

**Canon**

**S330**

**Color Bubble Jet Printer**

**Quick Start Guide**

## Canon S330 Color Bubble Jet Printer Quick Start Guide.

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Canon U.S.A., Inc.  
One Canon Plaza  
Lake Success, NY 11042

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# Chapter 1: Basic Printing

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Congratulations on purchasing your new Canon® S330 Color Bubble Jet Printer!

With your S330, you can create professional business documents in black and white or vivid color. When used with Canon specialty paper, such as Canon Transparencies (for presentations), Canon High Resolution Paper (ideal for business documents), Canon Glossy Photo Paper and Canon borderless 4" x 6" paper (for digital photographs), your documents and photos will make a lasting impression!

Canon offers a full range of specialty paper that can be used with your S330 printer, listed under “Specialty Paper” on page 3.

With your S330, you can also print borderless photographs or banners. And you can use the duplex feature to print documents on both sides of your paper or to create booklets that are ready to be assembled and stapled as soon as they come off the printer!

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

**Note**

This *Quick Start Guide* describes the basic features of your S330 printer to get you up and running. For detailed information, you can view the *S330 User's Guide* on the *Setup Software & User's Guide CD-ROM*. While in the printer driver interface, you can also access online help by pressing **F1** in Windows® or turning on **Balloon** help in Mac® OS.

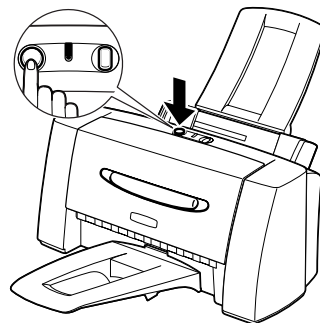
Windows driver features and screen shots described in this guide reflect Windows® XP and may be different for Windows 98/Me and Windows 2000.

## Turning Your Printer On and Off

Press the POWER button to turn your printer on or off.

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

If the POWER lamp flashes orange, see “Handling Error Messages” on page 40.



## What Is a Printer Driver?

Most computers require special software to link the software applications you use to create documents or images with your printer. This software, called a *printer driver*, converts information from the application into a format that the printer can understand. The Canon S330 printer driver also provides other features, such as monitoring the printer's paper supply and ink levels.

## Selecting the S330 Printer for Use

If the S330 is the only printer connected to your computer, it will automatically be set as the default (main) printer. However, if your computer has access to multiple printers, you can set the S330 as the default printer.

### To set the S330 as the default printer in Windows:

1. Click **Start**, then **Control Panel**, then **Printers and Other Hardware**, then **Printers and Faxes**.
2. Right-click the **Canon S330** printer icon, then click **Set as Default Printer**. The Canon S330 printer icon will display a check mark indicating it as the default printer.

### To select the S330 in Mac® OS:

1. Click the **Apple** icon, then **Chooser**.
2. Click the **S330** printer icon. The S330 will remain as the default printer until another printer is selected.

**To select the S330 from within a Windows application:**

Even if another printer is set as the default printer, you can still select the Canon S330 for a specific print job from within most Windows applications.

**Note**

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

1. From the **File** menu, click **Print**.
2. Select **Canon S330** from the Name drop-down list, then click **OK**.

## Recommended Paper Use

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

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

## General Business Printing

For everyday paper printing, use plain paper (17 to 28 lb.) and standard #10 envelopes.

## Specialty Paper

For optimum results, Canon recommends that you use genuine Canon paper with your S330 printer. Always follow the instructions that come with any specialty paper on storing, handling and printing.

The specialty papers available for use with the S330 include:

- Canon High Resolution Paper
- Canon Transparencies
- Canon Banner Paper
- Canon Glossy Photo Paper
- Canon Photo Paper Pro (8.5" x 11" or 4" x 6")
- Canon Photo Paper Pro for Borderless Printing (4" x 6")

- Canon Glossy Photo Cards (4" x 6")
- Canon Photo Paper Plus Glossy (8.5" x 11" or 4" x 6")
- Canon Matte Photo Paper
- Canon High Gloss Photo Film
- Canon T-Shirt Transfers

**Note**

Paper should be handled by its edges. Dirt or fingerprints on the print surface will adversely affect print quality.

## Paper to Avoid

Do not use the following types of paper with your S330 printer as they could damage or jam the printer:

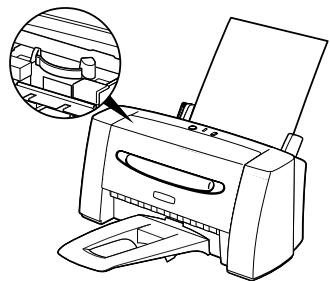
- Paper that is folded, excessively curled, wrinkled or wrapped
- Damp paper
- Excessively thin or thick paper (less than 17 lb. or more than 28 lb.)
- Picture postcards or postcards with pasted photos or stickers
- Sealed envelopes, or envelopes with overlapping or self-sealing flaps
- Paper with holes,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

## Loading Plain Paper and Other Canon Paper
















The S330 can print on paper ranging from standard copier paper (usually 17–28 lb.) to Canon specialty paper and envelopes.

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

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

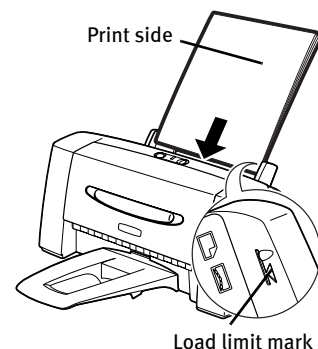


## Load Limit and Paper Thickness Lever Position

Paper Type	Paper Rest Load Limit	Paper Thickness Lever Position
Plain paper	up to 100 sheets (17 lb.)	Left 
High Resolution Paper	up to 80 sheets	Left 
Photo Paper Pro (8.5" x 11")	1 sheet	Left 
Photo Paper Pro for Borderless Printing (4" x 6")	up to 20 sheets	Left 
Photo Paper Pro (4" x 6")	up to 20 sheets	Left 
Photo Paper Plus Glossy (8.5" x 11")	up to 10 sheets	Left 
Photo Paper Plus Glossy (4" x 6")	up to 20 sheets	Left 
Matte Photo Paper	up to 10 sheets	Left 
High Gloss Photo Film	1 sheet	Left 
Glossy Photo Paper	1 sheet	Left 
Glossy Photo Cards (4" x 6")	up to 20 sheets	Left 
Transparencies	up to 30 sheets	Left 
#10 Envelopes	up to 10 envelopes	Right 
Banner Paper	1 sheet (print up to 6 sheets)	Right 
T-Shirt Transfers	1 sheet	Right 

### To load plain paper or other Canon paper:

1. Make sure the paper thickness lever is set correctly for the paper used.
2. Slide the paper guide completely to the left.
3. Fan the edges of the sheets to remove static cling, then tap the edges of the stack against a flat surface so it is aligned.
4. With the print side facing up, insert the stack into the sheet feeder.





## Note

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

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

5. Slide the paper guide back to the edge of the paper until it is firmly in place.

## To load envelopes:

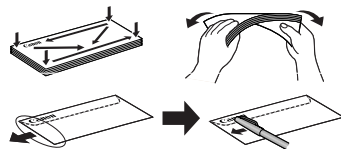
1. Make sure the paper thickness lever is set correctly.



## Note

To avoid paper jams, make sure envelopes are flat before loading.

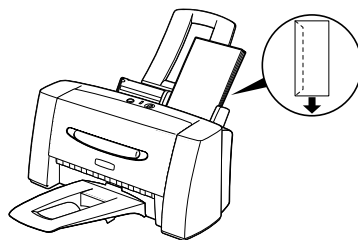
Press down on the corners and sides to make them as flat as possible, expelling the air.



Make sure no flaps overlap. If the envelope edges are not flat, crease them with the side of a pen. Do not allow more than 10 envelopes to stack on the paper rest or output tray.

2. With the address side facing up and pointed in the direction shown in the illustration, align the stack with the right side of the paper rest.
3. Slide the paper guide back to the edge of the envelopes until it is firmly in place.
4. In the Properties dialog box, click the Main tab, then select **Envelope** from the **Media Type** drop-down menu.
5. Click **Page Setup**, then select **Comm # 10** or **European DL** from the **Paper Size** drop-down menu.

Flap side of envelope faces down

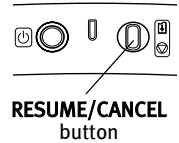


## Canceling a Print Job

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

### To cancel a print job from the printer:

While a document is printing, press the **RESUME/CANCEL** button on the printer. The print job will be canceled and the paper ejected.



