Canon

S820

Color Bubble Jet Photo Printer

Quick Start Guide

Canon S820 Color Bubble Jet Photo Printer Quick Start Guide.

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S820
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Chapter 1: Basic Printing

Congratulations on purchasing your new Canon® S820 Color Bubble Jet Photo Printer!

This chapter describes basic features of your S820 photo printer and provides instructions on how to set up and print documents and photographs.

The following topics are presented in this chapter:

- What Is a Printer Driver?
- Selecting the S820 Photo Printer for Use
- Printing Photographs
- Using Specialty Media
- Cancelling a Print Job
- Setting Driver Options
- Changing the Page Setup

Note

- This Quick Start Guide describes some of the features of your S820 photo printer and how to use them. For more detailed information, view and/or print the *S820 User's Guide* on the Setup Software & User's Guide CD-ROM.

- Driver features and screen captures described in this guide may be and/or look different for Windows NT® 4.0, Windows 2000 and Windows XP.

What Is a Printer Driver?

Most computers require special software to link the programs you use to create documents or images with the printer. This special software, called a *printer driver*, converts the information from the software application into a format that the printer can understand, and provides other handy features, such as monitoring the levels of ink in the printer.

Selecting the S820 Photo Printer for Use

If the S820 is the only printer connected to your computer, it will automatically be used every time you print. However, if your computer has access to multiple printers, you can set the S820 as the default (main) printer. In Windows®, you can also select a printer for one-time use within an application.

To set the S820 as the default printer in Windows®:

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

📖 Note	**Windows XP users:** Click **Start**, select **Control Panel**, then **Printers and Other Hardware**, then **Printers and Faxes**.

2. Right-click the **Canon S820** printer icon, then click **Set as Default**. The Canon S820 printer icon will now display with a check mark that indicates it is the default printer.

To select the S820 from within a Windows application:

For Windows users, if another printer is set as the default printer, you can still select the Canon S820 for a specific print job from within most applications.

📖 Note	Menus vary from application to application. Consult your application user documentation if the Printer Setup menu option is not listed.

1. From the **File** menu, click **Print**.

2. Select **Canon S820** from the Name drop-down list, then click **OK**.

To select the S820 in Mac® OS:

1. Click **Apple**, then **Chooser**.

2. Click the **S820** printer icon. The S820 will remain the default printer until another is selected.

Printing Photographs

Canon Photo Paper Pro is recommended for highest quality results. See "Using Specialty Media" on page 4 for more information.
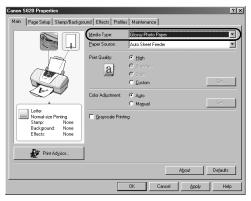
To print photographs from a Windows application:

1. Load the printer with specialty media. See "Using Specialty Media" on page 4 to learn how to load various media types.

2. Open the digital photograph to be printed in a software application.

3. From the software application **File** menu, select **Print**, then **Properties**.

    The Canon S820 Properties dialog box will appear.
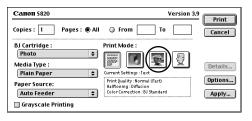
4. On the **Main** tab, select the appropriate media type, and the print quality will automatically change to the appropriate quality.

5. Click **OK** to close the dialog box.

6. Click **OK** again to print your digital photograph.

To print photographs from a Mac OS application:

1. Load the printer with specialty media. See "Using Specialty Media" on page 4 to learn how to load various media types.

2. Open your digital photograph to be printed in a software application.

3. From the software application **File** menu, select **Print**. The Canon S820 print dialog will appear.

4. Select **Photo** as the print mode, then select the appropriate media type.

5. Click **Print** to print your digital photograph.

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Caring for Your Photographs

The Canon S820 photo printer will generate spectacular results for printing photographs, especially when used with Canon specialty media. All images are susceptible to fading over time, but proper care of prints made from your S820 photo printer will ensure that print quality lasts long into the future.

Many environmental factors can impact how long a printout will last before noticeable image fading occurs. Exposure to sunlight or other light sources, humidity, temperature, exposure to cigarette smoke and ozone are just some of the factors that can impact image permanence. While many of these variables cannot be controlled, there are basic measures that you can take to prolong image quality:

- Use Canon Photo Paper Pro and genuine Canon inks. Canon Photo Paper Pro is available in both letter size ($8\,^1/_2$" x 11") and photo size (4" x 6"). Canon Photo Paper Pro for Borderless Printing is available in photo size (4" x 6"). Both papers are specifically designed to work with genuine Canon inks.

- Mount images under glass to reduce exposure to ozone, cigarette smoke and other environmental factors that can degrade images.

- Keep printed images out of direct sunlight or other intense light sources.

Using Specialty Media

For optimal results, Canon recommends that you use genuine Canon media with your S820 photo printer. Be sure to follow all instructions on storing, handling and printing on the media.

For General Printing

For everyday paper printing, use Canon Brilliant White Paper, Canon High Resolution Paper, or plain paper (17 to 28 lb.).

Use standard #10 envelopes with your S820 photo printer.

For Quality Image Printing

Canon Photo Paper Pro: Thick paper coated with a glossy surface. Ideal for reproducing the natural color of photographic images, this is the best choice for printing photographs with the S820.

Canon High Gloss Photo Film: A film sheet with a higher gloss than Canon Glossy Photo Paper. Use this media to obtain high quality reproduction of photo color or to reproduce photographic images of highly reflective surfaces, like metal or glass.

Canon Glossy Photo Paper: Covered with a glossy coating on the print side of the sheet to provide near-photographic quality with the gloss feel of a photographic print. This media is slightly heavier than Canon High Resolution Paper.

Canon High Resolution Paper: Coated paper that produces more vivid color than plain paper. Ideal for printing business documents that include large numbers of color illustrations and graphs.

Canon Photo Paper Pro (4" x 6"): A 4" x 6" size of the same stock as Canon Photo Paper Pro. Print over the perforated borders then remove the borders to trim away white margins.

Canon Photo Paper Pro for Borderless Printing (4" x 6"): A 4" x 6" size of the same stock as Canon Photo Paper Pro, this paper is intended for printing images that cover the entire surface of the card without a white border.

Canon Glossy Photo Cards (4" x 6"): A 4" x 6" size of the same paper stock as Canon Glossy Photo Paper. Print over the perforated borders, then remove the borders to trim away unwanted white margins. Use this media when you want to print an image over the entire card.

For Creative Media

Canon T-Shirt Transfers: Easy-to-use T-Shirt Transfers can be ironed on to cotton or cotton/poly blend fabric. You can personalize T-Shirts or even create team uniforms.

Canon Magnet Sheets: Canon Magnet Sheets turn your personalized messages and images into unique magnets in seconds. Create a fun, useful magnet using images, photos and text.

Canon Transparencies: Use to prepare presentations for an overhead projector. Never attempt to use photocopier or laser printer OHP film with the S820.

Canon Banner Paper: Allows you to print on up to six connected sheets of letter-size paper to create party or advertising banners.

Note	For instructions on loading these creative media, see "Loading Media into the S820" on page 7 or see the *S820 User's Guide* on the Setup Software & User's Guide CD-ROM.

Media to Avoid

Never load the following types of media into your S820 photo printer. These media could produce poor quality and jam or damage the printer:

- Folded paper
- Excessively curled or wrinkled paper
- Damp paper
- Excessively thin paper
- Excessively thick paper
- Paper with adhered photos, stickers, etc.
- Envelopes with an embossed or treated surface
- 3-hole punched paper
- Paper with any type of attached fasteners, ribbons, etc.

Printing on Thick Paper

Paper Thickness

Keep these points in mind when selecting media for your S820 photo printer.

Feed Method	Thickness Range	Comment
Automatic	17 – 65 lb.	Load plain paper or other media that is within this thickness range.

