Canon

imageCLASS
MF5960dn/MF5950dw
Starter Guide
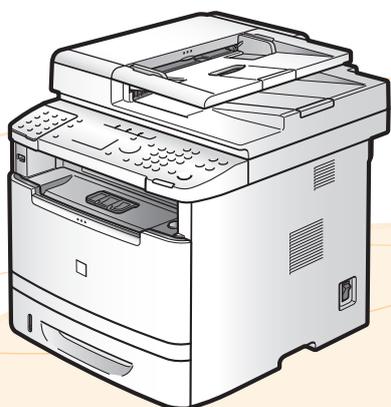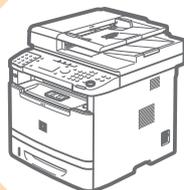
➔ **Read this guide first.**
Please read this guide before operating this product.
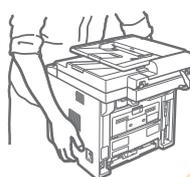The remarks for important safety instructions are described in "Basic Operation Guide." Read the guide also.
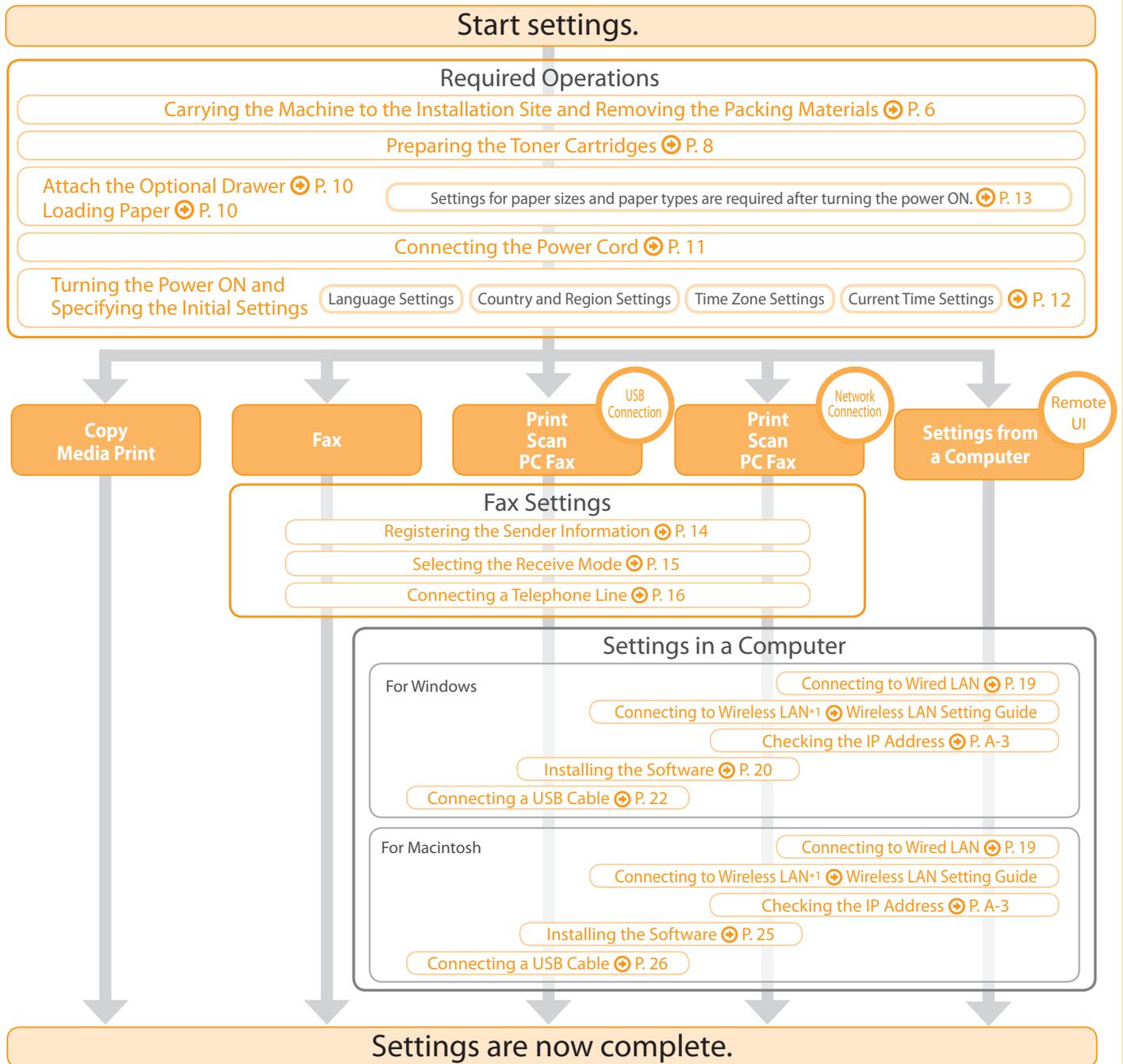After you finish reading this guide, store it in a safe place for future reference.

Illustrations and displays used in this manual are which of MF5950dw unless specified.

Setting Up the Machine to Suit Your Needs

Specify settings related to the Copy, Print, Fax, PC Fax, Scan, Remote UI and ,Media Printing functions. Follow the steps in the flowchart below.

Start settings.

Required Operations

Carrying the Machine to the Installation Site and Removing the Packing Materials ⊕ P. 6

Preparing the Toner Cartridges ⊕ P. 8

Attach the Optional Drawer ⊕ P. 10
Loading Paper ⊕ P. 10

Settings for paper sizes and paper types are required after turning the power ON. ⊕ P. 13

Connecting the Power Cord ⊕ P. 11

Turning the Power ON and Specifying the Initial Settings

Language Settings | Country and Region Settings | Time Zone Settings | Current Time Settings ⊕ P. 12

| Copy Media Print | Fax | Print Scan PC Fax (USB Connection) | Print Scan PC Fax (Network Connection) | Settings from a Computer (Remote UI) |

Fax Settings

Registering the Sender Information ⊕ P. 14

Selecting the Receive Mode ⊕ P. 15

Connecting a Telephone Line ⊕ P. 16

Settings in a Computer

For Windows

Connecting to Wired LAN ⊕ P. 19

Connecting to Wireless LAN*1 ⊕ Wireless LAN Setting Guide

Checking the IP Address ⊕ P. A-3

Installing the Software ⊕ P. 20

Connecting a USB Cable ⊕ P. 22

For Macintosh

Connecting to Wired LAN ⊕ P. 19

Connecting to Wireless LAN*1 ⊕ Wireless LAN Setting Guide

Checking the IP Address ⊕ P. A-3

Installing the Software ⊕ P. 25

Connecting a USB Cable ⊕ P. 26

Settings are now complete.

*1 The wireless LAN function is available only for MF5950dw.

Available Features

The machine offers the following features.

◯ : available   — : not available

	Copy	Print (2-sided)	Print (PS)	Print (PCL)	Fax (PC Fax)	Scan	Send to Email/ Store to Shared Folder	Remote UI	ADF (2-sided)	Wireless LAN
MF5960dn	◯	◯	◯	◯	◯	◯	◯	◯	◯	—
MF5950dw	◯	◯	—	—	◯	◯	◯	◯	◯	◯

Checking the Supplied Accessories

1. Confirm that all the supplied accessories are contained in the box.

If an item is missing or damaged, please contact our Canon Authorized Service Facilities or the Canon Customer Care Center.

○ **The machine unit**

The toner cartridge is already installed.
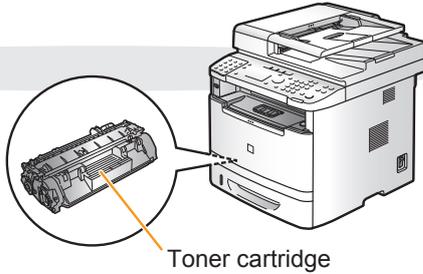
Toner cartridge

○ **Power cord**

○ **Starter Guide (This manual)**

○ **Wireless LAN Setting Guide**

(MF5950dw only)

○ **Telephone cable**

○ **Speed dial label**

About the LAN cable

The machine does not come with a LAN cable or a hub. Have cables or a hub ready as needed.

- Use a Category 5 or higher twisted pair cable.
- If you want to connect the machine to a 100BASE-TX Ethernet network, all the devices to be connected to the LAN must support 100BASE-TX.

About the USB cable

The machine does not come with a USB cable. Have cables ready as needed.

○ **Basic Operation Guide**

For Windows   For Macintosh

○ **User Software CD-ROM**
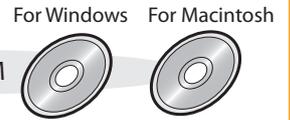
○ **Limited Warranty Notice**
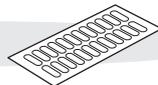
○ **Registration Card**

Supplied Toner Cartridge

The average yield of the included toner cartridge is as follows.

Canon Cartridge 119	Average yield[1]: 2,100 sheets

[1] The average yield is on the basis of "ISO/IEC 19752"[2] when printing A4 size paper with the default print density setting.

[2] "ISO/IEC 19752" is the global standard relating to "Method for the determination of toner cartridge yield for monochromatic electrophotographic printers and multi-function devices that contain printer components" issued by ISO (International Organization for Standardization).

The average yield of the replacement toner cartridge varies from that of the supplied toner cartridge.

To purchase replacement toner cartridges, see "About Replacement Toner Cartridges" in the ⊕ e-Manual.

⬤ User Software CD-ROM

About the Drivers and Software

The drivers and software included in the CD-ROM supplied with this machine are as follows.

MF Drivers

Printer driver	You can print from an application to the machine once you have the printer driver installed on your computer.
	    Printer Drivers:
	    UFRII LT/UFRII (XPS)PCL5e/PCL6/PS Printer Driver
	    * The appropriate Printer Driver differs according to your machine. UFRII (XPS)/
	      PCL5e/PCL6 is for Windows only.

Fax driver	If you install the fax driver on your computer, you can select "Print" from an application, select the Canon fax driver as a printer, and specify the output destination and options. The fax driver converts the data into an image that conforms to standard fax protocols so that the data can be printed or saved using the recipient's fax machine.
Scanner driver	You can use the machine as a scanner once you have the scanner driver installed on your computer.
Network Scan Utility	You need this utility software to use the machine as a network scanner. It is automatically installed along with the scanner driver.

MF Toolbox

MF Toolbox*	The MF Toolbox provides a group of commands for you to open a scanned image in an application, send it as an e-mail attachment file, store it on the hard disk, etc.

Others

Presto! PageManager	You can handle scanned images in many ways using this software.
Canon Font Manager	You can manage the fonts for Windows with Canon Font Manager software.

* MF Toolbox for Macintosh and MF Toolbox for Windows may be different in some features.
  For details, see the Scanner Driver Guide.

Supported Operating Systems

◯ : Supported   —: Not supported

	Windows 2000/XP	Windows Vista/7	Windows Server 2003/ Server 2008	Mac OS X (version 10.4.9 or later)
Printer driver	◯	◯	◯*	◯
Fax driver	◯	◯	◯*	◯
Scanner driver	◯	◯	—	◯
Network Scan Utility	◯*	◯*	—	—
MF Toolbox	◯	◯	—	◯
Presto! PageManager	◯	◯	—	—
Canon Font Manager	◯	◯	—	—

* Supported only over network connections.

About the Supplied Manuals

Read this manual first.

This manual describes the settings for setting up the machine and installing the software. Be sure to read this manual before using the machine.

Starter Guide — **This manual**

- Preface
- Installing the Machine
- Configuring and Connecting the Fax
- Connecting to a Computer and Installing the Drivers
- Appendix

Read this manual with Starter Guide.

This manual describes Wireless LAN setup procedures and causes and countermeasures for troubles you might face during the setup. Be sure to read this manual before using the machine.

