

Canon

S520

Color Bubble Jet™ Printer

Quick Start Guide

Canon S520 Color Bubble Jet Printer Quick Start Guide.

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Chapter 1: Basic Printing

Congratulations on purchasing your new Canon® S520 Color Bubble Jet™ Printer!

With your S520, you can print professional business documents in black and white or vivid color. Combined with Canon specialty media such as Canon High Resolution Paper (ideal for business documents that include large numbers of color illustrations), Canon Glossy Photo Paper or Canon Photo Paper Pro for Borderless Printing 4 x 6 (for digital photographs), and Canon Transparencies (for presentations), your documents and photos will make a lasting impression!

Canon offers a full range of specialty media that can be used with your S520 printer, as listed in “Specialty Media” on page 3.

With your S520 you can also print borderless photographs or banners. And you can use the duplex feature to print documents on both sides of your paper or to create booklets that are ready to be assembled and stapled as soon as they come off the printer!

Your Setup Software and User’s Guide CD-ROM also includes PhotoRecord and other fun and useful photo application utilities for organizing, viewing and manipulating digital photos and graphic images.



This quick start guide describes basic features of your S520 printer to get you up and running. For detailed information, you can view the *S520 User’s Guide* on the Setup Software & User’s Guide CD-ROM. While in the printer driver interface, you can also access online help by pressing **F1** in Windows® or turning on Balloon help in Mac® OS.

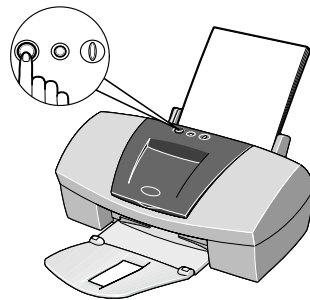
Windows driver features and screen shots described in this guide reflect Windows 98 and may be different for Windows NT® 4.0, Windows 2000 and Windows XP.

Turning Your Printer On and Off

To turn your printer on or off, press the POWER button.

The POWER lamp will flash green when warming up or when a print job is being sent to the printer. It will glow a steady (non-flashing) green when the printer is ready for use or when the print job is complete.

If the POWER lamp flashes orange, see “Handling Error Messages” on page 39.



What Is a Printer Driver?

Most computers require special software to link the software applications you use to create documents or images with your printer. This software, called a *printer driver*, converts information from the application into a format that the printer can understand. The Canon S520 printer driver also provides other features, such as monitoring the printer's paper supply and ink levels.

Selecting the S520 Printer for Use

If the S520 is the only printer connected to your computer, it will automatically be set as the default (main) printer. However, if your computer has access to multiple printers, you can set the S520 as the default printer.



To set the S520 as the default printer in Windows:

1. Click **Start**, then **Settings**, then **Printers**.



For Windows XP, click **Start**, then **Control Panel**, then **Printers and Other Hardware**, then **Printers and Faxes**.

2. Right-click the **Canon S520** printer icon, then click **Set as Default**. The Canon S520 printer icon will display a check mark indicating it as the default printer.



To select the S520 from within a Windows application:

Even if another printer is set as the default printer, you can still select the Canon S520 for a specific print job from within most Windows applications.



Note

Menus vary between applications. Consult your application user documentation if the Print option is not listed.

1. From the **File** menu, click **Print**.
2. Select **Canon S520** from the Name drop-down list, then click **OK**.



To select the S520 in Mac® OS:

1. Click the **Apple** icon, then **Chooser**.
2. Click the **S520** printer icon. The S520 will remain the default printer until another is selected.

Recommended Paper Use

There are two steps recommended for getting the best output for your printed documents:

- Set the paper thickness lever for the media used. (See “Load Limit and Paper Thickness Lever Position” on page 5.)
- Select the correct media setting in the printer driver. (See “Chapter 2: Advanced Print Features” on page 9.)

General Business Printing

For everyday paper printing, use plain paper (17 to 28 lb.). Use standard #10 envelopes with your S520 printer.

Specialty Media

For optimum results, Canon recommends that you use genuine Canon media with your S520 printer. Follow the instructions that come with any specialty media on storing, handling and printing.

The specialty media available for use with the S520 include:

- Canon High Resolution Paper
- Canon Transparencies
- Canon Banner Paper
- Canon Glossy Photo Paper

- Canon Photo Paper Pro
- Canon Photo Paper Pro (4 x 6)
- Canon Photo Paper Pro for Borderless Printing (4 x 6)
- Canon Glossy Photo Cards
- Canon High Gloss Photo Film
- Canon T-Shirt Transfers

**Note**

Handle media carefully by its edges. Dirt or fingerprints on the print surface will adversely affect print quality. For instructions on loading and handling specialty media, see the instructions that come with that media type.

Media to Avoid

Do not use the following types of media with your S520 as they could produce poor quality print images, or jam or damage the printer:

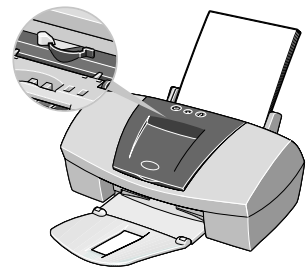
- Paper that is folded, excessively curled, wrinkled or wrapped
- Damp paper
- Excessively thin or thick paper (less than 17 lb. or more than 28 lb.)
- Picture postcards or postcards with pasted photos or stickers
- Sealed envelopes, or envelopes with overlapping or self-sealing flaps
- Paper with holes, such as loose-leaf paper

Loading Plain Paper and Other Canon Media













The S520 can print on paper ranging from standard copier paper (usually 17–28 lb.) to Canon specialty media paper and envelopes.

The paper thickness lever is located inside the front cover, on the printhead holder. It controls the paper feed for the type and weight of the media on which you are printing.

Use the chart on the next page to ensure that the paper thickness lever is set correctly for the type of Canon media you are using.

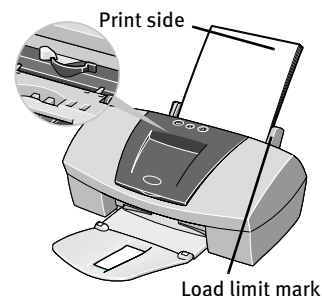


Load Limit and Paper Thickness Lever Position

Media Type	Paper Rest Load Limit	Paper Thickness Lever Position
Plain paper	up to 100 sheets (17 lb.)	Left 
High Resolution Paper	up to 80 sheets	Left 
Photo Paper Pro	1 sheet	Left 
Photo Paper Pro for Borderless Printing (4X6)	up to 20 sheets	Left 
Photo Paper Pro (4X6)	up to 20 sheets	Left 
High Gloss Photo Film	1 sheet	Left 
Glossy Photo Paper	1 sheet	Left 
Glossy Photo Cards	up to 20 sheets	Left 
Transparencies	up to 30 sheets	Left 
#10 Envelopes	up to 10 envelopes	Right 
Banner Paper	1 sheet (print up to 6 sheets)	Right 
T-Shirt Transfers	1 sheet	Right 

To load plain paper or other Canon media:

1. Make sure the paper thickness lever is set correctly for the media used.
2. Slide the paper guide completely to the left.
3. Fan the edges of the sheets to remove static cling and avoid paper jams, then tap the edges of the stack against a flat surface so the stack is aligned.
4. Insert the media into the paper rest, with the print side facing up.



Note

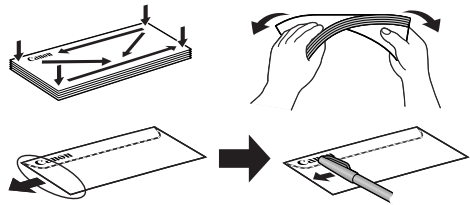
Some specialty media have specific sides for printing. The print side is usually the brighter white or glossier side of the page. When using specialty media, ensure that the brighter/glossier side faces up and avoid touching the print side.

Always follow the specific media instructions packaged with your media for complete details and ink drying times.

5. Slide the paper guide to the edge of the media until firmly in place.

To load envelopes:

1. Lift the cover and set the paper thickness lever to the envelope mark. Close the cover.
2. Slide the paper guide to the left.
3. Press down on the corners and sides of the envelopes to make them as flat as possible by expelling all of the air.



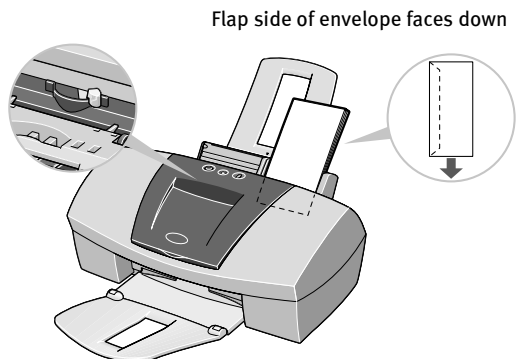
To avoid paper jams, make sure envelopes are flat before you load them into the paper tray.



Note Make sure that none of the flaps overlap. If the envelope edges are not flat, crease them with the side of a pen.

Do not allow more than 10 envelopes to stack on the paper rest or output tray.

4. With the address side facing up and pointed in the direction shown in the illustration, align the stack with the right side of the sheet feeder, then insert the stack into the printer.
5. Slide the paper guide to the edge of the envelopes until firmly in place.
6. From the printer driver interface, select the correct paper size (see “To manually adjust print quality settings in Windows:” on page 10 or “To manually adjust print quality settings in Mac OS:” on page 11).

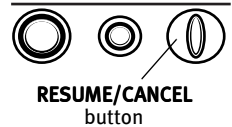


Canceling a Print Job

There are several ways to cancel a print job in progress.

To cancel a print job from the printer:

You can cancel a print job from the printer while a document is printing. Press the **RESUME/CANCEL** button on the printer. The print job will be canceled and the paper ejected.

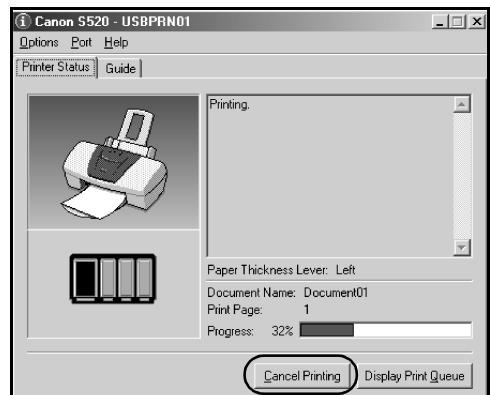


To cancel a print job from the BJ Status Monitor:

The BJ Status Monitor launches automatically when data is sent to the printer and will appear as an icon on the taskbar.



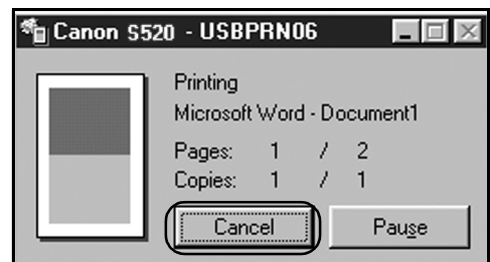
1. To cancel a multi-page print job from the Status Monitor, click the BJ Status Monitor icon on the taskbar and the dialog box will open.
2. Click **Cancel Printing**. The print job will be canceled and the paper ejected.



To cancel a print job from the S520 print dialog box:

When a job is printing on the S520, a print status dialog box displays on your screen.

Click **Cancel** at any time while this dialog box is open to cancel the current print job. The print job will be canceled and the paper ejected.





To cancel a print job from Windows:

1. Click **Start**, then **Settings**, then **Printers**.



Note


For Windows XP, click **Start**, then **Control Panel**, then **Printers and Other Hardware**, then **Printers and Faxes**.

