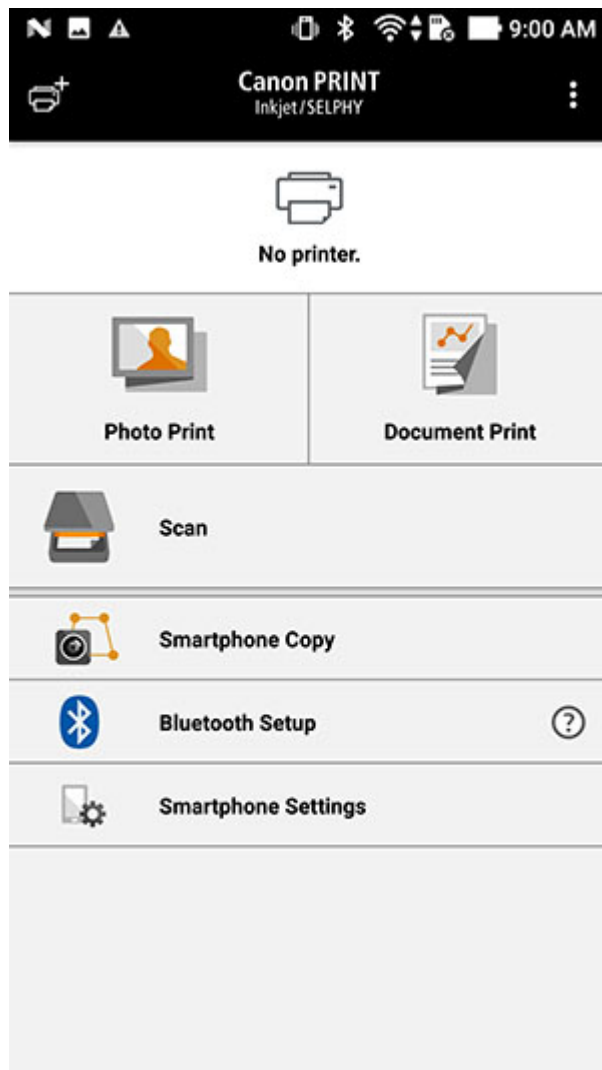
2. Tap (Canon PRINT Inkjet/SELPHY).

Start Canon PRINT Inkjet/SELPHY.

Note

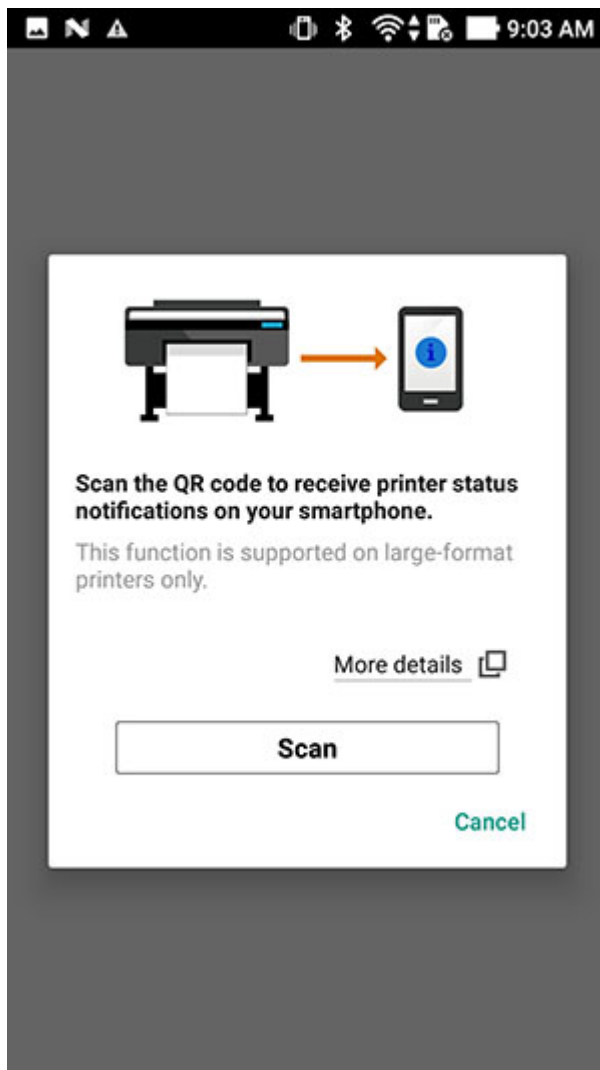
- When you start up Canon PRINT Inkjet/SELPHY, if the printer setup screen appears, tap **No**.

3. Tap (for iOS) in the upper right of the screen.



4. Tap **Notification Settings**.

5. Tap **Scan**.



»» Note

- If a message appears requesting access to the camera from Canon PRINT Inkjet/SELPHY, tap **OK** and go to the next step.

The screen for scanning QR codes opens.

6. Scan the QR code.

Scan the QR Code for Canon PRINT that is displayed on the **User Information Settings** dialog box on Device Management Console.

User Information Settings

×


Configure the link to Canon PRINT Inkjet/SELPHY and select content for notifications.
If you want to change your user name, click [Change].

- User Name:

Change...

DMC ID:

e2bebd8f-f013-4708-8194-1e97734ebe49
- QR Code for Canon PRINT:



When you update your user name, the QR code will also be updated.
Use Canon PRINT Inkjet/SELPHY to scan the QR code.

How to Scan
- Notification Options:

☐ Do not send to my smartphone or tablet
 ☒ Send to my smartphone or tablet

Notification content:

☒ Completion/Error messages
 ☐ Print job name

Notification timing:

☒ On completion of each of my print jobs and on errors
 ☐ On completion of all my print jobs
 ☐ On errors (all users)
 ☐ On completion of all print jobs (all users)
- Send test notification to your smartphone or tablet.

Send

Instructions

OK

Cancel

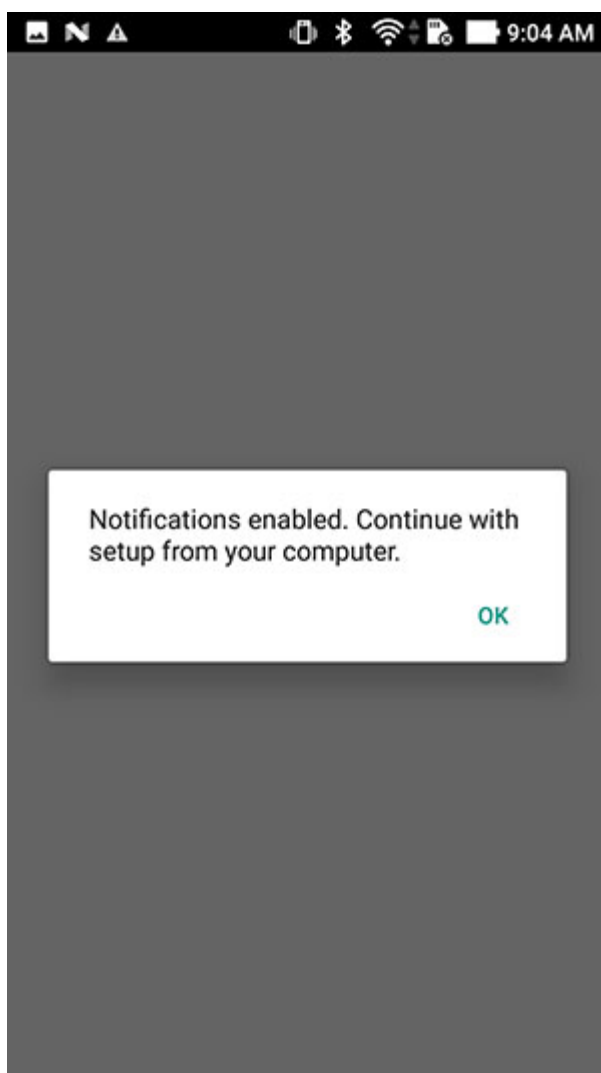
▶▶▶ Note

- To change the user name, click **Change**. If you change the user name, the QR code is updated. Scan the QR Code for Canon PRINT again.

The following screen appears when you scan the QR Code for Canon PRINT.

7. Tap **OK**.

When the "Notifications enabled. Continue with setup from your computer." message appears, tap **OK**.



➤➤➤ Note

- If an error occurs in the smartphone registration, a message appears in Canon PRINT Inkjet/SELPHY. Do the operations according to the instructions in the message.

Next, go to the procedure for [Setting Notifications to Additional Users by Using Device Management Console](#). Do the settings related to notifications to register a user to Device Management Console.

Setting Notifications to Additional Users by Using Device Management Console

Do the settings related to notifications in Device Management Console, and then register the user you added to Device Management Console.

1. Select **Send to my smartphone or tablet** in Notification Options on the **User Information Settings** dialog box.

»» Note

- For the procedure to display the **User Information Settings** dialog box, see "[Adding Users to Device Management Console](#)."

User Information Settings

×

Configure the link to Canon PRINT Inkjet/SELPHY and select content for notifications. If you want to change your user name, click [Change].

1. User Name:


user1

Change...

DMC ID:

e2bebd8f-f013-4708-8194-1e97734ebe49

2. QR Code for Canon PRINT:



When you update your user name, the QR code will also be updated. Use Canon PRINT Inkjet/SELPHY to scan the QR code.

How to Scan

3. Notification Options:

☐ Do not send to my smartphone or tablet

☒ Send to my smartphone or tablet

Notification content:

☒ Completion/Error messages

☐ Print job name

Notification timing:

☒ On completion of each of my print jobs and on errors

☐ On completion of all my print jobs

☐ On errors (all users)

☐ On completion of all print jobs (all users)

4. Send test notification to your smartphone or tablet.

Send

Instructions

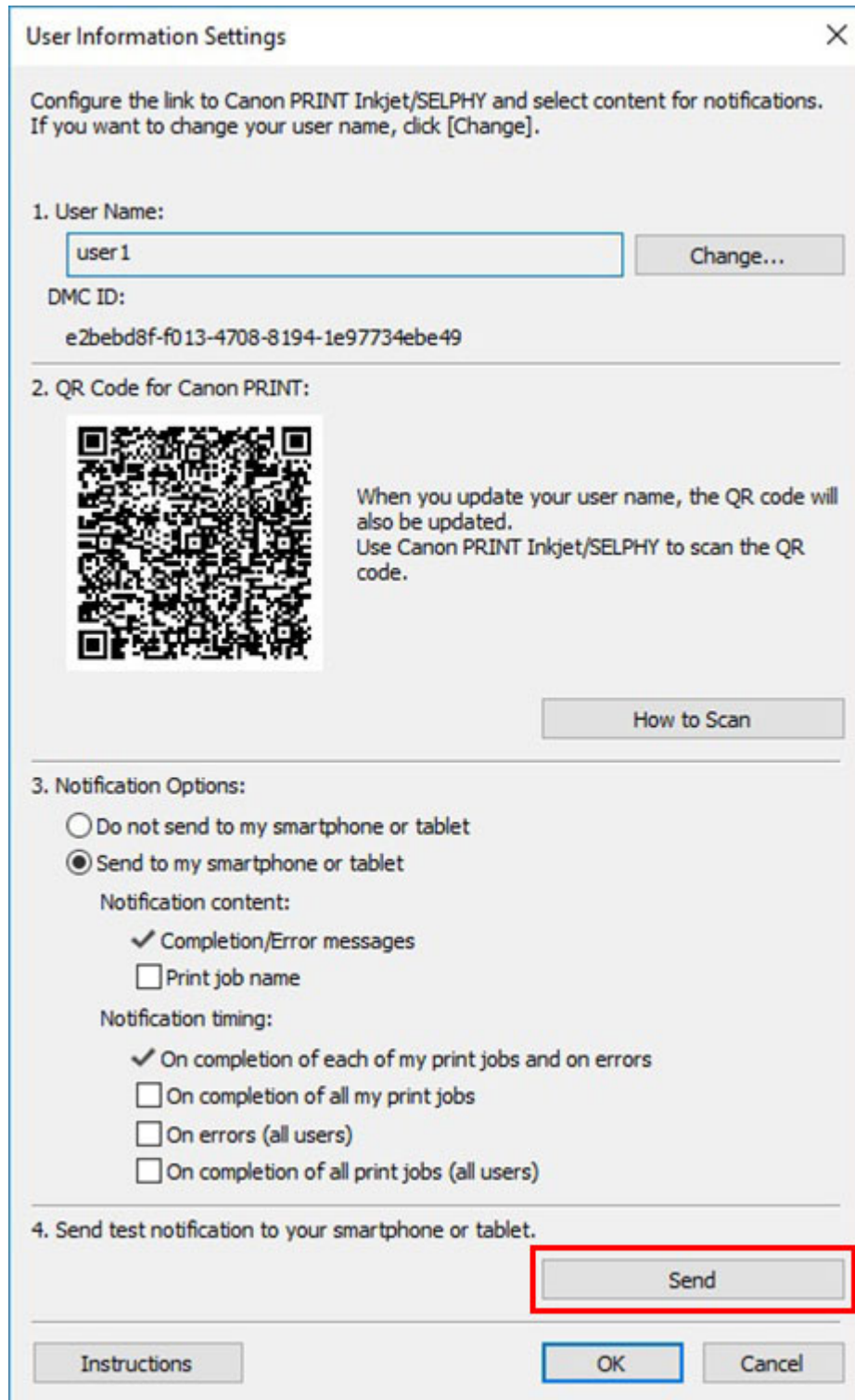
OK

Cancel

»» Note

- In Notification Options, you can also set the **Notification content** and the **Notification timing**. For details about the setting items in Notification Options, see "[User Information Settings Dialog Box](#)."

2. Click the **Send** button.



The image shows a 'User Information Settings' dialog box with a close button (X) in the top right corner. The dialog contains the following sections:

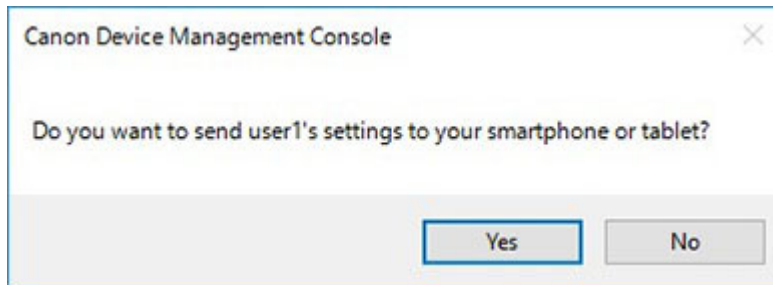
- 1. User Name:** A text input field containing 'user 1' and a 'Change...' button to its right.
- DMC ID:** A text field displaying 'e2bebd8f-f013-4708-8194-1e97734ebe49'.
- 2. QR Code for Canon PRINT:** A square QR code is shown on the left. To its right, text reads: 'When you update your user name, the QR code will also be updated. Use Canon PRINT Inkjet/SELPHY to scan the QR code.' Below the QR code is a 'How to Scan' button.
- 3. Notification Options:** This section contains radio buttons for 'Do not send to my smartphone or tablet' and 'Send to my smartphone or tablet' (which is selected). Below these are two sub-sections:
 - Notification content:** Includes a checked checkbox for 'Completion/Error messages' and an unchecked checkbox for 'Print job name'.
 - Notification timing:** Includes a checked checkbox for 'On completion of each of my print jobs and on errors', and three unchecked checkboxes for 'On completion of all my print jobs', 'On errors (all users)', and 'On completion of all print jobs (all users)'.
- 4. Send test notification to your smartphone or tablet.** A 'Send' button is located here, highlighted with a red rectangular border.

At the bottom of the dialog are three buttons: 'Instructions' on the left, and 'OK' and 'Cancel' on the right.

»»» Note

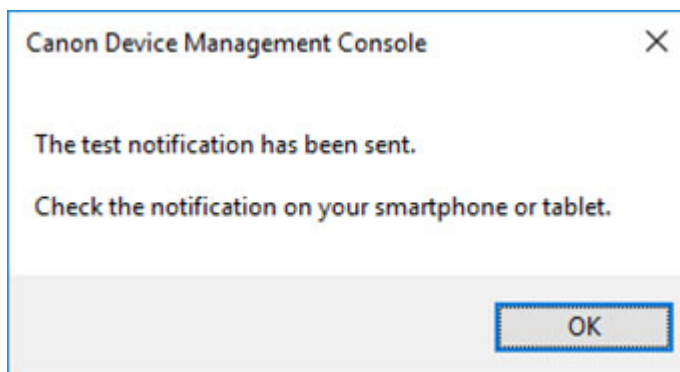
- In Notification Options, you can also set the **Notification content** and the **Notification timing**. For details about the setting items in Notification Options, see "[User Information Settings Dialog Box](#)."

3. Click **Yes** button.



A notification is sent to the smartphone.

4. Confirm that the smartphone received the notification, and then click the **OK** button.



When the message that was sent in the test notification appears, confirm that "Notification Settings Were Turned On" on the smartphone, and then click the **OK** button.

»»» Note

- If notifying the smartphone fails, a message about the reason for the failure appears. Do the operations according to the instructions in the message.

The **User Information Settings** dialog box reappears.

5. Click **OK** button.

User Information Settings

×

Configure the link to Canon PRINT Inkjet/SELPHY and select content for notifications. If you want to change your user name, click [Change].

1. User Name:


user 1

Change...

DMC ID:

e2bebd8f-f013-4708-8194-1e97734ebe49

2. QR Code for Canon PRINT:



When you update your user name, the QR code will also be updated. Use Canon PRINT Inkjet/SELPHY to scan the QR code.

How to Scan

3. Notification Options:

☐ Do not send to my smartphone or tablet
 ☒ Send to my smartphone or tablet

Notification content:

☒ Completion/Error messages
 ☐ Print job name

Notification timing:

☒ On completion of each of my print jobs and on errors
 ☐ On completion of all my print jobs
 ☐ On errors (all users)
 ☐ On completion of all print jobs (all users)

4. Send test notification to your smartphone or tablet.


Send

Instructions

OK

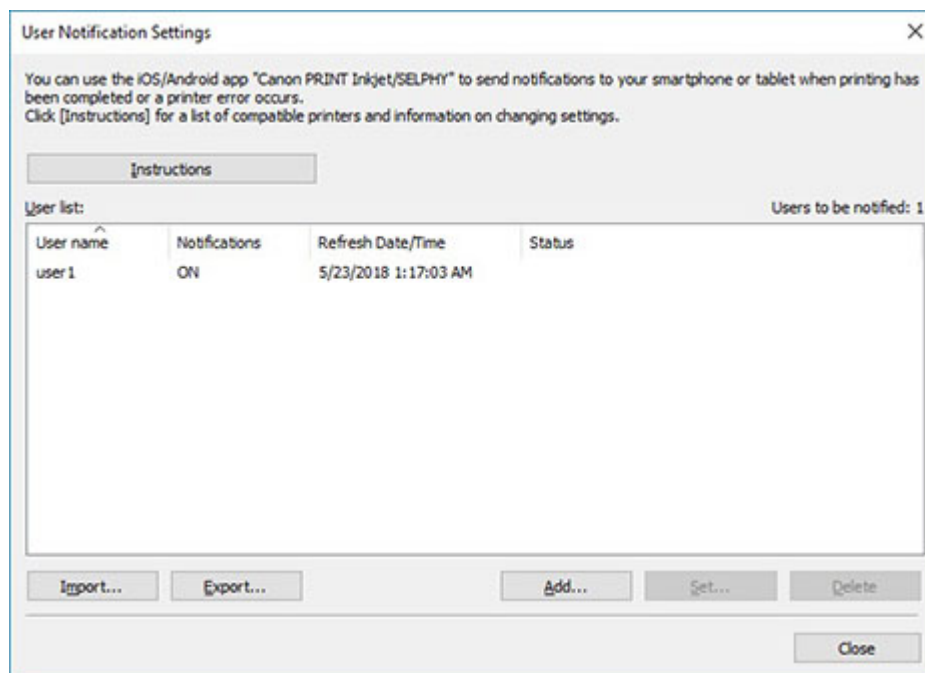
Cancel

Important

- Be sure to click the **OK** button to complete the notification settings. The settings are not completed if you click the **Cancel** button or  (Close) button to close the **User Information Settings** dialog box, and the smartphone is not notified about print jobs finishing or stopping.

The notification settings are complete. The smartphone is notified about print jobs that are finished or have stopped.

