

BUBBLE JET PRINTER

S500

Quick Start Guide

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Canadian Radio Interference Regulations

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

Cet appareil numérique respecte les limites de bruits radioélectriques applicables aux appareils numériques de Classe B prescrites dans la norme sur la matériel brouilleur: “Appareils Numériques”, NMB-003 édictée par l’Industrie Canada.

International ENERGY STAR® Program

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



The International ENERGY STAR® Office Equipment Program is a global program that promotes energy saving through the use of computer and other office equipment. The program backs the development and dissemination of products with functions that effectively reduce energy consumption. It is an open system in which business can participate voluntarily. The targeted products are office equipment such as computers, monitors, printers, faxes and copiers.

Their standards and logos are uniform among participating nations.

Power Requirements

Never use a power supply voltage other than that supplied in the country of purchase. Using the incorrect voltage could cause a fire or electric shock. The correct power supply voltages and frequencies are as follows:

Europe	AC 230V±10%, 50Hz
USA/Canada	AC 120V, 60Hz
Australia	AC 240V, 50Hz

Preface

Shipping Materials

Thank you for purchasing a Canon Bubble Jet Printer.

Check that all the following items are in the box. If anything is missing or is damaged, contact your Canon Authorised Dealer or Sales Representative.

- ☐ Printer
- ☐ Setup Software & User's Guide CD-ROM
- ☐ Quick Start Guide
- ☐ Print Head
- ☐ 4 Ink Tanks

* Cables should be purchased separately according to your computer. For details on cable types and specifications, refer to page 2.

Introduction

This Quick Start Guide uses the following symbols to indicate important information. Always observe the instructions indicated by these symbols.

Warning

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

Also read the Safety Precautions in the User's Guide. Observe the warnings and cautions to avoid personal injury or damage to the printer.

Trademark Notices

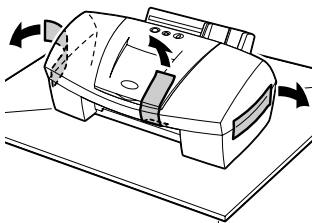
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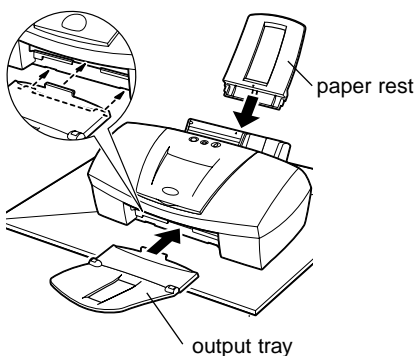
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Setting Up

1 ■ *Preparing the Printer*



- 1 Place the printer on a flat surface.
- 2 Remove the packing material and tape from the printer as shown.



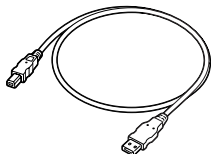
- 3 Attach the paper rest to the sheet feeder.
- 4 Attach the output tray as shown.

2 ■ *Connecting the Printer to the Computer*

Use either a USB cable or parallel printer cable. You cannot connect the computer to the printer using both the parallel cable AND the USB cable.

USB cable

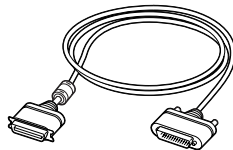
- Windows 98, Windows Me, Windows 2000
- Mac OS 8.5 or later



Recommended: Canon or other computer manufacturer cable, up to 5 meters in length.

Printer cable (parallel)

- Windows 95, Windows NT 4.0
(Can also be used with Windows 98, Windows Me and Windows 2000.)



Should conform with Centronics IEEE 1284 and support bi-directional communication. Recommended: Canon or other computer manufacturer cable, up to 2 meters in length.

➡ Notes

- The USB cable delivers relatively faster printing speeds and is recommended for use with Windows 98, Windows Me and Windows 2000.
 - If your computer has an earth connection, make sure that this is attached.
 - If you do not intend to use the printer for a long period of time, unplug the power cord from the power outlet after turning off the printer.
-

Follow the steps below to install the printer driver correctly.

- 1** Ensure the printer and the computer are switched off.
- 2** Connect the cable.

Figure A

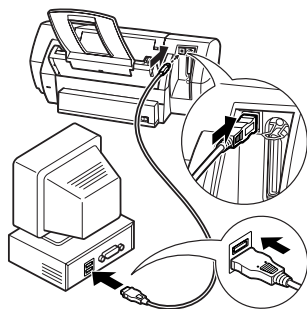
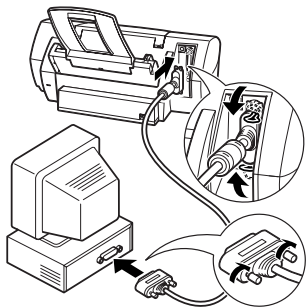


Figure A shows the USB cable connection and Figure B shows the printer cable (parallel) connection.