2. Double-click **Canon S520**, click the print job, then press the **Delete** key.

The print job will be canceled and the paper ejected.



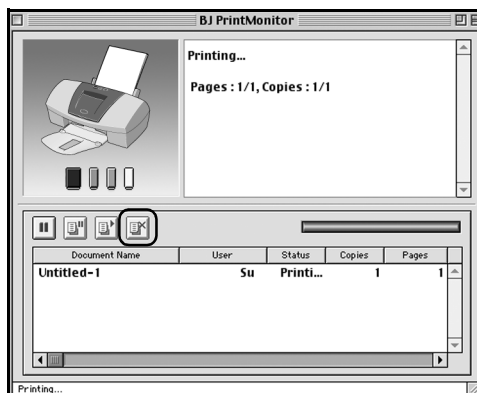
To cancel a print job in Mac OS when using foreground printing:

On your keyboard, press the Apple® Command key () and the period key (.) at the same time. The print job will be canceled and the paper ejected.



To cancel a print job in Mac OS if using background printing:

1. While a job is printing, go to the BJ Print Monitor window (click **Finder**, then **BJ Print Monitor**).
2. Highlight the job to be canceled.
3. Click the **Stop Printing** icon in the Print Queue dialog box. The print job will be canceled and the paper ejected.



Chapter 2: Advanced Print Features

Improving Printed Images



Two important factors control the quality and output of your printed images:

- | | |
|--------------------------------|--|
| Paper and Ink | Using recommended Canon paper, specialty media and inks for printing photographs or graphic images can significantly improve the quality of your printouts. See the inside back cover for a list of Canon media and inks for this printer. |
| Printer Driver Settings | The printer driver has a variety of settings that can be used to creatively enhance the colors and output of your documents and graphic presentations. Many of these features are covered in this chapter. |

For more detailed information, see the *S520 User's Guide* on the Setup Software & User's Guide CD-ROM.

You can also access the online help in one of the following ways while in the printer driver interface:



- Press the **F1** key.
- Click  in the upper right corner, then click the feature you want to know more about.
- Click the  button when displayed.



- Turn on **Balloon Help** by clicking **Help**, then **Show Balloons**.

Adjusting Print Quality

Features that affect the appearance and quality of your printed documents can be controlled with the printer driver.

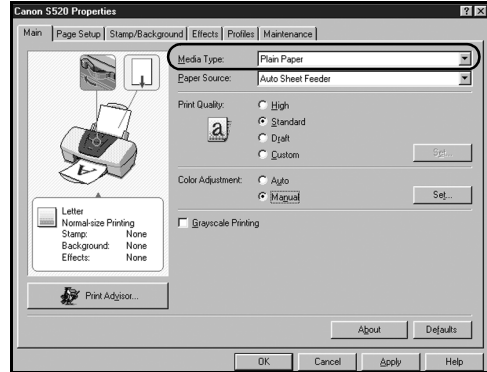
Advanced Print Features

The S520 automatically adjusts printer settings to improve print quality based on the media type (plain paper, Glossy Photo Paper, and so on). You can also customize the print quality settings if desired.



To manually adjust print quality settings in Windows:

1. From an application **File** menu, click **Print**.
2. With **Canon S520** as the selected printer, click **Properties**. The Canon S520 Properties dialog box will open to the Main tab.
3. Select the appropriate option from the **Media Type**.



Note

If printing envelopes, select **Envelope** as the media type.

4. Each media type has its own default print quality, but you can change this under **Print Quality**:

High For high quality when printing a color document.

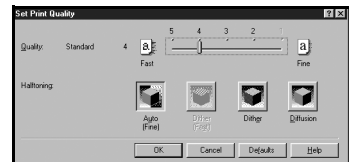
Standard For high quality when printing text.

Draft For printing text drafts at a faster speed.

Custom For more control when printing. If you select **Custom**, the Set button becomes active. Click **Set** to open the Set Print Quality dialog box. There are two features you can control:

Print Quality The printer driver provides several settings for custom print quality, ranging from Fast (prints at 600 dpi for faster printing and less ink) to Fine (prints at 2400 x 1200 dpi).

Halftoning This controls the pattern in which the ink is laid down when printing graphic images.



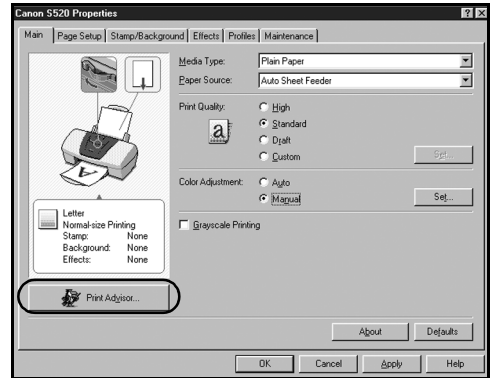
5. When done, click **OK**.



To select best print quality with the Print Advisor wizard:

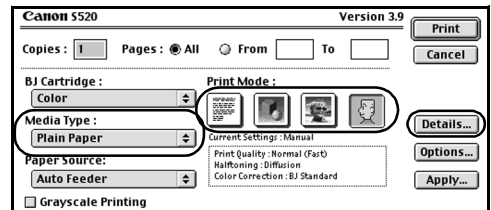
Print Advisor is a wizard that helps you select the most optimum media type and print quality for your print job.

1. From an application **File** menu, click **Print**.
2. With **Canon S520** as the selected printer, click **Properties**. The S520 Properties window will open to the Main tab.
3. Click the **Print Advisor** button, and the wizard dialog box will appear.
4. Follow the on-screen instructions to select the optimum output type, media and settings for your print job.
5. Click **OK** to save the changes and close the dialog box.



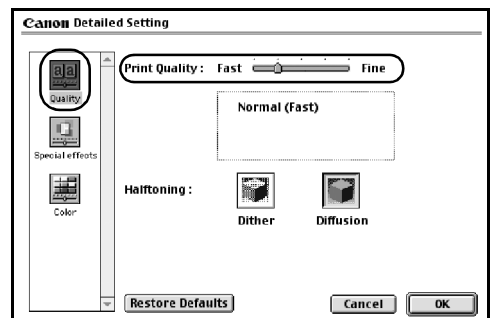
To manually adjust print quality settings in Mac OS:

1. Make sure the S520 is the selected printer (click the **Apple** icon, click **Chooser**, then **S520**)
2. From an application **File** menu, click **Print**.
3. Select the appropriate option from the **Media Type**.



Note If printing envelopes, select **Envelope** as the media type.

4. Click the manual print mode icon, then click the **Details** button. The Detailed Setting dialog box will open. Make sure **Quality** is selected.
5. Click and drag the **Print Quality** slider to customize your output quality.
6. When done, click **OK**, then click **Print**.

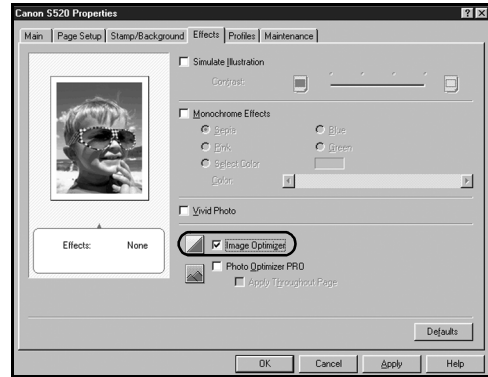




To automatically make images smoother in Windows:

Image Optimizer smooths jagged edges formed when enlarging a photo or graphic from its original size. It is most effective when used with low-resolution images.

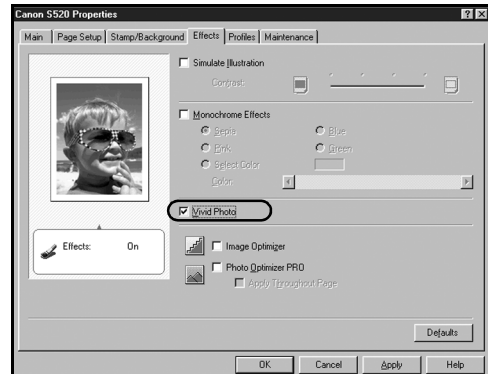
1. From an application **File** menu, click **Print**.
2. With **Canon S520** as the selected printer, click **Properties**.
3. Click the **Effects** tab, then select the **Image Optimizer** check box.
4. Click **OK** to save this setting and close the dialog box.



To use the Vivid Photo Option:

Vivid photo intensifies background colors for fields, trees, oceans and skies, while maintaining natural skin tones in the images.

To use Vivid Photo, select the **Vivid Photo** check box on the **Effects** tab.



Adjusting Color Balance, Intensity and Brightness

You can enhance color printing by adjusting the color balance, intensity (saturation) and brightness.



To manually adjust color settings in Windows:

1. From an application **File** menu, click **Print**.
2. With **Canon S520** as the selected printer, click **Properties**.

3. On the **Main** tab, under Color Adjustment, click **Manual**. The Set button will become active.
4. Click **Set** and the Manual Color Adjustment dialog box will appear.
5. Click and drag the **Color Balance** slider for each color to adjust the color settings. The results will preview.
6. Click and drag the **Intensity** slider to change the intensity (saturation) for the image. The results will preview.
7. Image Color Management (ICM) is a feature that automatically adjusts the image colors. (This feature is only available in Windows 98, Me, 2000 and XP).



Note

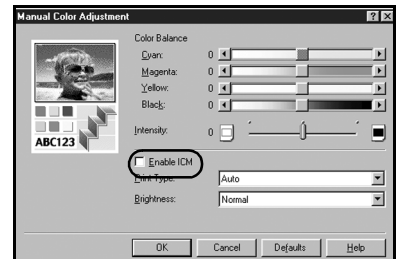
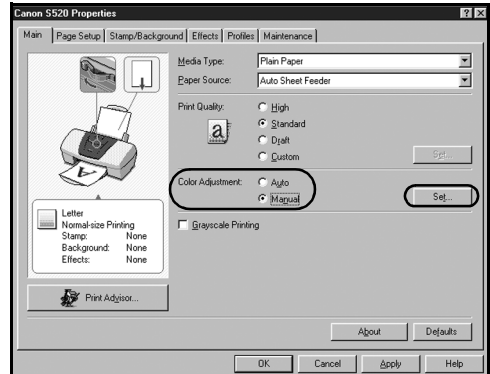
To use ICM for automatic color adjustment, select the **Enable ICM** check box. All other features on this tab (except Intensity) will become inactive.

8. Under **Print Type**, select **Photo** when printing photographs to get a wider range of tones. Select **Graphic** when printing graphic images for crisper, cleaner graphic images.
9. Select a **Brightness** setting to control how light or dark the image will appear when printed.
10. When done, click **OK**.



Note

To print in black only, select the Grayscale Printing box. This will convert color images to grayscale when printing without changing the original colors in the document.



To automatically optimize the image in Windows:

Photo Optimizer PRO automatically adjusts a photographic image created with a digital camera. Use this feature to compensate for unsatisfactory color balance and over- or under-exposure before printing.

1. From an application **File** menu, click **Print**.
2. With **Canon S520** as the selected printer, click **Properties**.

3. Click the **Effects** tab.
4. Select the **Photo Optimizer PRO** check box.


When Photo Optimizer PRO is selected, the **Apply Throughout Page** option becomes active. If this box is not selected, the S520 will optimize each image individually. If selected, all images will be automatically corrected with the same settings.