### To cancel a print job from the Status Monitor:

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

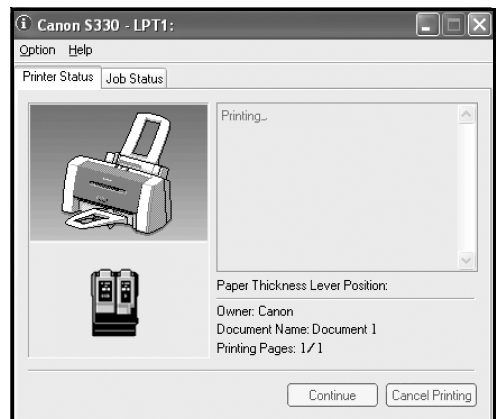


1. To cancel a print job from the Status Monitor, click the **Status Monitor** icon on the taskbar. The dialog box will open.
2. Click **Cancel Printing**. The print job will be canceled and the paper ejected.

### To cancel a print job from Windows:

1. Click **Start**, then **Control Panel**, then **Printers and Other Hardware**, then **Printers and Faxes**.
2. Double-click the **Canon S330** printer icon, select the print job, then press the **Delete** key.

The print job will be canceled and the paper ejected.

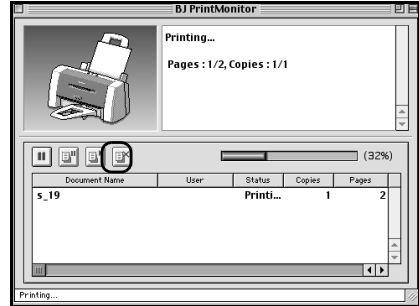


## To cancel a print job in Mac OS when using foreground printing:

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

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

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





# Chapter 2: Advanced Print Features

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## Improving Printed Images

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

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

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

### Windows

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

### Mac OS

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

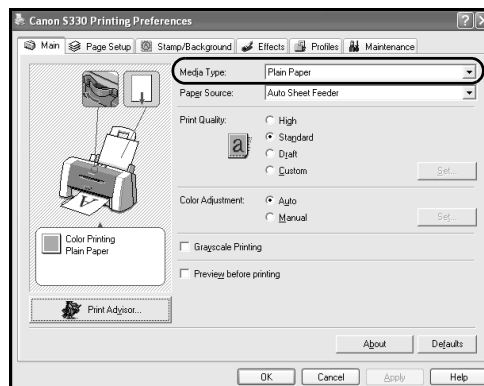
## Adjusting Print Quality

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

The S330 printer automatically adjusts the driver settings to improve print quality based on the paper type (plain paper, Glossy Photo Paper, and so on). You can also customize the print quality settings if desired.

### To manually adjust print quality settings in Windows:

1. From an application **File** menu, click **Print**.
2. With **Canon S330** as the selected printer, click **Properties**. The Canon S330 Properties dialog box will open to the Main tab.
3. Select the appropriate option from the **Media Type**.
4. Each paper type has its own default print quality, but you can change this under **Print Quality**:



**High** For high quality when printing a color document.

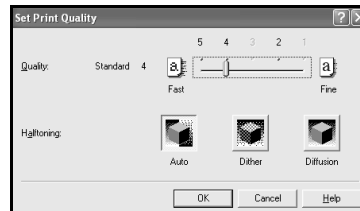
**Standard** Default print speed when printing text.

**Draft** For faster printing.

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

**Print Quality** The printer driver provides several settings for custom print quality, ranging from **Fast** (which means faster printing and less ink) to **Fine**.

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



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

## To select best print quality with the Print Advisor wizard:

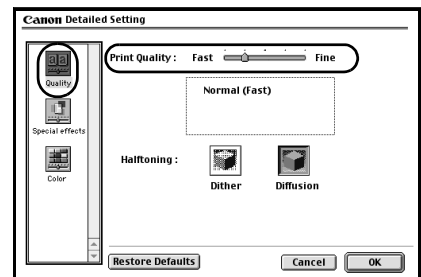
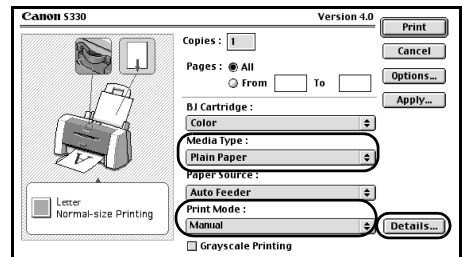
Print Advisor is a wizard that helps you select the most optimum paper type and print quality for your print job.

1. From an application **File** menu, click **Print**.
2. With **Canon S330** as the selected printer, click **Properties**. The S330 Properties window will open to the Main tab.
3. Click the **Print Advisor** button, and the wizard dialog box will appear.
4. Follow the on-screen instructions to select the optimum output type, paper and settings for your print job.
5. Click **OK** to save the changes and close the dialog box.



## To manually adjust print quality settings in Mac OS:

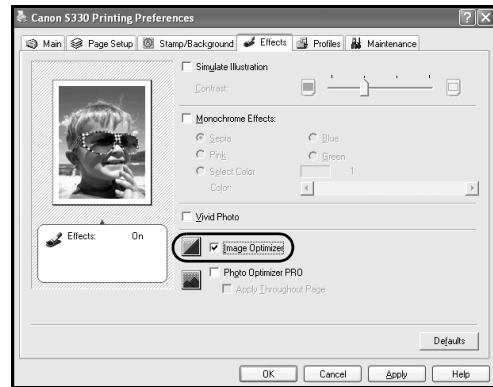
1. Make sure the S330 is the selected printer (click the **Apple** icon, then **Chooser**, then **S330**).
2. From an application **File** menu, click **Print**.
3. Select the appropriate option from the **Media Type**.
4. Select **Manual** from the **Print Mode** drop-down menu, then click the **Details** button. The Detailed Setting dialog box will open. Make sure the **Quality** icon is selected.
5. Click and drag the **Print Quality** slider to customize your output quality.
6. When done, click **OK**, then **Print**.



### To automatically make images smoother in Windows:

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

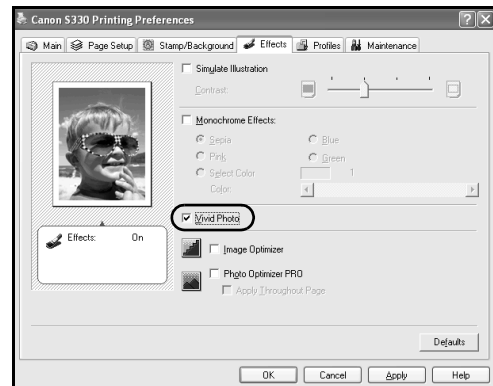
1. From an application **File** menu, click **Print**.
2. With **Canon S330** as the selected printer, click **Properties**.
3. Click the **Effects** tab, then select the **Image Optimizer** check box.
4. Click **OK** to save this setting and close the dialog box.



### To use the Vivid Photo Option:

Vivid photo intensifies backgrounds (skies, ocean, fields) while maintaining natural skin tones in the images.

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



## Adjusting Color Balance, Intensity and Brightness

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

### To manually adjust color settings in Windows:

1. From an application **File** menu, click **Print**.
2. With **Canon S330** as the selected printer, click **Properties**.

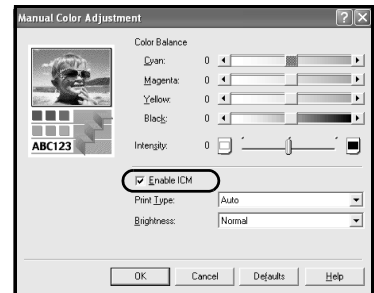
3. On the **Main** tab, under Color Adjustment, click **Manual**. The Set button will become active.
4. Click **Set** and the Manual Color Adjustment dialog box will appear.
5. Click and drag the **Color Balance** slider for each color to adjust the color settings. The results will preview.
6. Click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



**Note**

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

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



**Note**

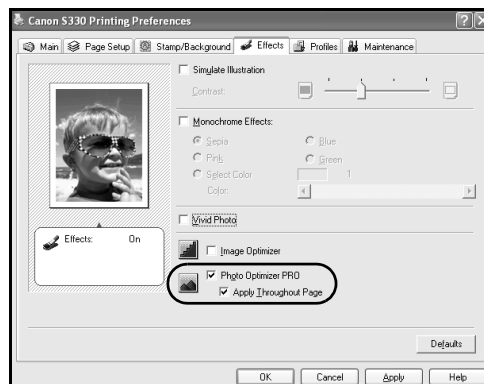
To print in black only, select the **Grayscale Printing** box. This will convert color images to grayscale when printing without changing the original colors in the document.

## To automatically optimize the image in Windows:

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

1. From an application **File** menu, click **Print**.
2. With **Canon S330** as the selected printer, click **Properties**.
3. Click the **Effects** tab.
4. Select the **Photo Optimizer PRO** check box.

