Online Manual

Device Management Console Guide

English

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Symbols Used in This Document

Warning

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

Important

Instructions including important information that must be observed to avoid damage and injury or improper use of the product. Be sure to read these instructions.

Note

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Note

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2006-Jan-27

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LuneScript

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Device Management Console Guide

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  - Printer Management Dialog Box
  - Add Printer Dialog Box
  - Printer Details Dialog Box
  - Mail Server Settings Dialog Box

- Notification Conditions Dialog Box
- Alarm Settings Dialog Box
- Schedule Settings Dialog Box
- Paper Status Dialog Box
- Calibration Dialog Box
- Calibration Monitor Dialog Box
- Scheduled Calibration Dialog Box
- Check Operation Status Dialog Box
- User Notification Settings Dialog Box
- User Information Settings Dialog Box
- Proxy Server Setup Dialog Box
- Check Compatible Printers Dialog Box
- Preferences Dialog Box
- Notification Settings Dialog Box

Troubleshooting

Important

- Depending on your model or software version, you cannot use some function.

General Notes (Device Management Console)

When using Device Management Console, the following restrictions apply. Please familiarize yourself with them before using it.

- See the Canon website for products that are compatible with Device Management Console.
- This guide primarily provides explanations using the screens that appear when you use the Windows 10 operating system (hereafter, Windows 10).

Connecting to a Printer

- Connecting to a Target Printer

  We recommend using a network connection for printer connection.

- When Connecting to Network Using DHCP

  If the a managed printer is set to automatically obtain an IP address, the IP address change is tracked automatically.

  Important

  - When the power is turned off on a printer connected to a network using DHCP, the IP address may change the next time the printer is turned on.

    In Device Management Console v1.2.0 or later, the reassignment of the IP address is tracked automatically, but if the IP address changes again within a certain period of time, communication may fail. In this case, if you wait a little while, the reassigned IP address will be tracked, and communication will be restored.

  - Automatic tracking of an IP address for a printer connected to a network using DHCP applies to printers registered with Device Management Console v1.2.0 or later. Automatic tracking of IP addresses is not performed on printers registered with a previous version.

- Connecting via SSL Encrypted Communication

  Connecting via SSL Encrypted Communication is available with Device Management Console V1.2.0 or later.

  In order to use SSL Encrypted Communication, you must first install a certificate on a computer with Device Management Console installed.

  The process for installing the certificate may differ depending on your setup. For more information, search for "Registering Printer's Root Certificate to Local Computer for SSL Communication" on your device's online manual homepage.

Printer Power

- The printer information cannot be acquired when the printer power is turned off automatically or it is turned off with the power button.

  In addition, information cannot be acquired from the software when the printer auto power off state or the printer button off state is canceled.

Color Tone

- The color tone may not be stable even if color calibration is performed.

  For details, search for and refer to the "Managing Colors" page from the home page of the Online Manual for your model.

About Printers That Support the Function to Notify Smartphones and Tablets

- Of the printers that support Device Management Console, the following printers cannot use the smartphone and tablet notification function.

  PRO-1000/PRO-500

  PRO-6000/PRO-4000/PRO-2000

  PRO-560/PRO-540/PRO-520

  PRO-6000S/PRO-4000S/PRO-560S/PRO-540S

  TX-4000/TX-3000/TX-2000/TX-5400/TX-5300/TX-5200

The Features of Device Management Console

Use Device Management Console to check the status of a printer connected by a network or USB and to perform color calibration for a selected printer.

In addition, you can check the recommended level of color calibration execution, execution logs, and calibration link status.

Note

- In Device Management Console, multiple printers that can print with the same color are called calibration-linked printers.

Checking Printer Status

Use the **Printer Status** sheet on the main screen to check the printer status.

➡ Checking Printer Status

In addition, notification of a warning or error that occurs on a printer can be sent by email or with an alarm sound. Your smartphone or tablet can be notified if a print job finishes or stops.

➡ Sending Notification of Printer Status by Email

➡ Notification of Printer Status With a Sound

➡ Sending Notification of Print Job or Printer Status to Smartphone/Tablet PC

Checking Color Calibration Status

Use the **Calibration** sheet on the main screen to check the recommended level of color calibration execution and execution logs.

➡ Checking Color Calibration Execution Status

In addition, you can also check the calibration link status.

➡ Checking Calibration Link

Performing Color Calibration

Use the **Calibration** sheet on the main screen to perform a color calibration for the selected printer.

Performing color calibration improves color consistency by compensating for slight differences in how color appears due to individual variations or aging among printers.

➡ Performing Color Calibration

You can also set a schedule to perform color calibrations.

➡ Performing Scheduled Color Calibrations

Starting Device Management Console

Follow the procedure below to start the Device Management Console.

1. Execute any of the following:

   - Click the **Device Management Console** button on the **Management Tool** sheet in the Quick Utility Toolbox.
   - Start from Program.
     - For Windows 11/Windows 10

       From the **Start** menu, click (**All apps** >) Canon Utilities > Device Management Console.
     - For Windows 8.1

       Click Device Management Console on the **Start** screen.

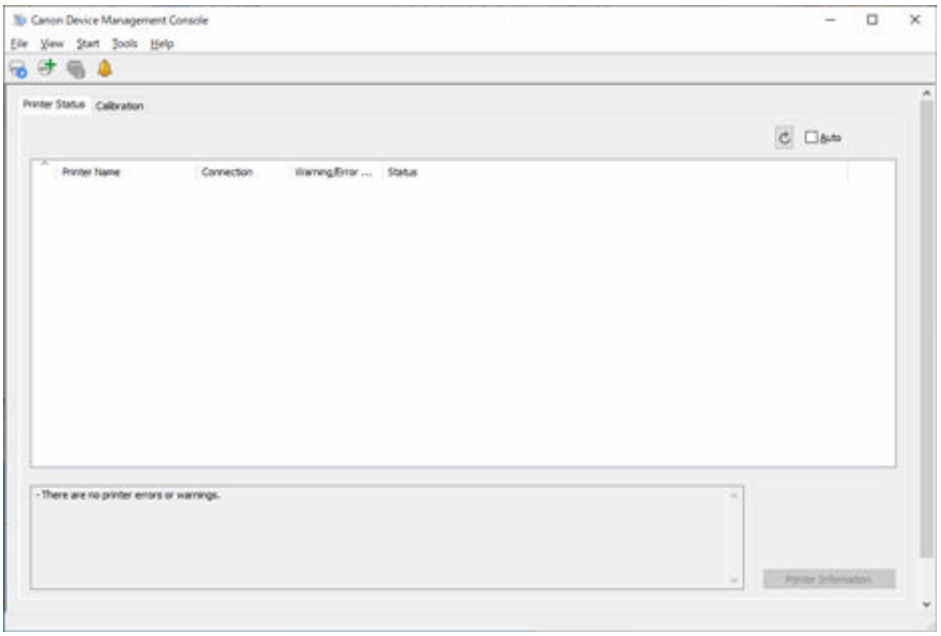
       If Device Management Console does not appear on the **Start** screen, select the **Search** charm, and search for Device Management Console.
     - For Windows 7

       From the **Start** menu, click **All Programs** > Canon Utilities > Device Management Console > Device Management Console.

   Note

   - Quick Utility Toolbox is a Canon software application.

   The **Printer Status** sheet on the main screen of Device Management Console appears.



   Printers do not appear on the main screen at initial startup.

   Register the managed printer while referring to "Registering Printer".

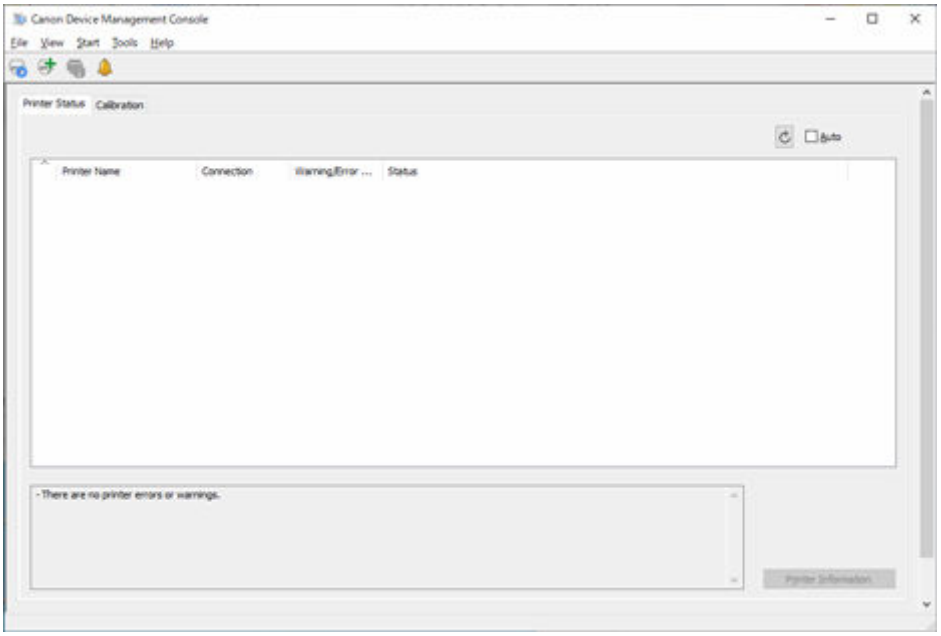
Registering Printer

Register the printer for which you want to check the printer status or color calibration execution status.

Note

- The **Calibration** sheet does not appear for printers that do not support color calibration.

1. Click  button (or select **Manage Printer** from **File** menu).

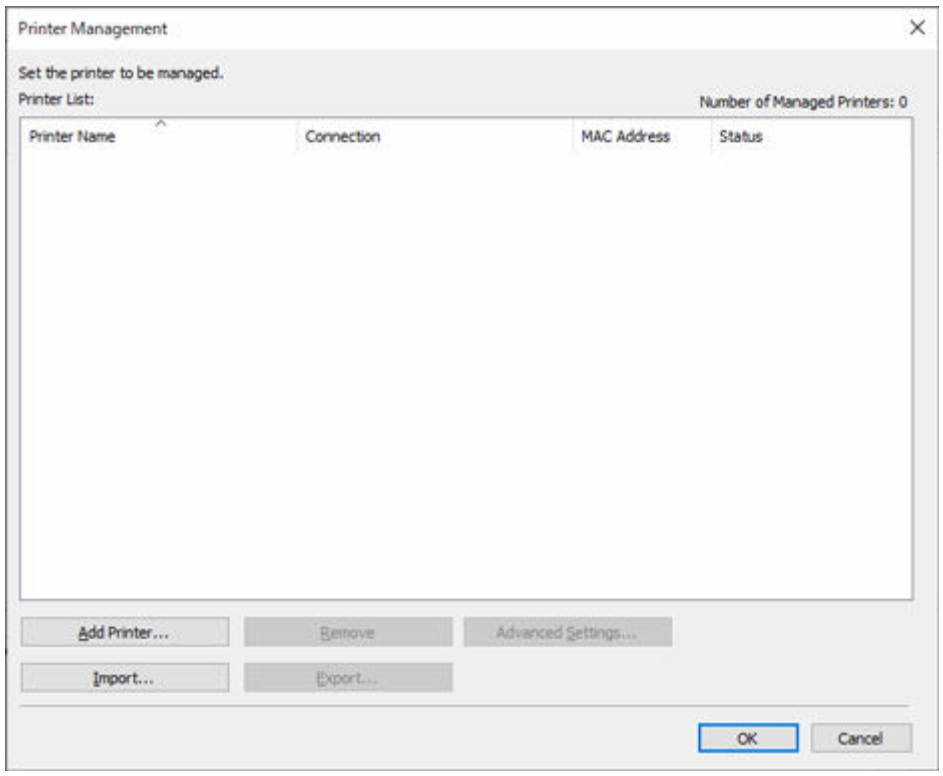


Note

- This operation cannot be performed when acquiring information from the printer.
- If the number of registered printers is 0 or if you click the  button in the main screen, then the **Add Printer** dialog box appears. Advance to step 3.

The **Printer Management** dialog box appears.

2. Click **Add Printer** button.

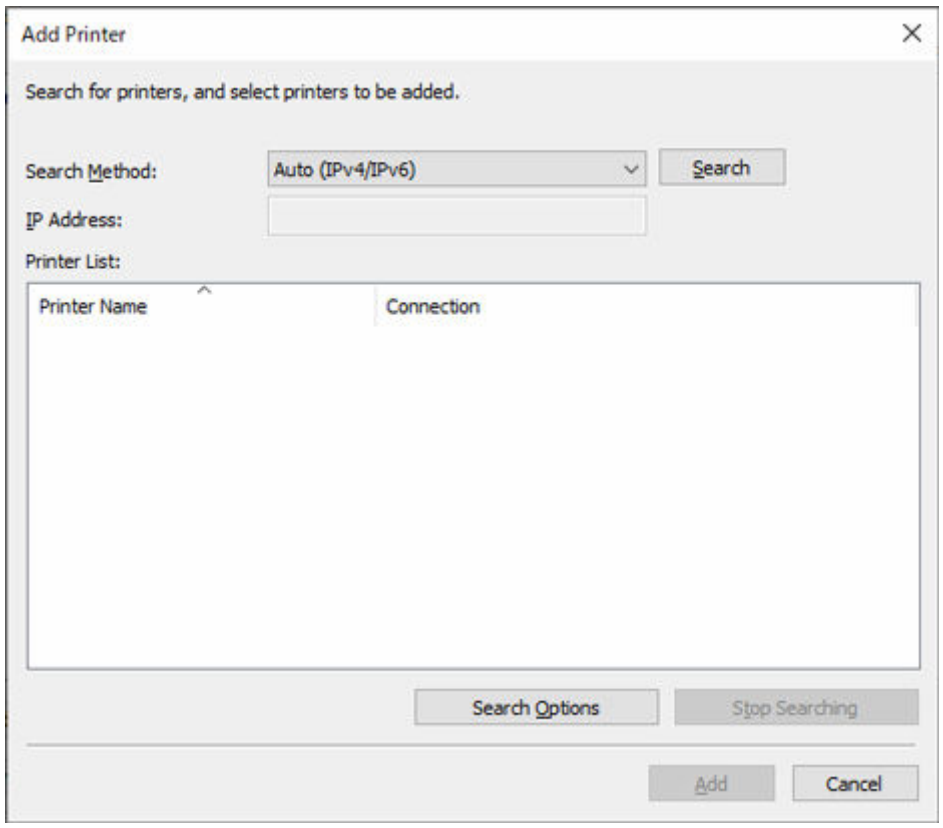


Note

- For details on the **Printer Management** dialog box, see "Printer Management Dialog Box."

The **Add Printer** dialog box appears.

3. Select **Auto (IPv4/IPv6)** in **Search Method**, and then click the **Search** button.



Note

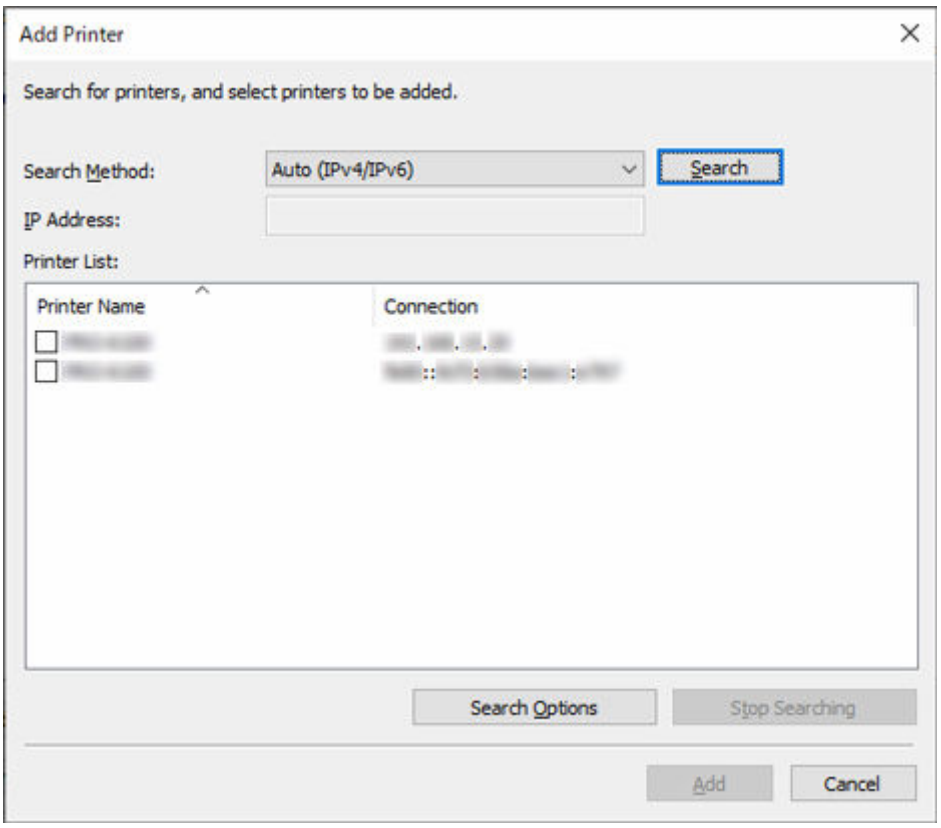
- To search by SNMP community, click the **Search Options** button, and then specify a **Specify community name**.
- For details on the **Add Printer** dialog box, see "Add Printer Dialog Box."

The printers found appear in **Printer List**.

Note

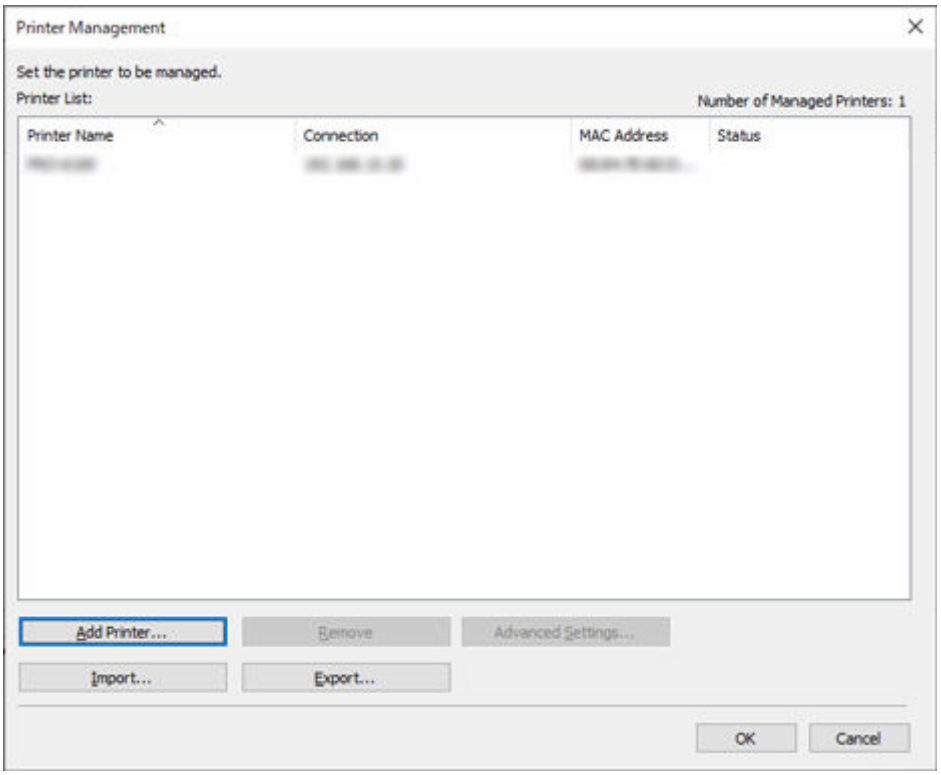
- If the printer you want to register does not appear, check that the printer power is turned on and check the network status, and then search again.
- When **Search Method** is set to **USB**, a search for local printers is performed.

4. From list of displayed printers, select check boxes of printers to register, and click **Add** button.



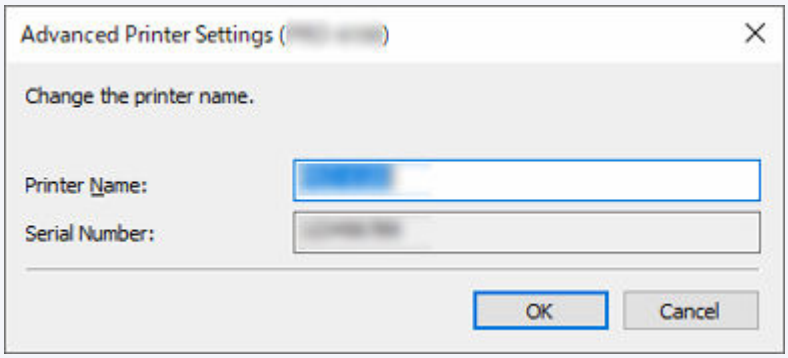
The registered printers appear in the **Printer Management** dialog box.

5. Click the **OK** button.

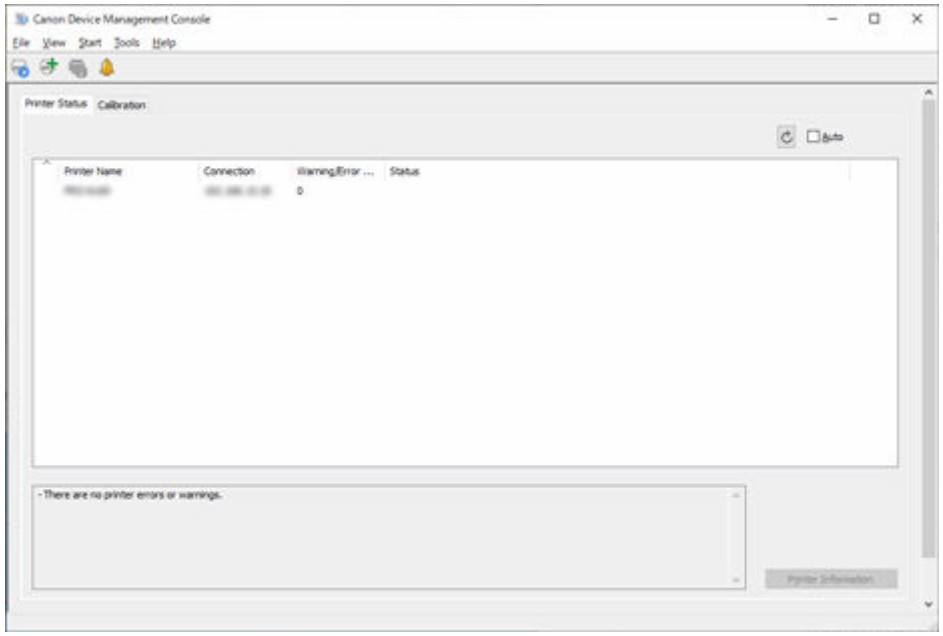


Note

- To change the displayed printer names, use the **Advanced Printer Settings** dialog box that appears when you click the **Advanced Settings** button.



The registered printers appear on the main screen.



Note

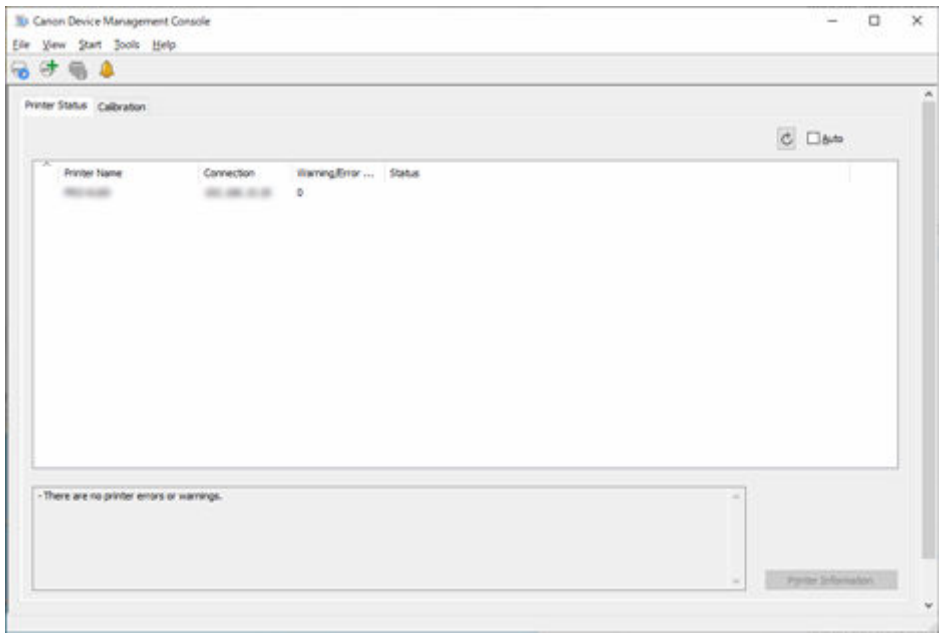
- When switching the connection method of a registered printer between network and USB, first delete the registered printer, and then register it again.

Deleting Printer

Delete a managed printer.

The deleted printer is deleted from both the **Printer Status** and **Calibration** sheets.

1. Click  button (or select **Manage Printer** from **File** menu).

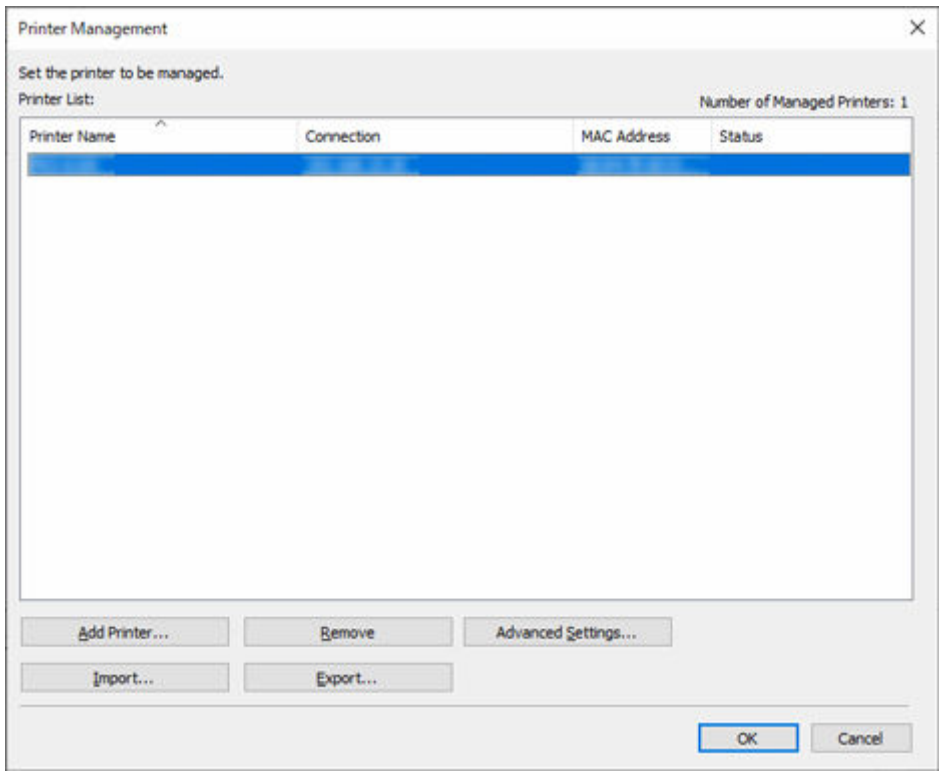


Note

- This operation cannot be performed when acquiring information from the printer.

The **Printer Management** dialog box appears.