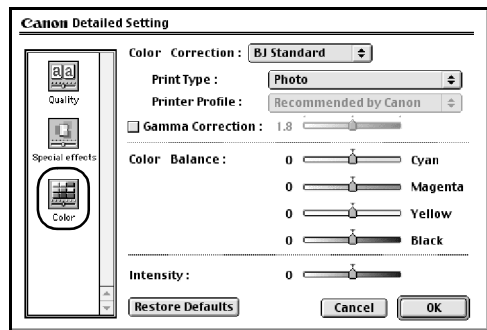


5. When done, click **OK**.



To manually adjust color settings in Mac OS:

1. Make sure that the S520 is the selected printer. (Click the **Apple** icon, click **Chooser**, then click **S520**.)
2. From an application **File** menu, click **Print**.
3. Click the manual print mode icon , then click **Details**.
4. Click the **Color** icon.
5. Adjust the **Color Correction**, **Print Type**, **Gamma Correction**, **Color Balance** and **Intensity** settings for your image.
6. When done, click **OK**, then click **Print**.



Changing the Page Setup

You can change how the image is printed without affecting the original image file.



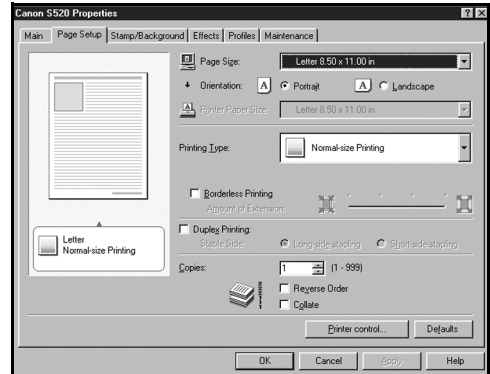
To change page setup in Windows:

1. From an application **File** menu, click **Print**.
2. With **Canon S520** as the selected printer, click **Properties**.
3. Click the **Page Setup** tab. From this tab, you can change the following options:

Page Size The default is the page size set in the original document, but you can change it.

Orientation Select either portrait or landscape orientation.

Printer Paper Size The page size used by the printer. The default matches the page size set in the original document. However, a different printer paper size can be selected if a Printing Type other than Normal-size Printing is selected.



Printing Type If desired, select a different type:

Normal-size Printing The default type, this matches the original document.

Fit-to-Page Printing The document is automatically resized to fit the paper size. When using this function, ensure you correctly set **Page Size** and **Printer Paper Size**.

Scaled Printing Set the scale of the printed image down to 20% or up to 400% of the original.

Page Layout Printing Set the number of pages to print on a single sheet. Click **Specify** to set the number of pages (2 to 16), the print order for those pages (left to right or right to left) and whether you want to print a border around each page.

Poster Printing Print an oversized image on multiple pages that can then be manually joined together. Click **Specify** to set the image divisions (how many tiles the image will break up into).

Banner Printing Print banners on special banner paper.

Booklet Printing The multiple-page document is printed so that two pages of the document fit on each printed page. The print order is set automatically. After the document is printed, you can create a booklet by folding and saddle-stitching the document.

Borderless Printing Prints the image to the edge of the media. Borderless printing should be done on either Canon Photo Paper Pro for Borderless Printing (4 x 6) or Glossy Photo Paper. To print a borderless image, drag the slider to the left.

Duplex Printing Use this to print on the front of the paper, then reload the printed pages and print on the other side. You also have the option of selecting the long edge or short edge of the paper as the edge to be bound.

4. When done, click **OK**.



To change page setup in Mac OS:

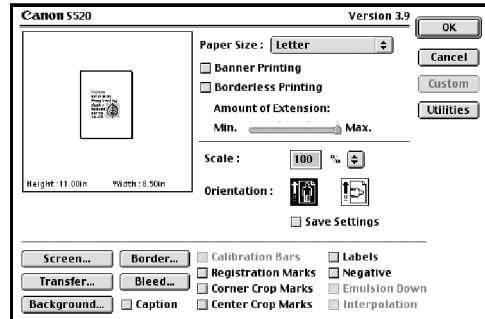
1. Make sure that **S520** is the selected printer. (Click the **Apple** icon, click **Chooser**, then click **S520**).
2. From an application **File** menu, click **Page Setup**.
3. You can change the following:

- The **page size** used by the printer. The default matches the page size set in the original document.

However, a different printer paper size can be selected if a Printing Type other than Normal-size Printing is selected. (If printing a banner, select the **Banner Printing** check box, then follow the on-screen instructions.)

- Set a **Scale** percentage between 50% and 200% to print the image in a size different from the original document.
- Click an **Orientation** icon to change the page orientation.

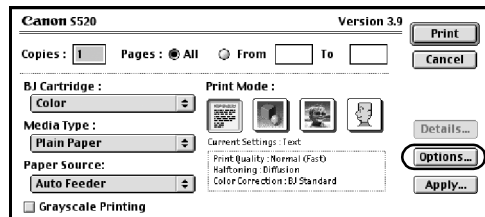
4. To save these settings for the next print job, select the **Save Settings** check box.
5. When done, click **Print**.



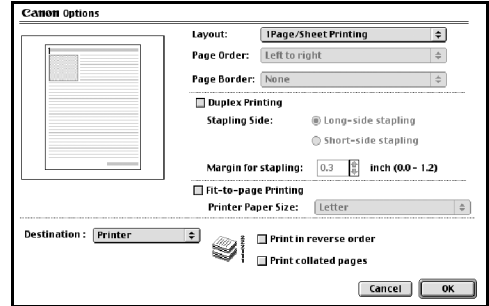
To change page layout and print order in Mac OS:

1. Make sure that **S520** is the selected printer. (Click the **Apple** icon, click **Chooser**, then click **S520**).
2. From an application **File** menu, click **Print**.
3. Click **Options**. You can enter or change the following:

- To print in reverse order, select the **Print in Reverse Order** check box.



- If you are printing more than one copy, select the **Print Collated Pages** check box to collate each copy instead of printing all copies of page 1, then all copies of page 2, and so on.
- Under **Layout**, select the appropriate option to change to a 2-up or 4-up layout.
- If the page layout is other than 1-up, you can select a different **Page Order** option specific to the selected page layout.
- If the page layout is other than 1-up, you can also select a **Page Border** option to print a border around each page.



4. When done, click **OK**, then click **Print**.

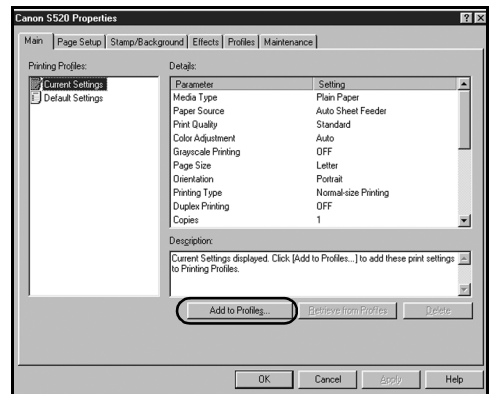
Saving and Recalling Driver Settings

When you change printer driver settings for a specific print job, such as printing black and white photos, or printing documents with a special background, you can save and name these settings for future use on similar print jobs.



To save driver settings in Windows:

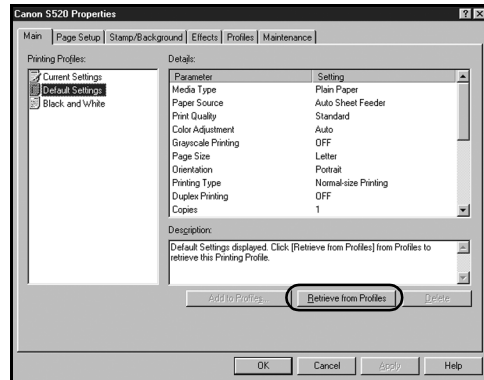
1. From an application **File** menu, click **Print**.
2. With **Canon S520** as the selected printer, click **Properties**.
3. Make the desired printer driver setting changes.
4. Without exiting the Properties window, click the **Profiles** tab.
5. Click **Add to Profiles**, then type a name for your settings in the **Name** field. You can also select an icon for this profile.
6. Type a description of your settings, then click **OK**.





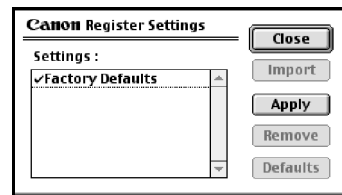
To retrieve a saved setting profile in Windows:

1. From an application **File** menu, click **Print**.
2. With **Canon S520** as the selected printer, click **Properties**.
3. Click the **Profiles** tab.
4. Highlight the saved setting profile you want to use.
5. Click **Retrieve from Profiles**, then click **OK** to confirm the profile change. The profile settings will become active.
6. Click **OK** again to close the window.



To save driver settings in Mac OS:

1. From an application **File** menu, click **Print**.
2. Make the desired printer driver setting changes.
3. Click **Apply**. The Register Settings dialog box will appear.
4. Click **Apply** again, then type a name for the settings.
5. Click **OK**. The Register Settings window will reappear.



Note

To save the new settings as your default settings for the Manual icon, click the name in the Settings list, then click **Default**.

See the *S520 User's Guide* on the Setup Software & User's Guide CD-ROM for instructions on removing manual settings and restoring default settings.

6. When done, click **Close**.



To retrieve driver settings in Mac OS:

1. From an application **File** menu, click **Print**.
2. Click **Apply**, then select the name of your saved settings.
3. Click **Defaults**, then **OK**.
4. Click **Import**, then click **Close**.

Chapter 3: Printing Maintenance

Monitoring Ink Levels

The print driver allows you to monitor the level of ink in each ink tank.



To check ink levels in Windows:

1. With the printer on, click **Start**, then **Settings**, then **Printers**.



Note


For Windows XP, click **Start**, then **Control Panel**, then **Printers and Other Hardware**, then **Printers and Faxes**.

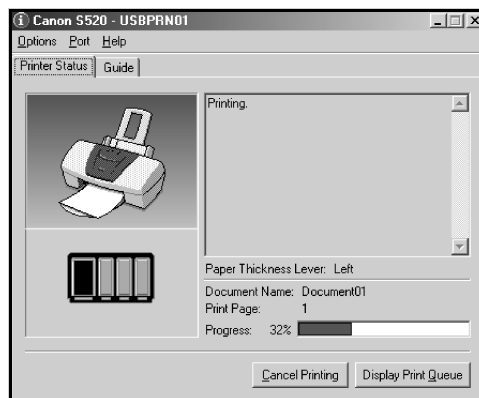
2. Right-click the **Canon S520** icon, then click **Properties**.
3. Click the **Maintenance** tab, then click **Start Status Monitor**.

The ink panel displays the ink levels for each tank.

The following icons appear when an ink tank is low or has run out of ink:

- ① Ink low. Replace ink tank as soon as possible.
- ✕ Ink out. Replace ink tank immediately.

4. Click  on the top right of the window to close the dialog box, then click **OK** to close the Properties window.



To check ink levels in Mac OS:

The S520 Print Monitor can display ink levels when they are running low if you have enabled background printing in the Chooser option.

1. Click **Chooser** on the **Apple** menu.
2. Ensure the S520 is the selected printer.
3. Set **Background** to **On**.



By default, Background Printing is **Off**.

Replacing Ink Tanks

To replace an empty ink tank:

1. With the printer on, open the front cover. The printhead holder will automatically move to the center.
2. Press the tab on the front of the empty ink tank, then remove and discard the empty tank.
3. Remove the new ink tank from its package. Pull the orange tape up, remove the wrapper and twist off the orange protective cap.



To avoid spilling ink, never press on the sides of an ink tank.

