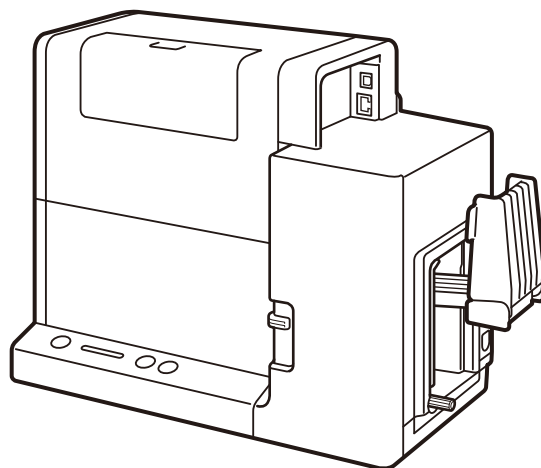


Canon

CX-G2400

COLOR CARD PRINTER

Basic Operation Guide



Please read this guide before operating this product.
When finished reading, store it in a safe place for future reference.

About Instruction Manuals

Thank you for purchasing the Canon CX-G2400 Color Card Printer.
The following manuals come with this product.

● Getting Started Guide

- This manual describes the procedures for installing and making preparations for using this product.
- Read this manual first.

● Basic Operation Guide (This Manual)

- This manual describes how to safely operate this product, including descriptions of basic functions and operations. Be sure to read this manual prior to using this product.
- This manual contains troubleshooting procedures as well as steps on how to print and change paper.

● User's Guide

- This manual is available in PDF format and provides a detailed description of how to operate this product.
- This manual contains specific instructions on operation, daily maintenance, and troubleshooting.
- This manual can be viewed on the website.

Printer Driver and User's Guide

Please visit the following website to download printer driver, and User's Guide.

* The customer is responsible for the cost of internet access.

Users in the U.S.A

<https://www.usa.canon.com/internet/portal/us/home/support/>



Users in the Canada

<http://www.canon.ca/support>




Users in the South & Southeast Asia

<https://asia.canon/en/support/download>



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Before You Begin

Conventions

WARNING

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

CAUTION

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

IMPORTANT

Instructions including important information. To avoid damage and injury or improper use of the product, be sure to read these indications.

NOTE

Instructions including notes for operation and additional explanations.



Indicates an operation that must not be performed. Read these items carefully, and make sure not to perform the described operations.

Sample Screens

The sample CX-G2400 printer driver screens displayed in this manual were created with Windows 10.

Trademarks

- Canon and the Canon logo are trademarks of Canon Inc.
- Microsoft and Windows are trademarks or registered trademarks of Microsoft Corporation in the United States and/or other countries.
- QR code is trademark of Denso Wave Inc.
- Other brand and product names may be trademarks or registered trademarks of their respective companies.

Abbreviations

Throughout this document the following abbreviations are used in text.

- Microsoft Windows 11 is abbreviated as "Windows 11"
- Microsoft Windows 10 is abbreviated as "Windows 10"
- Microsoft Windows is abbreviated as "Windows"

Important Notices

- Copying this manual or any part of this manual without permission is strictly forbidden.
- The specifications for this printer and software provided with the printer are subject to change without prior notice.
- We have done our best to make this manual as complete and accurate as possible, and we ask you to contact your place of purchase. If you find any omissions or mistakes in this manual.
- We can accept no responsibility for loss or damages resulting from the use of this printer or its software; please accept this before you use the printer.

Legal Notice

■ Legal Limitations on the Usage of Your Product and the Use of Images

- It is illegal to reproduce currency, bills, negotiable securities and other documents prohibited by law. Reproduction of such items may be subject to criminal prosecution.
- It is illegal to reproduce legal certificates, licenses, and certain public and private documents prohibited from reproduction by law. Reproduction of such items may be subject to criminal prosecution.
- Please note that intellectual property protected by copyright may not be reproduced without the express permission of the copyright holder except for personal or household use under limited circumstances.

■ Product Name

CX-G2400

■ Users in the U.S.A.

FCC (Federal Communications Commission)

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 shielded cable is required to comply with class B limits in Subpart B of Part 15 of 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 Park, Melville, NY 11747, U.S.A.

TEL No. 1-855-852-2666

Product Recycling

Canon participates in state recycling programs. For information on how to recycle your product, please call 1-800-OK-Canon, or visit usa.canon.com/recycling.

Battery Regulation

For CA, USA Only

Included battery contains Perchlorate Material ---- special handling may apply.

See

<http://www.dtsc.ca.gov/hazardouswaste/perchlorate>
for detail.



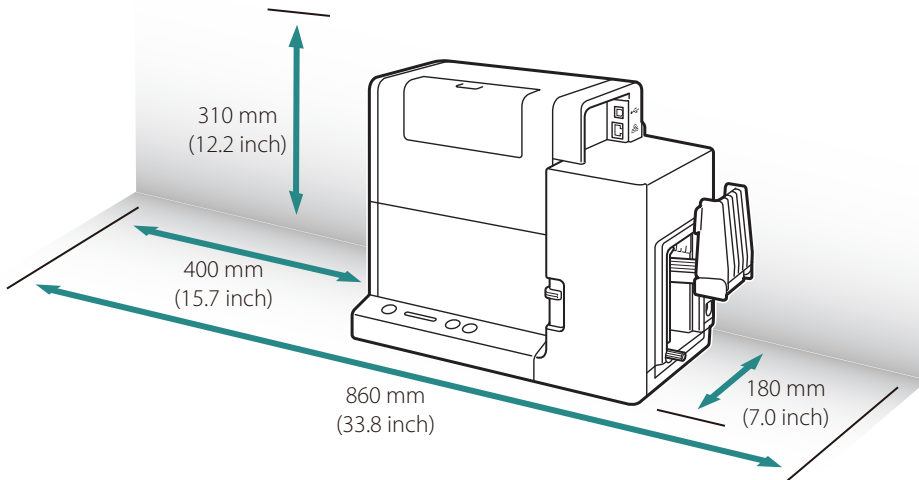
Important Safety Instructions

Prior to using this printer, please read this section ("Important Safety Instructions") thoroughly.

Warnings and important matters are described here to ensure safe use of the product. Do not attempt to operate this printer in any way other than those mentioned in the manual.

■ Installation

- Make sure that there is sufficient space around the printer.



WARNING

- Do not place the following objects on the printer:
 - Necklaces and other metal objects
 - Cups, vases, flowerpots, and other containers filled with water or liquids

If such an object is brought into contact with the electrical parts inside the printer, this could cause a fire or electrical shock. If an object enters the inside of the printer, turn the printer off immediately, disconnect the power plug from the power outlet and contact your place of purchase.

- The electrical contacts inside the printer become extremely hot during normal operation. To avoid causing a fire, do not store flammable substances like alcohol, thinner, etc. near the printer.

CAUTION

- Do not install the printer in the following locations:
 - A damp or dusty location
 - A location exposed to oily smoke or steam; e.g., near a countertop or humidifier.
 - A location exposed to rain or snow.
 - A location exposed to salty wind.
 - A location subject to high temperatures
 - A location near open flames
- Do not place the printer in an unstable location; e.g., on a wobbling or inclined table, or a location subject to frequent vibrations. The printer could fall down or fall over, resulting in personal injury.
- Never place the printer where it will be exposed to rapid changes in temperature, such as indirect sunlight, near an air conditioner, or in a car on a hot day. This could cause a fire or damage to the printer.

IMPORTANT

- Use the printer in the following operating environment:
Operating environment: 15 to 30 degrees Celsius (59 to 86 degrees Fahrenheit)
RH 10% to 80% (with no condensation)
- If the printer is carried into a warm room on a cold day, this could cause condensation inside the printer. If this happens, allow the printer to sit for at least 1 hour at room temperature to adapt to the ambient temperature and humidity.
- To ensure normal operation of the printer and avoid possible damage, do not install the printer near large office equipment or any other type of electrical device that emits a strong magnetic field.

Power Supply

WARNING

- Do not use any power cord and AC adapter other than those supplied with the printer. Do not use the supplied AC adapter for any other product. This could cause a fire or electric shock.
- Do not bring the power cord and AC adapter close to heating appliance. This could melt the cable sheath and cause a fire or electric shock.
- To avoid a fire or electrical shock, do not use an extension cord.
- To avoid a fire or serious electrical shock, connect the printer power cord to an independent power

outlet that is not shared by other equipment or appliances.

- To avoid causing a fire or serious electrical shock, make sure that the power plug is securely and completely inserted into the power outlet.
- Do not damage, break, or modify the power cord and AC adapter. Do not place a heavy object on, heat, or pull the AC cord and the AC adapter. This could cause power leakage from the damaged portion, resulting in a fire or electric shock.
- Do not stress the base of power cord such as wrapping it around the AC adapter. This could cause power leakage from the damaged portion, resulting in a fire or electric shock.
- To avoid personal injury from an electrical shock, do not handle the power cord or plug when your hands are wet.
- To avoid a fire or serious electrical shock, do not knot the power cord or wrap it around itself.
- Disconnect the printer power cord during severe electrical storms. Lightning could cause a fire or severe electrical shock or damage to the printer.

CAUTION

- To avoid damaging the power plug, which could cause a short circuit and cause a fire or electrical shock, do not pull on the power cord to unplug the cord from the power supply. Always grip the plug to remove it from the power supply.
- When disconnecting the AC adapter from the printer, be sure to remove the power plug from the power outlet first. If the connection terminal of the AC adapter is brought into contact with any metallic part when the power plug is still connected to the power outlet, a fire or electric shock could result.
- Always keep the area around the power plug free of obstacles so you can unplug it easily. This allows you to unplug the power cord quickly in an emergency.
- Install this printer horizontally or malfunctions such as errors, no inking, etc. may occur.
- Do not use any power outlet other than the one rated for the printer. This printer is designed to be used in the region where you purchased it. Also, make sure that the power outlet can supply sufficient power for the printer. This could cause a fire or serious electrical shock, or damage the printer.

■ Handling

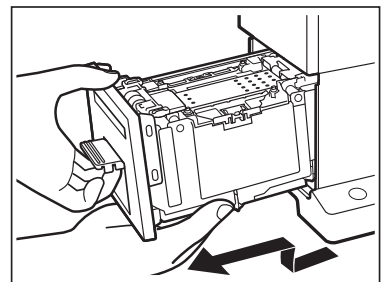
WARNING

- There are high voltage points inside the printer. To avoid a fire or electrical shock, do not attempt to disassemble or repair the printer.

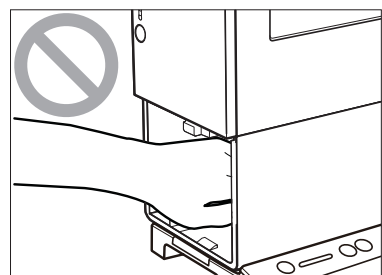
- Do not insert any metal objects into the printer. Also, do not let a metallic piece (clip, staple, etc.), or water and a flammable solvent (alcohol, benzene, thinner, etc.) into the printer. If it is brought into contact with the electric parts inside the printer, a fire or electric shock could result. If an object enters inside of the printer, turn the printer off immediately, disconnect the power plug from the power outlet and contact your place of purchase.
- When abnormal sound, smoke, excessive heat, or strange odor is detected, turn the printer off immediately, disconnect the power plug from the power outlet and contact your place of purchase. Using the printer continuously could cause a fire or electric shock. Do not attempt to repair the printer by yourself. This could cause a fire or serious electrical shock.
- Do not use a flammable spray near the printer. If the sprayed gas is brought into contact with the electric parts inside the printer, a fire or electric shock could result.