2. Select printer to be deleted and click **Remove** button.

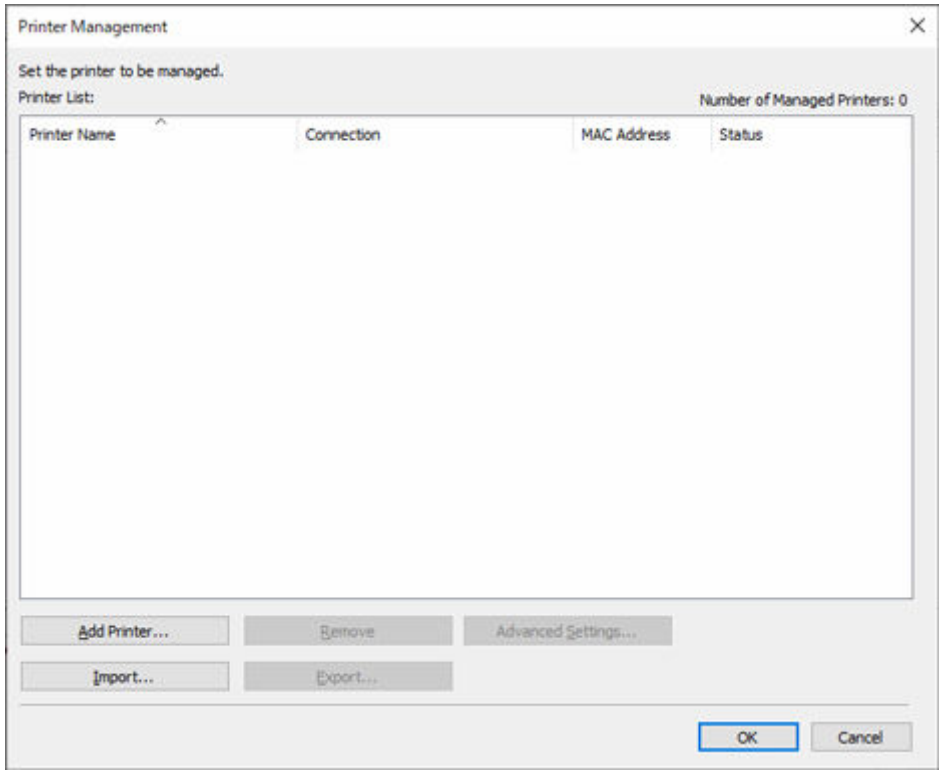


Note

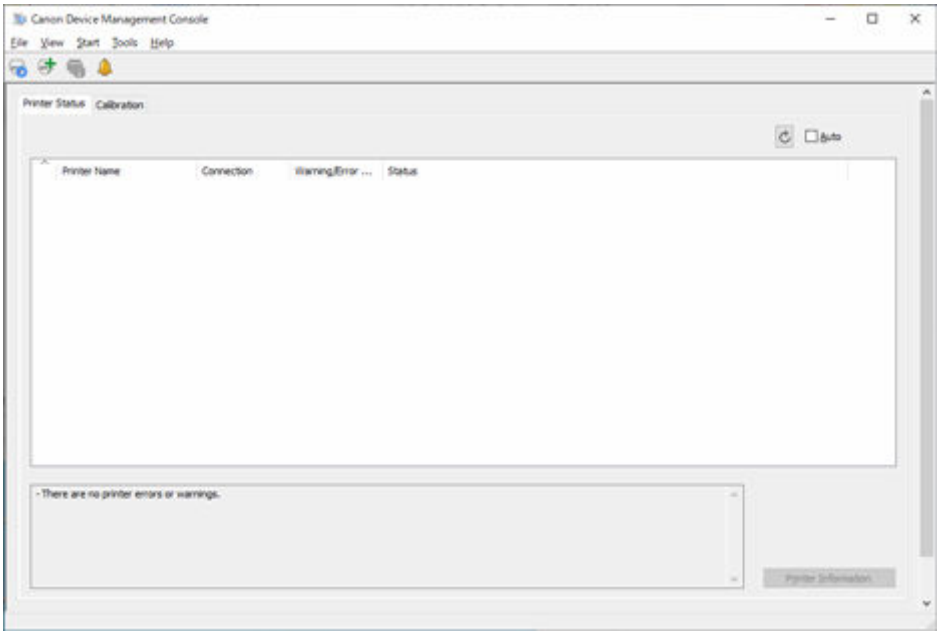
- For details on the **Printer Management** dialog box, see "Printer Management Dialog Box."

The selected printer is deleted from the **Printer List**.

3. Click the **OK** button.



The managed printer is deleted.



Managing Printer Status

- Checking Printer Status
- Sending Notification of Printer Status by Email
- Notification of Printer Status With a Sound
- Sending Notification of Print Job or Printer Status to Smartphone/Tablet PC

Checking Printer Status

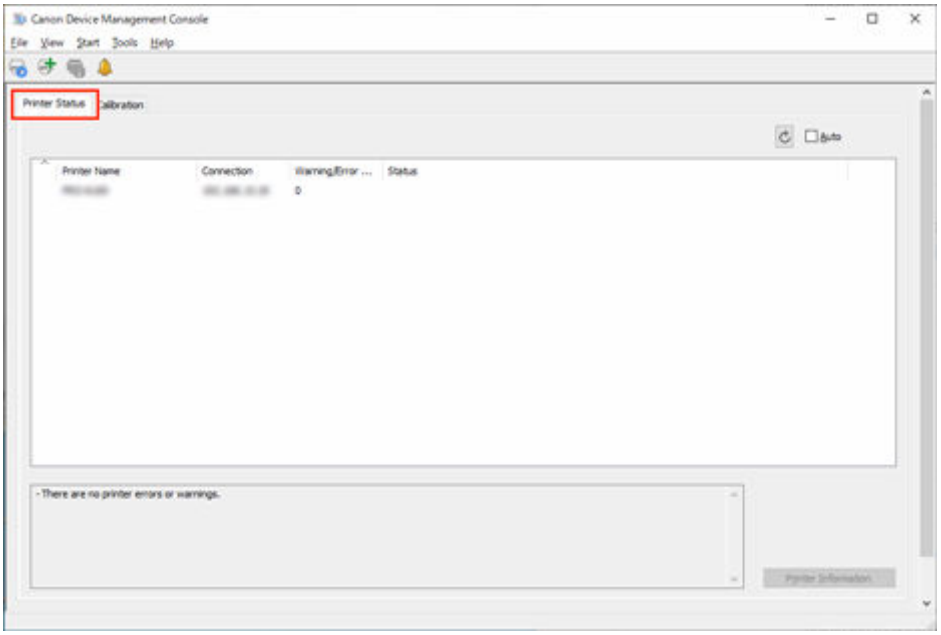
Use the **Printer Status** sheet on the main screen to check the printer status.

Note

- To check the status of a printer, the managed printer must be registered in advance.

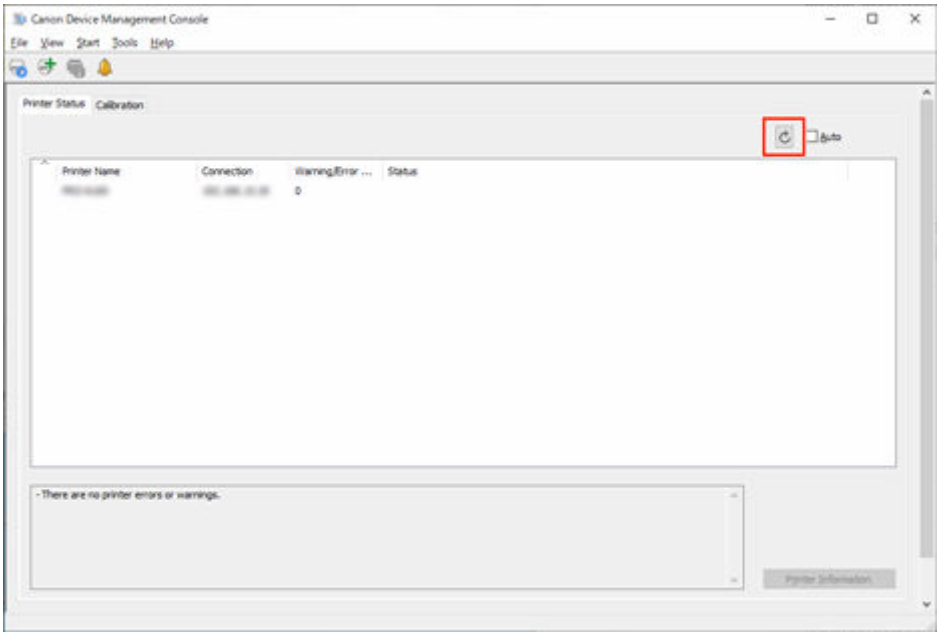
  ➡ Registering Printer

1. Click **Printer Status** tab (or select **Printer Status** from **View** menu).



   The **Printer Status** sheet appears.

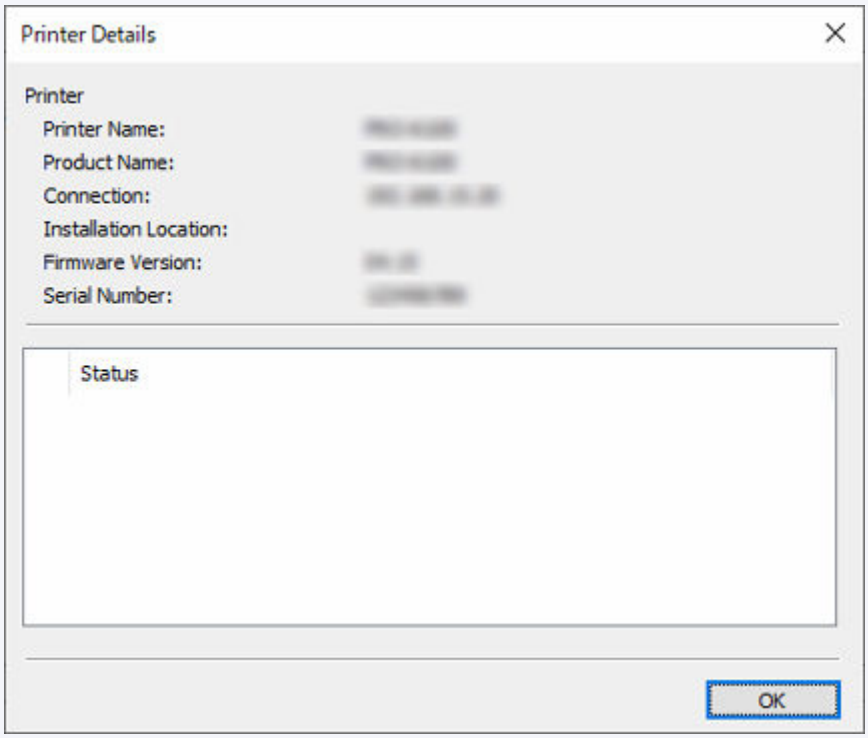
2. Click  button (or select **Update** from **View** menu).



The printer status that appears on the main screen is up to date.

Note

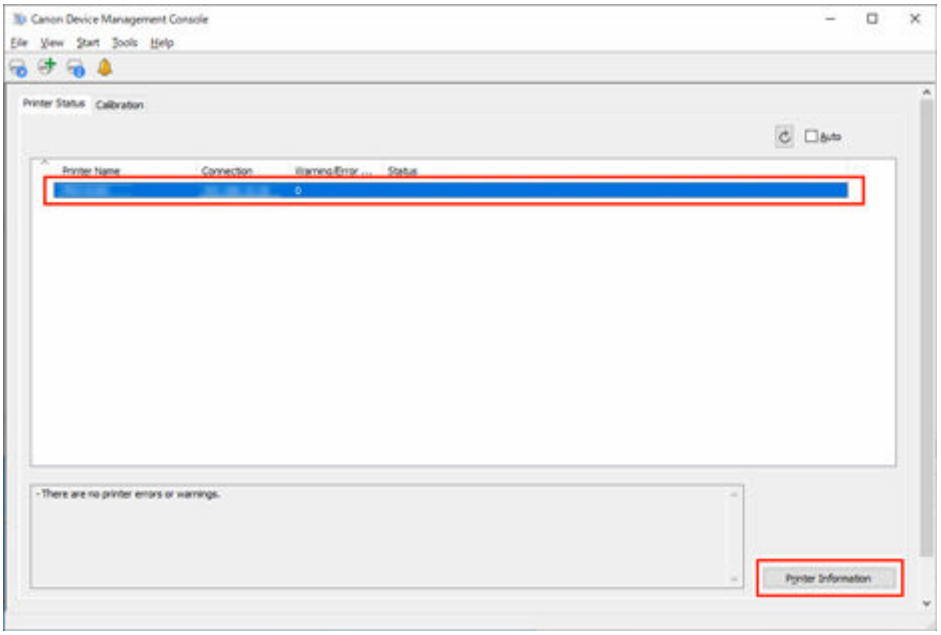
- Select the **Auto** check box to regularly update the printer status.
- Select a printer and click the button to display the **Printer Details** dialog box, allowing you to check the detailed printer information.



For details on the **Printer Details** dialog box, see "Printer Details Dialog Box."

- This operation cannot be performed when acquiring information from the printer.

3. To see more detailed information, select a printer, and click the **Printer Information** button.



The Web browser starts, and the main screen of the Remote UI for the selected printer appears.



Important

- You cannot use Remote UI to check the details of a printer connected by USB.

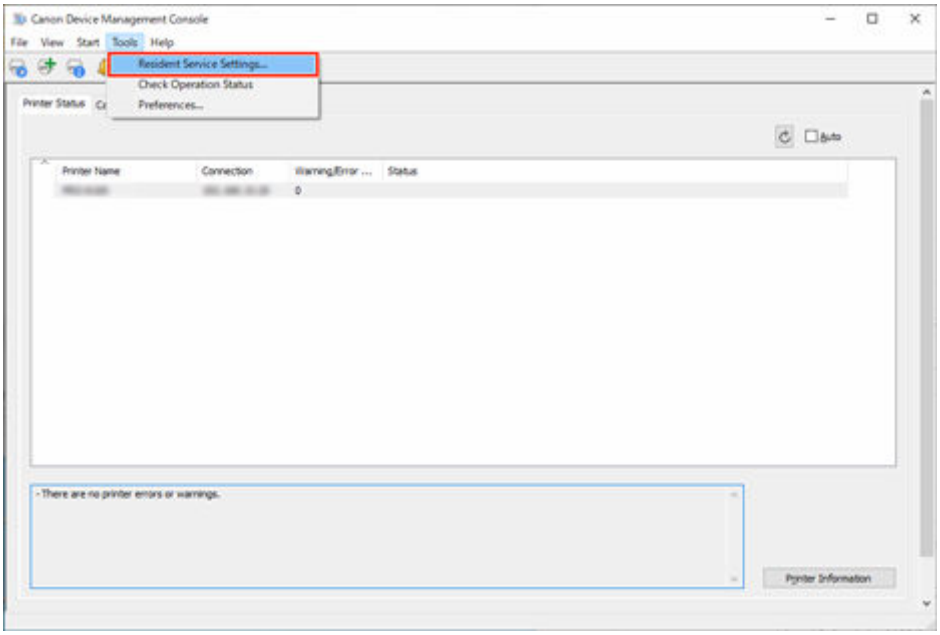
Sending Notification of Printer Status by Email

If a warning or error occurs on a printer, notification can be sent by email to a preset email address.

Important

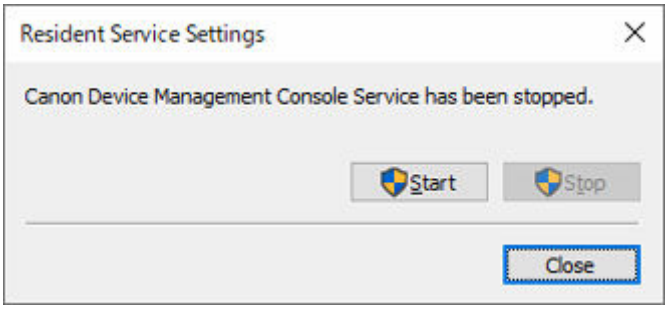
- To send email successfully, antivirus software may need be configured.
- In the Device Management Console, "cnwzdmcsndem.exe" is executed to send emails. If the anti-virus software is blocking emails from being sent, register "cnwzdmcsndem.exe" as an excluded application.
- For instructions on registering files as excluded applications, check the documentation for the anti-virus software you are using.

1. Select **Resident Service Settings** from **Tools** menu.



The **Resident Service Settings** dialog box appears.

2. Click **Start** button.

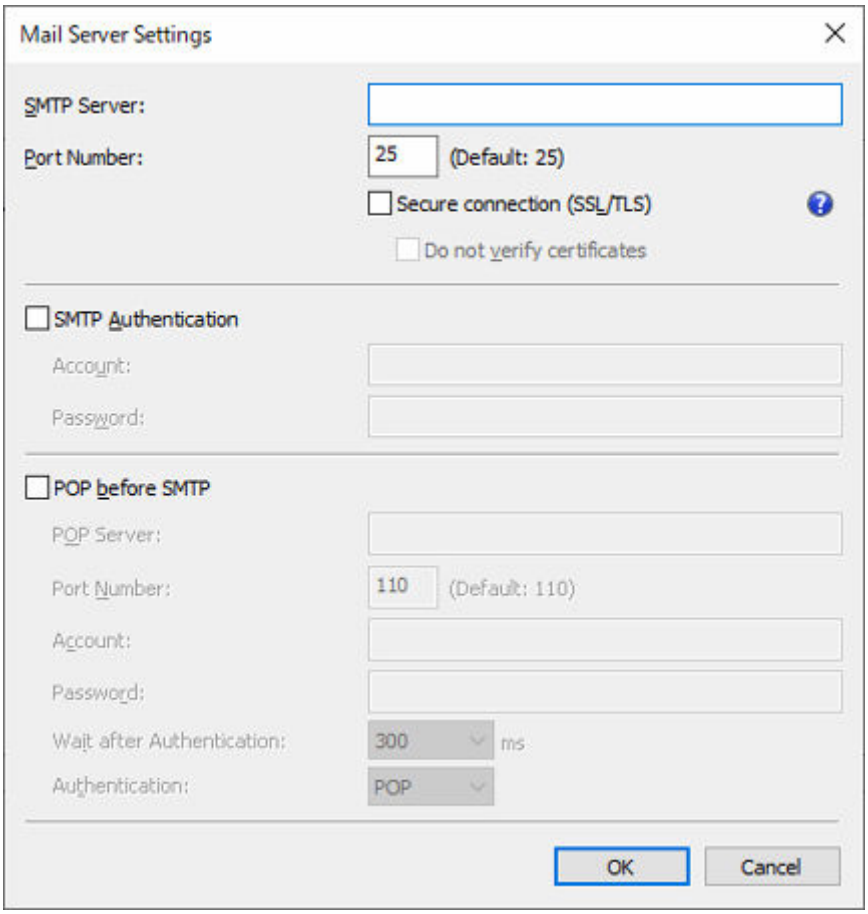


The Device Management Console resident service starts.

3. Select **Notification Settings** > **Mail Server Settings** from **File** menu.

The **Mail Server Settings** dialog box appears.

4. Enter mail server settings and click **OK** button.



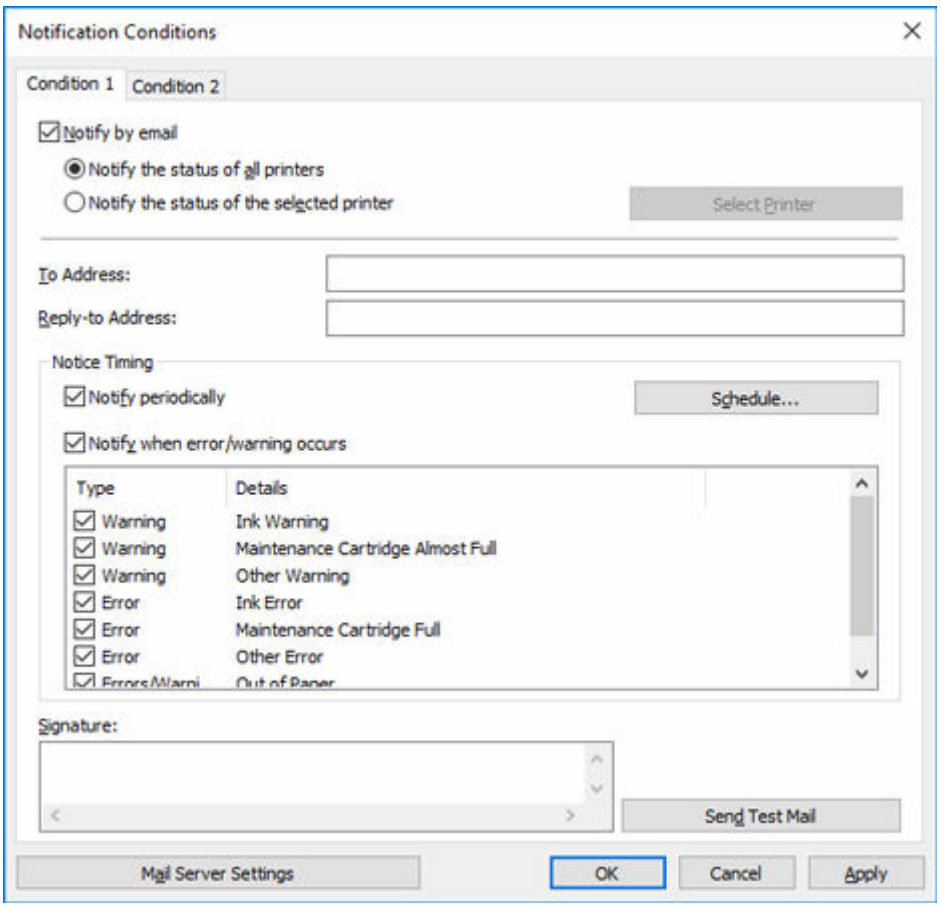
Note

- For details on the **Mail Server Settings** dialog box, see "Mail Server Settings Dialog Box."

5. Select **Notification Settings** > **Notification Conditions** from **File** menu.

   The **Notification Conditions** dialog box appears.

6. Set mail notification conditions and click **OK** button.



Note

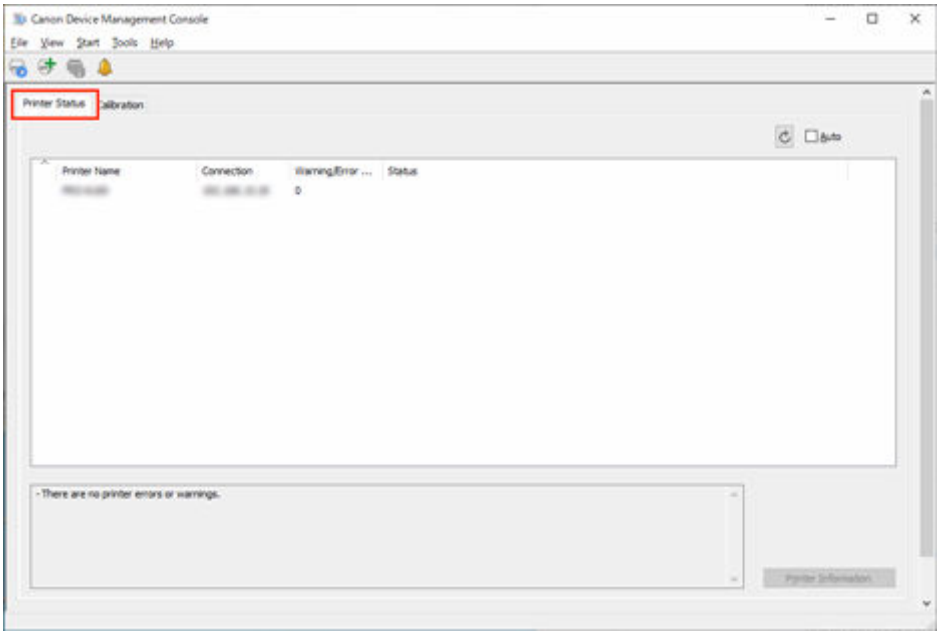
- For details on the **Notification Conditions** dialog box, see "Notification Conditions Dialog Box."

Information about printer warnings and errors is sent to the set email address.

Notification of Printer Status With a Sound

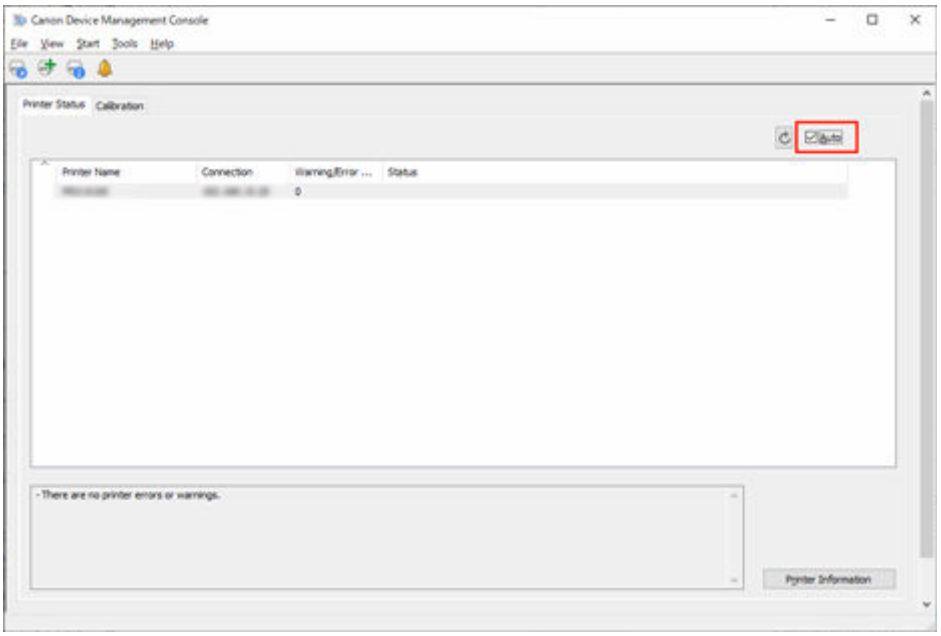
You can be notified when a warning or error occurs on a printer by setting an alarm to sound from the computer.

1. Click **Printer Status** tab (or select **Printer Status** from **View** menu).



   The **Printer Status** sheet appears.

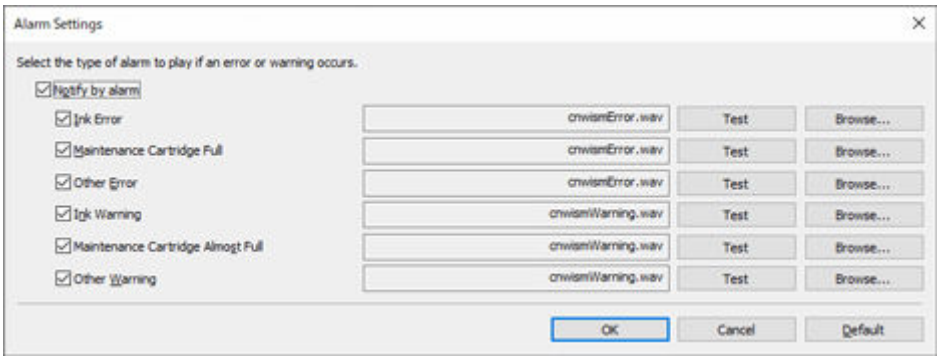
2. Check the **Auto** check box.



3. Select **Alarm Settings** from the **File** menu.

   The **Alarm Settings** dialog box will appear.

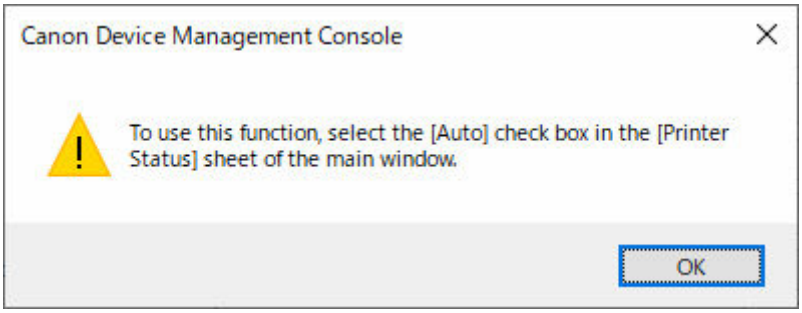
4. Set the alarm sound and click the **OK** button.



Note

- For details on the **Alarm Settings** dialog box, see "Alarm Settings Dialog Box."

5. Click the **OK** button.



Sending Notification of Print Job or Printer Status to Smartphone/Tablet PC

You can notify a smartphone or tablet (hereafter, smartphone) that print jobs are finished/stopped or printer errors/warnings occur.