4. Holding the new ink tank at a slight angle, align it with the correct color slot, then gently insert it.



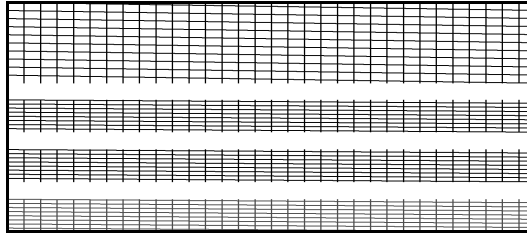
Do not force an ink tank into the printhead. If the ink tank does not go in smoothly, realign it, then try again.

5. Press down on the ink tank until it clicks into place.
6. Close the front cover.

Printing a Nozzle Check Pattern

The printhead discharges ink through nozzles—tiny openings from which the ink is sprayed. If faded or streaked colors and text appear on your output when you print, some of the nozzles may be clogged. You can check for this problem by printing a nozzle check pattern.

The nozzle check pattern should appear as follows when ink is discharged properly. Examine the nozzle check pattern output.



Lines missing here indicate the printhead requires cleaning.



Unevenness in these patterns indicates the printhead requires alignment.



To print a nozzle check pattern in Windows:

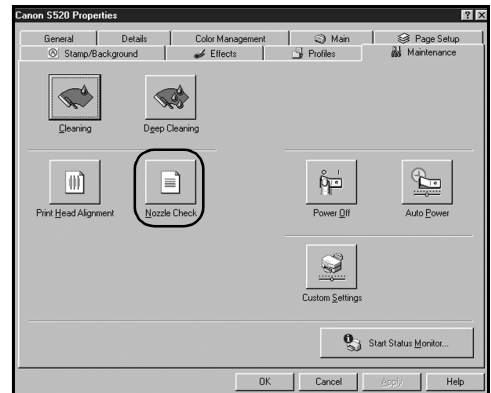
1. Make sure the printer is on and paper is loaded.
2. Click **Start**, then **Settings**, then **Printers**.



Note

For Windows XP, click **Start**, then **Control Panel**, then **Printers and Other Hardware**, then **Printers and Faxes**. The Maintenance tab may vary for Windows NT 4.0, Windows 2000 and Windows XP.

3. Right-click the **Canon S520** printer icon and click **Properties**.
4. Click the **Maintenance** tab, then click the **Nozzle Check** button.
5. Click **OK** to start the nozzle test. The nozzle test pattern will print.
6. When done, click **Close**.
7. Examine the printed nozzle check pattern to verify that the ink is consistent on the printout.



Note

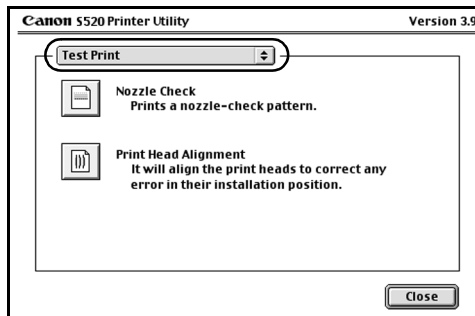
If indicated by the printout, clean the printhead (see next page), or realign it (see “Aligning the Printhead” on page 23).



To print a nozzle check pattern in Mac OS:

1. Make sure the printer is on and paper is loaded.

- From an application **File** menu, click **Page Setup**.
- Click **Utilities**. The Canon S520 Printer Utility window will appear.
- Select **Test Print** from the drop-down menu.
- Click the **Nozzle Check** button. When prompted, click **OK**. The nozzle test pattern will print.
- When done, click **Close**.
- Examine the printed nozzle check pattern to verify that the ink is consistent on the printout.

**Note**

If indicated by the printout, clean the printhead (see below), or realign it (see “Aligning the Printhead” on page 23).

Cleaning the Printhead

If your printed output or nozzle check pattern appears faded, streaked or scratchy, the printhead may need to be cleaned or aligned. Printhead cleaning consumes ink. Avoid unnecessary cleaning.

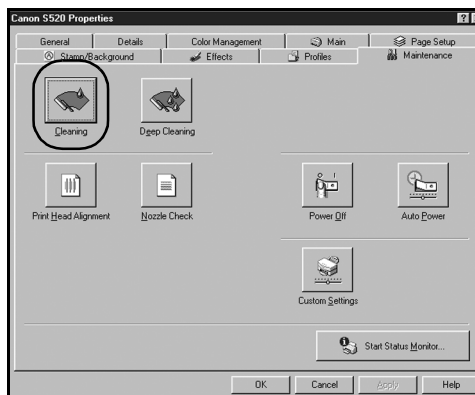


To clean the printhead in Windows:

- With the printer on, click **Start**, then **Settings**, then **Printers**.

**Note**

For Windows XP, click **Start**, then **Control Panel**, then **Printers and Other Hardware**, then **Printers and Faxes**. The Maintenance tab may vary for Windows NT 4.0, Windows 2000 and Windows XP.

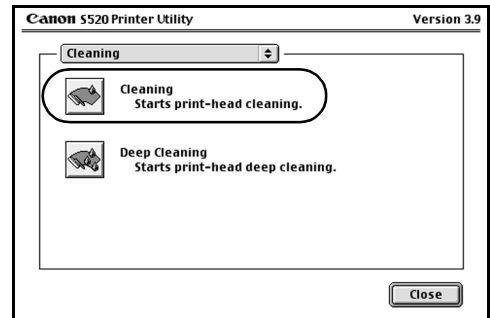


3. Click the **Maintenance** tab, then click **Cleaning**. The printer will clean the printhead.
4. Click **OK** to close the window.
5. After the cleaning, print a nozzle check pattern to check the results. See “Printing a Nozzle Check Pattern” on page 20.
6. If there is no change after cleaning, check the amount of ink remaining. If an ink tank is empty, replace it. See “Monitoring Ink Levels” on page 19.



To clean the printhead in Mac OS:

1. Make sure the printer is on.
2. From an application **File** menu, click **Page Setup**.
3. Click **Utilities**. The Canon S520 Printer Utility dialog box will appear.
4. Click the **Cleaning** button.
5. Select the colors to be cleaned, then click **OK**. The printer will clean the printhead.
6. When done, click **Close**.
7. After the cleaning, print a nozzle check pattern to check the results. See “Printing a Nozzle Check Pattern” on page 20.
8. If there is no change after cleaning, check the amount of ink remaining. If an ink tank is empty, replace it. See “Monitoring Ink Levels” on page 19.



Aligning the Printhead

Part of the setup procedure for a new S520 printer includes aligning the printhead. Occasionally, you may need to realign it, as determined by the results of a nozzle check pattern (see “Printing a Nozzle Check Pattern” on page 20.)



To align the printhead in Windows:

1. Make sure the printer is on and paper is loaded.
2. Click **Start**, then **Settings**, then **Printers**.

S520

Printing Maintenance



Note

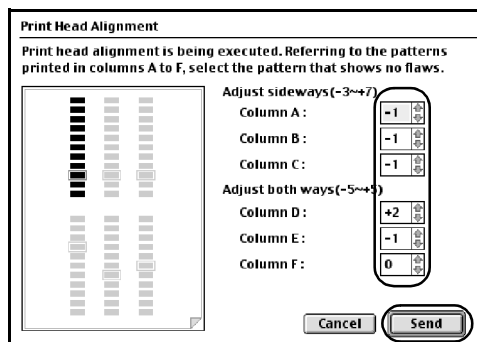
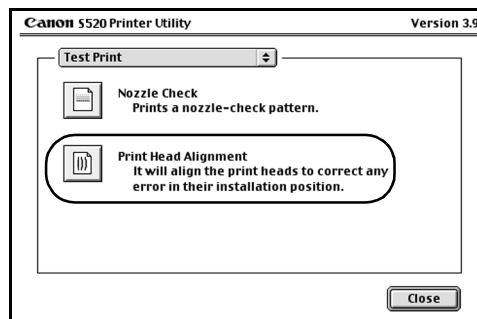
For Windows XP, click **Start**, then **Control Panel**, then **Printers and Other Hardware**, then **Printers and Faxes**. The Maintenance tab may vary for Windows NT 4.0, Windows 2000 and Windows XP. Follow the instructions when prompted.

3. Right-click the **Canon S520** printer icon, then click **Properties**.
4. Click the **Maintenance** tab, then click **Print Head Alignment**.
5. When asked to start printhead alignment, click **OK**.
6. Follow the on-screen instructions to complete printhead alignment.
7. When printhead alignment is complete, click **OK**.



To align the printhead in Mac OS:

1. Make sure the printer is on and paper is loaded.
2. From an application **File** menu, click **Page Setup**.
3. Click **Utilities**.
4. Click the down-arrow to select **Test Print**.
5. Click **Print Head Alignment**.
6. Follow the on-screen instructions to complete printhead alignment.
7. From the patterns in each column on the printed nozzle check pattern, select the most uniform pattern and enter the number in the corresponding field, then click **Send**.
8. When printhead alignment is complete, click **Close**.



Chapter 4: Using Your Photo Applications

Several photo applications come with your Canon S520 that make it easy to organize, view, manipulate and print color photographs.

- A browser (**ZoomBrowser EX** for Windows and **ImageBrowser** for Mac OS) provides easy viewing of photos and other images stored on your computer.
- **PhotoRecord** for Windows can be used to compile digital photos or images into “album” layouts or place multiple images on a single sheet for printing. From PhotoRecord, you can also make high-quality color prints on Canon specialty media.
- **PhotoStitch** helps you to “stitch” together different parts of a single photo, or combine multiple related photos into a panoramic or fully assembled view.

This chapter provides a brief overview of the basic features available with these applications, as well as procedures for printing on Canon Photo Paper Pro for Borderless Printing 4" x 6" paper.

Installing the Photo Applications



To install ZoomBrowser EX, PhotoRecord and PhotoStitch in Windows:

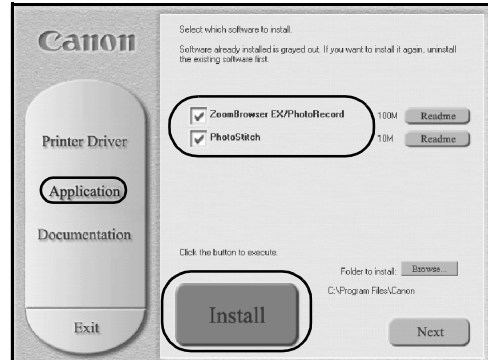
1. Close any open applications.
2. Insert the Setup Software & User's Guide CD-ROM in the CD-ROM drive. The installation screen will appear.



Note

If the setup program does not run automatically, click **Cancel**, then **Exit**. Then, from your program start menu, click **Start**, then **Run**, then type **D:\setup.exe**, where **D** is your CD-ROM drive.

- From the installation main menu, click **Application**. The photo application software options panel will appear.
- Make sure all the installation options are selected, then click **Install**.
- Follow the on-screen instructions.
- When the Terminate Installation dialog box appears, click **OK**.
- Restart your computer. The utilities will not be fully functional until your computer has been restarted.



To install ImageBrowser and PhotoStitch in Mac OS:

- Close any open applications.
- Insert the Setup Software & User's Guide CD-ROM in the CD-ROM drive. Double-click the **Canon_BJ** icon on your desktop, then double-click the **Application** folder.
- Double-click on the software folder to be installed, then double-click the **Installer** icon.
- Click **Install**. The Destination Folder dialog box will appear.
- Select the destination folder, click **Start**, then follow the on-screen instructions.
- When the Installation Has Finished dialog box appears, click **OK**.
- Restart your computer. The utilities will not be fully functional until your computer has been restarted.


Using the Photo Applications

Viewing Images with a Browser

You can use the ZoomBrowser EX (Windows) or the ImageBrowser (Mac OS) to view or organize digital images stored on your computer, or to view and copy from other sources, such as digital cameras, scanners, Zip® disks or CD-ROMs.