Wireless LAN Setting Guide (MF5950dw only)

- Setting the wireless LAN
- Troubleshooting
- Appendix

Read this manual next.

This manual describes the basic use of the machine.

Basic Operation Guide

- Before Using the Machine
- Document and Paper Handling
- Copying
- Printing from a Computer
- Registering Destinations in the Address Book
- Using the Fax Functions
- Using the Scan Functions
- Maintenance
- Troubleshooting
- Registering/Setting the Various Functions
- Appendix

Read this manual for how to set Send features.

This manual describes setting for sending scanned data to E-mail and/or file servers.

Send Setting Guide
* The Send Setting Guide is included in the User Software CD-ROM.

- Send to E-mail Function
- Store to Shared Folder Function

Read the desired chapter to suit your needs.

The e-Manual is categorized by subject to find desired information easily.

For details about using the e-Manual, refer to "Using the e-Manual" in "Appendix."

e-Manual
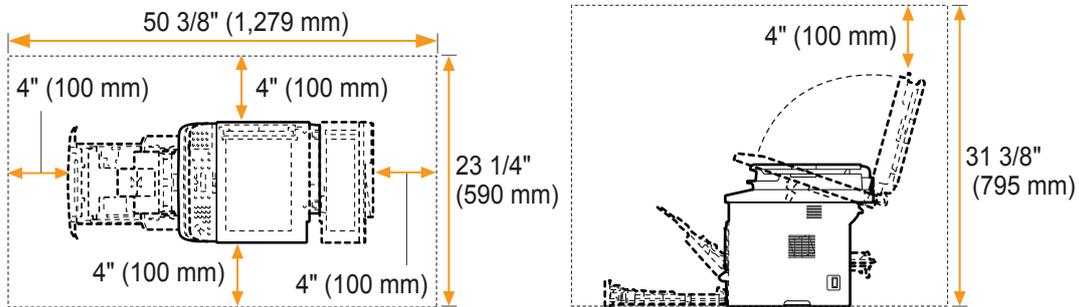* The e-Manual is included in the User Software CD-ROM.

- Important Safety Instructions
- Basic Operation
- Copy
- Fax*1
- Print*1
- Scan*1
- Network Settings
- Security
- Setting and Managing from Computer
- Troubleshooting
- Maintenance
- Setting Menu List
- Specifications

*1 If you are using Macintosh, see the following Driver Guides or Help for more details on these functions.
You can find the driver guides in the following locations on the User Software CD-ROM.
- Mac UFR II Printer Driver Installation Guide → [Documents] - [Print] - [Guide] - [index.html]
- Mac PS Printer Driver Installation Guide → [Documents] - [Print(PS)] - [Guide] - [index.html]
- Mac Fax Driver Installation Guide → [Documents] - [FAX] - [Guide] - [index.html]
- Mac Scanner Driver Guide → [Documents] - [Scan] - [Guide] - [index.html]

Determining the Installation Site

50 3/8" (1,279 mm)

4" (100 mm) 4" (100 mm)

23 1/4"
(590 mm)

4" (100 mm) 4" (100 mm)

4" (100 mm)

31 3/8"
(795 mm)

Notes on wireless LAN

• This product is designed for indoor use 164'/50 m (may vary on the communication speed or environmental condition) or less away from an access point. Keep it at an appropriately close distance.
• Check if masking is found or not. Communications across walls or between floors are generally deteriorated. Arrange appropriate installment.
• Radio wave interference may occur if any radiowave emitting equipment (i.e. microwave) is found near the product and its radiowave is in the same frequency band as the radiowave used by a wireless LAN. Keep the product away from those radio wave interference sources as much as possible.

Carrying the Machine to the Installation Site and Removing the Packing Materials

1. Take the machine out of the plastic bag, and then carry to the installation site.

❶ Hold the grips.
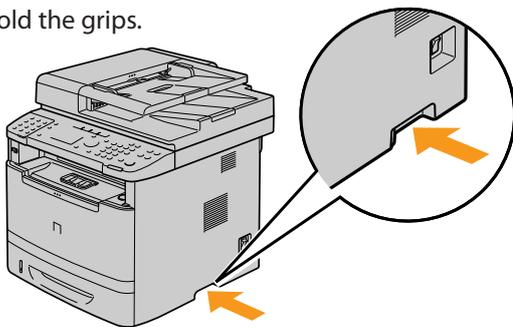
❷ Carry the machine.

2. Remove the packing materials.

* The packing materials may be changed in form or placement, or may be added or removed without notice.

❶ Remove the packing materials.
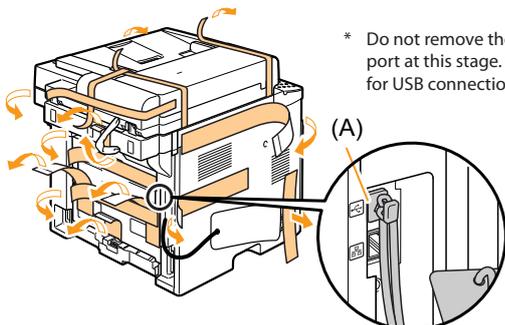
* Do not remove the cap (A) on the USB port at this stage. Uncap when installing for USB connection.

(A)
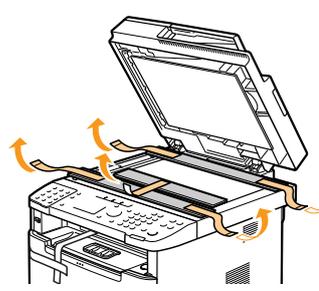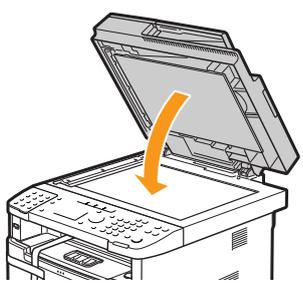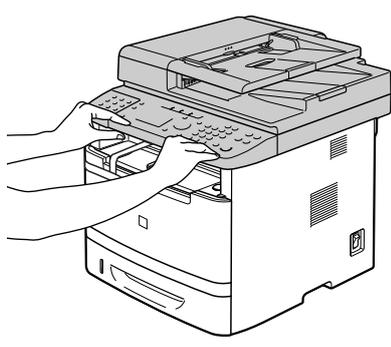
❷ Remove the unpacking manual.

3 Remove the packing materials.
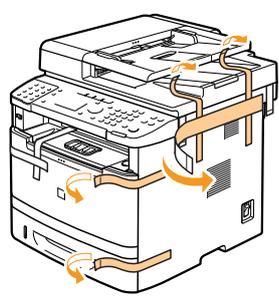
4 Open the feeder.
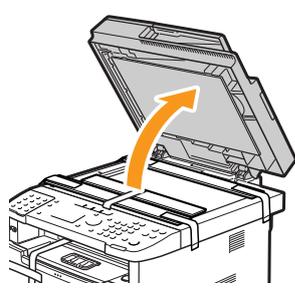
5 Remove the packing materials with tape.
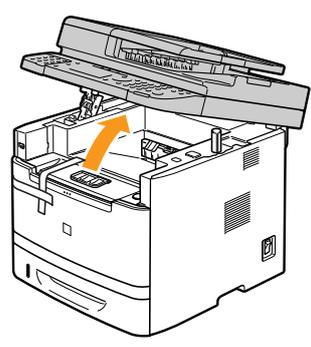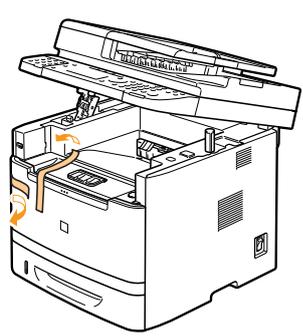
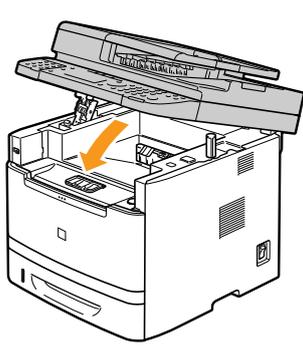**6** Close the feeder.

7 Hold the operation panel.

8 Lift the scanning platform.

9 Remove the packing materials.
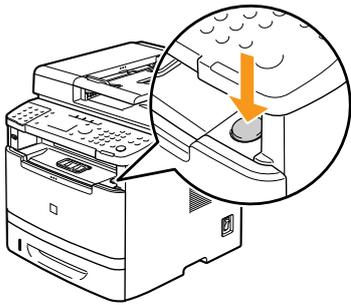
10 Lower the scanning platform.

Check!

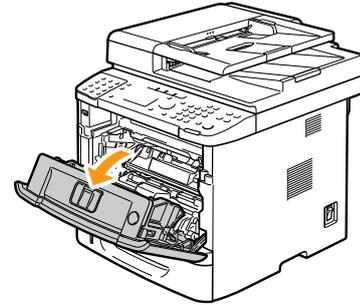Make sure that the following packing materials are all removed from the machine.

⭕ Tape x 19

⭕ Unpacking manual x1

⭕ Packing materials with tape x3

⬤ Preparing the Toner Cartridges

1. Open the front cover.
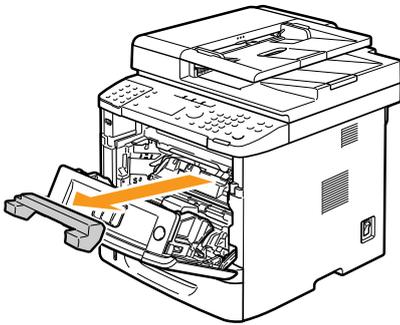
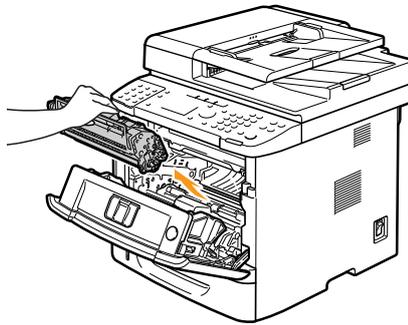**❶** Hold down the open button.

❷ Open the front cover.

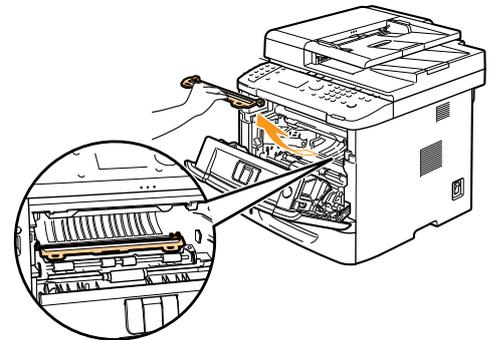## 2. Remove the packing materials from the toner cartridge, and install the toner cartridge.
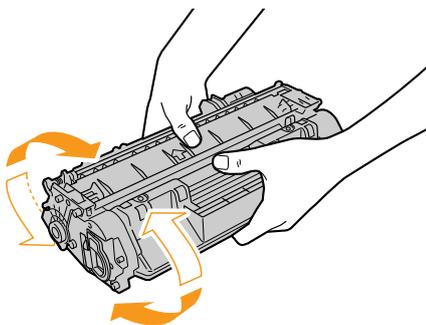
❶ Remove the packing material.

❷ Remove the toner cartridge.
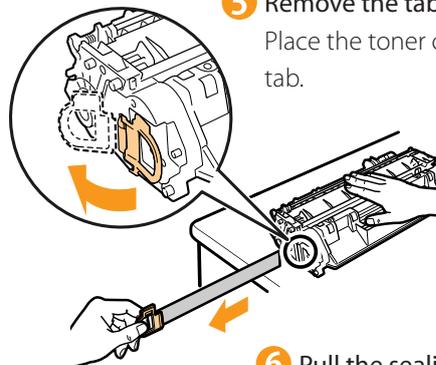
❸ Remove the packing material.

❹ Shake five to six times.

❺ Remove the tab.