Load Limit and Paper Thickness Lever Position

Media Type	Sheet Feeder Load Limit	Paper Thickness Lever Position	
Plain paper	100 sheets (17 lb.)	Left	
Photo Paper Pro	1 sheet	Left	
High Gloss Photo Film	1 sheet	Left	
Glossy Photo Paper	1 sheet	Left	
High Resolution Paper	80 sheets	Left	
Photo Paper Pro 4" x 6"	20 sheets	Left	
Photo Paper Pro for Borderless Printing 4" x 6"	20 sheets	Left	
Glossy Photo Cards	20 sheets	Left	
Transparencies	30 sheets	Left	
Banner Paper	1 sheet (can print up to 6 connected sheets)	Right	
T-Shirt Transfer	1 sheet	Right	
#10 Envelopes	10 envelope	Right	
Magnet Sheets	1 sheet	Right	

Loading Media into the S820

Follow these instructions and tips for loading media into the printer.

- To prevent paper jams, always fan the sheets and align the edges before you load them into the printer.

- Handle media carefully by its edges.

- Never touch the print surface (the glossy side of the sheets).

- Dirt or fingerprints on the print surface will adversely affect print quality.

- To prevent changes in color, never stack printed sheets after they have been printed.
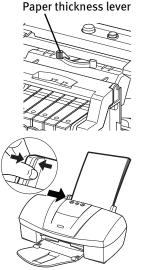
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- Cover printed sheets with one sheet of plain paper to protect the printed surface, even if you intend to store them in clear plastic folders.

📖 **Note** | For instructions on loading transparencies and banner paper, see the *S820 User's Guide* on the Setup Software & User's Guide CD-ROM.

To load plain or High Resolution Paper:
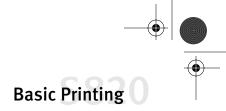
1. Set the paper thickness lever to the left, towards the paper mark.

2. Slide the paper guide completely to the left.

3. Fan the edges of the sheets to remove static cling. Tap the edges of the stack against a flat surface so the stack is aligned.

4. With the whiter side facing up, align the stack with the right side of the sheet feeder.

5. Slide the paper guide right to the edge of the sheet.

Paper thickness lever

📖 **Note** | You can load up to 100 sheets of plain (17 lb.) paper or 80 sheets of High Resolution Paper in the sheet feeder at one time. When you use High Resolution Paper, do not touch the whiter print side.

To load Photo Paper Pro:

1. Set the paper thickness lever to the left, towards the paper mark.

2. Slide the paper guide completely to the left.

3. With the glossy side facing up, align a sheet of Photo Paper Pro with the right side of the sheet feeder, then insert the sheet into the printer until it stops.

4. Slide the paper guide right to the edge of the sheet.

📖 **Note** | Load only one sheet of Photo Paper Pro in the sheet feeder at a time.

To load High Gloss Photo Film:

1. Set the paper thickness lever to the left, towards the paper mark.

2. Slide the paper guide completely to the left.

3. With the print side facing up, align a sheet of High Gloss Photo Film with the right side of the sheet feeder and insert the sheet into the printer until it stops.

4. Slide the paper guide right to the edge of the sheet.

> 📖 Note
> - You can load only one sheet of High Gloss Photo Film in the sheet feeder at a time.
> - Load the sheet of High Gloss Photo Film with the cut corner in the upper right corner to ensure that the correct print side is facing up.

To load Glossy Photo Paper:

1. Set the paper thickness lever to the left, towards the paper mark.

2. Slide the paper guide completely to the left.

3. With the glossy side facing up, align a sheet of Glossy Photo Paper with the right side of the sheet feeder, then insert the sheet into the printer until it stops.

4. Slide the paper guide right to the edge of the sheet.

> 📖 Note
> You can load only one sheet of Glossy Photo Paper in the sheet feeder at a time.

To load Photo Paper Pro (4" x 6") or Glossy Photo Cards:

1. Set the paper thickness lever to the left, towards the paper mark.

2. Slide the paper guide completely to the left.

3. With the glossy side up, place the sheet of media on top of the Loading Support Sheet provided with the pack of Glossy Photo Cards or Photo Paper Pro and align both sheets.

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| Note | • You can load up to 20 sheets of Photo Paper Pro 4" x 6" or Glossy Photo Cards at a time with the loading support sheet. |

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

- To avoid jamming, never load a Glossy Photo Card or a sheet of Photo Paper Pro 4" x 6" that is curled or bent, and make sure that the edges of the card and the loading support sheet are aligned before setting them in the printer.

4. Align the stack with the right side of the sheet feeder, then insert the stack into the printer.

5. Slide the paper guide right to the edge of the stack.

To load T-Shirt Transfers:

1. Set the paper thickness lever to the right, towards the envelope mark.

Paper thickness lever

2. Slide the paper guide completely to the left and raise the paper rest.

3. Load the T-Shirt Transfer with the printing side (side without the green line) facing up.

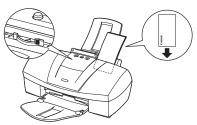4. Slide the guide right to the edge of the sheet.

| Note | • Load only one T-Shirt Transfer at a time. |

- Transfer the image to the T-Shirt as soon as possible. See the instructions provided with the T-Shirt Transfers.

To load envelopes:

1. Set the paper thickness lever to the right, towards the envelope mark.

2. Slide the paper feed guide completely 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 in them. To avoid paper jams, make sure the envelopes are flat before you load them into the sheet feeder.

4. With the address side facing up and pointed down, align the stack with the right side of the sheet feeder, then insert the stack into the printer.

5. Slide the paper guide right to the edge of the envelope.

Paper thickness lever

| Note | • If the edges of the envelopes are not sharp, crease them with the side of a pen. Make sure that none of the flaps are overlapping. |

• You can load up to 10 standard #10 envelopes in the sheet feeder.

Cancelling a Print Job

You can cancel a print job in progress in several ways:

To cancel a print job using the printer buttons:

After a print job has started, press the **RESUME/CANCEL** button on the printer. The print job will be cancelled.

RESUME/CANCEL button

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To cancel a print job using the BJ Status Monitor:

Click **Cancel Printing** after the print job has started. The print job will be cancelled and the paper ejected.

To cancel a print job from Windows:

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

   | Note | **Windows XP users:** Click **Start,** select **Control Panel,** then **Printers and Other Hardware,** then **Printers and Faxes**.

2. Double-click **Canon S820,** click the print job, then press the **Delete** key. The print job will be cancelled and the paper ejected.

To cancel a print job using Mac OS:

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

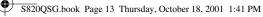**To cancel a print job using the BJ Print Monitor:**

1. Select the **BJ Print Monitor** in the **Finder** menu.

2. Click the name of the print job you wish to cancel, then click ▣.
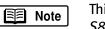
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Setting Driver Options

The S820 printer driver can be customized to give you the best quality output.

| 📖 Note | This topic describes the main options. For more options, see the *S820 User's Guide* on the Setup Software & User's Guide CD-ROM. |

Print Mode

Your S820 photo printer offers the following modes of operation. Each mode adjusts the driver settings for the type of project you are printing.

For Windows:

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	Allows for more precise control.