To open ZoomBrowser EX in Windows:

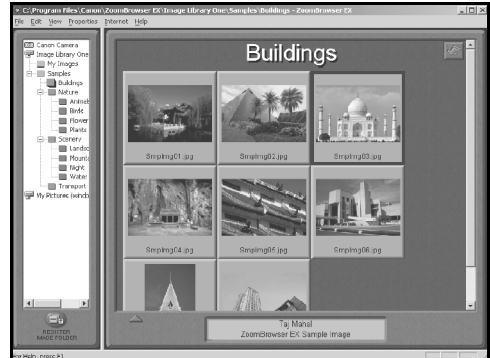
1. Make sure the images you want to view are on your hard drive or other accessible media.
2. Double-click the **Canon ZoomBrowser EX** icon  on the desktop.
3. From this window, you can:

Navigate through available files from the panel on the left.


View thumbnail images of the files in a folder in the panel on the right.

Organize or delete files.

For a full description of all features and options available, press **F1** to view the online help, or consult the *Photo Application Guide* on your CD-ROM.



To open ImageBrowser in Mac OS:

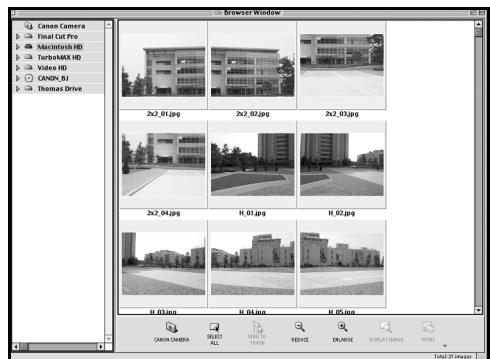
1. Make sure the images you want to view are on your hard drive or other accessible media.
2. Double-click the **Canon ImageBrowser** icon  on the desktop.
3. From this window you can:

Navigate through available files from the panel on the left.

View thumbnail images of the files in a folder in the panel on the right.

Organize or delete files.

For a full description of all features and options available, use Mac Balloon help, or consult the *Photo Application Guide* on your CD-ROM.





Using PhotoRecord for Windows

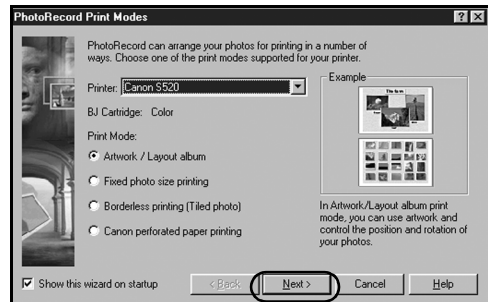
PhotoRecord is a software application that lets you create fun and unique photo albums with the click of your mouse. You can import your photos or graphics from your hard disk, digital camera or scanner, then, using the “drag and drop” feature, you can arrange your album layout. You can rotate your pictures, add captions, change page backgrounds or add a frame around each picture.

To use PhotoRecord:

1. Click **Start**, then **Programs**, then **Canon PhotoRecord**, then **PhotoRecord**.

2. By default, the **PhotoRecord Print Modes** wizard will appear.

You can use this wizard to select your settings, or you can cancel the wizard.



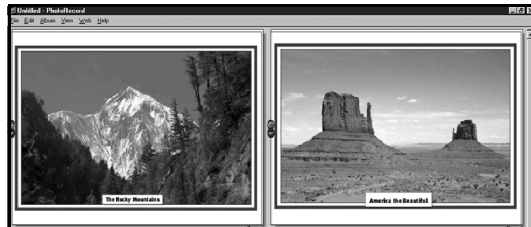
3. Click **File**, then click **Fetch Photos**.



Note

You can also use the **Fetch Photos** feature on the **Album Control Panel**.

4. Navigate to the folder where your photos are stored and select the photos you want to place into your album.
5. Arrange the photos as you would like them, or let the automatic layout feature do it for you.
6. When you are ready to print, click **Print** on the **Album Control Panel**.




Merging Multiple Images with PhotoStitch

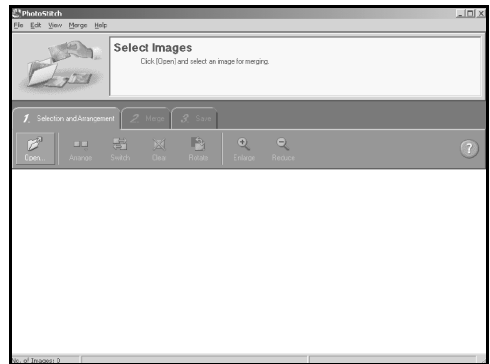
With PhotoStitch, you can merge images in horizontal or vertical sequences, or “stitch” together digital photos or image documents that have been shot or scanned in sections. You can also use PhotoStitch to assemble a series of overlapping images into a seamless panoramic view.



To merge images in Windows:

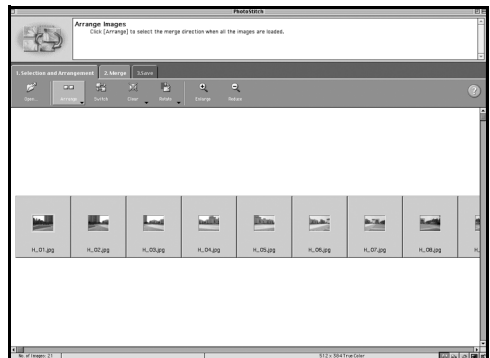
1. Make sure the images you want to view are on your hard drive or other accessible media.
2. Click **Start**, then **Programs**, then **Canon Utilities**. Click **PhotoStitch 3.1** from the Utilities menu, then click **PhotoStitch** from the final menu. The PhotoStitch Launcher will appear.
3. From this window, click the **PhotoStitch 3.1 Merge Images** icon. The main window will appear.
4. Follow the on-screen instructions to open files, and to arrange, stitch, rotate, enlarge or reduce your images.
5. Once an image is saved, you can preview and/or print it.

For a full description of all features and options available, click the  icon to view the online help, or consult the *Photo Application Guide* on your CD-ROM.




To merge images in Mac OS:

1. Make sure the images you want to view are on your hard drive or other accessible media.
2. From within the ImageBrowser window (see “To open ImageBrowser in Mac OS:” on page 27), select one or more images. The images will highlight.
3. From the **Edit** menu, click **PhotoStitch**. The PhotoStitch utility will appear.
4. Follow the on-screen instructions to arrange, stitch, rotate, enlarge or reduce your image.
5. Follow the on-screen instructions to open additional files, and to arrange, stitch, rotate, enlarge or reduce your images.



6. Once an image is saved, you can preview and/or print it.

For a full description of all features and options available, click the  icon to view the online help, or consult the *Photo Application Guide* on your CD-ROM.

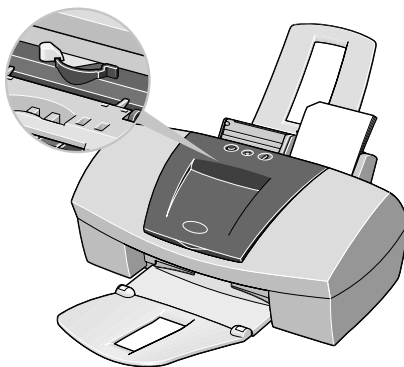
Printing on Canon Photo Paper Pro for Borderless Printing 4" x 6"

Included with your S520 is the Canon Photo Paper Pro for Borderless Printing 4" x 6" media. This paper is designed to let you print images that cover the entire surface of the card without a white border.

This media is intended for use with PhotoRecord for Windows, version 1.2 or later, or ImageBrowser for Mac OS, version 1.4 or later.

To load borderless paper:

1. Set the paper thickness lever to the left.
2. Slide the paper guide completely to the left.
3. With the glossy side facing up, place a sheet on top of the Loading Support Sheet provided with your Canon Photo Paper Pro for Borderless Printing 4" x 6" media.
4. Align the edges of both sheets.
5. Align the media with the right side of the sheet feeder, then insert both the loading support sheet and the borderless paper into the paper rest, with the print side of the borderless paper on top and facing up.
6. Slide the paper guide to the edge of the card until firmly in place.



You can load up to 20 sheets of Canon Photo Paper Pro for Borderless Printing 4" x 6" at a time, with the loading support sheet at the bottom of the stack.

Make sure the loading support sheet is pointing in the direction of the arrow.

To avoid paper jams, never load a sheet that is curled or bent, and make sure the edges of the card and the loading support sheet are aligned before setting them in the paper rest.

To print with borderless paper:

1. Follow the procedures above to load the borderless paper.
2. From the ZoomBrowser EX for Windows or ImageBrowser for Mac OS, select the photo to be printed.
3. From the Print button pop-up menu, click **Layout**. The Print Modes wizard will appear.
4. Select the desired printer, then select **Borderless Printing (Tiled photo)** from the Print Mode options.



Note

The **Borderless Printing (Tiled photo)** check box is available only when you are using a printer which supports this feature.

5. Click **Next**.
6. Specify **Media Type**, **Paper Size** and **Orientation**. The Preview area will show the print image in relation to the paper.
7. Click **Set Page Margins** to widen or narrow the printing area, then click **OK**, then **Next**.
8. Specify the number of photo tiles you want to place in a single page. Select **1** (1 row) when printing a photo with no margins. If you select the **Automatic Clipping** check box, PhotoRecord automatically resizes and clips the photos to fit the specified photo size.
9. Click **Finish**. The photo will be automatically positioned to fit the paper settings. Click **Print** to start printing.



Note

In PhotoRecord, page backgrounds and photo frames are not available when using the Borderless Print (Tiled photo) mode. However, you can add text blocks, clip your photos (with some limitations), or specify print quality and number of copies to print. You cannot resize your photos or modify the layout.

Chapter 5: Troubleshooting

Tips for Troubleshooting

Troubleshooting usually falls into one of the following categories:



Installation The printer driver will not install properly.



Printer Hardware The printer is not working or not working as expected.



Printed Output The printed output is not coming out as expected.



Error Message You are getting an error message from the software (displayed on the screen) or the printer (indicated by flashing lamps).







Customer Care Center Canon offers a full range of customer technical support options.

If you encounter difficulties during installation or operation of your Canon S520 printer, quickly scan all topics until you find a description that approximates your difficulty. Go through the related solutions until you find one that works.