Place the toner cartridge on a flat surface, and remove the tab.

❻ Pull the sealing tape completely out.

The full length of the sealing tape is approximately 20 in. (50 cm).

7 Insert the toner cartridge.

Fit the protrusions on both sides of the toner cartridge into the guides located on both sides of the machine, and slide the toner cartridge into the machine until the toner cartridge comes to rest and is held against the back of the machine.
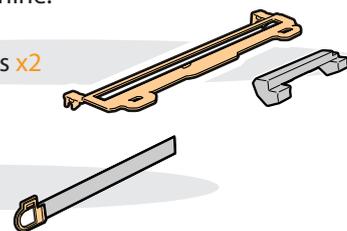
Protrusion

Left Side View

Protrusion

Right Side View
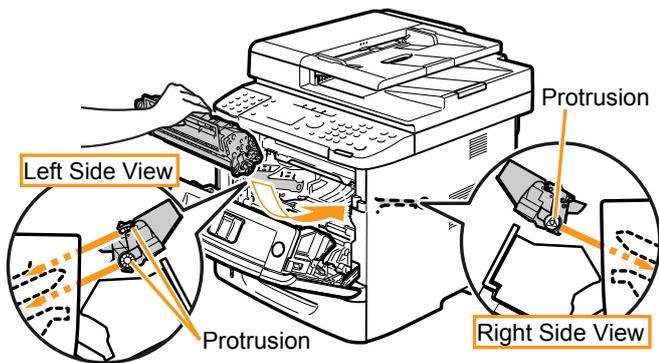
Check!

Make sure that the following packing materials are all removed from the machine.

○ Packing materials x2

○ Sealing tape x1

3. Close the front cover.
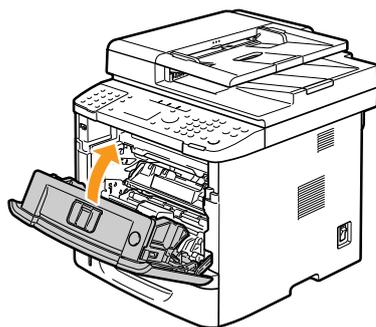
Write down the serial number and purchase date on the back cover of the Basic Operation Guide enclosed in the package. You need this information when contacting your local authorized Canon dealer or Canon Customer Care Center.
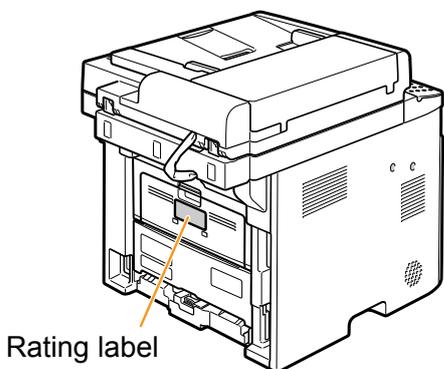
Rating label

The serial number is located on the rating label centered on the rear side of the machine (a character string of 3 letters and a 5-digit number).

Write down the information here (on the back cover of the Basic Operation Guide).

Attach the Optional Drawer to the machine

Take the drawer from the carton, and remove all packing materials, including shipping tape before attaching the optional drawer to the machine. Make sure the machine and the optional drawer are facing in the same direction when being attached.
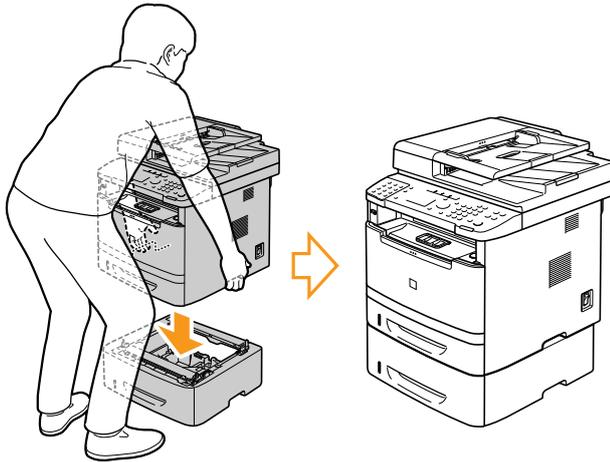

NOTE
When moving the main unit, be sure to carry it from front side by using the provided hand grips on the left and right sides, as seen in the illustration.

Loading Paper

1. Pull out the paper drawer.
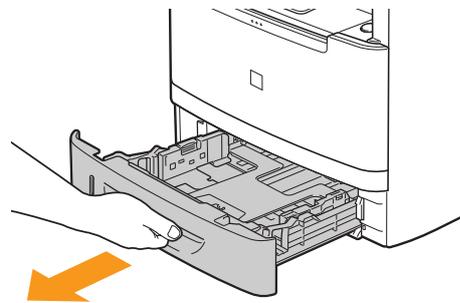
2. Slide the paper guides, and load the paper.

❶ While holding the lock release lever (A), adjust the paper guides.
Match the paper guides with the size of the paper that is loaded.

(A)

(A)
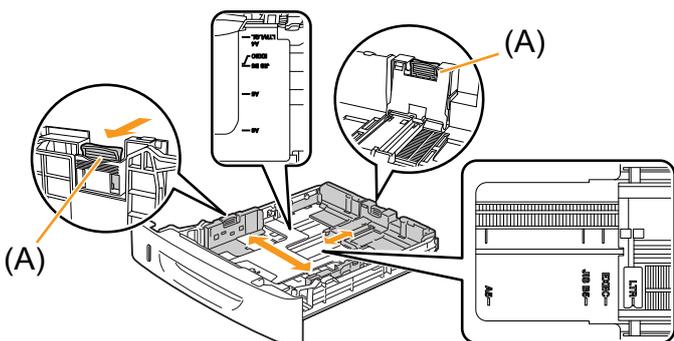
When changing the size of the paper to be loaded
Be sure to set the paper size.
At factory shipment, the machine's default settings have LTR for paper size and Plain for paper type.
↪ Proceed to "Setting a Paper Size and Type" on p.13.

② Load the paper.
Load the paper that it aligns with the rear side of the paper drawer .
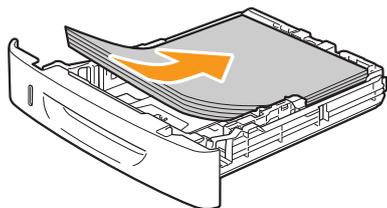
③ Set the paper under the hooks.

Hooks

Hooks

Hooks
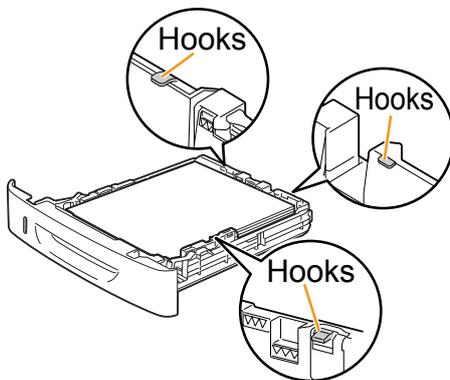
Check!

Make sure that the paper stack does not go over the line of the load limit mark.

Up to here

3. Set the paper drawer.
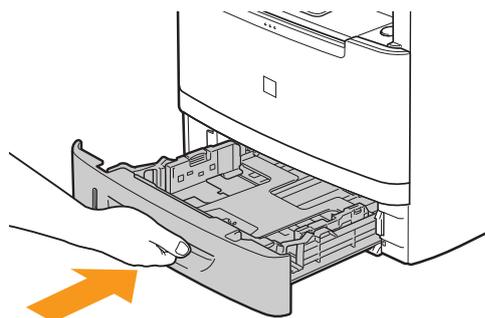
◯ Connecting the Power Cord

① Make sure that the machine is switched OFF.
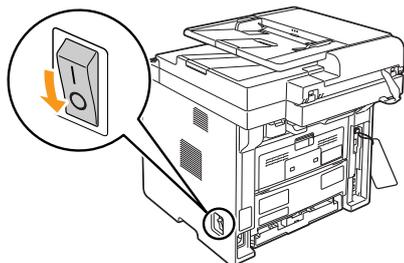
② Plug the power plug into the power socket.
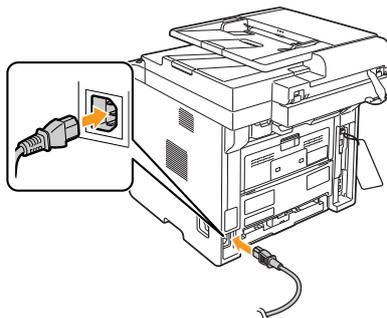
③ Plug the power plug into an AC power outlet.
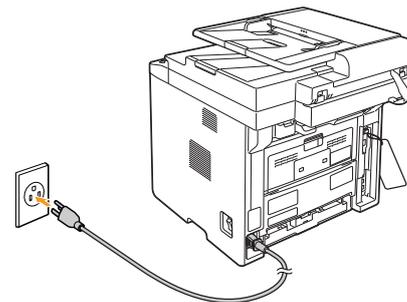
Do not connect the USB cable. Connect the USB cable when installing the software.

Turning On the Machine and Specifying the Initial Settings

1. Turn ON the machine.

- When turning ON the machine for the first time after installation. it may output a piece of blank paper. This is not a failure.
- The machine enters the Sleep mode to conserver energy when you do not operate the machine for a certain period of time. To cancel the Sleep mode, press the [🌙] (Energy Saver) key on the operation panel.
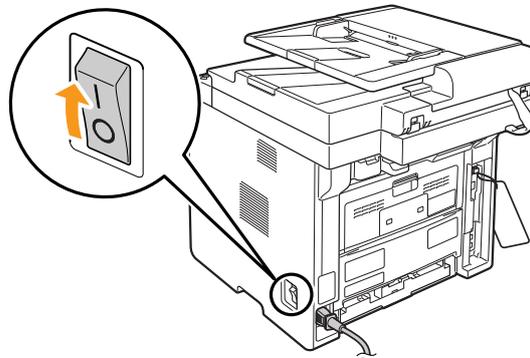
2. Specify initial settings.

① Press [▲] or [▼] to select, and press [OK].

```
Language
  English
  French
  Spanish
  Portuguese
```

② Press [▲] or [▼] to select, and press [OK].

```
Select Country/Region
  United States (US)
  Canada (CA)
  Brazil (BR)
  Mexico (MX)
```
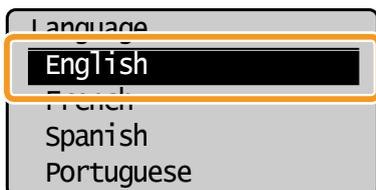
③ Read the messages and press [OK].

```
Open frnt cover; see
if orange packing
material is removed.
       Next
```
(OK) →
```
Check that tabs/tape
are removed from
toner cartridge.
       Next
```
(OK) →
```
Check that paper is
loaded in Drawer 1.

       Next
```

④ Press [▲] or [▼] to select, and press [OK].

```
Time Zone Settings
  GMT-5:00
  GMT-4:00
  GMT-3:30
  GMT-3:00
```
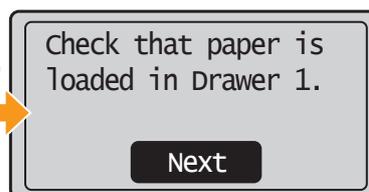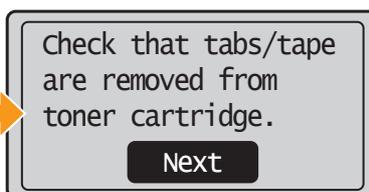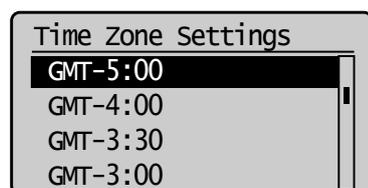
⑤ Enter the date and time and press [OK].

```
Current Time Settings

  01/01/2011 12:52 AM

```

- Move the cursor with [◀] or [▶].
- Press [▲] or [▼] to select the number or switch to <AM> or <PM>.
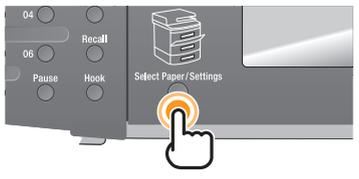
⑥ The initial screen appears when the initial setup is complete.

```
Copy: Press Start
  100% ❶ ⊔LTR        1
  Density: ±0
  Original Type: Text…
  2-Sided: Off
```

⬤ Setting a Paper Size and Type

❶ Press [⬤]
(Select Paper/Settings).

```
Select Paper
  ▤⌣ MP Tray
  ⬤  LTR:Plain
  Paper Settings
```

❷ Press [▲] or [▼] to select, and press [OK].