CAUTION

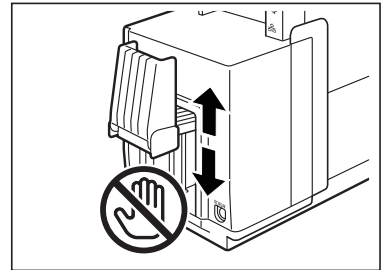
- If the printer is dropped and damaged, turn the printer off immediately, disconnect the power plug from the power outlet, and contact your place of purchase. If you continue to use the printer, this could cause a fire or serious electrical shock.
- If the printer will not be used for a long period of time, for your safety disconnect the power cord from the power outlet.
- Do not place a heavy object on the printer. It could fall down or fall over, resulting in personal injury.
- Keep the power cord, cables, gears, belts, rollers, and electric parts inside the printer out of the reach of children. Otherwise, a personal injury or printer failure could result.
- When pulling the transport unit out of the printer, hold it firmly with both hands so it does not fall.



- Do not put your hands inside the printer. Failure or physical injury could result. Ink adhered inside of the printer could stain clothes or hands.














- When the feeder lift tray is moving, do not touch it. Also, do not insert your hand or place objects below the tray. Doing so can cause injury or malfunction.



✓ IMPORTANT

- Do not open the ink tank cover or transport unit lever, turn the printer off, or remove the power plug from the power outlet while the printer is operating. This could cause a printer failure.
- If the printer is turned off while it is operating (for example, the power plug or AC adapter is disconnected or a blackout occurs), do not pull out the transport unit immediately. Turn the printer on again before performing any operation. Pulling out the transport unit forcibly without turning the printer on again could cause a printer failure.
- Do not place the printer close to TV, radio receiver or loudspeakers, etc. The magnetic field may cause the printer to malfunction, or the printer may interfere with TV/radio reception.

■ Safety-Related Symbols

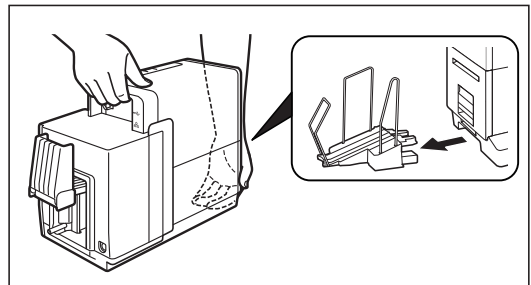
-  Power switch: "ON" position
-  Power switch: "OFF" position
-  Power switch: "STANDBY" position
-  Push-push switch  "ON"  "OFF"
-  Protective earthing terminal
-  Dangerous voltage inside. Do not open covers other than instructed.
-  CAUTION: Hot surface. Do not touch.
-  Class II equipment
-  Moving parts: Keep body parts away from moving parts

NOTE: Some of symbols shown above may not be affixed depending on the product.

■ Moving

! CAUTION

- Before moving the printer, turn it off, remove the power plug from the power outlet, and disconnect the interface cable. Otherwise, the power cord and other cables could be damaged, resulting in a fire or electric shock.
- Before carrying the printer, detach the stacker.
- When carrying the printer, be sure to securely hold the printer with both hands to avoid dropping the printer. In addition, do not hold the printer by the feeder lift tray or stacker, doing so may break the tray or stacker, and cause the printer to drop. This may lead to injury.



- Always hold the printer level and carry it slowly. If ink is spilled inside the printer while moving it, this could cause a fire or serious electrical shock or damage the printer.
- Before moving or shipping the printer, be sure to execute [Moving The Printer] or [Shipping The Printer] from the printer driver.
Moving or Shipping the printer without taking necessary measures could cause ink leak inside the printer, resulting in a fire, electric shock, or printer failure.

■ Maintenance and Inspections

! WARNING

- To avoid a fire hazard, occasionally disconnect the power cord from the printer and the power supply and use a soft dry cloth to clean the cord connectors and the connection points. Leaving the cord plugged in and not cleaned for a long period, especially in an area subject to dust, oil, and high humidity, could cause the insulation material to deteriorate.
- When cleaning the printer, do not use a flammable solvent (alcohol, thinner, etc.). If a flammable solvent is brought into contact with the parts inside the printer, a fire or electric shock could result.
- Check the power cord, power plug and AC adapter regularly. If the following conditions occur, contact your place of purchase, as the condition may cause a fire:
 - There are burn marks on the power plug.
 - The blade on the power plug is deformed or broken.

- The power goes OFF and ON when the power cord is bent.
 - There are cuts, cracks, or indentations on the power cord.
 - The power cord or AC adapter becomes hot.
- Check the power cord, power plug and AC adapter regularly to make sure that they are not handled in the following manner, as this may result in a fire or electrical shock:
 - The connection part of the power plug is loose.
 - The power cord or AC adapter is under a heavy object.
 - The power cord is subjected to stress, for example, it is pulled excessively or secured with staples.
 - The power plug is loose.
 - The power cord is tied in a bundle.
 - The power cord protrudes into a walkway.
 - The power cord or AC adapter is placed in front of heating appliance.

CAUTION

- Before cleaning the printer, be sure to turn it off and remove the power plug from the power outlet. Otherwise, a fire or electric shock could result.

■ Ink Tank and the Maintenance Cartridge

CAUTION

- Always store these items out of the reach of small children. This prevents accidents. If a child accidentally swallows ink, seek medical attention immediately.
- If ink gets into your eyes, wash it out with flowing water immediately. If irritation persists, consult a physician.
- If ink comes into contact with your skin, rinse it off with flowing water immediately. If irritation persists, consult a physician.
- Do not attempt to disassemble or modify the ink tanks. They contain ink, which may leak out and smear your clothes or things around you.

■ Other Warnings

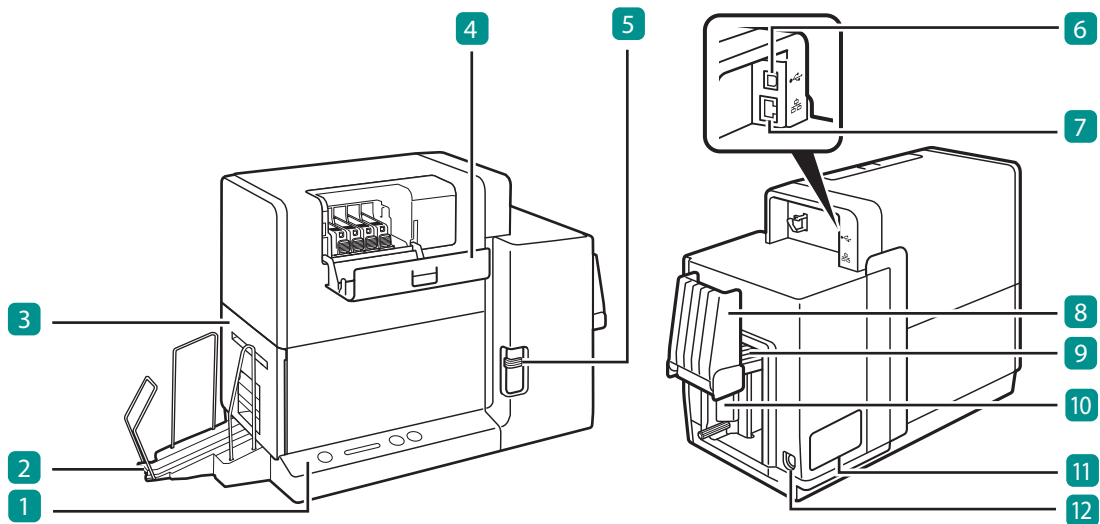
WARNING

For cardiac pacemaker users:

This product emits low level magnetic flux. If you use a cardiac pacemaker and feel abnormalities, please move away from the product and consult your doctor.

Names and Functions of Components

External View



1 Operation Panel (P.14)

Keys for selecting printer operations and lamps indicating printer statuses are provided on this panel.

2 Stacker

Receives printed media output from the printer.

3 Transport Unit (P.13)

Pull this unit out when clearing paper jams or adjusting the paper guides.

4 Ink Tank Cover

Open this cover when replacing ink tanks.

5 Paper Switch Lever

Switch the lever position according to the thickness of the paper to be set.

6 USB Connector

Connect a USB cable to this connector.

7 LAN Connector

Connect a LAN cable to this connector.

8 Auxiliary Tray

Open the tray to set paper. During use, keep the tray closed. When long sheets of paper (paper length of 157 mm (6.18 inch) or longer) is set, keep the tray open during use.

9 Feeder Lift Tray

Load the paper.

10 Side Guide

Adjust the position of this guide according to the paper width.

11 Rating Plate

A serial number for identifying the printer is shown on this plate.

(The serial number is required when you contact customer support or require any sort of printer repairs.)

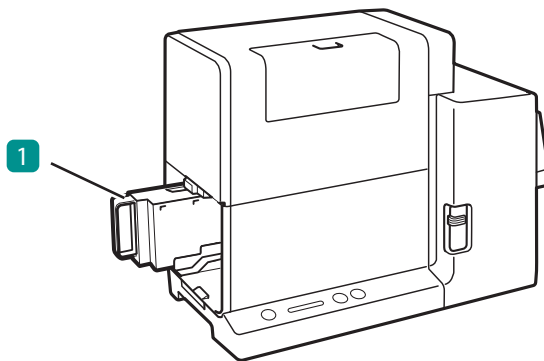
12 Power Socket

Connect the supplied AC adapter to this socket.

✔ IMPORTANT

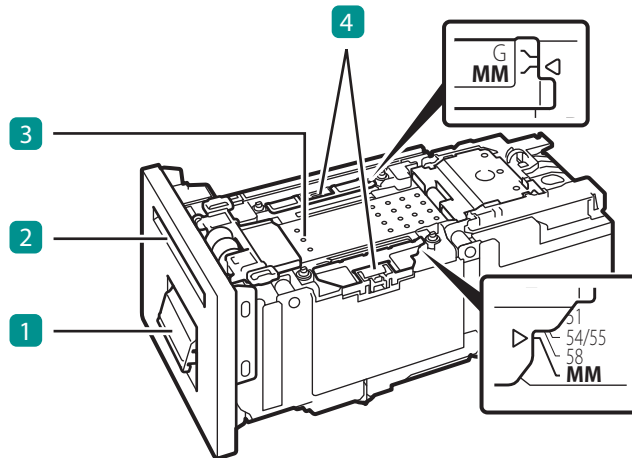
- While the printer is operating, do not open the ink tank cover or the transport unit lever. It could cause a printer failure.

Internal View

**1 Maintenance Cartridge**

Ink used to clean the printhead is collected in this cartridge.

Transport Unit



1 Transport Unit Lever

Open this lever to pull the transport unit out.

2 Ejection Slot

Printed paper is ejected through this slot.

3 Transport Belt

Transports paper here.