Troubleshooting Installation



PROBLEM	POSSIBLE CAUSE	TRY THIS
Cannot install the printer driver	Procedure not followed correctly	See “Installing the Printer Driver” on page 43.
	Previous or same printer driver version already installed	Always uninstall the previous version of the printer driver before installing the new version. See “Uninstalling the Printer Driver” on page 44.
	Other applications running in the background	Other open applications on your computer can interfere with the installation routine. Close all open software applications before reinstalling the printer driver. See “Installing the Printer Driver” on page 43.
	Installation not starting automatically when CD-ROM is inserted into drive	<div>  WINDOWS If printer driver installation did not start automatically when you loaded the CD-ROM: <ol style="list-style-type: none"> Double-click My Computer on the Windows desktop, then double-click the CD-ROM drive. For Windows XP, click Start, then Control Panel, then Printers and Other Hardware, then Printers and Faxes. Double-click msetup.exe. If you install the printer driver by clicking Start, then Run, specify the correct CD-ROM drive and file name (D:\msetup.exe, where D is the CD-ROM drive). </div> <div>  MAC OS Double-click the CD-ROM icon on your desktop. </div>
	CD-ROM drive not specified	Normally, after you insert the S520 CD-ROM, the setup window displays automatically. If it does not: <div>  WINDOWS 1. Double-click My Computer on the Windows desktop, then double-click the CD-ROM drive. For Windows XP, click Start, then Control Panel, then Printers and Other Hardware, then Printers and Faxes. 2. Double-click msetup.exe. </div> <div>  MAC OS Double-click the CD-ROM icon on your desktop. </div>



PROBLEM	POSSIBLE CAUSE	TRY THIS
Cannot install the printer driver (continued)	Computer cannot detect a printer port	<p>Verify that the correct cable (USB or parallel) is connected to both your printer and your computer, and that the connection is secure.</p> <p>Verify that the printer is turned on and the POWER lamp is a steady (non-flashing) green.</p> <p>If this does not handle the problem, exit the installation procedure, turn off the printer, restart the computer and reinstall the software again. The installer will prompt you when to turn the printer back on.</p> <p>Also see the <i>S520 User's Guide</i> on the Setup Software & User's Guide CD-ROM for more information.</p>
	CD-ROM drive not working properly	<div>  WINDOWS Use Windows Explorer to confirm that the CD-ROM is operating normally: <ol style="list-style-type: none"> From the Desktop, double-click My Computer, then CD-ROM. For Windows XP, click Start, then Control Panel, then Printers and Other Hardware, then Printers and Faxes. If the files do not appear, refer to your Windows documentation for more information. </div> <div>  MAC OS Open the Apple System Profiler, click Devices and Volumes, then open the CD-ROM. </div>





Troubleshooting Printer Hardware



PROBLEM	POSSIBLE CAUSE	TRY THIS
Paper jams in the printer	Media jammed during paper feed	<ol style="list-style-type: none"> Gently pull the jammed paper out of the paper output tray or the paper rest, whichever is easier. If the paper tears and some is left in the printer, turn the printer off, open the front cover and remove the pieces. If you cannot reach or remove the torn paper, do not attempt to disassemble the printer yourself. Contact the Customer Care Center. Reload paper into the paper rest, then press RESUME/CANCEL on the printer. You will need to reprint the page that jammed. If you turn the printer off, your print job data will be lost. Print the job again. Use a standard paper size whenever possible to prevent jams.



PROBLEM	POSSIBLE CAUSE	TRY THIS
Printer is not responding	Power cord not securely connected	Verify that the power cord is securely connected to the printer and plugged into a working outlet.
	Printer is not turned on, or is not ready	Verify that the POWER lamp is on and glowing a steady green. If the lamp is off, press the POWER button. The green lamp will flash as the printer is warming up, then go to a steady (no flash) state when the printer is ready. If the POWER lamp is flashing green, this indicates that the printer is warming up or is processing a print job. If the POWER lamp flashes orange, or green and orange alternately, see “Handling Error Messages” on page 39.
	Printer/computer incorrectly connected	Reconnect the printer cable to the correct port, with the correct cable. See the <i>S520 User’s Guide</i> on the Setup Software & User’s Guide CD-ROM for more information.
	Bad cable	Replace the printer cable.
	Computer and/or printer needs to be reset	Reboot the computer and/or reset the printer. 1. To reboot the computer, close all open applications, then restart. 2. To reset the printer, turn it off, then on again.
Cannot print to end of job	Printer has overheated	The printer can overheat when printing continuously for a long period of time. To protect the printhead, the printer will pause automatically at a line break. For further information, see the <i>S520 User’s Guide</i> on your CD-ROM.
	Incorrect media type	<div>  WINDOWS On the Main tab of the S520 Properties window, confirm that the Media Type selected matches the paper loaded. </div> <div>  MAC OS In the Print dialog box, confirm that the Media Type selected matches the paper loaded. </div>
	Incorrect page size setting	Check the Page Size setting from within your application to ensure that it matches the size of the media you have loaded. Also, check that the Page Size setting specified in the Printer Properties (for WIndows) or the Page Setup (for Mac OS) dialog box matches the size of the media loaded.
Printer tried to print but no ink on paper	Ink tanks are not seated properly	Check the ink tanks, and reseal them if necessary. See “Replacing Ink Tanks” on page 20.
	Ink tanks may need to be replaced	Verify that you have sufficient ink in the ink tanks. See “Monitoring Ink Levels” on page 19. If necessary, replace the ink tanks. See “Replacing Ink Tanks” on page 20.









PROBLEM	POSSIBLE CAUSE	TRY THIS
Printer tried to print but no ink on paper (continued)	Printhead clogged	Verify that the printhead is working properly. See “Printing a Nozzle Check Pattern” on page 20 or “Cleaning the Printhead” on page 22.
	Printhead may need to be replaced	Verify that the printhead is working properly. See “Printing a Nozzle Check Pattern” on page 20 or “Cleaning the Printhead” on page 22. If cleaning the printhead does not resolve the problem, contact the Customer Care Center to replace it with a new one.





Troubleshooting Printed Output



PROBLEM	POSSIBLE CAUSE	TRY THIS
Printed colors are incorrect	One or more ink tanks installed in the wrong position	Verify that each ink tank is lined up with the correct color label in the printhead. See “Replacing Ink Tanks” on page 20. If ink tanks were placed in the incorrect color slots in the printhead, after switching the tanks to their correct slots, perform at least two printhead cleanings to remove the incorrect residual colors from the printhead. For procedures, see “Cleaning the Printhead” on page 22.
	Incorrect Color Adjustment setting	 WINDOWS <ol style="list-style-type: none"> On the Main tab of the S520 Properties window, confirm that Color Adjustment is set to Auto. If Manual is set, click the Defaults button on the Manual Color Adjustment window.
	Print Quality is improperly set	 WINDOWS On the Main tab of the S520 Properties window, select the appropriate Print Quality setting: High , Standard , Draft or Custom .  MAC OS In the Print dialog box, click the Manual icon, then click the Details button. In the Detailed Setting window, move the Print Quality slider to select your preferred output quality.
	Incorrect media type	 WINDOWS On the Main tab of the S520 Properties window, confirm that the Media Type selected matches the paper loaded.  MAC OS In the Print dialog box, confirm that the Media Type selected matches the paper loaded.
	Print Mode is improperly set	 MAC OS In the Print dialog box, select the appropriate Print Mode setting.



PROBLEM	POSSIBLE CAUSE	TRY THIS
Printed output is faded or unclear	Improper paper weight used	Ensure that the paper weight is no less than 17 lb. and no more than 28 lb.
	Paper thickness lever incorrectly set	Set the paper thickness lever to the right to widen the gap between the printhead and the paper.
	Media not loaded print-side up	Check that your media is placed in the printer facing in the correct direction. See “Loading Plain Paper and Other Canon Media” on page 4.
	Printhead nozzles clogged or damaged	Verify that the printhead is working properly. See “Printing a Nozzle Check Pattern” on page 20 and “Cleaning the Printhead” on page 22.
	Ink tanks are not seated properly	Check the ink tanks, and reseal them if necessary. See “Replacing Ink Tanks” on page 20.
	Printhead needs to be aligned	Perform printhead alignment. See “Aligning the Printhead” on page 23.
Meaningless characters printed	Corrupted print instructions are stored in the printer buffer	<ol style="list-style-type: none"> 1. Turn the printer off to clear the printer buffer. 2. Press the RESUME/CANCEL button on the printer. See “Canceling a Print Job” on page 7. 3. Turn the printer on again.
	Printer/computer not securely connected	Check the cable connections between the printer and the computer to verify that they are securely connected.
	Previous print job paused before it was finished	<p>If a previous print job was paused before it was printed, turn the printer off, then back on again, <i>or</i></p> <p> WINDOWS</p> <ol style="list-style-type: none"> 1. Click Start, Settings, Printers. For Windows XP, click Start, then Control Panel, then Printers and Other Hardware, then Printers and Faxes. 2. Double-click Canon S520 and cancel any unfinished print jobs. <p> MAC OS</p> <p>On your keyboard, press the Command key (⌘) and the period key (.) at the same time. The print job will be canceled and the paper ejected.</p>
	Incorrect printer driver selected	Check that the S520 is the selected default printer. See “Selecting the S520 Printer for Use” on page 2.
	Bad (corrupted) file	Create the document again and print it. If it prints successfully, the original file was corrupted.



PROBLEM	POSSIBLE CAUSE	TRY THIS
Meaningless characters printed (continued)	ECP mode not set	Extended Capabilities (Parallel) Port, or ECP, provides faster data transfer between the computer and the printer. If the ECP setting is incorrect, it could result in incorrect print information going to the printer. See the <i>S520 User's Guide</i> on the Setup Software & User's Guide CD-ROM for instructions on how to check ECP settings and reconfigure if needed.









Handling Error Messages



PROBLEM	POSSIBLE CAUSE	TRY THIS
Printer does not print	When a printer error occurs, the POWER/ERROR lamp flashes orange between green flashes. Count the number of orange flashes to determine and resolve the problem:	
	Alternately flashes green and orange (service error)	<ol style="list-style-type: none"> 1. Remove the paper from the printer, switch the printer off, then unplug it. 2. Reconnect the printer power and turn it back on. <p>If the same error message persists after restarting the printer, contact the Customer Care Center.</p>
	2 orange flashes (paper is out or not feeding correctly)	If no paper is loaded in the paper rest, or if paper is not loaded correctly, reload the paper correctly, then press the RESUME/CANCEL button on the printer. See "Loading Plain Paper and Other Canon Media" on page 4 for how to load different types of media.
	3 orange flashes (paper jam)	See the troubleshooting topic "Paper jams in the printer" on page 35.
	4 orange flashes (empty ink tank)	One of the ink tanks is empty. Replace it. See "Monitoring Ink Levels" on page 19 and "Replacing Ink Tanks" on page 20 for more information.
	6 orange flashes (no printhead installed)	Install the printhead. After installing the printhead, you may need to realign it. See "Aligning the Printhead" on page 23.
	7 orange flashes (defective printhead)	Remove and reinstall the printhead. Ensure that the protective tape has been removed. If re-installing the printhead does not resolve the problem, contact the Customer Care Center to replace it with a new one.
	8 orange flashes (waste tank almost full)	The printer has a built-in waste ink tank to hold the ink consumed during printhead cleaning. Press the RESUME/CANCEL button to restart printing, then contact the Customer Care Center to have the waste ink tank replaced immediately.



PROBLEM	POSSIBLE CAUSE	TRY THIS
Printer does not print (continued)	Printer flashes green only	When the lamp flashes green, the printer is warming up or is receiving print data from the computer. This is not an error condition.
Low ink alert displays in the BJ Status Monitor	One or more of the ink tanks is low	<p>After the alert displays, you can continue printing for a short time, but have a replacement ready to install.</p> <p> WINDOWS The low ink alert displays in the BJ Status Monitor.</p> <p> MAC OS The low ink alert displays in a status dialog before a print job starts.</p> <p>When Backgrounding is turned on, you can confirm the low ink alert in the BJ Print Monitor. See the <i>S520 User's Guide</i> on the Setup Software & User's Guide CD-ROM for more information on using the BJ Print Monitor.</p>
Error message displays in the BJ Status Monitor	<p>Printer is out of paper</p> <p>Ink is low</p> <p>Paper jam</p> <p>Printhead installed incorrectly</p>	<p> WINDOWS The BJ Status Monitor opens and displays a message when an error occurs. Read the error message, then click the Guide tab to display more information about solving the problem.</p> <p> MAC OS If Backgrounding is turned on with the Chooser, the BJ Print Monitor displays an error. Follow the instructions in the message to resolve the problem.</p>
System error message displays	System error occurred	<p>If a system error occurs, printing stops.</p> <p> WINDOWS A window displays the error message. System errors may include problems writing to LPT1 or USBPRN, application errors, or general protection faults. Make sure that the printer is turned on, the printer and computer are connected securely, and that the printer port is operating correctly. Restart your computer and try printing again.</p> <p> MAC OS The error message contains an error code *XXX, where * is a letter and XXX is a number, which represents the cause of the error. Make sure that the printer is turned on, the printer and computer are connected securely, and that the printer port is operating correctly.</p>

Customer Care Center

Canon offers a full range of customer technical support* options:

- For e-mail technical support, the latest driver downloads and answers to frequently asked questions: **www.canontechsupport.com**
- 24-hour, 7-day-a-week automated support for troubleshooting issues on most current products: **1-800-423-2366**
- 24-hour, Fax-On-Demand System for product specifications and technical information: **1-800-526-4345**
- Free technical support Monday–Saturday (excluding holidays) for products still under warranty**: **1-757-413-2848**
- Technical support 7 days a week (excluding holidays) for products no longer under warranty, at \$9.99 per incident: **1-757-413-2848**



Within Canada, call for technical support 24 hours a day, 7 days a week: **1-800-OK-CANON.**

* Support program specifics are subject to change without notice.