❸ Press [▲] or [▼] to select, and press [OK].

```
Paper Settings
  Multi-Purpose Tray
  Drawer 1
  Register Custom Paper
```

❹ Press [▲] or [▼] to select, and press [OK].

```
Paper Size
  LTR
  LGL
  EXEC
  FOOLSCAP
```

❺ Press [▲] or [▼] to select, and press [OK].

```
Paper Type
  Plain (16 lb Bond-24
  Plain L (16 lb Bond...
  Recycled
  Color
```
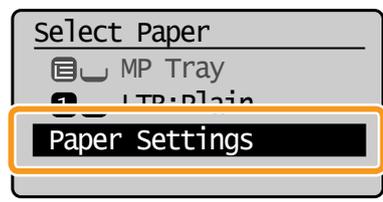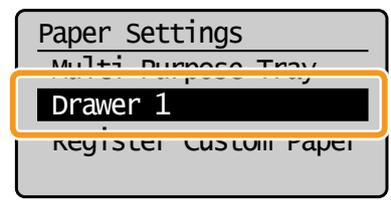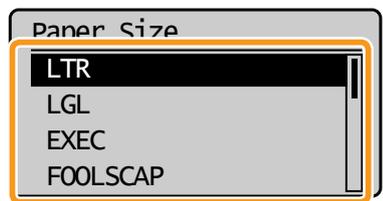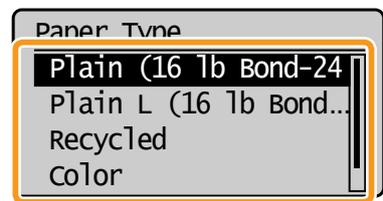
❻ Press [⬤] (Select Paper/Settings) to close <Select Paper> screen.

13

Specifying Initial Fax Settings and Connecting a Telephone Cable

Operate the machine following the on-screen instructions and perform the following settings and connection.

- Registering the fax number and unit name
- Setting the fax receive mode
- Connecting a telephone line

If you are using pulse dialing, change the line type after specifying the settings.

Entering Text

Enter information (text, symbols, and numbers) using the following keys.

▲▼◀▶ OK   Numeric keys   *   #   C
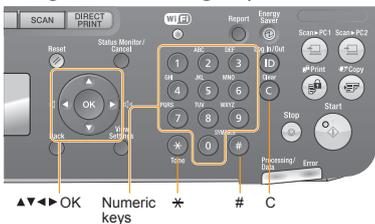
Changing the entry mode

Press [▼] to select <Entry Mode> and press [OK]. You can also press [*] (Tone) to change the entry mode.

Entry mode	Text that can be entered
<A>	Alphabet (capital letters) and symbols
<a>	Alphabet (small letters) and symbols
<12>	Numbers

Moving the cursor (entering a space)

Move the cursor by pressing [◀] or [▶]. To enter a space, move the cursor to the end of the text and press [▶].

Entering text, symbols, and numbers

Enter using the numeric keys or [#] (SYMBOLS).

Key	Entry mode: <A>	Entry mode: <a>	Entry mode: <12>
1	@ . - _ /		1
2	ABC	abc	2
3	DEF	def	3
4	GHI	ghi	4
5	JKL	jkl	5
6	MNO	mno	6
7	PQRS	pqrs	7
8	TUV	tuv	8
9	WXYZ	wxyz	9
0	(Not available)		0
#	- . * # ! " , ; : ^ ` _ = / | ' ? $ @ % & + \ ( ) [ ] { } < > ~		(Not available)

Deleting text, symbols, or numbers

To delete text, numbers, or symbols, press [C] (Clear).
To delete all text, numbers, or symbols, press and hold [C] (Clear).

1. Register the fax number and unit name.

❶ Press [FAX].

❷ Press [▲] or [▼] to select, and press [OK].
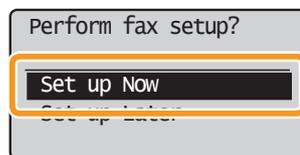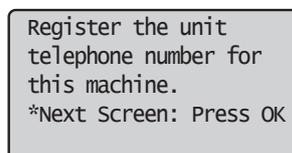
```
Perform fax setup?

Set up Now
Set up Later
```
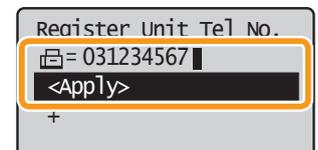
Display "Fax Setup Guide" with the following operations to perform the settings or connections if selecting <Set up Later>.
[⊛] (Menu) → <Fax TX Settings> → <Fax Setup Guide>.

❸ Press [OK].

```
Register the unit
telephone number for
this machine.
*Next Screen: Press OK
```

❹ Enter.

```
Register Unit Tel No.
🖷= 031234567
<Apply>
+
```

❺ Press [▲] or [▼] to select <Apply> and press [OK].

❻ Press [OK].

```
Register unit name.
(Sender name,
company name, etc.)
*Next Screen: Press OK
```

❼ Enter.

```
Register Unit Name
ABC
<Apply>
Entry Mode: A
```
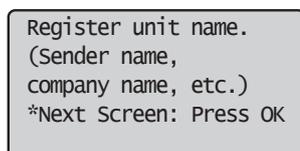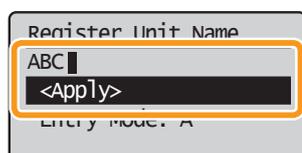
❽ Press [▲] or [▼] to select <Apply>, and press [OK].

What happens with the unit name

Once the information has been registered, it is printed at the top of each page that you are sending.

Sending Date/Time   Fax/Telephone Number (FAX No.)   Sender Name (Unit Name)   Page Number

Telephone Number Mark

01/01/2011 02:07 PM FAX   123XXXXXXX   CANON   P.0001
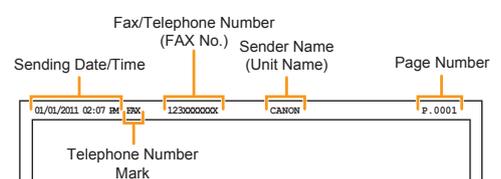
2. Select the fax receive mode.

You can specify how the machine should operate for a fax call or telephone call.

By answering the prompts that appear on the display, the machine will be set to one of the following four operation modes.

<Auto><Fax/Tel Auto Switch><Answer><Manual>

```
Do you want to use
this machine for fax
only (no telephone)?
 Yes
 No
```

Yes →

The receive mode is set to <Auto>.
→ Proceed to Step 3.

- Receive faxes automatically.
- The telephone functions do not be used.*
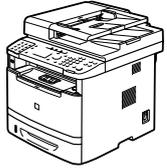
* When the telephone is connected in the auto receive mode, the telephone rings when receiving a fax or telephone call. You can answer the telephone while it is ringing. To turn off the telephone ringer, see "Incoming Ring" in the ⊕ e-Manual.

No ↓

```
Do you want to auto-
receive faxes and
answer phone manually?
 Yes
 No
```

Yes →

The receive mode is set to <Fax/Tel Auto Switch>.
→ Proceed to Step 3.

- Receive faxes automatically.*
- Responds to a telephone call by picking up the handset.
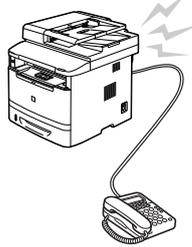
* The telephone rings on incoming calls. To turn off the telephone ringer, see "Incoming Ring" in the ⊕ e-Manual.

No ↓

```
Do you want to use
an answering machine
to answer the phone?
 Yes
 No
```

Yes →

The receive mode is set to <Answer>.
→ Proceed to Step 3.

- Receive faxes automatically.
- Respond to telephone calls using the built-in answer function.
- Ring on incoming calls or faxes.

No ↓
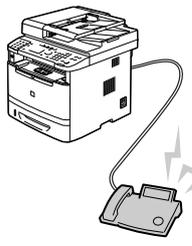
The receive mode is set to <Manual>.
→ Proceed to Step 3.

- Respond to incoming calls or faxes by picking up the handset.
- Ring on incoming calls or faxes.
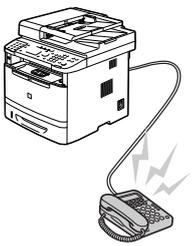
3. Connect the telephone line.

❶ Press [OK].

The screen that appears varies depending on the receive mode selected.

```
Connect phone line.
 Follow illustrations
 on the next screen:
 Connect line to A.
 *Next : Press OK
```

```
Connect phone line.
 Follow illustrations
 on the next screen
 to make connections:
 1. Phone line to A
```

❷ Connect the telephone line using the jack.

Telephone line
connector
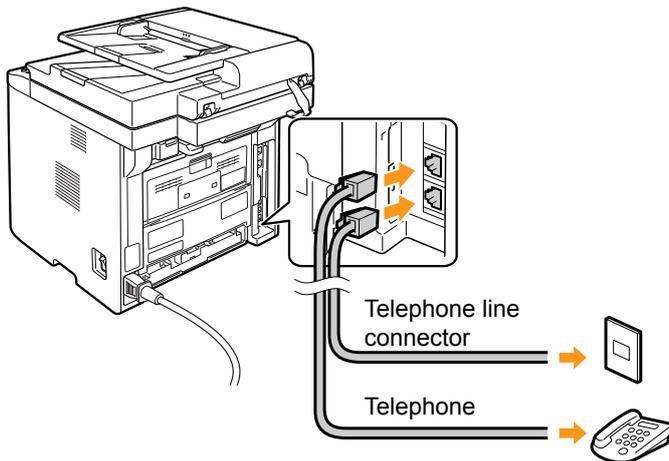
Telephone

> **To connect an external telephone that includes fax functions**
> Make sure to disable its automatic fax reception feature
> so it does not receive faxes automatically.

❸ Press [OK] after the telephone line has been connected.

❹ Press [◀] to select, and press [OK].

```
End Fax Setup
Guide?

    Yes        No
```

❺ Press [OK].
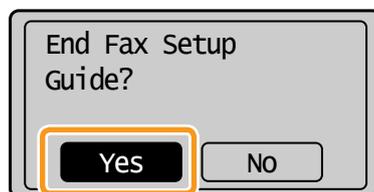
```
Turn the main power
OFF and ON to apply
settings.
            OK
```
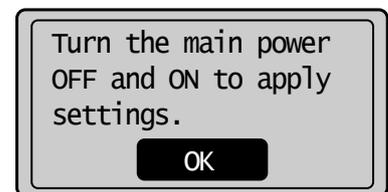
Fax settings and connections have been completed.

❻ Restart the machine for the settings to take effect.

Turn OFF the machine, wait for at least 10 seconds, and turn it back ON.

4. Change the line type.

By default, the telephone line type is set to tone dialing. Skip the following steps in the procedure below when you choose to use tone dialing.
Follow the steps in the procedure below to select pulse dialing.
Contact your local telephone company when you are not sure of the line type that you are using.

❶ Press [⊛] (Menu).

❷ Press [▲] or [▼] to select <Fax Settings> and press [OK].