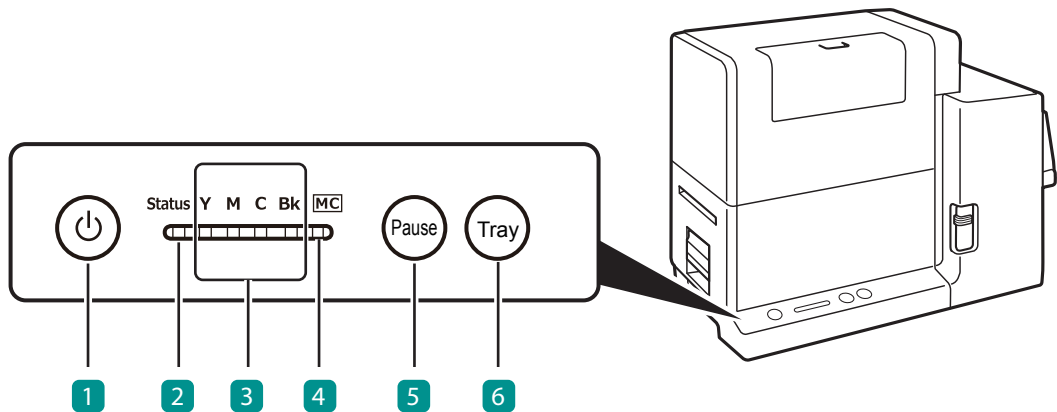
Clean the transport area when stained with paper dust and ink. For how to clean, refer to "Cleaning the Printer" (User's Guide).

4 Paper Guide

This guide holds the paper down to keep it from floating. Normally, set the lever to the MM position for use.

If the guide is stained with paper dust or ink, clean it. For how to clean, refer to "Cleaning the Printer" (User's Guide).

Operation Panel



1 Power Key/Lamp

Press this key to turn on/off the printer. This lamp lights up or blinks depending on the power supply status.

On: The printer is powered on.

Blink: The printer is in sleep mode (power-saving mode).

Off: The printer is powered off.

2 Status Lamp

This lamp lights up or blinks green or orange.

Lit (green): Printing from the computer is possible (online mode).

Blink (green): The printer is processing or operating (printing, cleaning, etc.)

Lit (orange): An operator call error has occurred.

Blink (orange): A service call error has occurred.

Off: Instructions and print data cannot be received from the computer (offline mode).

3 Ink Lamps (Bk/C/M/Y)

Each lamp lights up or blinks when there is no ink available for printing or the ink tank is low.

Lit: There is no ink available for printing or the ink tank is faulty.

Blink: The ink tank is low.

Off: The ink tank is full.

4 Maintenance Cartridge Lamp

This lamp lights up or blinks when there is limited space to collect ink in the maintenance cartridge.

Lit: The maintenance cartridge is full or faulty.

Blink: The maintenance cartridge has limited space.

Off: The maintenance cartridge has free space.

5 Pause Key

Press this key to switch between online and offline modes.

When printing is in progress, pressing this key stops printing temporarily. Pressing this key again resumes printing.



NOTE

- When the printer is in the sleep mode, the Status lamp, Ink Lamps, and Maintenance Cartridge Lamp will remain off regardless of the status of the printer, ink tanks, and maintenance cartridge.

6 Tray Key

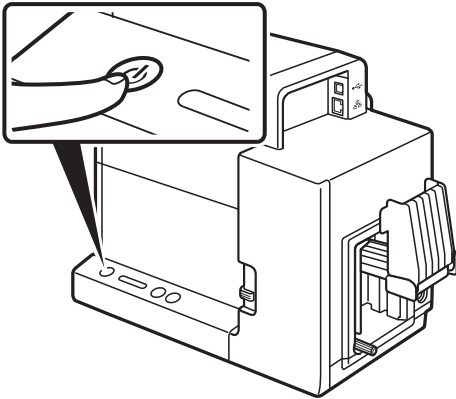
Use this key to move the feeder lift tray upward/downward.

Turning the Printer On/Off

Turn on/off the printer following the procedures described below.

How to Turn the Printer On

- 1 Press the Power key.



- The status lamp will blink (green), and then light up.

NOTE

- **About the Sleep Timer**

The printer will automatically enter sleep mode when a predetermined amount of time elapses without printing. By default, the time is set to 4 minutes.

For details of sleep timer setting, refer to “Changing the Power Settings” (User’s Guide).

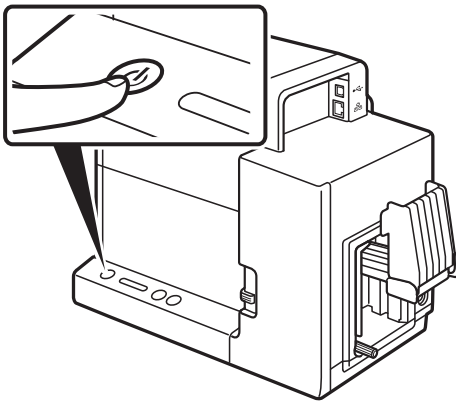
How to Turn the Printer Off

1 Make sure all print jobs are complete.

When the Status lamp is blinking (green), the printer is operating. Make sure the Status lamp lights up (green) before turning the printer off.

2 Press and hold the Power key until the Status lamp turns off.

When the Status lamp is off (offline mode or sleep mode), press and hold the Power key for at least 1 second.



- When the Power lamp stops blinking, the printer is turned off.

✔ IMPORTANT

- Make sure the power lamp is off before removing the power plug. Removing the power plug while the power lamp is lit or blinking could result in a dry print head and paper jams and poor quality prints.
- If the printer will not be used for a long period of time, disconnect the power cord, AC adapter, and interface cable.

📖 NOTE

• About the Off Timer

After switching to sleep mode, if the printer is not in use for 240 minutes (4 hours), the printer will automatically turn off. For details on the off timer setting, refer to “Changing the Power Settings” (User’s Guide).

Loading Paper

✔ IMPORTANT

- Use the dedicated paper. Using other paper could cause blurred or faint printing or have a negative impact on the printer, resulting in a printer failure.

📖 NOTE

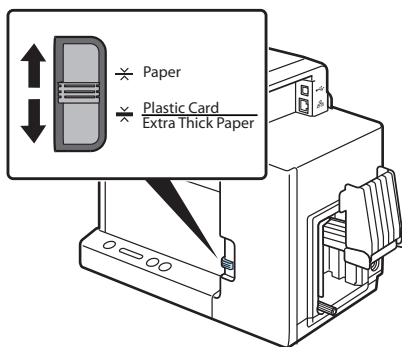
- The following types of paper can be used with this printer:
 - Matte Coated Paper
 - Glossy paper
 - Plastic card

Please contact your place of purchase for paper specifications and availability.

1 Make sure the Power lamp is lit.

If the Power lamp is off, press the Power key to turn the printer on. (P.16)

2 Set the paper switch lever.



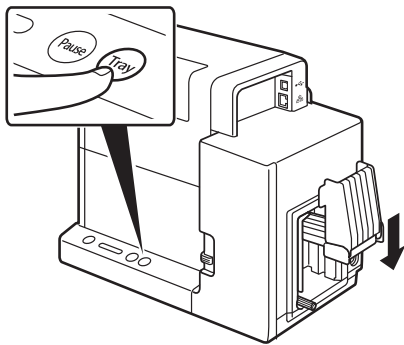
- Set the lever to the appropriate position according to the paper to be printed on.
Plastic card or extra thick paper:
Set it to [Plastic Card/Extra Thick Paper]
Paper other than above:
Set it to [Paper]

✔ IMPORTANT

- Paper will not be fed properly if the paper switch lever is not in the appropriate position.

3 Lower the feeder lift tray.

If the feeder lift tray is already lowered, proceed to step **4**.



1. Press the Tray key.

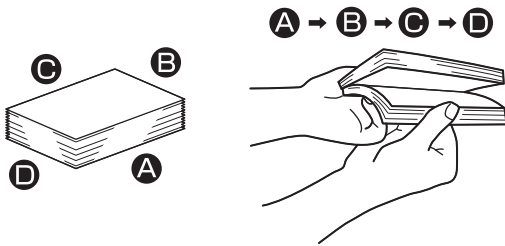
- Wait for the feeder lift tray to stop.

CAUTION

- Do not touch the feeder lift tray when it is moving. Do not insert your hand or place objects below the tray. Doing so can cause an injury or malfunction.

4 Remove the paper from its packaging.

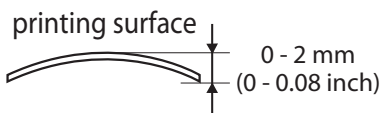
- For business card or card



(Fig.1)



(Fig.2)



1. Flip through the four sides (**A B C D**) of the paper to separate the sheets.

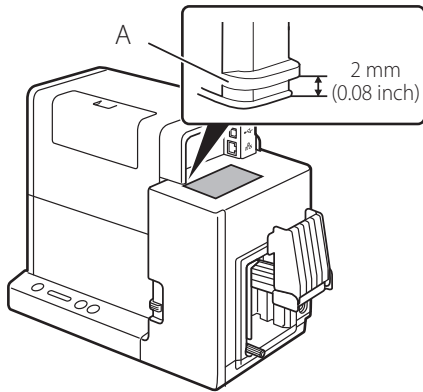
- As shown in the figure, flip through the four sides of the paper thoroughly to remove paper dust.
- Loading the paper after flipping through it prevents multiple sheets from being fed at once.

2. Check the paper curl.

- As shown in the figure, if the paper is placed with the printing surface facing up and the paper is curled upward (Fig.1), fix the curl so that the paper is flat.

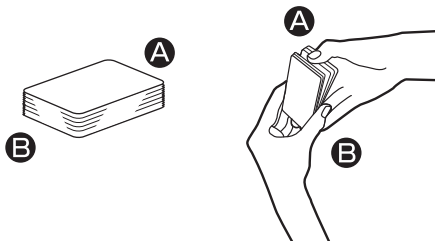
If the paper is curled downward (Fig.2), flatten the paper so that the curl does not exceed 2 mm (0.08 inch).

- Paper that is curled upward can cause paper jams or printing surface rubbing. If the paper is curled, bend in the direction opposite to the curl in order to flatten it.



- It is possible to check the amount of curl in paper that is curled downward with the curl index (A). When you place the paper with the printing surface facing down as shown in the figure, check that the index is not exceeded (the curl is 2 mm (0.08 inch) or less).

- For plastic card

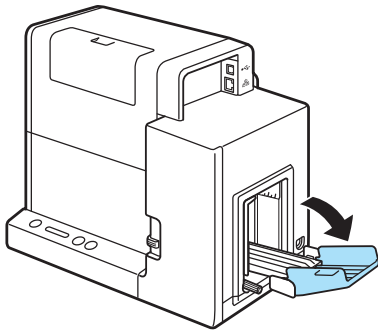


1. Flip through the two short edges (A B) of the card to separate the cards.
- When flipping through the card, do not touch the printing surface with your fingers.
 - Flip through the two short edges of the card thoroughly. If you have difficulty flipping through the cards, flip through small numbers of cards at a time.
 - Loading the card after flipping through it prevent multiple cards from being fed at once.

✔ IMPORTANT

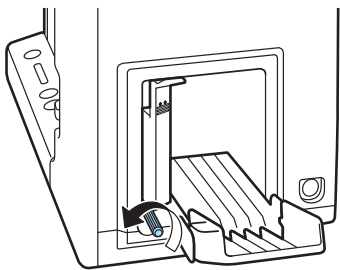
- Depending on the operating environment paper jams or printing surface rubbing may occur. In such a case, adjust the paper guides to the paper width. However, when the paper guides are adjusted to the paper width, micro margin printing is not possible. (P.51)

5 Load paper.



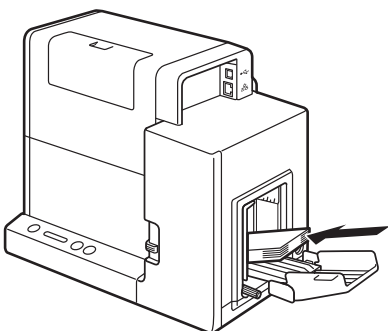
1. Open the auxiliary tray.