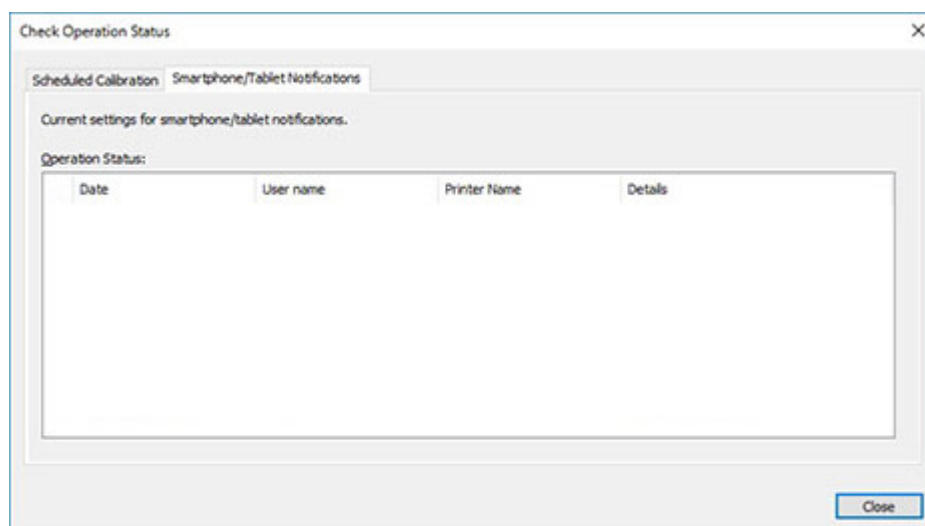
6. Confirm that the users you registered appear.



If the users you registered appear in **User list**, then adding the users is complete.

7. Select **Check Operation Status** on the **Tools** menu, and then click the **Smartphone/ Tablet Notifications** tab.

The **Smartphone/Tablet Notifications** sheet on the **Check Operation Status** dialog box appears. You can confirm the results of the notifications that were sent to the smartphone.



For details, see "[Check Operation Status Dialog Box.](#)"

Confirming User Names

Confirm the user name of the computer that executes the print job and the user name that was added to Device Management Console.

»» Important

- To notify a smartphone about print jobs that have finished or have stopped, the user name of the computer that executes the print job and the user name that was added to Device Management Console must be the same.

Confirming the User Name of the Computer that Executes the Print Job

Execute the following procedure on the computer that is executing print jobs.

- For Windows 10

From the **Start menu**, click **Settings > Account > User information**.

- If you are logged in to a Microsoft account, a mail address will be displayed under User name.
- If you are logged in to a local account, **Local Account** is displayed.

- For Windows 8.1

From the Desktop charm, click **Settings > Change PC settings > Account > Your account**.

- If you are logged in to a Microsoft account, the registered user name and mail address are displayed.
- If you are logged in to a local account, **Local Account** is displayed.

- For Windows 7

On the **Start menu**, click **Control Panel > User Accounts**, in this order.

- For macOS/OS X

Open **Users & Groups** from **System Preferences**, and then right click **Current User** in the user list or click on **Current User** while pressing the **control** key and select **Advanced Options**.

The **Account name** in **Advanced Options** is the user name.

»» Note

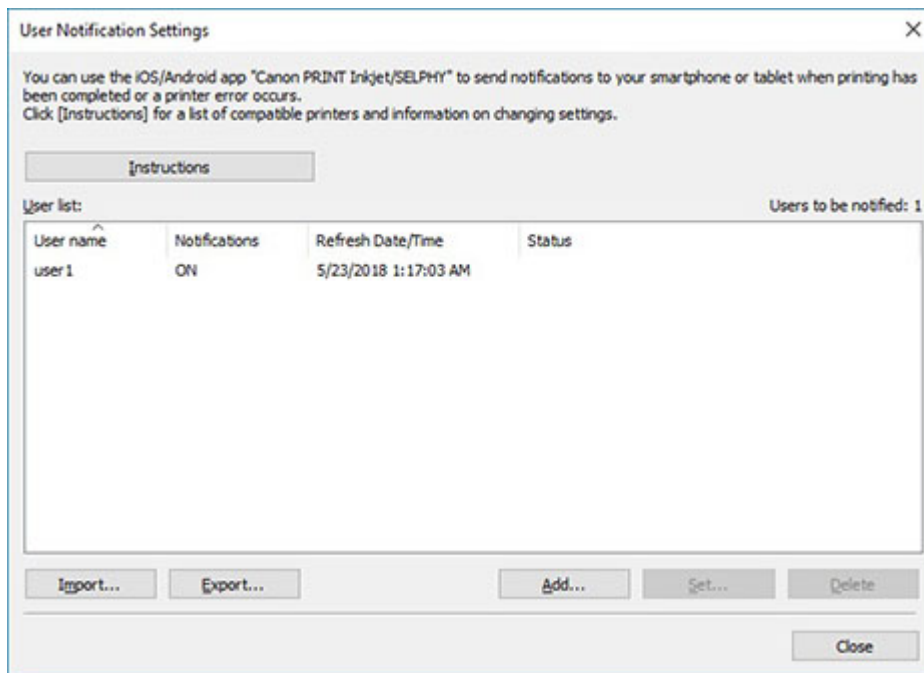
- The login user name of the computer may not be the print job's owner's name if you are not using a printer driver, such as RIP (Raster Image Processor) or HP-GL/2.
If you want to receive notifications about print jobs like these, add a check mark to **On completion of all print jobs (all users)** in Notification Options in the **User Information Settings** dialog box.
- If you are logged in to a Microsoft account, part of your User name may be omitted from the print job owner's name.
- If you are logged in to a Microsoft account, from **Control Panel**, select **Hardware and Sound > Devices and Printers**. You can check the print job owner's name on the **See what's printing** list of current print jobs.

Confirming User Names Added to Device Management Console

Execute the following procedure on Device Management Console.

1. On the **File** menu, select **Smartphone/Tablet Notifications > User Notification Settings**.

The **User Notification Settings** dialog box appears.



The users you added appear in **User list**.

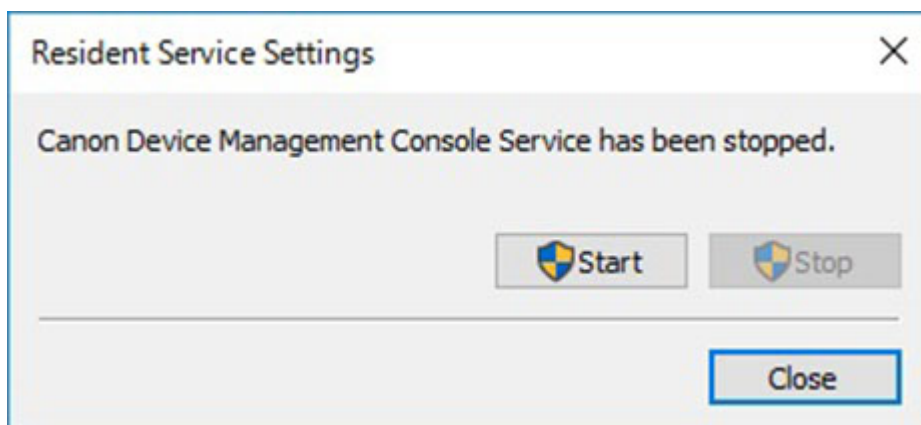
Starting the Resident Service

The resident service must be started to send notifications to smartphones. To start the resident service, use the following procedure.

►►► Note

- If the resident service is already started, this operation is not needed.

1. Select **Resident Service Settings** in the **Tools** menu.



The **Resident Service Settings** dialog box appears.

2. Click **Start** button.

The resident service for Device Management Console starts up.

Managing Printer Colors

- **Checking Color Calibration Execution Status**
- **Checking Calibration Link**
- **Performing Color Calibration**
- **Performing Scheduled Color Calibrations**

Checking Color Calibration Execution Status

Use the **Calibration** sheet on the main screen to check the recommended level of color calibration execution and execution logs.

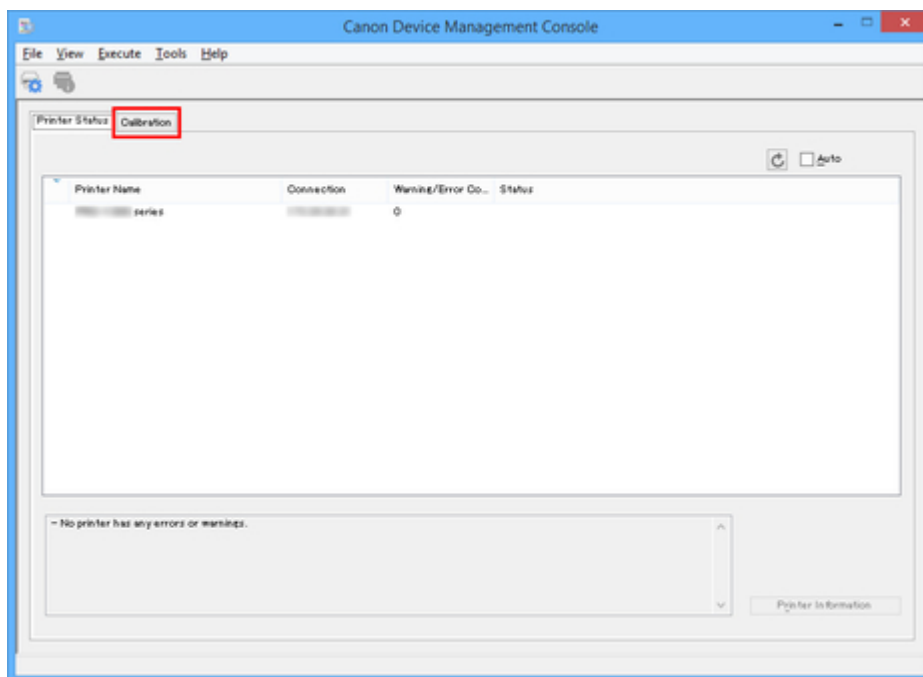
■ [Checking Advisability of Executing Color Calibration](#)

■ [Checking Color Calibration Execution Logs](#)

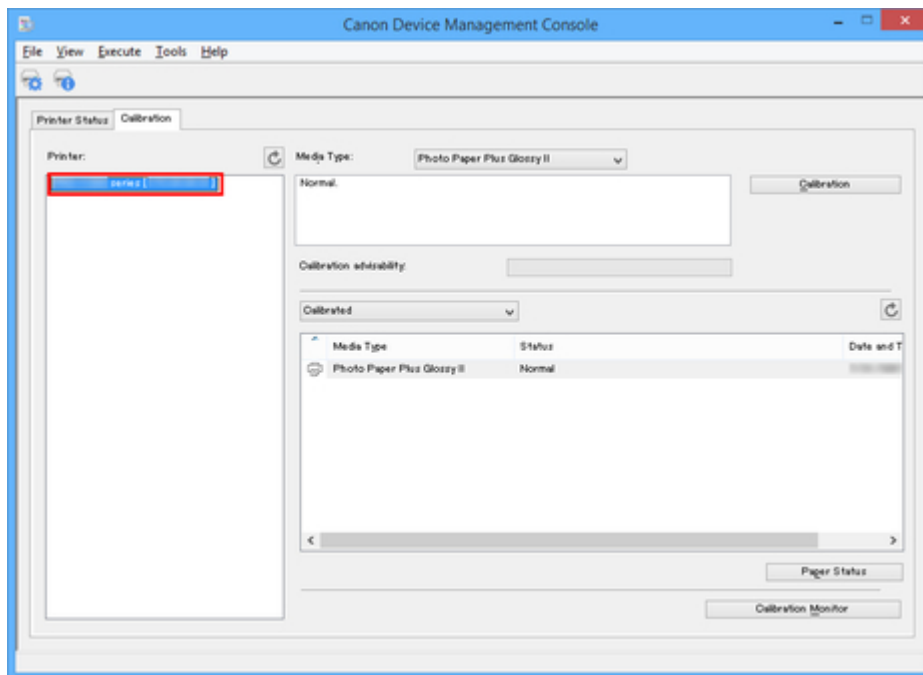
Checking Advisability of Executing Color Calibration

You can check whether color calibration needs to be executed.

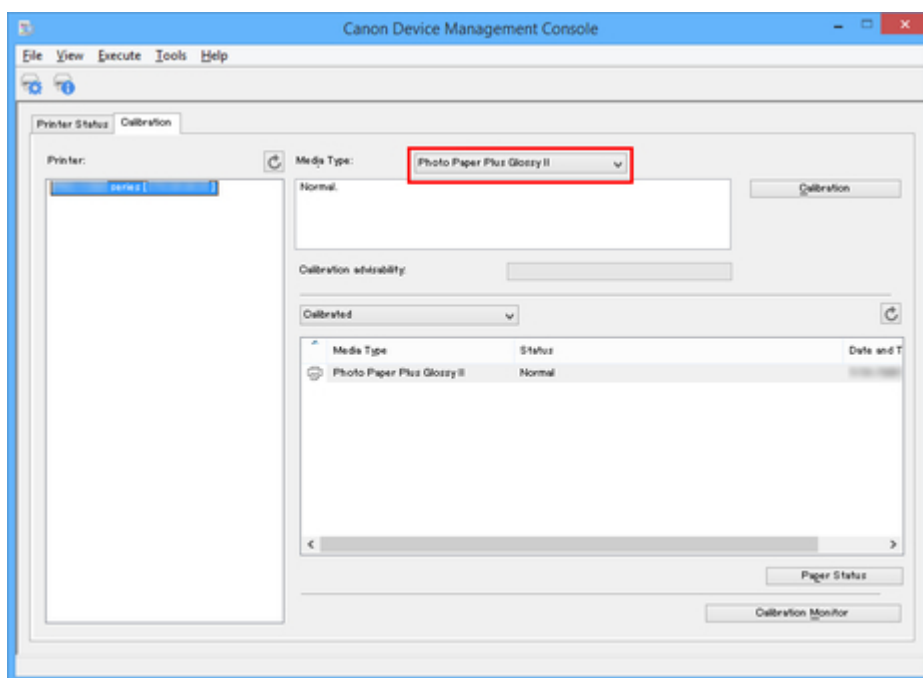
1. Click **Calibration** tab (or select **Calibration** from **View** menu).



2. From the printer list, select the printer for which you want to check the advisability of executing color calibration.



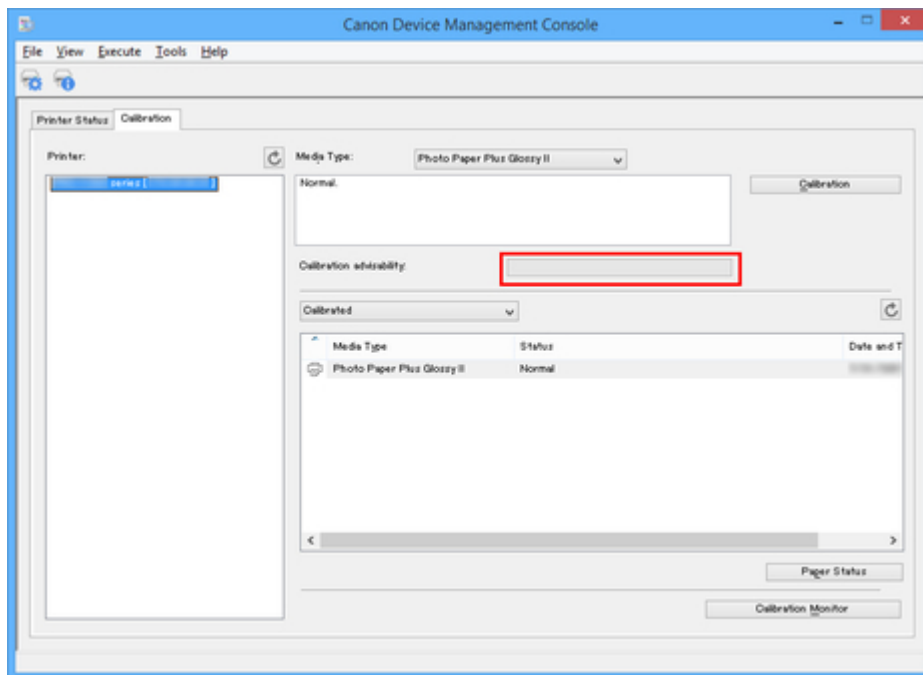
3. Select the media type in **Media Type**.



➤➤➤ Note

- When **Media Type** cannot be selected, the paper loaded in the printer appears.

4. Check the progress bar of **Calibration advisability**.



When the progress bar is yellow or red (progress bar is at 90% or more), we recommend that color calibration be executed.

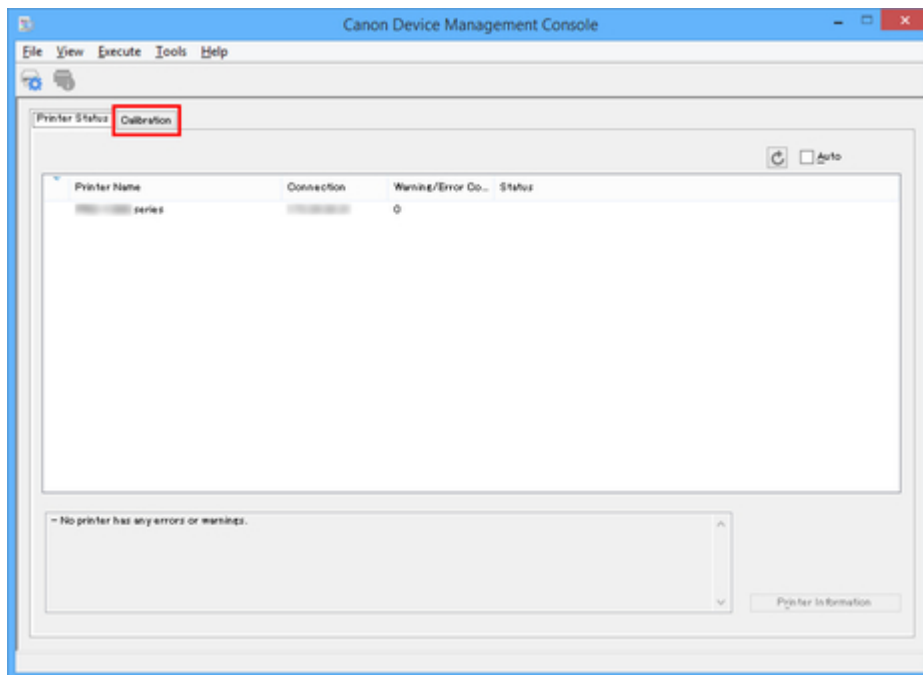
Important

- The progress bar display is used for reference for performing color calibration.
- Perform color calibration when replacing the printhead or when you are concerned about differences in color tone.

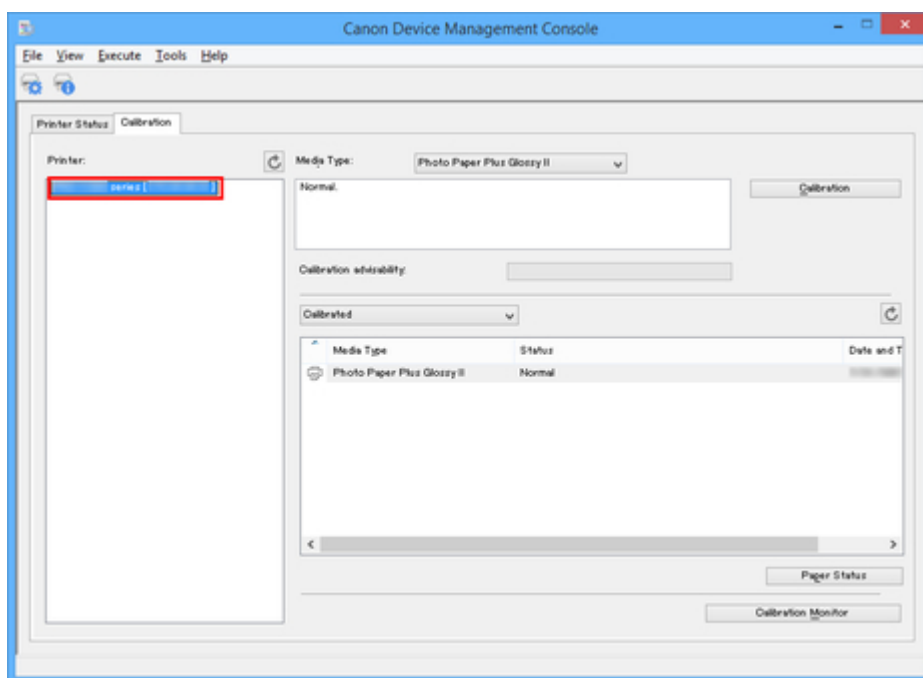
Checking Color Calibration Execution Logs

You can check the color calibration execution log for each paper.