For Mac OS:

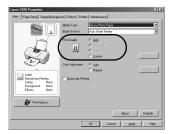| **Text** | Use to print text documents. |
Graphic	Use to print documents that contain text and color photos, business graphics, etc. The printer driver automatically distinguishes between text and photos or graphics, and adjusts the printing for the best results.
Photo	Use to print photographs or color images.
Manual	Use to save manually set options for later use.

| 📖 Note | The print mode will automatically change when you select a Media Type, but you can select another print mode, if desired. |

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To set the print mode in Windows:

1. From an application **File** menu, select **Print**.

2. Make sure **Canon S820** is the selected printer, then click **Properties**.

3. On the **Main** tab, click the **Print Quality** that best describes your print job, then click **OK**.
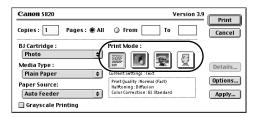
To set the print mode in Mac OS:

1. From a Macintosh application **File** menu, select **Print**.

2. Select the **Print Mode** that best describes your print job.

Changing the Page Setup

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

To change the page setup in Windows:

1. From an application **File** menu, select **Print**.

2. With **Canon S820** as the selected printer, click **Properties**.

3. Click the **Page Setup** tab. Here you can change the following options:

    Page Size Defaults to the page size set in the original document, but can be changed.

    Orientation Lets you select either portrait or landscape orientation.

    Printer Paper Size The page size used by the printer. This defaults to match the page size. However,

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a different printer paper size can be selected if a Printing Type other than normal is selected (see below).

Printing Type Defaults to Normal-size Printing. Click the drop-down arrow to select one of these Printing Types:

Fit-to-Page Printing This option automatically rescales the image to fit into a specified page size.

Scaled Printing With this option you can set the scale of the printed image down to 20% or up to 400% of the original.

Page Layout Printing Lets you set the number of pages to print on a single sheet. Click **Specify** to set the number of pages to a sheet of paper (1 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.

Booklet Printing Data is printed on both sides of paper in such a manner that pages can be collated properly in the order of the page numbers when the printed sheets are folded and stapled at the center.

Poster Printing Lets you 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 into).

Banner Printing Used for printing banners on special banner paper.

Borderless Printing Used for printing images that cover the entire surface of the card without a white border. Use Canon Photo Paper Pro for Borderless Printing with this feature.

Duplex Printing The document can be printed on both sides of the paper. When printing is complete, reload paper properly, according to the displayed message, then click **OK**. The document will be printed on the opposite side.

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

For more feature descriptions, see the *S820 User's Guide* on the Setup Software & User's Guide CD-ROM or access the online help.

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To change the page setup in Mac OS:

1. Make sure that **S820** is the selected printer (from the **Apple** menu, select **Chooser**, then **S820**).

2. From an application **File** menu, click **Page Setup**. The Page Setup dialog box will open.

3. From this dialog box, you can change the following:

    - Select a paper size from the **Paper Size** drop-down list. (If printing a banner, click the **Banner Printing** check box, then follow the on-screen instructions. If printing on borderless paper, click the **Borderless Printing** check box, then follow the on-screen instructions.)
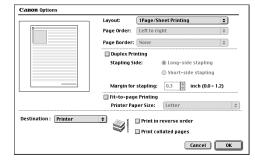
    - Set a **Scale** percentage value between 50% and 200% to print the image in a size different from the original document.

    - Click an **Orientation** icon to change the page orientation.

4. To save these settings for the next print job, click the **Save Settings** check box.

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

To change the page layout and print order in Mac OS:

1. Make sure that **S820** is the selected printer (from the **Apple** menu, select **Chooser**, then **S820**).

2. From an application **File** menu, click **Print**. The Print dialog box will appear.

3. Click **Options**. The Options dialog box will open.

4. From the Options dialog box, you can enter or change the following:

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

    - If you are printing more than one copy, check the **Print collated pages** box to collate each copy instead of printing all of page 1, then all of page 2, etc.
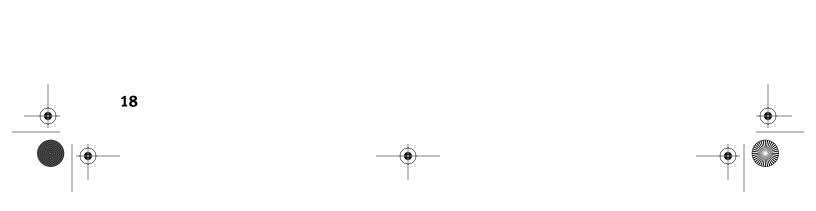
    - Under **Layout**, click the drop-down arrow to change the number of pages to print on a sheet (from 1 Page up to 16 Pages).

    - If the page layout is other than 1 Page, you can select a different **Page Order** specific to the selected page layout.

    - If the page layout is other than 1 Page/Sheet Printing, you can also select whether to print a **Border** around each page.

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

📖 Note	For more information on printer driver features, see the *S820 User's Guide* on the Setup Software & User's Guide CD-ROM, or use the Mac Balloon Help.

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Chapter 2: Advanced Print Features

This chapter provides information on how to use the S820 photo printer options to enhance printed color images.

If your print results using pre-set print modes are unsatisfactory, you may be able to improve the printing quality by:

- Using Recommended Paper or Specialty Media

- Smoothing Rough or Jagged Edges

- Optimizing Color Photographs

- Adjusting Print Quality

- Adjusting Color Balance, Brightness and Saturation

- Saving and Recalling Driver Settings

Using Recommended Paper or Specialty Media

You can significantly improve the quality of a picture or an image by using the recommended paper or specialty media. Specialty media best suited for printing color are Photo Paper Pro, Photo Paper Pro 4" x 6", Photo Paper Pro for Borderless Printing 4" x 6", High Resolution Paper, Glossy Photo Paper and High Gloss Photo Film.

These specialty media reproduce colors better than plain paper. See "Using Specialty Media" on page 4.
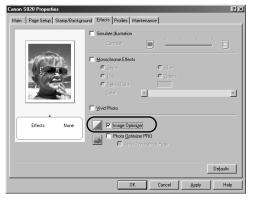
Smoothing Rough or Jagged Edges

Use the Image Optimizer feature to smooth rough or jagged images.

1. From an application **File** menu, select **Print**.

2. Make sure **Canon S820** is the selected printer, then click **Properties**.

3. Select the **Effects** tab.

4. Click the **Image Optimizer** check box.

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

Optimizing Color Photographs

Depending on the conditions under which you took a photograph, sometimes the natural colors in the photograph may not be accurately reproduced in the printed image.

For realistic color reproduction, use the Photo Optimizer PRO feature. Photo Optimizer PRO adjusts color automatically if the original image color is unsatisfactory.

To optimize color photographs in Windows:

1. From an application **File** menu, select **Print**.

2. Make sure **Canon S820** is the selected printer, then click **Properties**.

3. On the **Effects** tab, click the **Photo Optimizer PRO** check box.

   When **Photo Optimizer PRO** is checked, the Apply Throughout Page option becomes active. If this box is left unchecked, the S820 will optimize each image individually. If checked, all images will be automatically corrected with the same settings.

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

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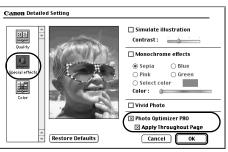
To optimize color photographs in Mac OS:

1. From an application **File** menu, select **Print**.

2. Click the **Manual** print mode icon, then **Details**. The Detailed Setting dialog box will open.

3. Select **Special Effects** in the left column, then click the **Photo Optimizer PRO** check box.

4. If you want Photo Optimizer PRO to process the entire page, check **Apply Throughout Page**. If you want only the photo image optimized, leave this box unchecked.

5. Click **OK**.

Using the Vivid Photo Option
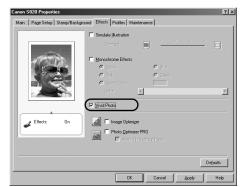
Vivid Photo intensifies background colors for fields, trees, oceans and skies, while maintaining natural skin tones for any people in the images.

To use Vivid Photo in Windows:
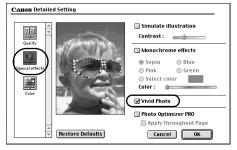
Open the Properties dialog box, click the **Effects** tab, and then click the **Vivid Photo** check box.