- If there is paper in the feeder slot, remove it.



2. Loosen the side guide screw.

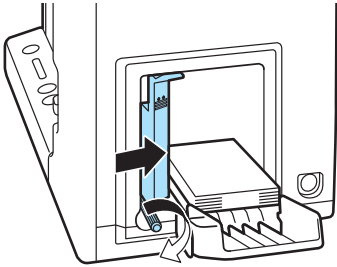
- Please note, if the screw is turned too much, it will come off.



3. Load the paper so that the furthest edge touches the back of the feeder lift tray.

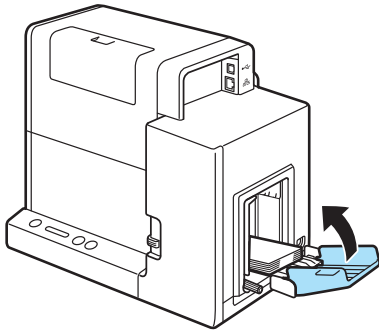
- Align the paper neatly before loading.
- If the paper has front and back sides, the side that you want to print on must face up.
- If the side guides are too narrow, pull them outward and then load the paper.

4. Adjust the side guides to the paper edge, and tighten the screw.



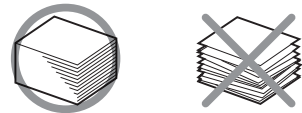
5. Close the auxiliary tray.

- For long sheets of paper (paper length of 157 mm (6.18 inch) or longer):
You do not need to close the auxiliary tray.



✔ IMPORTANT

- Align the edges before loading. Not doing so can cause paper jams.



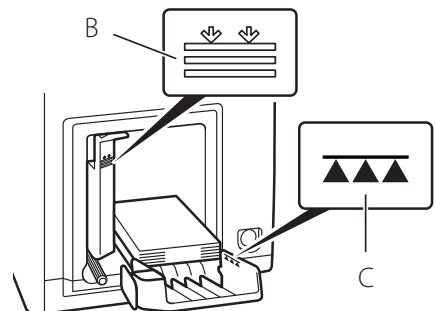
- Check that the height of the paper stack is not exceeding the load limit mark.

Paper length of 91 (3.58 inch) mm or less (business card, etc.):

Can be set up to the load limit mark (arrow) (B).

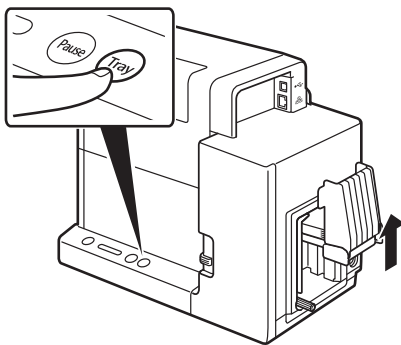
Paper length of 157 mm (6.18 inch) or longer:

Can be set up to the load limit mark (line) (C).



- If a paper feed error occurs, reduce the number of sheets loaded in the tray.
- If the paper is not touching the back of the feeder lift tray, the paper may not be fed properly.
- Fix the side guides in place so that they gently touch the edges of the paper. If they are set too tightly against the paper, the paper may not be fed properly.
- When changing the paper size, adjust the width of the side guides according to the width of the paper. If they are not set properly, the paper may not be fed properly.
- When loading paper, close the auxiliary tray. When loading longer paper (paper length of 157 mm (6.18 inch) or longer) there is no need to close the auxiliary tray.
- When printing on longer paper (paper length of 157 mm (6.18 inch) or longer), remove the printed paper frequently. Continuing to print without removing the printed paper can cause paper jams or printing failure.

6 Raise the feeder lift tray.



1. Press the TRAY key.

- Wait for the feeder lift tray to stop.
- If the power lamp is blinking, press the Power key to turn the printer on. (P.16)

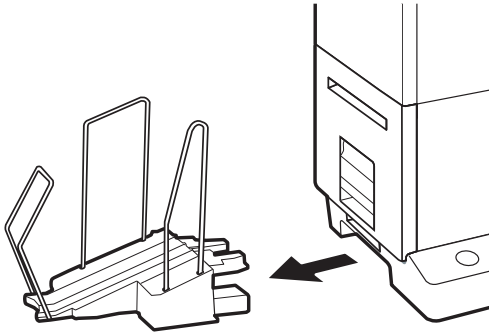
CAUTION

- Do not touch the feeder tray lift when it is moving. Doing so can cause injury or malfunction.

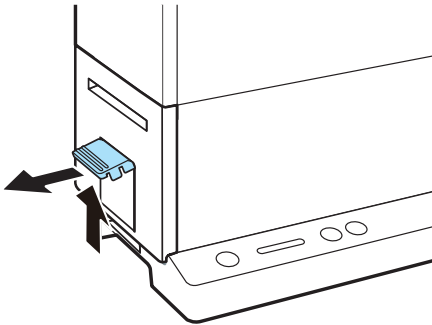
IMPORTANT

- Do not adjust the side guides after the tray has been raised. Doing so can cause paper jams.

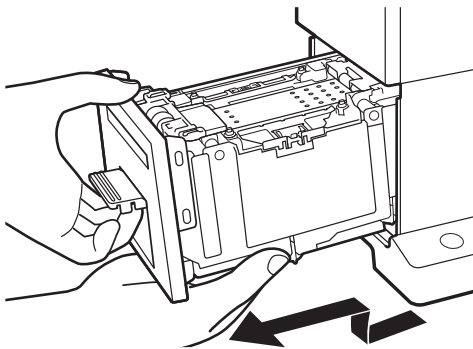
7 Check the paper guide positions.



1. Remove the stacker if it is used.



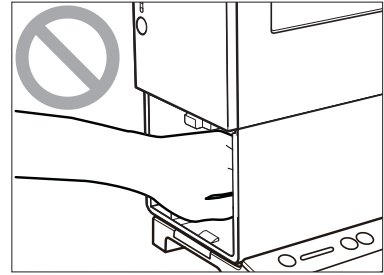
2. Raise the transport unit lever, and pull the transport unit out.



3. Pull the transport unit out with both hands as shown in the figure.

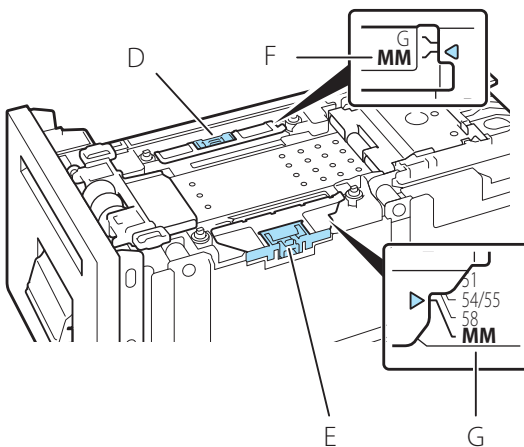
⚠ CAUTION

- When pulling the transport unit out of the printer, hold it firmly with both hands so it does not fall.
- Do not put your hands inside the printer. Failure or physical injury could result. Ink adhered inside of the printer could stain clothes or hands.



✓ IMPORTANT

- When pulling the transport unit out of the printer or inserting it in the printer, be careful not to hit it strongly against the table or shelf. The surface of the table or shelf could be damaged.

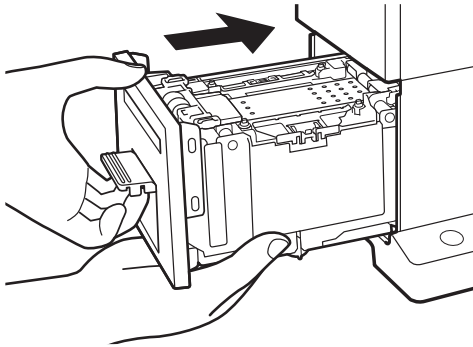


4. As shown in the figure, check that the paper guides are set to the MM position.

- While holding the paper guides (D and E) with your fingers, adjust them to the paper width indexes (F and G). For example, the figure on the left shows adjustment to guide position MM.

✓ IMPORTANT

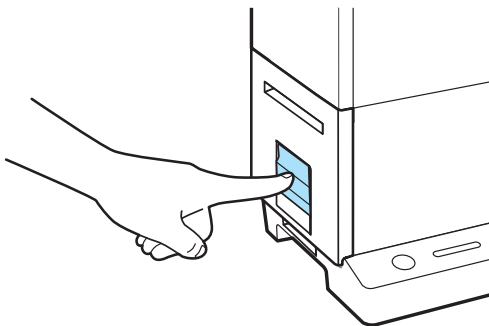
- When performing micro margin printing, be sure to set the paper guides to the MM position. Otherwise, the transport belt, paper guides, or other areas may be stained with ink. If a stain occurs, clean the transport unit, refer to "Cleaning the Printer" (User's Guide).
- Normally, there is no need to set the paper guides to positions other than MM. You only need to adjust the paper guides to the paper width when paper jams or printing surface rubbing does not improve. (P.26)



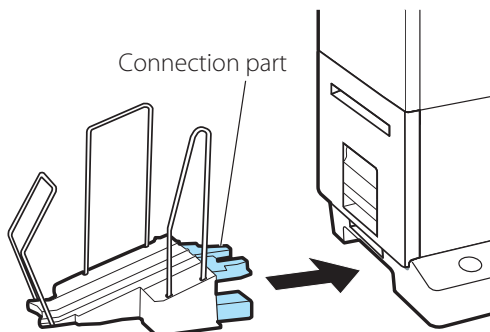
5. Slowly insert the transport unit as far as it will go.
 - As you do this, be careful not to touch the paper guides doing so will change their positions.

! CAUTION

- When returning the transport unit back inside the printer, be careful not to get your fingers caught between the transport unit and the inside of the printer.

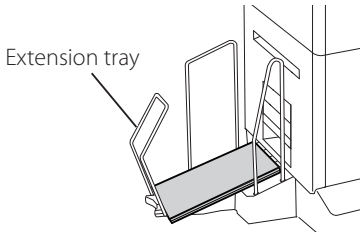


6. Push the transport unit lever until it clicks.

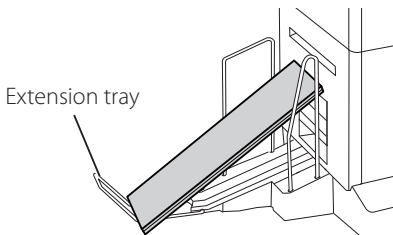


7. When using the stacker, install it back to the correct position.
 - Insert the connection part of the stacker straight into the slot of the printer.

- For paper with the length of 91 mm (3.58 inch) or less



- For paper with the length of 157 mm (6.18 inch) or more

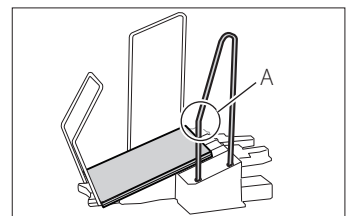


8. Set the extension tray according to the paper to be printed on.

- For paper with the length of 91 mm (3.58 inch) or less (business card, etc.), use the stacker with the extension tray at the standing position.
- For paper with the length of 157 mm (6.18 inch) or more, use the stacker with the extension tray at the open position.