Use the following procedure to send notifications about print jobs that are finished/stopped or printer errors/warnings to a smartphone.

- Adding Users to Device Management Console

  Add users who will be sent notifications using Device Management Console.

- Registering Smartphones Using Canon PRINT

  Use Canon PRINT to register smartphones to a server (hereafter, notification server) to send notifications.

- Setting Notifications to Additional Users by Using Device Management Console

  Use Device Management Console to do settings related to notifications for additional users.

You also need to input the user name of the computer that executes the print job while doing the settings in the above procedure.

- Confirming User Names

  Confirm the user name of the computer that executes the print job and the user name that was added to Device Management Console.

Important

- The resident service must be started to send notifications to smartphones. To start the resident service, see "Starting the Resident Service."
- You may not be able to use the smartphone notification function, depending on the country or region in which you live.
- You may not be able to use the smartphone notification function, depending on the model you are using. You can check if your printer supports this function in the **Check Compatible Printers** dialog box. For details about the **Check Compatible Printers** dialog box, see "Check Compatible Printers Dialog Box."
- Your smartphone is notified periodically during a printer error or warning.

Note

- You need to install Canon PRINT on your smartphone to receive notifications about print jobs finished/stopped and printer errors/warnings.
- The proxy server must be set up to notify your smartphone or tablet in an environment that is connected to the internet via a proxy server. Do the settings for the proxy server in the **Proxy Server Setup** dialog box. For details, see "Proxy Server Setup Dialog Box."

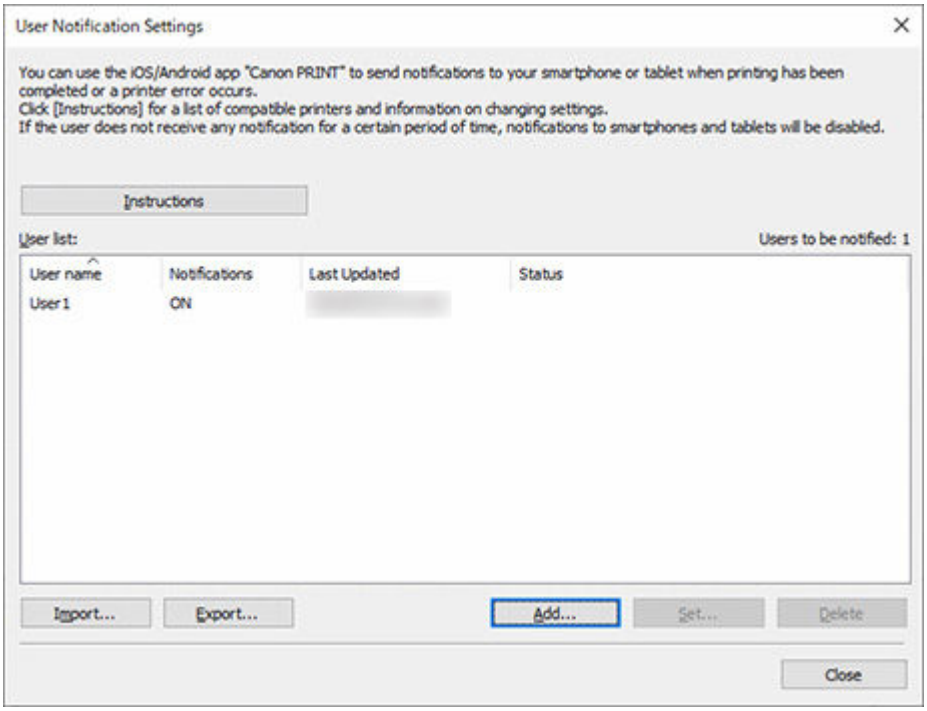
Adding Users to Device Management Console

Add users to the Device Management Console who want to notify you of the print jobs finidhed/stopped or printer errors/warnings status.

1. On the **File** menu, select **Smartphone/Tablet Notifications** > **User Notification Settings**.

   The **User Notification Settings** dialog box appears.

2. Click **Add** button.

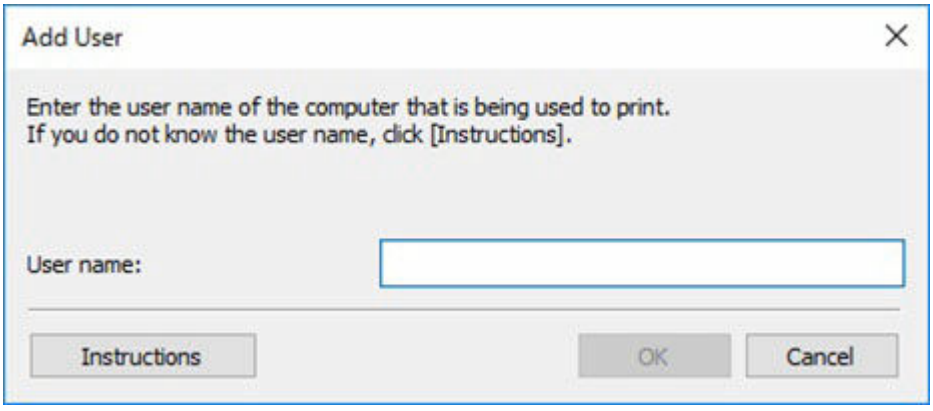


   The **Add User** dialog box appears.

   Note

   - Click the **Instructions** button to display "Sending Notification of Print Job or Printer Status to Smartphone/Tablet PC".

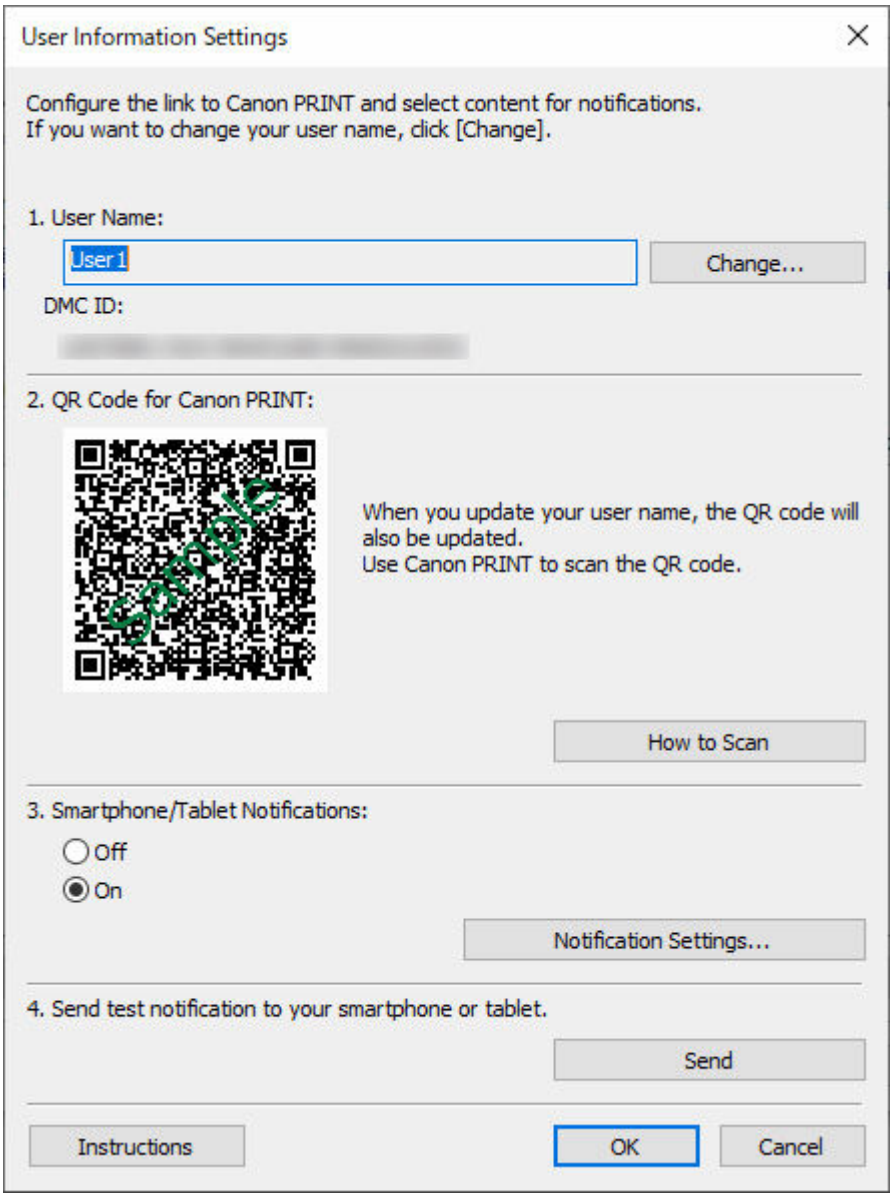
3. Input the user name for logging into the computer that executes the print job, and then click the **OK** button.



   The **User Information Settings** dialog box appears.

Note

- A message appears if you input a user name that has already been added and click the **OK** button. Click the **OK** button, and then input the user name again.
- Click the **Instructions** button to display "Confirming User Names."
- If multiple computers are logged in with the same user name, notification is done for each of their printing results.



While the **User Information Settings** dialog box is open, go to the procedure for "Registering Smartphones Using Canon PRINT." Register a smartphone to the notification server.

Registering Smartphones Using Canon PRINT

Use Canon PRINT to register smartphones to the notification server.

The following provides explanations using the screens that appear when you use the Android operating system.

1. Download Canon PRINT.

   Download Canon PRINT to the smartphone that you want to notify about print jobs finished/stopped and printer errors/warnings. For details about the method for downloading according to the OS in the smartphone you are using, see the following page.

   - iOS users
   - Android users

   Important

   - Download the latest version of Canon PRINT to use it.
   - To download, you need to register an account at the App Store or Google Play.
   - You can download Canon PRINT for free, but the transmission fees to connect to the App Store or Google Play are paid by the customer.
   - Downloading is not possible if the OS environment you are using does not support Canon PRINT. In addition, the download page may not appear.

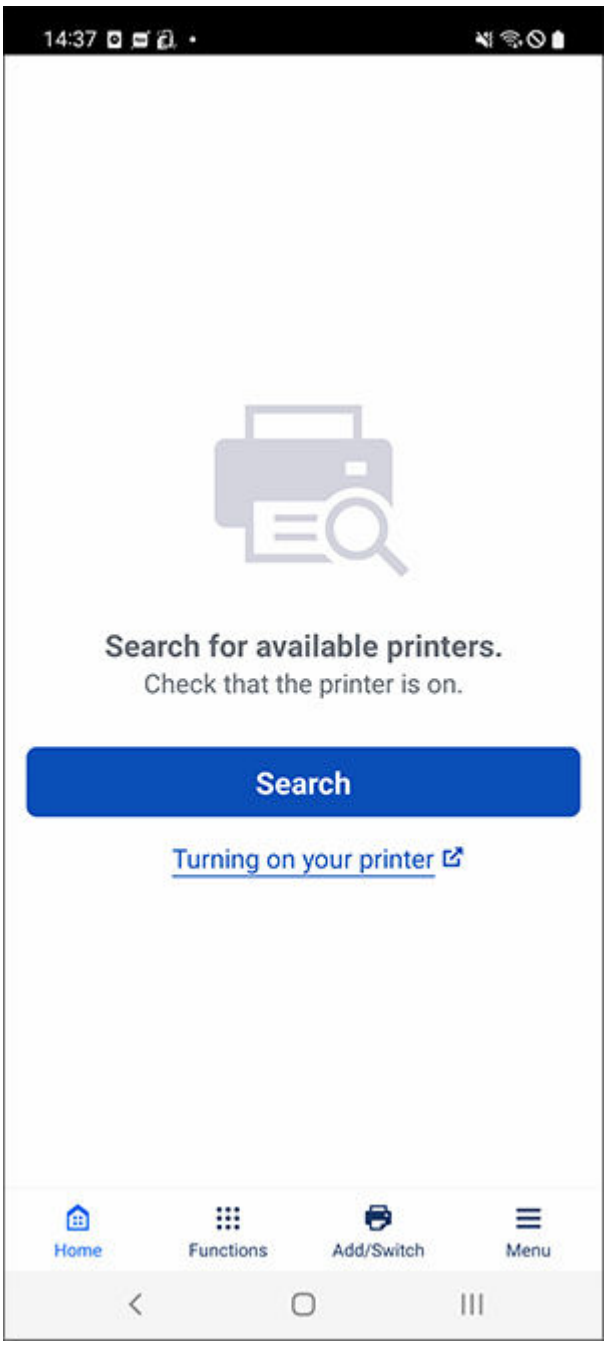
2. Tap  (Canon PRINT).

   Start Canon PRINT.

   Note

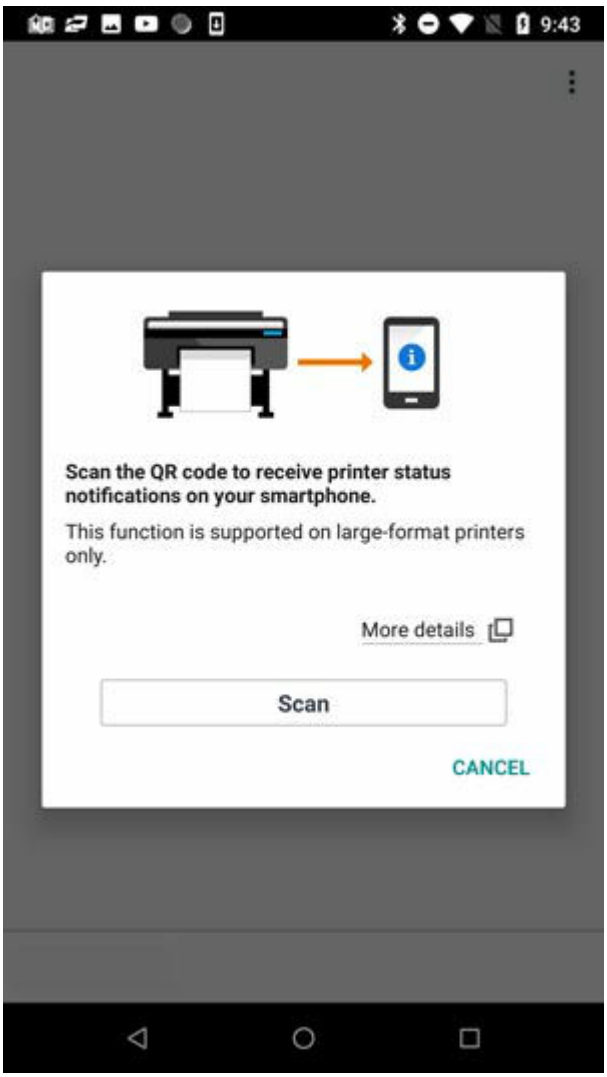
   - When you start up Canon PRINT, if the printer setup screen appears, tap **No**.

3. Tap **Menu**.



4. Tap **Notification Settings**.

5. Tap **Scan**.



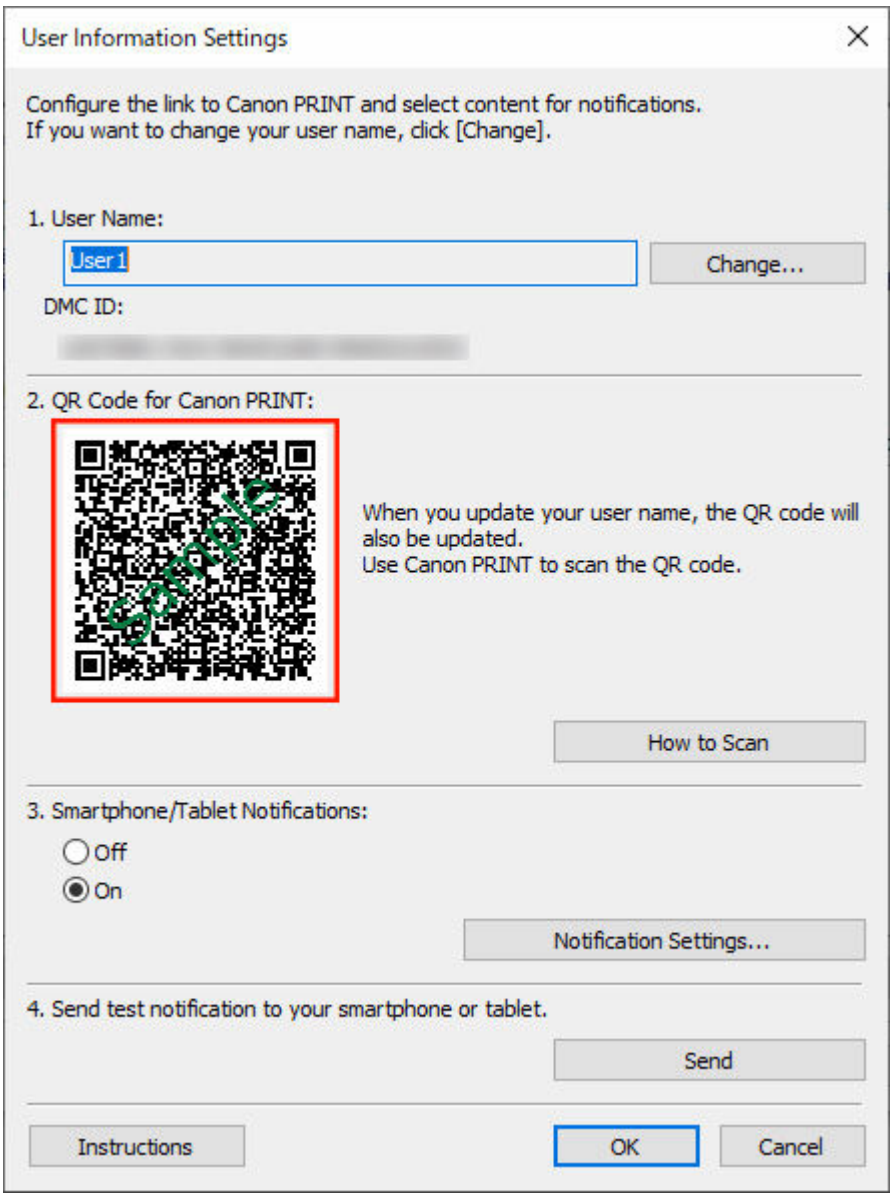
Note

- If a message appears requesting access to the camera from Canon PRINT, tap **OK** and go to the next step.

The screen for scanning QR codes opens.

6. Scan the QR code.

Scan the **QR Code for Canon PRINT** that is displayed on the **User Information Settings** dialog box on Device Management Console.



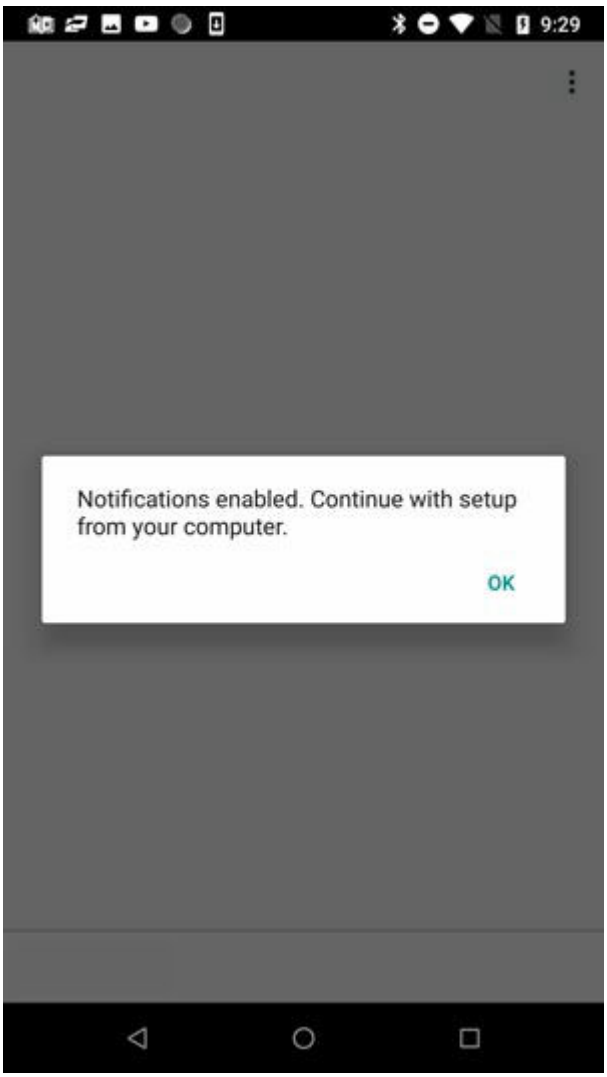
Note

- To change the user name, click **Change**. If you change the user name, the QR code is updated. Scan the **QR Code for Canon PRINT** again.

The following screen appears when you scan the **QR Code for Canon PRINT**.

7. Tap **OK**.

When the "**Notifications enabled. Continue with setup from your computer.**" message appears, tap **OK**.



Note

- If an error occurs in the smartphone registration, a message appears in Canon PRINT. Do the operations according to the instructions in the message.

Next, go to the procedure for Setting Notifications to Additional Users by Using Device Management Console. Do the settings related to notifications to register a user to Device Management Console.

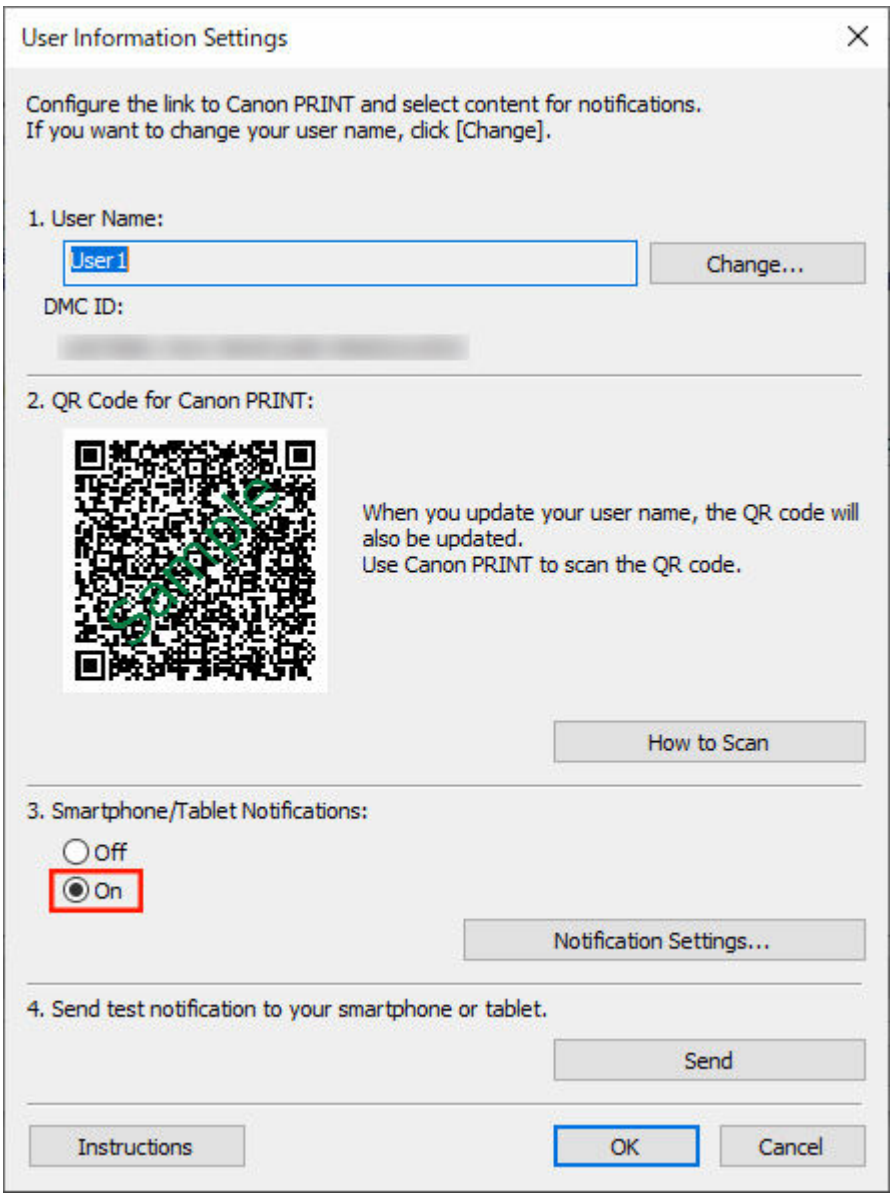
Setting Notifications to Additional Users by Using Device Management Console

Do the settings related to notifications in Device Management Console, and then register the user you added to Device Management Console.

1. Select **On** in **Smartphone/Tablet Notifications** on the **User Information Settings** dialog box.

Note

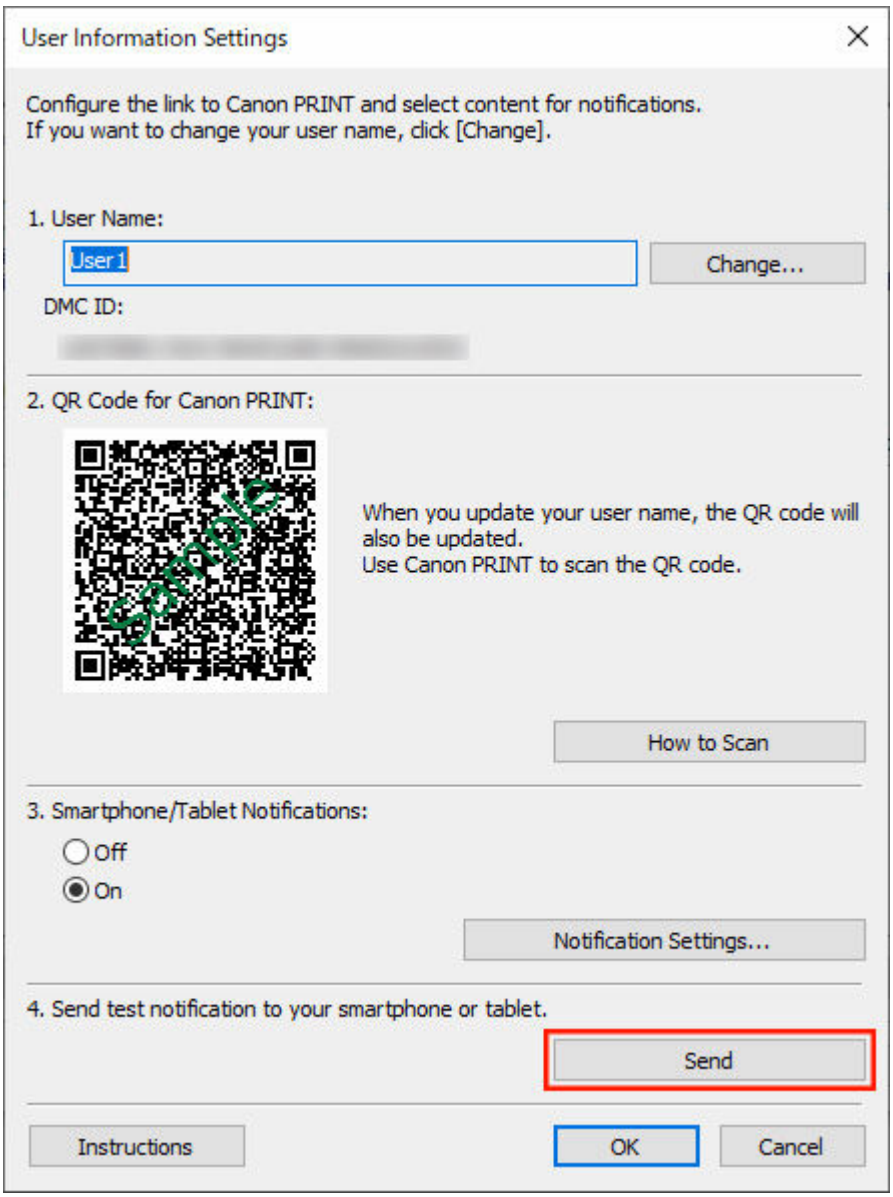
- For the procedure to display the **User Information Settings** dialog box, see "Adding Users to Device Management Console."