To use Vivid Photo in Mac OS:

Open the Detailed Setting dialog box, click the **Special effects** icon, and then click the **Vivid Photo** check box.

Adjusting Print Quality

You can create a sharper image by specifying the printer to add more dots of ink for the image. Keep in mind that the finer the quality, the longer it takes to print a photograph.
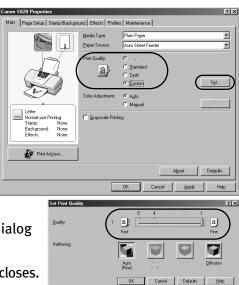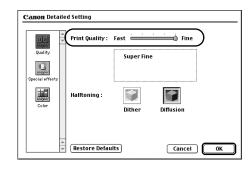
To adjust image quality in Windows:

1. From an application **File** menu, select **Print.**

2. Make sure that **Canon S820** is the selected printer, then click **Properties**.

3. Under Print Quality, select **Custom**, then click **Set**.

4. Slide the **Print Quality slide bar** to **Fine**.

5. Click **OK**. The Print Quality Properties dialog box closes.

6. Click **OK**. The S820 Properties dialog box closes.

To adjust image quality in Mac OS:

1. From an application **File** menu, select **Print.**

2. Click the **Manual** print mode icon, then **Details**. The Detailed Setting dialog box will appear.

3. Slide the **Print Quality slide bar** to the **Fine** setting.

4. Click **OK**.

Adjusting Color Balance, Brightness and Saturation

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

📖 Note | For detailed information about these settings, see the *S820 User's Guide* on the Setup Software & User's Guide CD-ROM.
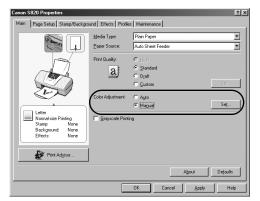
Ⓦ **To adjust color settings in Windows:**

1. From an application **File** menu, select **Print**.

2. With **Canon S820** as the selected printer, click **Properties**.

3. On the **Main** tab, under **Color Adjustment**, select **Manual**. The Set button will become active.

4. Click **Set**, and the Manual Color Adjustment dialog box will open.

5. Click and drag the **Color Balance** slide bar for each color to adjust the color settings. The results will preview.

6. Click and drag the **Intensity** slide bar to change the intensity (saturation) for the image. The results will preview.

📖 Note | Image Color Management (ICM) is a feature that automatically adjusts the image colors. (This feature is only available in Windows 98, Me, 2000 and Windows XP.) To use ICM for automatic color adjustment, click the **Enable ICM** check box. All other features on this tab (except Intensity) will become inactive.

S820 Advanced Print Features

7. Under **Print Type**, select **Photo** when printing photographs. This allows for a wider range of tones. Set to **Graphic** when printing graphic images for crisper, cleaner graphic images.

8. Select a **Brightness** setting to determine how light or dark the image will appear when printed.

9. When done, click **OK**.
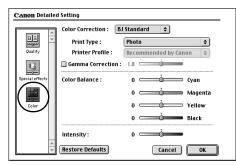
📖 Note	To print in black only, check the **Grayscale Printing** box. This will convert color images to grayscale when printing, without changing the original colors in the document.

To adjust color settings in Mac OS:

1. From a Mac application, click **File** then **Print**.

2. Click **Manual**, then **Details**.

3. Click the **Color** icon.

4. Adjust the Color Correction, Gamma Correction, Color Balance and Intensity settings for your image.

5. Under **Print Type**, select **Photo** when printing photographs. This allows for a wider range of tones. Set to **Graphic** when printing graphic images for crisper, cleaner graphic images.

6. Click **OK**.

Saving and Recalling Driver Settings

You can assign a name to a combination of driver settings and recall them for future use.

To save driver settings in Windows:

1. From an application **File** menu, select **Print**.

2. With **Canon S820** as the selected printer, click **Properties**.

3. Make the desired printer driver setting changes.

4. Without exiting the Properties window, select 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.

7. Click **OK**.

To save driver settings in Mac OS:

1. From an application **File** menu, select **Print**.

2. Click **Apply.** The Register Settings dialog box will appear.

3. Click **Apply** again.

4. Type a name for the settings, then click **OK**. The Register Settings window will reappear.

5. Click **Close**.

> **Note** To save the new settings as the default setting for the Manual icon, click on the name in the **Settings** list, then click **Defaults**.
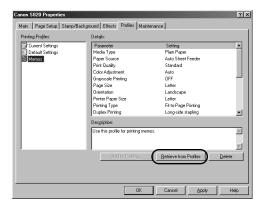
S820 Advanced Print Features

To recall driver settings in Windows:

1. From an application **File** menu, select **Print**.

2. With **Canon S820** as the selected printer, click **Properties**.

3. Select 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 recall driver settings in Mac OS:

1. From an application **File** menu, select **Print**.

2. Click **Apply,** then select the name of your saved settings.

3. Click **Defaults,** then **OK**.

4. Click **Import**, then **Close**.

S820
Chapter 3: Printing Maintenance

This chapter provides information on how to care for the ink delivery system for your Canon S820 photo printer. The following topics are addressed:

- Monitoring Ink Levels

- Replacing Ink Tanks

- Aligning the Printhead

- Printing a Nozzle Check Pattern

- Cleaning the Printhead

Monitoring Ink Levels

The print driver contains a feature that enables you to monitor the level of ink in each ink tank.

To monitor ink levels in Windows:

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

   | Note | **Windows XP users:** Click **Start,** select **Control Panel,** then **Printers and Other Hardware,** then **Printers and Faxes**. |

2. Right-click the **Canon S820** icon, then select **Properties**.

S820 Printing Maintenance
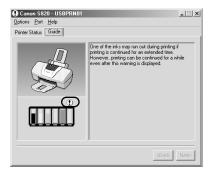
3. Select the **Maintenance** tab, then click **Start Status Monitor**. The BJ Status Monitor window will appear.

   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:

   ⊙ **Ink low.** Replace ink tank as soon as possible.

   ⊗ **Ink out.** Replace ink tank immediately.
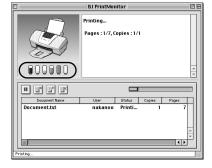
4. Click the close box on the top right of the window to close the Status Monitor, then click **OK** to close the Properties dialog box.

To monitor ink levels in Mac OS:

While you're printing, the BJ Print Monitor can display ink levels, indicating when they are running low. You must enable background printing to use the BJ Print Monitor.

1. Select **Chooser** from the **Apple** menu.

2. Click the **S820 printer icon** and select the **Background Printing On** button.

3. Close the Chooser.

4. After starting a print job, select **BJ Print Monitor** in the **Finder** menu. The BJ Print Monitor opens. Here you can see printer status and ink status with images.

Replacing Ink Tanks

Follow these steps to replace an empty ink tank.

1. Turn on the printer, then open the front cover. The printhead holder will automatically move to the center.

2. Press the tab on the front of the 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.

⚠ Caution	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.

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

5. Press down on the ink tank until it clicks into place.

6. Close the front cover.

Aligning the Printhead

Before using the printer, align the printhead to ensure the best quality printing.
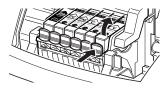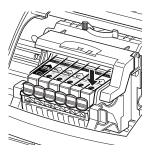
To align the printhead in Windows:

1. Add a sheet of blank paper in the sheet feeder.

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

📖 Note	**Windows XP users:** Click **Start**, select **Control Panel**, then **Printers and Other Hardware**, then **Printers and Faxes**.