✔ IMPORTANT

- If the printer will not be used for a long period of time, remove paper from the printer to prevent it from discoloring and curl. Put the removed paper in its original plastic bag or box, and store it in a place which is not exposed to high temperature, high humidity, and direct sunlight.
- It is recommended that unpacked paper be used up first.
- If you change to paper of different type or size, change the printer driver setting. Printing on paper of a wrong size could make the stain on the transport belt, paper guides, or other areas. If the stain occurs, clean the transport unit, refer to "Cleaning the Printer" (User's Guide).
- Store the transport unit in the printer.
- Install the stacker on a platform such as a table on which the printer is installed.
- Be sure to insert the connection part of the stacker in all the way. If it is not attached properly, a paper jam may occur.
- To maintain print quality, do not attach or detach the stacker while the printer is running.
- Stacking capacity of the business card is 250 sheets. (thickness 0.245 mm (9.64 mil)) If the printer keeps running till the stacker is full, it may cause a paper jam.
- When printing pictures or characters on paper with the length of 91 mm (3.58 inch) or less (business card, etc.), the edges of sheets of paper stacked in the stacker may not be aligned properly. To prevent paper jams, as a guideline, remove the printed paper when it reaches position A in the figure.



How to Print

Making Prints

This section explains how to micro margin printing using Business Card 55.0 x 91.0 mm (2.17 x 3.58 inch) Matte coated paper.



NOTE

- The micro margin printing is a function to print with a minimum margin (Top/Bottom/Left/Right: 0.3 mm (0.01 inch)).
- The printing procedure may be different depending on the application software you use. For more details, refer to the Instruction Manual that comes with your application software.
- Take care that the computer does not allow to enter a sleep state during printing. The printer is designed to discard data received from the computer when the computer returns from a resting or sleep state to an operating state.

Selecting "Never" in the [Power and Sleep] or [Power & battery] will prevent the computer from entering a sleep state. Follow the procedure below to open the Windows Power settings.

- Windows 11
Selecting Start -> Settings -> System -> Power & battery -> Power -> Screen and sleep
- Windows 10
Selecting Start -> Settings -> System -> Power and sleep

1 In the application software, set the paper size of the document.



IMPORTANT

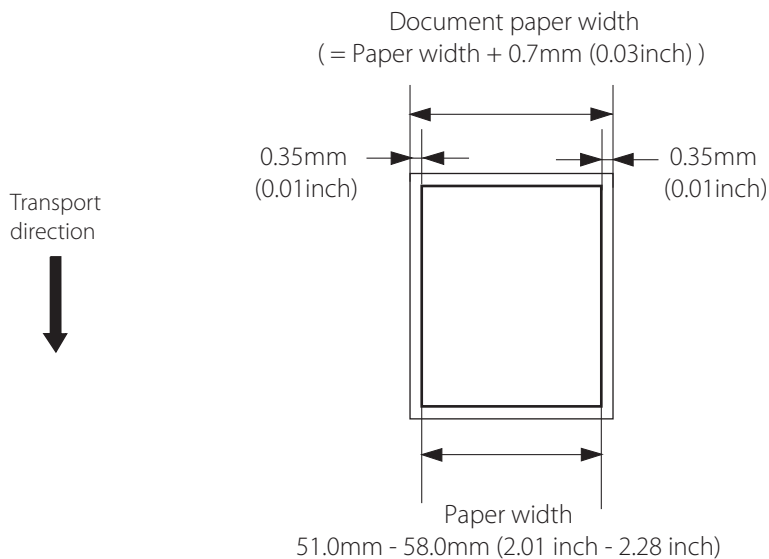
- For instructions on how to check the paper size specified in the printer driver, refer to the Instruction Manual that comes with your application software.
- If you can set the margin on your application software, set all margins to "0."

 **NOTE**

- If the paper size cannot be obtained from the printer driver, follow the procedure below to set the document paper size. In micro margin printing, create the document larger than the actual paper size.

- Document paper width

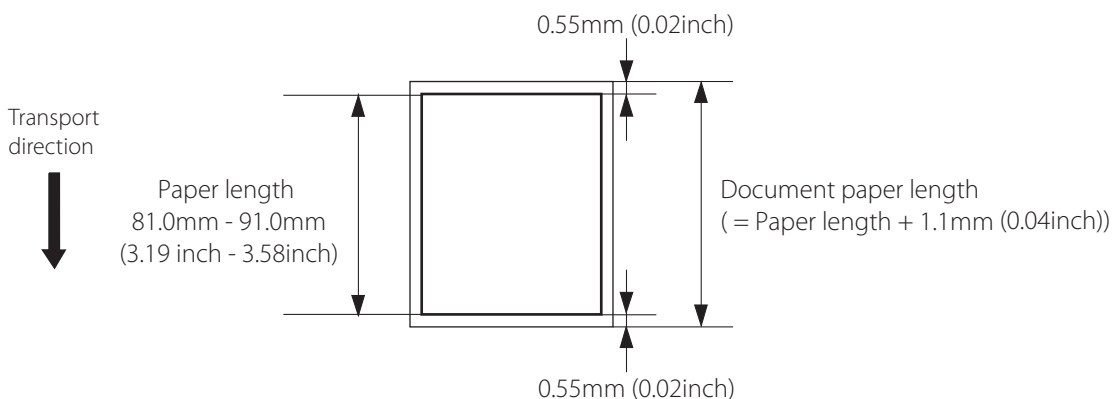
Set the paper width 0.7 mm (0.03 inch) wider than the actual width.



- Document paper length

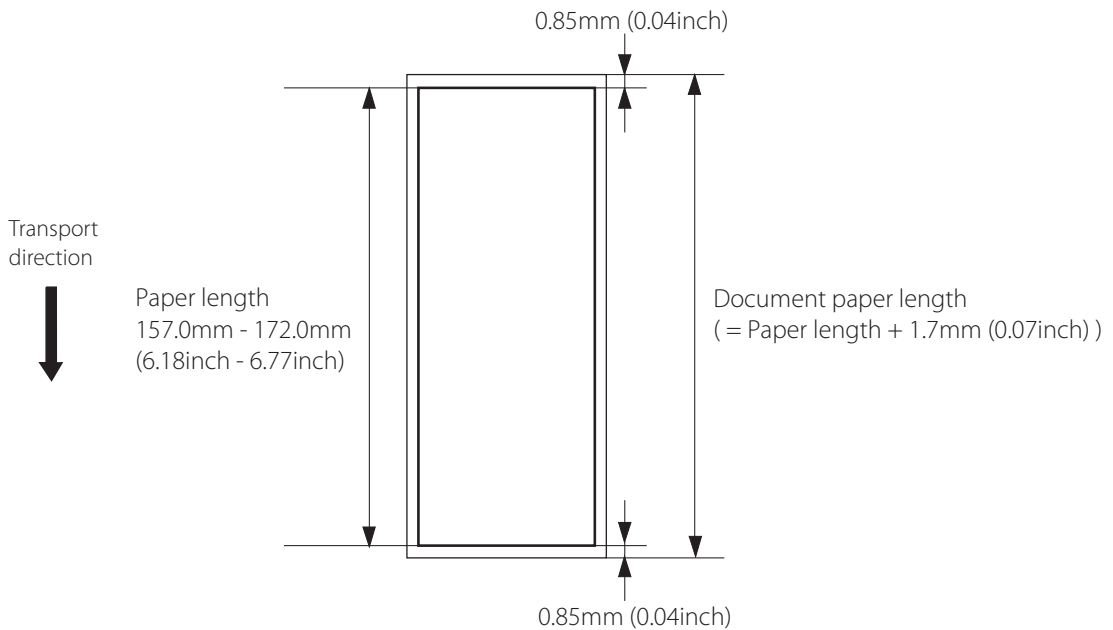
When the 81.0 mm - 91.0 mm (3.19 inch - 3.58 inch):

Set the paper length 1.1 mm (0.04 inch) longer than the actual length.



When the 157.0 mm - 172.0 mm (6.18 inch - 6.77 inch):

Set the paper length 1.7 mm (0.07 inch) longer than the actual length.



2 To the paper size, create a document.

✓ IMPORTANT

- Printing does not take place in the region outside the printing area, which is, by default, 0.3 mm (0.01 inch) smaller on all sides than the actual paper size.

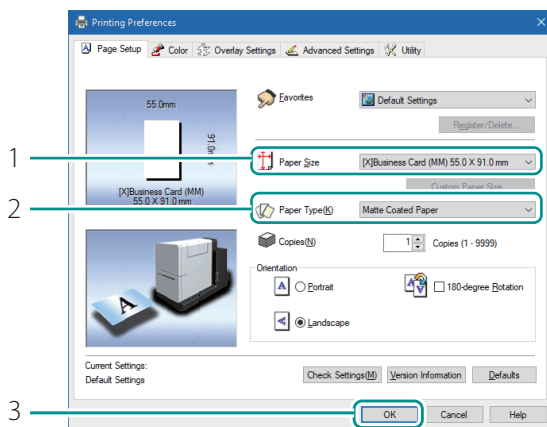
3 Open the document you want to print and then the [Print] dialog box.

Select [Print] from the [Files] menu (or the toolbar) of the application software.

4 Open the printer driver setup window.

Select [Canon CX-G2400], and then click [Preferences] or [Properties].

5 Set the paper size and type.



1. Select the paper size.

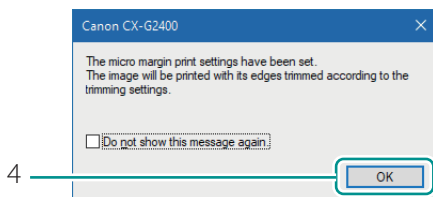
- Select [[X]Business Card(MM) 55.0 x 91.0 mm].

2. Select the paper type.

- Select [Matte].

3. Click [OK].

- A confirmation message appears.



4. Click [OK].

- Closing the printer properties window displays a message about the paper guide position. To prevent this message from being displayed, check the "Do not show this message again." check box and then click [OK].

- To allow this message to be displayed again, you need to reinstall the printer driver. For the printer driver installation procedure, refer to the "Setup Guide."

IMPORTANT

- The mark in front of the paper size indicates the following. Select the paper size appropriate for the printing procedure.

[X] Paper size for micro margin printing (feature for printing with reduced margin)

[#] Paper size for micro margin printing on rounded corner paper

[] Paper size for normal printing

- Selecting the wrong paper size could stain the transport area and paper guides. For how to clean, refer to “Cleaning the Printer” (User’s Guide).

 **NOTE**

- Selecting the wrong paper type could result in poor quality prints.

6 Click [Print] in the [Print] dialog box.

Printing will begin.

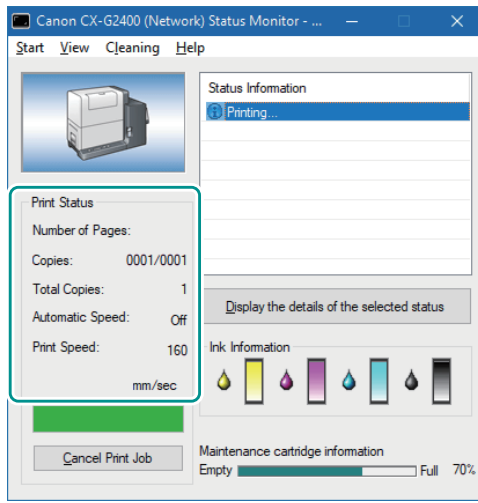
 **IMPORTANT**

- While the printer is printing, keep the following precautions:
 - Do not open the ink tank cover and transport unit lever. It could cause a printer failure.
 - Do not give a shock or vibration to the printer. It could cause a paper jam or printing failure.
- Prior to starting printing, check that the paper set in the printer is the same as the paper set with the printer driver in terms of size, shape and type.
- Do not pull the paper during printing through the ejection slot. It could cause a printing failure.
- If the printer is turned off while it is operating (for example, the power plug or AC adapter is disconnected or a blackout occurs), do not draw out the transport unit immediately. Turn the printer on again before performing any operation. Drawing out the transport unit forcibly without turning the printer on again could cause a machine failure.
- If the application software and printer driver have the same setting items such as Paper Size, Orientation, and Copies, the settings made by the application software may be given priority.
- The print settings made by the application software are used only by this application software. To make print settings which can be commonly used by multiple application software, open the [Printers & scanners] folder. For more details, refer to “Configuring Print Settings” (User’s Guide).
- If the paper size you want to select is not found in the list, set the Custom Paper Size (or the Customize). For more details, refer to “Printing with the Custom Paper Size” (User’s Guide).
- Do not print outside the printable area of the dedicated paper.
- For details setting of micro margin printing, refer to “Setting Micro Margin Printing” (User’s Guide).