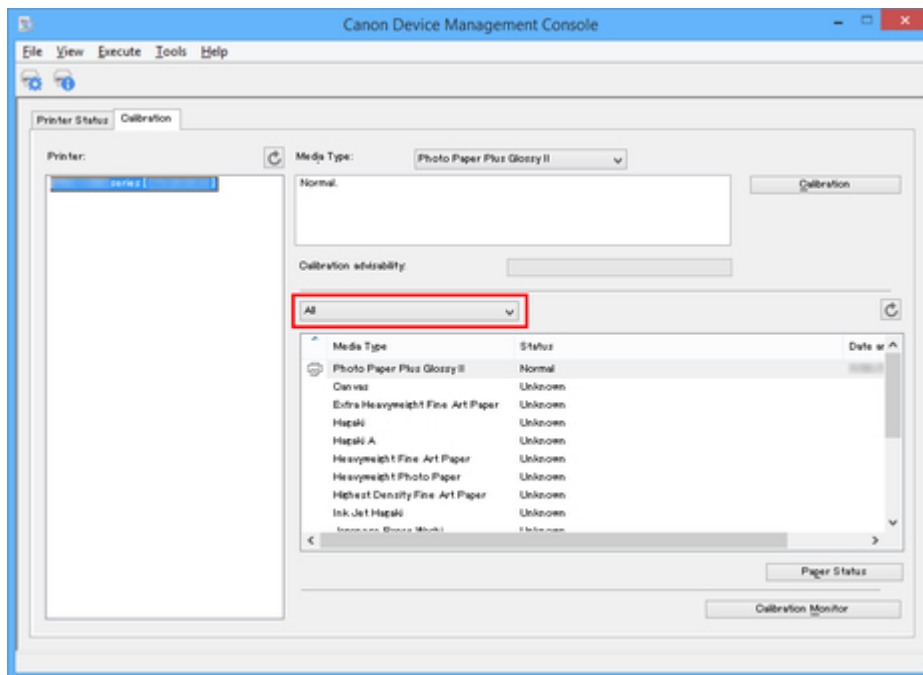
1. Click **Calibration** tab (or select **Calibration** from **View** menu).



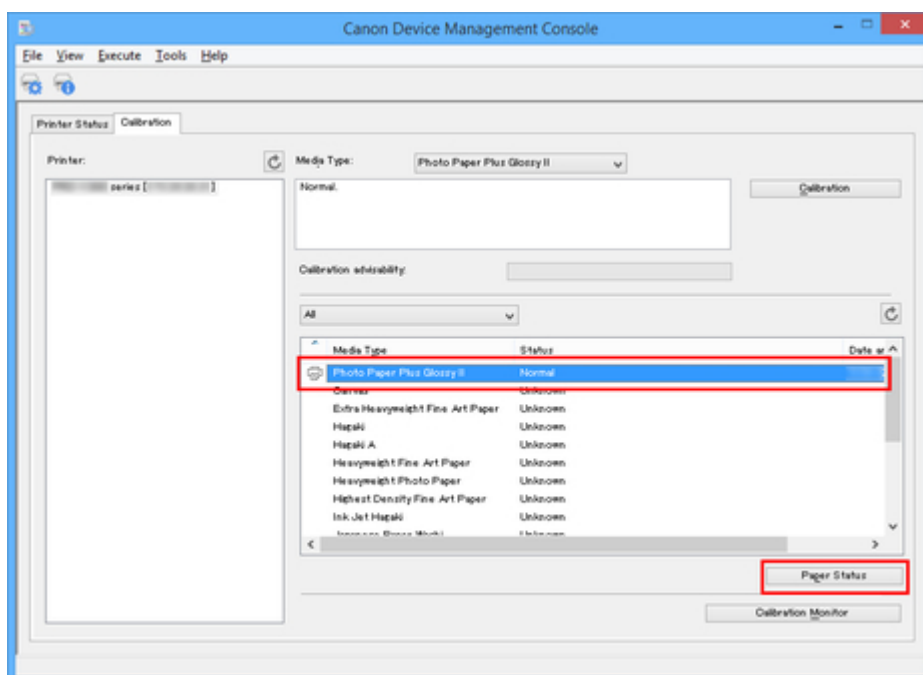
- From printer list, select printer for which you want to check color calibration execution log.



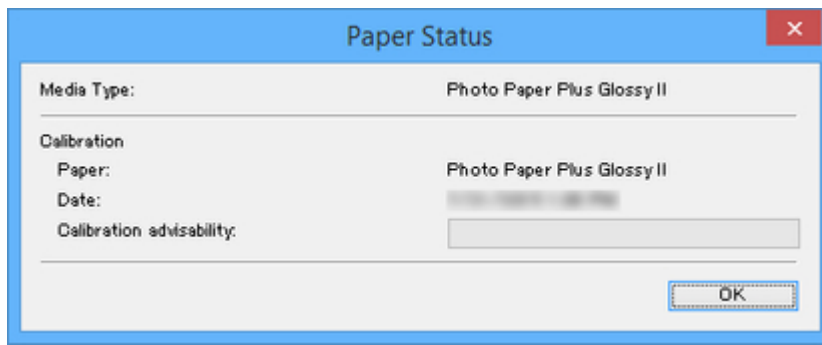
- From paper list display criteria, select **All**.



- From paper list, select paper for which you want to check details and click **Paper Status** button.



The **Paper Status** dialog box appears.



You can check the color calibration status for the selected paper.

►►► Note

- For details on the **Paper Status** dialog box, see "[Paper Status Dialog Box](#)."

Checking Calibration Link

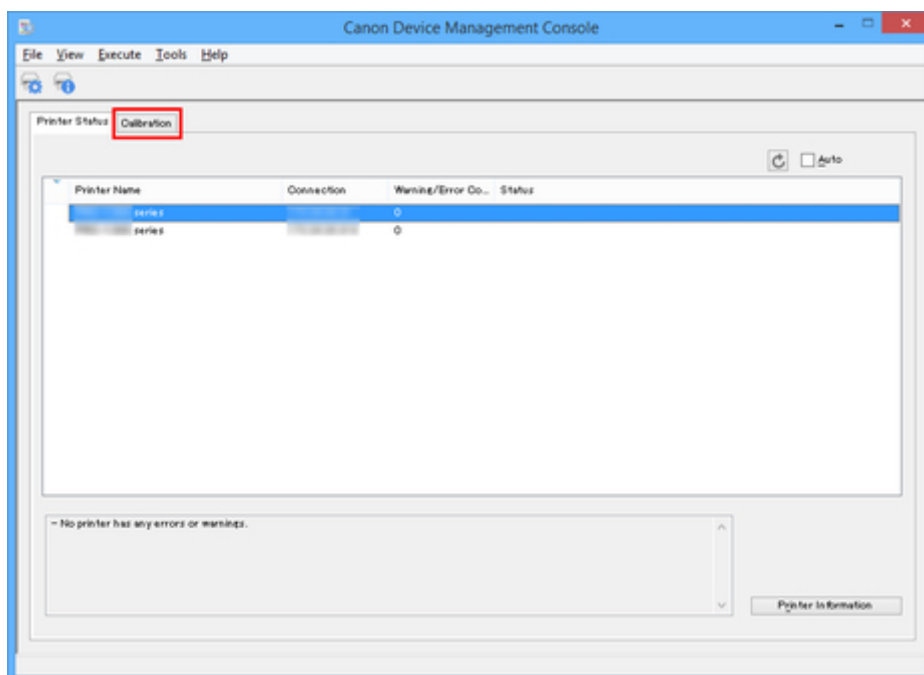
In Device Management Console, multiple printers that can print with the same color are called calibration-linked printers.

Calibration-linked printers are grouped with the same calibration group name and displayed.

»»» Important

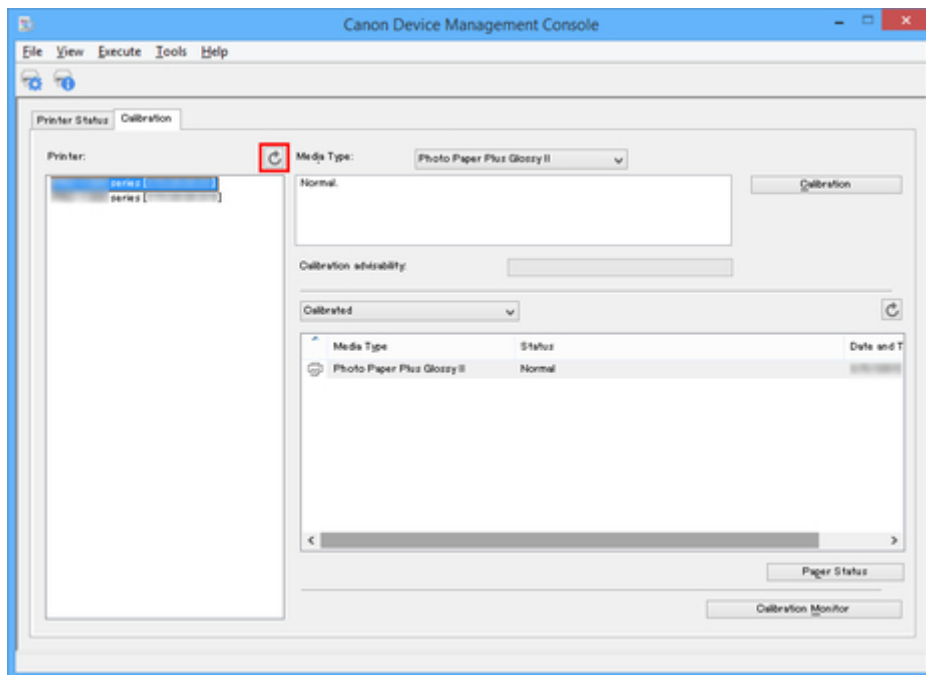
- Calibration link is performed for multiple printers that meet the following conditions.
 - The printer belongs to the same series that supports calibration link.
 - The same media type is selected in **Calibration** sheet > **Media Type** on the main screen.
For models for which **Media Type** cannot be selected, the same media type is loaded in the printer.
 - Color calibration is performed at least once for each printer with the above paper.

1. Click **Calibration** tab (or select **Calibration** from **View** menu).

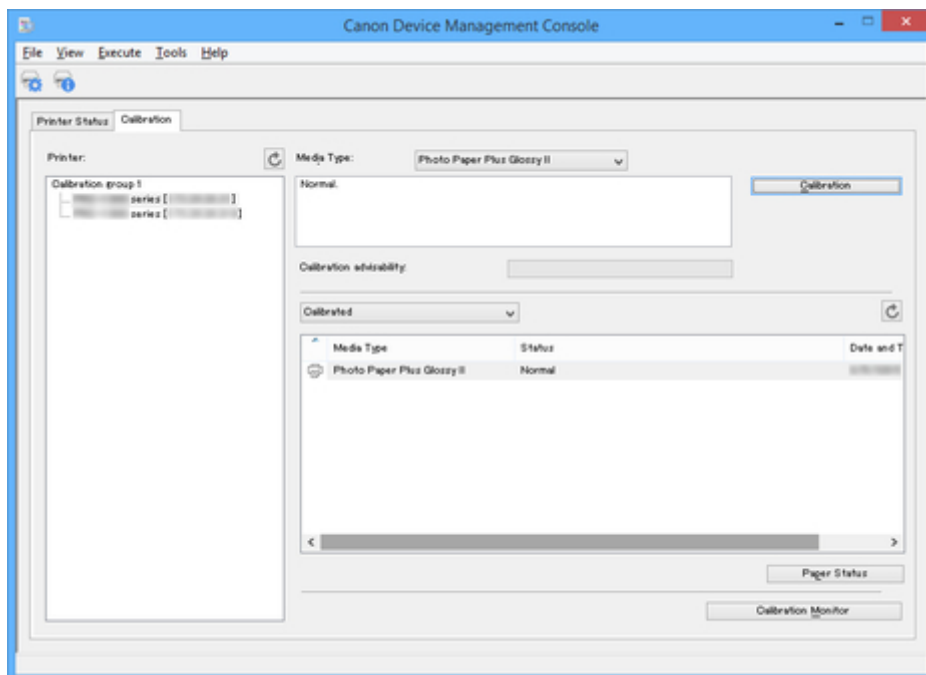


The **Calibration** sheet appears.



2. To right of printer list, click  button (or select **Update Calibration Link** from **View** menu).



Calibration-linked printers are grouped with the same calibration group name and displayed.



▶▶▶ Important

- For printers displayed with , you may not be able to print with the same color tone. See the message displayed in the guide message area, and print after confirming that  is not displayed. When "The calibration target in the media information file is not up-to-date." appears for a printer, export the media information for any printer not displaying this message to a file using Media Configuration Tool, and then import the exported media information to the printer displaying this message. For information on exporting and importing media information, search for and refer to "Media Configuration Tool Guide" from the home page of the Online Manual for your model.

 **Note**

- Move the mouse pointer over Calibration group to display the media type to be grouped.
- Double-click Calibration group to open and close the Calibration group tree.

Performing Color Calibration

Use the **Calibration** sheet on the main screen to perform color calibration for the displayed printer.

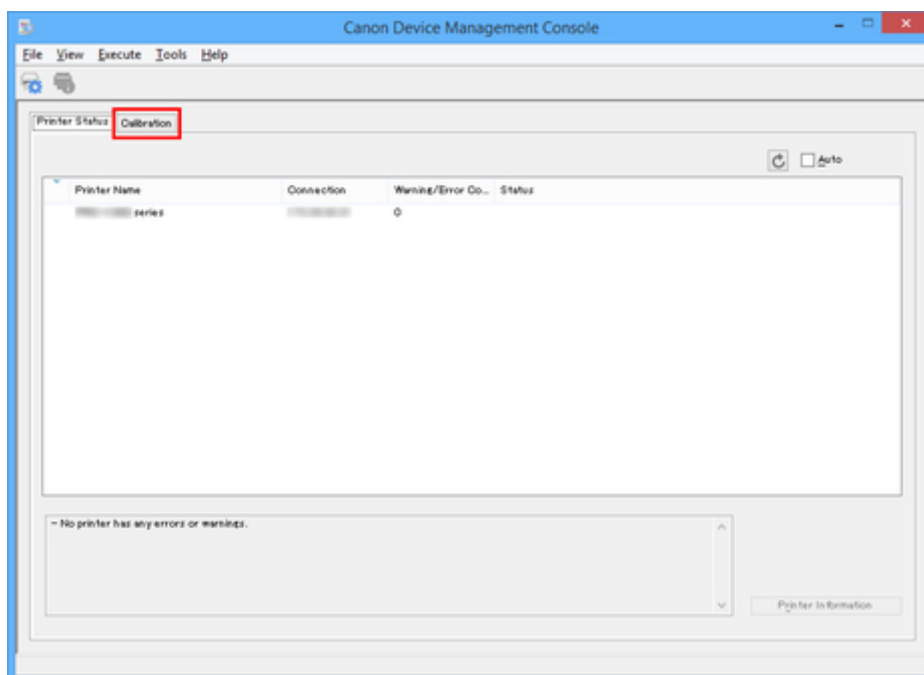
»» Important

- You must load paper into the printer to perform color calibration.

For details on the paper that can be used for color calibration, search for and refer to the following pages from the home page of the Online Manual for your model.

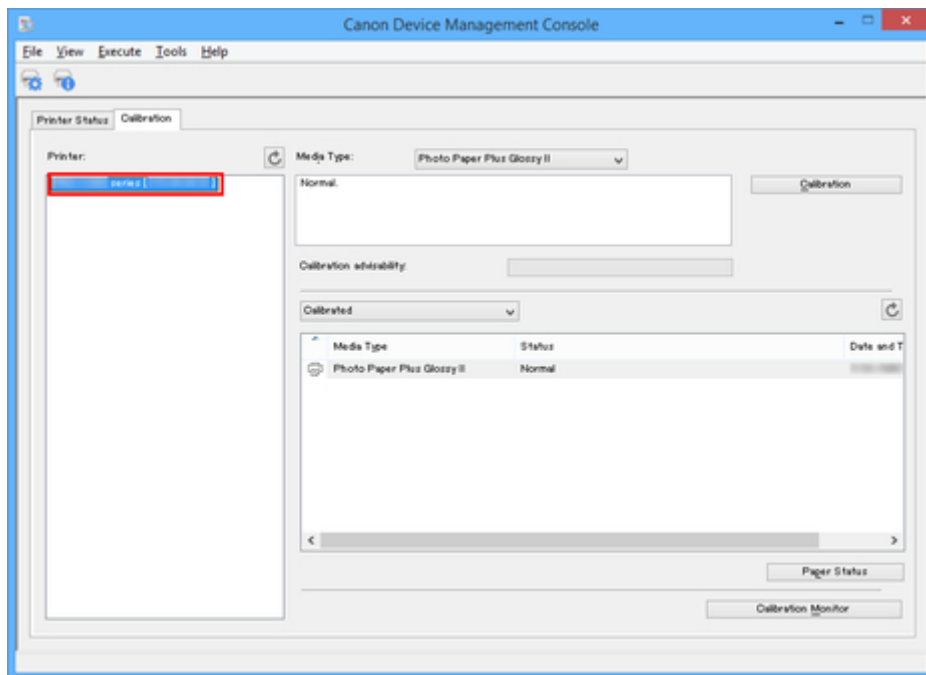
- Model that supports roll paper
"Paper Information List"
- Model that does not support roll paper
"Paper that Can Be Used in Color Calibration"

1. Click **Calibration** tab (or select **Calibration** from **View** menu).

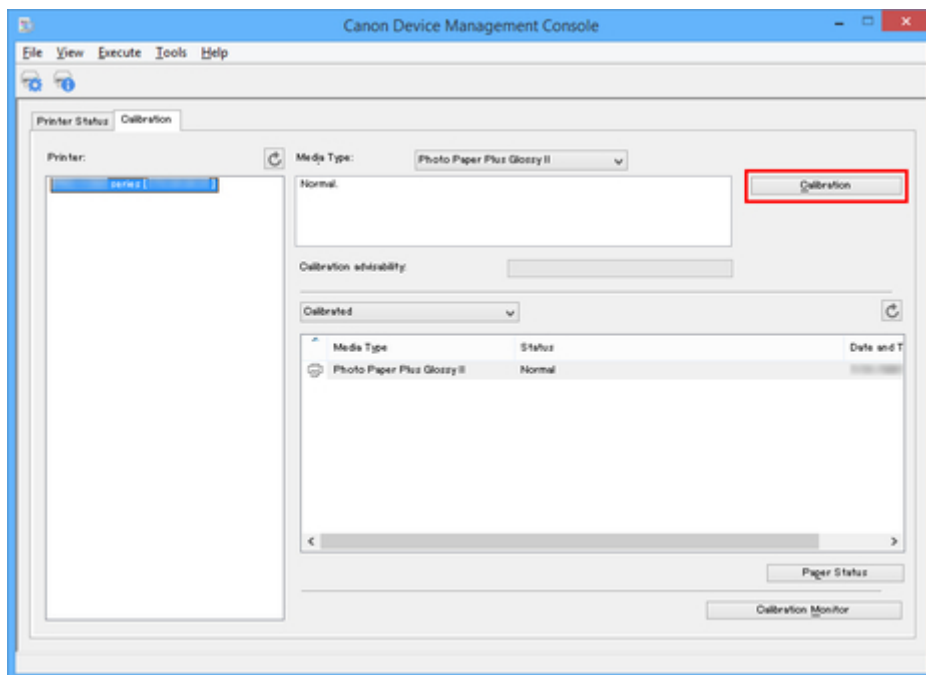


The **Calibration** sheet appears.

2. From printer list, select printer for which you want to perform color calibration.

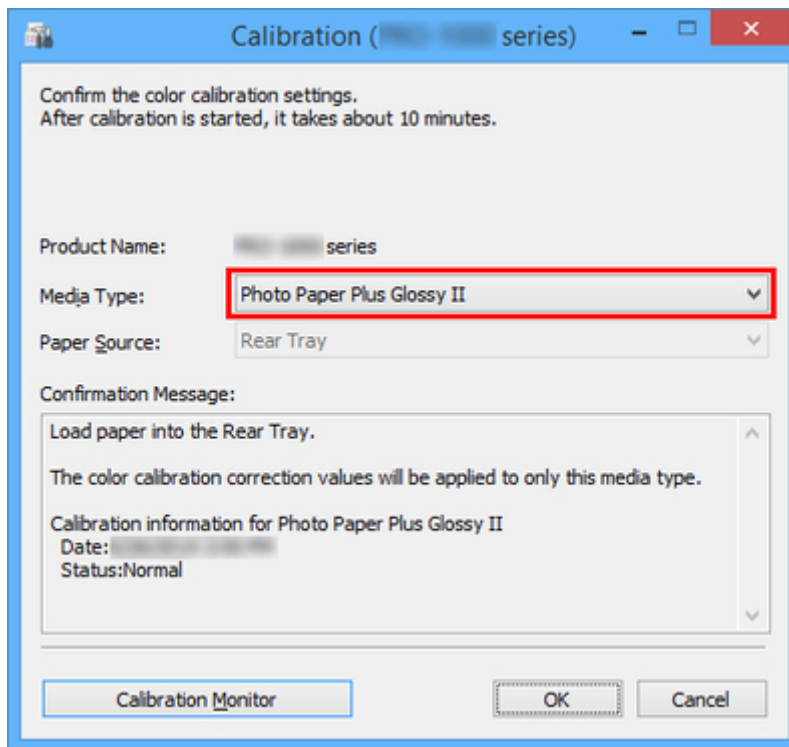


3. Click **Calibration** button (or select **Calibration** from **Start** menu).



The **Calibration** dialog box appears.