3. Right-click the **Canon S820** printer icon, then select **Properties**.
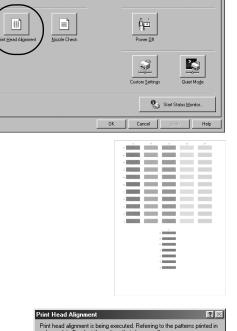
S820 Printing Maintenance

4. From the **Maintenance** tab, click the **Print Head Alignment** button.

5. When prompted to print an alignment test page, click **OK.**

6. If the pattern printed successfully, click **Yes.**

7. Compare the different patterns for each color on the printout.
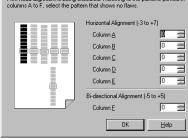
    Notice that most patterns have vertical lines, but some in the middle look smooth and uniform.

8. For each color on the test printout, enter the number in the Print Head Alignment dialog box that corresponds with the smoothest looking test pattern.

9. When finished, click **OK.**

To align the printhead in Mac OS:

1. Add a sheet of blank paper in the sheet feeder.

2. From the **File** menu in a software application, click **Page Setup**.

3. Click the **Utilities** button.

4. Select **Test Print** from the pull-down menu, and click the **Print Head Alignment** button.

5. When prompted to print an alignment test page, click **OK.**

6. Compare the different patterns for each color on the printout.

   Notice that most patterns have vertical lines, but some in the middle look smooth and uniform.

7. For each color on the test printout, enter the number in the Print Head Alignment dialog box that corresponds with the smoothest looking test pattern.

8. When finished, click **Send**.

Printing a Nozzle Check Pattern

The contact area of the printhead that discharges ink contains nozzles, tiny openings from which the ink is sprayed. You may see faded or streaked colors and text in your printed output if the nozzles are clogged or the printhead is not aligned. You can check for these problems by printing a nozzle check pattern.
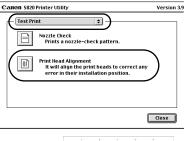
To print a nozzle check pattern in Windows:
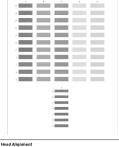
1. Make sure the printer is turned on.

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

   Note | **Windows XP users:** Click **Start**, select **Control Panel**, then **Printers and Other Hardware**, then **Printers and Faxes**.

3. Right-click the **Canon S820** printer icon and select **Properties**.

Printing Maintenance
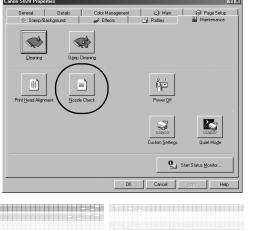
4. Click the **Maintenance** tab, then click the **Nozzle Check** button.
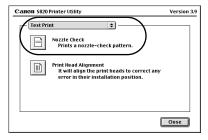
| Note | The Maintenance tab button may vary for Windows NT® 4.0, Windows 2000 and Windows XP.

5. Read the messages, then click **OK**. The nozzle test pattern will print.

6. Check the nozzle check pattern.

   • If part of the top pattern is missing, clean the printhead. See "Cleaning the Printhead" on page 33 for instructions.

   • If the bottom pattern is streaked vertically with white, align the printhead. See "Aligning the Printhead" on page 29 for instructions.

To print a nozzle check pattern in Mac OS:

1. Make sure the printer is on.

2. In a software application, click **File,** then **Page Setup.**

3. Click **Utilities**. The Canon S820 Printer Utility dialog box will display.

4. Select **Test Print** from the drop-down list. The test print options will display.

5. Click the **Nozzle Check** button. Read the messages, then click **OK**. The nozzle test pattern will print.
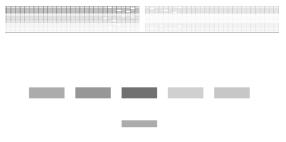
6. Check the nozzle check pattern. If part of the top pattern is missing, clean the printhead. See "Cleaning the Printhead" for instructions.

If the bottom pattern is streaked vertically with white, align the printhead. See "Aligning the Printhead" on page 29 for instructions.

Cleaning the Printhead

If your printed output appears faded, streaked or scratchy, the printheads may need to be cleaned. See the *S820 User's Guide* on the Setup Software & User's Guide CD-ROM for additional corrective actions.

📖 Note	Printhead cleaning consumes ink. Avoid unnecessary cleaning.

To clean the Printhead in Windows:

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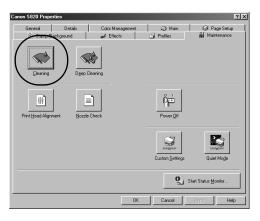
2. Click **Start**, then **Settings**, then **Printers**.

📖 Note	**Windows XP users:** Click **Start**, select **Control Panel**, then **Printers and Other Hardware**, then **Printers and Faxes**.

3. Right-click the **Canon S820** printer icon, then select **Properties**.

4. Click the **Maintenance** tab, then click the **Cleaning** button.

📖 Note	The Maintenance tab and procedures may vary for Windows NT 4.0, Windows 2000 and Windows XP. Follow the instructions when prompted for those operating systems.

S820 Printing Maintenance

5. For each message displayed, click **OK**.

   The BJ Status Monitor opens automatically and closes when the printhead cleaning is done. The POWER lamp on the printer flashes green during the cleaning process.

6. Print a nozzle check pattern to check the results of the printhead cleaning. See "Printing a Nozzle Check Pattern" on page 31 for instructions.

7. 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 27 for instructions on how to check ink tank levels.

To clean the Printhead in Mac OS:

1. Make sure the printer is on.

2. In a software application, click **File**, then **Page Setup**.

3. Click **Utilities**. The Canon S820 Printer Utility dialog box will display.

4. Select **Cleaning** from the drop-down list. The cleaning options will display.

5. Click the **Cleaning** icon.

6. Read the message, then click **OK**.

7. Print a nozzle check pattern to check the results of the printhead cleaning. See "Printing a Nozzle Check Pattern" on page 31 for instructions.

S820
Chapter 4: Using Your Photo Applications

Several photo applications come with your Canon S820 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.

- **Canon 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 Zoom Browser EX, PhotoRecord and PhotoStitch in Windows:

1. Close any open applications.

2. Insert the S820 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.

S820 Using Your Photo Applications

3. From the installation main menu, click **Application**. The photo application software options panel will appear.

4. Make sure all the installation options are selected, then click **Install**.

5. Follow the on-screen instructions.

6. When the Terminate Installation dialog box appears, click **OK**.

7. Restart your computer. The photo applications will not be fully functional until your computer has been restarted.

To install ImageBrowser and PhotoStitch in Mac OS:

1. Close any open applications.

2. Insert the S820 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.

3. Double-click on the software folder to be installed, then double-click the **Installer** icon.

4. Read the license agreement and click **Agree**, if you agree.

5. Click **Install.** The Destination Folder dialog box will appear.

6. Select the destination folder, click **Start**, then follow the on-screen instructions.

7. When the Installation Has Finished dialog box appears, click **OK**.

8. Restart your computer. The photo applications 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 (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** icon on the desktop. (You can also open Canon ZoomBrowser by clicking **Start**, **Programs**, **Canon Utilities**, **ZoomBrowser EX**, then **ZoomBrowser**.)

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.
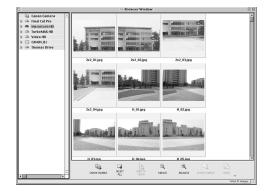
S820 Using Your Photo Applications

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.

Using Your Photo Applications
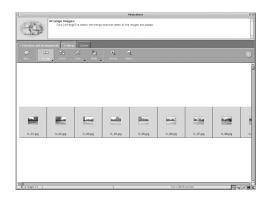
To merge images in Mac OS:

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 37), 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 ⑦ 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 S820 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 Photo Paper Pro for Borderless Printing 4" x 6":

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 right to the edge of the stack.