 NOTE

- **Checking the Current Printing Status.**

The status monitor allows you to check the printing status.



[Number of Pages]

The number of the page currently being printed is displayed.

[Copies]

The progress of printing of each page is displayed.

For example, when the printer is set so as to print ten copies of a document consisting of three pages, "0001/0010" to "0010/0010" are displayed sequentially during printing of the first page.

The progress bar shows the number of printed copies of each page.

[Total Copies]

The total number of copies which have been printed by the current job is displayed.

[Automatic Speed]

Whether the automatic speed function is turned ON or OFF is displayed.

[Print Speed]

The currently set print speed is displayed.

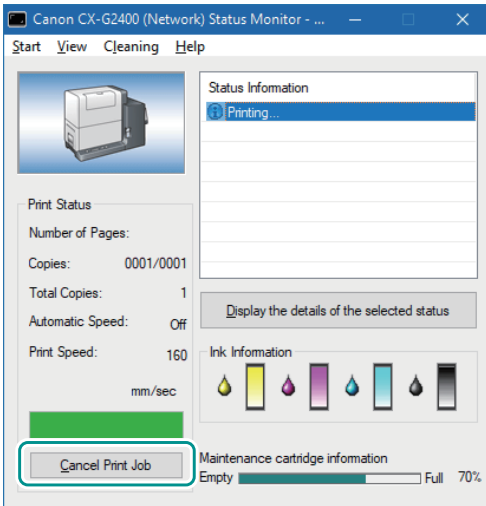
- **Displaying Help Topics**

Displaying help topics from the Settings screen of the printer driver allows you to read descriptions of functions and setting procedure.

- To read detailed descriptions of functions and setting procedure
When you want to read detailed description of printer driver functions and setting procedure, click [Help] on the Settings screen of the printer driver.
- To read the description of a setting item
Right-click on the character string of the setting item, and then click [Help].

Cancel Printing

To cancel printing, click [Cancel Print Job] on the status monitor.



When printing stops, paper is moved to the cutting position to be cut. The current print job and jobs that are processing or receiving data in the printer are also canceled. In addition, all print data in process in the computer are canceled.

NOTE

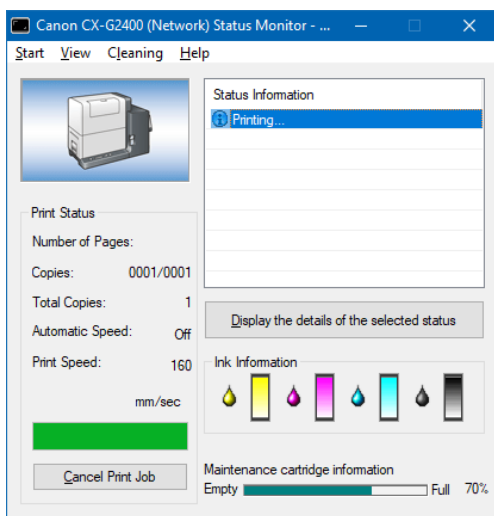
- **Stop Printing Temporarily**

To stop printing temporarily, press the Pause key on the operation panel.

- Besides the Status Monitor, you can cancel printing from the Print Queue window (a window in which print jobs are registered). Follow the steps below to open the Print Queue window.
 1. Click the search icon on the taskbar, type "Printers & Scanners" in the search box on the taskbar.
 2. Click [Printers & scanners].
 3. Select [Canon CX-G2400] > [Open queue].

How to Check the Printer Status

The status monitor allows you to check the current status of the printer, print status, ink information, and maintenance cartridge information.



NOTE

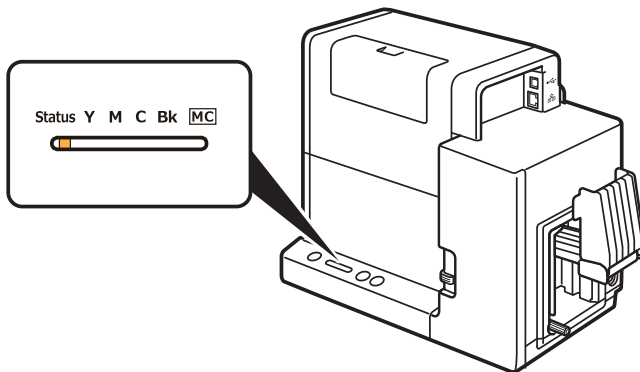
- Select the message displayed in the [Status Information] field, and then click [Display details of selected status]. An additional screen will open, allowing you to know details of the message and how to handle the error. For details of the error and warning messages displayed on the status monitor, refer to “List of Error Messages/ Warning Messages” (User’s Guide).
- By default, the status monitor automatically appears when printing begins. Refer to “Checking the Printer Status” (User’s Guide) for information on how to activate the status monitor and update display settings.
- The status monitor will pop up automatically when an error occurs.

Troubleshooting

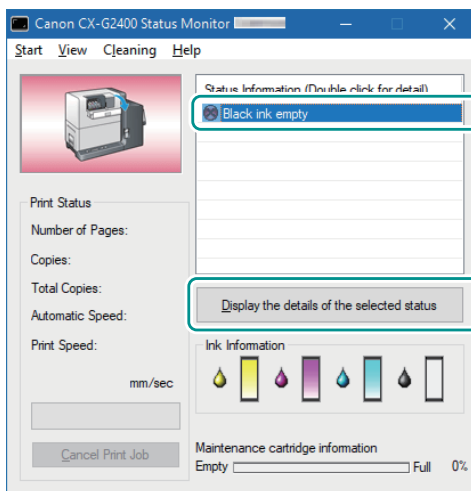
If problems persist after trying these procedures, contact your place of purchase.

Status Lamp Lights up Orange

When an error occurs in the printer that requires attention, the Status Lamp on the Operation Panel will light up orange (operator call error).



The error details and actions required can be confirmed with the Status Monitor. After selecting the message in [Status Information], click [Display the details of the selected status] (Alternatively, double-click the message of the [Status Information]).

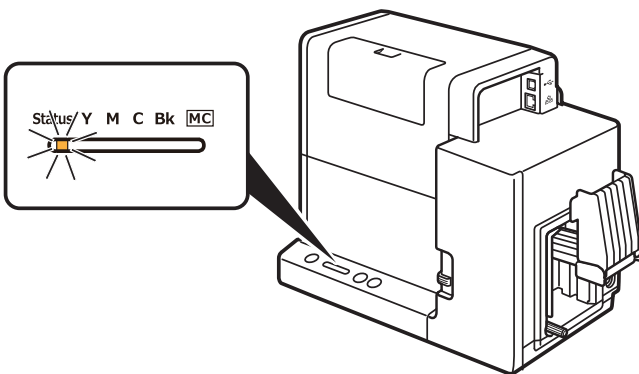


✔ IMPORTANT

- For information on the details of the messages displayed on the Status Monitor and how to deal with errors, refer to “List of Error Messages/Warning Messages” (User’s Guide).
- When error messages are displayed, the printer will automatically go offline. Depending on the type of error, even after handling the error, there are cases where it will not go online automatically. In this case, press the pause key and bring it online.
- If multiple errors occur simultaneously, the errors will be shown in order from the importance. Handle all of the errors.

Status Lamp Is Flashing Orange

When an error occurs in the printer and normal operation is not possible, the Status Lamp of the Operation Panel will flash orange (service call error).



Handle accordingly:

- 1 Turn the printer off. (P.17)
- 2 After the Power Lamp goes off, turn the power on again. (P.16)
- 3 If an error occurs after turning on the printer again, contact your place of purchase and provide them with the error number (4 digits) displayed on the Status Monitor.

Power Does not Turn on

Points to Confirm	Solution
Is the AC adapter and power cord properly connected?	After confirming that the AC adapter and power cord are properly connected, insert the power plug firmly into the power outlet.
Is the power outlet supplying electricity?	Try plugging in other electric appliances. If it works properly, a printer failure is possible. Contact your place of purchase.

Printing Does not Start/Complete

Points to Confirm	Solution
Did an error occur?	Double-click the message of the [Status Information] displayed on the Status Monitor and operate according to the directions given.
Is it connected to the computer?	Connect the computer and the printer correctly with the interface cable.
Is the correct printer selected?	Select the printer to be used with the [Printing] dialog box.
Are you printing a large image?	If the Status Lamp (green) is flashing, the data is still being processed, stand by.
Are you printing for long periods of time?	When printing for a long period of time, the print head temperature will rise. To protect the head, printing operations will be interrupted. After a while printing will resume.
Did the test pattern print?	From [Utility] window of the printer driver, try performing the print out of a head position adjustment pattern or print the configured values. If printed, confirm the configuration and operation procedures of the application software and confirm the contents of the data to be printed.
Are there problems occurring with the computer?	Print after restarting the computer. Also, delete any print jobs left over when starting.

Points to Confirm	Solution
Is the computer's configuration for suspend or sleep state set to something other than "Never"?	Selecting "Never" in the [Power and Sleep] or [Power & battery] will prevent the computer from entering a sleep state. (P.29)
Is "no ink" displayed even though an ink tank with remaining ink is installed?	Reinstall the ink tank.
Are the port settings correct?	<p>Follow the steps below to confirm the port settings:</p> <ol style="list-style-type: none"> 1. Click the search icon on the taskbar, enter [Printers & scanners] in the search box. 2. Click [Printers & scanners]. 3. Select [Canon CX-G2400] > [Manage] > [Printer Properties]. <ul style="list-style-type: none"> - For Windows 11 Select [Canon CX-G2400] > [Printer Properties]. <p>The properties window will appear.</p> 4. Click on the [Ports] tab and confirm that the port is correctly selected. e.g.) For USB connection: USBnnn ("nnn" represents numbers) For network connection: CFTnnnnnn@MDL ("n" represents the last six digits of the printer's Mac address, and MDL is the printer's model name.) If the setting is incorrect, set it correctly. If the port to be used is not available, uninstall the printer driver and install the printer driver again. 5. Click [OK].

Points to Confirm	Solution
<p>(When you are connected within a network environment)</p> <p>Are the printer and computer configured on the same network?</p>	<p>Make sure that the computer and this printer are installed on the same network following the steps below:</p> <p>(Confirming the IP address)</p> <ol style="list-style-type: none"> 1. Confirm this printer's IP address. Open the network settings. When the network settings open, the printer used will be detected and the configured IP address will be displayed. 2. Confirm the computer's IP address. <ol style="list-style-type: none"> 1) Enter "cmd" in the "Search the WEB and Windows" of the Desktop. 2) In the window started, enter "ipconfig/all". 3) After confirming the IP address, close the screen. <p>Once you have confirmed the IP addresses, if the printer and computer are not on the same network, change the printer's IP address according to the following steps and add a new port.</p> <p>(Changing the printer's IP address)</p> <p>Open the network settings and change the printer's IP address.</p> <p>(Adding a new port)</p> <ol style="list-style-type: none"> 1. Click the search icon on the taskbar, enter [Printers & scanners] in the search box. 2. Click [Printers & scanners]. 3. Select [Canon CX-G2400] > [Manage] > [Printer Properties]. - For Windows 11 Select [Canon CX-G2400] > [Printer Properties]. The properties window will appear. 4. Click on the [Ports] tab and click [Add port]. 5. Select [CNUS Network Port] and click [New Port...]. The [CNUS Network Port] dialog box will be displayed. 6. Click [Detect Printers]. This printer will appear in [List of Printers]. If this printer is not displayed, click [Limit detect area] and search for the IP address. 7. Enter the new port name in the [Output]. 8. Click [OK].