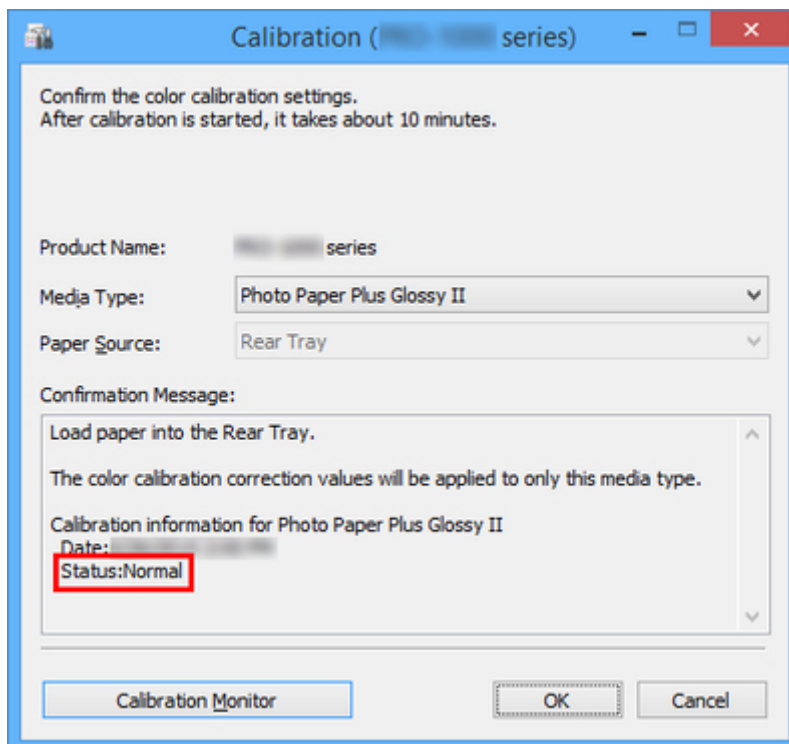
4. Select the **Media Type** for color calibration.



►►► Note

- The media type for the paper fed on the printer appears depending on your model.

5. Verify the **Status** in the Confirmation Message.

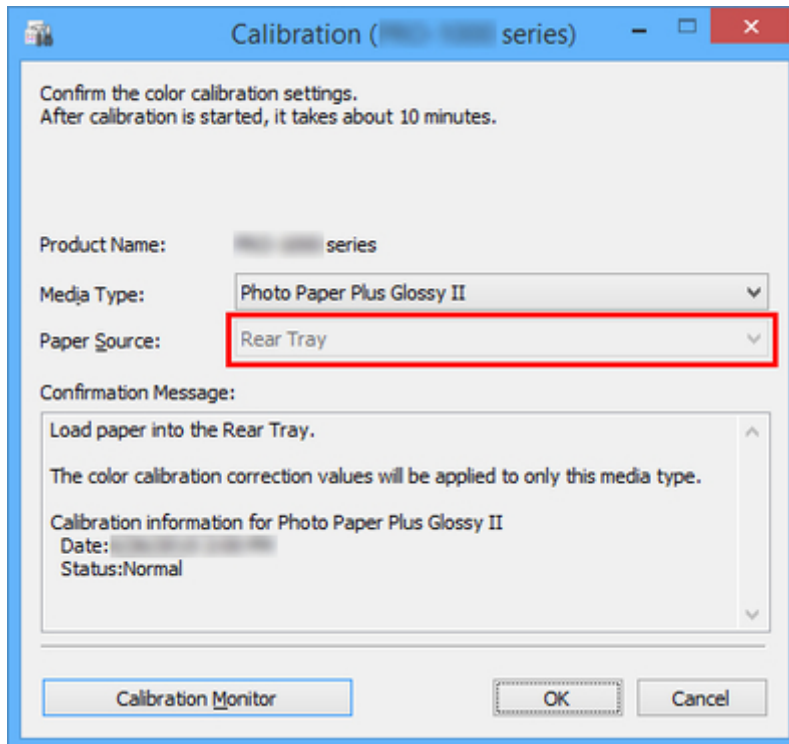


The **Status** in the Confirmation Message will let you know if color calibration is required.

»» Important

- If you are not performing color calibration, click the **Cancel** button.

6. Verify the **Paper Source**.



The paper sources for which color calibration can be performed are displayed for the paper in **Media Type**.

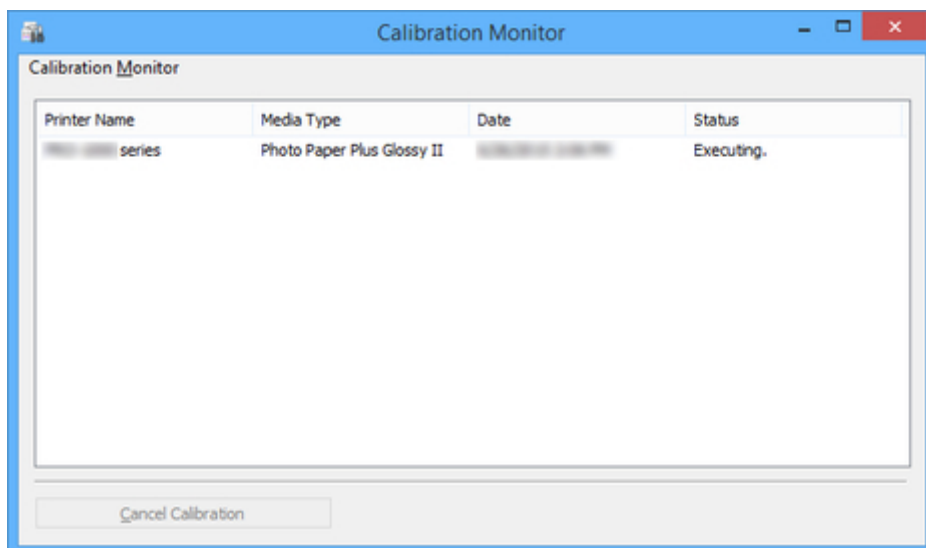
If the displayed paper source and the paper loaded to perform color calibration are different, reload the paper in the paper source displayed in **Paper Source**.

»» Note

- Depending on your model, you can select the **Paper Source**.
- If you are using a PRO-1000 or PRO-500 model, only the top feed can be used as the paper source for color calibration.

7. Click the **OK** button.


The color calibration starts and the **Calibration Monitor** dialog box appears.



►► Important

- After 30 minutes have elapsed from the start of the color calibration and you close the dialog box, you cannot check the progress status of the color calibration even if you display the **Calibration Monitor** dialog box the next time.
- Depending your model, you cannot check the progress status of color calibration for a printer connected by USB by closing this dialog box, and then displaying the **Calibration Monitor** dialog box.

►► Note

- If you want to stop the color calibration, select the printer and then click the Cancel Calibration button.
- To close this dialog box, click the  (Close) button.
Color calibration cannot be canceled by closing this dialog box.
- You can also display this dialog box by clicking the **Calibration Monitor** button on the **Calibration** sheet.

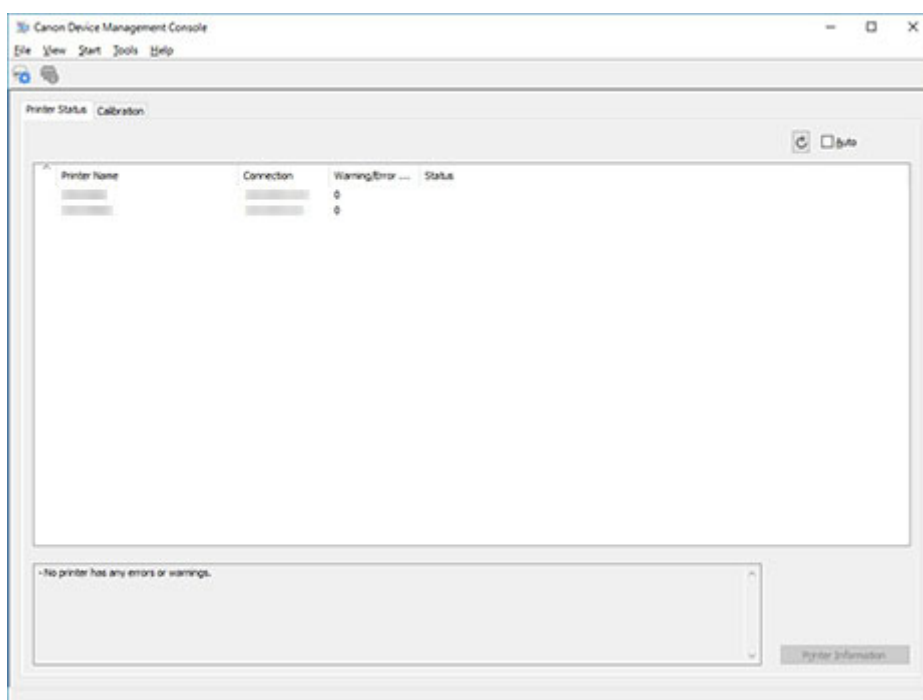
Performing Scheduled Color Calibrations

Automatic scheduled color calibrations can be set to be performed at a specified date and time.

»» Important

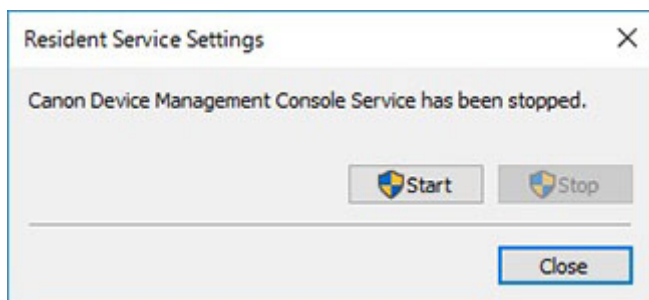
- Models that do not support roll paper also do not support scheduled color calibrations.
- The **Calibration Monitor** dialog box will not appear in scheduled color calibrations. To exit a color calibration in progress, exit using the printer control panel.
- In the following cases, color calibration will not be performed, even at the specified date and time. It will be performed at the next specified date and time.
 - The printer power is turned off.
 - The printer is being used.
 - The printer is not loaded with the correct paper for performing color calibration.
 - The computer with Device Management Console installed is turned off. (You do not have to start Device Management Console.)
- You can check the scheduled color calibration logs in the **Check Operation Status** dialog box.
 - [Check Operation Status Dialog Box](#)
- Common Calibration corrects the color for other media as well. Keep this in mind when performing scheduled color calibrations.
- To manage color for multiple media types, select **Roll Paper 1 + Roll Paper 2** in **Paper Source** in the **Scheduled Calibration** dialog box.

1. Select **Resident Service Settings** from **Tools** menu.



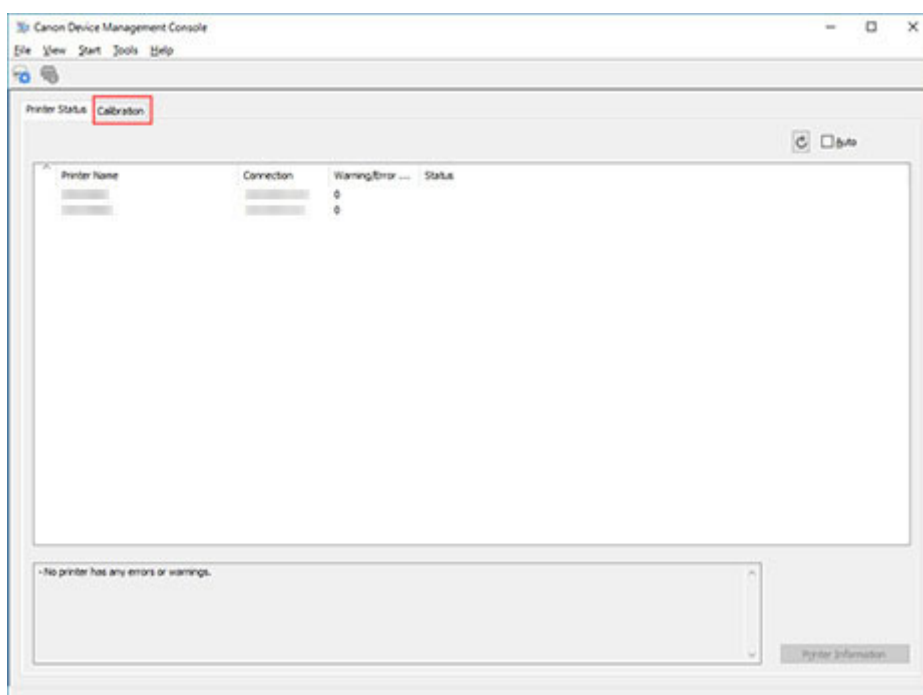
The **Resident Service Settings** dialog box appears.

2. Click **Start** button.



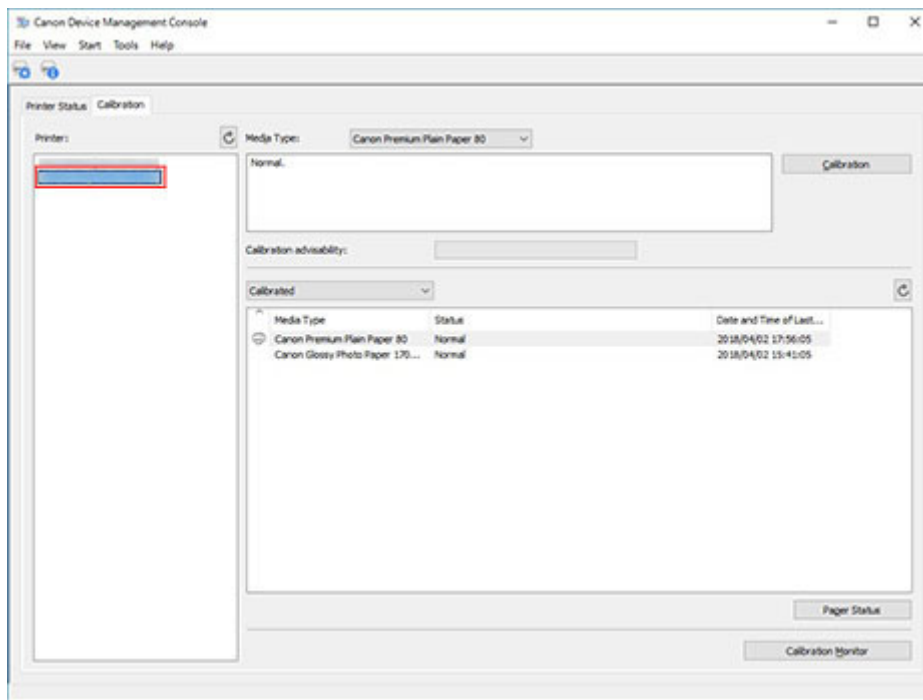
The Device Management Console resident service starts.

3. Click **Calibration** tab (or select **Calibration** from **View** menu).




The **Calibration** sheet appears.

4. From printer list, select printer for which you want to perform color calibration.



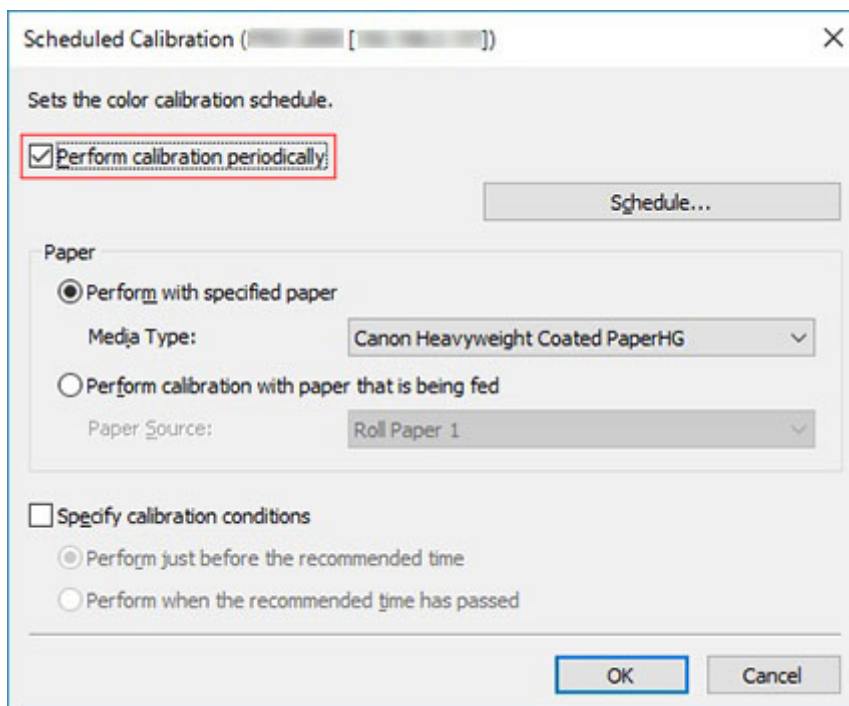
»»» **Note**

- When you select a printer that has been set to periodically do color calibration,  appears on the **Calibration** sheet.

5. Select **Scheduled Calibration** from the **Start** menu.

The **Scheduled Calibration** dialog box will appear.

6. Check the **Perform calibration periodically** check box and click the **Schedule** button.

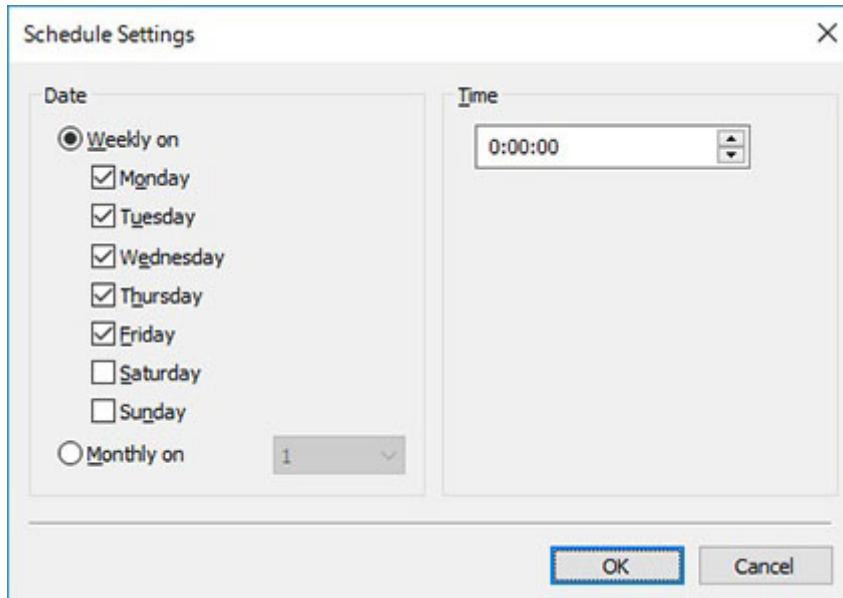


»» Note

- For details on the **Scheduled Calibration** dialog box, see "[Scheduled Calibration Dialog Box.](#)"

The **Schedule Settings** dialog box will appear.