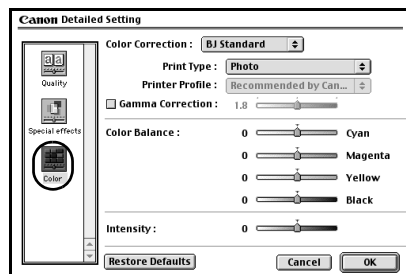
When Photo Optimizer PRO is selected, the **Apply Throughout Page** option becomes active. If this box is not selected, the S330 will optimize each image individually. If selected, all images will be automatically corrected with the same settings.



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

### To manually adjust color settings in Mac OS:

1. Make sure the S330 is the selected printer (click the **Apple** icon, then **Chooser**, then **S330**).
2. From an application **File** menu, click **Print**.
3. Select **Manual** from the **Print Mode** drop-down menu, then click the **Details** button. The Detailed Setting dialog box will open. Make sure the **Color** icon is selected.



4. Adjust the **Color Correction**, **Print Type**, **Gamma Correction**, **Color Balance** and **Intensity** settings for your image.
5. When done, click **OK**, then **Print**.

## Changing the Page Setup

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

### To change page setup in Windows:

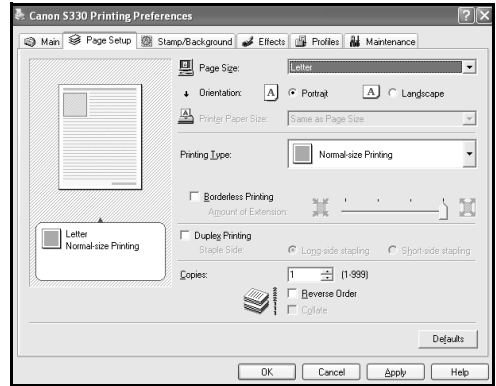
1. From an application **File** menu, click **Print**.
2. With **Canon S330** as the selected printer, click **Properties**.

- Click the **Page Setup** tab. From this tab, you can change the following options:

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

**Orientation** Select either portrait or landscape orientation.

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



**Printing Type** If desired, select a different type:

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

**Fit-to-Page Printing** (Windows XP and Windows 2000 only) The document is automatically resized to fit the paper size. When using this function, ensure you correctly set **Page Size** and **Printer Paper Size**.

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

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

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

**Banner Printing** Print banners on special banner paper.

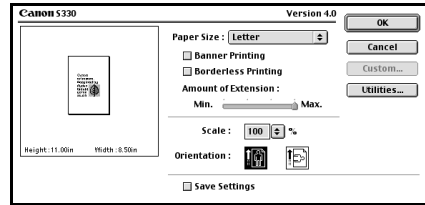
- When done, click **OK**.

## To change page setup in Mac OS:

- Make sure the S330 is the selected printer (click the **Apple** icon, then **Chooser**, then **S330**).
- From an application **File** menu, click **Page Setup**.

3. You can change the following:

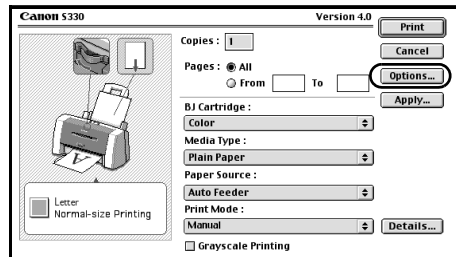
- The **paper size** used by the printer. The default matches the page size set in the original document. However, a different printer paper size can be selected if a Printing Type other than Normal-size Printing is selected. (If printing a banner, select the **Banner Printing** check box, then follow the on-screen instructions.)
- Set a **Scale** percentage between 50% and 200% to print the image in a size different from the original document.
- Click the **Orientation** icon to change the page orientation.



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

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

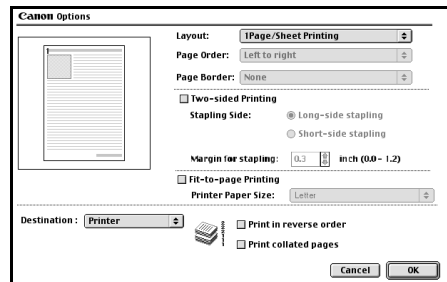
1. Make sure the S330 is the selected printer (click the **Apple** icon, then **Chooser**, then **S330**).
2. From an application **File** menu, click **Print**.
3. Click **Options**. You can enter or change the following:



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

- If you are printing more than one copy, select the **Print Collated Pages** check box to collate each copy instead of printing all copies of page 1, then all copies of page 2, and so on.

- Under **Layout**, select the appropriate option to change to a 2-up or 4-up layout.



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



- If the page layout is other than 1-up, you can also select a **Page Border** option to print a border around each page.

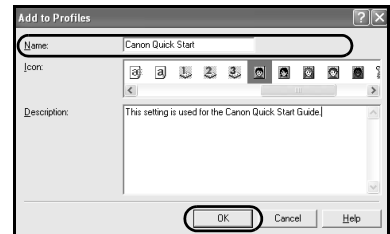
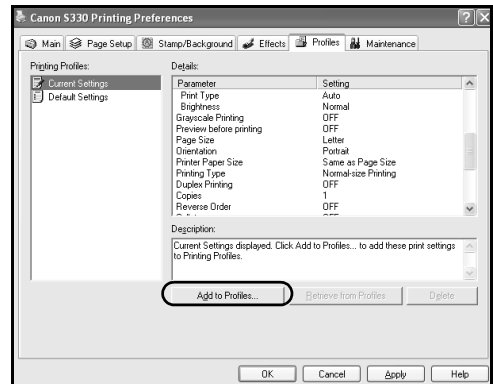
4. When done, click **OK**, then **Print**.

## Saving and Recalling Driver Settings

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

### To save driver settings in Windows:

1. From an application **File** menu, click **Print**.
2. With **Canon S330** as the selected printer, click **Properties**.
3. Make the desired printer driver setting changes.
4. Without exiting the Properties window, click the **Profiles** tab.
5. Click **Add to Profiles**, then type a name for your settings in the **Name** field, then select an icon for this profile.
6. Type a description of your settings, then click **OK**.



### To retrieve a saved setting profile in Windows:

1. From an application **File** menu, click **Print**.
2. With **Canon S330** as the selected printer, click **Properties**.
3. Click the **Profiles** tab.
4. Highlight the saved setting profile you want to use.
5. Click **Retrieve from Profiles**, then click **OK** to confirm the profile change. The profile settings will become active.
6. Click **OK** again to close the window.

**To save driver settings in Mac OS:**

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

**Note**

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

See the *S330 User's Guide* on the Setup Software & User's Guide CD-ROM for instructions on removing manual settings and restoring default settings.



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

**To retrieve driver settings in Mac OS:**

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

# Chapter 3: Printing Maintenance

## Monitoring Ink Levels

Your Canon S330 printer features a “Low Ink Warning” that displays on the Status Monitor when the ink tanks run low or need replacing. In order for this message to display properly, you will need to reset the ink counter each time you replace an ink tank with a new one.

### To reset the ink counter in Windows:

1. With the printer on, click **Start**, then **Control Panel**, then **Printers and Other Hardware**, then **Printers and Faxes**.
2. Right-click the **Canon S330** printer icon, then click **Properties**, then **Printing Preferences**.
3. Select the **Maintenance** tab, then click the **Ink Counter Reset** icon.
4. Select the newly installed ink tank, then click **Execute**.

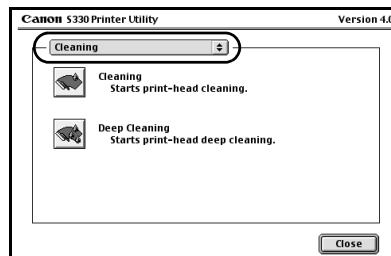


**Note**

When replacing an ink tank, you must reset the low ink warning. The low ink warning will not display properly if the ink counter is not reset.

### To reset the ink counter in Mac OS:

1. With the printer on, click **Page Setup** from the File menu.
2. Click **Utilities** to open the Printer Utility dialog box.



3. Select **Remaining ink level** setting from the drop-down menu, then click the **Ink Counter Reset** icon.
4. Select the newly installed ink tank, then click **Execute**.

**Note**

When replacing an ink tank, you must reset the low ink warning. The low ink warning will not display properly if the ink counter is not reset.

## Replacing Ink Tanks

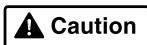
The Status Monitor will open when an ink tank is low or has run out of ink. One of the following icons will appear and identify the ink tank status:

- ❗ Ink low. Replace ink tank as soon as possible.
- ❓ The ink tank level may not be synchronized with its ink counter.

When prompted, you will want to replace the low ink tank as soon as possible.

### To replace an empty ink tank:

1. With the printer on, open the front cover. The print head holder will automatically move to the left.
2. Pull the tab on the front of the empty ink tank toward you to release, 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 slot, then place it into the slot.
5. Press down on the ink tank until it clicks into place.
6. Close the front cover.