Points to Confirm	Solution								
<p>(When you are connected within a network environment)</p> <p>Is communication with the printer enabled?</p>	<p>The port number and protocol that the printer uses for communication are set as follows. Use these settings as references.</p> <table border="1" data-bbox="528 459 1022 618"> <thead> <tr> <th data-bbox="528 459 742 498">Port number</th> <th data-bbox="742 459 1022 498">Protocol</th> </tr> </thead> <tbody> <tr> <td data-bbox="528 498 742 537">50000</td> <td data-bbox="742 498 1022 537">TCP</td> </tr> <tr> <td data-bbox="528 537 742 575">50001</td> <td data-bbox="742 537 1022 575">TCP/UDP</td> </tr> <tr> <td data-bbox="528 575 742 618">50002</td> <td data-bbox="742 575 1022 618">UDP</td> </tr> </tbody> </table>	Port number	Protocol	50000	TCP	50001	TCP/UDP	50002	UDP
Port number	Protocol								
50000	TCP								
50001	TCP/UDP								
50002	UDP								

Paper Does not Feed Properly

Points to Confirm	Solution
<p>Is the dedicated paper being used?</p>	<p>Use dedicated paper. Do not use paper other than dedicated paper. It can cause paper jams and malfunctions.</p>
<p>Is the paper switch lever set properly?</p>	<p>Check that the paper switch lever is set to the appropriate position according to the paper to be printed on. (P.18)</p>
<p>Is the paper leading edge folded or is the paper curled?</p>	<p>If the paper leading edge is folded or the paper is curled, the paper will not feed properly. Also, it can cause paper jams and malfunctions.</p> <p>Flatten the paper. If the paper cannot be flattened, adjust the paper guides to the paper width, and then print. (P.51)</p>
<p>Are the paper guides set properly?</p>	<p>Check that the paper guides are set to the MM position. (P.26)</p> <p>If the paper guides are adjusted to the paper width, check that the guides are set properly. If the paper guides are set narrower than the width of the set paper, paper jams could result. (P.51)</p>
<p>Is the transport unit or pick-up roller stained?</p>	<p>If the transport unit or pick-up roller is stained with paper dust or ink, paper jams are more likely to occur. Clean them regularly. Refer to "Cleaning the Printer" (User's Guide).</p>
<p>Has the maximum number of sheets that can be set been exceeded?</p>	<p>Check the maximum number of sheets. (P.23)</p>

Improving the Print Quality

Condition	Solution
Streaks appear on the print.	<p>Confirm that the paper set (size, shape, and type) matches the paper (size, shape, and type) configured by the application software or printer driver.</p>
	<p>Set the resolution to [Input resolution 1200dpi] (prioritize image quality) and then print. Refer to "Changing the Print Quality and Adjusting the Color" (User's Guide).</p>
	<p>If you are using the printer at low temperature (Room temperature is 14 degrees Celsius (57 degrees Fahrenheit) or lower) : Open the [Utility] tab in the printer driver and then select the [Low Temperature Print Mode] in the [Special Settings]. Refer to "Changing the Special Settings of the Printer" (User's Guide).</p>
Areas aren't being printed on completely.	<p>Confirm that the paper set (size, shape, and type) matches the paper (size, shape, and type) configured by the application software or printer driver.</p>
	<p>Clean the printhead. Refer to "Cleaning the Printhead" (User's Guide).</p>
The printing is blurred.	<p>Confirm that the paper set (size, shape, and type) matches the paper (size, shape, and type) configured by the application software or printer driver.</p>
	<p>Clean the print head. Refer to "Cleaning the Printhead" (User's Guide).</p>
	<p>If you are using the printer at low temperature (Room temperature is 14 degrees Celsius (57 degrees Fahrenheit) or lower) : Open the [Utility] tab in the printer driver and then select the [Low Temperature Print Mode] in the [Special Settings]. Refer to "Changing the Special Settings of the Printer" (User's Guide).</p>

Condition	Solution
<p>The color deviation appears on the print.</p>	<p>Confirm that the paper set (size, shape, and type) that displays color deviation matches the paper (size, shape, and type) configured by the application software or printer driver is the same.</p>
	<p>Adjust the position of the printhead. Refer to "Adjusting the Printhead Position" (User's Guide).</p>
	<p>Set the resolution to [Input resolution 1200dpi] (prioritize image quality) and then print. Refer to "Changing the Print Quality and Adjusting the Color" (User's Guide).</p>
	<p>If you have several printers, check that you have not changed the printer and transport unit combinations. Because accurate adjustments are made between each printer and its transport unit, it is not possible to use a transport unit of another printer.</p>
<p>The halftone representation is coarse.</p>	<p>Open [Color] sheet of the printer driver, and set the [Half-tone] to [Error Diffusion]. Refer to "Changing the Print Quality and Adjusting the Color" (User's Guide).</p>
<p>The area around characters or the layer areas appear uneven.</p>	<p>Open the printer driver's [Color] sheet and set the [Half-tone] to [Error Diffusion]. Refer to "Changing the Print Quality and Adjusting the Color" (User's Guide).</p>
	<p>Confirm that the paper set (size, shape, and type) matches the paper (size, shape, and type) configured by the application software or printer driver.</p>
<p>During micro margin printing, the print position and margins are off alignment.</p>	<p>Adjust the print position and trimming position for micro margin printing. Refer to "Setting Micro Margin Printing" (User's Guide).</p>
	<p>If you have several printers, check that you have not changed the printer and transport unit combinations. Because accurate adjustments are made between each printer and its transport unit, it is not possible to use a transport unit of another printer.</p>

Condition	Solution
<p>Overall appearance of the print is poor.</p>	<p>Use dedicated paper. When paper other than dedicated paper is used the print quality may be low. Also, it may cause paper jams and malfunctions.</p>
	<p>Verify that the paper set (size, shape, and type) matches the paper (size, shape, and type) configured by the application software or printer driver.</p>
	<p>Set the resolution to [Input resolution 1200dpi] (prioritize image quality) and then print. Refer to “Changing the Print Quality and Adjusting the Color” (User’s Guide).</p>
<p>Printed paper is wavy and rubbing marks are left on the paper.</p>	<p>Verify that the paper set (size, shape, and type) matches the paper (size, shape, and type) configured by the application software or printer driver.</p>
	<p>Flatten the paper so that the curl. If the paper cannot be flattened, adjust the paper guides to the paper width, and then print. (P.51)</p>
<p>The color printed differs from the color on screen.</p>	<p>Open [Color] sheet of the printer driver, and adjust the settings for image quality and color. Refer to “Changing the Print Quality and Adjusting the Color” (User’s Guide).</p>
	<p>Verify that the [Advanced display settings] (or [Advanced display]) and [Color Management] are correctly configured in the control panel of the computer used. Especially if the type of display or gamma factor is wrongly configured, the proper color will not be displayed.</p>
<p>Cyan ink is mixed on the first print after installing printer. (Cyan ink is used for factory inspection.)</p>	<p>Perform strong cleaning. Refer to “Cleaning the Printhead” (User’s Guide).</p>
<p>The colors are wrong or colors mixed.</p>	<p>Any ink tank may be installed incorrectly. If any ink tank is installed incorrectly, ink colors may be mixed. In this case, execute [Shipping The Printer] from the printer driver so that remove ink from the print head. Refer to “Shipping the Printer” (User’s Guide).</p>

Condition	Solution
<p>The back of the printer gets stained.</p>	<p>Printing on paper that is the wrong size could stain the transport belt, paper guides, or other areas. Confirm that the size of the set paper and the [Paper Size] configured by the application software or printer driver are the same.</p> <p>If the transport belt, paper guides, or other areas are stained, clean the transport unit. Refer to “Cleaning the Printer” (User’s Guide).</p>
	<p>Open [Utility] sheet of the printer driver and print after setting [Reduce smudge on media edge] from [Special Settings].</p> <p>Refer to “Changing the Special Settings of the Printer” (User’s Guide).</p>
	<p>The paper may be curled. Flatten the paper. If the paper cannot be flattened, adjust the paper guides to the paper width, and then print.</p> <p>(P.51)</p>
	<p>The sheets may be stacked before the printed surface is dry. Open [Utility] sheet of the printer driver, and enable [Print&Hold Mode] in [Special Settings]. This will stop the paper at the ejection slot one sheet at a time.</p> <p>Refer to “Changing the Special Settings of the Printer” (User’s Guide).</p>
<p>The margin of the final print is too small or large.</p>	<p>Configure the paper size set by the application software or printer driver as follows:</p> <p>When the margin is small or when images on the edge of the paper are missing:</p> <p>Decrease the [Paper Length] and adjust the image according to the paper size changed.</p> <p>Also, if images on the edge of the paper are missing, verify that the transport area is clean before printing. If stained, clean the transport unit.</p> <p>Refer to “Cleaning the Printer” (User’s Guide).</p> <p>When the margin is large:</p> <p>Increase the [Paper Length] and adjust the image according to the paper size changed.</p>

Paper Is Jammed

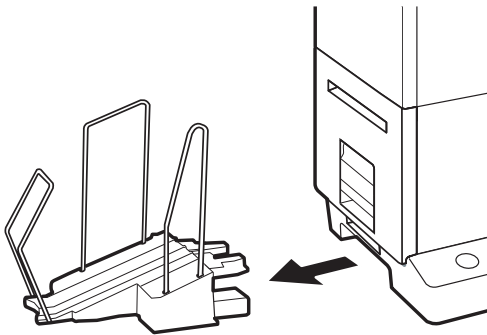
When a paper jam occurs during printing, the printing is interrupted and the Status Monitor will display an error message such as "Paper jam #****" (where **** is a number).

Follow the steps below to remove the paper jam.

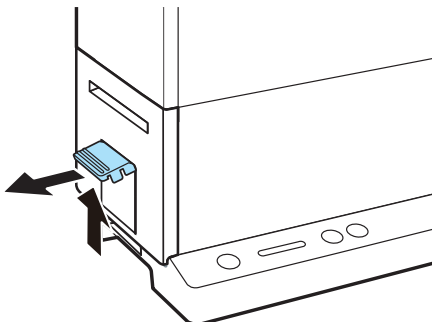
✔ IMPORTANT

- Use the dedicated paper. When paper that is not compatible is used, blurring or bleeding may occur and it may adversely affect the printer, causing a malfunction.
- If the paper leading edge is folded or the paper is curled, paper jams may occur.

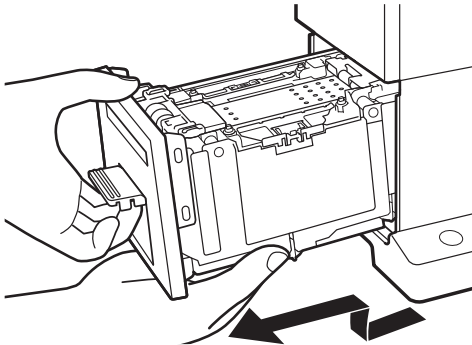
1 Check the transport unit.