Figure B



➡ Note

If the Add New Hardware Wizard or Found New Hardware Wizard screen appears when carrying out the following operations, click **Cancel** and turn off the computer.



3 ■ Installing the Print Head

Warning

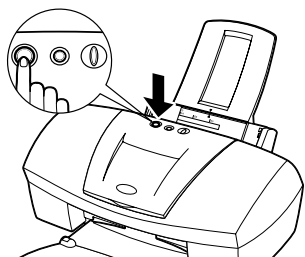
- Never attempt to plug the power cord into the power outlet or unplug the power cord when your hands are wet.
- Never damage, modify, stretch, or excessively bend or twist the power cord. Do not place heavy objects on the power cord.
- Never use any power supply other than the standard power supply available in the country of purchase. Using the incorrect voltage and frequency could cause a fire or electric shock.
- Always push the plug all the way into the power outlet.

■ Installing the Print Head

1 Plug the printer in.

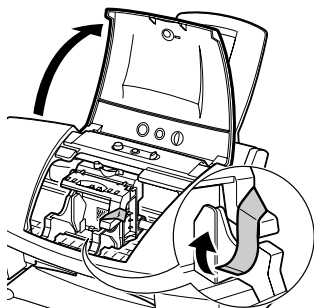
2 Turn on the printer. Do NOT turn on the computer yet.

The POWER lamp flashes and the printer begins to operate. Wait until the POWER lamp remains fully lit.



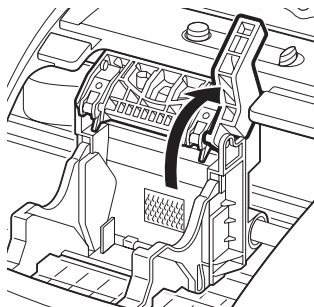
3 Open the front cover.

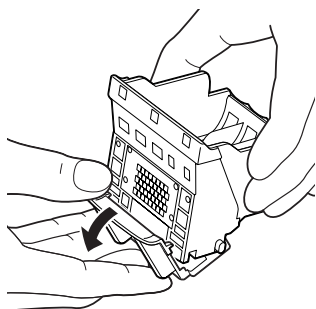
4 Remove the tape.



5 Raise the lock lever.

Do not touch internal parts other than the lock lever.





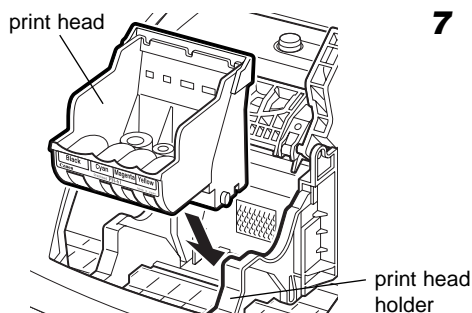
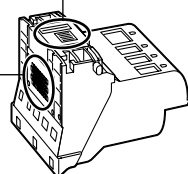
- 6** Remove the protective cap from the print head.

➡ **Notes**

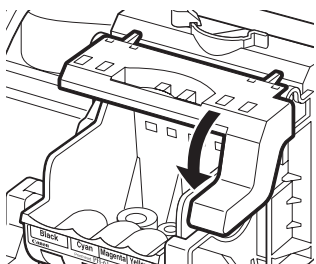
- Do not touch the print head nozzles or electrical contacts.
- Do not attempt to reattach the protective cap once it has been removed.

electrical contacts

print head nozzles



- 7** Place the print head in the holder.



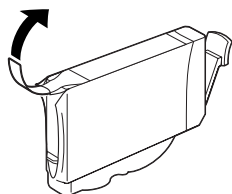
- 8** Lock the print head into place by lowering the lever.

Do not touch the lock lever once the print head has been installed.

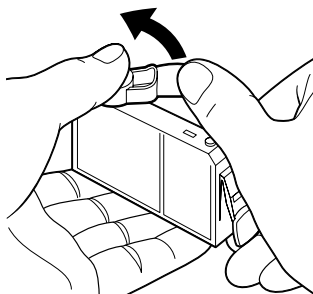
■ Installing the Ink Tanks

⚠ Caution

- For safety reasons, store ink tanks out of the reach of small children.
- Do not drop or shake ink tanks.



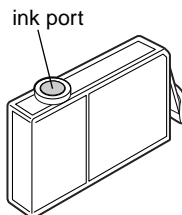
- 1** Take out the yellow ink tank.
- 2** Pull the orange tape in the direction of the arrow and remove the clear film.



- 3** Hold the ink tank as shown in the diagram and remove the protective cap.