** Refer to the product information starting on page 50 for warranty details.

Appendix

Installing the Printer Driver

If you are re-installing the printer driver, first follow the uninstall procedures on page 44 to remove the existing printer driver before you re-install.



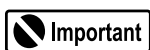
To install the printer driver in Windows:



Note

For Windows 2000, Windows NT 4.0 or Windows XP, refer to the README.TXT file on the S520 Setup Software & User's Guide CD-ROM.

1. Turn both the printer and computer off.
2. Make sure the cable between the printer and computer (USB or parallel) is securely connected.
3. Close any open software applications. Insert the S520 Setup Software & User's Guide CD-ROM in the CD-ROM drive. The setup program should run automatically.



Important

If the printer was on when the setup program started, the Add New Hardware Wizard will appear. Do **NOT** use the wizard—click **Cancel** to close the window and continue.

If the setup program does not run automatically, click **Start**, then **Run**, then type **D:\msetup.exe** (where **D** is the CD-ROM drive).

4. Read the License Agreement, then click **Yes**. When the main menu appears, click **Printer Driver**, then click **Install**. The printer driver will start loading.



Note

If a message prompts you to restart Windows, remove the CD-ROM, then click **OK**. After the computer restarts, re-insert the CD-ROM and continue.

5. When prompted, **TURN THE PRINTER ON** so the printer port can be automatically detected. The software will begin identifying the printer port being used.



Important

If your computer cannot detect a printer port, see the tip, "Computer cannot detect a printer port" on page 35.

6. When the Terminate Installation window appears, click **OK**. Product Registration will be automatically launched. Follow the on-screen instructions to register your product for future product support. When the registration process is complete, click **Exit**.
7. Align the printhead. (See “Aligning the Printhead” on page 23.)



To install the printer driver in Mac OS:

1. Insert the S520 Setup Software & User's Guide CD-ROM in the CD-ROM drive.
2. Open the **Printer Driver** folder on the CD-ROM, then double-click the **Installer** icon.
3. Read the License Agreement, then click **Accept**.
4. Click **Install**. The printer driver will load automatically.



If the message “No other applications can be running...” displays, click **Continue**.

5. When the Installation Was Successful screen appears, click **Restart**.
6. **TURN THE PRINTER ON**, then click the **Apple** menu, then click **Chooser**.
7. Click the **S520** icon in the Chooser.



To use the BJ Print Monitor, click the **Backgrounding** button to the **On** position. For instructions on using this feature, see the *S520 User's Guide* on the Setup Software & User's Guide CD-ROM.

8. Close the Chooser.
9. Align the printhead. (See “Aligning the Printhead” on page 23.)

Uninstalling the Printer Driver



To uninstall the printer driver in Windows:

1. Click **Start, Programs**, then **Canon S520**.



For Windows XP, click **Start**, then click **All Programs**, then click **Canon S520**, then click **Uninstall**. Restart your computer when prompted.

2. Click **Uninstall**.

3. Click **Yes** to confirm that you want to uninstall the printer driver.
4. Restart your computer.



To uninstall the printer driver in Mac OS:

1. Insert the S520 Setup Software & User's Guide CD-ROM in the CD-ROM drive, then click the **CD-ROM** icon.
2. Open the **Printer Driver** folder on the CD-ROM, then double-click the **Installer** icon.
3. Read the License Agreement, then click **Accept**.
4. Select **Uninstall** from the drop-down list at the top left of the dialog box, then click the **Uninstall** button on the bottom right.
5. Follow the on-screen instructions.
6. When the uninstall is complete, click **Quit**.
7. Click **Restart** when prompted to restart your computer.

Registering Your Canon S520

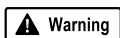
To register your product:

Visit **www.registercanon.com** and follow the on-screen instructions.

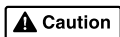
Safety Information

Warnings and Cautions

This guide uses the following icons to indicate situations that could cause damage or injury:



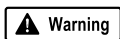
Always follow the instructions provided in Warnings to prevent potential or serious personal injury or death as a result of careless operation of the equipment.



Always follow the instructions provided in Cautions to prevent minor injuries to yourself or damage to the equipment as a result of careless operation of the equipment.

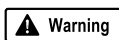
Read and follow all of these cautions and warnings to ensure the safe use of the printer. To avoid the hazards of fire, personal injury, or damage to the printer, never attempt to use the printer in any way other than the methods described in this guide.

Choosing a Location



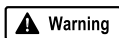
Never place the printer near flammable solvents such as alcohol or thinner. To avoid the hazards of fire or electric shock, keep all flammable liquids away from the printer.

- Never set the printer on a surface that is unstable or subject to excessive vibration. The printer could tip or fall and cause injury.
- Never use the printer in a location that is subject to high humidity, dust, high temperatures, or direct sunlight.
- Set up and use the printer in a location where ambient temperature is within 41°F–95°F (5°C–35°C) and 10%–90% humidity with no condensation.



Warning

Never place the printer on a thick carpet or rug. Fibers or dust entering the printer could cause a fire.

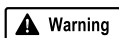


Warning

Keep the power outlet for the printer free of all obstacles so you can unplug the power cord at any time. Such obstacles could prevent you from unplugging the printer when a printer fault occurs and cause a fire or electric shock. The socket-outlet should be installed near the equipment and should be easily accessible.

- Always carry the printer with both hands holding both ends of the printer. To avoid dropping the printer and causing injury, always carry it carefully when moving it to another location.

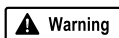
Power Supply



Warning

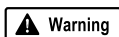
Never attempt to plug the power cord into a power outlet when your hands are wet. To avoid electric shock, make sure that your hands are dry.

- Always push the plug completely into the power outlet. A loose or poorly connected plug could cause a fire or electric shock.



Warning

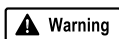
Never cut, modify, stretch, bend, or twist the power cord, and never place heavy objects on the power cord. A power leak from a damaged power cord could cause a fire or electric shock.



Warning

Never plug the printer power cord into a power outlet (power board, double adapter, etc.) that is shared by other devices or office equipment. To prevent the hazards of fire or electric shock, avoid overloading power points.

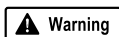
- Never use the printer if the power cord is bundled or knotted. To prevent the hazards of fire or electric shock, make sure the power cord is straight.



Warning

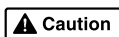
If you detect smoke, unusual odors, or strange noises around the printer, immediately press the POWER button to turn off the printer and disconnect the power plug. To avoid fire or electric shock, never use the printer under these conditions. Call the Customer Care Center.

- Always grasp the plug when you unplug the power cord. Pulling on the power cord could damage the cord and cause a fire or electric shock.



Warning

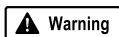
Never use an extension cord. To avoid a fire or electric shock, always plug the power cord directly into the power outlet.



Caution

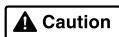
Never use a power supply voltage other than that supplied in the country where you purchased the printer. Using incorrect voltage could cause a fire or electric shock. The correct power supply voltage for this printer is AC 120V, 60 Hz.

Cleaning and Maintaining the Printer



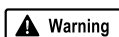
Warning

Use only a slightly damp cloth to clean the printer. Never use flammable solvents such as alcohol, benzene, or thinner. If a flammable solvent contacts an electrical component inside the printer, a fire or electric shock could result.



Caution

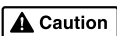
Always unplug the printer power cord before you clean the printer. If you mistakenly turn on the printer while cleaning it, you could touch moving components inside the printer and suffer injury.



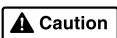
Warning

Never attempt to disassemble or modify the printer. The printer contains high voltage components which could cause a fire or serious electric shock.

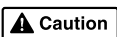
Working Around the Printer



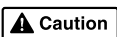
Never use flammable sprays near the printer. Gases in the spray could cause a fire or electric shock if they come in contact with electrical components inside the printer.



Never insert your fingers or hands inside the printer while it is printing. The printer contains moving parts which could cause injury.

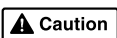


Never place anything on top of the printer, especially metal objects (such as paper clips, staples), or containers with flammable solvents (such as alcohol, benzene or thinners). Objects falling into the printer could cause a fire or electric shock.



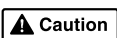
If any foreign object, especially a piece of metal or liquid, falls into the printer, immediately press the POWER button to turn off the printer, unplug the power cord, then call the Customer Care Center. Continuing to use the printer after a foreign object has fallen into it could cause a fire or electric shock.

Printhead and Ink Tanks



For safety, always store printhead and ink tanks out of the reach of small children. If a child accidentally licks or ingests any ink, consult a physician immediately.

Never subject a printhead or ink tank to shocks or excessive vibration. Shaking could cause ink to leak and stain clothing.



Never touch the printhead or electrical contacts on a printhead immediately after removing it from the printer. These metal parts become very hot during printing and could cause minor burns.

Turning the Printer Off

To avoid printer malfunction always use the POWER button to turn the printer on and off. Never remove the power cord from the power outlet until you have turned off the printer by pressing the POWER button. After the POWER/ERROR lamp goes out, you can unplug the power cord from the power outlet.

Using the Printer Near Appliances and Fluorescent Lamps

Allow at least 6 inches clearance between the printer and another appliance or a fluorescent lamp. Electrical noise generated by a fluorescent lamp placed too close to the printer could cause the printer to malfunction.

Regulatory Information

Color Printer Model: K10260 (S520)

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

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

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

Use of a shielded cable is required to comply with Class B limits in Subpart B of Part 15 of the FCC Rules. Do not make any changes or modifications to the equipment unless otherwise specified in the manual. If such changes or modifications should be made, you could be required to stop operation of the equipment.

Canon U.S.A., Inc.
Digital Home and Personal Systems Division
 2995 Red Hill Avenue
 Costa Mesa, CA 92626
 1-800-423-2366


Canadian Radio Interference Regulations

This digital apparatus does not exceed 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 radio éleétriques applicables aux appareils numériques de Classe B prescrites dans la norme sur le matériel brouilleur: “Appareils Numériques”, NMB-003 édictée par l'Industrie Canada.