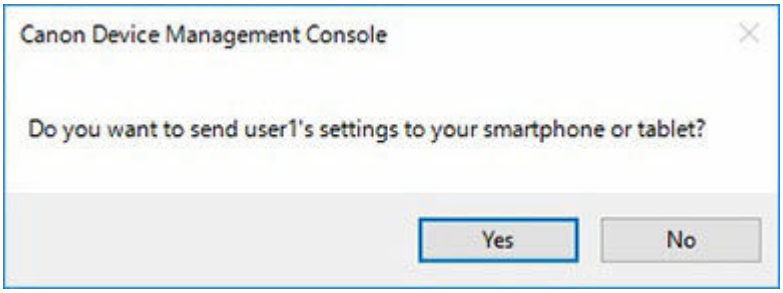
Note

- The **Notification Settings** in **Smartphone/Tablet Notifications**, you can also set the **Print Progress** and the **Errors/Warnings**. For details about the setting items in **Notification Settings** Dialog Box, see "User Information Settings Dialog Box".

2. Click the **Send** button.

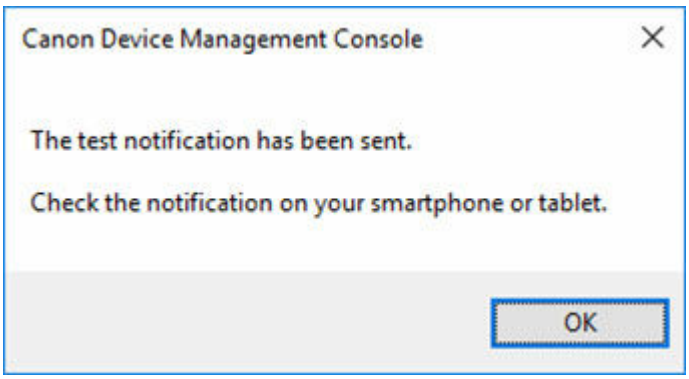


3. Click **Yes** button.



A notification is sent to the smartphone.

4. Confirm that the smartphone received the notification, and then click the **OK** button.



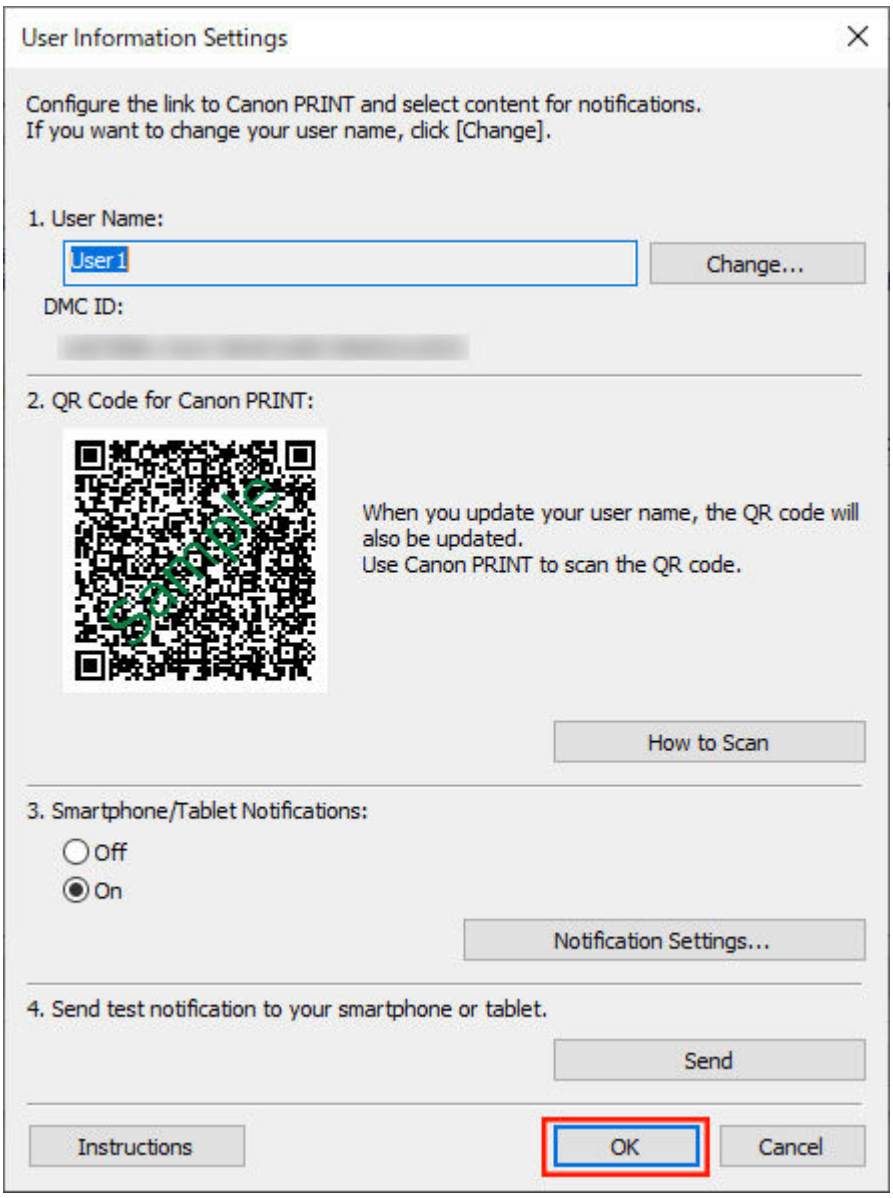
When the message that was sent in the test notification appears, confirm that "Notification Settings Were Turned On" on the smartphone, and then click the **OK** button.

Note

- If notifying the smartphone fails, a message about the reason for the failure appears. Do the operations according to the instructions in the message.

The **User Information Settings** dialog box reappears.

5. Click **OK** button.

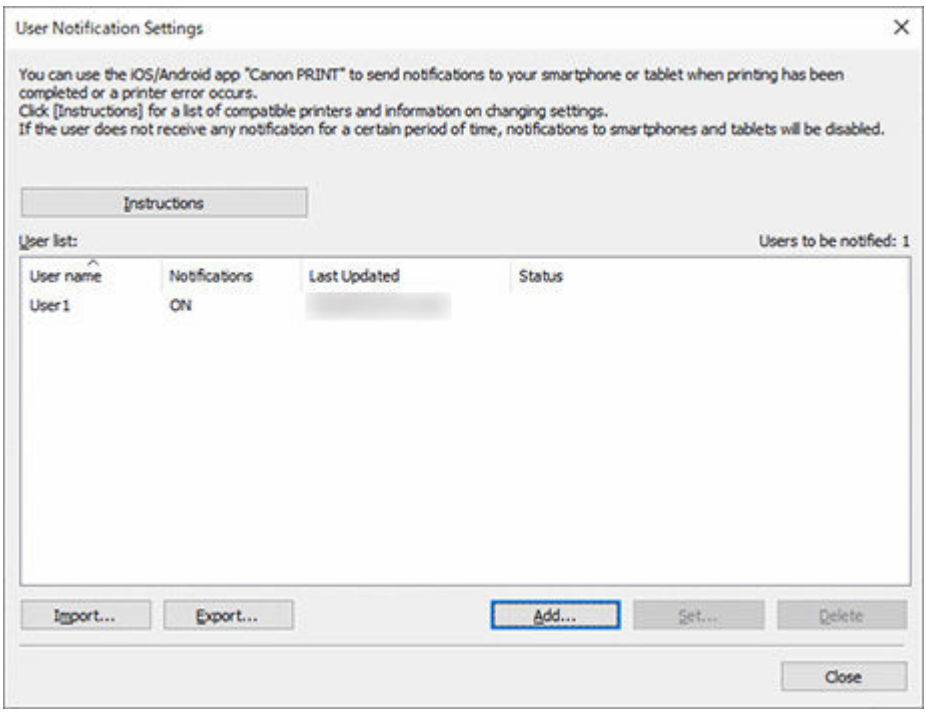


Important

- Be sure to click the **OK** button to complete the notification settings. The settings are not completed if you click the **Cancel** button or (Close) button to close the **User Information Settings** dialog box, and the smartphone is not notified about print jobs finishing or stopping.

The notification settings are complete. The smartphone is notified about print jobs that are finished or have stopped.

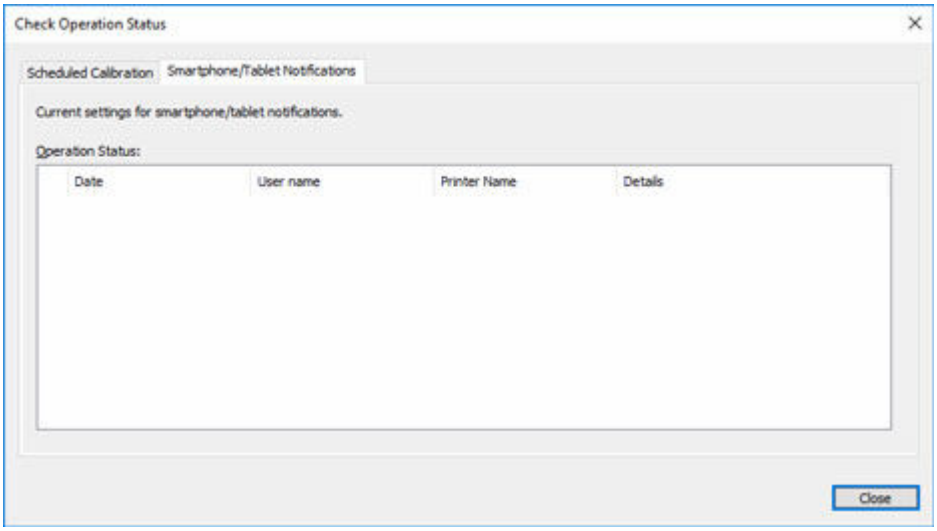
6. Confirm that the users you registered appear.



If the users you registered appear in **User list**, then adding the users is complete.

7. Select **Check Operation Status** on the **Tools** menu, and then click the **Smartphone/Tablet Notifications** tab.

   The **Smartphone/Tablet Notifications** sheet on the **Check Operation Status** dialog box appears. You can confirm the results of the notifications that were sent to the smartphone.



   For details, see "Check Operation Status Dialog Box."

Confirming User Names

Confirm the user name of the computer that executes the print job and the user name that was added to Device Management Console.

Important

- To notify a smartphone about print jobs that have finished or have stopped, the user name of the computer that executes the print job and the user name that was added to Device Management Console must be the same.

Confirming the User Name of the Computer that Executes the Print Job

Execute the following procedure on the computer that is executing print jobs.

- For Windows 10

  From the **Start menu**, click **Settings** > **Account** > **User information**.

  - If you are logged in to a Microsoft account, a mail address will be displayed under User name.
  - If you are logged in to a local account, **Local Account** is displayed.

- For Windows 8.1

  From the Desktop charm, click **Settings** > **Change PC settings** > **Account** > **Your account**.

  - If you are logged in to a Microsoft account, the registered user name and mail address are displayed.
  - If you are logged in to a local account, **Local Account** is displayed.

- For Windows 7

  On the **Start** menu, click **Control Panel** > **User Accounts**, in this order.

- For macOS/OS X

  Open **Users & Groups** from **System Preferences**, and then right click **Current User** in the user list or click on **Current User** while pressing the **control** key and select **Advanced Options**.

  The **Account name** in **Advanced Options** is the user name.

Note

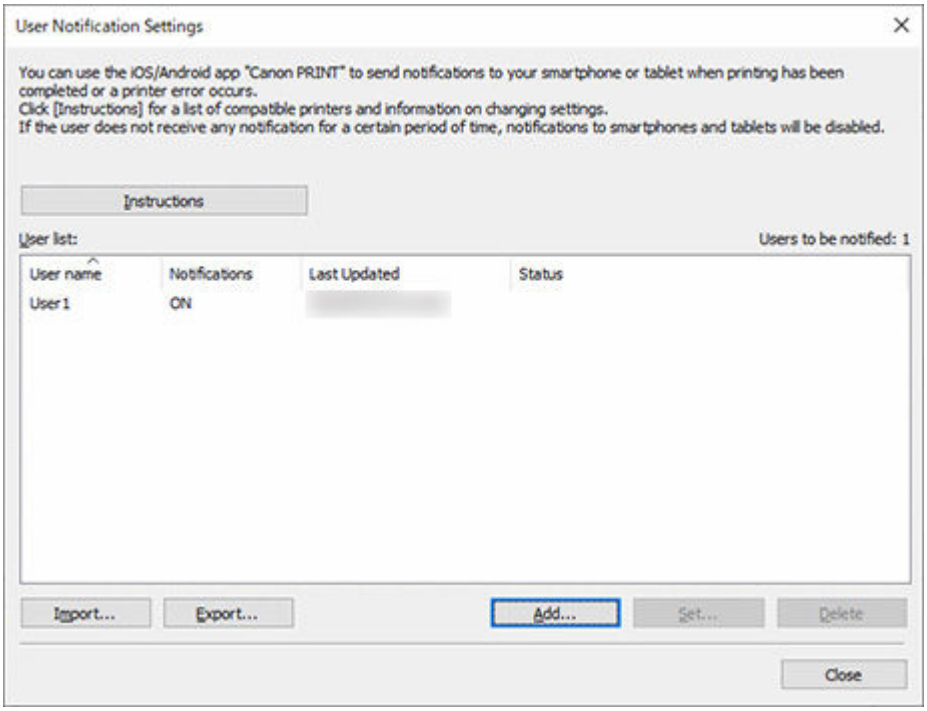
- The login user name of the computer may not be the print job's owner's name if you are not using a printer driver, such as RIP (Raster Image Processor) or HP-GL/2.
  If you want to receive notifications about print jobs like these, add a check mark to **On completion of all print jobs (all users)** in **Print Progress** in the **Notification Settings** in the **User Information Settings** dialog box.
- If you are logged in to a Microsoft account, part of your User name may be omitted from the print job owner's name.
- If you are logged in to a Microsoft account, from **Control Panel**, select **Hardware and Sound** > **Devices and Printers**. You can check the print job owner's name on the **See what's printing** list of current print jobs.

Confirming User Names Added to Device Management Console

Execute the following procedure on Device Management Console.

1. On the **File** menu, select **Smartphone/Tablet Notifications** > **User Notification Settings**.

The **User Notification Settings** dialog box appears.



The users you added appear in **User list**.

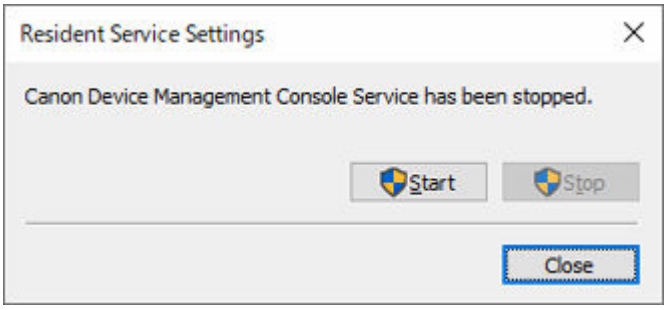
Starting the Resident Service

The resident service must be started to send notifications to smartphones. To start the resident service, use the following procedure.

Note

- If the resident service is already started, this operation is not needed.

1. Select **Resident Service Settings** in the **Tools** menu.



The **Resident Service Settings** dialog box appears.

2. Click **Start** button.

The resident service for Device Management Console starts up.

Managing Printer Colors

- Checking Color Calibration Execution Status
- Checking Calibration Link
- Performing Color Calibration
- Performing Scheduled Color Calibrations

Checking Color Calibration Execution Status

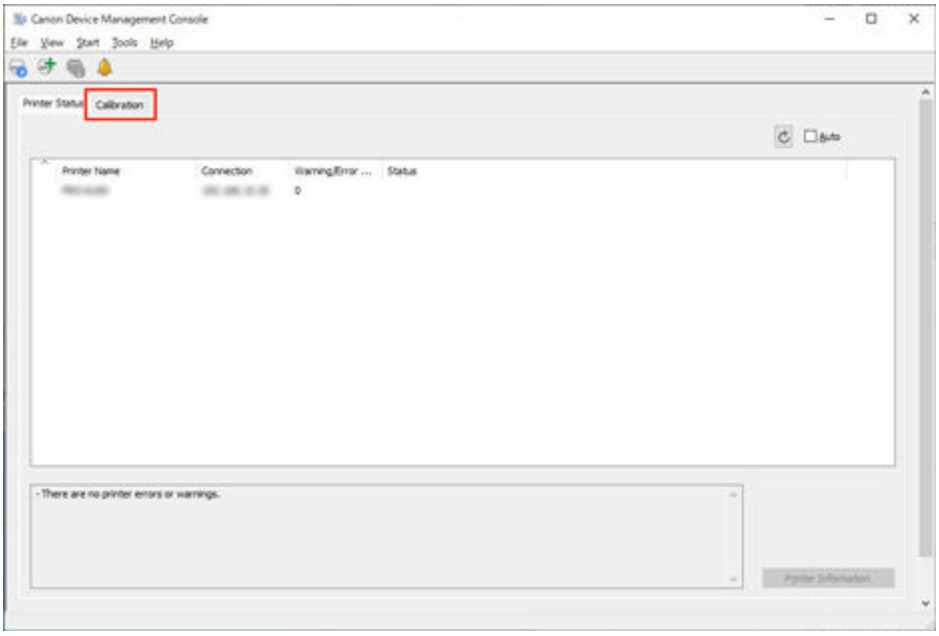
Use the **Calibration** sheet on the main screen to check the recommended level of color calibration execution and execution logs.

- Checking Advisability of Executing Color Calibration
- Checking Color Calibration Execution Logs

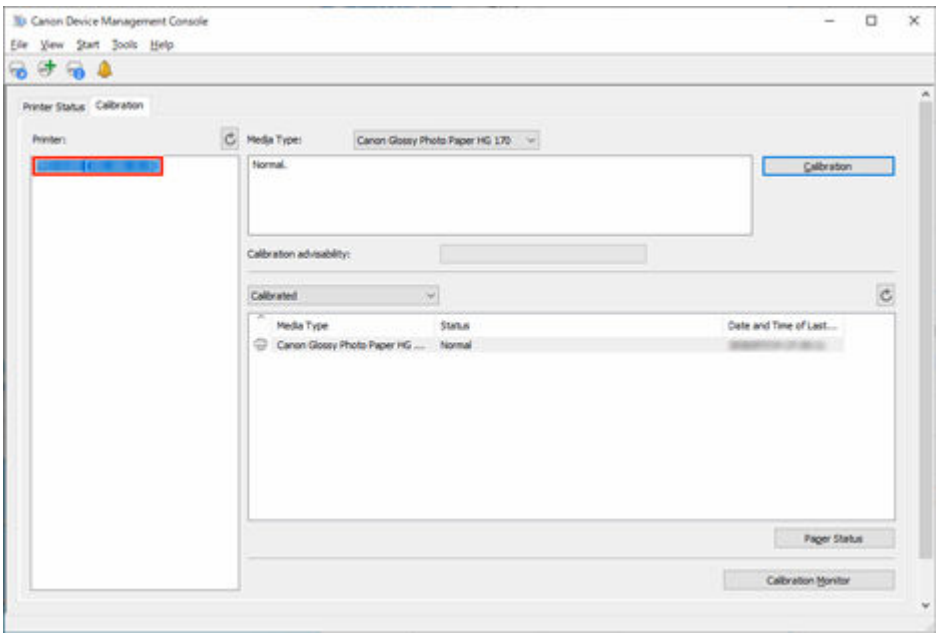
Checking Advisability of Executing Color Calibration

You can check whether color calibration needs to be executed.

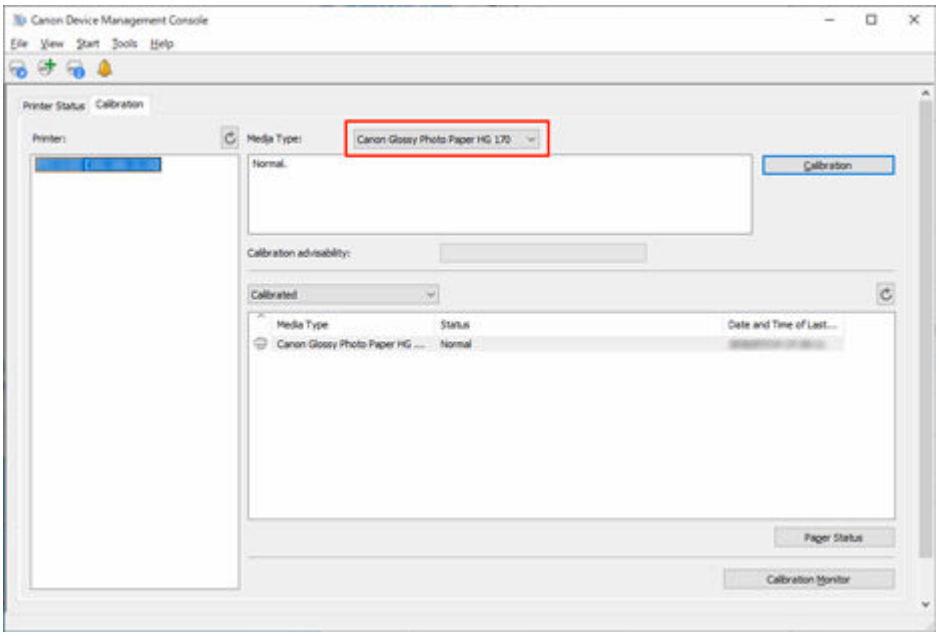
1. Click **Calibration** tab (or select **Calibration** from **View** menu).



2. From the printer list, select the printer for which you want to check the advisability of executing color calibration.



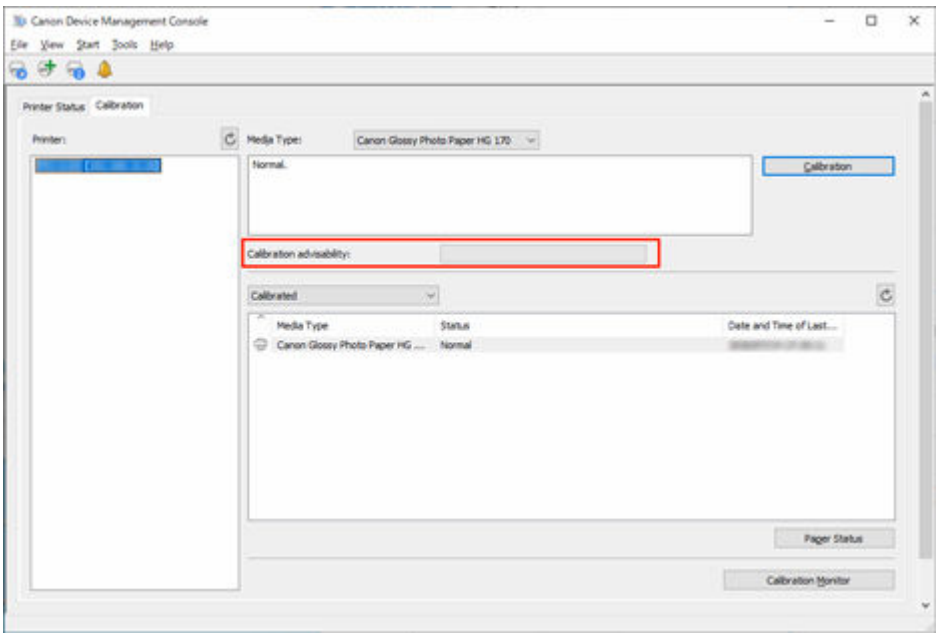
3. Select the media type in **Media Type**.



Note

- When **Media Type** cannot be selected, the paper loaded in the printer appears.

4. Check the progress bar of **Calibration advisability**.



When the progress bar is yellow or red (progress bar is at 90% or more), we recommend that color calibration be executed.

Important

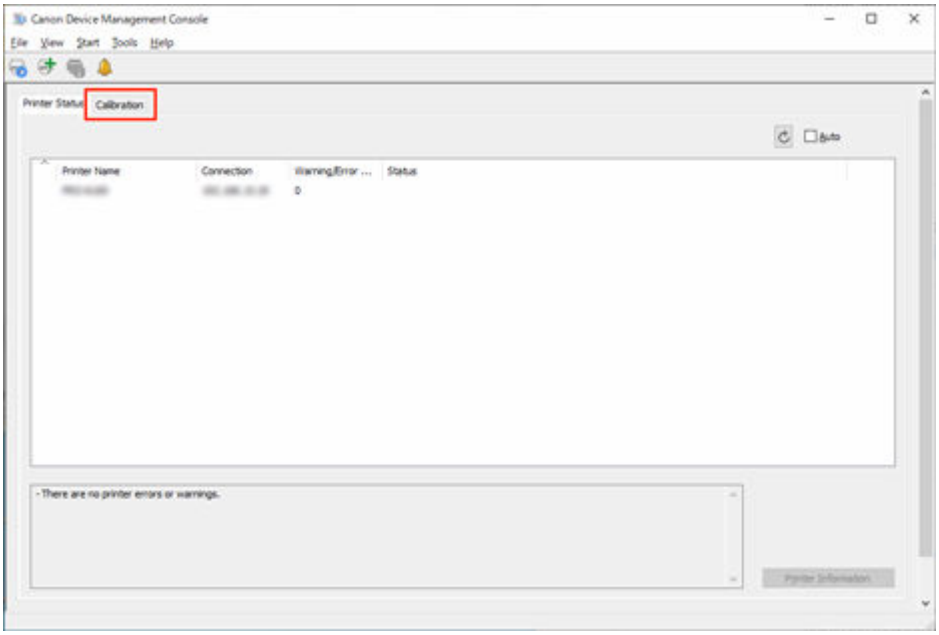
- The progress bar display is used for reference for performing color calibration.

  Perform color calibration when replacing the printhead or when you are concerned about differences in color tone.

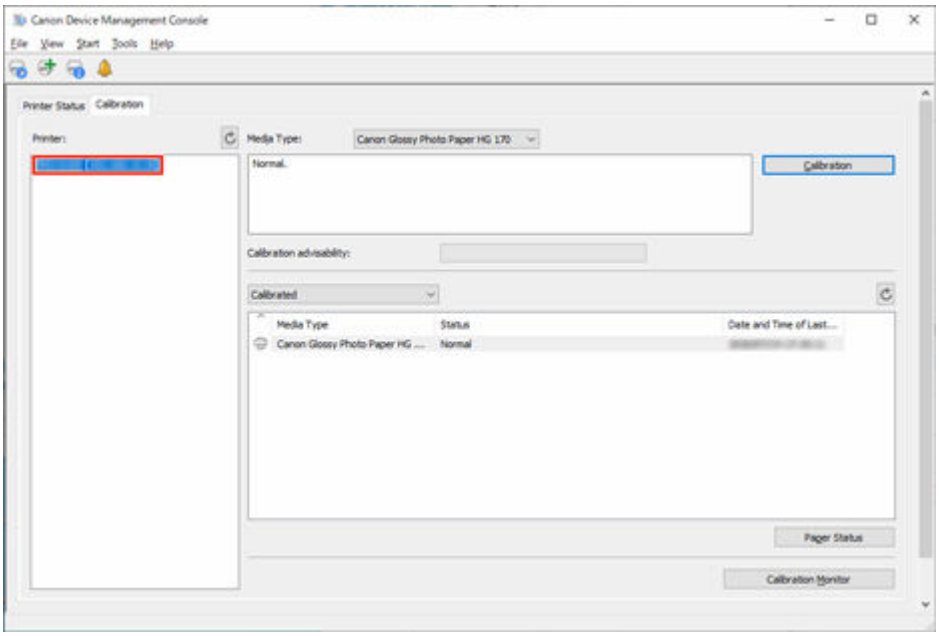
Checking Color Calibration Execution Logs

You can check the color calibration execution log for each paper.