7. Specify the date and time to perform color calibration, and then click the **OK** button.

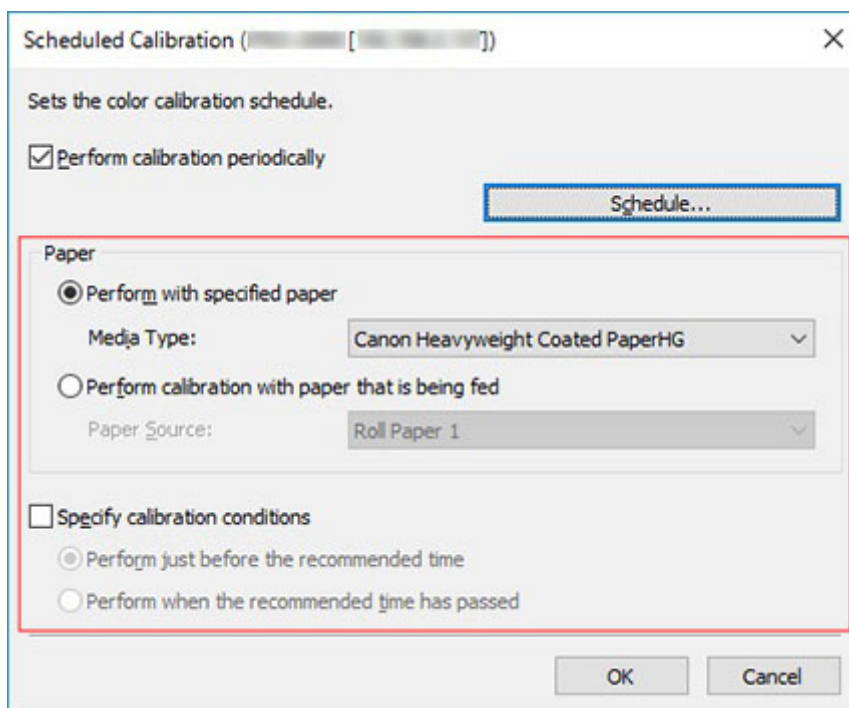


The **Schedule Settings** dialog box is shown. It has a title bar with a close button (X). The dialog is divided into two main sections: **Date** and **Time**. In the **Date** section, the **Weekly on** radio button is selected. Below it, checkboxes for **Monday**, **Tuesday**, **Wednesday**, **Thursday**, and **Friday** are all checked. Checkboxes for **Saturday** and **Sunday** are unchecked. Below these, the **Monthly on** radio button is selected, followed by a dropdown menu showing the number **1**. In the **Time** section, there is a text box containing **0:00:00** and a small up/down arrow control. At the bottom right, there are **OK** and **Cancel** buttons. The **OK** button is highlighted with a blue border.

»» Note

- For details on the **Schedule Settings** dialog box, see "[Schedule Settings Dialog Box.](#)"


8. Specify the color calibration paper and advisability level, and then click the **OK** button.




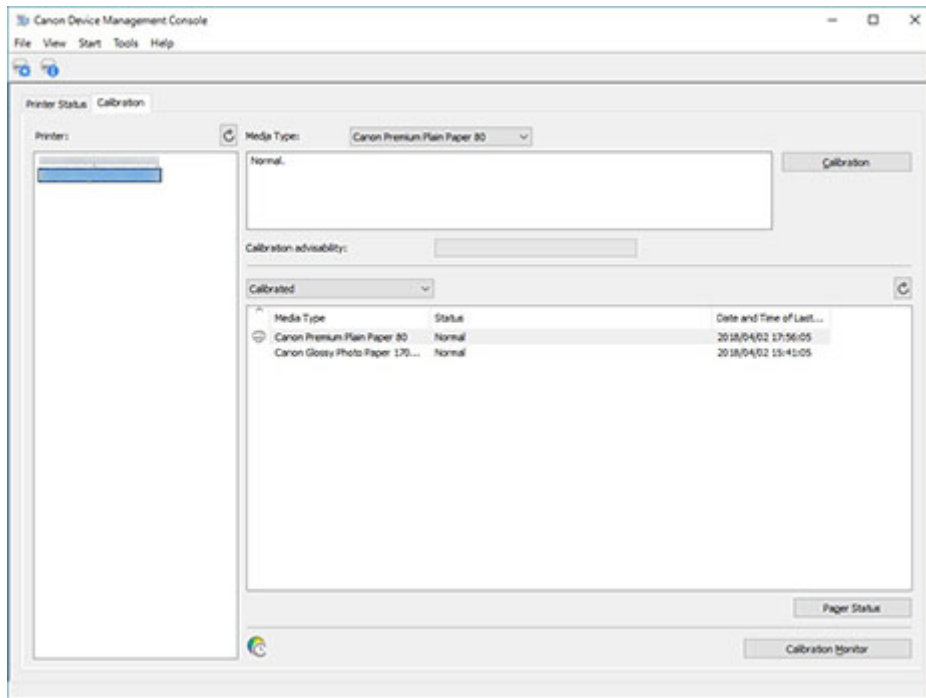
The **Scheduled Calibration** dialog box is shown. It has a title bar with a close button (X). The dialog contains the text "Sets the color calibration schedule." and a checked checkbox labeled **Perform calibration periodically**. To the right of this checkbox is a **Schedule...** button. Below this is a section titled **Paper** which is highlighted with a red border. Inside the **Paper** section, the **Perform with specified paper** radio button is selected. Below it, the **Media Type:** dropdown menu shows **Canon Heavyweight Coated PaperHG**. The **Perform calibration with paper that is being fed** radio button is unselected. Below it, the **Paper Source:** dropdown menu shows **Roll Paper 1**. Below the **Paper** section, there is a checkbox labeled **Specify calibration conditions**. If checked, it would have two sub-options: **Perform just before the recommended time** (selected) and **Perform when the recommended time has passed** (unselected). At the bottom right, there are **OK** and **Cancel** buttons.

»» Note

- To perform color calibration on multiple rolls, select **Roll Paper 1 + Roll Paper 2** in **Paper Source**.

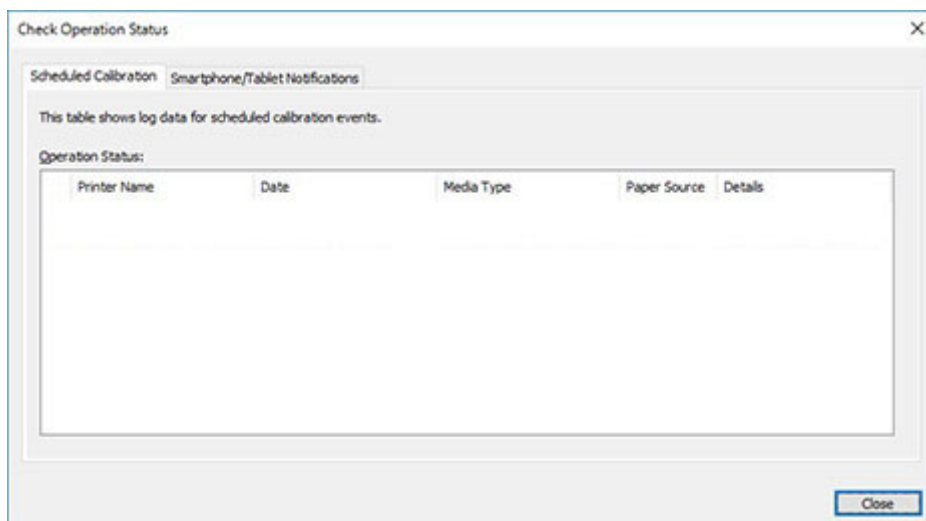
9. Confirm that  appears on the **Calibration** sheet.

When you select a printer in the printer list that has been set to periodically do color calibration, the  icon appears.



10. Select **Check Operation Status** on the **Tools** menu, and then click **Scheduled Calibration** tab.

The **Scheduled Calibration** sheet on the **Check Operation Status** dialog box appears. You can check the operation status of the scheduled color calibrations.



Note

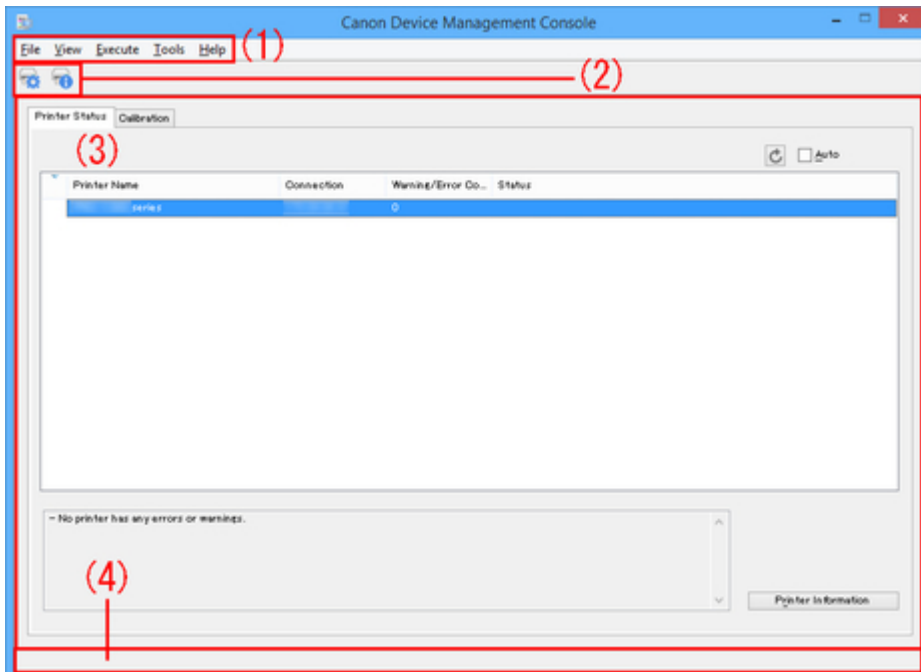
- For details on the **Check Operation Status** dialog box, see "[Check Operation Status Dialog Box](#)."

Description of Device Management Console Screen

- **Main Screen**
 - Main Screen (Menu Bar)
 - Main Screen (Printer Status Sheet)
 - Main Screen (Calibration Sheet)
- **Printer Management Dialog Box**
- **Add Printer Dialog Box**
- **Printer Details Dialog Box**
- **Mail Server Settings Dialog Box**
- **Notification Conditions Dialog Box**
- **Alarm Settings Dialog Box**
- **Schedule Settings Dialog Box**
- **Paper Status Dialog Box**
- **Calibration Dialog Box**
- **Calibration Monitor Dialog Box**
- **Scheduled Calibration Dialog Box**
- **Check Operation Status Dialog Box**
- **User Notification Settings Dialog Box**
- **User Information Settings Dialog Box**
- **Proxy Server Setup Dialog Box**
- **Check Compatible Printers Dialog Box**

Main Screen

The main screen of Device Management Console consists of a menu bar, toolbar, main area, and status bar.



- [\(1\) Menu Bar](#)
- [\(2\) Toolbar](#)
- [\(3\) Main Area](#)
- [\(4\) Status Bar](#)

(1) Menu Bar

Select the menu items for the necessary operations.

- [Main Screen \(Menu Bar\)](#)

(2) Toolbar

Displays the buttons of functions frequently used in Device Management Console.

Use the **View** menu in the menu bar to show/hide the toolbar.

 **button**

The **Printer Management** dialog box appears, allowing you to manage managed printers.

 **button**

The **Printer Details** dialog box appears, allowing you to check the detailed information for the selected printer.

(3) Main Area

The main area includes the **Printer Status** sheet and **Calibration** sheet.

Click **Printer Status** tab to display **Printer Status** sheet, and click **Calibration** tab to display **Calibration** sheet. You can also use the **View** menu in the menu bar to select the display.

■ [Main Screen \(Printer Status Sheet\)](#)

■ [Main Screen \(Calibration Sheet\)](#)

(4) Status Bar

The Device Management Console settings status and printer communication status appear.

Use the **View** menu in the menu bar to show/hide the status bar.

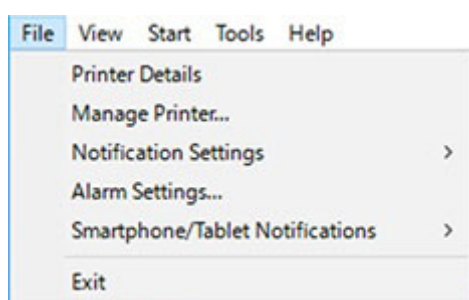
Main Screen (Menu Bar)

The menu bar on the main screen has the following menus.

File View Start Tools Help

- [File Menu](#)
- [View Menu](#)
- [Start Menu](#)
- [Tools Menu](#)
- [Help Menu](#)

File Menu



Printer Details

The **Printer Details** dialog box appears, allowing you to check the detailed information for the selected printer.

Manage Printer

The **Printer Management** dialog box appears, allowing you to manage managed printers.

Notification Settings

Configure the settings for email to be sent when a warning or error occurs on the printer.

Mail Server Settings

The **Mail Server Settings** dialog box appears, allowing you to configure the settings for sending email.

Notification Conditions

The **Notification Conditions** dialog box appears, allowing you to configure the email notice recipient and notification conditions.

Alarm Settings

The **Alarm Settings** dialog box will appear, where you can specify the alarm sound emitted when a warning or error occurs.

Smartphone/Tablet Notifications

Set the function to notify your smartphone or tablet that print jobs are finished or have stopped.

Proxy Server Setup

The **Proxy Server Setup** dialog box appears, and you can set the proxy server needed to communicate with the server that sends notifications to your smartphone or tablet.

»»» Note

- These settings are needed to use the proxy server.

User Notification Settings

The **User Notification Settings** dialog box appears and you can add, delete, or update users who will be notified that print jobs are finished or have stopped. You can check a list of users that have been added.

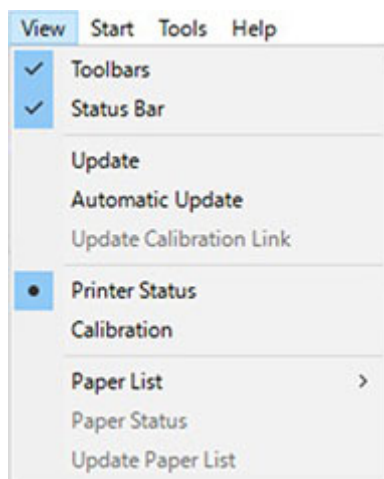
Check Compatible Printers

The **Check Compatible Printers** dialog box appears and you can check the printers that support the function to notify smartphones or tablets.

Exit

Exits Device Management Console.

View Menu



Toolbars

Shows/hides the toolbar on the main screen.

When the check box is selected, the toolbar appears.

Status Bar

Shows/hides the status bar on the main screen.

When the check box is selected, the status bar appears.

Update

The printer status that appears on the **Printer Status** sheet is up to date.

Automatic Update

Select whether to update the printer status on the **Printer Status** sheet regularly.

When the check box is selected, it is updated regularly.

Update Calibration Link

Updates the printer list on the **Calibration** sheet.

Printer Status/Calibration

Select **Printer Status** to display the **Printer Status** sheet.

Select **Calibration** to display the **Calibration** sheet.

Paper List

Selects the media types displayed in the paper list on the **Calibration** sheet.

Calibrated

Only color-calibrated paper appears.

All

All paper appears.

Custom Paper

Only custom paper appears.

Custom paper is paper added with Media Configuration Tool.

To execute color calibration with custom paper, the calibration target for that paper must be created.

For details on custom paper and creating a calibration target, search for and refer to the "Media Configuration Tool Guide" from the home page of the Online Manual for your model.

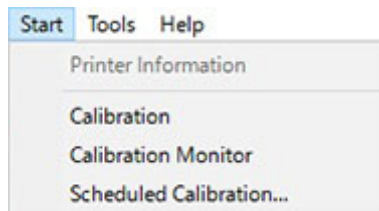
Paper Status

The **Paper Status** dialog box appears, allowing you to check the color calibration status of the selected paper.

Update Paper List

Updates the paper list on the **Calibration** sheet.

Start Menu



Printer Information

The Web browser starts, and the main screen of the Remote UI for the selected printer appears.

Calibration

The **Calibration** dialog box appears, allowing you to perform color calibration for the selected paper.

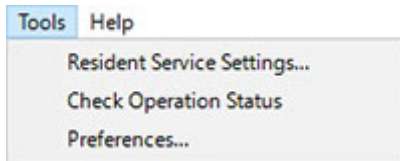
Calibration Monitor

The **Calibration Monitor** dialog box appears, allowing you to check the color calibration progress status.

Scheduled Calibration

The **Scheduled Calibration** dialog box will appear, where you can set the color calibration schedule.

Tools Menu



Resident Service Settings

The **Resident Service Settings** dialog box appears.

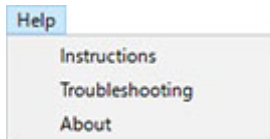
Check Operation Status

The **Check Operation Status** dialog box opens, and you can check the operation status of the scheduled color calibrations and notification results sent to your smartphone or tablet.

Preferences

The **Preferences** dialog box appears, allowing you to select the display language of Device Management Console.

Help Menu



Instructions

The Online Manual appears.

Troubleshooting

The online manual's [Troubleshooting](#) appears.

About

The **About** dialog box appears, allowing you to check the version of Device Management Console.

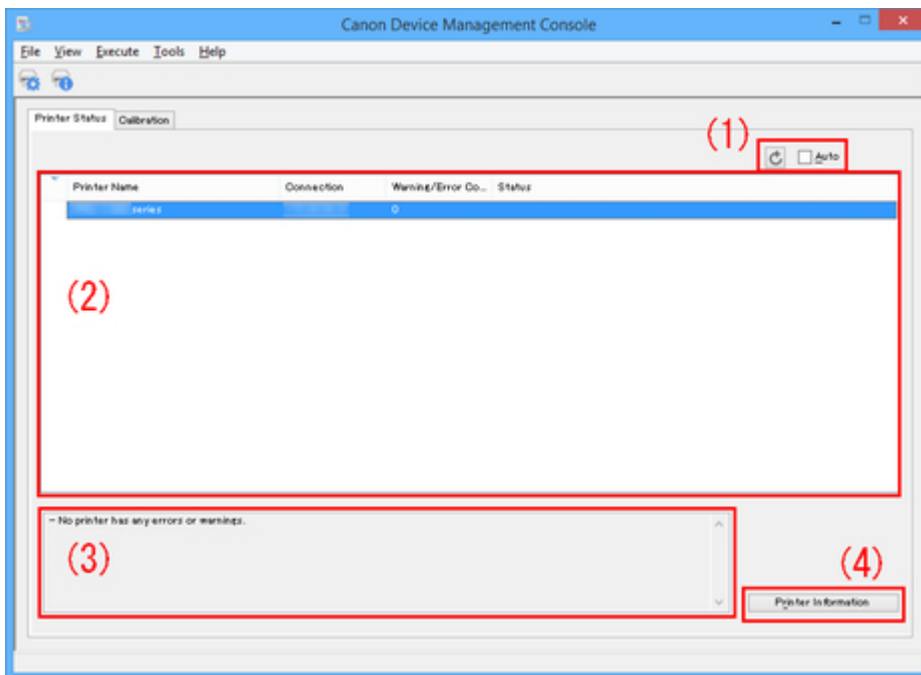
Main Screen (Printer Status Sheet)

Use the **Printer Status** sheet to monitor the status of managed printers.

►►► Note

- If the printer you want to manage is not displayed, use the **Printer Management** dialog box to register the printer.

■ [Registering Printer](#)



■ [\(1\) Printer Status Update Area](#)

■ [\(2\) Printer Status Display Area](#)

■ [\(3\) Message Area](#)

■ [\(4\) Advanced Printer Information Area](#)

(1) Printer Status Update Area



button

Updates the printer status.

Auto check box

Select the check box to update the printer status regularly.

(2) Printer Status Display Area

The status for each printer appears.

►►► Note

- Click the heading to sort by clicked item.

Warning / Error Icons

The icons below appear to the left of **Printer Name** when a printer warning or error occurs.

»» Note

- For details on warnings and errors, click the **Printer Information** button to display Remote UI, or search for and refer to "Troubleshooting" from the home page of the Online Manual for your model.



A warning has occurred.



An operator error has occurred.



Information about the remaining amount of ink, etc.



An error requiring repair has occurred.

Printer Name

The name of the printer appears.

Connection

Displays the IP address of printers connected via the network and the connection port name of printers connected via USB.

Warning/Error Count

The number of warnings and errors occurring appear.

Status

The simplified status of the printer appears. If there are multiple warnings and errors, the highest priority one appears.

(3) Message Area

Messages for the status of all managed printers appear.

(4) Advanced Printer Information Area

Printer Information button

The Web browser starts, and the main screen of Remote UI for the selected printer appears, allowing you to check the printer information details.

»» Important

- You cannot use Remote UI to check the details of a printer connected by USB.