➔ **Notes**

- Do not squeeze the sides of the ink tanks as this may cause the ink to leak out and stain your clothes and hands.
 - Do not touch the ink port.
 - Do not attempt to reattach the protective cap once it has been removed.
-



- 4** Insert the yellow ink tank into the right-hand slot. Press the top until it clicks into place.

- 5** Use the same procedure to install the other ink tanks in their appropriate slots.

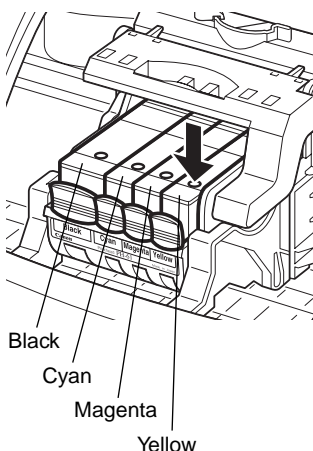
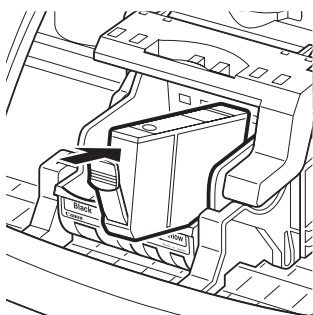
Check the labels to make sure that each tank is in the correct position.

➔ **Notes**

- Only install the ink tanks in the positions specified by the labels.
 - If ink tanks are not installed in the right position, colours will not be printed correctly. Immediately reinstall the tank in the correct position and carry out print head cleaning. For details, refer to the User's Guide.
-

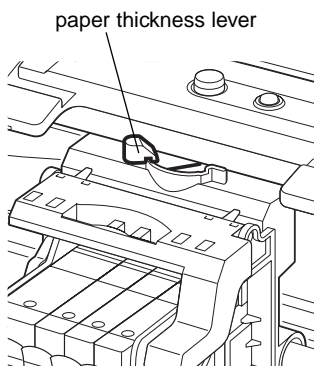
- 6** Close the front cover.

Wait until the POWER lamp remains fully lit (about 60 seconds).



4 Loading Paper

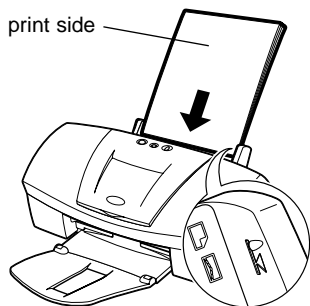
■ Loading A4 (Letter) Size Plain Paper



- 1 Open the front cover.
- 2 Move the paper thickness lever at the top of the print head holder to the left position. Close the front cover.

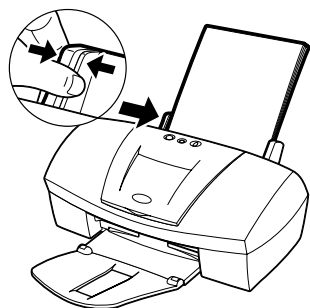
↪ **Note**

Set the paper thickness lever to the left when using plain paper, to the right when using thick paper. Refer to the User's Guide for information on loading envelopes and other media.



- 3 Load the paper, aligning it with the right side of the sheet feeder.

You can load up to 100 sheets of plain paper. Do not exceed this limit.



- 4 Press the paper guide and slide it against the left side of the stack of paper.

You now need to install the printer driver:

Windows: Go to page 8

Macintosh: Go to page 10

5 ■ Installing the Printer Driver

■ Installing the Printer Driver - Windows

➔ Notes

- Do not disconnect the cable or remove the CD-ROM during the installation. The driver cannot be correctly installed.
- The screens below refer to Windows 98 installation. Screen may differ depending on the environment you are using.
- When installing the printer driver in Windows 2000 or Windows NT 4.0, log on to the system as a member of the **Administrators** group.

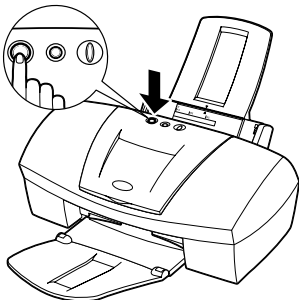
If the following screen appears automatically, click **Cancel** and carry out the installation following steps 1 to 7.



Special Notes for Windows 98 USB Users

Click **Cancel** to quit the screen and turn off the printer. Next, remove and replace the USB cable connected to your computer.

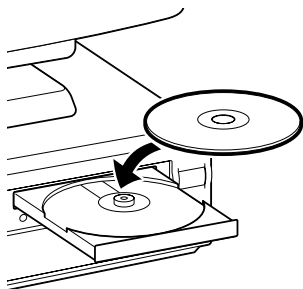
OFF



1 Ensure the printer and computer are switched off.

2 Turn on the computer and start Windows. If any applications automatically run, quit them.

Disable any virus detection programs.
Do NOT turn the printer on at this stage.