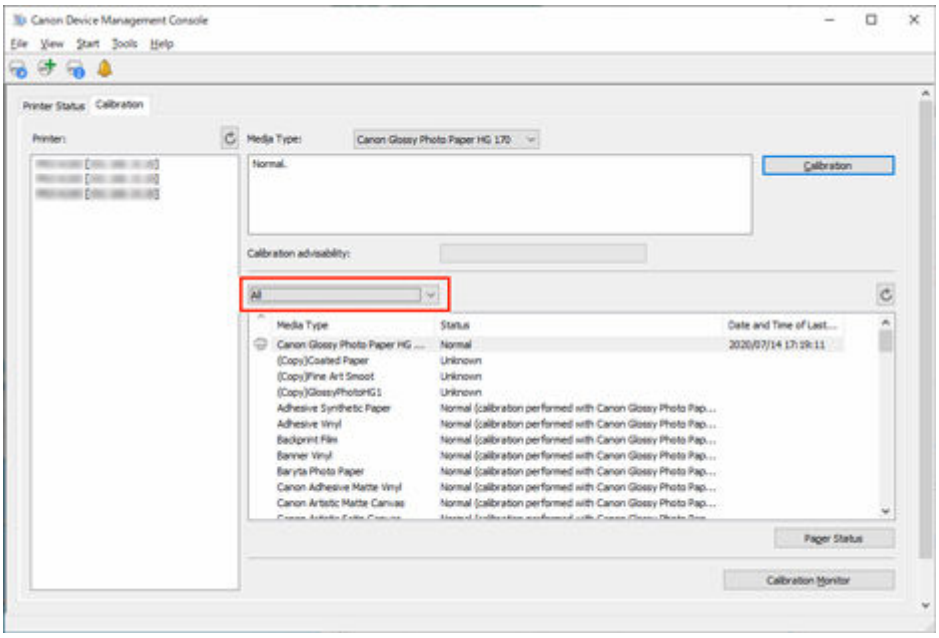
1. Click **Calibration** tab (or select **Calibration** from **View** menu).



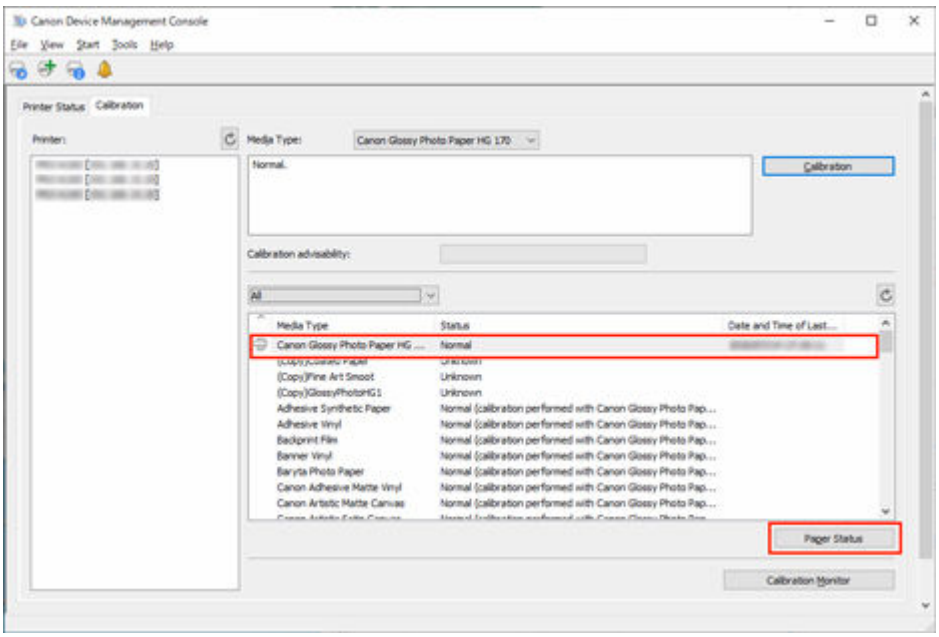
2. From printer list, select printer for which you want to check color calibration execution log.



3. From paper list display criteria, select **All**.



4. From paper list, select paper for which you want to check details and click **Paper Status** button.



The **Paper Status** dialog box appears.



You can check the color calibration status for the selected paper.

Note

- For details on the **Paper Status** dialog box, see "Paper Status Dialog Box."

Checking Calibration Link

In Device Management Console, multiple printers that can print with the same color are called calibration-linked printers.

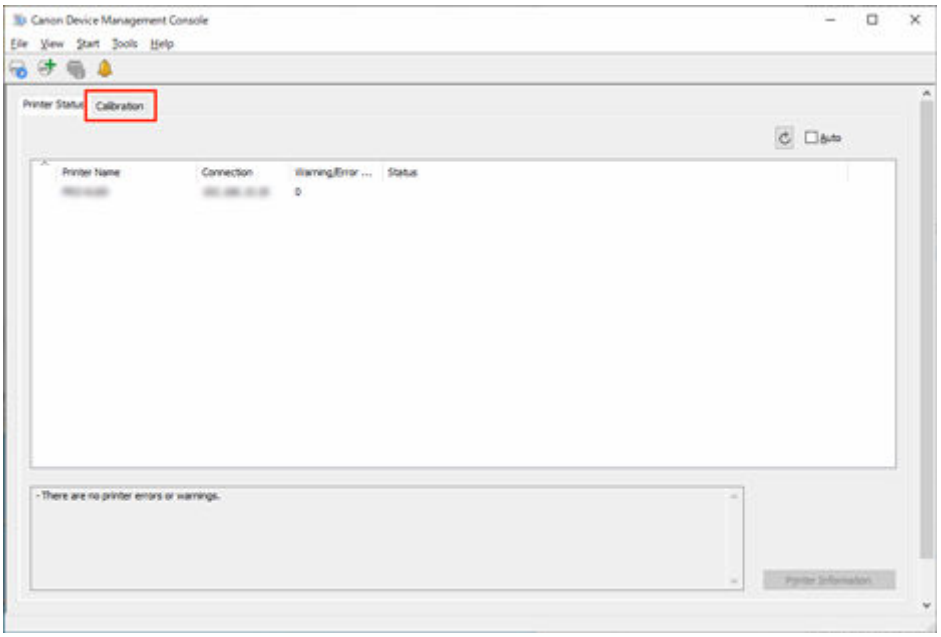
Calibration-linked printers are grouped with the same calibration group name and displayed.

Important

- Calibration link is performed for multiple printers that meet the following conditions.
  - The printer belongs to the same series that supports calibration link.
  - The same media type is selected in **Calibration** sheet > **Media Type** on the main screen.

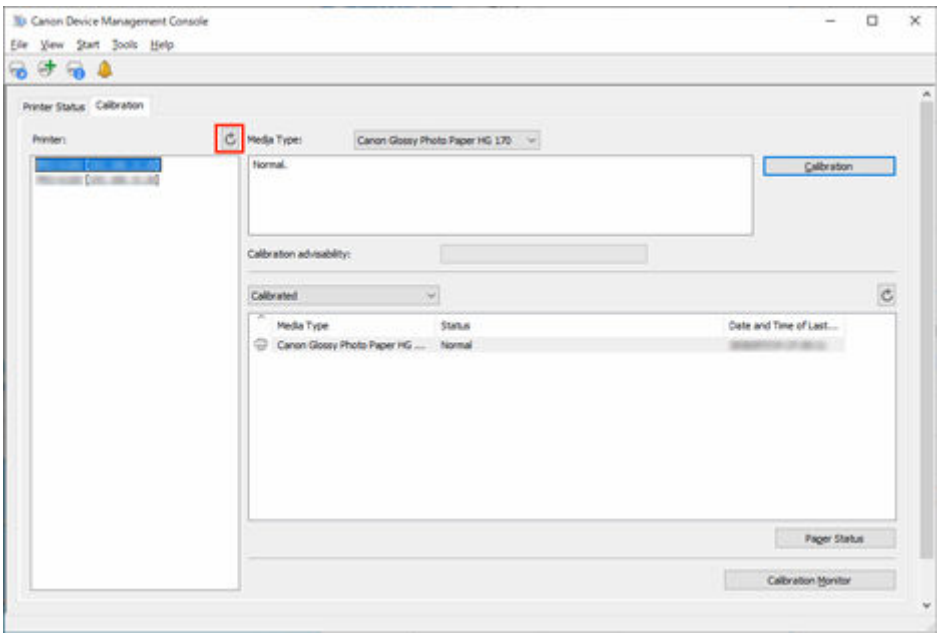
    For models for which **Media Type** cannot be selected, the same media type is loaded in the printer.
  - Color calibration is performed at least once for each printer with the above paper.

1. Click **Calibration** tab (or select **Calibration** from **View** menu).

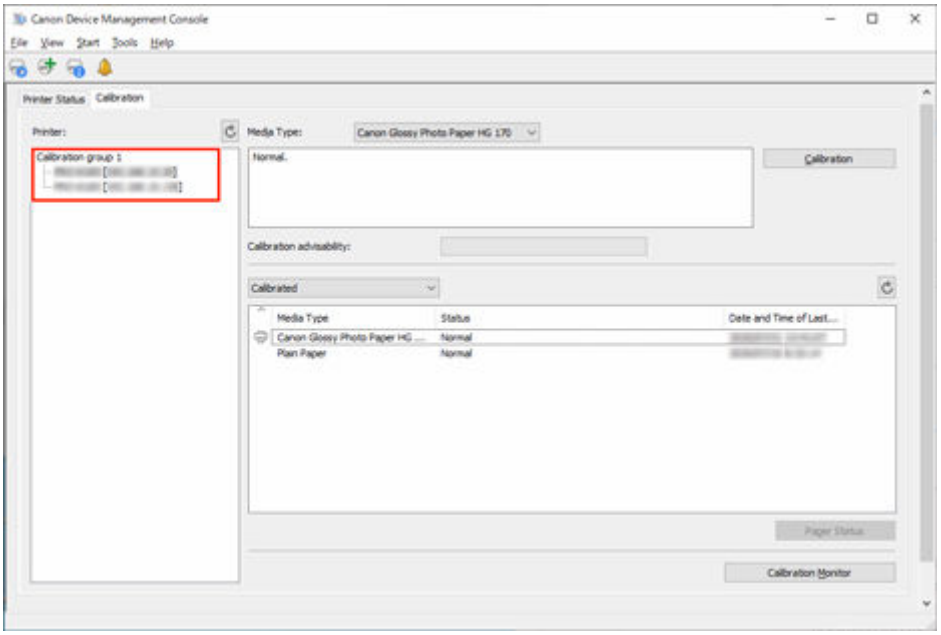


   The **Calibration** sheet appears.

2. To right of printer list, click  button (or select **Update Calibration Link** from **View** menu).



Calibration-linked printers are grouped with the same calibration group name and displayed.



Important

- For printers displayed with , you may not be able to print with the same color tone. See the message displayed in the guide message area, and print after confirming that is not displayed.

  When "**The calibration target in the media information file is not up-to-date.**" appears for a printer, export the media information for any printer not displaying this message to a file using Media Configuration Tool, and then import the exported media information to the printer displaying this message. For information on exporting and importing media information, search for and refer to "Media Configuration Tool Guide" from the home page of the Online Manual for your model.

Note

- Move the mouse pointer over **Calibration group** to display the media type to be grouped.

- Double-click **Calibration group** to open and close the Calibration group tree.

Performing Color Calibration

Use the **Calibration** sheet on the main screen to perform color calibration for the displayed printer.

Important

- You must load paper into the printer to perform color calibration.

  For details on the paper that can be used for color calibration, search for and refer to the following pages from the home page of the Online Manual for your model.

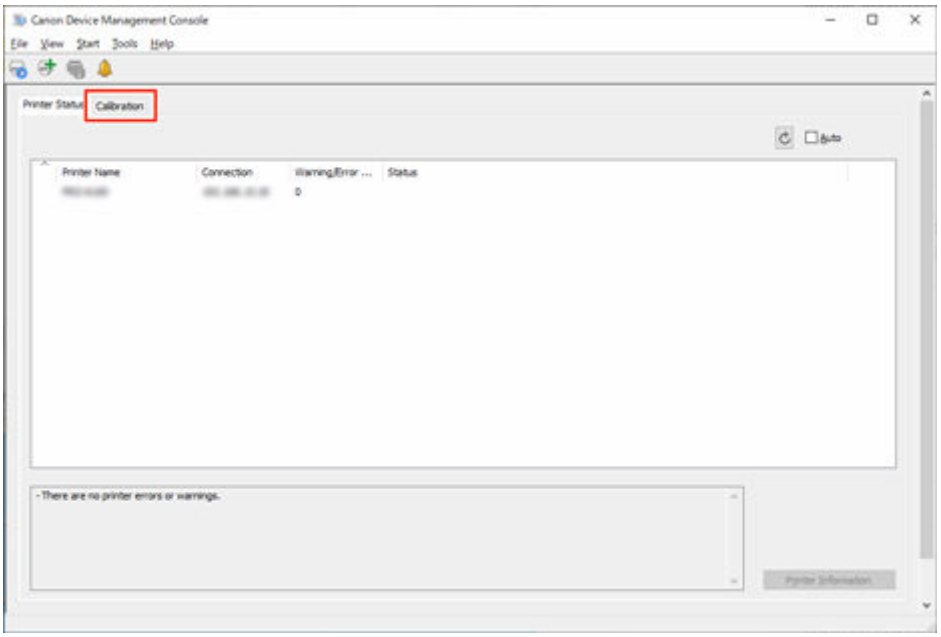
  - Model that supports roll paper

    "Paper Information List"

  - Model that does not support roll paper

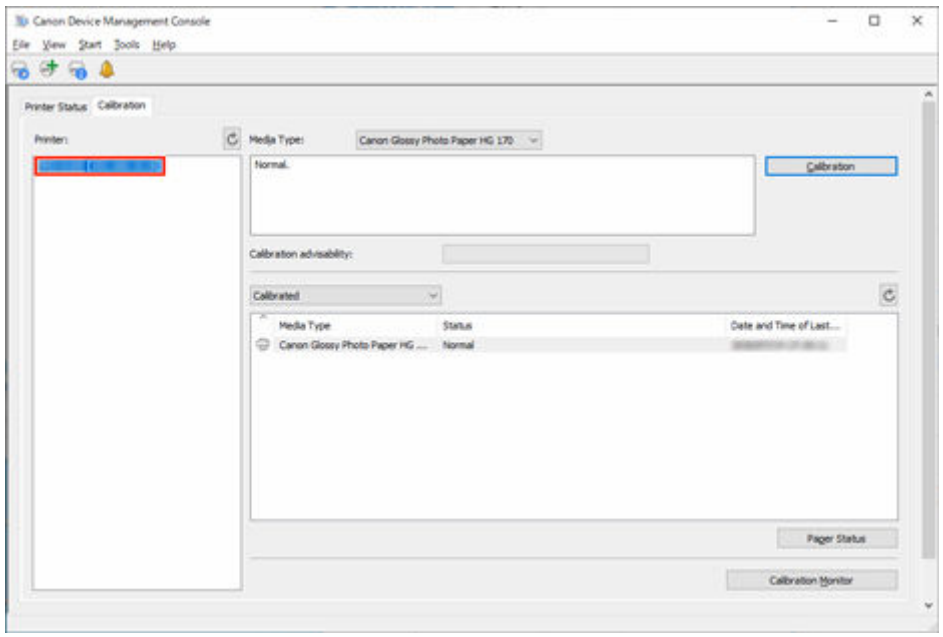
    "Paper that Can Be Used in Color Calibration"

1. Click **Calibration** tab (or select **Calibration** from **View** menu).

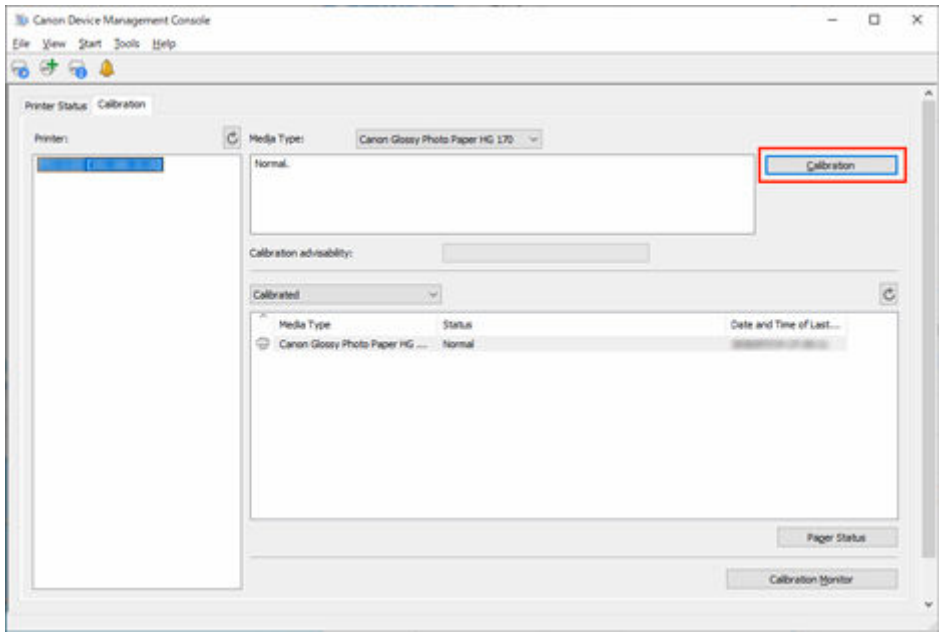


   The **Calibration** sheet appears.

2. From printer list, select printer for which you want to perform color calibration.

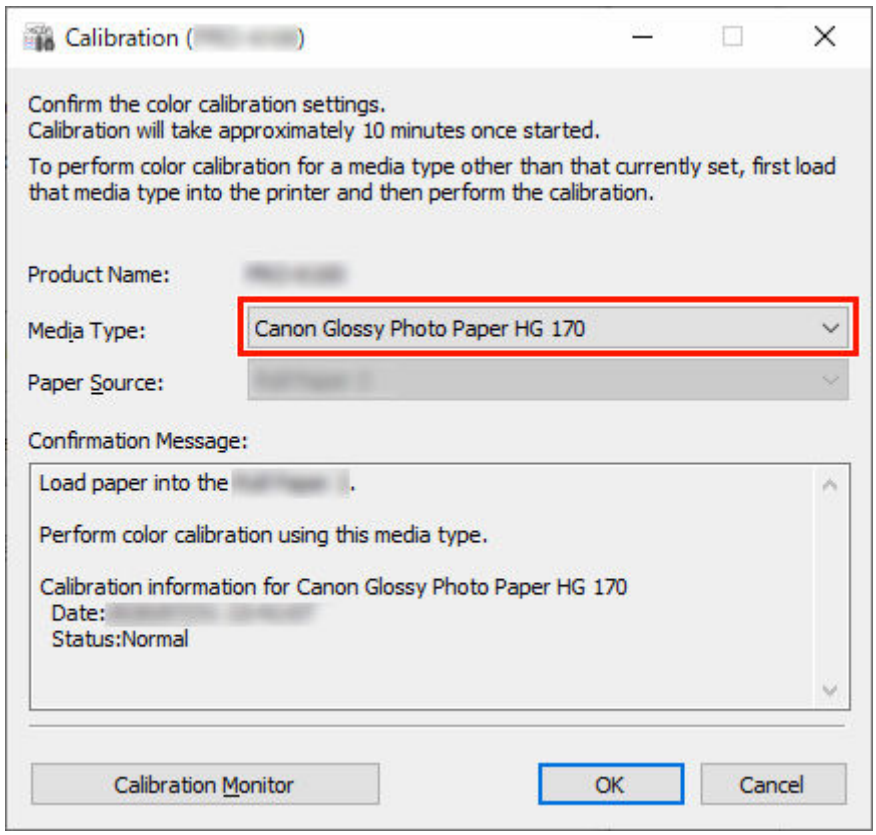


3. Click **Calibration** button (or select **Calibration** from **Start** menu).



The **Calibration** dialog box appears.

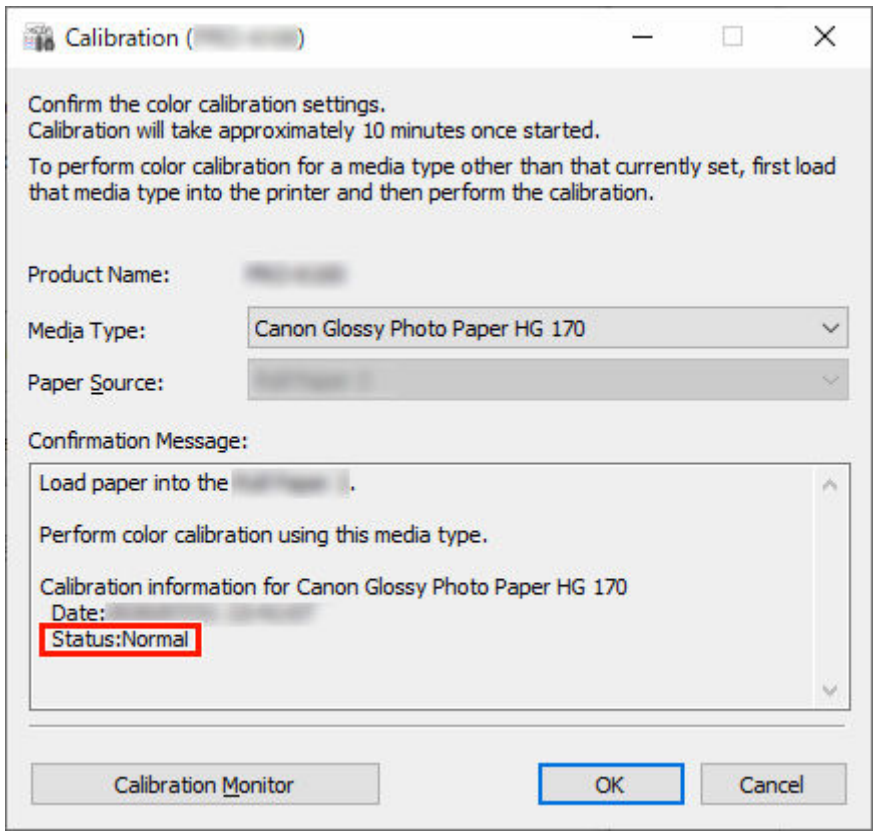
4. Select the **Media Type** for color calibration.



Note

- The media type for the paper fed on the printer appears depending on your model.

5. Verify the **Status** in the **Confirmation Message**.

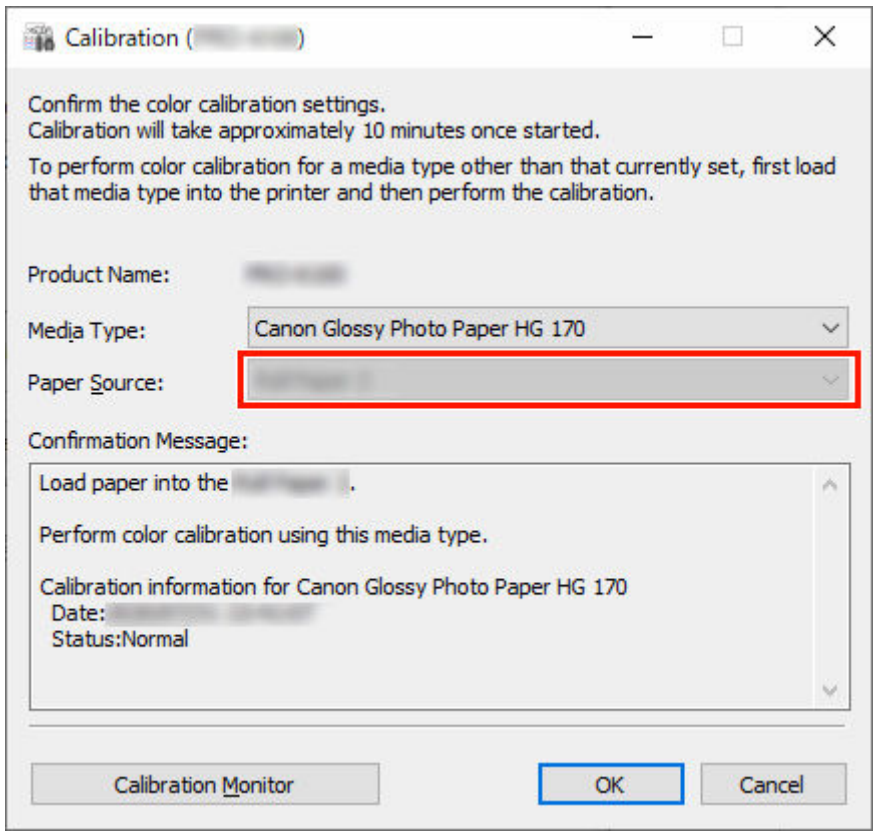


The **Status** in the **Confirmation Message** will let you know if color calibration is required.

Important

- If you are not performing color calibration, click the **Cancel** button.

6. Verify the **Paper Source**.



The paper sources for which color calibration can be performed are displayed for the paper in **Media Type**.

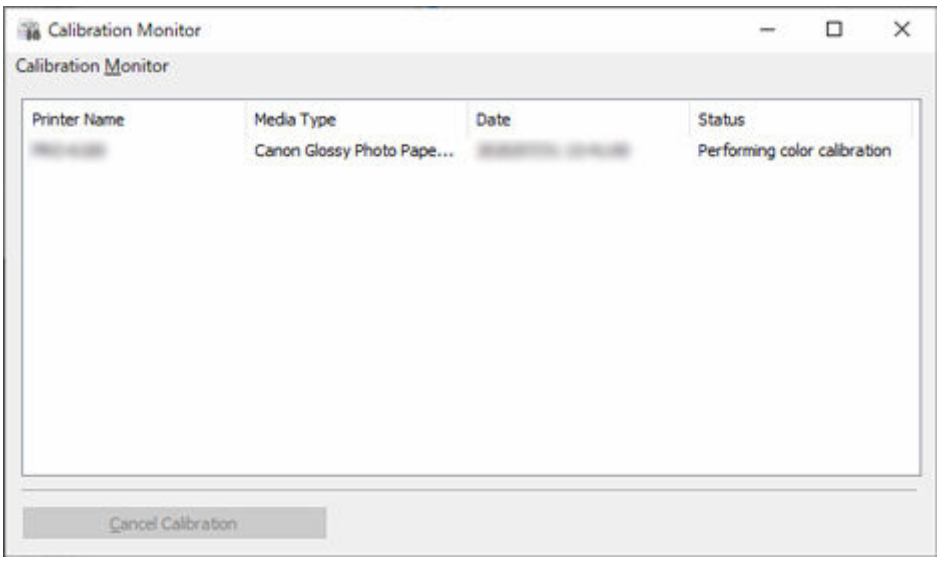
If the displayed paper source and the paper loaded to perform color calibration are different, reload the paper in the paper source displayed in **Paper Source**.

Note

- Depending on your model, you can select the **Paper Source**.
- If you are using a PRO-1000 or PRO-500 model, only the **Top Feed** can be used as the paper source for color calibration.

7. Click the **OK** button.

The color calibration starts and the **Calibration Monitor** dialog box appears.



Important

- After 30 minutes have elapsed from the start of the color calibration and you close the dialog box, you cannot check the progress status of the color calibration even if you display the **Calibration Monitor** dialog box the next time.
- Depending your model, you cannot check the progress status of color calibration for a printer connected by USB by closing this dialog box, and then displaying the **Calibration Monitor** dialog box.

Note

- If you want to stop the color calibration, select the printer and then click the **Cancel Calibration** button.
- To close this dialog box, click the (Close) button.

  Color calibration cannot be canceled by closing this dialog box.
- You can also display this dialog box by clicking the **Calibration Monitor** button on the **Calibration** sheet.