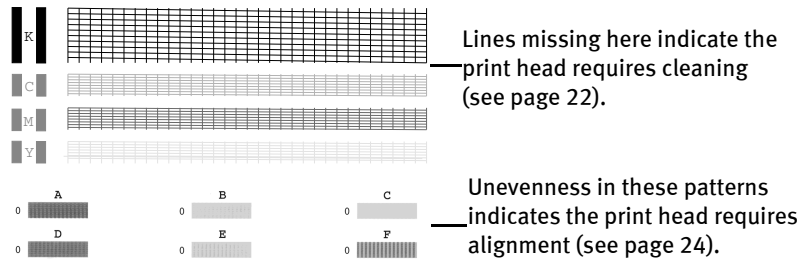
**Note**

Remember to reset the ink counter after replacing an ink tank.

## Printing a Nozzle Check Pattern

The print head ejects ink through the nozzles located on the bottom of the print head. If printed text appears faded or streaked, the nozzles may be clogged. The print head may need to be cleaned or aligned. You can check for this problem by printing a nozzle check pattern.

Below is an example of how the nozzle check pattern should appear when ink is discharged properly. Print a nozzle check pattern and examine the output.



### Note

On occasion you may need to perform up to 2-3 print head cleanings. If the nozzle check pattern remains faded or scratchy, perform a print head deep cleaning (see page 22). If the problem persists, contact the Customer Care Center.

### To print a nozzle check pattern in Windows:

1. With the printer on and paper loaded, click **Start**, then **Control Panel**, then **Printers and Other Hardware**, then **Printers and Faxes**.
2. Right-click the **Canon S330** printer icon, then click **Properties**, then **Printing Preferences**.
3. Click the **Maintenance** tab, then click the **Nozzle Check** icon.
4. Click **OK** to start the nozzle test. The nozzle test pattern will print.
5. When done, click **Close**.



6. Examine the printed nozzle check pattern to verify that the ink is consistent on the printout.

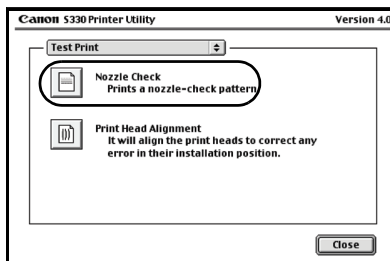


**Note**

If indicated by the printout, clean the print head (see below) or realign it (see page 24).

## To print a nozzle check pattern in Mac OS:

1. Make sure the printer is on and paper is loaded.
2. From an application **File** menu, click **Page Setup**.
3. Click **Utilities**. The Canon S330 Printer Utility window will appear.
4. Select **Test Print** from the drop-down menu.
5. Click the **Nozzle Check** icon. When prompted, click **OK**. The nozzle test pattern will print.
6. When done, click **Close**.
7. Examine the printed nozzle check pattern to verify that the ink is consistent on the printout.



**Note**

If indicated by the printout, clean the print head or realign it.

## Cleaning the Print Head

If your printed nozzle check pattern has missing lines or appears faded, the print head may need to be cleaned.



**Note**

Print head cleaning consumes ink. Avoid unnecessary cleaning.

## To clean the print head in Windows:

1. With the printer on, click **Start**, then **Control Panel**, then **Printers and Other Hardware**, then **Printers and Faxes**.
2. Right-click the **Canon S330** printer icon, then **Properties**, then **Printing Preferences**.

3. Click the **Maintenance** tab, then click **Cleaning**. Select the nozzles to be cleaned, then click **Execute**. The printer will clean the print head.
4. Click **OK** to close the window.
5. After the cleaning, print a nozzle check pattern to check the results.
6. If there is no change after cleaning, perform a print head deep cleaning by choosing **Cleaning** from the drop-down menu, then clicking the **Deep Cleaning** icon.

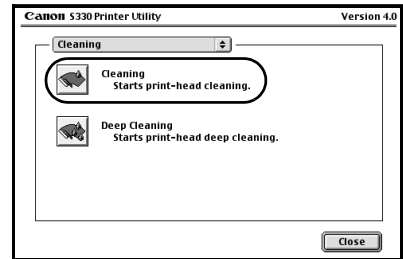


**Note**

If the print head is still not clean after deep cleaning, contact the Customer Care Center.

## To clean the print head in Mac OS:

1. Make sure the printer is on.
2. From an application **File** menu, click **Page Setup**.
3. Click **Utilities**. The Canon S330 Printer Utility dialog box will appear.
4. Click the **Cleaning** icon.
5. Select the nozzles to be cleaned, then click **OK**. The printer will clean the print head.
6. When done, click **Close**.
7. After the cleaning, print a nozzle check pattern to check the results. See “Printing a Nozzle Check Pattern” on page 21.
8. If there is no change after cleaning, perform a print head deep cleaning by choosing **Cleaning** from the drop-down menu and clicking the **Deep Cleaning** icon. When finished, print a nozzle check pattern to verify that the print head is clean.



**Note**

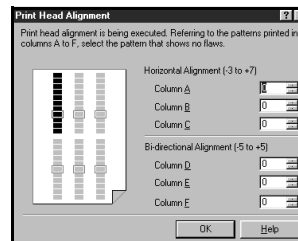
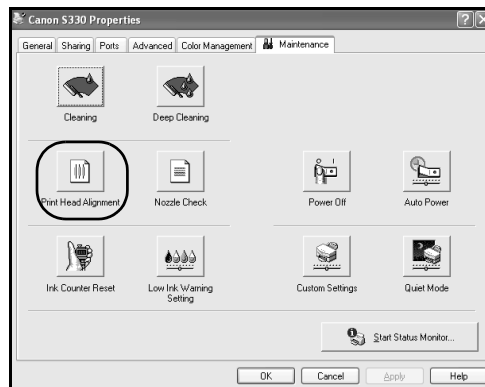
If the print head is still not clean after deep cleaning, contact the Customer Care Center.

## Aligning the Print Head

Part of the setup procedure for a new S330 printer includes aligning the print head. Occasionally, you may need to realign it, as determined by the results of a nozzle check pattern (see “Printing a Nozzle Check Pattern” on page 21.)

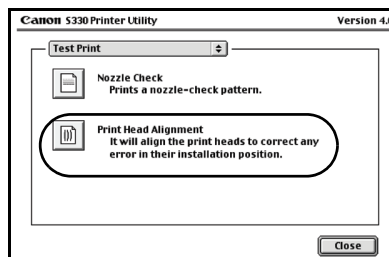
### To align the print head in Windows:

1. With the printer on and paper loaded, click **Start**, then **Control Panel**, then **Printers and Other Hardware**, then **Printers and Faxes**.
2. Right-click the **Canon S330** printer icon, then **Properties**, then **Printing Preferences**.
3. Click the **Maintenance** tab, then click **Print Head Alignment**.
4. When asked to start print head alignment, click **OK**.
5. Follow the on-screen instructions.
6. When print head alignment is complete, click **OK**.



### To align the print head in Mac OS:

1. Make sure the printer is on and paper is loaded.
2. From an application **File** menu, click **Page Setup**.
3. Click **Utilities**.
4. Click the down-arrow to select **Test Print**.

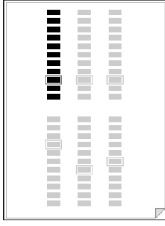




5. Click **Print Head Alignment**.
6. Follow the on-screen instructions to complete print head alignment.
7. From the patterns in each column on the printed nozzle check pattern, select the most uniform pattern and enter the number in the corresponding field, then click **Send**.
8. When print head alignment is complete, click **Close**.

### Print Head Alignment

Print head alignment is being executed. Referring to the patterns printed in columns A to F, select the pattern that shows no flaws.



Adjust sideways (-3~+7)

Column A :

Column B :

Column C :

Adjust both ways (-5~+5)

Column D :

Column E :

Column F :



# Chapter 4: Using Your Photo Applications

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Several photo applications come with your Canon S330 that make it easy to organize, view, manipulate and print color photographs.

- **Easy-PhotoPrint** for Windows can be used to select, trim and lay out your photos before printing. Easy-PhotoPrint can be used as a stand-alone application, or with **ZoomBrowser EX** version 3.3 or later.
- A browser (**ZoomBrowser EX** for Windows and **ImageBrowser** for Mac OS) provides easy viewing of photos and other images stored on your computer.
- **PhotoRecord** for Windows can be used to compile digital photos or images into “album” layouts, or place multiple images on a single sheet for printing. From PhotoRecord, you can also make high-quality color prints on Canon specialty paper.
- **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 borderless 4" x 6" paper.