Product Specifications

System Requirements

Windows 95/98:	486 processor; 16 MB RAM; 15 MB free hard disk space				
Windows Me:	Pentium® processor, 150MHz; 32 MB RAM; 15 MB free hard disk space				
Windows NT 4.0:	Pentium processor; 16 MB RAM; 25 MB free hard disk space				
Windows 2000:	Pentium processor, 133MHz or faster; 32 MB RAM for Professional, 64MB RAM for Server; 25 MB free hard disk space				
Windows XP: Professional/Home Edition	Pentium processor, 300 MHz or greater; 128 MB RAM; 25 MB free hard disk drive				
Macintosh:	OS 8.6 - 9.x, USB port; 12 MB RAM; 30 MB free hard disk space				
	<div>  Note </div> The BJ Print Monitor cannot be used when the printer is used in a network operating environment.				
Printing method:	Bubble Jet on-demand				
Printing resolution:	<table> <tr> <th>Print Quality (media)</th><th>Horizontal x Vertical</th></tr> <tr> <td>High (specialty media)</td><td>2400 x 1200 dpi</td></tr> </table>	Print Quality (media)	Horizontal x Vertical	High (specialty media)	2400 x 1200 dpi
Print Quality (media)	Horizontal x Vertical				
High (specialty media)	2400 x 1200 dpi				
Print speed	All print speeds are based on high-speed draft mode. Print speeds will vary depending on system configuration, software, document complexity, print mode and page coverage. Black printing, high: 14 ppm Color printing, high: 9 ppm				
Print direction:	Bi-directional				
Print width:	8.0 inches max. (203 mm)				
Interface (parallel):	IEEE 1284-compatible				
Interface (USB):	USB 1.1-compatible				

Interface connector (parallel):	Amphenol 57-40360 or equivalent
Interface connector (USB):	USB standard Series B receptacle
Recommended printer cable (parallel):	
Material:	AWG28 or larger
Type:	Twisted-pair shielded cable
Length:	Up to 6.5 feet (2.0 m)
Connectors:	Amphenol 30360 or equivalent
Recommended printer cable (USB):	
Material:	AWG28 (data wiring pair) or AWG20 to 28 (distribution pair)
Type:	Twisted-pair shielded cable
Length:	Up to 16.4 feet (5.0 m)
Connectors:	USB standard Series B pluggable
Acoustic noise level:	Approx. 42 dB in the highest print quality mode
Operating environment:	Temperature: 41°F to 95°F (5°C to 35°C) Humidity: 10% to 90% (no condensation)
Storage environment:	Temperature: 32°F to 104°F (0°C to 40°C) Humidity: 5% to 90% (no condensation)
Power supply:	AC 120 V, 60 Hz
Power consumption:	Off: Approx. 1.5 W (to shut down completely, disconnect power cord) Standby: Approx. 3 W Printing: Approx. 33 W
Dimensions:	without paper rest and paper output tray 16.9" (W) x 11.6" (D) x 7" (H)
Weight:	Approx. 11 lb. (5 kg)
Feed method:	Continuous feed through auto sheet feeder for plain paper, envelopes, High Resolution Paper, Transparencies, Glossy Photo Paper, High Gloss Photo Film, Glossy Photo Cards, Banner Paper, Photo Paper Pro, Photo Paper Pro 4 x 6, Photo Paper Pro for Borderless Printing 4 x 6, T-Shirt Transfers
Sheet feeder capacity:	
Plain paper (17 lb.)	100 sheets max.
Envelopes	10 envelopes max.
High Resolution Paper	80 sheets max.
Transparencies	30 sheets max.
Glossy Photo Paper	1 sheet max.
High Gloss Photo Film	1 sheet
Glossy Photo Cards	20 sheets max.
Banner Paper	1 sheet (can print up to 6 connected sheets)
High Resolution Paper	80 sheets max.
Photo Paper Pro	1 sheet
Photo Paper Pro (4X6)	20 sheets
Photo Paper Pro for Borderless Printing (4X6)	20 sheets
T-Shirt Transfers	1 sheet
Ordinary print media:	Weight: 17–28 lb. Regular size: Letter, Legal, standard #10 and European DL envelopes Custom size: 3.54" to 8.5" (W) x 4.72" x 23" (H)
Graphic image printing:	Data format: Canon extended mode; raster image format Resolution: Canon extended mode; 600, 1200, 2400 dpi
Printhead:	Black nozzles: 320 (600 dpi) Color nozzles: 256 (1200 dpi)

Ink Tank BCI-3e:	Ink colors: Black, Cyan, Magenta, Yellow
Black ink tank capacity:	Approx. 695 sheets (1500 characters per page, normal text, default, plain paper on Windows 95/98/Me)
Ink tank capacities:	(Based on ISO JIS-SCID No. 5 Pattern at default mode and plain paper in the Windows 95, Windows 98 and Windows ME printer driver for this printer) Black: Approx. 1250 sheets Cyan: Approx. 460 sheets Magenta: Approx. 395 sheets Yellow: Approx. 300 sheets
Resident print control mode:	Canon extended mode
Receiver buffer:	56KB

Limited Warranty—U.S. Only

The limited warranty set forth below is given by Canon U.S.A., Inc. ("Canon") with respect to the Canon brand computer peripheral product (the "product") that you have purchased, when purchased and used in the United States. The product that you have purchased is the only product to which this warranty card and the limited warranty provided by Canon and stated on the card apply.

Your product, when delivered to you in new condition in its original container, is warranted against defects in materials or workmanship as follows: for a period of one (1) year from the date of original purchase, defective parts or a defective product returned to a Canon repair facility or a Canon Authorized Service Facility ("ASF") for such product, as applicable, and proven to be defective upon inspection, will be exchanged for new or comparable rebuilt parts, or a refurbished product, as determined by the Canon repair facility or the ASF. Warranty repair or replacement shall not extend the original warranty period of the defective product. This limited warranty does not cover any supplies or accessories, including without limitation, ink tanks, as to which there shall be no warranty or replacement.

This limited warranty shall only apply if the product is used in conjunction with compatible computer equipment and compatible software, as to which items Canon shall have no responsibility.

Non-Canon brand equipment and software that may be distributed with the product are sold "as is," without warranty of any kind by Canon, including any implied warranty regarding merchantability or fitness for a particular purpose, and all such warranties are disclaimed. The sole warranty, if any, with respect to such non-Canon brand items is given by the manufacturer or producer thereof.

This limited warranty covers all defects encountered in normal use of the product, and does not apply in the following cases:

- (a) Loss of or damage to the product due to abuse, mishandling, improper packaging by you, alteration, accident, electrical current fluctuations, failure to follow operating, maintenance or environmental instructions prescribed in Canon's instruction manual, or service performed by other than a Canon repair facility or an ASF.
- (b) Use of parts or supplies (other than those sold by Canon) that cause damage to the product or cause abnormally frequent service calls or service problems.
- (c) If the product has had its serial number or dating altered or removed.

NO IMPLIED WARRANTY, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, APPLIES TO THE PRODUCT AFTER THE APPLICABLE PERIOD OF THE EXPRESS LIMITED WARRANTY STATED ABOVE, AND NO OTHER EXPRESS WARRANTY OR GUARANTY, EXCEPT AS MENTIONED ABOVE, GIVEN BY ANY PERSON OR ENTITY WITH RESPECT TO THE PRODUCT SHALL BIND CANON. (SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.) CANON SHALL NOT BE LIABLE FOR LOSS OF REVENUES OR PROFITS, INCONVENIENCE, EXPENSE FOR SUBSTITUTE EQUIPMENT OR SERVICE, STORAGE CHARGES, LOSS OR CORRUPTION OF DATA, OR ANY OTHER

SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY THE USE OR MISUSE OF, OR INABILITY TO USE THE PRODUCT, REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED, AND EVEN IF CANON HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT SHALL RECOVERY OF ANY KIND AGAINST CANON BE GREATER IN AMOUNT THAN THE PURCHASE PRICE OF THE PRODUCT SOLD BY CANON WHICH CAUSED THE ALLEGED DAMAGE.

WITHOUT LIMITING THE FOREGOING, YOU ASSUME ALL RISK AND LIABILITY FOR LOSS, DAMAGE OR INJURY TO YOU AND YOUR PROPERTY AND TO OTHERS AND THEIR PROPERTY ARISING OUT OF USE OR MISUSE OF, OR INABILITY TO USE THE PRODUCT NOT CAUSED DIRECTLY BY THE NEGLIGENCE OF CANON. (SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU.) THIS LIMITED WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL PURCHASER OF THE PRODUCT, OR THE PERSON FOR WHOM IT WAS PURCHASED AS A GIFT, AND STATES YOUR EXCLUSIVE REMEDY.

Canon offers a full range of customer technical support* options:

- For e-mail technical support, the latest driver downloads and answers to frequently asked questions (www.canontechsupport.com)
- 24-hour, 7-day-a-week, automated support for troubleshooting issues on most current products (**1-800-423-2366**)
- 24-hour, Fax-On-Demand System for product specifications and technical information (**1-800-526-4345**)
- Free technical support Monday—Saturday (excluding holidays) for products still under warranty (**1-757-413-2848**)
- Technical support 7 days a week (excluding holidays) for products no longer under warranty, at \$9.99 per incident. (**1-757-413-2848**)

If the problem can't be corrected by using one of the above technical support options, you will be asked to follow the applicable procedures for warranty service. **Note that a dated proof of purchase (bill of sale) is required to verify eligibility at the time of service. This requirement will be satisfied by providing a copy of your dated bill of sale. You will also need to supply the product serial number.**

Carry-In/Mail-In

Carry-In/Mail-In is a service program by which your defective product is repaired by an ASF. The name and telephone number of the ASF(s) nearest to your location may be obtained from our Web site at: www.canontechsupport.com, or by calling the Canon Customer Care Center at **1-800-423-2366**. If shipping is involved, it is your responsibility to properly package and send your defective product, together with your dated proof of purchase, a complete explanation of the problem and a return address, to the ASF at your expense. **Do not include any other items with your product.** The repair(s) covered by this limited warranty will be made and the product will be returned to you without charge by the ASF. Repairs not covered under this limited warranty will be charged to you at such costs as each ASF may generally establish from time to time.

InstantExchange[†]

InstantExchange is a warranty program that expedites, usually by the next business day,^{††} the exchange of a defective product with a refurbished product. The refurbished product you receive will be covered by the balance of the period remaining on your original limited warranty. **Note that by using this service you will keep the replacement product that is sent to you, and your originally purchased product shall become the property of Canon.** InstantExchange warranty program service is available only during the express limited-warranty period for your product and only in the continental United States, Alaska and Hawaii during such period.

If the Canon Customer Care Center representative cannot correct the problem with your product over the telephone, and you elect InstantExchange warranty program service, the representative will issue you a reference number upon verification of warranty eligibility. You will be asked for information pertaining to your defective product and for a ship-to location for the replacement product (street address only). You must also provide a major credit card number that will be pre-authorized by Canon in an amount up to the cost of a new

product at the time you elect InstantExchange warranty program service. **Your credit card number will be charged in an amount up to the cost of a new product** (i) if you do not return your defective product to a Canon repair facility by the date specified by Canon and in the manner described below; (ii) if the defect(s) in the product is/are not covered by this limited warranty; or (iii) if the warranty period on the product has expired or has not been sufficiently established by your supplying the appropriate documentation.

The Canon repair facility will ship out the replacement product via overnight courier, prepaid by Canon. After receipt of the replacement product (with instructions and a pre-paid return waybill), follow the instructions to ship the defective product to a Canon repair facility. You must return the defective product in the shipping carton in which the replacement product was packed (be sure to include your printhead and ink tanks), and you must include the reference number, **a copy of your dated proof of purchase** (bill of sale) and a complete explanation of the problem. **Do not include any other items** in the return shipping container.

This limited warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

* Support program specifics are subject to change without notice.

† InstantExchange warranty program service is subject to availability of refurbished replacement units.

†† 9 a.m.–5 p.m. (local), Monday–Friday (excluding holidays). The Canon Customer Care Center must receive pertinent information by 3 p.m. (E.S.T.) to ensure next-business-day InstantExchange warranty program service (two-business-day InstantExchange warranty service for Alaska and Hawaii). Canon does not guarantee next-business-day service in the event of factors beyond Canon's reasonable control.

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