Performing Scheduled Color Calibrations

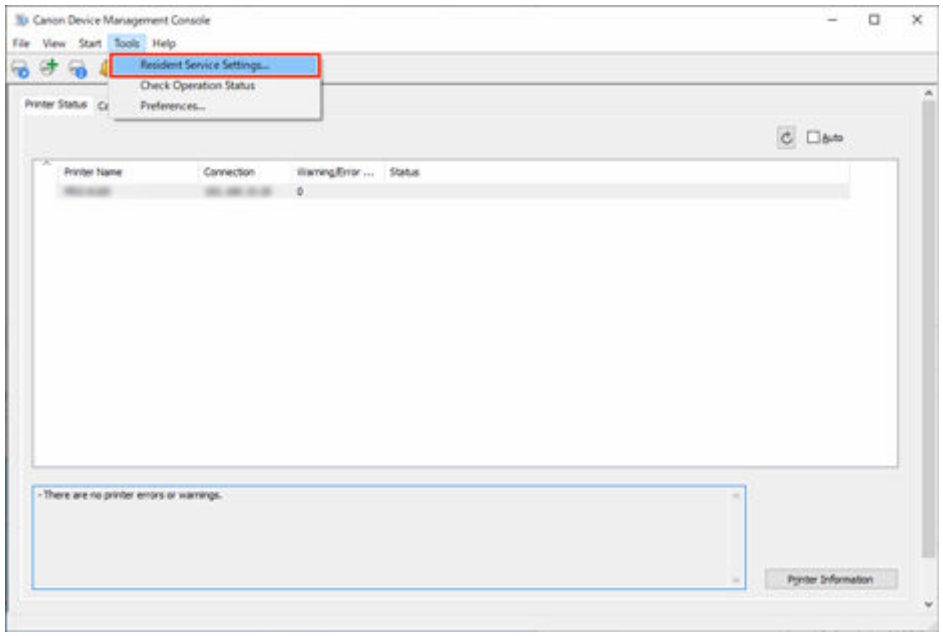
Automatic scheduled color calibrations can be set to be performed at a specified date and time.

Important

- Models that do not support roll paper also do not support scheduled color calibrations.
- The **Calibration Monitor** dialog box will not appear in scheduled color calibrations. To exit a color calibration in progress, exit using the printer control panel.
- In the following cases, color calibration will not performed, even at the specified date and time. It will be performed at the next specified date and time.
  - The printer power is turned off.
  - The printer is being used.
  - The printer is not loaded with the correct paper for performing color calibration.
  - The computer with Device Management Console installed is turned off. (You do not have to start Device Management Console.)
- You can check the scheduled color calibration logs in the **Check Operation Status** dialog box.

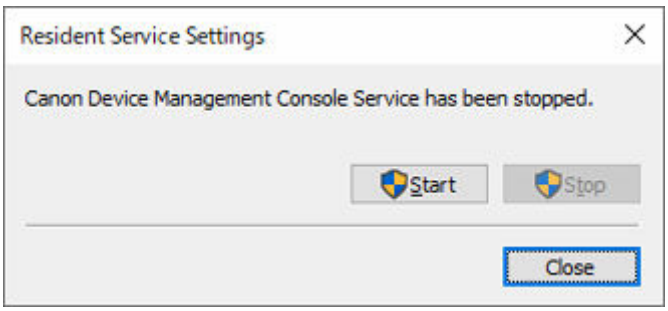
  Check Operation Status Dialog Box
- Common Calibration corrects the color for other media as well. Keep this in mind when performing scheduled color calibrations.
- To manage color for multiple media types, select **Roll Paper 1 + Roll Paper 2** in **Paper Source** in the **Scheduled Calibration** dialog box.

1. Select **Resident Service Settings** from **Tools** menu.



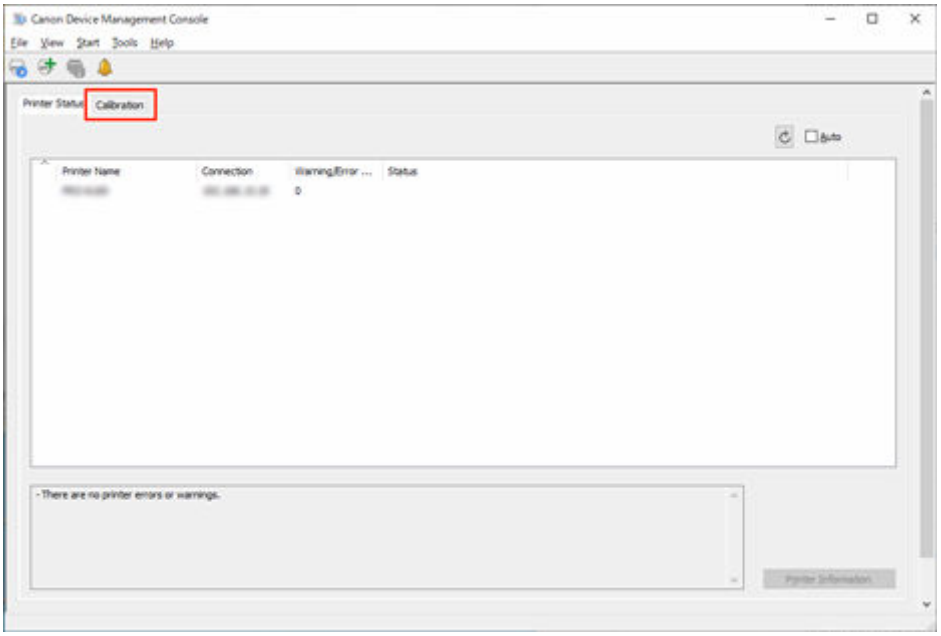
   The **Resident Service Settings** dialog box appears.

2. Click **Start** button.



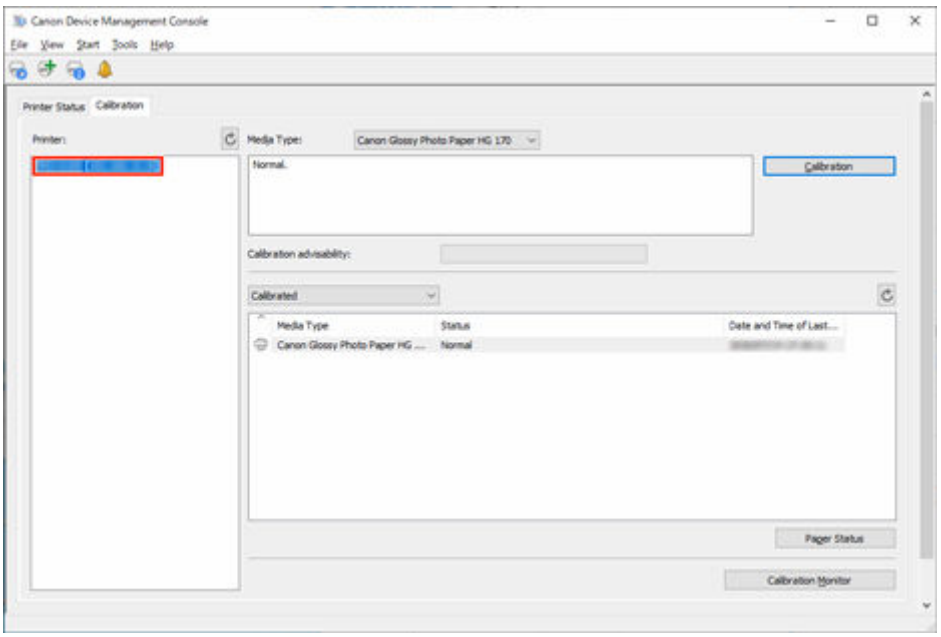
The Device Management Console resident service starts.

3. Click **Calibration** tab (or select **Calibration** from **View** menu).



The **Calibration** sheet appears.

4. From printer list, select printer for which you want to perform color calibration.



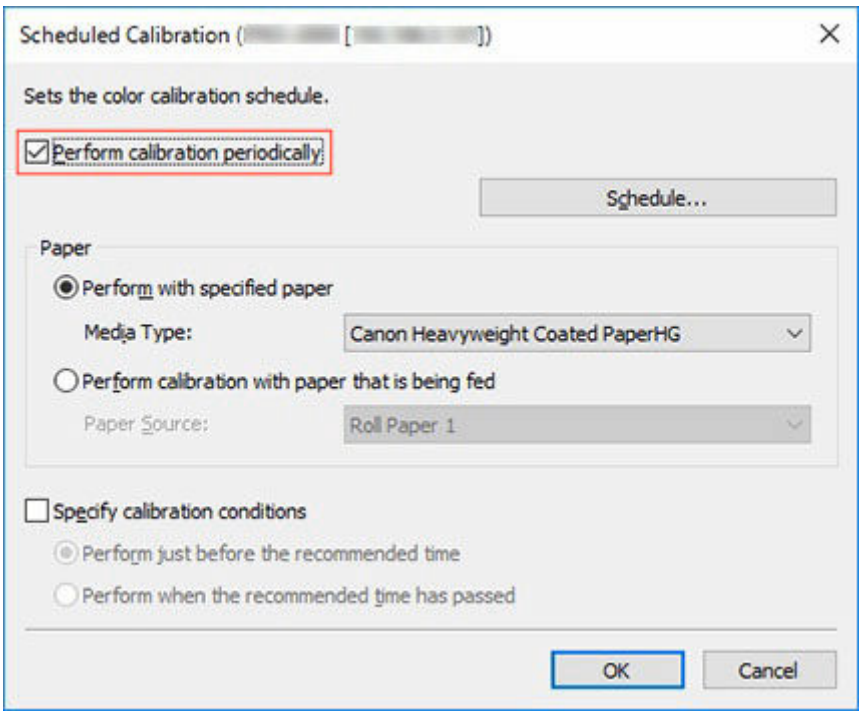
Note

- When you select a printer that has been set to periodically do color calibration,  appears on the **Calibration** sheet.

5. Select **Scheduled Calibration** from the **Start** menu.

   The **Scheduled Calibration** dialog box will appear.

6. Check the **Perform calibration periodically** check box and click the **Schedule** button.

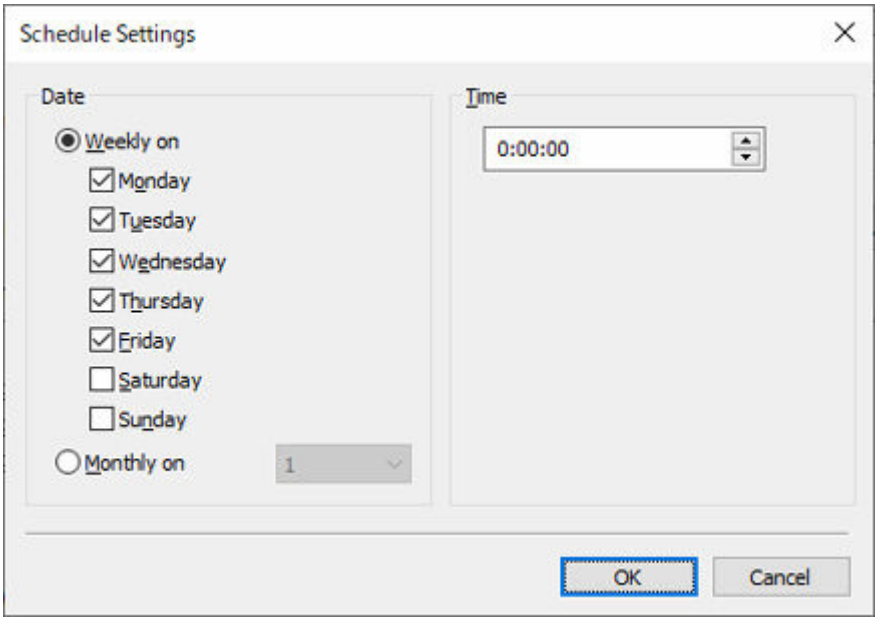


Note

- For details on the **Scheduled Calibration** dialog box, see "Scheduled Calibration Dialog Box."

The **Schedule Settings** dialog box will appear.

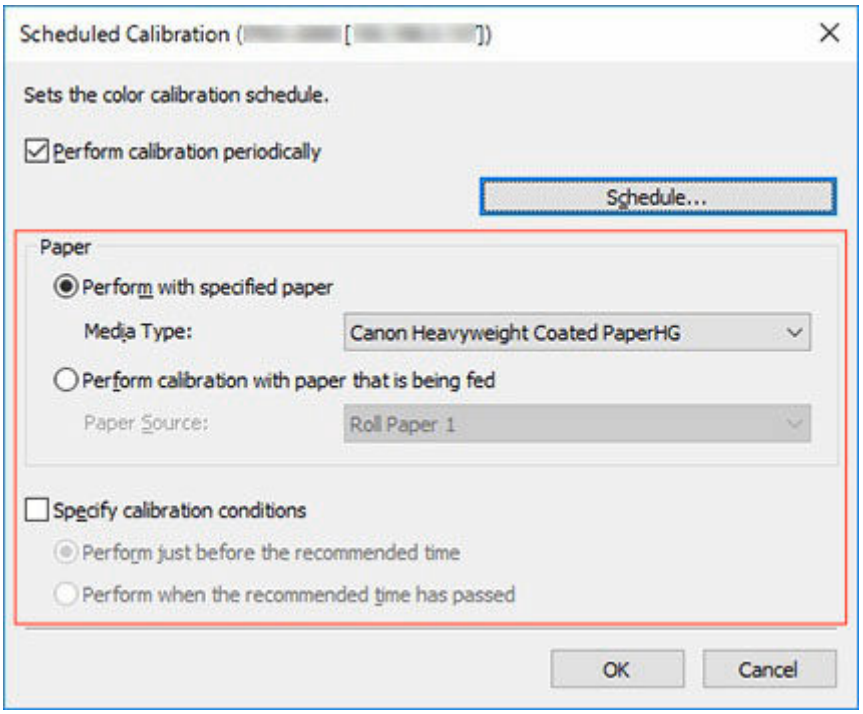
7. Specify the date and time to perform color calibration, and then click the **OK** button.



Note

- For details on the **Schedule Settings** dialog box, see "Schedule Settings Dialog Box."

8. Specify the color calibration paper and advisability level, and then click the **OK** button.

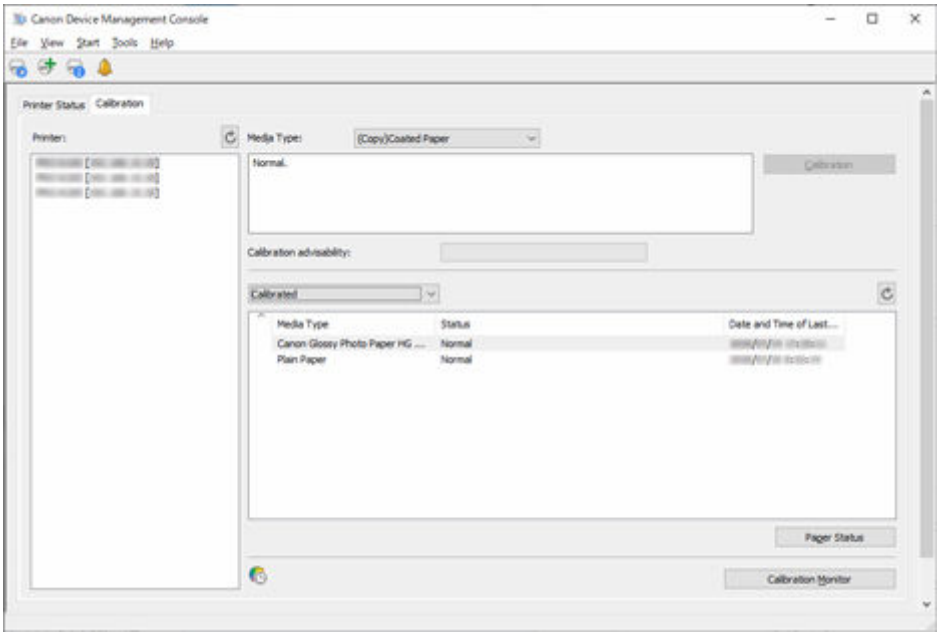


Note

- To perform color calibration on multiple rolls, select **Roll Paper 1 + Roll Paper 2** in **Paper Source**.

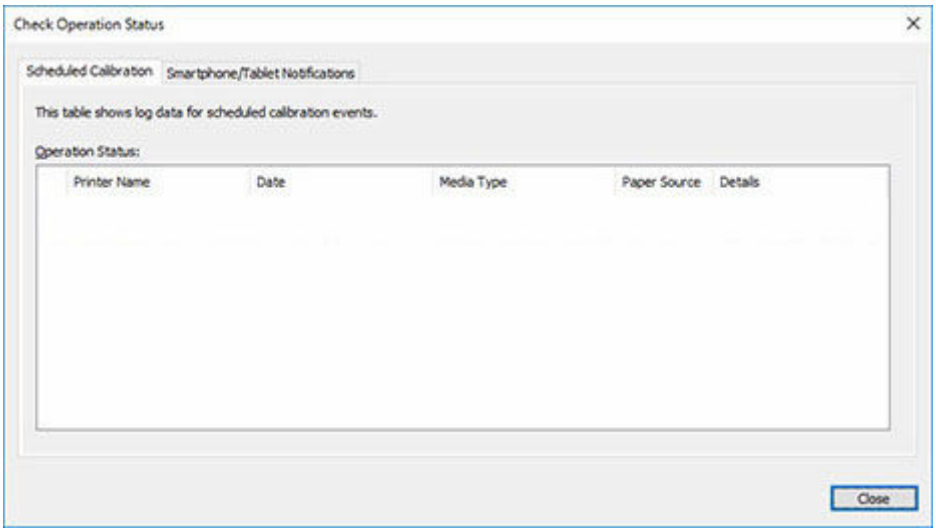
9. Confirm that  appears on the **Calibration** sheet.

When you select a printer in the printer list that has been set to periodically do color calibration, the  icon appears.



10. Select **Check Operation Status** on the **Tools** menu, and then click **Scheduled Calibration** tab.

The **Scheduled Calibration** sheet on the **Check Operation Status** dialog box appears. You can check the operation status of the scheduled color calibrations.



Note

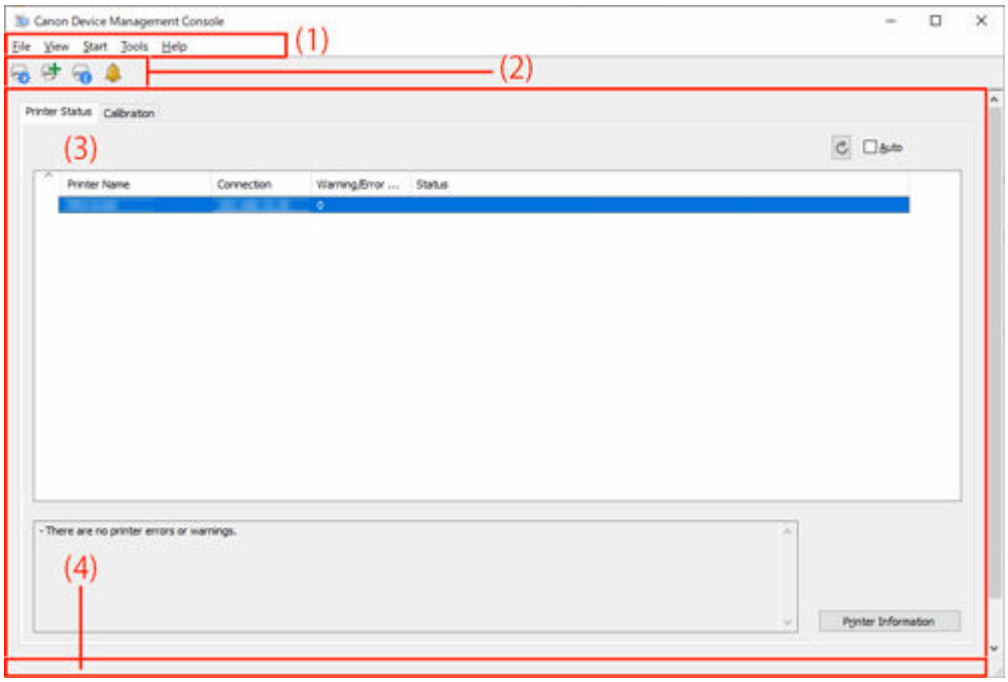
- For details on the **Check Operation Status** dialog box, see "Check Operation Status Dialog Box."

Description of Device Management Console Screen

- **Main Screen**
  - Main Screen (Menu Bar)
  - Main Screen (Printer Status Sheet)
  - Main Screen (Calibration Sheet)
- **Printer Management Dialog Box**
- **Add Printer Dialog Box**
- **Printer Details Dialog Box**
- **Mail Server Settings Dialog Box**
- **Notification Conditions Dialog Box**
- **Alarm Settings Dialog Box**
- **Schedule Settings Dialog Box**
- **Paper Status Dialog Box**
- **Calibration Dialog Box**
- **Calibration Monitor Dialog Box**
- **Scheduled Calibration Dialog Box**
- **Check Operation Status Dialog Box**
- **User Notification Settings Dialog Box**
- **User Information Settings Dialog Box**
- **Proxy Server Setup Dialog Box**
- **Check Compatible Printers Dialog Box**
- **Preferences Dialog Box**
- **Notification Settings Dialog Box**

Main Screen

The main screen of Device Management Console consists of a menu bar, toolbar, main area, and status bar.



- (1) Menu Bar
- (2) Toolbar
- (3) Main Area
- (4) Status Bar

(1) Menu Bar

Select the menu items for the necessary operations.

- Main Screen (Menu Bar)

(2) Toolbar

Displays the buttons of functions frequently used in Device Management Console.

Use the **View** menu in the menu bar to show/hide the toolbar.

 **button**

The **Printer Management** dialog box appears, allowing you to manage managed printers.

 **button**

The **Add Printer** dialog box appears, and you can add a printer.

 **button**

The **Printer Details** dialog box appears, allowing you to check the detailed information for the selected printer.

 **button**

The **Notification Settings** dialog box appears, and you can do settings related to notifications.

(3) Main Area

The main area includes the **Printer Status** sheet and **Calibration** sheet.

Click **Printer Status** tab to display **Printer Status** sheet, and click **Calibration** tab to display **Calibration** sheet. You can also use the **View** menu in the menu bar to select the display.

- Main Screen (Printer Status Sheet)
- Main Screen (Calibration Sheet)

(4) Status Bar

The Device Management Console settings status and printer communication status appear.

Use the **View** menu in the menu bar to show/hide the status bar.

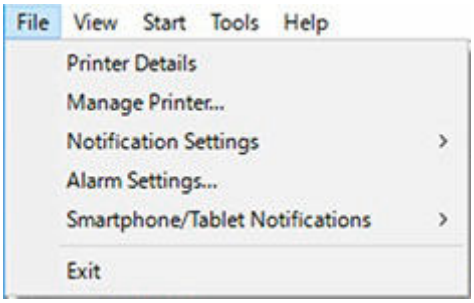
Main Screen (Menu Bar)

The menu bar on the main screen has the following menus.



- **File** Menu
- **View** Menu
- **Start** Menu
- **Tools** Menu
- **Help** Menu

File Menu



Printer Details

The **Printer Details** dialog box appears, allowing you to check the detailed information for the selected printer.

Manage Printer

The **Printer Management** dialog box appears, allowing you to manage managed printers.

Notification Settings

Configure the settings for email to be sent when a warning or error occurs on the printer.

Mail Server Settings

The **Mail Server Settings** dialog box appears, allowing you to configure the settings for sending email.

Notification Conditions

The **Notification Conditions** dialog box appears, allowing you to configure the email notice recipient and notification conditions.

Alarm Settings

The **Alarm Settings** dialog box will appear, where you can specify the alarm sound emitted when a warning or error occurs.

Smartphone/Tablet Notifications

Set the function to notify your smartphone or tablet that print jobs are finished or have stopped.

Proxy Server Setup

The **Proxy Server Setup** dialog box appears, and you can set the proxy server needed to communicate with the server that sends notifications to your smartphone or tablet.

Note

- These settings are needed to use the proxy server.

User Notification Settings

The **User Notification Settings** dialog box appears and you can add, delete, or update users who will be notified that print jobs are finished or have stopped. You can check a list of users that have been added.

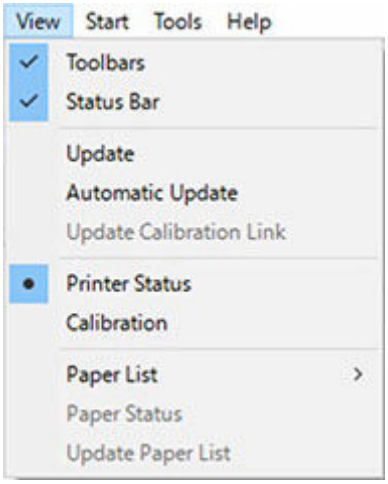
Check Compatible Printers

The **Check Compatible Printers** dialog box appears and you can check the printers that support the function to notify smartphones or tablets.

Exit

Exits Device Management Console.

View Menu



Toolbars

Shows/hides the toolbar on the main screen.

When the check box is selected, the toolbar appears.

Status Bar

Shows/hides the status bar on the main screen.

When the check box is selected, the status bar appears.

Update

The printer status that appears on the **Printer Status** sheet is up to date.

Automatic Update

Select whether to update the printer status on the **Printer Status** sheet regularly.

When the check box is selected, it is updated regularly.

Update Calibration Link

Updates the printer list on the **Calibration** sheet.

Printer Status/Calibration

Select **Printer Status** to display the **Printer Status** sheet.

Select **Calibration** to display the **Calibration** sheet.

Paper List

Selects the media types displayed in the paper list on the **Calibration** sheet.

Calibrated

Only color-calibrated paper appears.

All

All paper appears.

Custom Paper

Only custom paper appears.

Custom paper is paper added with Media Configuration Tool.

To execute color calibration with custom paper, the calibration target for that paper must be created.

For details on custom paper and creating a calibration target, search for and refer to the "Media Configuration Tool Guide" from the home page of the Online Manual for your model.

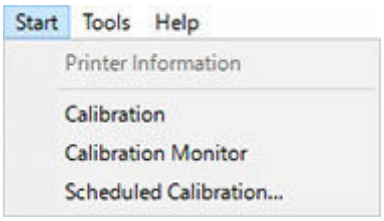
Paper Status

The **Paper Status** dialog box appears, allowing you to check the color calibration status of the selected paper.

Update Paper List

Updates the paper list on the **Calibration** sheet.

Start Menu



Printer Information

The Web browser starts, and the main screen of the Remote UI for the selected printer appears.

Calibration

The **Calibration** dialog box appears, allowing you to perform color calibration for the selected paper.

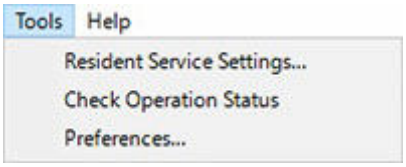
Calibration Monitor

The **Calibration Monitor** dialog box appears, allowing you to check the color calibration progress status.

Scheduled Calibration

The **Scheduled Calibration** dialog box will appear, where you can set the color calibration schedule.

Tools Menu



Resident Service Settings

The **Resident Service Settings** dialog box appears.

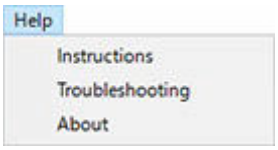
Check Operation Status

The **Check Operation Status** dialog box opens, and you can check the operation status of the scheduled color calibrations and notification results sent to your smartphone or tablet.

Preferences

The **Preferences** dialog box appears. You can select the display language for the Device Management Console and set the items that you want to appear on the **Printer Status** sheet on the main screen.

Help Menu



Instructions

The Online Manual appears.

Troubleshooting

The online manual's Troubleshooting appears.

About

The **About** dialog box appears, allowing you to check the version of Device Management Console.

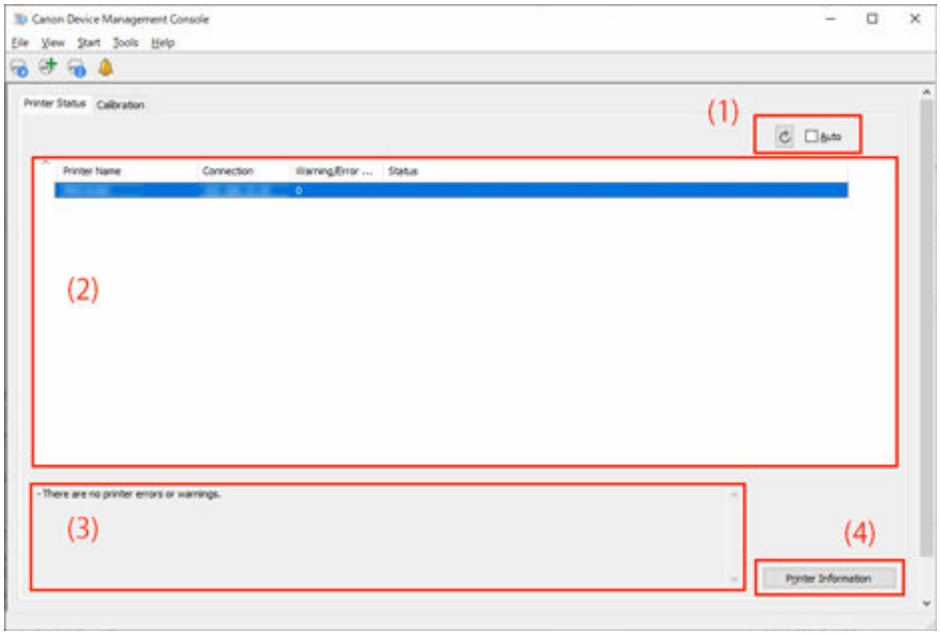
Main Screen (Printer Status Sheet)

Use the **Printer Status** sheet to monitor the status of managed printers.