❸ Press [▲] or [▼] to select <Basic Settings> and press [OK].

❹ Press [▲] or [▼] to select <Select Line Type> and press [OK].

❺ Press [▲] or [▼] to select the line type that you are using and press [OK].
    <Pulse>: Pulse dialing
    <Tone>: Tone dialing (Default)

❻ Press [⊛] (Menu) to close the menu screen.

Selecting the method for connecting to the machine

Select from the following three methods, depending on your environment and devices.

If you are not sure whether the router or access point you are using supports wireless LAN or wired LAN, see the instruction manual provided with the network device you are using, or contact the manufacturer.

Connecting via a USB Cable

Connect them using a USB cable.

You need this
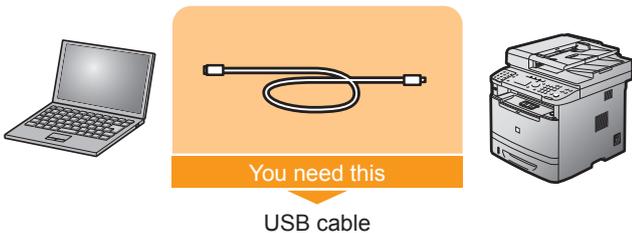
USB cable

- Windows
  Installing the USB connection P. 22
- Macintosh
  Installing the software P. 25

Wireless LAN

The wireless LAN function is available only for MF5950dw.

Connect using wireless communication (radio frequency) without using a cable.

You need this

Wireless LAN router
or
access point
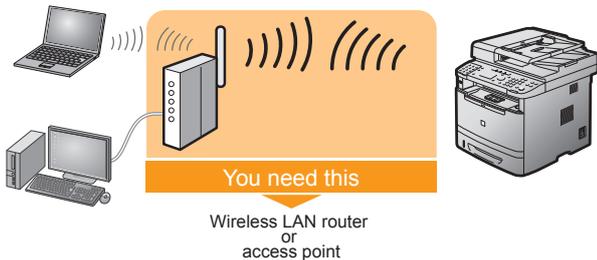
Connecting to Wireless LAN

Use the same procedure for both Window and Macintosh. For details, see the Wireless LAN Setting Guide for a separate volume.

* A wireless LAN or access point that supports IEEE802.11 (b/g or n) is required.

Wired LAN

Connect them using a LAN cable.

You need this

Router
or
hub

LAN cable
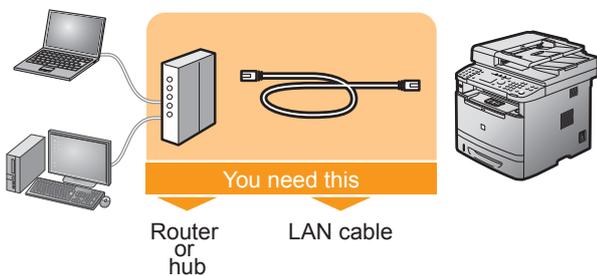
Connecting to Wired LAN P. 19

Use the same procedure for both Window and Macintosh.

* Check to make sure that there is a free port for connecting the machine or the computer you use to the router or hub.
* Use a Category 5 or higher twisted pair cable for the LAN.

Explanation of Terminology

- **LAN (Local Area Network)**
  It is a system that enables the sharing of information by connecting multiple devices such as computers that are within a limited area, such as a single room or inside the same building, using cables or wireless communication (radio waves).
- **Wireless LAN**
  It is a network that connects multiple devices using wireless communication (radio waves) without using cables. Generally, it connects to the network using a relay device called a wireless LAN router or access point.

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Connecting to Wired LAN

Before adding the machine to a wired LAN

Check to make sure that the computer is connected by a LAN cable to a router or hub, and that the network setup is completed.
If it is not set up, you will not be able to use the machine on the wired LAN network even if you perform the following steps.

- The structure of your computer or networked device, the existence of router functions, setting methods and security settings vary depending on your environment.
  For more information, see the instruction manual provided with the network device you are using, or contact the manufacturer.
- If using the machine in your office, consult with your network administrator.

Internet — Router or hub — LAN cable
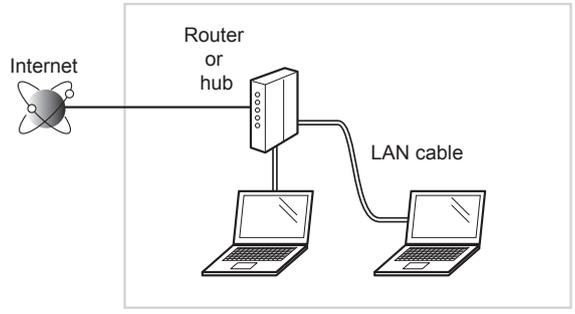
Precautions when connecting to a wired LAN

- The structure of your computer or networked device, the existence of router functions, setting methods and security settings vary depending on your environment.
- You can connect the machine to wireless LANs or wired LANs, but you cannot use both at the same time.
- If using the machine in your office, consult with your network administrator.

1. Connect the LAN cable.
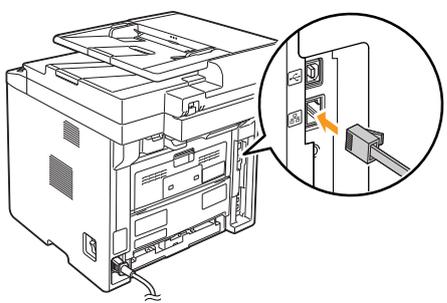
About the LAN cable
- The machine does not come with a LAN cable or a hub. Have cables or a hub ready as needed.
- Use a Category 5 or higher twisted pair cable for the LAN.

2. The machine sets the IP address automatically. Wait approximately 2 minutes.

If you want to set the IP address manually, see the following.
- e-Manual "Setting IPv4 Address"
- e-Manual "Setting IPv6 Address"

About obtaining the IP address automatically (AutoIP)
<DHCP> or <Auto IP> is enabled in the default setting.
Even if you do not set the IP address manually, this machine can obtain it automatically.
- Even if you do not have a dedicated device such as a DHCP server, the IP address is obtained automatically.
- The <DHCP> setting is prioritized over <Auto IP>.
If a fixed IP address is set as the IP address of the computer, set the fixed IP address also for this machine manually.

If the IP address of the machine is changed
When the machine and computer are on the same subnet, the connection is maintained.

Installing via Network Connection

- For Windows
  ⊚ Installing via Network Connection P. 20

- For Macintosh
  ⊚ Installing the Software P. 25

Installing via Network Connection (For Windows)

1. Check the following points.

- The computer and machine are connected via the network.
- The power of the machine is turned ON.
- IP address is properly set up. ➡ Proceed to "Checking the IP Address." on p.A-3

2. Turn on the computer, and then log on as a user with administrative privileges.

If you have already logged on, exit all applications which are running.

3. Install the MF Drivers and MF Toolbox.

* If you are operating in the IPv6 environment, you may not install the drivers or software following the procedures below. Refer to "Installing the MF Drivers Via the WSD Network" in the e-Manual to install MF Drivers.
* You may not use the scan function in the IPv6 environment.

① Insert the CD-ROM.

② Click.

CD-ROM Setup

You can install software programs etc. on this screen. Select a menu on the right.
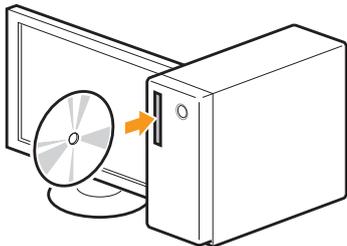
- Easy Installation
- Custom Installation
- Additional Software Programs
- Display Manuals
- Online User Registration
- Exit

[Easy Installation] performs the installation of the following software.
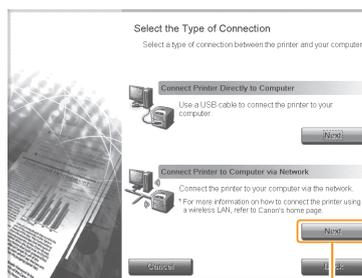- Printer driver
- Fax driver
- Scanner driver
- MF Toolbox

To add the following software and manual to the installation, select [Custom Installation].
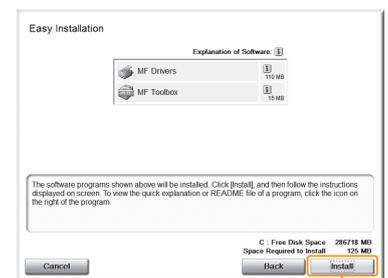- Presto! PageManager
- e-Manual

➡ e-Manual "Installing the MF Drivers and MF Toolbox"

If the top screen does not appear

- Windows 2000, XP, and Server 2003
    1. From the [Start] menu, select [Run].
    2. Enter "D:\Minst.exe", and then click [OK].
- Windows Vista, 7, and Server 2008
    1. Enter "D:\Minst.exe" in [Search programs and files] or [Start Search] under the [Start] menu.
    2. Press the [ENTER] key on the keyboard.
    * The CD-ROM drive name is indicated as "D:" in this manual. The CD-ROM drive name may differ depending on the computer you are using.

Select the Type of Connection

Select a type of connection between the printer and your computer.

Connect Printer Directly to Computer
Use a USB cable to connect the printer to your computer.

Connect Printer to Computer via Network
Connect the printer to your computer via the network.
* For more information on how to connect the printer using a wireless LAN, refer to Canon's home page.

③ Click.

Easy Installation

Explanation of Software:
MF Drivers 110 MB
MF Toolbox 15 MB

The software programs shown above will be installed. Click [Install], and then follow the instructions displayed on screen. To view the quick explanation or README file of a program, click the icon on the right of the program.

C : Free Disk Space 286718 MB
Space Required to Install 125 MB

④ Click.

⑤ Read the contents of the License Agreement.

STEP 1 License Agreement
STEP 2 Install
STEP 3 Done

License Agreement

Please read the following license agreement completely and carefully before installing the software programs.

STATEMENT OF AGREEMENT BETWEEN YOU AND CANON CONCERNING THE SUBJECT MATTER HEREOF AND SUPERSEDES ALL PROPOSALS OR PRIOR AGREEMENTS, VERBAL OR WRITTEN, AND ANY OTHER COMMUNICATIONS BETWEEN YOU AND CANON RELATING TO THE SUBJECT MATTER HEREOF. NO AMENDMENT TO THIS AGREEMENT SHALL BE EFFECTIVE UNLESS SIGNED BY A DULY AUTHORISED REPRESENTATIVE OF CANON.

Should you have any questions concerning this Agreement, or if you desire to contact Canon for any reason, please write to Canon's sales subsidiary or distributor/dealer, serving the country where you obtained the Products.

To accept the terms of this agreement, click [Yes].
To decline the terms of this agreement, click [No].
To use this program, the terms of this agreement must be accepted.

⑥ Click.

MF Drivers - Setup Wizard

Welcome to the Setup Wizard for MF Drivers

This wizard will install MF Drivers on your computer. To continue, click [Next].

⑦ Click.

If the following dialog box appears

MF Drivers Setup

To use this program, you must remove all firewall blocks set against this program.
Do you want to change the Windows Firewall settings so that the Windows Firewall block will be removed?
To make this setting effective, it is also necessary to allow exceptions in Windows Firewall.

Click.

8 Select.

9 Click.

If no devices are displayed in [Device List]

Perform the following procedure.

1. Check the following.
   • The computer and device are connected via the network.
   • The device is turned on.
   • The IP address is set correctly.
   • The computer and device are on the same subnet.
   • Security software has been exited.
2. Click [Update Device List].

If any devices are not displayed by performing the above procedure, perform the following procedure.