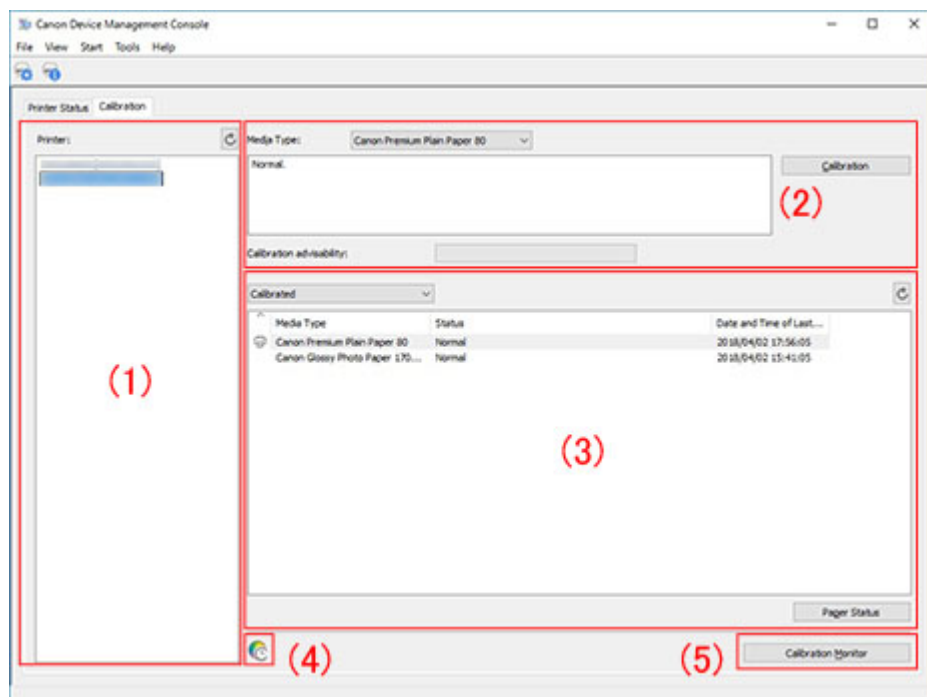
Main Screen (Calibration Sheet)

Use the **Calibration** sheet to execute color calibration for the managed printer and to check the color calibration status.

▶▶▶ Note

- If the printer you want to manage is not displayed, use the **Printer Management** dialog box to register the printer.


■ [Registering Printer](#)




- [\(1\) Printer List Area](#)
- [\(2\) Execute Color Calibration Area](#)
- [\(3\) Color Calibration Execution Log Area](#)
- [\(4\) Scheduled Calibration Notification Area](#)
- [\(5\) Color Calibration Progress Status Area](#)

(1) Printer List Area

The managed printers are organized and displayed by color calibration status.

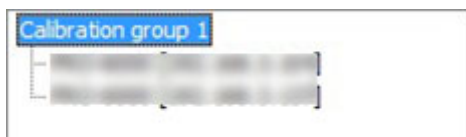
Click the  button to update the printer list.

▶▶▶ Note

- A warning related to color calibration has occurred on printers with  displayed.
The error details appear in the guide message area of "[\(2\) Execute Color Calibration Area](#)".
- Printers that do not support color calibration will not be listed.

In Device Management Console, multiple printers that can print with the same color are called calibration-linked printers.

Calibration-linked printers are grouped with the same calibration group name and displayed.



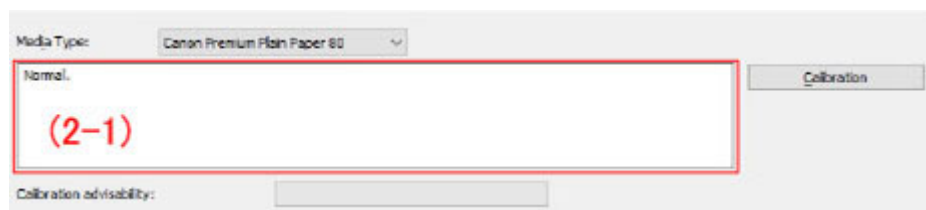
»» Important

- Calibration link is performed for multiple printers that meet the following conditions.
 - The printer belongs to the same series that supports calibration link.
 - The same media type is selected in **Calibration** sheet > **Media Type** on the main screen.
For models for which **Media Type** cannot be selected, the same media type is loaded in the printer.
- Color calibration is performed at least once for each printer with the above paper.

»» Note

- Move the mouse pointer over Calibration group to display the media type to be grouped.
- Double-click Calibration group to open and close the Calibration group tree.

(2) Execute Color Calibration Area



Media Type

Select a media type supported by the printer.

»» Important

- Depending on the model used, displays only the media type loaded in the printer.

(2-1) Guide message area

Messages related to color calibration appear.

Calibration button

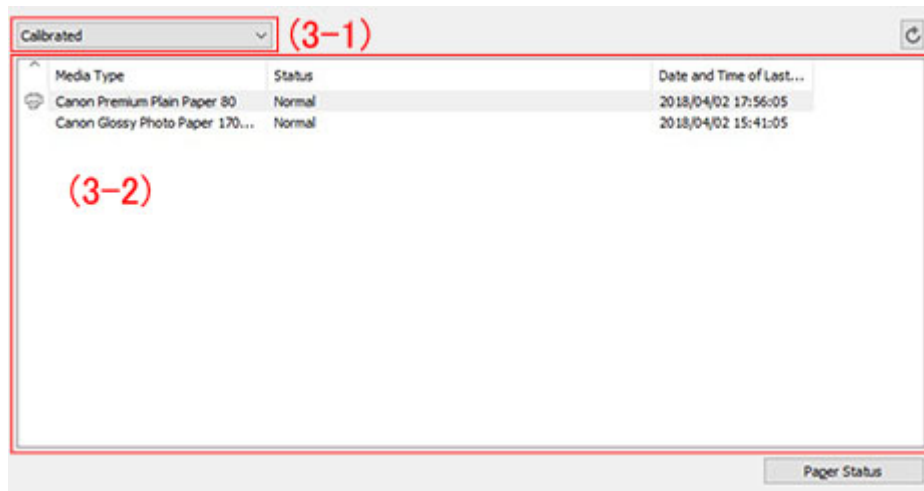
The **Calibration** dialog box appears, allowing you to perform color calibration.

Calibration advisability

Displays the advisability for executing color calibration. The progress bar grows until the time when calibration is recommended.

(3) Color Calibration Execution Log Area

The color calibration execution log for each paper appears.



(3-1) Paper list display conditions

From the drop-down list, select the criteria for displaying items in the paper list.

Calibrated

Only color-calibrated paper appears.

All

All paper appears.

Custom Paper

Only custom paper appears.

Custom paper is paper added with Media Configuration Tool.

To execute color calibration with custom paper, the calibration target for that paper must be created.

For details on custom paper and creating a calibration target, search for and refer to the "Media Configuration Tool Guide" from the home page of the Online Manual for your model.




button

Updates the paper list.

(3-2) Paper list

The color calibration execution log for each paper appears.

»» Note

- Click the heading to sort by clicked item.
-  appears for paper displayed in **Media Type** of "(2) Execute Color Calibration Area".

Media Type

The paper name acquired from the printer appears.

Status

The status and guide messages related to color calibration appears.

»» Note

- If you delete or hide the paper used for the color calibration in Media Configuration Tool, that paper will be displayed as **Unknown Paper** in **Status** column.

In such cases, use different paper and carry out the color calibration.

Date and Time of Last Calibration

The date color calibration was last performed appears.

Paper Status button

The **Paper Status** dialog box appears, allowing you to check the color calibration status of the selected paper.

(4) Scheduled Calibration Notification Area



Icon

Appears when you select a printer in the printer list that has been set to periodically do color calibration.

(5) Color Calibration Progress Status Area

Calibration Monitor button

The **Calibration Monitor** dialog box appears, allowing you to check the color calibration progress status.

»» Important

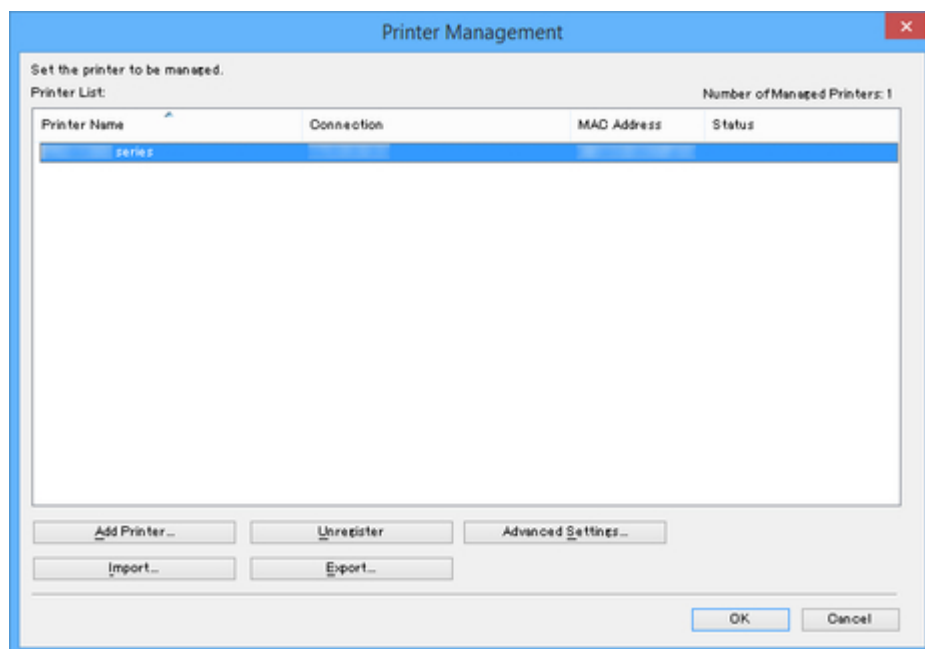
- You cannot check the progress status for the following color calibration.
 - Color calibration performed from the operation panel of a printer
 - Color calibration of a printer connected by USB (for model that does not support roll paper)

Printer Management Dialog Box

You can register and delete managed printers .

You can also change a printer's display name, and export and import information for managed printers.

Click  button or select **Manage Printer** from **File** menu to display **Printer Management** dialog box.



Printer List

Displays the list of managed printers.

Number of Managed Printers

Displays the total number of printers that appear in **Printer List**.

Printer Name

The printer name appears.

Connection

Displays the IP address of printers connected via the network and the connection port name of printers connected via USB.

MAC Address

The MAC address of the printer appears.

►►► Note

- For printers that support wired and wireless LAN, the MAC address that appears here is the wired LAN MAC address.

Status

The printer support status appears.

Add Printer button

The **Add Printer** dialog box appears, allowing you to register a managed printer.

Unregister button

The printer selected in **Printer List** is deleted.

»»» Note

- You cannot click this button if a printer is not selected.

Advanced Settings button

The Advanced Printer Settings dialog box appears, allowing you to change the printer display name.

»»» Note

- You cannot click this button if a printer is not selected.

Import button

Imports the managed printer(s) from a file.

The managed printers that are imported in **Printer List** appears.

»»» Note

- When you click the **Import** button to import a file, the **Select Printer** screen will appear. Printers with connection methods that are not supported by Windows will not appear in the **Printer List** on the **Select Printer** screen.

Example: Printers connected by Bonjour registered with the Mac version

Export button

Exports the managed printers displayed in **Printer List** to a file.

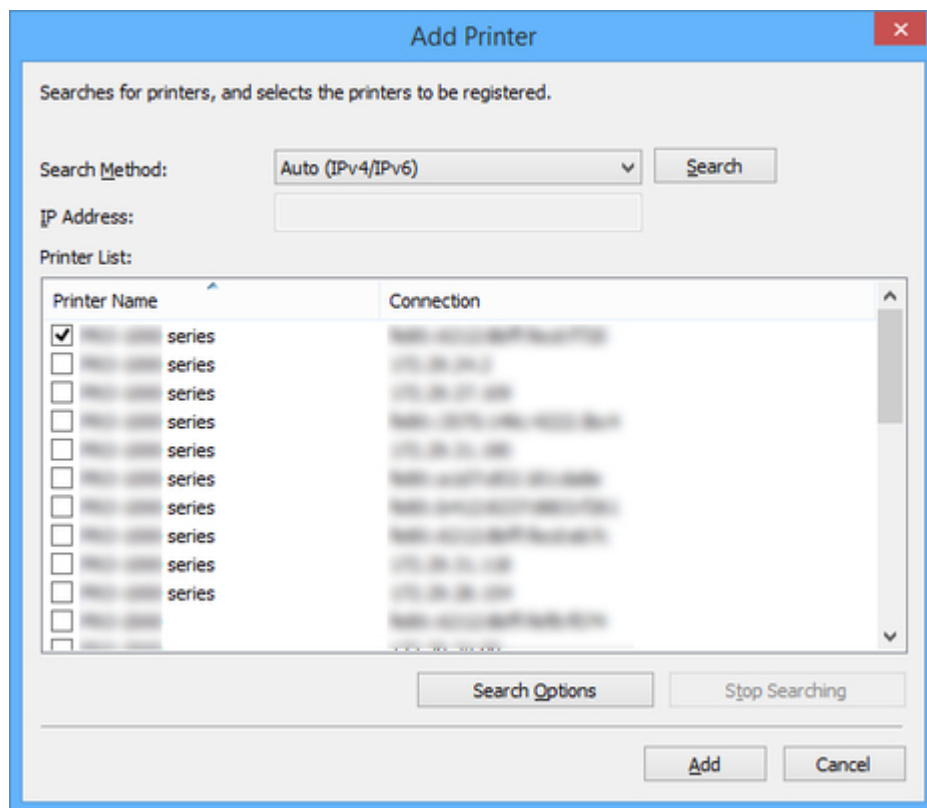
»»» Note

- A printer connected by USB cannot be exported.

Add Printer Dialog Box

You can search for a printer to be managed and register it to the list of managed printers.

Click **Add Printer** button on **Printer Management** dialog box to display **Add Printer** dialog box.



Search Method

Select the printer search method.

Auto (IPv4/IPv6)

Searches for IPv4 and IPv6 printers.

IPv4

Searches by specifying the IPv4 IP address in **IP Address**.

IPv6

Searches by specifying the IPv6 IP address in **IP Address**.

USB

Searches for printers connected via USB.

IP Address

When **IPv4** or **IPv6** is selected in **Search Method**, enter the IP address of the printer for which to search.

Search button

Starts printer search using the selected search method.

Printer List

The printer search result appears.

Printer Name

The model names of the printers found appears.

To register a printer, select the check box next to the model name.

Connection

Displays the IP address of printers connected via the network and the connection port name of printers connected via USB.

Search Options Button

Opens the **Search Options** dialog box.

Configure this when searching for a specific SNMP community.

Stop Searching button

Click to stop the search.

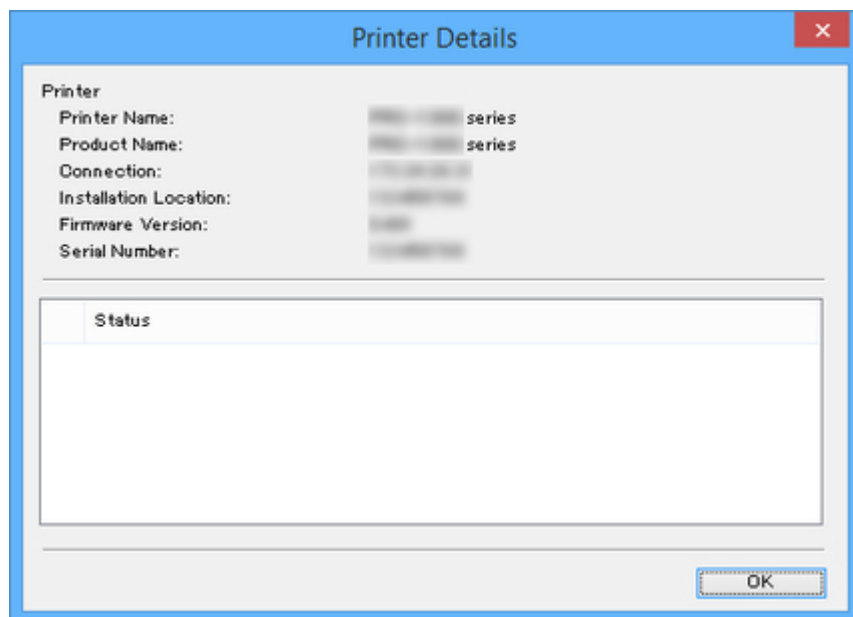
Add button

When the check box is selected, the printer is registered to the managed printers, and the **Add Printer** dialog box closes.

Printer Details Dialog Box

The printer details of the selected printer appears.

Click  button or select **Printer Details** from **File** menu to display **Printer Details** dialog box.



Printer Name

Displays the name of the printer that appears in Device Management Console.

Product Name

The product name of the printer appears.

Connection

Displays the IP address of printers connected via the network and the connection port name of printers connected via USB.

Installation Location

The installation location of the printer appears.

»»» Note

- Nothing appears if no information can be acquired from the printer.
- Depending on the model used, nothing may appear.

Firmware Version

The version of the firmware installed on the printer appears.

»»» Note

- Nothing appears if no information can be acquired from the printer.

Serial Number

The serial number of the printer appears.

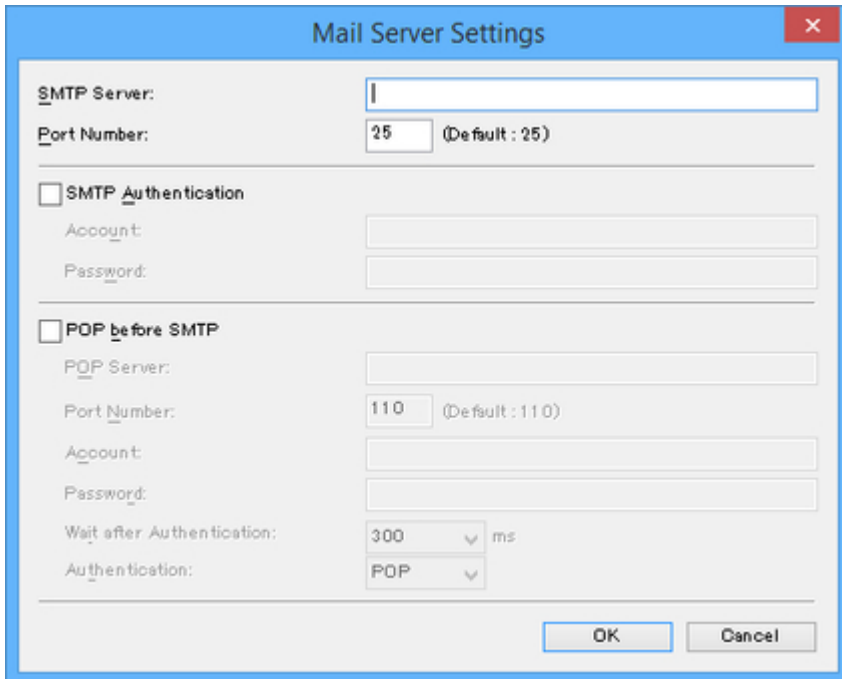
Status

The simplified status of the printer appears.

Mail Server Settings Dialog Box

Configure the settings for sending email.

Select **Notification Settings > Mail Server Settings** on **File** menu to display **Mail Server Settings** dialog box.

The image shows a 'Mail Server Settings' dialog box with a blue title bar and a red close button. It contains two main sections. The first section is for SMTP settings, with fields for 'SMTP Server' (a text box), 'Port Number' (a spinner box set to 25, with '(Default : 25)' next to it), and a checkbox for 'SMTP Authentication'. Below the checkbox are 'Account' and 'Password' text boxes. The second section is for POP settings, with a checkbox for 'POP before SMTP'. Below it are fields for 'POP Server' (text box), 'Port Number' (spinner box set to 110, with '(Default : 110)' next to it), 'Account' (text box), 'Password' (text box), 'Wait after Authentication' (spinner box set to 300, with 'ms' next to it), and 'Authentication' (a dropdown menu currently showing 'POP'). At the bottom right are 'OK' and 'Cancel' buttons.

SMTP Server

Enter the SMTP server host name or IP address.

Port Number

Enter the SMTP server port number.

SMTP Authentication

Select whether to use the SMTP server authentication function. Select the check box to use the SMTP server authentication function.

Account

Enter the account to use for SMTP Authentication.

Password

Enter the password to use for SMTP Authentication.

POP before SMTP

Select whether to use POP before SMTP. Select the check box to use POP before SMTP.

POP Server

Enter the POP server host name or IP address.

Port Number

Enter the POP server port number.

Account

Enter the account to use when connecting to a POP server.

Password

Enter the password to use when connecting to a POP server.

Wait after Authentication

Select the time to wait until sending email after POP authentication.