Paper thickness lever

| Note | 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 for Windows:

1. Follow the procedures above to load the borderless paper.

2. From ZoomBrowser EX, select the photo to be printed.

3. Click **Print**, then click **Layout**. The PhotoRecord 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.

To print with borderless paper in Mac OS:

1. Follow the procedures above to load the borderless paper on page 41.

2. From ImageBrowser, select the photo to be printed. Locate the Print button along the bottom and click **Print**.

3. Select **Layout Printing**. The Layout Options wizard will appear.

4. Select **Tiled photo**, then click **Next**.

5. Click **Page Setup**. The Page Setup dialog box will appear.

6. Click **Borderless Printing**, then select **4 x 6** under **Paper Size** and **Orientation**. Click **OK**.

7. When the "You selected Borderless Printing" dialog box appears, click **OK**.

8. Specify the number of images you want to place in a single page. Select **1 (1x1)** when printing a photo with no margins. If you select the **Automatic Clipping** check box, ImageBrowser automatically resizes and clips the photos to fit the specified photo size.

9. Click **OK**. The photo will be automatically positioned to fit the paper settings. Click **Print** to start printing.

S820
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 blinking lights).
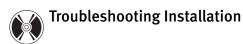
Canon **Customer Care Center** Canon offers a full range of customer technical support options.

If you encounter difficulties during installation or operation of your Canon S820 photo 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.

S820 Troubleshooting

Troubleshooting Installation
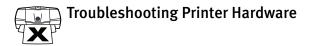
PROBLEM	POSSIBLE CAUSE	TRY THIS
Cannot install the printer driver	Procedure not followed correctly	See "Installing the Printer Driver" on page 53, or see the *S820 User's Guide* on the Setup Software & User's Guide CD-ROM for more information.
	Previous version of printer driver or same printer driver already installed on computer	Always uninstall the previous version of the printer driver before installing the new version. See "Uninstalling the Printer Driver" on page 55.
	Other applications running in the background	Other open applications on your computer can interfere with the installation routine. Close any software applications including any virus detection software on your computer before reinstalling the printer driver. See "Installing the Printer Driver" on page 53.
	Installation not starting automatically when CD is inserted into drive	**WINDOWS** If printer driver installation did not start automatically when you loaded the CD-ROM: 1. Double-click **My Computer** on the Windows desktop, then double-click the **CD-ROM drive**. For Windows XP, click **Start**, then **My Computer**, then **CD-ROM drive**. 2. 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).
	CD-ROM drive not specified	Normally, after you insert the S820 CD-ROM the setup dialog box displays automatically. If it does not: **WINDOWS** 1. Double-click **My Computer** on the Windows desktop, then double-click the **CD-ROM drive**. For Windows XP, click **Start**, then **My Computer**, then **CD-ROM drive**. 2. Double-click **msetup.exe.** **MAC® OS** Double-click the **CD-ROM** icon on your desktop.

PROBLEM	POSSIBLE CAUSE	TRY THIS
Cannot install the printer driver *(continued)*	CD-ROM drive not working properly	**WINDOWS** Use My Computer to confirm that the CD-ROM is operating normally: 1. From the Desktop, double-click **My Computer**, then **CD-ROM**. For Windows XP, click **Start**, then **My Computer**, then **CD-ROM drive**. 2. If the files do not appear, refer to your Windows documentation for more information. **MAC OS** Open the Apple System Profiler, click **Devices and Volumes**, then open the CD-ROM.
	Computer cannot detect a printer port	Verify that the correct cable (USB or parallel) is connected to both your printer and your computer, and that the connection is secure. Verify that the printer is turned on and the POWER lamp is a steady (non-blinking) green. If this does not handle the problem, exit the installation procedure and reinstall the software again. Also see the *S820 User's Guide* on the Setup Software & User's Guide CD-ROM for more information.

Troubleshooting Printer Hardware

PROBLEM	POSSIBLE CAUSE	TRY THIS
Paper jams in the printer	Media jammed during automatic feed	1. Gently pull the jammed paper out of the sheet feeder slot or the paper output slot, whichever is easier. If the paper tears and some of it is left in the printer, turn the printer off, open the front cover, and remove the pieces of paper. If the paper will not pull out of the printer easily, do not force it. 2. Reload paper into the automatic sheet feeder, then press **RESUME** on the printer. 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.

Troubleshooting

PROBLEM	POSSIBLE CAUSE	TRY THIS
Printer is not responding	Power cable is not securely connected	Verify that the power cable 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 light is off, press the POWER button. The green light will blink as the printer is warming up, then go to a steady (no blink) state when the printer is ready.
		If the POWER lamp is blinking green, this indicates that the printer is warming up or is processing a print job.
		If the POWER lamp blinks orange, or green and orange alternately, see "Handling Error Messages" on page 50.
	Computer and/or printer needs reset	Reboot the computer and/or reset the printer.
		To reboot the computer, close all open applications, then restart.
		To reset the printer, turn it off, then on again.
	Printer and computer cabled together incorrectly	Reconnect the printer cable to the correct port, with the correct cable. See the *S820 User's Guide* on the Setup Software & User's Guide CD-ROM for more information.
	Bad cable	Replace the printer cable.
Printing is slow	Incorrect printer driver or settings	Altering driver settings may improve print speed. For example, draft mode is faster than normal mode, but the quality of the print is lower. "Setting Driver Options" on page 13 for instructions on selecting the optimum print mode for a print job.
	Computer resources are low; not enough memory	You may not have enough memory (RAM) on your computer. Close any open applications that are not needed for printing. If the problem persists, consider adding more memory to your computer.

PROBLEM	POSSIBLE CAUSE	TRY THIS
Printing is slow *(continued)*	Computer resources are low; not enough disk space	When a print job is sent to the printer, it first goes to a temporary print spool. If the file is large and you have limited disk space available, this can slow or stop printing.
		WINDOWS
		Delete all temporary files (.tmp). If you have Windows 98 or later, you can also run the Disk Cleanup utility:
		1. From the **Start** menu, click **Programs**, then **Accessories**, then **System Tools**, then **Disk Cleanup**.
		2. Select the drive you want to clean, then click **OK**.
		3. Check Temporary Files, then click **OK**. The files will be deleted.
		MAC OS
		If you run out of disk space on your computer, copy any unused files to floppies, a zip disk or other removable media, then delete the files from your hard disk by dragging into the trash.
Printer tried to print but no ink on paper	Ink tanks are not seated properly	Check the ink tanks, and reseat them if necessary. See "Replacing Ink Tanks" on page 29.
	Printhead clogged	Verify that the printhead is working properly. See "Printing a Nozzle Check Pattern" on page 31, or "Cleaning the Printhead" on page 33. If necessary, perform multiple printhead cleanings. See the *S820 User's Guide* on the Setup Software & User's Guide CD-ROM for more information.
	Ink tanks may need to be replaced	Verify that you have sufficient ink in the ink tanks. See "Monitoring Ink Levels" on page 27. If necessary, replace the ink tanks. See "Replacing Ink Tanks" on page 29.
	Printhead may need to be replaced	Verify that the printhead is working properly. See "Printing a Nozzle Check Pattern" on page 31, or "Cleaning the Printhead" on page 33. If necessary, perform multiple printhead cleanings. See "Cleaning the Printhead" on page 33, or the *S820 User's Guide* on the Setup Software & User's Guide CD-ROM for more information.