1. Click [Search by IP Address].
2. Enter the IP address of the device to be installed.
   ➲ Proceed to "Checking the IP Address." on P.A-3

3. Click [OK].
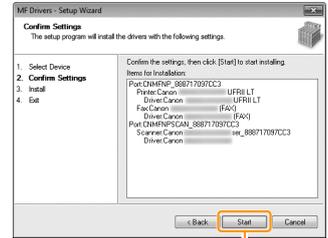
10 Click.

The installation starts.
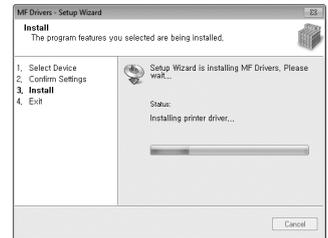
11 Click.

Next, installation of MF Toolbox starts.
* In Windows 2000 Server/ Server 2003/2008, MF Toolbox is not installed. Proceed to Step **14**.

12 Click.

13 Click.

14 Ensure that [ ] is added.
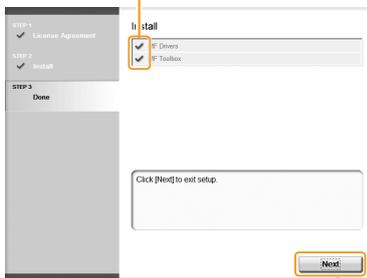
15 Click.

16 Select the check box.
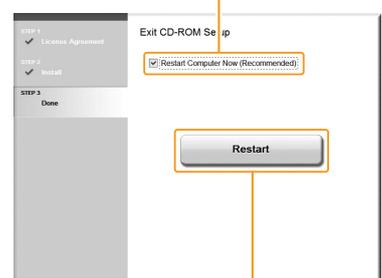
17 Click.

The CD-ROM may be removed once this screen appears.

Checking the Installation Results
➲ P. 24

Installing with USB Connection (For Windows)

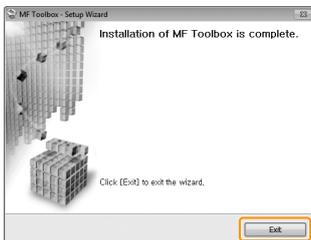- Connect the USB cable after installing the software.
- Ensure that the power of the machine is turned on when connecting the USB cable.

To use Printer Driver other than UFRII through the USB connection

You need to change the machine setting beforehand. Choose the PDL (Printer Driver) that you want to use and follow the procedures shown below.
Press [⊛](Menu) → <System Settings> → <Select PDL (Plug-n-Play)> → <USB> → Select the PDL (Printer Driver) that you want to use
*The appropriate Printer Driver differs according to your machine.

1. Turn on the computer, and then log on as a user with administrative privileges.

If you have already logged on, exit all applications which are running.

2. Install the MF Drivers and MF Toolbox.

❶ Insert the CD-ROM.

❷ Click.

[Easy Installation] performs the installation of the following software.
- Printer driver
- Fax driver
- Scanner driver
- MF Toolbox

To add the following software and manual to the installation, select [Custom Installation].
- Presto! PageManager
- e-Manual

↪ e-Manual "Installing the MF Drivers and MF Toolbox"

❸ Click.

If the top screen does not appear

- Windows 2000, XP, and Server 2003
    1. From the [Start] menu, select [Run].
    2. Enter "D:\Minst.exe", and then click [OK].
- Windows Vista, 7, and Server 2008
    1. Enter "D:\Minst.exe" in [Start Search] or [Search programs and files] under the [Start] menu.
    2. Press the [ENTER] key on the keyboard.
    * The CD-ROM drive name is indicated as "D:" in this manual. The CD-ROM drive name may differ depending on the computer you are using.

❹ Click.

❺ Read the contents of the License Agreement.

❻ Click.

❼ Click.

If the following dialog box appears

Click.

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Next, installation of MF Toolbox starts.

* In Windows 2000 Server/Server 2003/2008, MF Toolbox is not installed. Proceed to Step ⓫.

❽ Click.

❾ Click.

⓫ Ensure that [ ] is added.

⓭ Select the check box.

❿ Click.

⓬ Click.

⓮ Click.

The CD-ROM may be removed once this screen appears.

3. Connect the USB cable.

❶ Remove cap plug.

Remove by pulling the string.
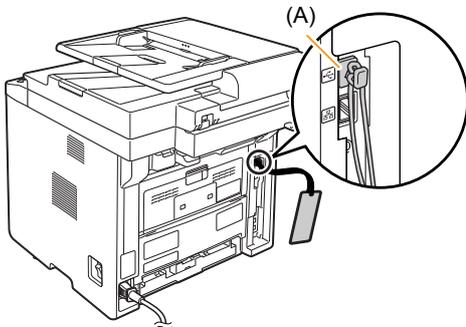
(A)

❷ Connect the cable.

- Flat end (A):
  Connect to the USB port on the computer.
- Square end (B):
  Connect to the USB port on the machine.

(B)

(A)
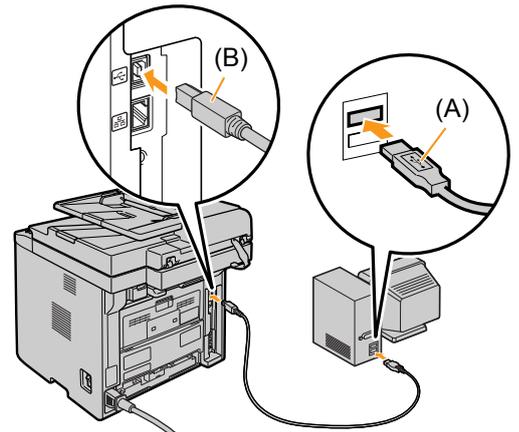
When a dialog box is displayed

Follow the on-screen instructions and complete the installation.

Checking the Installation Results

⊕ P. 24

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Checking the Installation Results (For Windows)

Ensure that the MF Drivers and MF Toolbox are installed correctly.

Ensure that the icons for the installed software are added as follows.

Refer to the "User Software CD-ROM" (P. 4) for the functions of each software.

| Software	Location	Icon
Printer driver	**Printer folder** • Windows 2000 From the [Start] menu, select [Settings] → [Printers]. • Windows XP Professional/Server 2003 From the [Start] menu, select [Printers and Faxes].	Canon UFRII LT
Fax driver	• Windows XP Home Edition From the [Start] menu, select [Control Panel], click [Printers and Other Hardware] → [Printers and Faxes]. • Windows Vista From the [Start] menu, select [Control Panel], and then click [Printers]. • Windows 7 From the [Start] menu, select [Devices and Printers]. • Windows Server 2008 From the [Start] menu, select [Control Panel], and then double-click [Printers].	Canon (FAX)
Scanner driver	**[Scanners and Cameras] or [Scanners and Cameras Properties] folder** • Windows 2000 From [Start] menu, select [Settings] → [Control Panel] → double-click [Scanners and Cameras]. • Windows XP From the [Start] menu, select [Control Panel], and then click [Printers and Other Hardware] → [Scanners and Cameras]. • Windows Vista From the [Start] menu, select [Control Panel], and then click [Hardware and Sound] → [Scanners and Cameras]. • Windows 7 1. Enter "scanner" in [Search programs and files] under the [Start] menu. 2. Click [View scanners and cameras].	• For network connection WIA Canon ser_001E8FAE 6A30 • For USB connection WIA Canon Series
MF Toolbox	**Desktop**	Canon MF Toolbox 4.9
Network Scan Utility	**Taskbar**	

How to Use the Online Help

In the Online Help, all the functions of the driver software and information about options are included. If you want to view descriptions of the functions and settings immediately when using the driver software, make use of the Online Help.

| How to display the Help screen | (1) Select [File] → [Print] from the menu bar in the application.
(2) Select the printer in [Select Printer] or [Name] in the [Print] dialog box.
(3) Click [Preferences] or [Properties].
(4) Click [Help]. | |
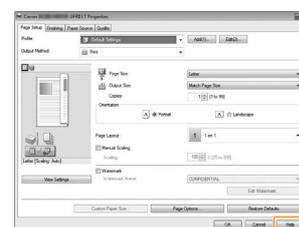
Installing the Software (For Macintosh)

- Connect the USB cable after installing the software.
- The installation screen varies depending on the version of MAC OS X.

1 Close all applications that are running.

2 Insert the CD-ROM.

3 Double-click the CD-ROM icon.

4 Double-click.

Canon MF Driver   Documents   Manuals

CANON_MFDRIVER
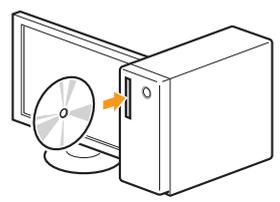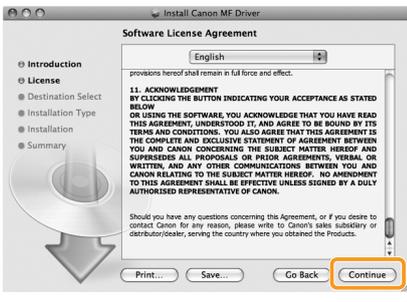
Install Canon MF Driver

Welcome to the Canon MF Driver Installer

With this installer, you can install Canon MF Driver on your computer.

- Introduction
- License
- Destination Select
- Installation Type
- Installation
- Summary

5 Click.

6 Read the contents of the License Agreement.

Install Canon MF Driver

Software License Agreement

English

provisions hereof shall remain in full force and effect.

11. ACKNOWLEDGEMENT
BY CLICKING THE BUTTON INDICATING YOUR ACCEPTANCE AS STATED BELOW
OR USING THE SOFTWARE, YOU ACKNOWLEDGE THAT YOU HAVE READ THIS AGREEMENT, UNDERSTOOD IT, AND AGREE TO BE BOUND BY ITS TERMS AND CONDITIONS. YOU ALSO AGREE THAT THIS AGREEMENT IS THE COMPLETE AND EXCLUSIVE STATEMENT OF AGREEMENT BETWEEN YOU AND CANON CONCERNING THE SUBJECT MATTER HEREOF AND SUPERSEDES ALL PROPOSALS OR PRIOR AGREEMENTS, VERBAL OR WRITTEN, AND ANY OTHER COMMUNICATIONS BETWEEN YOU AND CANON RELATING TO THE SUBJECT MATTER HEREOF. NO AMENDMENT TO THIS AGREEMENT SHALL BE EFFECTIVE UNLESS SIGNED BY A DULY AUTHORISED REPRESENTATIVE OF CANON.

Should you have any questions concerning this Agreement, or if you desire to contact Canon for any reason, please write to Canon's sales subsidiary or distributor/dealer, serving the country where you obtained the Products.

7 Click.

To continue installing the software you must agree to the terms of the software license agreement.

Click Agree to continue or click Disagree to cancel the installation and quit the Installer.

Read License   Disagree   Agree

8 Click.

Install Canon MF Driver

Select a Destination

Select the volume where you want to install the Canon MF Driver software.

Macintosh HD
113 GB available
232 GB total

Installing this software requires 60.0 MB of space.

You have chosen to install this software on the volume "Macintosh HD".
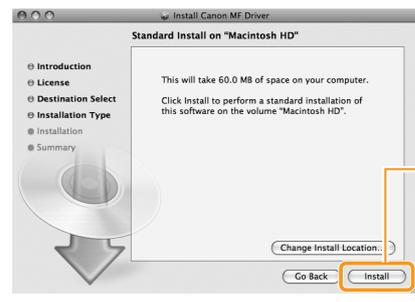
9 Click.
* You cannot change the installation location. Click [Continue].

Depending on the system environment, the [Select a Destination] dialog box may not be displayed. In this case, skip to step **10**.

Install Canon MF Driver

Standard Install on "Macintosh HD"

This will take 60.0 MB of space on your computer.

Click Install to perform a standard installation of this software on the volume "Macintosh HD".

Change Install Location...

10 Click.
* [Change Install Location] button may appear, but you cannot change the installation location.

Installer requires that you type your password.

Name: Canon
Password: ••••••••

Cancel   OK

11 Enter.

12 Click.

Depending on the system environment, the [Authenticate] dialog box may not be displayed. In this case, skip to step **13**.