- 3 Place the Setup Software & User's Guide CD-ROM in the CD-ROM drive.

➡ **Notes**

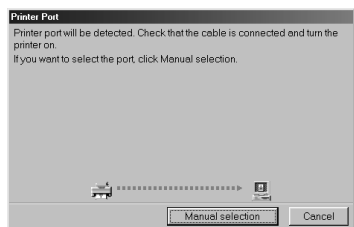
- If the CD-ROM does not run automatically, double-click **My Computer** in the Windows screen, then double-click the CD-ROM icon.
 - If the language selection screen appears, select a language, then click the **Next** button.
-



- 4 Follow the instructions displayed on screen. When the screen shown on the left is displayed, click the **Install Software** button.



- 5 Ensure the **Printer Driver** button is red, then click **Start**.

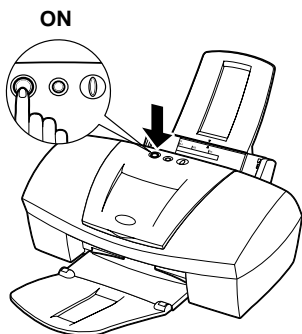


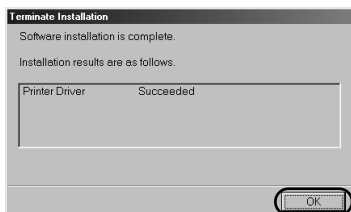
- 6 When the screen shown on the left appears, turn the printer on.

If the printer is recognised, the printer driver will be automatically installed.

➡ **Note**

If the connection is not recognised, refer to the section "Notes on Handling the USB Interface (for Windows Users)" on page 21.





7 Click **OK**.

Before you use the printer, you must carry out print head alignment on page 12.

➔ **Note**

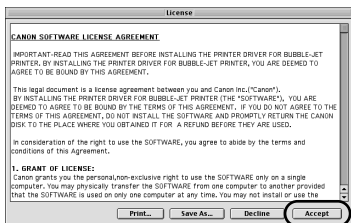
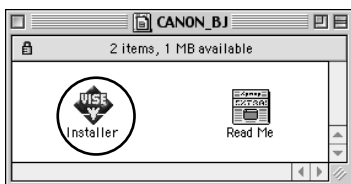
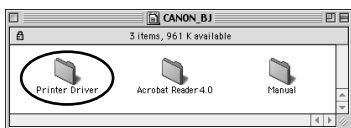
If a message prompting you to restart the computer appears, click **Yes** to restart your computer.

■ Installing the Printer Driver - Macintosh

➔ **Notes**

- Do not remove or insert the USB cable during installation, as this may result in the computer or printer not operating normally.
- Before installing the driver, disable all virus detection programs and automatically loading programs or remove them from your system folder.

- 1 Turn on the Mac.
- 2 Place the Setup Software & User's Guide CD-ROM in the CD-ROM drive.
- 3 Double-click the printer driver folder, then select a language.
- 4 Double-click **Installer**.
- 5 Read the Licence Agreement and click **Accept** to continue.





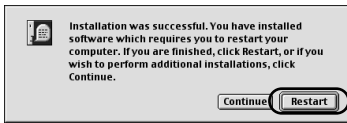
6 Click **Install**.

Wait for the installation to finish.

➔ **Note**

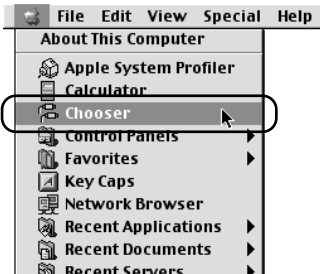


If the above message appears, check that there are no unsaved documents, then click the **Continue** button. If a document needs to be saved, click **Cancel** then save the document. After saving the document, begin again from Step 4.

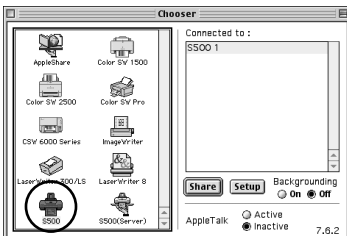


7 Click **Restart**.

The computer restarts.



8 Select **Chooser** in the Apple Menu.



9 Click the icon for the printer you are using and close **Chooser**.

Before you use the printer, you must carry out print head alignment on page 14.

➔ **Note**

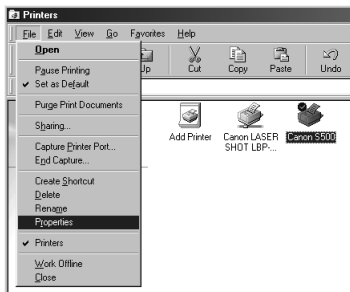
Refer to the User's Guide when using this printer as a network printer.