## Installing the Photo Applications

**To install Easy-PhotoPrint, ZoomBrowser EX, PhotoRecord and PhotoStitch in Windows:**

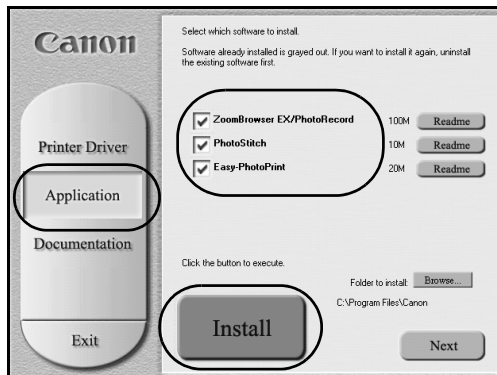
1. Close any open applications.
2. Insert the Setup Software & User's Guide CD-ROM in the CD-ROM drive. The installation screen will appear.



**Note**

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

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 utilities 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 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 the software folder to be installed, then double-click the **Installer** icon.
4. Click **Install**. The Destination Folder dialog box will appear.
5. Select the destination folder, click **Start**, then follow the on-screen instructions.
6. When the Installation Has Finished dialog box appears, click **OK**.
7. Restart your computer. The utilities will not be fully functional until your computer has been restarted.

## Using the Photo Applications

### Viewing Images with Easy-PhotoPrint, ZoomBrowser EX and ImageBrowser

You can use ZoomBrowser EX (Windows) or 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<sup>®</sup> disks or CD-ROMs.

With Easy-PhotoPrint (Windows) you can make high-quality photo-size or index printouts of your digital pictures.

## To open Easy-PhotoPrint directly:

To open Easy-PhotoPrint, click **Start**, then **All Programs**, then **Canon Utilities**. From the Canon Utilities menu, click **Easy-PhotoPrint**, then **Easy-PhotoPrint**.

## To open Easy-PhotoPrint from ZoomBrowser EX:


1. In ZoomBrowser EX, select the image you want to print.
2. From the File menu, click **Print**, then **Easy-PhotoPrint**.



**Note**

Easy-PhotoPrint is accessible with ZoomBrowser EX version 3.3 or later.

## To open ZoomBrowser EX in Windows:

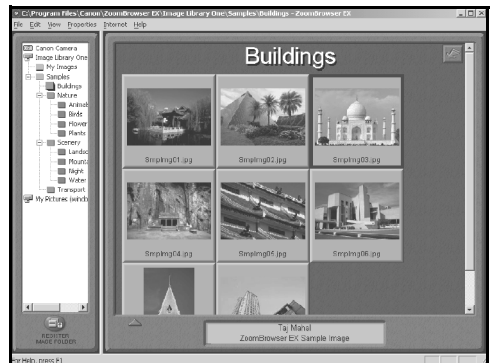
1. Make sure the images you want to view are on your hard drive or other accessible media.
2. Double-click the **Canon ZoomBrowser EX** icon  on the desktop.
3. From this window, you can:

**Navigate** through available files from the panel on the left.


**View** thumbnail images 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.

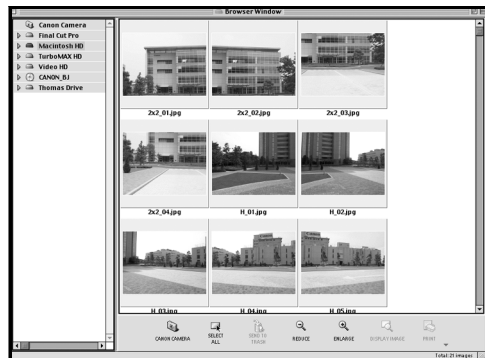
- From this window you can:

**Navigate** through available files from the panel on the left.

**View** thumbnail images 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 Easy-PhotoPrint for Windows

Easy-PhotoPrint is a software application that lets you lay out and trim your photo-size or index pictures with the click of a mouse. With Easy-PhotoPrint, you can specify different paper type settings for different printouts. When your photo layout is complete, you can print and display your high-quality photos.

### To use Easy-PhotoPrint:

- Select the image you want to print either by navigating to the folder where your photos are stored or by selecting it directly from ZoomBrowser EX.



**Note**

When Easy-PhotoPrint is started through ZoomBrowser EX, the folder navigation window will not display.

- Click the thumbnail for the image you want to print. The arrows below the thumbnail will become active. Using these arrows, you can increase or decrease the number of copies to be printed.
- Click the **Paper Selection** tab, then select **Canon S330** from the drop-down menu.
- Select the **Paper Size** and **Media Type** you will be using.



**Note**

With your S330 printer, once a paper type is selected, the Vivid Photo function becomes active. Select the **Vivid Photo** check box for more vibrant photos.

- Click the **Layout/Print** tab and select a layout. Layout options are limited by paper type and paper size.
- When done, click **Print**.

## To trim an image using Easy-PhotoPrint:

1. Select the image you want to trim.
2. Click **Trimming**. The image will preview.
3. Adjust the position of the cropping area around the image.
4. When satisfied, click **OK**.

## Using PhotoRecord for Windows

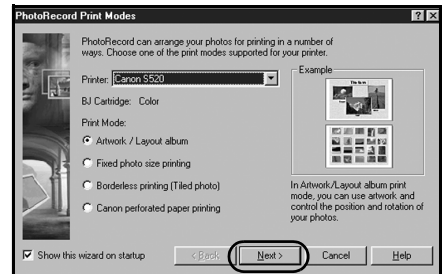
PhotoRecord is a software application that lets you create fun and unique photo albums with the click of your mouse. You can import your photos or graphics from your hard disk, digital camera or scanner, then, using the “drag and drop” feature, you can arrange your album layout. You can rotate your pictures,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

### To use PhotoRecord:

1. Click **Start**, then **All 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**.

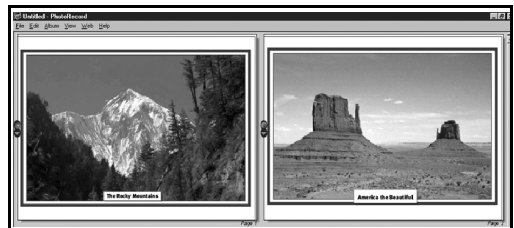


**Note**

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 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**.

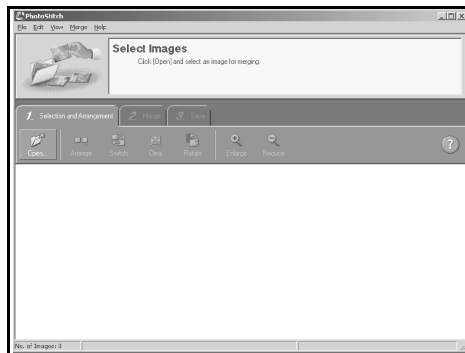



## Merging Multiple Images with PhotoStitch

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 **All Programs**, then **Canon Utilities**. Click **PhotoStitch** from the **Utilities** menu, then click **PhotoStitch** from the final menu. The PhotoStitch Launcher will appear.
3. From this window, click the **PhotoStitch Merge Images** icon. The main window will appear.
4. Follow the on-screen instructions to open files, and to arrange, stitch, rotate, enlarge or reduce your images.
5. Once an image is saved, you can preview and/or print it.




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

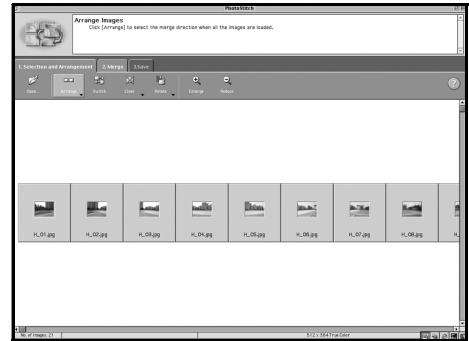
### To merge images in Mac OS:

1. Make sure the images you want to view are on your hard drive or other accessible media.
2. From within the ImageBrowser window (see “To open ImageBrowser in Mac OS:” on page 29), select one or more images. The selected images will highlight.
3. From the **Edit** menu, click **PhotoStitch**. The PhotoStitch utility will appear.
4. Follow the on-screen instructions to arrange, stitch, rotate, enlarge or reduce your image.



5. Follow the on-screen instructions to open additional files, and to arrange, stitch, rotate, enlarge or reduce your images.
6. Once an image is saved, you can preview and/or print it.

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



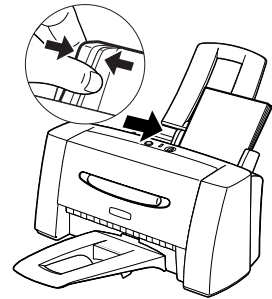
## Printing on Canon 4" x 6" Borderless Paper

Included with your S330 is Canon borderless 4" x 6" paper. This paper is designed to let you print images that cover the entire surface of the card without a white border.