Install Canon MF Driver

Installation completed successfully

Install Succeeded

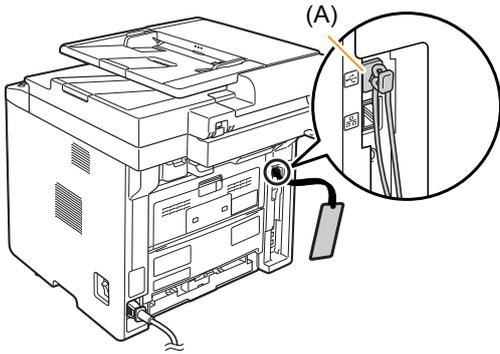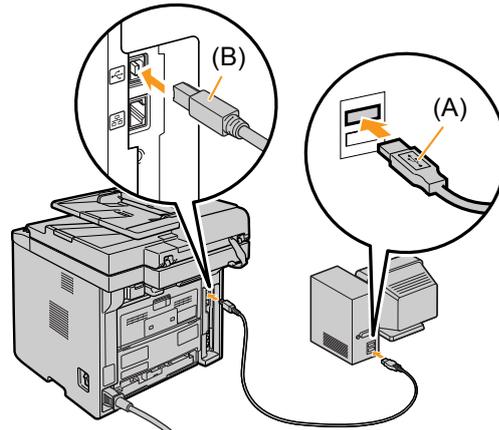The software was successfully installed.

13 Click.

Connecting a USB Cable (For Macintosh)

- Perform the following procedure only when connecting this machine to Macintosh with a USB cable.

1 Remove the cap plug.

Remove by pulling the string.

(A)

2 Connect the cable.

- Flat end (A): Connect to the USB port on the computer.
- Square end (B): Connect to the USB port on the machine.

(B)

(A)

→ Registering the Printer and Fax P. 27

Registering the Printer and Fax (For Macintosh)

To print or send faxes from a Macintosh, you need to register this machine in the Macintosh.
The registration method varies depending on the connection type. Select a method according to your environment.

* The scanning function does not need to be registered.

| • When Using Auto IP (Bonjour)	• When Using a TCP/IP Network	• When Connecting with a USB Cable
⊙ Bonjour Connection P. 27	⊙ TCP/IP Connection P. 28	⊙ USB Connection P. 29

Bonjour Connection (For Macintosh)

Register the printer and fax respectively following the procedure from ❶ to ❿.

❶ Open [System Preferences].

❷ Click [Print & Fax].

❸ Click the [+] icon.
If you are using Mac OS X 10.4.x, click [Print] in the [Print & Fax] dialog box to display the [Print] pane, and then click the [+] icon.

❹ Select.
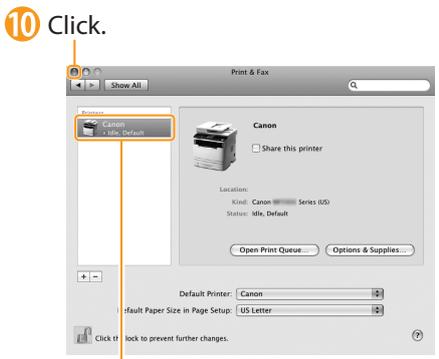If you are using Mac OS X 10.4.x, select [Default Browser].

❿ Click.
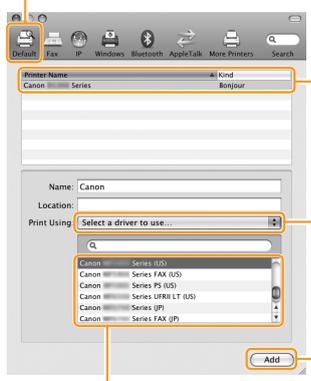
❺ Select.
Select a printer name for which [Bonjour] is displayed in the [Kind] or [Connection] column.

❻ Select.
If you are using Mac OS X 10.4.x, select [Canon] from [Print Using].

❽ Click.

❾ Check that this machine is added to the [Print & Fax] dialog box.

❼ Select.
If you are using Mac OS X 10.6.x, select the corresponding driver from the separate dialog box, and then click [OK].

If the following screen appears, specify the optional settings, and then click [Continue].

⊙ Checking the Installation Results P. 29

○ TCP/IP Connection (For Macintosh)

Register the printer and fax respectively following the procedure from ❶ to ⓫.

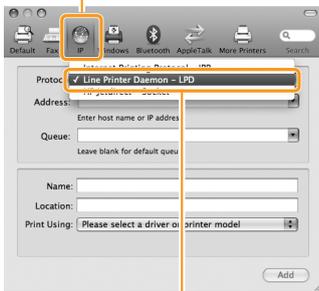* You may not use IPv6 with this machine.

❶ Open [System Preferences].

❷ Click [Print & Fax].

❸ Click the [+] icon.
If you are using Mac OS X 10.4.x, click [Print] in the [Print & Fax] dialog box to display the [Print] pane, and then click the [+] icon.

❹ Select.
If you are using Mac OS X 10.4.x, select [IP Printer].

❻ Enter the IP address of this machine.
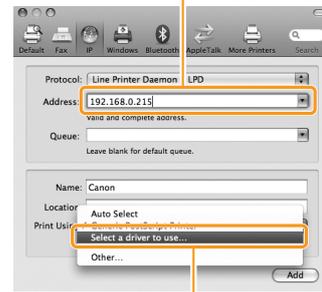
❺ Select.
* [IPP (Internet Printing Protocol)] is not supported.

❼ Select.
If you are using Mac OS X 10.4.x, select [Canon] from [Print Using].
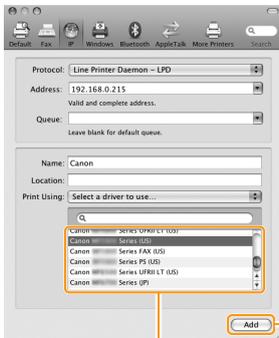
❾ Click.

❽ Select a driver that supports this machine.
If you are using Mac OS X 10.6.x, select the corresponding driver from the separate dialog box, and then click [OK].

If the following screen appears, specify the optional settings, and then click [Continue].

⓫ Click.

❿ Check that this machine is added to the [Print & Fax] dialog box.

⊛ Checking the Installation Results P. 29

28

USB Connection (For Macintosh)

Register the printer and fax respectively following the procedure from ❶ to ❿.

❶ Open [System Preferences].

❷ Click [Print & Fax].

❸ Click the [+] icon.
If you are using Mac OS X 10.4.x, click [Print] in the [Print & Fax] dialog box to display the [Print] pane, and then click the [+] icon.
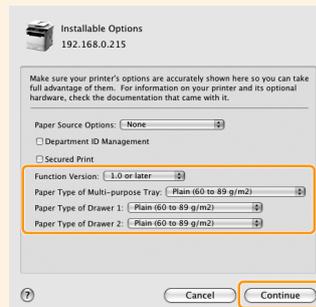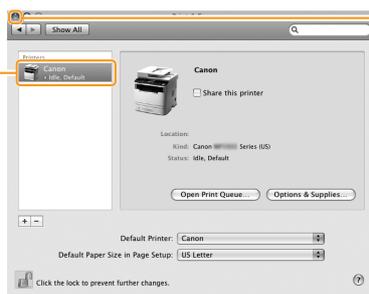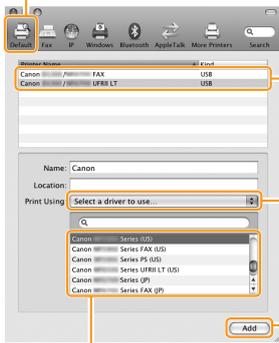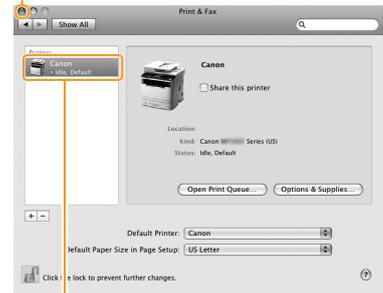
❹ Select.
If you are using Mac OS X 10.4.x, select [Default Browser].

❿ Click.
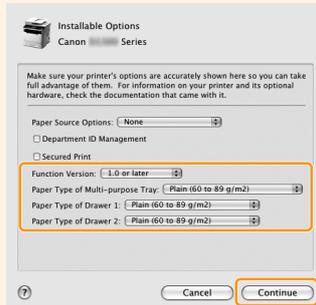
❺ Select.
Select a printer name for which [USB] is displayed in the [Kind] or [Connection] column.

❻ Select.
If you are using Mac OS X 10.4.x, select [Canon] from [Print Using].

❽ Click.

❾ Check that this machine is added to the [Print & Fax] dialog box.

❼ Select.
If you are using Mac OS X 10.6.x, select the corresponding driver from the separate dialog box, and then click [OK].

If the following screen appears, specify the optional settings, and then click [Continue].

Installable Options
Canon ▮▮▮▮ Series

Make sure your printer's options are accurately shown here so you can take full advantage of them. For information on your printer and its optional hardware, check the documentation that came with it.

Paper Source Options: None
☐ Department ID Management
☐ Secured Print
Function Version: 1.0 or later
Paper Type of Multi-purpose Tray: Plain (60 to 89 g/m2)
Paper Type of Drawer 1: Plain (60 to 89 g/m2)
Paper Type of Drawer 2: Plain (60 to 89 g/m2)

Cancel   Continue

⊙ Checking the Installation Results P. 29

Checking the Installation Results (For Macintosh)

With this section, check that the scanner driver is installed correctly.

• You do not need to check the installation results of the printer driver and fax driver.
You can use the drivers when the registration of this machine is completed.

❶ The computer is connected with the scanner.

❷ Open the Image Capture application of your Mac OS X.

❸ When [Canon MF5900 Series] appears in the following locations, the installation of the driver was successful.
   ● Mac OS X 10.4.x/10.5.x
     The pull-down menu displayed by clicking [Devices] in the menu bar.
   ● Mac OS X 10.6.x
     The left list in the window

Using the e-Manual

Page configuration of the e-Manual

When you start the e-Manual, the screen below is displayed.

Click to refer to the contents, glossary, and how to use the e-Manual.

Enter a keyword which you want to search, and then click the right button.

Click to view precautions when using Macintosh.

Click a button for the function which you want to use or desired information.

Click when performing troubleshooting or maintenance of the machine.
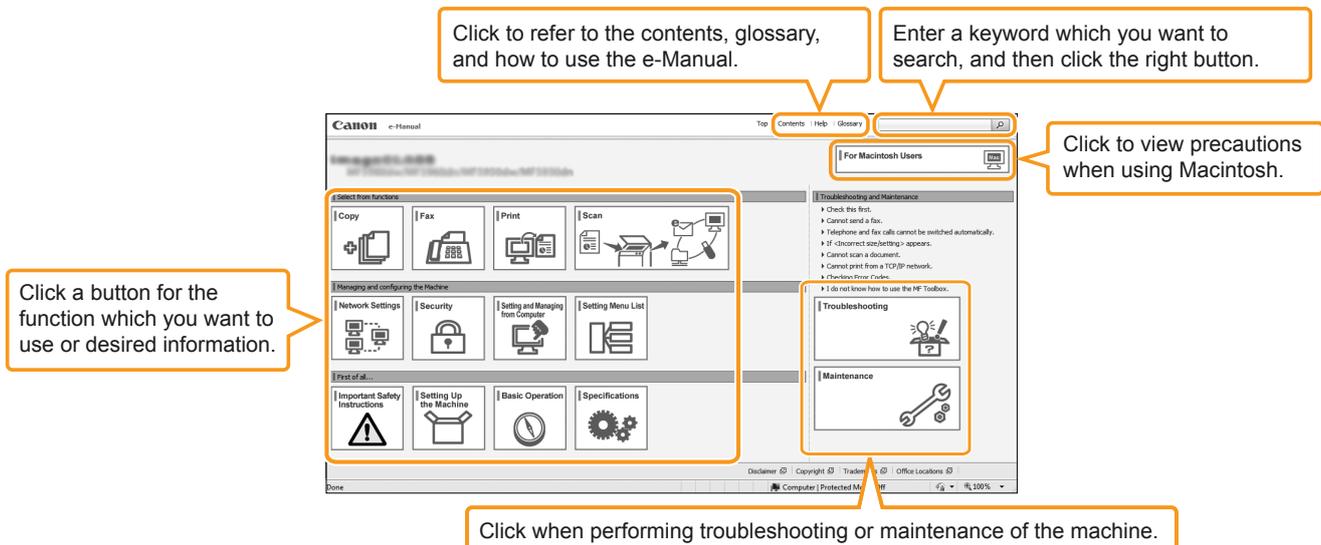
For Windows

Installing the e-Manual on your computer

❶ Insert the User Software CD-ROM in your computer.