6 ■ Aligning the Print Head

This operation must be carried out when using the printer for the first time. Aligning the print head positions allows you to print without shifts in the colour registration.

■ Aligning the Print Head - Windows

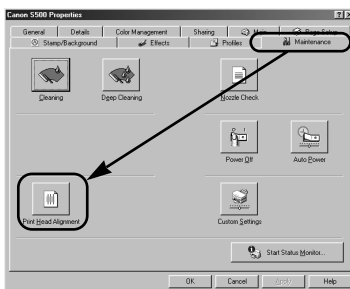
- 1 Click **Start** and select **Printers** in **Settings**.
- 2 Click the icon for your printer.
- 3 Open the **File** menu and select:
 - Windows 95/Windows 98/
Windows Me → [Properties]
 - Windows 2000 → [Printing Preferences...]
 - Windows NT 4.0 → [Document Defaults...]to open the setting screen.



- 4 Click **OK**.



- 5 Click the **Maintenance** tab, and click the **Print Head Alignment** icon.

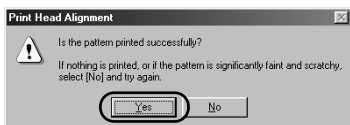


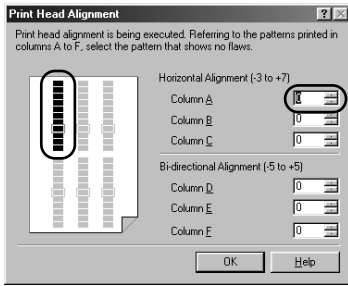
- 6 Check that paper is loaded in the printer and click **OK**. If a message warning you not to perform other operations appears, click **OK**.



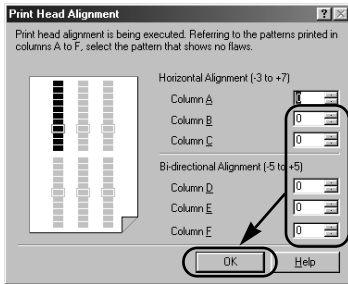
- 7 After the pattern is printed, click **Yes**.

If the pattern is not printed successfully, open the front cover and ensure that the ink tanks are correctly installed.





- 8** Look at the print-out. From the patterns in Row A, select the most even, least irregular pattern and enter the number.



- 9** In the same way, one by one, select the most even patterns printed with the least irregularities from each of Rows B to F, enter their numbers, and click **OK**.

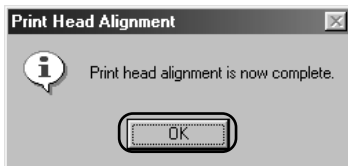
If it is difficult to pick the best pattern on Row F, pick the setting that produces the least noticeable vertical white stripes.



Less noticeable
white stripes



More noticeable
white stripes

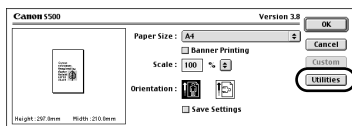


- 10** Click **OK**.

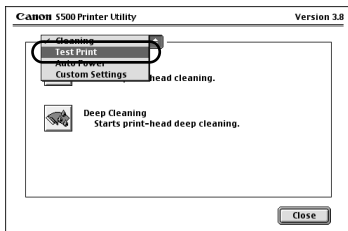
This completes the printer setup. The printer is now ready to use.

■ Aligning the Print Head - Macintosh

- 1 Select **Page Setup** in the **File** Menu.
- 2 Click **Utilities**.

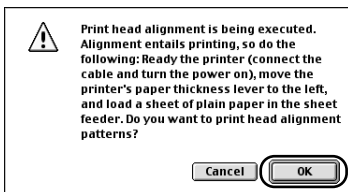


- 3 Select **Test Print** from the menu and click the Print Head Alignment icon.

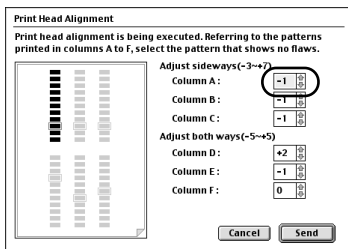


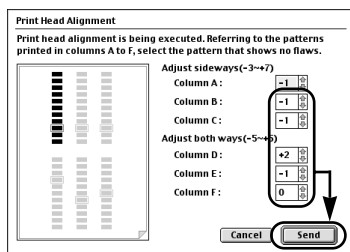
- 4 Check that paper is loaded in the printer and click **OK**.

If the pattern is not printed successfully, open the front cover and ensure that the ink tanks are correctly installed.



- 5 Look at the print-out. From the patterns in Row A, select the most even, least irregular pattern and enter the number.





- 6** In the same way, one by one, select the most even patterns printed with the least irregularities from each of Rows B to F, enter their numbers and click **Send**.