S820 Troubleshooting

▦ Troubleshooting Printed Output

PROBLEM	POSSIBLE CAUSE	TRY THIS
Printout and screen image colors appear different	Low ink	Verify that you have sufficient ink in the ink tanks. See "Monitoring Ink Levels" on page 27.
	Printhead may need to be replaced	Verify that the printhead is working properly. See "Printing a Nozzle Check Pattern" on page 31, and/or "Cleaning the Printhead" on page 33. If necessary, perform multiple printhead cleanings. See "Cleaning the Printhead" on page 33, or the *S820 User's Guide* on the Setup Software & User's Guide CD-ROM for more information.
	Printhead not seated correctly	Reseat printhead. See the *S820 User's Guide* on the Setup Software & User's Guide CD-ROM for procedures.
	Incorrect printer driver or settings	Altering driver settings may improve the appearance of your printed image. See "Setting Driver Options" on page 13 for instructions on selecting the optimum print mode for a print job.
	Color settings need to be adjusted	You can enhance the color on your printout. See "Adjusting Color Balance, Brightness and Saturation" on page 23.
Printed colors are incorrect	One or more ink tanks are installed in the wrong position	Verify that each ink tank is lined up with the correct color label in the printhead. For more information, see "Replacing Ink Tanks" on page 29.
Smudged or smeared ink on paper	Ink tanks are not seated properly	Check the ink tanks, and reseat them if necessary. See "Replacing Ink Tanks" on page 29.
	Printhead clogged	Verify that the printhead is working properly. See "Printing a Nozzle Check Pattern" on page 31, or "Cleaning the Printhead" on page 33. If necessary, perform multiple printhead cleanings. See the *S820 User's Guide* on the Setup Software & User's Guide CD-ROM for more information.
	Ink tank may need to be replaced	Verify that you have sufficient ink in the ink tanks. See "Monitoring Ink Levels" on page 27. If necessary, replace the ink tanks. See "Replacing Ink Tanks" on page 29.
	Printhead may need to be replaced	Perform multiple printhead cleanings. See "Cleaning the Printhead" on page 33, or the *S820 User's Guide* on the Setup Software & User's Guide CD-ROM for more information.

PROBLEM	POSSIBLE CAUSE	TRY THIS
Printed output is faded or unclear	Media not loaded print-side up	Check that your media is placed in the printer facing in the correct direction. See "Loading Media into the S820" on page 7.
	Low ink	Verify that you have sufficient ink in the ink tanks. See "Monitoring Ink Levels" on page 27.
	Printhead nozzles clogged or damaged	Verify that the printhead is working properly. See "Printing a Nozzle Check Pattern" on page 31, and/or "Cleaning the Printhead" on page 33.
		If necessary, perform multiple printhead cleanings. See the *S820 User's Guide* on the Setup Software & User's Guide CD-ROM for more information.
	Ink tanks are not seated properly	Check the ink tanks, and reseat them if necessary. See "Replacing Ink Tanks" on page 29.
	Printhead needs to be aligned	Perform printhead alignment. See "Aligning the Printhead" on page 29.
Meaningless characters printed	Corrupted print instructions are stored in the printer buffer.	1. Turn the printer off to clear the printer buffer. 2. Cancel the print job from the computer. (See "Cancelling a Print Job" on page 11.) 3. Turn the printer on again.
	Previous print job paused before it was finished	If a previous print job was paused before it was printed, turn the printer and the computer off, then turn both back on again, *or* cancel any paused print jobs using the BJ Status Monitor or BJ Print Monitor. See "Cancelling a Print Job" on page 11.
	Printer and computer not connected securely	Check the cable connections between the printer and the computer to verify that they are securely connected.
	Incorrect printer driver selected	Check the Printer dialog box to verify that the correct printer driver is selected.
	Bad (corrupted) file	Create the document again and print it. If it prints successfully, the original file was corrupted.
	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 *S820 User's Guide* on the Setup Software & User's Guide CD-ROM for instructions on how to check ECP settings and reconfigure them if necessary.

Troubleshooting

Handling Error Messages

PROBLEM	POSSIBLE CAUSE	TRY THIS
Printer does not print	When an error occurs, the POWER lamp blinks. Count the number of orange blinks between each green blink to identify the problem:	
	Printer blinks green	When the lamp blinks green, the printer is warming up or is receiving print data from the computer. This is not an error condition.
	2 orange blinks (paper is out, paper jam or paper feed error)	Reload the paper correctly. See "Loading Media into the S820" on page 7 for how to load different types of media. If the paper is jammed, see the troubleshooting topic, "Paper jams in the printer" on page 45.
	3 orange blinks (paper jam)	See the troubleshooting topic, "Paper jams in the printer" on page 45.
	4 orange blinks (ink tank is out of ink)	Replace the empty ink tank. See "Monitoring Ink Levels" on page 27 and "Replacing Ink Tanks" on page 29.
	5 orange blinks (printhead not installed correctly)	Reseat printhead. See the *S820 User's Guide* on the Setup Software & User's Guide CD-ROM for procedures.
	6 orange blinks (printhead not installed)	Install the printhead. If already installed, remove it, then check the electrical contact area for any blockage or protective tape. Re-install it when done. See the *S820 User's Guide* on the Setup Software & User's Guide CD-ROM on the CD-ROM for procedures.
	7 orange blinks (printhead defective)	Make sure that you are using the printhead designed specifically for the S820. Turn the printer off and on. If the problem persists, contact the Customer Care Center.
	Printer blinks green and orange alternately	If the printer starts blinking green and orange alternately, turn the printer off, unplug it from the power outlet, and wait a few minutes. Plug it into the power outlet again, turn on the printer, then restart the print job. If the problem persists, contact the Customer Care Center.

PROBLEM	POSSIBLE CAUSE	TRY THIS
Low ink alert displays in the BJ Print Monitor	One or more of the ink tanks is low	When Backgrounding is turned on, you can confirm the low ink alert in the BJ Print Monitor. (See "Monitoring Ink Levels" on page 27.) After the alert displays, you can continue printing for a short time, but have a replacement ready to install. **WINDOWS** The low ink alert displays in the BJ Status Monitor. See "Monitoring Ink Levels" on page 27. **MAC OS** The low ink alert displays in the BJ Print Monitor before a print job starts. See "Monitoring Ink Levels" on page 27.
Error message displays in the BJ Status Monitor	Printer is out of paper, ink is low, paper jam	**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. **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. See the *S820 User's Guide* on the Setup Software & User's Guide CD-ROM for more information on error messages.
System error message displays	System error occurred	If a system error occurs, printing stops. **WINDOWS** A dialog box 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. **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.

Customer Care Center

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

- For e-mail 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**)

| 📖 Note | 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 64 for warranty details.

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Appendix

The following topics are included in this appendix:

- Installing the Printer Driver

- Uninstalling the Printer Driver

- Registering Your Canon Product

- System Requirements

- Safety Information

- Regulatory Information

- Product Specifications

- Limited Warranty—U.S. Only

Installing the Printer Driver

To install the printer driver in Windows:

> 国国 **Note**   When installing the printer driver in Windows XP/Windows 2000, log on to the system as a member of the **Administrators** group.

1. Be sure the printer is off before continuing.

2. Make sure the cable (USB or parallel) between the printer and computer is securely connected.

3. Turn the computer on, then insert the S820 Setup Software & User's Guide CD-ROM in the CD-ROM drive. The setup program should run automatically.

> **Important**   If the printer was turned on when the setup program ran, the Add New Hardware Wizard will appear. Do NOT use the wizard—click **Cancel** to close the dialog box and continue.

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> **Note** 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** if you agree.

> **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 the main menu appears, make sure that the Printer Driver is highlighted, then click **Install.** The printer driver will load automatically.

6. When prompted, TURN ON the printer so the printer port (connection) can be automatically detected. When the printer port has been identified, click **OK**.

> **Important** If your computer cannot detect a printer port, see the troubleshooting tip for "Computer cannot detect a printer port" on page 45.