❷ Click [Custom Installation].
If CD-ROM Setup does not appear, see "If the top screen does not appear."

❸ Click [Next].

❹ Select only the [Manuals] check box.

❺ Click [Install].

❻ Click [Yes].

❼ Click [Next].

❽ When the installation finished, click [Exit].

❾ To display the e-Manual, double-click the short cut icon [MF5900 Series e-Manual] on the desktop.

* ActiveX may block pop-ups in the background. If the e-Manual is not displayed properly, look for an information bar at the top of the page and click the information bar.

If the top screen does not appear

- Windows 2000, XP, and Server 2003
  1. From the [Start] menu, select [Run].
  2. Enter "D:\Minst.exe", and then click [OK].
- Windows Vista, 7, and Server 2008
  1. Enter "D:\Minst.exe" in [Start Search] or [Search programs and files] under the [Start] menu.
  2. Press the [ENTER] key on the keyboard.
* The CD-ROM drive name is indicated as "D:" in this manual. The CD-ROM drive name may differ depending on the computer you are using.

Displaying the e-Manual directly from the CD-ROM

❶ Insert the User Software CD-ROM in your computer.

❷ Click [Display Manuals].

❸ Click [HTML] for [e-Manual].

* Depending on the operating system you are using, a security protection message is displayed. Allow the contents to be displayed.

1 Preface   2 Installing the Machine   3 Configuring and Connecting the Fax   4 Connecting to a Computer and Installing the Drivers   Appendix

A-2

For Macintosh

Installing the e-Manual on your computer

❶ Insert the User Software CD-ROM in your computer.

❷ Open the [Documents] folder.

❸ Drag and drop the [MF Guide] folder into a location where you want to save it.

❹ When displaying the installed e-Manual, double-click [index.html] in the saved [MF Guide] folder.

Displaying the e-Manual directly from the CD-ROM

❶ Insert the User Software CD-ROM in your computer.

❷ Open the [Documents] → [MF Guide] folders.

❸ Double-click [index.html].

For more details on the fax, print, and scan functions

See the following Driver Guides or Help.
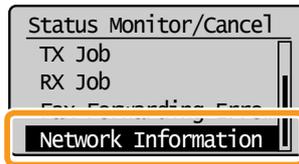You can find the driver guides in the following locations on the User Software CD-ROM.
- Mac Fax Driver Installation Guide:
  User Software CD-ROM → [Documents] → [FAX] → [Guide] → [index.html]
- Mac UFR II Printer Driver Installation Guide:
  User Software CD-ROM → [Documents] → [Print] → [Guide] → [index.html]
- Mac PS Printer Driver Installation Guide:
  User Software CD-ROM → [Documents] → [Print(PS)] → [Guide] → [index.html]
- Mac Scanner Driver Guide:
  User Software CD-ROM → [Documents] → [Scan] → [Guide] → [index.html]
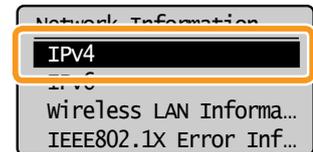
Checking the IP Address

1 Press [⬤]
(Status Monitor/Cancel).

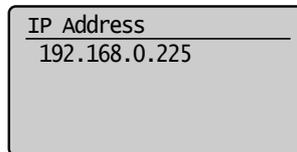**2** Press [▲] or [▼] to select,
and then press [OK].

```
Status Monitor/Cancel
  TX Job
  RX Job
  Fax Forwarding Erro
  Network Information
```

3 Press [▲] or [▼] to select,
and then press [OK].

```
Network Information
  IPv4
  IPv6
  Wireless LAN Informa…
  IEEE802.1X Error Inf…
```

4 Press [▲] or [▼] to select,
and then press [OK].

```
IPv4
  IP Address
  Subnet Mask
  Gateway Address
  Host Name
```

5 Check the IP address.

```
IP Address
  192.168.0.225
```

6 Press [⬤] (Status Monitor/
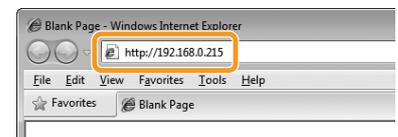Cancel) to close the screen.

> **If the IP address displayed on the screen is between "169.254.1.0 and 169.254.254.255"**
> This IP address is the one assigned by the AutoIP function.
> If an IP address other than link-local addresses is set for the computer, set an IP address in the same subnet as the computer (other than link-local addresses) also for this machine manually. This enables the installer to search for this machine.
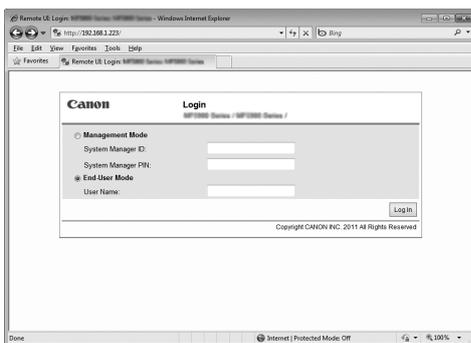> ⊕ e-Manual "Setting IPv4 Address"

Check the network operation.

① Start the web browser of a computer which is connected to a network.

② Enter "http://<IP address of the machine>/" in the address field, and then press the [ENTER] key on your keyboard.

The <IP address of the machine> is the address checked in Step **5**.
Input Example: http://192.168.0.215/

```
Blank Page - Windows Internet Explorer
  ⊕  http://192.168.0.215
File  Edit  View  Favorites  Tools  Help
☆ Favorites   Blank Page
```

③ Check that the screen of the Remote UI is displayed.

> **When the machine is connected to a switching hub**
> You may not be able to connect the machine to a network even though your network settings are appropriate. Delaying the machine's network startup time may solve the problem.
> ⊕ e-Manual "Specifying a Delay Before Establishing the Network Connection"

> **When the Remote UI is not displayed**
> Check the following.
> • Whether the computer and hub are connected using a LAN cable
> • Whether <Remote UI On/Off> is set to <On>
>   ⊕ e-Manual "System Settings"

If You Want to Uninstall the Installed Software

If you do not need the printer driver, fax driver, scanner driver, or MF Toolbox, you can uninstall them with the following procedure.

1. Confirm the following points.

- You must have administrative privileges on the computer
- You should have the installation software (in case you want to re-install the drivers)
- You have closed all applications on your computer

2. Delete the software.

For Windows

* If your machine is connected to a computer via the WSD network, you may not uninstall the drivers or software following the procedures below. Refer to "Uninstalling the Software" in the e-Manual to install MF Drivers.
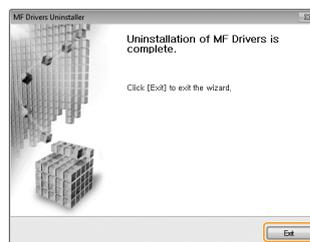
For the printer/fax/scanner driver

1 From the [Start] menu, click [(All) Programs] → [Canon] → [MF5900 Series] → [Uninstall Drivers].

2 Click.
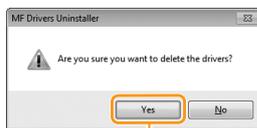
3 Click.

4 Click.

For MF Toolbox

1 From the [Start] menu, click [(All) Programs] → [Canon] → [MF Toolbox 4.9] → [Toolbox Uninstall].

2 Click.

3 Click.

❶ If the machine is connected to a computer with a USB cable, disconnect the USB cable.
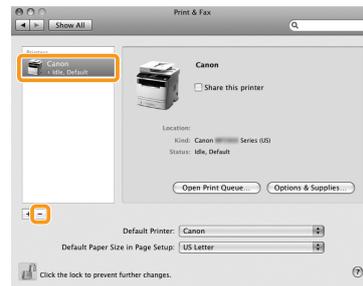
> If you want to delete the Scanner Driver or MF Toolbox, proceed to step ❹.

❷ Open [System Preferences], and then click [Print & Fax].

❸ Select the machine, and then click the [-] icon.
If you are using OS X 10.4.x, click [Print] to display the [Print] pane, and then click the [—] icon.

Delete all print queues set from this driver.

❹ Start the Mac OS X Finder.

❺ From the menu bar, click [Go] → [Go to Folder].

❻ Enter the location of the folder below, click [Go], and then delete a file or folder.
Drag a file or folder to [Trash] icon on the Dock to delete.

> If [Authenticate] dialog box appears, enter the administrator's name and password, and then click [OK].

Software	Location of the folder to enter	Name of the file or folder to delete
Printer Driver (UFR II)	/Library/Printers/Canon/	UFR2
	/Library/LaunchAgents/	jp.co.canon.UFR2.BG.plist
	• When using Mac OS X 10.4.x: /Library/Printers/PPDs/Contents/Resources/en.lproj/	CNTDXXXZUS.ppd.gz (XXX may differ depending on the model.)
	• When using Mac OS X 10.5 or later: /Library/Printers/PPDs/Contents/Resources/	
Printer Driver (CUPSPS2)	/Library/Printers/Canon/	CUPSPS2
	/Library/LaunchAgents/	jp.co.canon.CUPSPS2.BG.plist
	• When using Mac OS X 10.4.x: /Library/Printers/PPDs/Contents/Resources/en.lproj/	CNMCXXXS2US.ppd.gz (XXX may differ depending on the model.)
	• When using Mac OS X 10.5 or later: /Library/Printers/PPDs/Contents/Resources/	
Fax Driver	/Library/Printers/Canon/	CUPSFAX
	/Library/LaunchAgents/	jp.co.canon.CUPSFAX.BG.plist
	• When using Mac OS X 10.4.x: /Library/Printers/PPDs/Contents/Resources/en.lproj/	CNTDXXXFUS.ppd.gz (XXX may differ depending on the model.)
	• When using Mac OS X 10.5 or later: /Library/Printers/PPDs/Contents/Resources/	
Scanner Driver / MF Toolbox	/Applications/Canon MF Utilities/	MF Toolbox
	/Library/Application Support/Canon/	ScanGear MF
	/Library/Application Support/Canon/	WMCLibrary.framework
	/Library/Application Support/Canon/	WMCReg.plist
	/Library/Image Capture/Devices/*	Canon MFScanner.app*
	/Library/Image Capture/TWAIN Data Sources/	Canon XXX.ds (XXX may differ depending on the model.)

* Only when using Mac OS X 10.6

❼ Close all windows open.

❽ Restart the computer.

Contacting the Service Center

When you have a problem with your machine and you cannot solve it even if you refer to the manuals or online help, please contact our Canon Authorized Service Facilities or the Canon Customer Care Center at 1-800-OK-CANON between the hours of 8:00 A.M. to 8:00 P.M. EST for U.S.A. and 9:00 A.M. to 8:00 P.M. EST for Canada Monday through Friday. Canadian customer support is available on-line at www.canon.ca or by calling 1-800-OK-CANON Monday through Friday from 9:00 A.M. to 8:00 P.M. EST

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