If it is difficult to pick the best pattern on Row F, pick the setting that produces the least noticeable vertical white stripes.

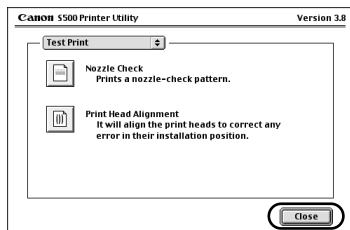


Less noticeable white stripes



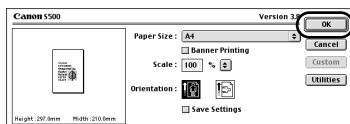
More noticeable white stripes

- 7** Click **Close**.



- 8** Click **OK**.

This completes the printer setup. The printer is now ready to use.



Basic Operations

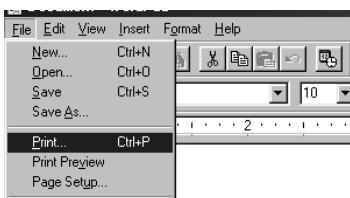
Caution

- If you detect smoke, unusual smells or strange noises around the printer, immediately switch the printer off and always unplug the printer.
- To avoid injury, never put your hand or fingers inside the printer while it is printing.

Printing with Windows

Adjusting the print settings according to your needs allows you to produce better quality prints. In this section, we will use WordPad for the purpose of explanation. The procedures you use and the screens that appear on your computer may differ according to the application that you use.

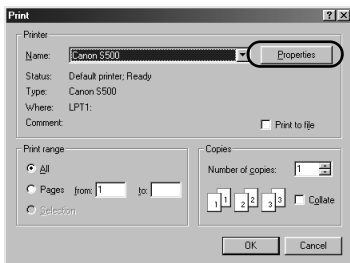
■ Printing



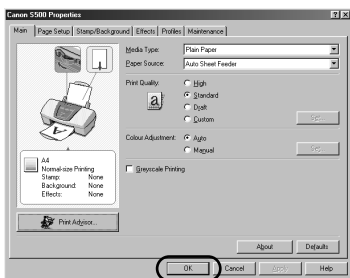
- 1** Print the document from the application.

On the **File** menu, click **Print**.

Check the application's users manual for the actual procedures.



- 2** Ensure your printer is selected, then click **Properties**.



- 3** Specify the required settings and click **OK**.

➔ Note

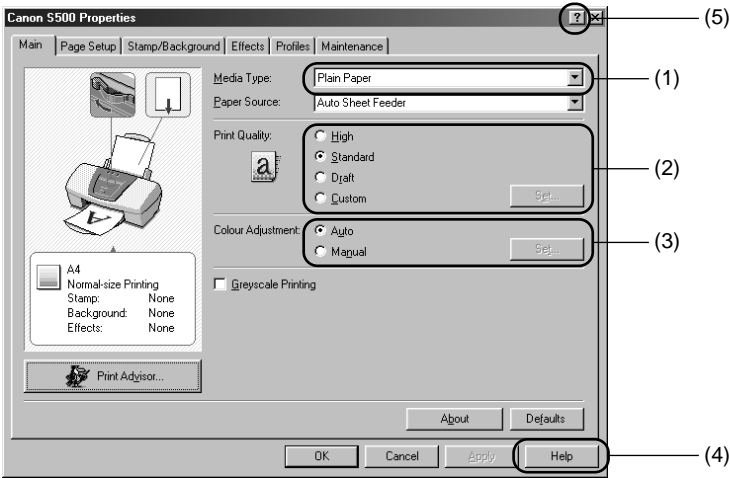
If you use anything other than plain paper, please refer to “Basic Print Settings” on page 17.

- 4** To start printing, click **OK**.

Printing will start in a few moments.

■ Basic Print Settings

For the best print quality, specify the minimum requirement settings in the **Main** tab. To get the best results, ensure you select the type of media loaded in the printer when printing on paper other than plain paper.



(1) [Media Type]	Select the type of media loaded in the printer.
(2) [Print Quality]	Select one option from High , Standard and Draft . Select Custom to set the print quality manually.
(3) [Colour Adjustment]	If you wish to control the colour adjustment settings in more detail, select Manual .
(4) [Help] button	Click this for a more detailed explanation of the functions in this settings tab. (This may not appear when using Windows 2000 or Windows NT 4.0. If this happens, click Start then select Programs - Canon S500 - Guide).
(5) [?] button	Click this to change the cursor shape to ?. By clicking on the item's name with this ? cursor, an explanation will be displayed.