Authentication

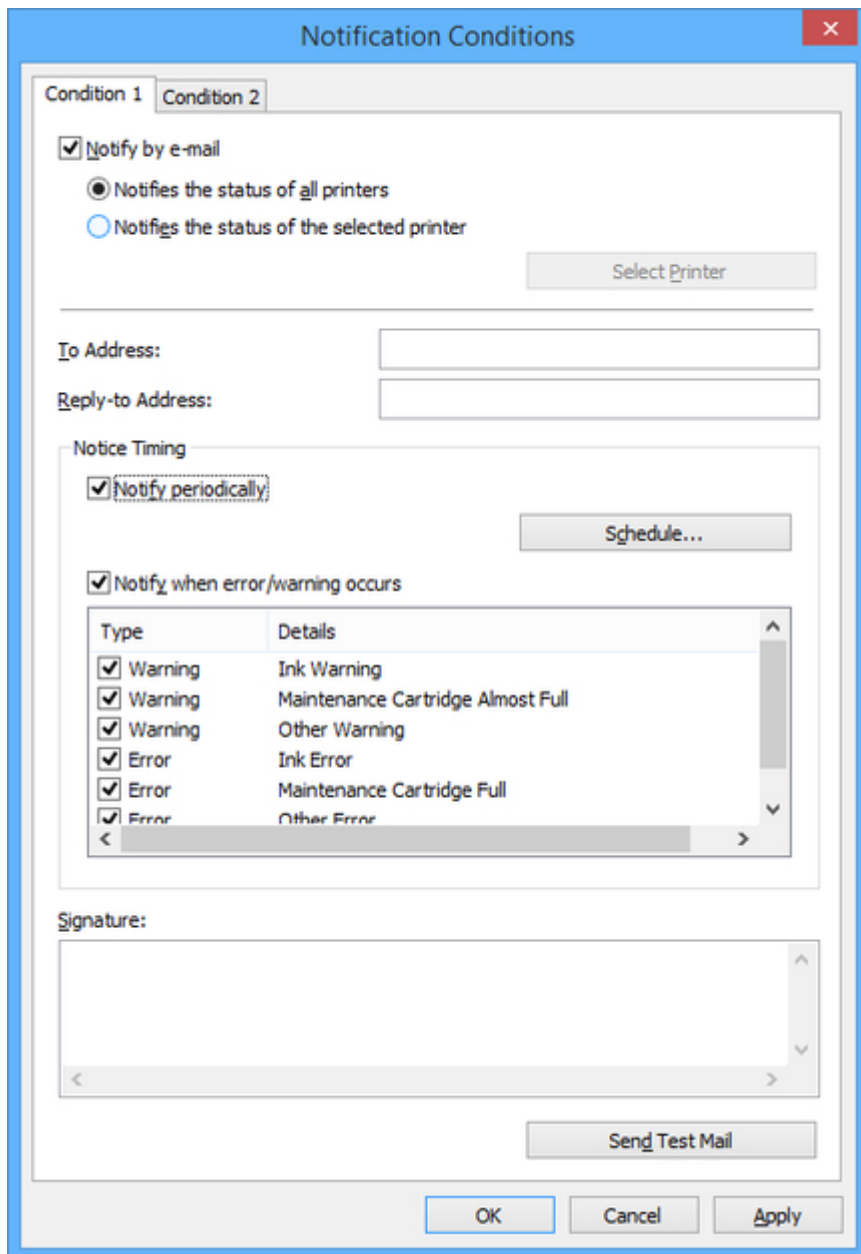
Select POP or APOP for the POP before SMTP authentication method.

Notification Conditions Dialog Box

Configure the settings of the email recipient and notification conditions.

When the printer status meets the set condition, an email is sent automatically to the specified recipient.

Select **Notification Settings > Notification Conditions** on **File** menu to display **Notification Conditions** dialog box.

The image shows the 'Notification Conditions' dialog box. It has a title bar with a close button. Inside, there are two tabs: 'Condition 1' and 'Condition 2'. The 'Condition 1' tab is active. Under this tab, there is a checked checkbox for 'Notify by e-mail'. Below it are two radio buttons: 'Notifies the status of all printers' (selected) and 'Notifies the status of the selected printer'. To the right of these radio buttons is a 'Select Printer' button. Below these are two text input fields for 'To Address:' and 'Reply-to Address:'. A 'Notice Timing' section contains a checked checkbox for 'Notify periodically' and a 'Schedule...' button. Below this is another checked checkbox for 'Notify when error/warning occurs'. Underneath is a table with two columns: 'Type' and 'Details'. The table lists several items, all of which are checked. At the bottom of the dialog is a 'Signature:' label followed by a large text area. A 'Send Test Mail' button is located below the signature area. At the very bottom are 'OK', 'Cancel', and 'Apply' buttons.

| Type | Details |
|---|-----------------------------------|
| <input checked="" type="checkbox"/> Warning | Ink Warning |
| <input checked="" type="checkbox"/> Warning | Maintenance Cartridge Almost Full |
| <input checked="" type="checkbox"/> Warning | Other Warning |
| <input checked="" type="checkbox"/> Error | Ink Error |
| <input checked="" type="checkbox"/> Error | Maintenance Cartridge Full |
| <input checked="" type="checkbox"/> Error | Other Error |

Condition 1/Condition 2 sheet

You can configure two sets of conditions for sending email notifications. To change the conditions according to the recipient, enter the items on the Condition 1 and Condition 2 sheets.

Click the Condition 1 or Condition 2 tab to select the corresponding sheet.

Notify by e-mail

Select this check box to send email notification with the configured condition.

Notifies the status of all printers

All printers are subject to email notification.

Notifies the status of the selected printer

Only the selected printers are subject to email notification. To select a printer, click the **Select Printer** button.

To Address

Enter the email address to which to send the email. You can register up to 5 email addresses.

To enter multiple email addresses, separate them with a comma (,).

Reply-to Address

Enter the reply-to address for notification email. You can register only 1 email address.

►►► Note

- Reply-to Address is set as the envelope sender information.

Notice Timing

Configure when email notifications will be sent.

►►► Note

- To send notification by email, you must use the **Resident Service Settings** dialog box to start the Device Management Console resident service.

■ [Sending Notification of Printer Status by Email](#)

Notify periodically

Receive notifications about the printer status by email at scheduled intervals.

To set the email notification date and time, click the **Schedule** button to display the **Schedule Settings** dialog box.

■ [Schedule Settings Dialog Box](#)

Notify when error/warning occurs**Warning**

Sends notification when a warning occurs on the printer. A warning occurs, such as when the ink is low.

Error

Sends notification when an error occurs on the printer. An error occurs when there is no more ink or the maintenance cartridge is full.

Signature

Enter the signature to be added to the end of the notification email.

Send Test Mail button

Click to send a test email to the email address specified in **To Address**.

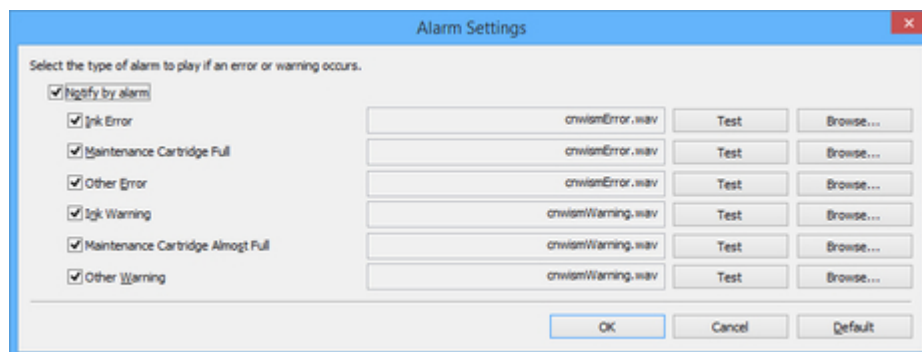
Alarm Settings Dialog Box

Specify the alarm sound that the computer will emit when a warning or error occurs.

To open the **Alarm Settings** dialog box, select **Alarm Settings** from the **File** menu.

»»» Note

- To sound the alarm, check the **Auto** check box on the **Printer Status** sheet on the main screen.
- Uncheck the **Auto** check box on the **Printer Status** sheet on the main screen to temporarily turn off the alarm sound.



Notify by alarm

Check this check box to have an alarm sound when a warning or error occurs.

Types of Warnings and Errors

Select the types of warnings and errors for which you want an alarm to sound when they occur.

Test Button

You can test the alarm sound that you selected.

Browse Button

Select a file to use as the alarm sound. The name of the selected file will appear next to the **Test** button.

Default Button

Reset the settings to their default settings.

Schedule Settings Dialog Box

Specify the date and time that notifications will be sent by email and the date and time that color calibrations will be performed.

To open the **Schedule Settings** dialog box, click the **Schedule** button in the **Notification Conditions** dialog box or the **Scheduled Calibration** dialog box.

The screenshot shows the 'Schedule Settings' dialog box. It has a blue title bar with the text 'Schedule Settings' and a red close button. The dialog is divided into two main sections: 'Date' and 'Time'. The 'Date' section has two radio buttons: 'Weekly on' (selected) and 'Monthly on'. Under 'Weekly on', there are checkboxes for 'Monday', 'Tuesday', 'Wednesday', 'Thursday', 'Friday', 'Saturday', and 'Sunday'. Under 'Monthly on', there is a dropdown menu showing '1'. The 'Time' section has a text box showing '12:00:00 AM' with up and down arrows. At the bottom are 'OK' and 'Cancel' buttons.

Date

To arrange weekly calibrations, check the check box for the day of the week in **Weekly on**.

To arrange monthly calibrations, select a day of the month in **Monthly on**.

»»» Note

- If the specified date does not exist in a given month, the calibration will be performed on the last day of that month.

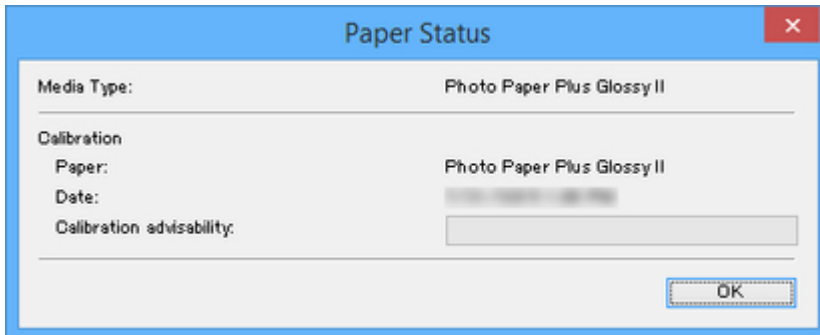
Time

Select the time the calibration will be performed.

Paper Status Dialog Box

The color calibration status for the paper selected in the paper list appears.

Click **Paper Status** button on **Calibration** sheet or select **Paper Status** from **View** menu to display **Paper Status** dialog box.



Media Type

The name of the paper selected in the paper list appears.

Calibration

The information of the color calibration applied to the selected paper appears.

The information of the selected paper only when color calibration has been executed for the selected paper appear.

Paper

The paper name only when color calibration is executed appear.

Date

The date color calibration was executed appear.

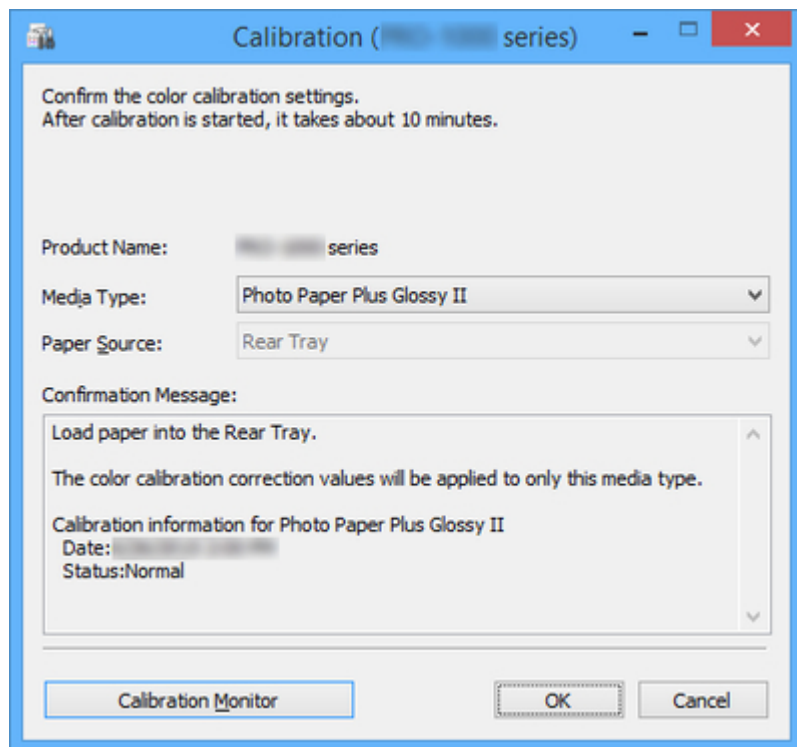
Calibration advisability

Displays the advisability for executing color calibration. The progress bar grows until the time when calibration is recommended.

Calibration Dialog Box

You can check the color calibration status and perform color calibration.

Click **Calibration** button on **Calibration** sheet or select **Calibration** from **Start** menu to display **Calibration** dialog box.



Media Type

Select a media type supported by the printer.

►►► Note

- The media type for the paper fed on the printer appears depending on your model.

Paper Source

Displays the paper source that can be used to perform color calibration with the media that appears in **Media Type**.

►►► Note

- Depending on your model, you can select the **Paper Source**.
- If you are using a PRO-1000 or PRO-500 model, only the top feed can be used as the paper source for color calibration.

Confirmation Message

Messages related to color calibration appear.

Calibration Monitor button

The **Calibration Monitor** dialog box appears, allowing you to check the color calibration progress status.

OK button

The color calibration starts and the **Calibration Monitor** dialog box appears.

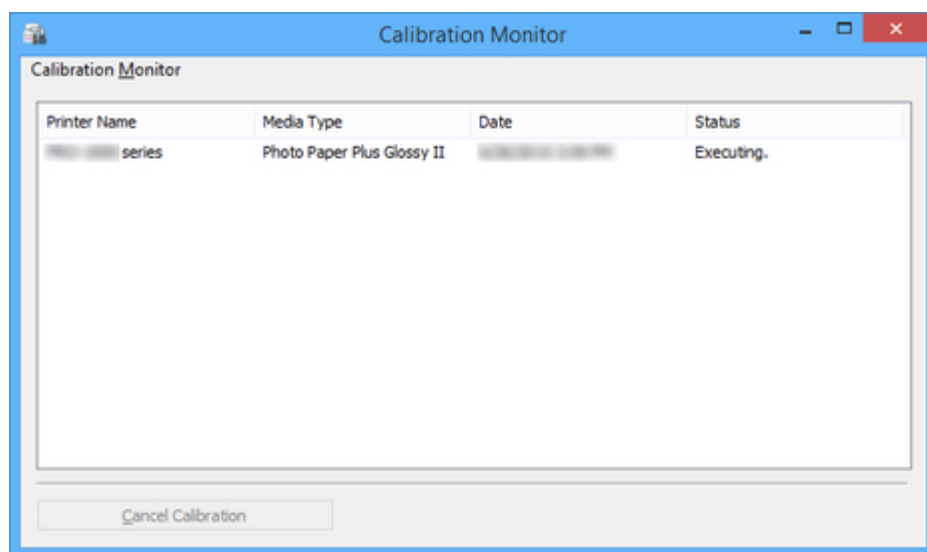
Calibration Monitor Dialog Box

You can check the progress status of the color calibration.

Click **Calibration Monitor** button on **Calibration** sheet, **Calibration Monitor** or **OK** button on **Calibration** dialog box, or select **Calibration Monitor** on **Start** menu to display **Calibration Monitor** dialog box.

Important

- You cannot check the progress status for the following color calibration.
 - Color calibration performed from the operation panel of a printer
 - Color calibration of a printer connected via USB (except when displayed with the **OK** button on the **Calibration** dialog box on a model that does not support roll paper)



Printer Name

The printer name appears.

Media Type

The media type appears.

Date

The date when color calibration was started appears.


Status

The progress status of color calibration appears.

Cancel Calibration button

Stops color calibration on the selected printer.

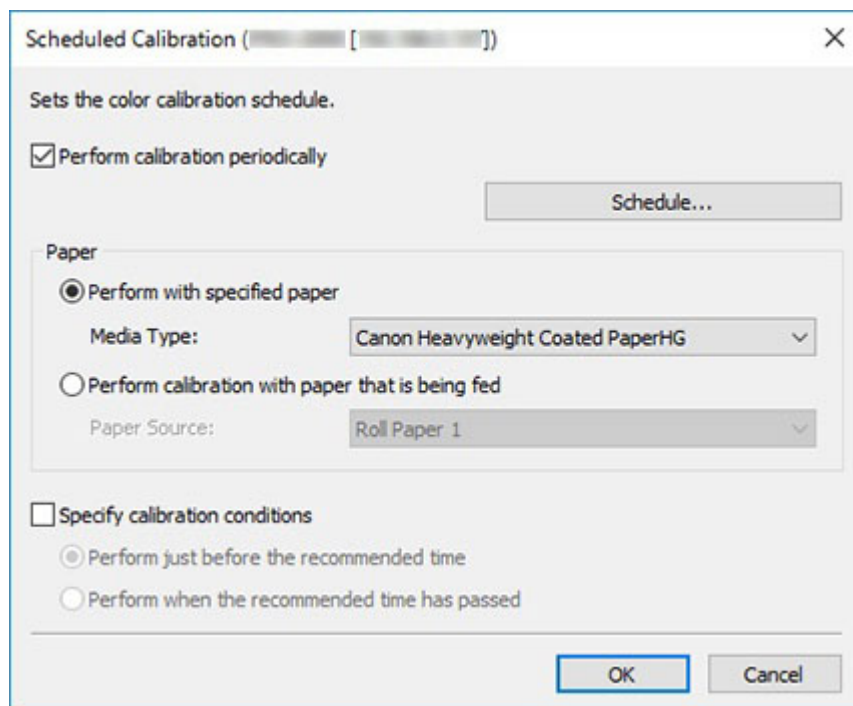
Note

- To close this dialog box, click the  (Close) button or select **Exit** from the **Calibration Monitor** menu.
- Color calibration cannot be canceled by closing this dialog box.

Scheduled Calibration Dialog Box

Set the schedule for color calibration.

To open the **Scheduled Calibration** dialog box, select **Scheduled Calibration** from the **Start** menu.



Important

- Models that do not support roll paper also do not support scheduled color calibrations.

Perform calibration periodically

Check this check box to perform automatic scheduled color calibrations.

To specify the date and time that the color calibration will be performed, click the **Schedule** button to open the **Schedule Settings** dialog box.

■ [Schedule Settings Dialog Box](#)

Note

- To perform scheduled color calibrations, use the **Resident Service Settings** dialog box to start the Device Management Console resident service.

■ [Performing Scheduled Color Calibrations](#)

Paper

Select the paper to be used for color calibration.

Perform with specified paper

Performs color calibration for the paper selected in **Media Type**. If the selected paper is not loaded, color calibration will not be performed.

Perform calibration with paper that is being fed

Performs color calibration for the paper loaded in the selected **Paper Source**. Color calibration will not be performed if there is no paper loaded in the selected paper source, or if the paper that is loaded is not supported by color calibration.

Specify calibration conditions

Check this check box to perform color calibration once the calibration advisability reaches a certain level.

Perform just before the recommended time

Color calibration will be performed when the **Calibration advisability** progress bar on the main screen is yellow or red.

Perform when the recommended time has passed

Color calibration will be performed when the **Calibration advisability** progress bar on the main screen is red.

Check Operation Status Dialog Box

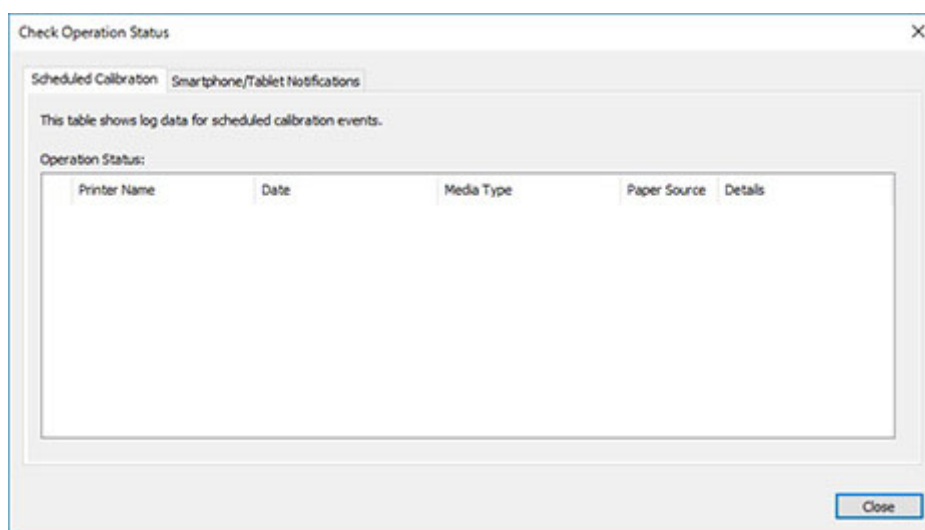
You can check the operation status of the scheduled color calibrations and notification results sent to your smartphone or tablet.

To open the **Check Operation Status** dialog box, select **Check Operation Status** from the **Tools** menu.

▶▶▶ Note

- You can copy the operation status to the Clipboard.

Scheduled Calibration Sheet



Printer Name

The printer name appears.