This paper is intended for use with Easy-PhotoPrint for Windows, or ImageBrowser for Mac OS.

### To load borderless paper:

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



**Note**

You can load up to 20 sheets of Canon borderless 4" x 6" pages at a time, with the loading support sheet at the bottom of the stack. Make sure the loading support sheet is pointing in the direction of the arrow.

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

### To print with borderless paper:

1. Follow the procedures above to load the borderless paper.
2. From the ZoomBrowser EX for Windows or ImageBrowser for Mac OS, select the photo to be printed. To print images using Easy-PhotoPrint for Windows, see “To use Easy-PhotoPrint:” on page 30.
3. From the Print pop-up menu, click **Layout**. The Print Modes wizard will appear.
4. Select the desired printer, then select **Borderless Printing (Tiled photo)** from the Print Mode options.

**Note**

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

5. Click **Next**, then specify **Media Type**, **Paper Size** and **Orientation**. The Preview area will show the print image in relation to the paper.
6. Click **Set Page Margins** to widen or narrow the printing area, then click **OK**, then **Next**.
7. 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.
8. Click **Finish**. The photo will be automatically positioned to fit the paper settings. Click **Print** to start printing.

**Note**

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

# Chapter 5:

# Troubleshooting

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## Tips for Troubleshooting

Troubleshooting usually falls into one of the following categories:



**Installation** The printer driver will not install properly.



**Printer Performance** 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 printer (indicated by the flashing lamps) or software (displayed on the screen).



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

If you encounter difficulties during installation or operation of your Canon S330 printer, quickly scan all topics until you find a description that approximates your difficulty. Go through the related solutions until you find one that works.



## Troubleshooting Installation



PROBLEM	POSSIBLE CAUSE	TRY THIS
Cannot install the printer driver	Procedure not followed correctly	Follow the installation instructions from the <i>Easy Setup Instructions</i> packaged with your printer, or see “Installing the Printer Driver” on page 43.



PROBLEM	POSSIBLE CAUSE	TRY THIS
Cannot install the printer driver (continued)	Printer driver not installed correctly	<ol style="list-style-type: none"> <li>1. Always uninstall the previous version of the printer driver before installing the new version. See “Uninstalling the Printer Driver” on page 44.</li> <li>2. Try reinstalling the printer driver. The printer must be turned off before reinstalling the printer driver.</li> </ol> <p>If the problem persists, contact the Customer Care Center.</p>
	Other applications running in the background	Other open applications on your computer can interfere with the installation routine. Close or disable all open software applications before reinstalling the printer driver.
	System requirements do not match	See “System Requirements” on page 48 for compatibility. If applicable, refer to your operating system manual.
	Computer cannot detect a printer port	<ol style="list-style-type: none"> <li>1. Verify that the USB cable is connected to both your printer and your computer, and that the connection is secure.</li> <li>2. Verify that your USB cable meets system requirements. See the USB specifications on page 49.</li> <li>3. Before installation begins, verify that the printer is turned off. The printer driver will not install properly if the printer is left on. During the installation process, you will be prompted to turn the printer on so the computer can detect the printer port.</li> </ol> <p>For more information, see the Troubleshooting section in the <i>S330 User's Guide</i> on the Setup Software &amp; User's Guide CD-ROM.</p>
	Installation does not start when CD-ROM is inserted into drive	<p><b>WINDOWS</b></p> <p>If printer driver installation did not start automatically when you inserted the CD-ROM into the CD-ROM drive:</p> <ol style="list-style-type: none"> <li>1. Click <b>Start</b>, then <b>My Computer</b>.</li> <li>2. Double-click the <b>CD-ROM drive</b> icon, then select <b>MSETUP.EXE</b> to start installation.</li> </ol> <p>You can also install the printer driver by clicking <b>Start</b>, then <b>Run</b>, then typing <b>D:\MSETUP.EXE</b>, where <b>D</b> is the CD-ROM drive.</p> <p><b>MAC OS</b></p> <p>Double-click the <b>CD-ROM</b> icon on your desktop to start installation.</p>
	CD-ROM drive not working properly	<p><b>WINDOWS XP</b></p> <p>Use Windows Explorer to confirm that your CD-ROM drive is operating correctly:</p> <ol style="list-style-type: none"> <li>1. Click <b>Start</b>, then <b>My Computer</b>. Click <b>Devices with Removable Storage</b> to locate your CD-ROM drive.</li> <li>2. If the CD-ROM icon does not appear, refer to your Windows documentation for more information.</li> </ol> <p><b>MAC OS</b></p> <p>Open the <b>Apple System Profiler</b>, click <b>Devices and Volumes</b>, then open the CD-ROM.</p>



PROBLEM	POSSIBLE CAUSE	TRY THIS
Cannot install printer hardware	Missing components	See Step 1 of the <i>Easy Setup Instructions</i> for a list of components included with your printer.
Printer makes grinding noise	Ink tanks/ cartridges are not seated properly	<ol style="list-style-type: none"> <li>1. See Step 4 of the <i>Easy Setup Instructions</i> for how to install the ink tanks correctly.</li> <li>2. Check that the ink tanks have been firmly seated. Verify that the ink tanks/cartridges are in the correct color slot. Press down on the ink tanks until they click into place.</li> </ol> <p>To review an electronic copy of your <i>Easy Setup Instructions</i>, visit <a href="http://www.canontechsupport.com">www.canontechsupport.com</a>, select the S330 printer, then go to the <i>Easy Setup Instructions</i>.</p>





## Troubleshooting Printer Performance




PROBLEM	POSSIBLE CAUSE	TRY THIS
Printer will not print	Previous print job in queue	<p>Delete any existing print jobs in the printer queue.</p> <p><b>Windows XP</b></p> <ol style="list-style-type: none"> <li>1. To delete the print job from the printer queue, click <b>Start</b>, then <b>Control Panel</b>, then <b>Printers and Other Hardware</b>, then <b>Printers and Faxes</b>.</li> <li>2. Double-click the <b>Canon S330</b> printer icon. The Print Manager window will appear.</li> <li>3. Select the document in the printer queue to be deleted, then press <b>Delete</b> to cancel the print job.</li> </ol> <p><b>Mac OS</b></p> <ol style="list-style-type: none"> <li>1. Go to the BJ Print Monitor window (click <b>Finder</b>, then <b>BJ Print Monitor</b>).</li> <li>2. Highlight the job to be canceled.</li> <li>3. Click the <b>Stop Printing</b> icon in the Print Queue dialog box. The print job will be canceled and the paper ejected.</li> </ol>
	Printer not set as default	Verify that your S330 is the selected (default) printer. See “Selecting the S330 Printer for Use” on page 2.
	Computer/printer needs to be reset	<p>Reboot the computer and/or reset the printer.</p> <ul style="list-style-type: none"> <li>• To reboot, close all open applications, then restart the computer.</li> <li>• To reset the printer, turn it off, then back on.</li> </ul>



PROBLEM	POSSIBLE CAUSE	TRY THIS
Printer will not print (continued)	Printer is turned off or not ready	<p>Verify that the <b>POWER</b> lamp is on and glowing a steady green.</p> <p>If the lamp is off, press the <b>POWER</b> button. The green lamp will flash as the printer is warming up or processing a job, then go to a steady (non- flashing) state when the printer is ready.</p> <p>If the <b>POWER</b> lamp flashes orange, see “Handling Error Messages” on page 40.</p>
Paper does not feed properly	Paper not loaded correctly or exceeds the load limit mark	<p>Verify that the paper is loaded correctly and that the paper stack does not exceed the sheet feeder load limit mark located on the printer (see “Loading Plain Paper and Other Canon Paper” on page 4.</p>
	Paper jammed while printing	<ol style="list-style-type: none"> <li>1. Gently pull the jammed paper out of the sheet feeder tray or the paper rest, whichever is easier.</li> <li>2. Reload paper into the paper rest, then press <b>RESUME/CANCEL</b> on the printer.</li> </ol> <p> <b>Caution</b> If the paper tears and some is left in the printer, <b>turn the printer off</b>, then unplug the power cord. Open the front cover and remove the pieces. If you cannot reach or remove the paper, do not attempt to disassemble the printer yourself. Contact the Customer Care Center.</p> <p>If you turned the printer off, your print job data will be lost. Print the job again.</p>
	Paper path is obstructed	<p> <b>Caution</b> <b>Turn the printer off</b>, then unplug the printer’s power cord.</p> <p>Remove all of the paper from the sheet feeder, then look into the sheet feeder to see if any foreign objects have fallen into the printer.</p> <p>If you cannot reach or remove the object, do not attempt to disassemble the printer yourself. Contact the Customer Care Center.</p>
Cannot print to end of job	Incorrect page size selected	<p>Verify that the page size setting matches the size of the paper loaded in the printer:</p> <ul style="list-style-type: none"> <li>• Check the <b>Paper Size</b> setting from within your application to ensure that it matches the size of the paper loaded.</li> <li>• Also, check the <b>Page Setup</b> tab in the Printer Properties dialog box (for Windows) or the <b>Page Setup</b> window (for Mac OS) to ensure that it matches the size of the paper loaded.</li> </ul>