1. Remove the stacker if it is used.



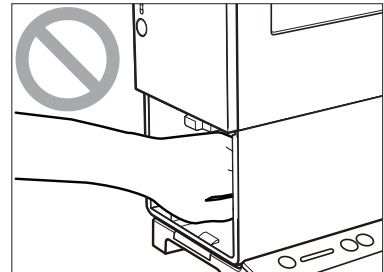
2. Raise the transport unit lever, and pull the transport unit out.



3. Pull the transport unit out with both hands as shown in the figure.

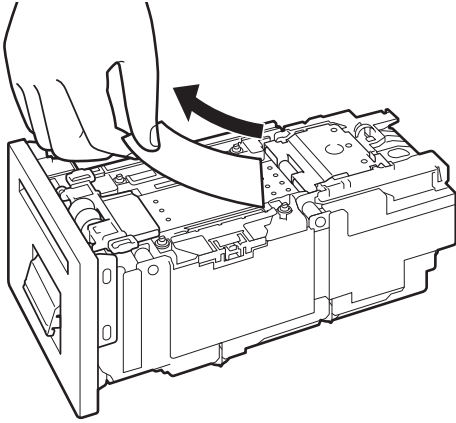
! CAUTION

- When pulling the transport unit out of the printer, hold it firmly with both hands so it does not fall.
- Do not put your hands inside the printer. Failures or physical injury could result. Ink adhered inside of the printer could stain clothes or hands.

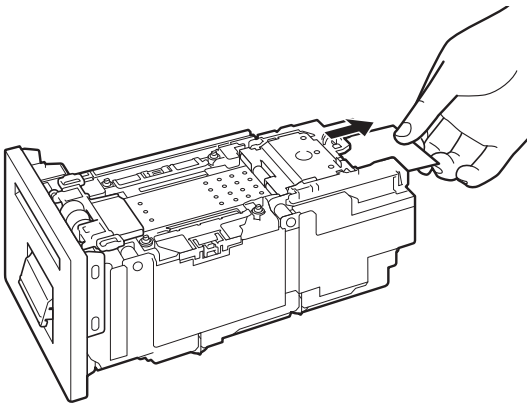


✓ IMPORTANT

- When pulling the transport unit out of the printer or inserting it in the printer, be careful not to hit it strongly against the table or shelf. The surface of the table or shelf could be damaged.

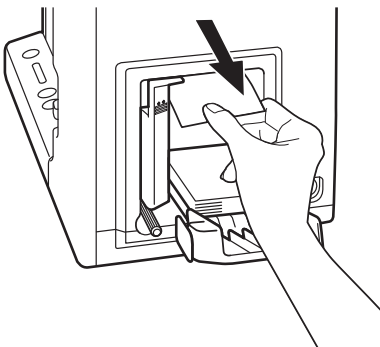


4. Remove the jammed paper from the transport unit



- Check that the paper is not jammed further in the transport unit. If paper is jammed, remove it.

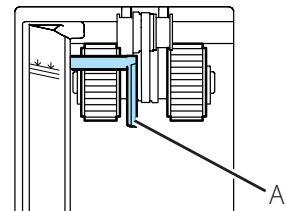
2 Check the feeder slot.



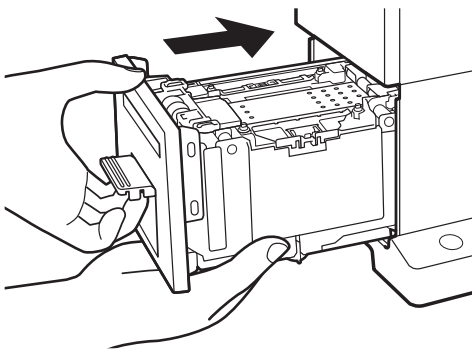
- If paper is jammed, remove it.

✔ IMPORTANT

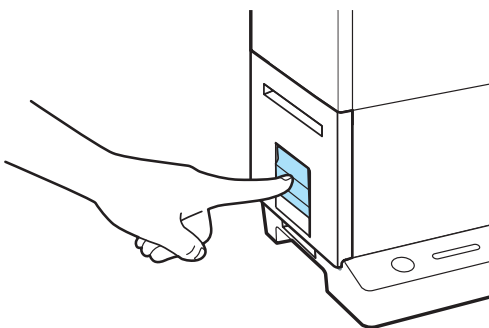
- When removing the jammed paper, be sure not to get the cotton swab or your finger caught in the sensor lever (A).



3 Set the transport unit in the printer.



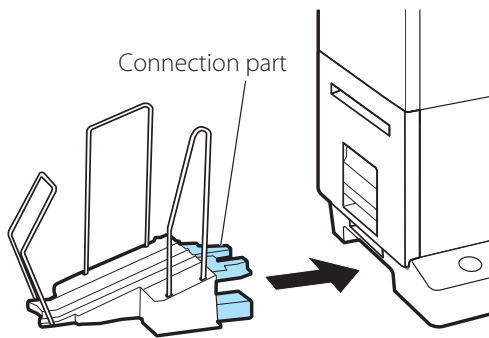
1. Slowly insert the transport unit as far as it will go.
 - As you do this, be careful not to touch the paper guides doing so will change their positions.



2. Push the transport unit lever until it clicks.
 - To cancel the printing, click on [Cancel Print Job] on the Status Monitor.

! CAUTION

- When returning the transport unit back inside the printer, be careful not to get your fingers caught between the transport unit and the inside of the printer.

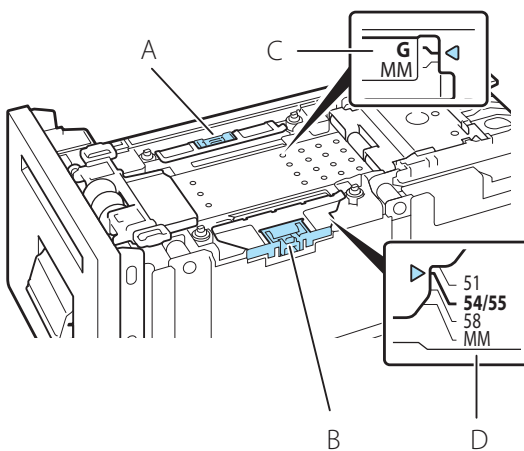


3. When using the stacker, install it back to the correct position.
 - Insert the connection part of the stacker straight into the slot of the printer.

✓ IMPORTANT

- **Adjust the paper guides to the paper width**

Adjust the paper guides to the paper width. However, when the paper guides are adjusted to the paper width, micro margin printing is not possible.



1. While holding the paper guide (A) with your fingers, adjust it to G of the index (C).
 - When setting paper guide (B) to a position other than MM, adjust paper guide (A) to G of the index (C).
2. While holding the paper guide (B) with your fingers, adjust it to the paper width index (D). For example, the figure on the left shows adjustment to guide position 54.0 mm/55.0 mm.

- When the paper guides are adjusted to the paper width, be careful of the following points.
 - When the paper guides are adjusted to the paper width, micro margin printing is not possible.
 - When performing micro margin printing, be sure to set the paper guides to the MM position. Otherwise, the

transport belt, paper guides, or other areas may be stained with ink. If stain occurs, clean the transport unit, refer to "Cleaning the Printer" (User's Guide).

- When you change the size of the set paper, reset the paper guides. If the paper guides are set narrower than the paper width, paper jams could result.
- For dedicated paper, set the paper guide to the position shown in "Table 1: Guide positions of paper."

Table 1: Guide positions of paper

Paper name	Guide position (mm)
Business Card 55.0 x 91.0 mm (2.17 inch - 3.58 inch)	54/55
Card CR80 Plastic 54.0 x 85.6 mm (2.13 inch - 3.37 inch)	54/55
Card CR80 Paper 54.0 x 85.6 mm (2.13 inch - 3.37 inch)	54/55
Business Card US 51.0 x 89.0 mm (2.01 inch - 3.50 inch)	51

The paper guides cannot be used for paper whose width is not 51 mm (2.01 inch), 54 mm (2.13 inch), 55 mm (2.17 inch), or 58 mm (2.28 inch). For paper that cannot use the paper guides, fix the curl. (P.20)

Specifications

■ Printer

Product name	CX-G2400
Printing method	Inkjet
Print colors	Full color
Output resolution	1200 dpi x 1200 dpi
Printing speed	Business Card/Plastic Card: 50 sheets/min Card (Length 157 mm (6.18 inch) or more): 25 sheets/min
Transport speed	Auto mode: 160, 120, 80 mm/sec (Speed changes automatically) Manual mode: 160, 120, 80 mm/sec
Printable area (W x L)	57.4 mm x 171.4 mm (2.26 inch x 6.75 inch)
Print margin (in relation to paper transport direction)	Top/Bottom: 0.3 mm (0.01 inch), Left/Right: 0.3 mm (0.01 inch)* ¹ (Micro margin printing) When the paper guides are adjusted to the paper width: Top/Bottom: 1.5 mm (0.06 inch), Left/Right: 2.0 mm (0.08 inch)
Printhead	2766 nozzles for each color (effective nozzles)
Ink used	Water based dye ink Yellow (Y), Magenta (M), Cyan (C), and Black (Bk)
Interface	USB 2.0 (High Speed), 1000BASE-T/100BASE-TX/10BASE-T Ethernet
Operating noise	Approx. 58 dB (A) or less
Installation environment	Temperature: 15 to 30 degrees Celsius (59 to 86 degrees Fahrenheit) Humidity: 10% to 80% (no condensation)
Power supply (AC adapter used)	AC100 - 240 V, 50/60 Hz
Power consumption	Maximum power consumption: Approx. 150 W Sleep mode: Approx. 5.6 W or less
Dimensions (W x D x H)	391 mm x 180 mm x 279 mm (15.4 inch x 7.1 inch x 11.0 inch)
Weight	Approx. 8 kg (Approx. 17.6 lbs.) (without ink tank)

*¹ When the print margins are off alignment, adjust the print trimming position for micro margin printing. Refer to "Adjusting the Trimming Position" (User's Guide).

- This printer employs a dye ink system. The colors in printouts may deteriorate due to chemical reactions caused by exposure to normal infrared light, nitrous or sulfuric fumes and other oxidizing chemicals in the air.
- To conserve the consumption of printing paper, the printer can print on the reverse side. To print on both sides of paper, use paper suited for duplex printing.

■ Paper

Paper	Dedicated paper (matte coated paper, glossy paper) Dedicated plastic card (for Inkjet)
Paper size	51.0 mm - 58.0 mm (2.01 inch - 2.28 inch) (W) 81.0 mm - 91.0 mm (3.19 inch - 3.58 inch), 157.0 mm - 172.0 mm (6.18 inch - 6.77 inch) (L)
Paper thickness	Sheets: 0.21 mm - 0.76 mm (8.27 mil - 29.9 mil) Thick plastic card: About 0.7 mm (27.5 mil) Thin plastic card: About 0.4 mm (15.7 mil)
Tray capacity	Business Card: 250 sheets (thickness 0.245 mm (9.64 mil) or less): Extra thick paper (Card): 80 sheets (thickness 0.76 mm (29.9 mil)) Plastic Card: 100 sheets Card (Length 157 mm (6.18 inch) or more, thickness 0.245 mm (9.64 mil)): 50 sheets
Stacking capacity (Stacker used)	Business Card (thickness 0.245 mm (9.64 mil) or less): 250 sheets



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