Note

- If the printer you want to manage is not displayed, use the **Printer Management** dialog box to register the printer.

  ➡ Registering Printer



➡ (1) Printer Status Update Area

➡ (2) Printer Status Display Area

➡ (3) Message Area

➡ (4) Advanced Printer Information Area

(1) Printer Status Update Area

 **button**

Updates the printer status.

Auto check box

Select the check box to update the printer status regularly.

(2) Printer Status Display Area

The status for each printer appears.

Note

- Click the heading to sort by clicked item.

Warning / Error Icons

The icons below appear to the left of **Printer Name** when a printer warning or error occurs.

Note

- For details on warnings and errors, click the **Printer Information** button to display Remote UI, or search for and refer to "Troubleshooting" from the home page of the Online Manual for your model.



A warning has occurred.



An operator error has occurred.



Information about the remaining amount of ink, etc.



An error requiring repair has occurred.

Printer Name

The name of the printer appears.

Connection

Displays the IP address of printers connected via the network and the connection port name of printers connected via USB.

Warning/Error Count

The number of warnings and errors occurring appear.

Status

The simplified status of the printer appears. If there are multiple warnings and errors, the highest priority one appears.

Note

- In the **Preferences** dialog box, you can set the items to display and switch the order in which they appear.
- Drag the names of items to switch the order in which they appear.

(3) Message Area

Messages for the status of all managed printers appear.

(4) Advanced Printer Information Area

Printer Information button

The Web browser starts, and the main screen of Remote UI for the selected printer appears, allowing you to check the printer information details.

Important

- You cannot use Remote UI to check the details of a printer connected by USB.

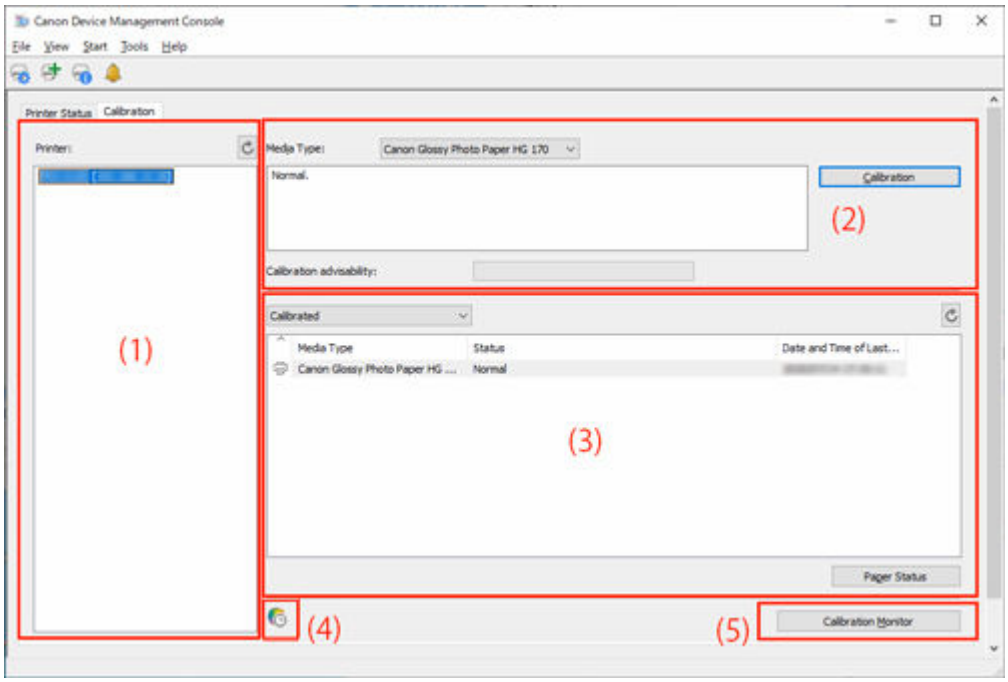
Main Screen (Calibration Sheet)

Use the **Calibration** sheet to execute color calibration for the managed printer and to check the color calibration status.

Note

- If the printer you want to manage is not displayed, use the **Printer Management** dialog box to register the printer.

  ➡ Registering Printer



➡ (1) Printer List Area

➡ (2) Execute Color Calibration Area

➡ (3) Color Calibration Execution Log Area

➡ (4) Scheduled Calibration Notification Area

➡ (5) Color Calibration Progress Status Area

(1) Printer List Area

The managed printers are organized and displayed by color calibration status.

Click the  button to update the printer list.

Note

- A warning related to color calibration has occurred on printers with  displayed.

  The error details appear in the guide message area of "(2) Execute Color Calibration Area".
- Printers that do not support color calibration will not be listed.

In Device Management Console, multiple printers that can print with the same color are called calibration-linked printers.

Calibration-linked printers are grouped with the same calibration group name and displayed.



Important

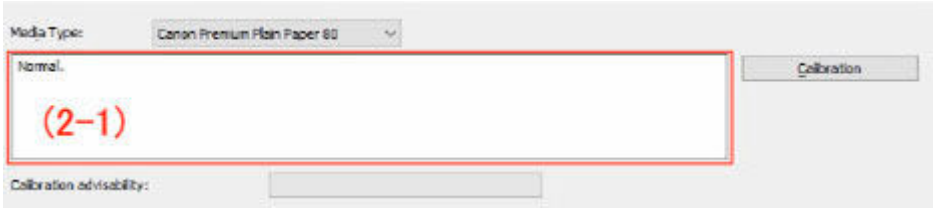
- Calibration link is performed for multiple printers that meet the following conditions.
  - The printer belongs to the same series that supports calibration link.
  - The same media type is selected in **Calibration** sheet > **Media Type** on the main screen.

    For models for which **Media Type** cannot be selected, the same media type is loaded in the printer.
  - Color calibration is performed at least once for each printer with the above paper.

Note

- Move the mouse pointer over **Calibration group** to display the media type to be grouped.
- Double-click **Calibration group** to open and close the Calibration group tree.

(2) Execute Color Calibration Area



Media Type

Select a media type supported by the printer.

Important

- Depending on the model used, displays only the media type loaded in the printer-.

(2-1) Guide message area

Messages related to color calibration appear.

Calibration button

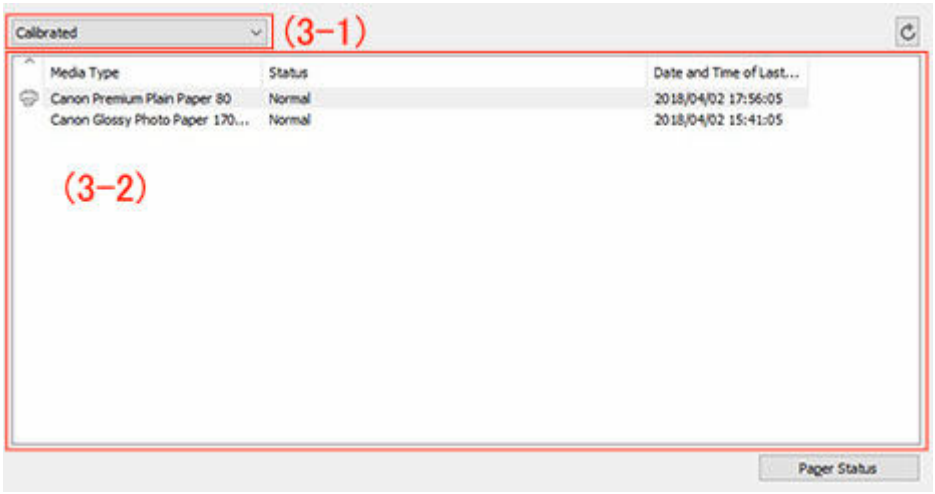
The **Calibration** dialog box appears, allowing you to perform color calibration.

Calibration advisability

Displays the advisability for executing color calibration. The progress bar grows until the time when calibration is recommended.

(3) Color Calibration Execution Log Area

The color calibration execution log for each paper appears.



(3-1) Paper list display conditions

From the drop-down list, select the criteria for displaying items in the paper list.

Calibrated

Only color-calibrated paper appears.

All

All paper appears.

Custom Paper

Only custom paper appears.

Custom paper is paper added with Media Configuration Tool.

To execute color calibration with custom paper, the calibration target for that paper must be created.

For details on custom paper and creating a calibration target, search for and refer to the "Media Configuration Tool Guide" from the home page of the Online Manual for your model.

 **button**

Updates the paper list.

(3-2) Paper list

The color calibration execution log for each paper appears.

Note

- Click the heading to sort by clicked item.
- appears for paper displayed in **Media Type** of "(2) Execute Color Calibration Area".

Media Type

The paper name acquired from the printer appears.

Status

The status and guide messages related to color calibration appears.

Note

- If you delete or hide the paper used for the color calibration in Media Configuration Tool, that paper will be displayed as **Unknown Paper** in **Status** column.

  In such cases, use different paper and carry out the color calibration.

Date and Time of Last Calibration

The date color calibration was last performed appears.

Paper Status button

The **Paper Status** dialog box appears, allowing you to check the color calibration status of the selected paper.

(4) Scheduled Calibration Notification Area

**Icon**

Appears when you select a printer in the printer list that has been set to periodically do color calibration.

(5) Color Calibration Progress Status Area

Calibration Monitor button

The **Calibration Monitor** dialog box appears, allowing you to check the color calibration progress status.

Important

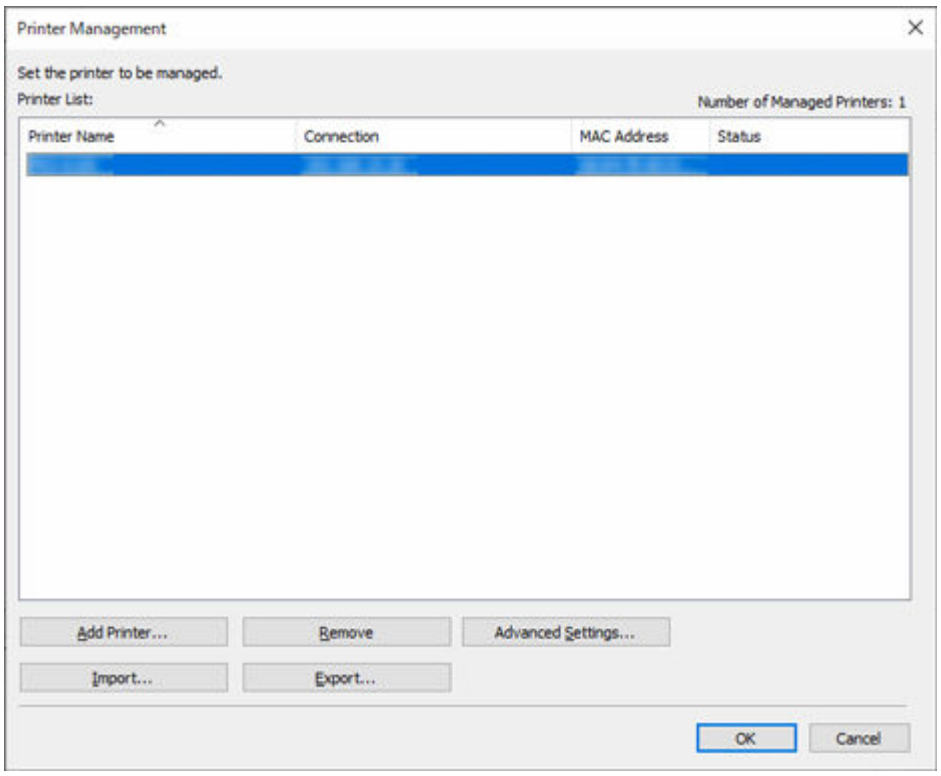
- You cannot check the progress status for the following color calibration.
  - Color calibration performed from the operation panel of a printer
  - Color calibration of a printer connected by USB (for model that does not support roll paper)

Printer Management Dialog Box

You can register and delete managed printers .

You an also change a printer's display name, and export and import information for managed printers.

Click  button or select **Manage Printer** from **File** menu to display **Printer Management** dialog box.



Printer List

Displays the list of managed printers.

Number of Managed Printers

Displays the total number of printers that appear in **Printer List**.

Printer Name

The printer name appears.

Connection

Displays the IP address of printers connected via the network and the connection port name of printers connected via USB.

MAC Address

The MAC address of the printer appears.

Note

- For printers that support wired and wireless LAN, the MAC address that appears here is the wired LAN MAC address.

Status

The printer support status appears.

Add Printer button

The **Add Printer** dialog box appears, allowing you to register a managed printer.

Remove button

The printer selected in **Printer List** is deleted.

Note

- You cannot click this button if a printer is not selected.

Advanced Settings button

The **Advanced Printer Settings** dialog box appears, allowing you to change the printer display name.

Note

- You cannot click this button if a printer is not selected.

Import button

Imports the managed printer(s) from a file.

The managed printers that are imported in **Printer List** appears.

Note

- When you click the **Import** button to import a file, the **Select Printer** screen will appear. Printers with connection methods that are not supported by Windows will not appear in the **Printer List** on the **Select Printer** screen.

  Example: Printers connected by Bonjour registered with the Mac version

Export button

Exports the managed printers displayed in **Printer List** to a file.

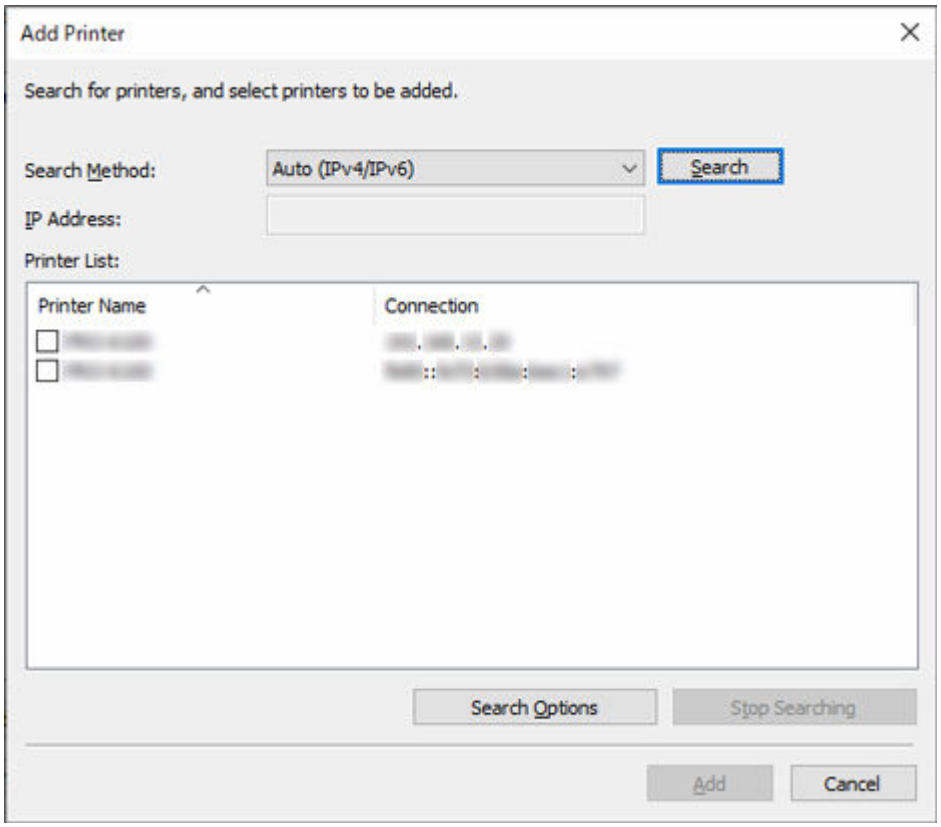
Note

- A printer connected by USB cannot be exported.

Add Printer Dialog Box

You can search for a printer to be managed and register it to the list of managed printers.

Click the **Add Printer** button on **Printer Management** dialog box or click the  (Add Printer) button in the main screen to display the **Add Printer** dialog box.



Search Method

Select the printer search method.

Auto (IPv4/IPv6)

Searches for IPv4 and IPv6 printers.

IPv4

Searches by specifying the IPv4 IP address in **IP Address**.

IPv6

Searches by specifying the IPv6 IP address in **IP Address**.

USB

Searches for printers connected via USB.

IP Address

When **IPv4** or **IPv6** is selected in **Search Method**, enter the IP address of the printer for which to search.

Search button

Starts printer search using the selected search method.

Printer List

The printer search result appears.

Printer Name

The model names of the printers found appears.

To register a printer, select the check box next to the model name.

Connection

Displays the IP address of printers connected via the network and the connection port name of printers connected via USB.

Search Options Button

Opens the **Search Options** dialog box.

Configure this when searching for a specific SNMP community.

Stop Searching button

Click to stop the search.

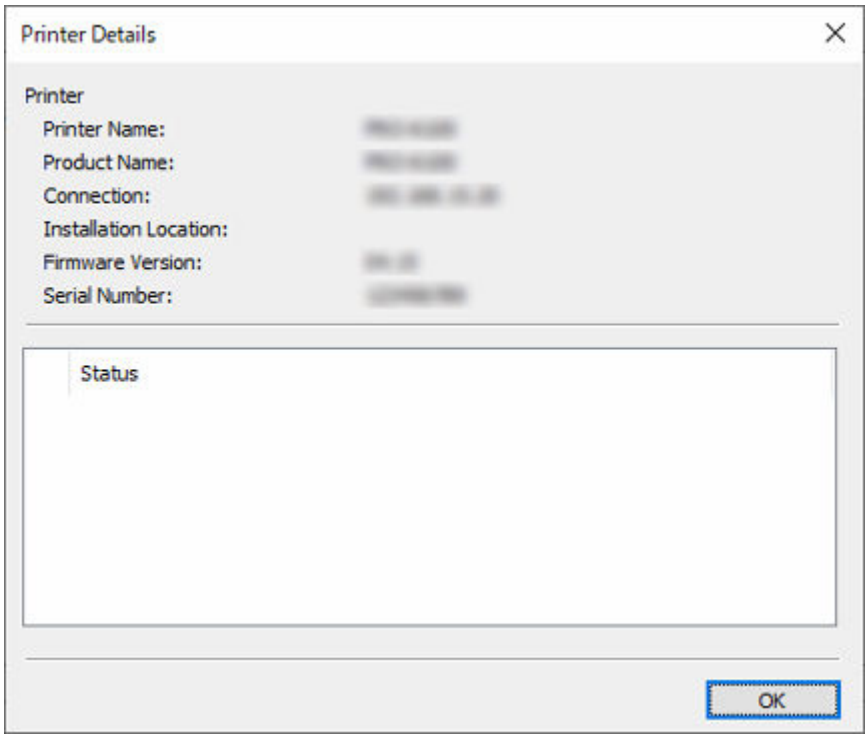
Add button

When the check box is selected, the printer is registered to the managed printers, and the **Add Printer** dialog box closes.

Printer Details Dialog Box

The printer details of the selected printer appears.

Click  button or select **Printer Details** from **File** menu to display **Printer Details** dialog box.



Printer Name

Displays the name of the printer that appears in Device Management Console.

Product Name

The product name of the printer appears.

Connection

Displays the IP address of printers connected via the network and the connection port name of printers connected via USB.

Installation Location

The installation location of the printer appears.

Note

- Nothing appears if no information can be acquired from the printer.
- Depending on the model used, nothing may appear.

Firmware Version

The version of the firmware installed on the printer appears.

Note

- Nothing appears if no information can be acquired from the printer.

Serial Number

The serial number of the printer appears.

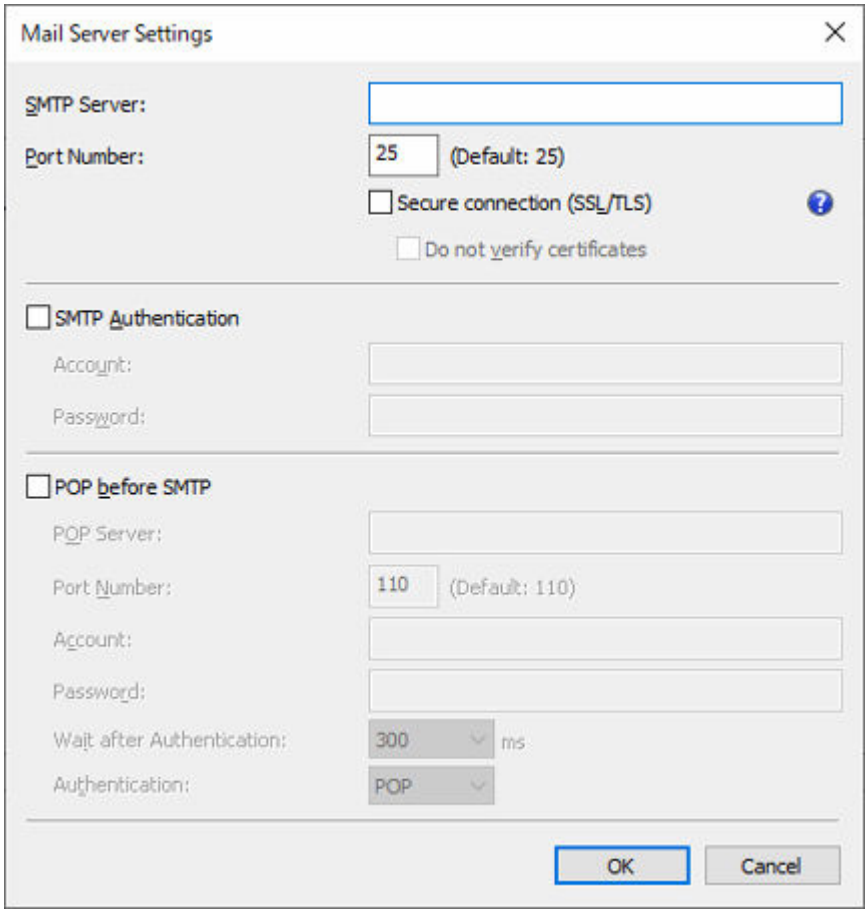
Status

The simplified status of the printer appears.

Mail Server Settings Dialog Box

Configure the settings for sending email.

Select **Notification Settings** > **Mail Server Settings** on **File** menu to display **Mail Server Settings** dialog box.



SMTP Server

Enter the SMTP server host name or IP address.

Port Number

Enter the SMTP server port number.

Secure connection (SSL/TLS)

Add a check mark to use SSL/TLS to secure connections.

Do not verify certificates

Add a check mark to not verify certificates on a secure connection.

Important

- You may need to install a certificate to use secure connections.

  Note the following precautions when installing a certificate.

  - In the import wizard for certificates, select your local computer as the location to store the certificate.
  - In the import wizard for certificates, select Trusted Root Certificate Authorities as the certificate store.

- If you cannot select a storage location in the import wizard for certificates, use the Microsoft Management Console (MMC) to change to a local computer.

SMTP Authentication

Select whether to use the SMTP server authentication function. Select the check box to use the SMTP server authentication function.

Account

Enter the account to use for SMTP Authentication.

Password

Enter the password to use for SMTP Authentication.

POP before SMTP

Select whether to use POP before SMTP. Select the check box to use POP before SMTP.

POP Server

Enter the POP server host name or IP address.

Port Number

Enter the POP server port number.

Account

Enter the account to use when connecting to a POP server.

Password

Enter the password to use when connecting to a POP server.

Wait after Authentication

Select the time to wait until sending email after POP authentication.

Authentication

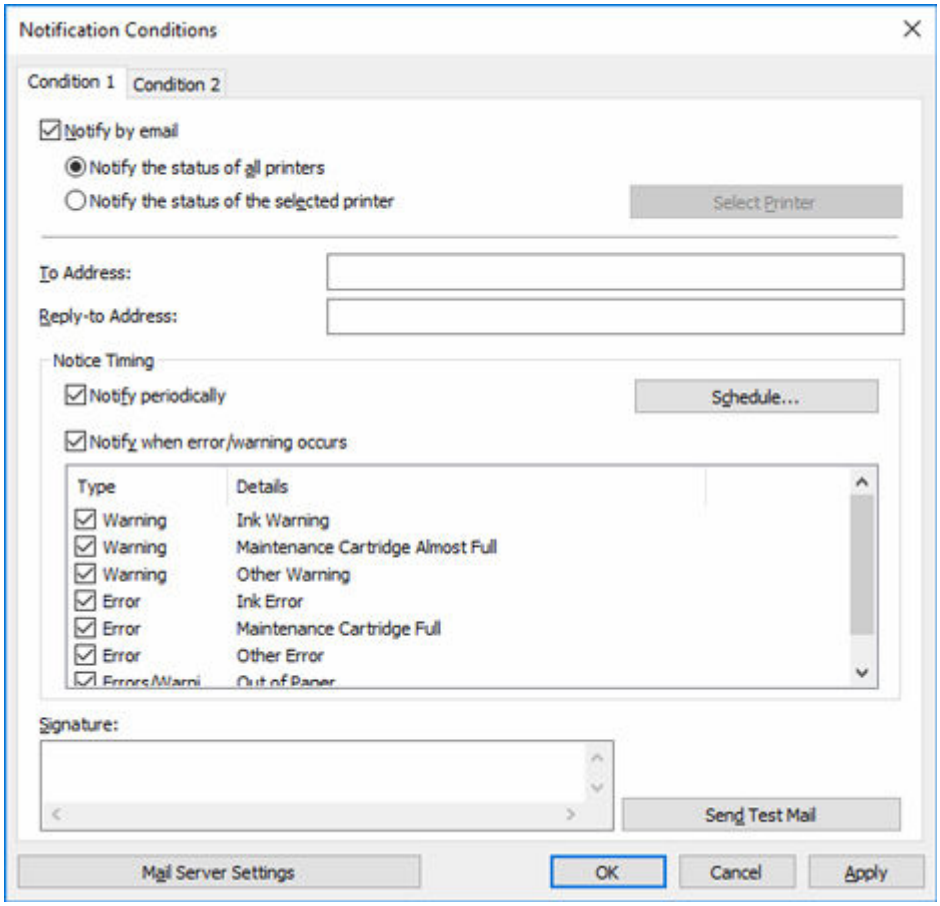
Select POP or APOP for the POP before SMTP authentication method.

Notification Conditions Dialog Box

Configure the settings of the email recipient and notification conditions.

When the printer status meets the set condition, an email is sent automatically to the specified recipient.

Select **Notification Settings** > **Notification Conditions** on **File** menu to display **Notification Conditions** dialog box.



Condition 1/Condition 2 sheet

You can configure two sets of conditions for sending email notifications. To change the conditions according to the recipient, enter the items on the **Condition 1** and **Condition 2** sheets.

Click the **Condition 1** or **Condition 2** tab to select the corresponding sheet.

Notify by email

Select this check box to send email notification with the configured condition.

Notify the status of all printers

All printers are subject to email notification.

Notify the status of the selected printer

Only the selected printers are subject to email notification. To select a printer, click the **Select Printer** button.

To Address

Enter the email address to which to send the email. You can register up to 5 email addresses.

To enter multiple email addresses, separate them with a comma (,).

Reply-to Address

Enter the reply-to address for notification email. You can register only 1 email address.

Note

- Reply-to Address is set as the envelope sender information.

Notice Timing

Configure when email notifications will be sent.

Note

- To send notification by email, you must use the **Resident Service Settings** dialog box to start the Device Management Console resident service.

  Sending Notification of Printer Status by Email

Notify periodically

Receive notifications about the printer status by email at scheduled intervals.

To set the email notification date and time, click the **Schedule** button to display the **Schedule Settings** dialog box.

Schedule Settings Dialog Box

Notify when error/warning occurs

Warning

Sends notification when a warning occurs on the printer. A warning occurs, such as when the ink is low or when the paper is insufficient.