## Troubleshooting Printed Output

PROBLEM	POSSIBLE CAUSE	TRY THIS
Color missing on printed paper	Printer out of ink	One or both of the ink tanks may be empty. Replace the empty ink tank with a new one.
	Ink tanks/ cartridges not seated properly	Verify that the ink tanks/cartridges are in the correct color slot. Check that they have been firmly seated. Press down on the ink tanks/ cartridges until they click into place. See Step 4 of the <i>Easy Setup Instructions</i> for how to install the ink tanks correctly.
	Print head needs cleaning	Print a nozzle check pattern to see if the print head requires cleaning. See “Printing a Nozzle Check Pattern” on page 21.
Printed output faded or unclear	Print head needs to be aligned	Print a nozzle check pattern to see if the print head needs to be aligned. See “Printing a Nozzle Check Pattern” on page 21.
	Paper not loaded print-side up	Follow the instructions packaged with the paper for proper loading and handling.
	Incorrect paper type selected in printer driver	<b>WINDOWS</b> On the <b>Main</b> tab of the S330 Properties window, confirm that the <b>Media Type</b> selected matches the paper loaded. <b>MAC OS</b> In the <b>Print</b> dialog box, confirm that the <b>Media Type</b> selected matches the paper loaded.
	Print Quality is improperly set	The print quality is automatically adjusted to the type of paper being used. Verify that the correct paper type has been selected. <b>WINDOWS</b> On the <b>Main</b> tab of the S330 Properties window, select the appropriate paper type. The Print Quality setting will automatically change. <b>MAC OS</b> In the <b>Print</b> dialog box, select <b>Manual</b> from the <b>Print Mode</b> drop-down menu, then click the <b>Details</b> button. In the <b>Detailed Setting</b> window, move the <b>Print Quality</b> slider to select your preferred output quality.   See “Adjusting Print Quality” on page 9 for more information.



## Handling Error Messages



PROBLEM	POSSIBLE CAUSE	TRY THIS
Printer does not print	When a printer error occurs, the <b>POWER</b> lamp will flash green or orange. Count the number of flashes to determine and resolve the problem:	
	2 orange flashes (paper is out)	If the printer is out of paper, load a stack of paper in the sheet feeder. To ensure that the paper feeds correctly, do not overload the paper rest tray. Press the <b>RESUME/CANCEL</b> button on the printer to resume printing.
	3 orange flashes (paper jam)	Paper has jammed in the printer. See the troubleshooting topic “Paper jammed while printing” on page 38.
	6 orange flashes (no print head installed)	Install the print head. After installing the print head, you will need to realign it. See “Aligning the Print Head” on page 24.
	7 orange flashes (print head error)	Reinstall the print head. If the problem persists, contact the Customer Care Center.
	Printer flashes green only	When the lamp flashes green, the printer is warming up or is receiving print data from the computer. This is not an error condition.
	8 orange flashes (printer has overheated)	The printer can overheat when printing continuously for a long period of time. To protect the print head, the printer will pause automatically at a line break. Turn the printer off and let it cool for at least 15 minutes.  If the problem persists, contact the Customer Care Center.
System error message displays	System error occurred	<p>If a system error occurs, printing stops.</p> <p><b>WINDOWS</b></p> <p>A window displays the error message. System errors may include problems writing to USBPRN, application errors, or general protection faults. Make sure that the printer is turned on, the printer and computer are connected securely, and that the printer port is operating correctly. Restart your computer and try printing again.</p> <p><b>MAC OS</b></p> <p>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 the printer port is operating correctly.</p>



## Customer Care Center

Canon offers a full range of customer technical support<sup>1</sup> options:

- For e-mail technical support, the latest driver downloads and answers to frequently asked questions: **[www.canontechsupport.com](http://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<sup>2</sup>: **1-757-413-2848**
- Technical support Monday–Saturday (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.**

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<sup>1</sup> Support program specifics are subject to change without notice.

<sup>2</sup> Refer to the product information starting on page 50 for warranty details.

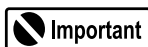


## Installing the Printer Driver

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

### To install the printer driver in Windows:

1. Turn the printer off.
2. Make sure the USB cable between the printer and computer is securely connected.
3. Close any open software applications. Insert the S330 Setup Software & User's Guide CD-ROM in the CD-ROM drive. The setup program should run automatically.



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

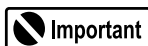
If the setup program does not run automatically, click **Start**, then **Run**, then type **D:\MSETUP.EXE** (where **D** is the CD-ROM drive), then press **Enter**.

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



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

5. When prompted, **TURN THE PRINTER ON** so the computer can begin identifying the printer port being used.



If your computer cannot detect a printer port, see the tip, “Computer cannot detect a printer port” on page 36.

6. When the Terminate Installation window appears, click **OK**. Follow the on-screen instructions to register your product for product support. When the registration process is complete, click **Exit**.
7. Align the print head. Part of the setup procedure for a new S330 printer includes aligning the print head. If the print head is not aligned, then your documents may not print clearly. See “Aligning the Print Head” on page 24.

### To install the printer driver in Mac OS:

1. Insert the S330 Setup Software & User’s Guide CD-ROM in the CD-ROM drive.
2. Open the **Printer Driver** folder on the CD-ROM, then double-click the **Installer** icon.
3. Read the License Agreement, click **Accept** to continue.
4. Click **Install**. The printer driver will load automatically.



**Note**

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

5. When the Installation Was Successful screen appears, click **Restart**.
6. **TURN THE PRINTER ON**, select the **Apple** menu, then click **Chooser**.
7. Click the **S330** printer icon in the Chooser.



**Note**

To use the Print Monitor, click the **Backgrounding** button to the **On** position. For instructions on using this feature, see the *S330 User’s Guide* on the Setup Software & User’s Guide CD-ROM.

8. Close the Chooser.
9. Align the print head. Part of the setup procedure for a new S330 printer includes aligning the print head. If the print head is not aligned, then your documents may not print clearly. See “Aligning the Print Head” on page 24.

## Uninstalling the Printer Driver

### To uninstall the printer driver in Windows:

1. Click **Start**, then click **All Programs**, then **Canon S330**.
2. Click **Uninstall**.

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

### To uninstall the printer driver in Mac OS:

1. Insert the S330 Setup Software & User's Guide CD-ROM in the CD-ROM drive, then click the **CD-ROM** icon.
2. Open the **Printer Driver** folder on the CD-ROM, then double-click the **Installer** icon.
3. Read the License Agreement, click **Accept** to continue.
4. Select **Uninstall** from the drop-down list at the top left of the dialog box, then click the **Uninstall** button on the bottom right.
5. Follow the on-screen instructions.
6. When the uninstall is complete, click **Quit**.
7. Click **Restart** when prompted to restart your computer.

## Registering Your Canon S330

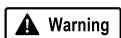
To register your product:

Visit [www.registercanon.com](http://www.registercanon.com) and follow the on-screen instructions.

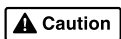
## Safety Information

### Warnings and Cautions

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



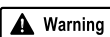
Always follow the instructions provided in Warnings to prevent potential or serious personal injury or death as a result of careless operation of the equipment.



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

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

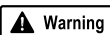
### Choosing a Location



**Warning**

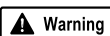
Never place the printer near flammable solvents such as alcohol or thinner. To avoid the hazards of fire or electric shock, keep all flammable liquids away from the printer.

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



**Warning**

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

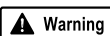


**Warning**

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

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

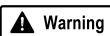
### Power Supply



**Warning**

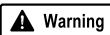
Never attempt to plug the power cord into a power outlet when your hands are wet. To avoid electric shock, make sure that your hands are dry.

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



**Warning**

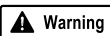
Never cut, modify, stretch, bend, or twist the power cord, and never place heavy objects on the power cord. A power leak from a damaged power cord could cause a fire or electric shock.



**Warning**

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

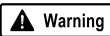
- Never use the printer if the power cord is bundled or knotted. To prevent the hazards of fire or electric shock, make sure the power cord is straight.



**Warning**

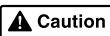
If you detect smoke, unusual odors, or strange noises around the printer, immediately press the POWER button to turn off the printer and disconnect the power plug. To avoid fire or electric shock, never use the printer under these conditions. Call the Customer Care Center.

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



**Warning**

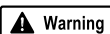
Never use an extension cord. To avoid a fire or electric shock, always plug the power cord directly into the power outlet.