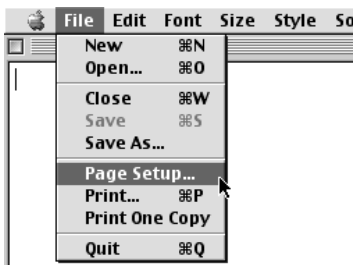
➡ Notes

- Clicking the **Print Advisor** allows you to change to the most appropriate print settings simply by answering questions when prompted.
- Use the application to set the paper size and paper orientation. Before printing, open the settings screen and check that the **Page Size** in the **Page Setup** tab is the same as that specified within application.
- Refer to the User's Guide for more information about printer driver functionality.

Printing with Macintosh

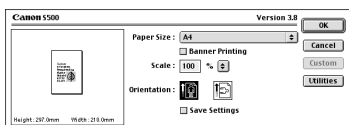
Adjusting the print settings according to your needs allows you to produce better quality prints.

■ Printing



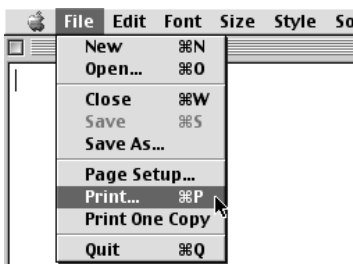
- 1 Open the **Page Setup** dialog box in your application.

On the **File** menu, click **Page Setup**. Check the application's users manual for the actual procedures.



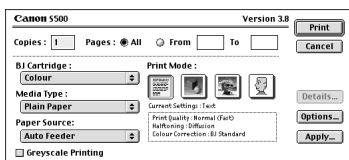
- 2 Specify the page setup.

For details, refer to "Page Setup" on page 19.



- 3 Open the Print dialog box in your application to print the document.

On the **File** menu, click **Print**. Check the application's users manual for the actual procedures.



- 4 Specify the print settings according to your requirements.

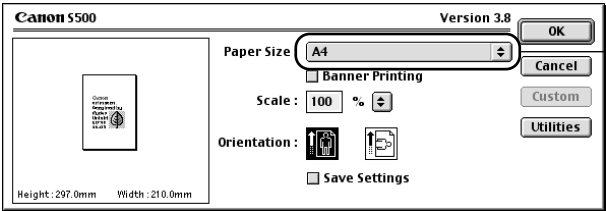
For details, refer to "Basic Print Settings" on page 19.

- 5 Click the **Print** button.

Printing will start in a few moments.

■ Page Setup

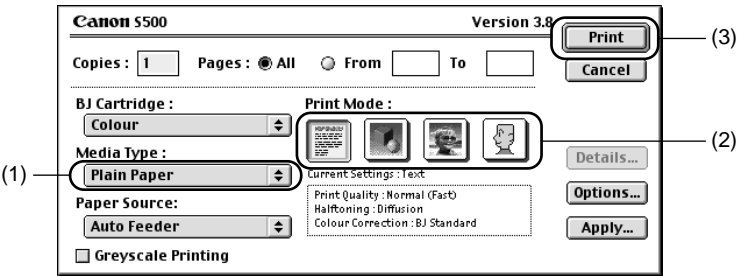
Use the **Page Setup** dialog box to specify the paper size settings.




Select paper size you wish to use.

■ Basic Print Settings

For the best print quality, specify the minimum requirement settings in the **Print** dialog box. To get the best results, ensure you select the type of media loaded in the printer when printing on paper other than plain paper.



(1) [Media Type]	Select the type of media loaded in the printer.
(2) [Print Mode]	Select the icon closest to the type of document you want to print. To specify more detailed settings for the print quality or colour, select Manual  and click Details .
(3) [Print] button	Click this to start printing.

➡ Note

- See Balloon Help for more information about other printer driver functions. Select **Show Balloons** in the **Help** menu for an explanation of each of the items in the setting screen. To see the explanation, point to the item with the mouse.
- Refer to the User's Guide for more information about printer driver functionality.

Print Head Maintenance

■ If Blurring Occurs or If a Specific Colour Does Not Print

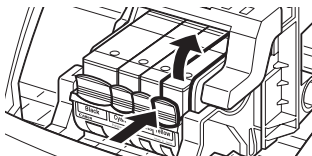
Perform print head cleaning to improve the print quality. Ensure that the printer is turned on and follow the instructions below.

- Windows
Open the printer driver settings screen and click the **Maintenance** tab. Click the Cleaning icon. See page 12 for details on how to open the setting screen.
- Macintosh
Open the **Page Setup** dialog box and click the **Utilities** button. Click the Cleaning icon.

■ When the Printer Runs out of Ink

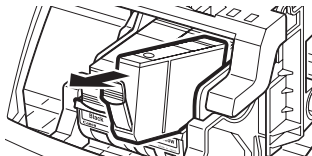
Replace the empty ink tank with a new one.
Specify the following ink tanks when purchasing.