7. When the Terminate Installation dialog box appears, click **OK**.

8. Register your product by following the on-screen instructions.

9. Proceed to install the Application. Follow the on-screen instructions. This may take a few minutes.

10. When the installation process has completed, you can view any electronic documentation. If you do not wish to at this time, click **Exit.**

11. Click **Yes** if you are prompted to restart the computer.

To install the printer driver in Mac OS:

1. Prepare your Mac (if needed).
   - If you have multiple users set up in OS 9, log in as the Owner.
   - To install the printer on a network, see the *S820 User's Guide* on the Setup Software & User's Guide CD-ROM.

2. Close any open software applications.

3. Insert the S820 Setup Software & User's Guide CD-ROM in the CD-ROM drive.

4. Open the printer driver folder on the CD-ROM.

5. Double-click the **Installer** icon.

6. Read the License Agreement, then click **Accept** if you agree.

7. Click **Install.** The the printer driver will load automatically.

> 📖 **Note** If a "No other applications can be running..." message displays, click **Continue.**

8. When the installation has completed, click **Restart.**

9. After the computer restarts, select the **Apple** menu, then **Chooser.**

10. Click the **S820** icon in the Chooser.

> 📖 **Note** To use the BJ Print Monitor, you must click the **Background** button to the **On** position.

11. Close the Chooser.

Uninstalling the Printer Driver

To uninstall the printer driver in Windows:

1. Click **Start**, **Programs**, then **Canon S820**.

2. Click **Uninstall**.

3. Click **Yes** to confirm that you want to uninstall the printer driver.

To uninstall the printer driver in Mac OS:

1. Insert the S820 Setup Software & User's Guide CD-ROM in the CD-ROM drive.

2. Double-click **Printer Driver**.

3. Double-click **Installer**.

4. Read the License Agreement, then click **Accept** if you agree.

5. Select **Uninstall** from the drop-down list.

6. Click **Uninstall.**

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Registering Your Canon Product

To register your Canon product in Windows:

If you did not register your product during installation, visit **www.registercanon.com** and follow the on-screen instructions.

To register your Canon product in Mac OS:

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

System Requirements

Windows 95/98:	486 processor; 16 MB RAM; 15 MB free hard disk space
Windows 2000:	Pentium® processor, 133 MHz or faster; 32 MB RAM for Professional, 64 MB RAM for Server; 25 MB free hard disk space
Windows Me:	Pentium processor, 150 MHz or faster; 32 MB RAM; 40 MB free hard disk space
Windows NT 4.0:	Pentium processor; 16 MB RAM; 25 MB free hard disk space
Windows XP:	Pentium processor; 128 MB RAM; 25 MB free hard disk space
Mac OS:	OS 8.6 - Mac OS 9.x; USB port; 12 MB RAM; 30 MB free hard disk space

Note If you have multiple users set up in OS 9, log in as the Owner before downloading and installing.

Safety Information

Warnings and Cautions

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

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

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⚠ Caution	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

⚠ Caution	Never place the printer near flammable solvents such as alcohol, thinner, etc. 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.

⚠ Caution	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 shall be installed near the equipment and shall 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.

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Power Supply

| **⚠ Caution** | 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.

| **⚠ Caution** | 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. |

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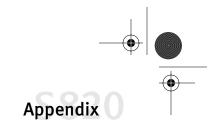
| **⚠ Warning** | If you detect smoke, unusual odors, or strange noises around the printer, immediately press the POWER button to turn off the printer and disconnect the power plug. To avoid fire or electric shock, never use the printer under these conditions. Call the Canon Customer Care Center. |

- 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

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

- 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.

- 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

⚠ Caution   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.

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

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

⚠ Caution   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.

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Printhead and Ink Tanks

| ⚠ Caution | 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. |

| ⚠ Caution | Never subject a printhead or ink tank to shocks or excessive vibration. Shaking could cause ink to leak and stain clothing and nearby surfaces. |

| ⚠ Warning | 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 Off the Printer

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 lamp goes out, you can unplug the power cord from the power outlet.
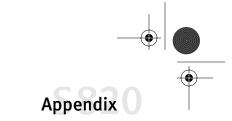
Using the Printer Near Appliances and Fluorescent Lamps

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 Photo Printer Model: K10207 (S820)

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 the 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.

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

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

Canon U.S.A., Inc.
One Canon Plaza, Lake Success, NY 11042, U.S.A.
1-516-328-5600

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 of Science Canada.

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

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Product Specifications

Printing method:	Bubble Jet ink on-demand
Printing resolution:	2400 x 1200 dpi
Print speed:	4" x 6" and 8" x 10" photo print speeds are based on standard (default) mode on Photo Paper Pro. Print speed will vary depending on system configuration, software, document complexity, print mode and page coverage.
Color photo (4" x 6"):	Approx. 1 minute
Color photo (8" x 10"):	Approx. 2 minutes
Print direction:	Bi-directional
Print width:	8.0 inches maximum (203.2 mm) (for borderless printing 8.5 inches/216.0 mm)
Resident print control mode:	Canon extended mode
Receiver buffer:	80KB
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 (USB Interface)
Recommended printer cable (parallel):	
Material:	AWG28 or larger
Type:	Twisted-pair shielded cable
Length:	Up to 6.5 feet (2.0 m)
Connectors:	Amphenol 57-30360 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 6.5 feet (2.0 m)
Connectors:	USB standard Series B pluggable
Acoustic noise level:	Approx. 37 dB (A) (in the best quality mode)
Operating environment:	
Temperature:	41ºF to 95ºF (5ºC to 35ºC)
Humidity:	10% to 90% (no condensation)
Storage environment:	
Temperature:	32ºF to 95ºF (0ºC to 35ºC)
Humidity:	5% to 90% (no condensation)
Power supply:	AC 120 V, 60 Hz
Power consumption:	
Standby:	Approx. 3 W
Printing:	Approx. 24 W
Dimensions:	(without a paper rest and paper output tray)
	16.9" (W) x 11.6" (D) x 7.0" (H)
	430 mm (W) x 294 mm (D) x 177 mm (H)
Weight:	Approx. 11 lb. (5.2 kg)
Feed method:	Continuous feed through auto sheet feeder for Plain Paper, Envelopes, High Resolution Paper, Glossy Photo Paper, High Gloss Photo Film, Glossy Photo Cards, Photo Paper Pro, Transparencies, T-Shirt Transfers, and Banner Paper

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Sheet feeder capacity (maximum):

Plain paper (17 lb.)	100 sheets
High Resolution Paper	80 sheets
Envelopes	10 envelopes
Glossy Photo Paper	1 sheet
High Gloss Photo Film	1 sheet
Glossy Photo Cards	20 sheets
Photo Paper Pro	1 sheet
Photo Paper Pro for	
Borderless Printing 4" x 6"	20 sheets
Photo Paper Pro 4" x 6"	20 sheets
Transparencies	30 sheets
T-Shirt Transfers	1 sheet
Banner Paper	1 sheet (can print up to 6 connected sheets)
Magnet Sheets	1 sheet

Ordinary print media:

Regular size:	Letter, Legal, 4" x 6", A4, A5, B5, US Com. #10, European DL envelopes
Custom size:	Width: 3.54 to 8.5 in (90.0 to 215.9 mm)
	Height: 4.72 to 23.0 in (120.0 to 584.2 mm)
Weight:	Automatic feed: 17–28 lb. for non-Canon brand media

Graphic image printing:

Data format:	Canon extended mode raster image format
Resolution:	Canon extended mode 600, 1200, 2400 dpi
Printhead:	Nozzles: 1,536 (256 per color)

Appendix

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 cartridges and 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.

Appendix

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.usa.canon.com/consumer**, 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.

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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 retain your ink cartridges and 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.

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*   Support program specifics are subject to change without notice.

** Refer to the individual product information for warranty details.

†   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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