**Caution**

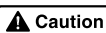
Never use a power supply voltage other than that supplied in the country where you purchased the printer. Using incorrect voltage could cause a fire or electric shock. The correct power supply voltage for this printer is AC 120V, 60 Hz.

### Cleaning and Maintaining the Printer

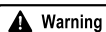


**Warning**

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

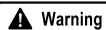


Always unplug the printer power cord before you clean the printer. If you mistakenly turn on the printer while cleaning it, you could touch moving components inside the printer and suffer injury.

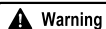


Never attempt to disassemble or modify the printer. The printer contains high voltage components which could cause a fire or serious electric shock.

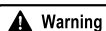
## Working Around the Printer



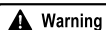
Never use flammable sprays near the printer. Gases in the spray could cause a fire or electric shock if they come in contact with electrical components inside the printer.



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

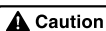


Never place anything on top of the printer, especially metal objects (such as paper clips, staples), or containers with flammable solvents (such as alcohol, benzene or thinners). Objects falling into the printer could cause a fire or electric shock.



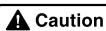
If any foreign object, especially a piece of metal or liquid, falls into the printer, immediately press the POWER button to turn off the printer, unplug the power cord, then call the Customer Care Center. Continuing to use the printer after a foreign object has fallen into it could cause a fire or electric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

## Print Head and Ink Tanks



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

Never subject a print head and/or the surrounding area or ink tanks to shocks or excessive vibration. Shaking could cause ink to leak and stain clothing.



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

## Turning the Printer Off

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

## Using the Printer Near Appliances and Fluorescent Lamps

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

# Regulatory Information

## Color Printer Model: K10215 (S330)

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

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

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

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

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

Canon U.S.A., Inc.  
One Canon Plaza  
Lake Success, NY 11042

## Canadian Radio Interference Regulations

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

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

## Product Specifications

### System Requirements

<b>Windows® 98:</b>	486 processor; <b>16 MB RAM; 15 MB</b> free hard disk space
<b>Windows Me:</b>	Pentium® processor, 150 MHz; <b>32 MB RAM; 15 MB</b> free hard disk space
<b>Windows 2000:</b>	Pentium processor, 133 MHz or Greater; <b>64 MB RAM; 25 MB</b> free hard disk space for Professional; <b>256 MB RAM; 25 MB</b> free hard disk space for Server
<b>Windows XP Professional or Home Edition:</b>	Pentium processor, 300 MHz or greater; <b>128 MB RAM; 25 MB</b> free hard disk space
<b>Macintosh® OS:</b>	Mac OS 8.6 - 9.x, USB port; <b>12 MB RAM; 30 MB</b> free hard disk space, MAC OS X (driver available at <a href="http://www.canontechsupport.com">www.canontechsupport.com</a> )
<b>Printing method:</b>	<b>Bubble Jet on-demand</b>
<b>Printing resolution:</b>	<b>Print Quality (paper)</b> <b>Horizontal x Vertical</b>
	High (specialty paper)      2400 x 1200 dpi
<b>Print speed</b>	Print speeds are based on high-speed draft mode. Print speeds will vary depending on system configuration, software, document complexity, print mode and page coverage.
	Black printing, high: 14 ppm
	Color printing, high: 10 ppm



<b>Print direction:</b>	Bi-directional
<b>Print width:</b>	8.0 inches max. (203 mm)
<b>Interface (USB):</b>	USB 2.0 (full speed) (planned)
<b>Interface connector (USB):</b>	USB standard Series B receptacle
<b>Recommended printer cable (USB):</b>	
<b>Material:</b>	AWG28 (data wiring pair) or AWG20 to 28 (distribution pair)
<b>Type:</b>	Twisted-pair shielded cable
<b>Length:</b>	Up to 16.4 feet (5.0 m)
<b>Connectors:</b>	USB standard Series B pluggable
<b>Acoustic noise level:</b>	Approx. 45 dB in the highest print quality mode (per ISO 9296)
<b>Operating environment:</b>	Temperature: 41°F to 95°F (5°C to 35°C) Humidity: 10% to 90% (no condensation)
<b>Storage environment:</b>	Temperature: 32°F to 104°F (0°C to 40°C) Humidity: 5% to 90% (no condensation)
<b>Power supply:</b>	AC 120 V, 60 Hz
<b>Power consumption:</b>	Off: Approx. 1 W (to shut down completely, disconnect power cord) Standby: Approx. 2 W Printing: Approx. 30 W
<b>Dimensions:</b>	Without paper rest and paper output tray 15.7" (W) x 9.8" (D) x 7.3" (H)
<b>Weight:</b>	Approx. 7.3 lb.
<b>Feed method:</b>	Continuous feed through auto sheet feeder for plain paper, envelopes, High Resolution Paper, Transparencies, Glossy Photo Paper, High Gloss Photo Film, Glossy Photo Cards, Banner Paper, Photo Paper Pro, Photo Paper Pro for Borderless Printing 4" x 6", Photo Paper Plus Glossy, Matte Photo Paper, T-Shirt Transfers
<b>Sheet feeder capacity:</b>	
<b>Plain paper (17 lb.)</b>	100 sheets max.
<b>Envelopes</b>	10 envelopes max.
<b>High Resolution Paper</b>	80 sheets max.
<b>Transparencies</b>	30 sheets max.
<b>Glossy Photo Paper</b>	1 sheet max.
<b>High Gloss Photo Film</b>	1 sheet
<b>Glossy Photo Cards</b>	20 sheets max.
<b>Banner Paper</b>	1 sheet (can print up to 6 connected sheets)
<b>Photo Paper Pro (8.5" x 11")</b>	1 sheet
<b>Photo Paper Pro (4" x 6")</b>	20 sheets
<b>Photo Paper Pro for Borderless Printing (4" x 6")</b>	20 sheets
<b>Photo Paper Plus Glossy</b>	10 sheets max. for letter 20 sheets max. for 4" x 6"
<b>Matte Photo Paper</b>	10 sheets max.
<b>T-Shirt Transfers</b>	1 sheet
<b>Ordinary print paper:</b>	Weight: 17–28 lb. Regular size: letter, legal, standard #10 and European DL envelopes Custom size: 3.54" to 8.5" (W) x 4.72" x 23" (H)
<b>Graphic image printing:</b>	Data format: Canon extended mode; raster image format Resolution: Canon extended mode; 600, 1200, 2400 dpi
<b>Print head:</b>	Black nozzles: 320 (600 dpi) Color nozzles: 128 for each color (600 dpi)

<b>Ink Tanks:</b>	Black (BCI-24 Black) Color (BCI-24 Color)
<b>Black ink tank capacity:</b>	Approx. 300 sheets*, approx. 580 sheets**
<b>Color ink tank capacity:</b>	Approx 170 sheets** *1500 characters per page, normal text, at standard and plain paper mode with Windows 98/Windows Me **Based on printing the ISO JIS-SCID No. 5 pattern at standard and plain paper mode with Windows 98/Windows Me
<b>Resident print control mode:</b>	Canon extended mode
<b>Receiver buffer:</b>	56KB

## Limited Warranty—U.S. Only

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

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

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

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

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

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

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

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

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

Canon offers a full range of customer technical support<sup>1</sup> options:

- For e-mail technical support, the latest driver downloads and answers to frequently asked questions ([www.canontechsupport.com](http://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 Monday—Saturday (excluding holidays) for products no longer under warranty, at \$9.99 per incident. (1-757-413-2848)

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

## Carry-In/Mail-In

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

## InstantExchange<sup>2</sup>

InstantExchange is a warranty program that expedites, usually by the next business day<sup>3</sup>, 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**

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<sup>1</sup> Support program specifics are subject to change without notice.

<sup>2</sup> InstantExchange warranty program service is subject to availability of refurbished replacement units.

<sup>3</sup> 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.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.

**Canon.** InstantExchange warranty program service is available only during the express limited-warranty period for your product and only in the continental United States, Alaska and Hawaii during such period.

If the Canon Customer Care Center representative cannot correct the problem with your product over the telephone, and you elect InstantExchange warranty program service, the representative will issue you a reference number upon verification of warranty eligibility. You will be asked for information pertaining to your defective product and for a ship-to location for the replacement product (street address only). You must also provide a major credit card number that will be pre-authorized by Canon in an amount up to the cost of a new product at the time you elect InstantExchange warranty program service. **Your credit card number will be charged in an amount up to the cost of a new product** (i) if you do not return your defective product to a Canon repair facility by the date specified by Canon and in the manner described below; (ii) if the defect(s) in the product is/are not covered by this limited warranty; or (iii) if the warranty period on the product has expired or has not been sufficiently established by your supplying the appropriate documentation.

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

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

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