Date

The date and time that the color calibration operation occurred will appear.

Media Type

The media type used for the color calibration will appear.

Paper Source

The paper sources from which the color calibration was performed will appear.

Details

The color calibration operation status will appear. Messages such as "no paper loaded" and "the printer is in use" may also appear.

Smartphone/Tablet Notifications Sheet

Check Operation Status

Scheduled Calibration Smartphone/Tablet Notifications

Current settings for smartphone/tablet notifications.

Operation Status:

| Date | User name | Printer Name | Details |
|------|-----------|--------------|---------|
|------|-----------|--------------|---------|

Close

Date

The date that notifications were sent to the smartphone or tablet appears.

User name

The user name of the smartphone to which notifications were sent appears.

Printer Name

The printer name appears.

Details

The results of the notifications that were sent to the smartphone or tablet appear. If notification fails, a message about the reason for the failure appears.

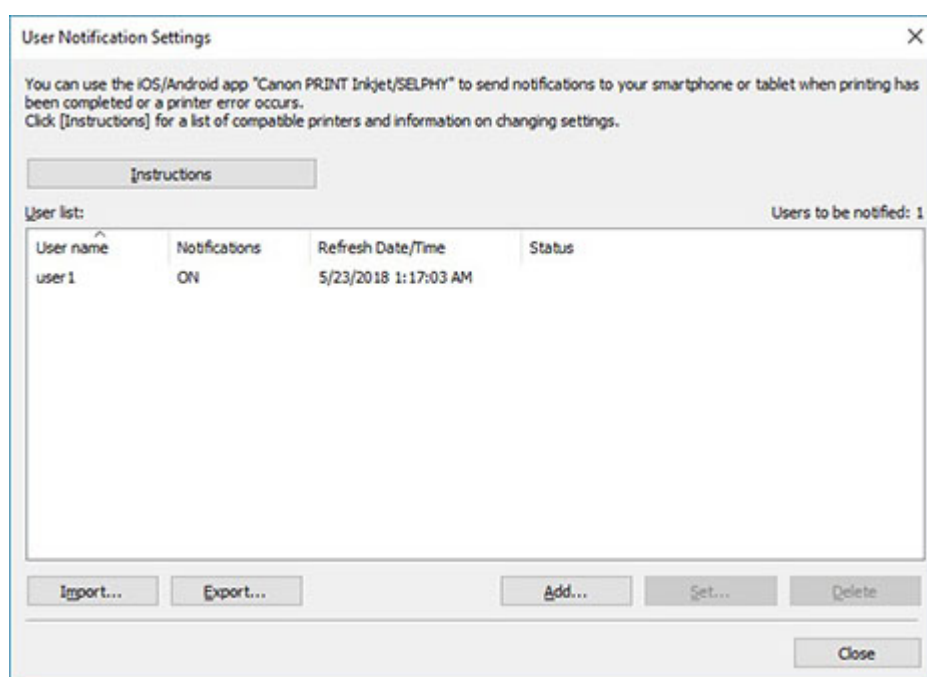
User Notification Settings Dialog Box

You can add, delete, or update users who will be notified that print jobs are finished or have stopped. You can check a list of users that have been added.

To open the **User Notification Settings** dialog box, select **Smartphone/Tablet Notifications**, and then **User Notification Settings** from the **File** menu.

»» Note

- Before the **User Notification Settings** dialog box appears, confirm the network connections and users that have been added to receive notifications. A progress bar appears during the confirmation. Wait until the confirmation is complete.
- If an error occurs in the network connections, a message appears. Do the operations according to the instructions in the message.
- If there is an error with an added user, the details about the error appear in the **Status** field. Do the operations according to the instructions that appear.



Instructions button

Clicking this displays the topic "[Sending Notification of Print Job Status to Smartphone/Tablet PC.](#)"

User list

The users you added to receive notifications appear in the list.

Users to be notified

The total number of users that appear in **User list** are displayed.

User name

The user names you added to receive notifications appear.

Notifications

The status of the function for notifying smartphones appears.

ON: The function is enabled.

OFF: The function is disabled.

Refresh Date/Time

The date when the settings were last updated appears.

Status

Shows the status of the user information on the notifications server.

Import button

Imports the users to notify from a file.

The imported users appear in **User list**.

»»» Note

- Using the **Import** button to import a file opens the **Select User** screen. You can select which users to import in the **Select User** screen. Add a checkmark to the users to import, and then click the **Add** button.

Export button

Exports the users that appear in **User list** to a file.

»»» Note

- You cannot click this button if there are no users displayed in the **User list**.

Add button

The **Add User** dialog box appears, and you can add users who will be notified that print jobs are finished or have stopped.

Set button

The **User Information Settings** dialog box appears, and you can change the settings for users selected in **User list**.

»»» Note

- You cannot click this button if there are no users selected in the **User list**.

Delete button

The users selected in **User list** are deleted.

»»» Note

- You cannot click this button if there are no users selected in the **User list**.

User Information Settings Dialog Box

Do the settings to notify your smartphone or tablet that print jobs are finished or have stopped.

Click the **Add** button in the **User Notification Settings** dialog box, and then when you click **OK** while a user name is input, the **User Information Settings** dialog box appears.

▶▶▶ Note

- You can also change the settings of users who have been added to be notified. The **User Information Settings** dialog box appears when you select a user, whose settings you want to change, in the **User Notification Settings** dialog box, and then click the **Set** button.
- To notify a smartphone or tablet that print jobs are finished or have stopped, you need to start up the resident service for the Device Management Console in the **Resident Service Settings** dialog box.

■ [Starting the Resident Service](#)

User Information Settings

×

Configure the link to Canon PRINT Inkjet/SELPHY and select content for notifications. If you want to change your user name, click [Change].

1. User Name:

user 1

Change...

DMC ID:

e2bebd8f-f013-4708-8194-1e97734ebe49

2. QR Code for Canon PRINT:



When you update your user name, the QR code will also be updated. Use Canon PRINT Inkjet/SELPHY to scan the QR code.

How to Scan

3. Notification Options:

☐ Do not send to my smartphone or tablet
 ☒ Send to my smartphone or tablet

Notification content:

☒ Completion/Error messages
 ☐ Print job name

Notification timing:

☒ On completion of each of my print jobs and on errors
 ☐ On completion of all my print jobs
 ☐ On errors (all users)
 ☐ On completion of all print jobs (all users)

4. Send test notification to your smartphone or tablet.

Send

Instructions

OK

Cancel

User Name

The user names you add to receive notifications appear.

Change button

The **Change User Name** dialog box appears, and you can change user names.

▶▶▶ Note

- To change a user name, input the user name of the computer that executes the print job, and then click the **OK** button.

- A message appears if you input a user name that has already been added and click the **OK** button. Click the **OK** button, and then input the user name again.
- Click the **Instructions** button to display the "[Confirming User Names](#)" topic.
- If you change the user name, the QR code is updated, so you need to scan the QR code again. For details about the method to scan QR Codes, see "[Registering Smartphones Using Canon PRINT Inkjet/SELPHY](#)."

»»» Note

- The login user name of the computer may not be the print job's owner's name if you are not using a printer driver, such as RIP (Raster Image Processor) or HP-GL/2.

DMC ID

The ID for Device Management Console that is installed appears.

QR Code for Canon PRINT

A QR code that combines the **DMC ID** and the User Name appears.

Use to register smartphones or tablets to be notified by Canon PRINT Inkjet/SELPHY.

How to Scan button

Clicking this displays the topic "[Registering Smartphones Using Canon PRINT Inkjet/SELPHY](#)."

Notification Options

Do not send to my smartphone or tablet

Select this to not notify your smartphone or tablet.

Send to my smartphone or tablet

Select this to notify your smartphone or tablet.

Notification content

Completion/Error messages

If you select **Send to my smartphone or tablet**, then notification messages are sent about print jobs that are finished or have stopped.

»»» Note

- You cannot remove this check mark.

Print job name

Add a check mark to include the name of the print job in notification messages about print jobs that are finished or have stopped.

Notification timing

On completion of each of my print jobs and on errors

If you select **Send to my smartphone or tablet**, then notifications are sent for print jobs of the user shown in User Name if the jobs are finished or have stopped (including jobs on hold).

»»» Note

- You cannot remove this check mark.

On completion of all my print jobs

Add a check mark if you want to be notified that all print jobs of the user shown in User Name are finished, when multiple print jobs have been executed.

»»» Note

- A notification is sent as soon as a print job of a user whose User Name is displayed is put on hold. After that, notification is not done even if all the printable jobs are printed.

On errors (all users)

Add a check mark if you want to be notified that print jobs of other users, not just users shown in User Name have stopped.

»»» Note

- If this check mark is cleared, then notifications are not sent if print jobs of users other than those shown in User Name have temporarily stopped. Add a checkmark, and then do the operation.

On completion of all print jobs (all users)

Add a check mark if you want to be notified that print jobs of other users, not just users shown in User Name are complete.

Send test notification to your smartphone or tablet.

Send button

Sends a test notification to smartphones or tablets in which Canon PRINT Inkjet/SELPHY is installed.

»»» Note

- To do test notification to a smartphone or tablet, you need to use Canon PRINT Inkjet/SELPHY to scan the QR code that appears in the **User Information Settings** screen.

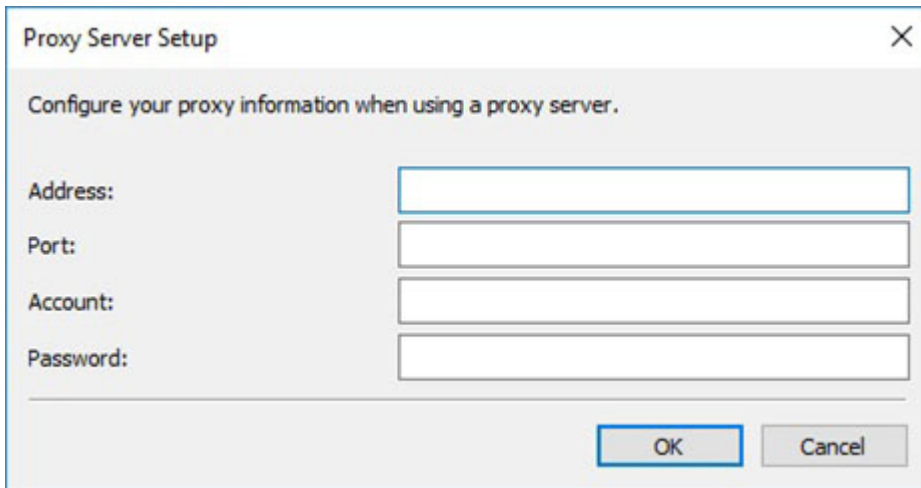
Instructions button

The "[User Information Settings Dialog Box](#)" topic shown here appears.

Proxy Server Setup Dialog Box

The proxy server must be set up to notify your smartphone or tablet in an environment that is connected to the internet via a proxy server.

To open the **Proxy Server Setup** dialog box, select **Smartphone/Tablet Notifications**, and then **Proxy Server Setup** from the **File** menu.

The image shows a 'Proxy Server Setup' dialog box. It has a title bar with the text 'Proxy Server Setup' and a close button (X). Below the title bar, there is a message: 'Configure your proxy information when using a proxy server.' The main area contains four labels with corresponding input fields: 'Address:', 'Port:', 'Account:', and 'Password:'. Each label is followed by a rectangular text input box. At the bottom right of the dialog box, there are two buttons: 'OK' and 'Cancel'.

Address

Input the address of the proxy server.

Port

Input the port number of the proxy server.

Account

Input the account used when connecting to the proxy server.

Password

Input the password used when connecting to the proxy server.

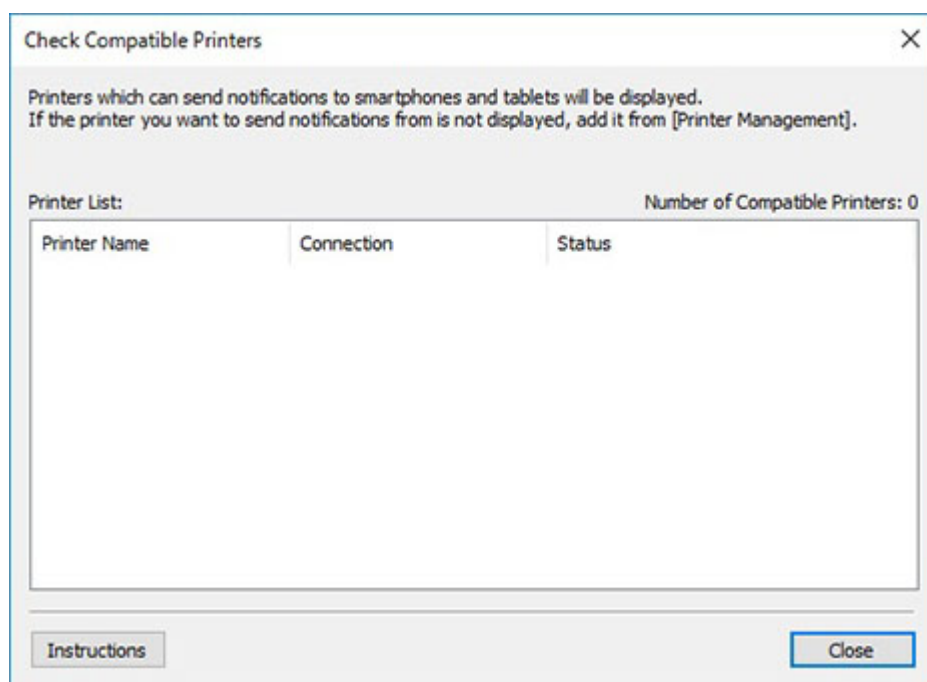
Check Compatible Printers Dialog Box

Displays a list of printers that support the function to notify smartphones or tablets from the printer being managed.

To open the **Check Compatible Printers** dialog box, select **Smartphone/Tablet Notifications**, and then **Check Compatible Printers** from the **File** menu.

»» Important

- You may not be able to use the smartphone/tablet notification function, depending on the country or region in which you live.



Printer List

Displays a list of printers that support the function to notify smartphones or tablets from among the printers being managed.

Number of Compatible Printers

The total number of printers that appear in **Printer List** are displayed.

Printer Name

The printer name appears.

Connection

The IP addresses appear for printers that are connected over a network. The name of the connected ports appear for printers that are connected via USB.

Status

The printer status appears.

Instructions button

The "[Check Compatible Printers Dialog Box](#)" page shown here appears.

»» Note

- Of the printers that support Device Management Console, the following printers cannot use the smartphone and tablet notification function.

PRO-1000/PRO-500

PRO-6000/PRO-4000/PRO-2000

PRO-560/PRO-540/PRO-520

PRO-6000S/PRO-4000S/PRO-560S/PRO-540S

TX-4000/TX-3000/TX-2000/TX-5400/TX-5300/TX-5200

Troubleshooting

Check the following information if you are having troubles with the function to notify smartphones and tablets.

■ [Cannot receive test notifications](#)

Check this if you cannot receive test notifications.

■ [Test notification was received but there was no notification about the status of the print job](#)

Check this if test notification was received normally but there was no notification about the status of the print job.

Cannot receive test notifications

Your smartphone or tablet is not registered

To do a **Send** to a smartphone or tablet, you need to use Canon PRINT Inkjet/SELPHY to scan the QR code that appears in the **User Information Settings** screen in Device Management Console and do the registration.

For details about the **User Information Settings** screen, see "[User Information Settings Dialog Box](#)."

Cannot connect to the internet

You need to be connected to the internet to do a **Send** to your smartphone or tablet.

Check the following items.

- Confirm that the proxy server settings are correct.

For details about the proxy server settings, see "[Proxy Server Setup Dialog Box](#)."

- Check whether communications are being blocked by a Windows firewall or security software.
- Communications may have failed for some other reason. Wait a while, and then try again.

»» Note

- You may not be able to use the smartphone/tablet notification function, depending on the country or region in which you are using this equipment.

The notifications may be blocked by your smartphone or tablet

Notifications do not appear if the smartphone or tablet does not allow them.

Do the settings to allow notifications from Canon PRINT Inkjet/SELPHY.

»» Note

- A message appears requesting permission for notifications when you install Canon PRINT Inkjet/SELPHY or start it for the first time. If you select "Do not allow" or "No" at this time, then notifications are blocked until you set them to be allowed.

When the smartphone or tablet is turned off (offline).

In this case, the transmission on the notification server side is successful, so you cannot judge whether the notification was sent correctly.

You can check whether the Device Management Console has sent the notification correctly in the **Check Operation Status** screen. For details, see "[Check Operation Status Dialog Box](#)."

- Turn on the smartphone or tablet that is receiving the notification, and then do the operation.

»» Important

- Notifications, which were not received, cannot be received again after the smartphone or tablet is turned on.

Test notification was received but there was no notification about the status of the print job

The user names do not match

The login name (name of print job owner) of the computer that executes the print job and the user name that was registered in Device Management Console must be the same.

To confirm the login name of the computer that is executing print jobs, do the following procedure.

- For Windows 10

From the **Start menu**, click **Settings > Account > User information**.

- If you are logged in to a Microsoft account, a mail address will be displayed under User name.
- If you are logged in to a local account, **Local Account** is displayed.

- For Windows 8.1

From the Desktop charm, click **Settings > Change PC settings > Account > Your account**.

- If you are logged in to a Microsoft account, the registered user name and mail address are displayed.
- If you are logged in to a local account, **Local Account** is displayed.

- For Windows 7

On the **Start menu**, click **Control Panel > User Accounts**, in this order.

- For macOS/OS X

Open **Users and Groups** from **System Preferences**, and then right click **Current User** in the user list or click on **Current User** while pressing the **control** key and select **Advanced Options**.

The **Account name** in **Advanced Options** is the user name.

For details, see "[Confirming User Names](#)."

»» Note

- The login user name of the computer may not be the print job's owner's name if you are not using a printer driver, such as RIP (Raster Image Processor) or HP-GL/2.
If you want to receive notifications about print jobs like these, add a check mark to **On completion of all print jobs (all users)** in Notification Options in the **User Information Settings** dialog box.

- If you are logged in to a Microsoft account, part of your User name may be omitted from the print job owner's name.
- If you are logged in to a Microsoft account, from **Control Panel**, select **Hardware and Sound > Devices and Printers**. You can check the print job owner's name on the **See what's printing** list of current print jobs.

The resident service is not running

You need to start the resident service for Device Management Console to receive notifications on smartphones or tablets.

- Select **Resident Service Settings** in the **Tools** menu in Device Management Console, and then click **Start**.

For details, see "[Starting the Resident Service](#)."

No compatible printers are registered

A compatible printer must be registered to notify smartphones or tablets about the print job's status.

- On the Device Management Console **File** menu, select **Smartphone/Tablet Notifications > Check Compatible Printers**, in this order.

Check for printers that are compatible with the notification function on the **Printer List** in the **Check Compatible Printers** screen. For details, see "[Check Compatible Printers Dialog Box](#)."

»»» Note

- Of the printers that support Device Management Console, the following printers cannot use the smartphone and tablet notification function.

PRO-1000/PRO-500

PRO-6000/PRO-4000/PRO-2000

PRO-560/PRO-540/PRO-520

PRO-6000S/PRO-4000S/PRO-560S/PRO-540S

TX-4000/TX-3000/TX-2000/TX-5400/TX-5300/TX-5200

The notifications may be blocked by your smartphone or tablet

Notifications do not appear if the smartphone or tablet does not allow them.

Do the settings to allow notifications from Canon PRINT Inkjet/SELPHY.

»»» Note

- A message appears requesting permission for notifications when you install Canon PRINT Inkjet/SELPHY or start it for the first time. If you select "Do not allow" or "No" at this time, then notifications are blocked until you set them to be allowed.

Confirming Notification Options

Check the settings in **Notification timing** in Notification Options.

- When your own print jobs are held on the printer while the **On completion of all my print jobs** check box has been selected

If this happens, you are notified as soon as your print job is put on hold. After that, notification is not done even if all the printable jobs are printed.

Clear the **On completion of all my print jobs** check box, and then do the operation.

- When print jobs other than your own are temporarily stopped while the **On errors (all users)** check box is not selected

If this happens, you are not notified, even if your print job is completed, when the print jobs of other users are temporarily stopped.

Select the **On errors (all users)** check box, and then do the operation.

When the smartphone or tablet is turned off (offline).

In this case, the transmission on the notification server side is successful, so you cannot judge whether the notification was sent correctly.

You can check whether the Device Management Console has sent the notification correctly in the **Check Operation Status** screen. For details, see "[Check Operation Status Dialog Box](#)."

- Turn on the smartphone or tablet that is receiving the notification, and then do the operation.

»»» Important

- Notifications, which were not received, cannot be received again after the smartphone or tablet is turned on.