Yellow	BCI-3eY
Magenta	BCI-3eM
Cyan	BCI-3eC
Black	BCI-3eBK



- 1** Open the front cover and remove the empty ink tank.

Do not touch the lock lever.



- 2** Install the new ink tank.

Close the front cover when finished.



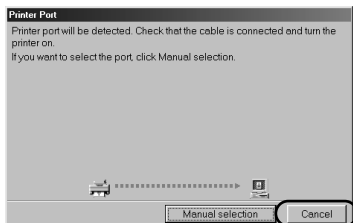
➡ **Note**

For more details about maintenance, refer to the User's Guide.

Notes on Handling the USB Interface (for Windows Users)

If installation of the printer driver does not proceed as instructed in this Quick Start Guide, there may be a problem with the USB driver installation. Try reinstalling the printer driver.

■ Reinstalling



If you cannot proceed beyond the **Printer Port** screen:

- 1 Click **Cancel**.
- 2 When the **Abort Installation** screen is displayed, click **Abort**.
- 3 When the **Terminate Installation** screen is displayed, click **OK**.
- 4 Turn the printer off.
- 5 Reinstall the printer driver (see page 8).

If the installation still does not proceed as instructed, check the status of the USB driver following the procedures described below.

■ Checking the USB Driver Status

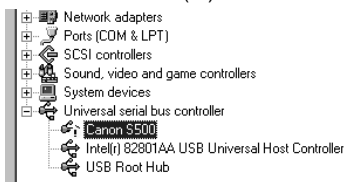
- 1 Ensure the computer and printer are connected using the USB cable and that the printer is turned on.
- 2 Select **Start, Settings and Control Panel**.
- 3 Double-click **System**.
If the **System** icon is not displayed for Windows Me users, click on **view all Control Panel options** on the left-hand side of the screen.
- 4 Click the **Device Manager** tab.

For Windows 2000, click the **Hardware** tab then click **Device Manager**.

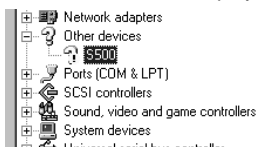
- 5 Double-click **Universal Serial Bus controllers**.

- If your printer is displayed, installation is complete.
- If your printer is displayed with an exclamation mark (!), installation was not successful. Delete and reinstall.

If your printer is displayed with an exclamation mark (!)



If **Other Devices** is displayed



Double-click **Other Devices** if it is displayed.

- If your printer or **Unknown device** is displayed, installation was not successful. Delete and reinstall.

Refer to the User's Guide for details on how to delete unknown devices.

For Further Details...

For more information, place the Setup Software & User's Guide CD-ROM in the CD-ROM drive.

■ User's Guide Contents

The "User's Guide" is in PDF format and can be found on the same CD-ROM as the printer driver. You can view this Guide on screen and print out any sections you require.

Contents

- Printer parts and their functions
- Printer driver functions
- Routine maintenance
- Printing media
- Troubleshooting
- Specifications

■ How to View the User's Guide

For Windows

- (1) Load the CD-ROM in your computer.
- (2) Click **View Documentation**.
If Acrobat Reader is not installed or Acrobat Reader 4.0 is installed, a message appears. Click **Yes**. Follow the instructions on screen to install the program. The User's Guide will appear once installation is complete.

For Macintosh

- (1) Load the CD-ROM in your computer.
If Acrobat Reader 3.0 or later is not already installed, double-click the **Acrobat Reader 4.0** folder in the **CD-ROM** folder, then double-click **Reader 4.0 Installer**. Follow the instructions on the screen to install Acrobat Reader.
- (2) Double-click the **Manual** folder.
- (3) Select a language folder.
- (4) Double-click the icon for the **S500_UG_UK.PDF** file.

■ BJ Printer Driver Systems Requirements

For Windows

- Windows 95, Windows 98, Windows Me, Windows NT 4.0, Windows 2000
- USB interface or standard 25 pin parallel interface
 - * For the USB interface, use a computer on which Windows 98, Windows Me or Windows 2000 has been preinstalled (including computers preinstalled with Windows 98, Windows Me upgraded to Windows 2000).
- 15MB of available hard-disk space for Windows 95/Windows 98/Windows Me
- 25MB of available hard-disk space for Windows NT 4.0/Windows 2000
- 16MB of available RAM

For Macintosh

- Macintosh series computer equipped with USB interface
- Preinstalled Mac OS 8.5 - Mac OS 9.x
- 30MB of available hard-disk space (including temporary storage space)
- 12MB of available RAM (unused block)

Additional Systems Requirements for User's Guide

To install Adobe Acrobat Reader and view the User's Guide:

- 8MB of available hard-disk space for Windows
- 13MB of available hard-disk space for Mac OS
- 640 x 480 pixels or greater, minimum 256 colours video display



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