Error

Sends notification when an error occurs on the printer. An error occurs when there is no more ink, no paper, paper is not loaded, or the maintenance cartridge is full.

Signature

Enter the signature to be added to the end of the notification email.

Send Test Mail button

Click to send a test email to the email address specified in **To Address**.

Mail Server Settings button

Click this to display the **Mail Server Settings** dialog box.

Mail Server Settings Dialog Box

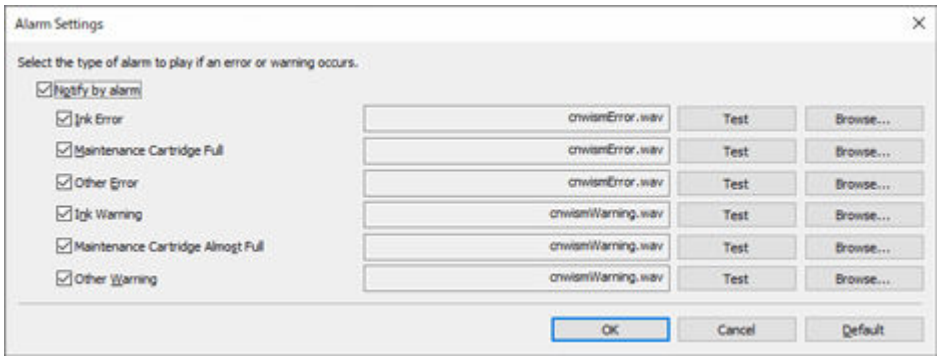
Alarm Settings Dialog Box

Specify the alarm sound that the computer will emit when a warning or error occurs.

To open the **Alarm Settings** dialog box, select **Alarm Settings** from the **File** menu.

Note

- To sound the alarm, check the **Auto** check box on the **Printer Status** sheet on the main screen.
- Uncheck the **Auto** check box on the **Printer Status** sheet on the main screen to temporarily turn off the alarm sound.



Notify by alarm

Check this check box to have an alarm sound when a warning or error occurs.

Types of Warnings and Errors

Select the types of warnings and errors for which you want an alarm to sound when they occur.

Test Button

You can test the alarm sound that you selected.

Browse Button

Select a file to use as the alarm sound. The name of the selected file will appear next to the **Test** button.

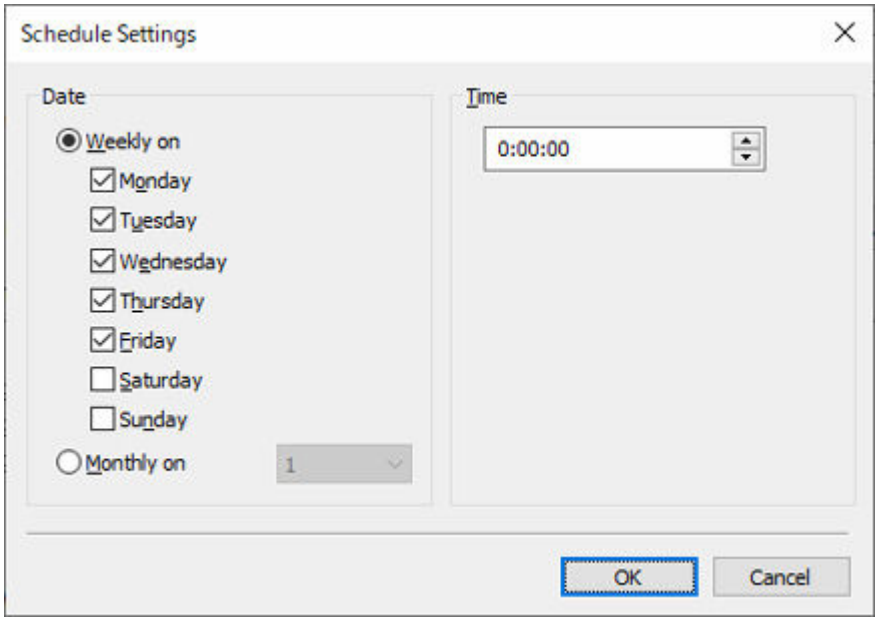
Default Button

Reset the settings to their default settings.

Schedule Settings Dialog Box

Specify the date and time that notifications will be sent by email and the date and time that color calibrations will be performed.

To open the **Schedule Settings** dialog box, click the **Schedule** button in the **Notification Conditions** dialog box or the **Scheduled Calibration** dialog box.



Date

To arrange weekly calibrations, check the check box for the day of the week in **Weekly on**.

To arrange monthly calibrations, select a day of the month in **Monthly on**.

Note

- If the specified date does not exist in a given month, the calibration will be performed on the last day of that month.

Time

Select the time the calibration will be performed.

Paper Status Dialog Box

The color calibration status for the paper selected in the paper list appears.

Click **Paper Status** button on **Calibration** sheet or select **Paper Status** from **View** menu to display **Paper Status** dialog box.



Media Type

The name of the paper selected in the paper list appears.

Calibration

The information of the color calibration applied to the selected paper appears.

The information of the selected paper only when color calibration has been executed for the selected paper appear.

Paper

The paper name only when color calibration is executed appear.

Date

The date color calibration was executed appear.

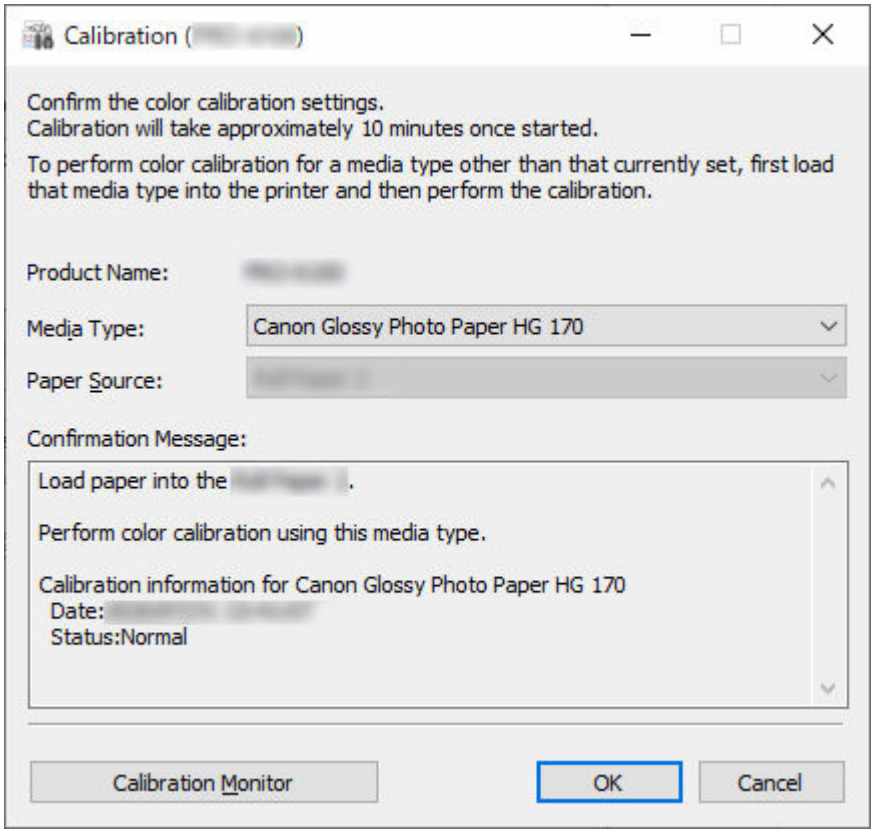
Calibration advisability

Displays the advisability for executing color calibration. The progress bar grows until the time when calibration is recommended.

Calibration Dialog Box

You can check the color calibration status and perform color calibration.

Click **Calibration** button on **Calibration** sheet or select **Calibration** from **Start** menu to display **Calibration** dialog box.



Media Type

Select a media type supported by the printer.

Note

- The media type for the paper fed on the printer appears depending on your model.

Paper Source

Displays the paper source that can be used to perform color calibration with the media that appears in **Media Type**.

Note

- Depending on your model, you can select the **Paper Source**.
- If you are using a PRO-1000 or PRO-500 model, only the **Top Feed** can be used as the paper source for color calibration.

Confirmation Message

Messages related to color calibration appear.

Calibration Monitor button

The **Calibration Monitor** dialog box appears, allowing you to check the color calibration progress status.

OK button

The color calibration starts and the **Calibration Monitor** dialog box appears.

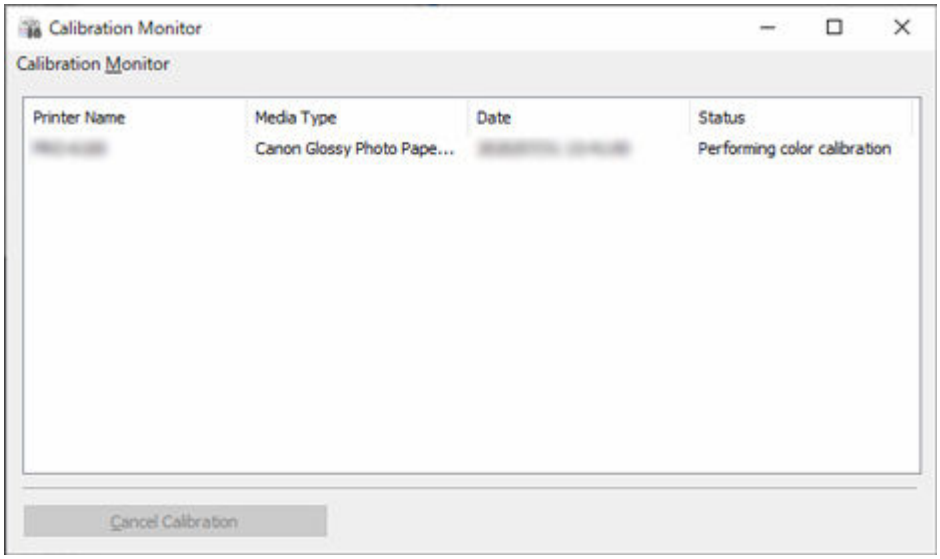
Calibration Monitor Dialog Box

You can check the progress status of the color calibration.

Click **Calibration Monitor** button on **Calibration** sheet, **Calibration Monitor** or **OK** button on **Calibration** dialog box, or select **Calibration Monitor** on **Start** menu to display **Calibration Monitor** dialog box.

Important

- You cannot check the progress status for the following color calibration.
  - Color calibration performed from the operation panel of a printer
  - Color calibration of a printer connected via USB (except when displayed with the **OK** button on the **Calibration** dialog box on a model that does not support roll paper)



Printer Name

The printer name appears.

Media Type

The media type appears.

Date

The date when color calibration was started appears.

Status

The progress status of color calibration appears.

Cancel Calibration button

Stops color calibration on the selected printer.

Note

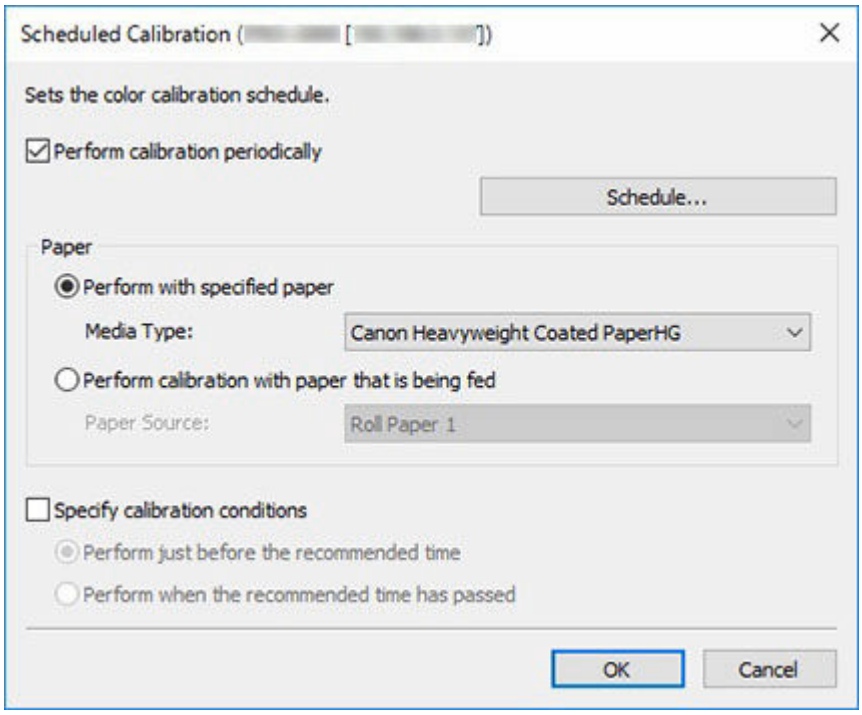
- To close this dialog box, click the (Close) button or select **Exit** from the **Calibration Monitor** menu.

  Color calibration cannot be canceled by closing this dialog box.

Scheduled Calibration Dialog Box

Set the schedule for color calibration.

To open the **Scheduled Calibration** dialog box, select **Scheduled Calibration** from the **Start** menu.



Important

- Models that do not support roll paper also do not support scheduled color calibrations.

Perform calibration periodically

Check this check box to perform automatic scheduled color calibrations.

To specify the date and time that the color calibration will be performed, click the **Schedule** button to open the **Schedule Settings** dialog box.

➡ Schedule Settings Dialog Box

Note

- To perform scheduled color calibrations, use the **Resident Service Settings** dialog box to start the Device Management Console resident service.

  ➡ Performing Scheduled Color Calibrations

Paper

Select the paper to be used for color calibration.

Perform with specified paper

Performs color calibration for the paper selected in **Media Type**. If the selected paper is not loaded, color calibration will not be performed.

Perform calibration with paper that is being fed

Performs color calibration for the paper loaded in the selected **Paper Source**. Color calibration will not be performed if there is no paper loaded in the selected paper source, or if the paper that is loaded is not supported by color calibration.

Specify calibration conditions

Check this check box to perform color calibration once the calibration advisability reaches a certain level.

Perform just before the recommended time

Color calibration will be performed when the **Calibration advisability** progress bar on the main screen is yellow or red.

Perform when the recommended time has passed

Color calibration will be performed when the **Calibration advisability** progress bar on the main screen is red.

Check Operation Status Dialog Box

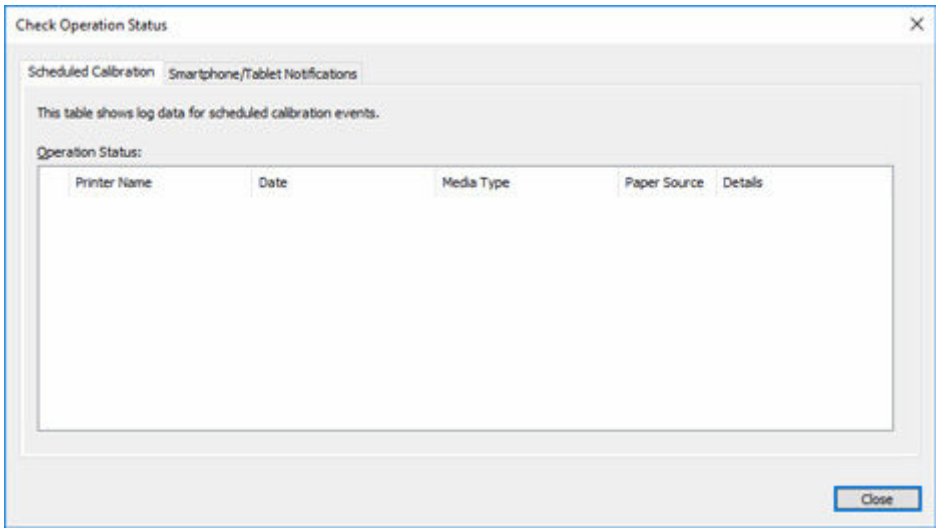
You can check the operation status of the scheduled color calibrations and notification results sent to your smartphone or tablet.

To open the **Check Operation Status** dialog box, select **Check Operation Status** from the **Tools** menu.

Note

- You can copy the operation status to the Clipboard.

Scheduled Calibration Sheet



Printer Name

The printer name appears.

Date

The date and time that the color calibration operation occurred will appear.

Media Type

The media type used for the color calibration will appear.

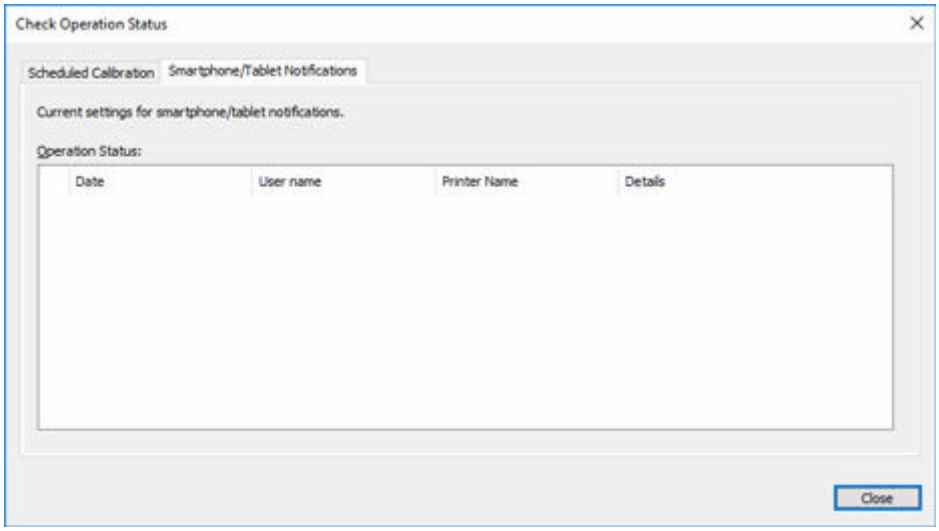
Paper Source

The paper sources from which the color calibration was performed will appear.

Details

The color calibration operation status will appear. Messages such as "no paper loaded" and "the printer is in use" may also appear.

Smartphone/Tablet Notifications Sheet



Date

The date that notifications were sent to the smartphone or tablet appears.

User name

The user name of the smartphone to which notifications were sent appears.

Printer Name

The printer name appears.

Details

The results of the notifications that were sent to the smartphone or tablet appear. If notification fails, a message about the reason for the failure appears.

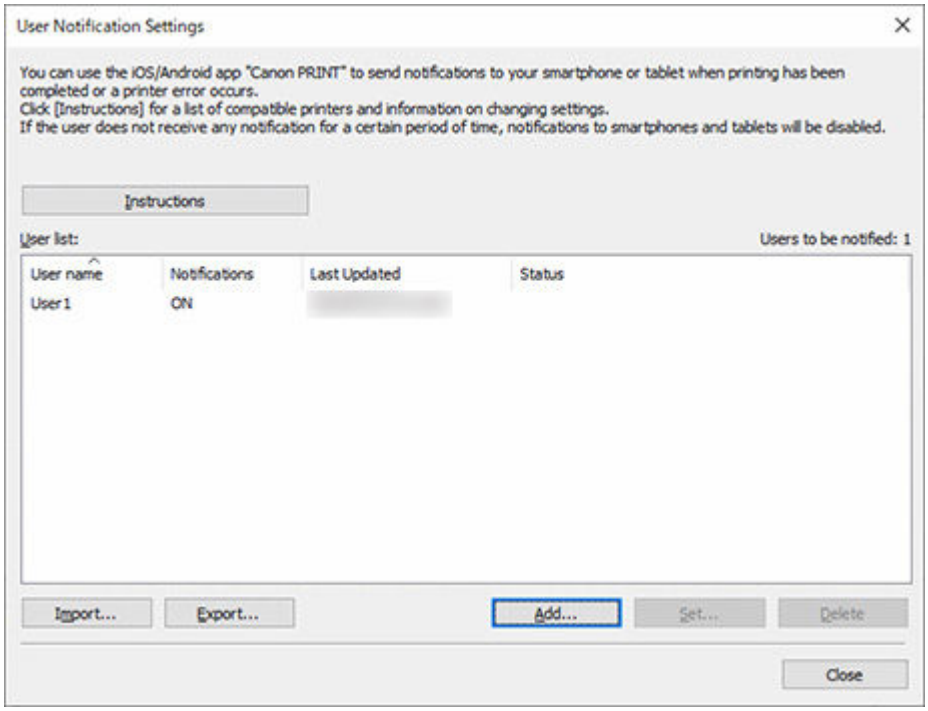
User Notification Settings Dialog Box

You can add, delete, or update users who will be notified that print jobs are finished or have stopped. You can check a list of users that have been added.

To open the **User Notification Settings** dialog box, select **Smartphone/Tablet Notifications**, and then **User Notification Settings** from the **File** menu.

Note

- Before the **User Notification Settings** dialog box appears, confirm the network connections and users that have been added to receive notifications. A progress bar appears during the confirmation. Wait until the confirmation is complete.
- If an error occurs in the network connections, a message appears. Do the operations according to the instructions in the message.
- If there is an error with an added user, the details about the error appear in the **Status** field. Do the operations according to the instructions that appear.
- The smartphone and tablet notification function is disabled for users who have not received notifications for a certain length of time. To receive notifications again, reregister in **User Information Settings** Dialog Box.



Instructions button

Clicking this displays the topic "Sending Notification of Print Job or Printer Status to Smartphone/Tablet PC."

User list

The users you added to receive notifications appear in the list.

Users to be notified

The total number of users that appear in **User list** are displayed.

User name

The user names you added to receive notifications appear.

Notifications

The status of the function for notifying smartphones appears.

ON: The function is enabled.

OFF: The function is disabled.

Last Updated

The date when the settings were last updated appears.

Status

Shows the status of the user information on the notifications server.

Import button

Imports the users to notify from a file.

The imported users appear in **User list**.

Note

- Using the **Import** button to import a file opens the **Select User** screen. You can select which users to import in the **Select User** screen. Add a checkmark to the users to import, and then click the **Add** button.

Export button

Exports the users that appear in **User list** to a file.

Note

- You cannot click this button if there are no users displayed in the **User list**.

Add button

The **Add User** dialog box appears, and you can add users who will be notified that print jobs are finished or have stopped.

Set button

The **User Information Settings** dialog box appears, and you can change the settings for users selected in **User list**.

Note

- You cannot click this button if there are no users selected in the **User list**.

Delete button

The users selected in **User list** are deleted.

Note

- You cannot click this button if there are no users selected in the **User list**.

User Information Settings Dialog Box

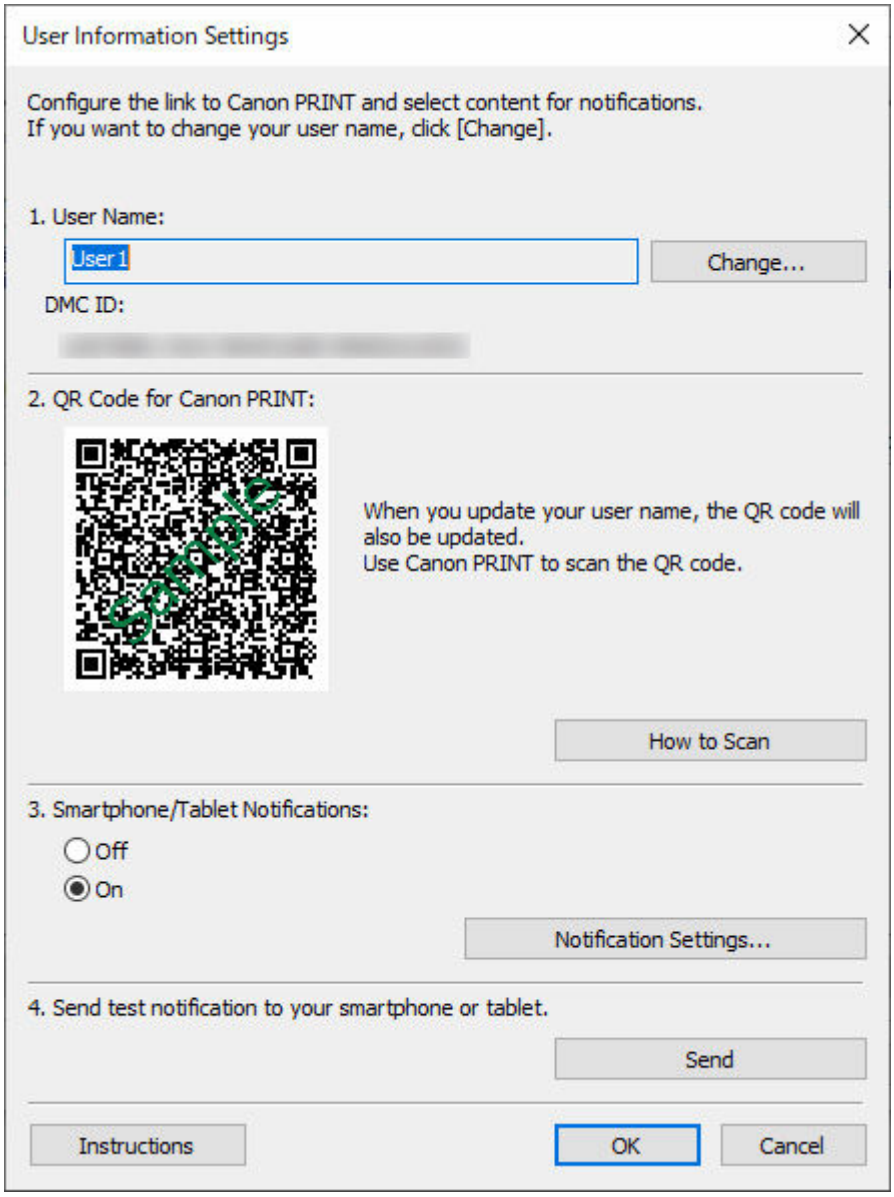
Send notifications to your smartphone or tablet when print jobs finish/stop or errors/warnings occur on the printer.

Click the **Add** button in the **User Notification Settings** dialog box, enter a user name, and then click **OK**. The **User Information Settings** dialog box appears.

Note

- You can also change the settings of users who are already receiving notifications. The **User Information Settings** dialog box appears when you select a user, whose settings you want to change, in the **User Notification Settings** dialog box, and then click the **Set** button.
- To send to a smartphone or tablet notifications that print jobs are finished or have stopped, you need to start up the resident service for the Device Management Console in the **Resident Service Settings** dialog box.

➡ Starting the Resident Service



User name

The name of the user you add to receive notifications.

Change button

The **Change User Name** dialog box appears, and you can change user names.

Note

- To change a user name, input the user name of the computer that performs the print job, and then click the **OK** button.
- A message appears if you try to add a user name that has already been added. Click the **OK** button, and then input the user name again.
- Click the **Instructions** button to display the "Confirming User Names" topic.
- If you change the user name, the QR code is updated, so you need to scan the QR code again. For details about the method to scan QR Codes, see "Registering Smartphones Using Canon PRINT."

Note

- The login user name of the computer may not be the print job's owner's name if you are not using a printer driver, such as RIP (Raster Image Processor) or HP-GL/2.

DMC ID

The ID for Device Management Console that is installed.

QR Code for Canon PRINT

A QR code that combines the **DMC ID** and the **User name**.

Use to register smartphones or tablets to be notified by Canon PRINT.

How to Scan button

Clicking this displays "Registering Smartphones Using Canon PRINT."

Smartphone/Tablet Notifications

Set whether or not to receive notifications on your smartphone and tablet.

Off

Notifications will not be sent to your smartphone or tablet.

On

Notifications will be sent to your smartphone or tablet.

Notification Settings

Set the items for which notifications will be sent to your smartphone or tablet.

Click to display the Notification Settings Dialog Box.

Note

- This appears if **On** is selected in **Smartphone/Tablet Notifications**.

Send test notification to your smartphone or tablet.

Send button

Sends a test notification to smartphones or tablets in which Canon PRINT is installed.

Note

- To do test notification to a smartphone or tablet, you need to use Canon PRINT to scan the QR code that appears in the **User Information Settings** screen.

Instructions button

The "User Information Settings Dialog Box" topic shown here appears.

Notification Settings Dialog Box

Set the items for which notifications will be sent to your smartphone or tablet. This appears if **On** is selected in **Smartphone/Tablet Notifications**.

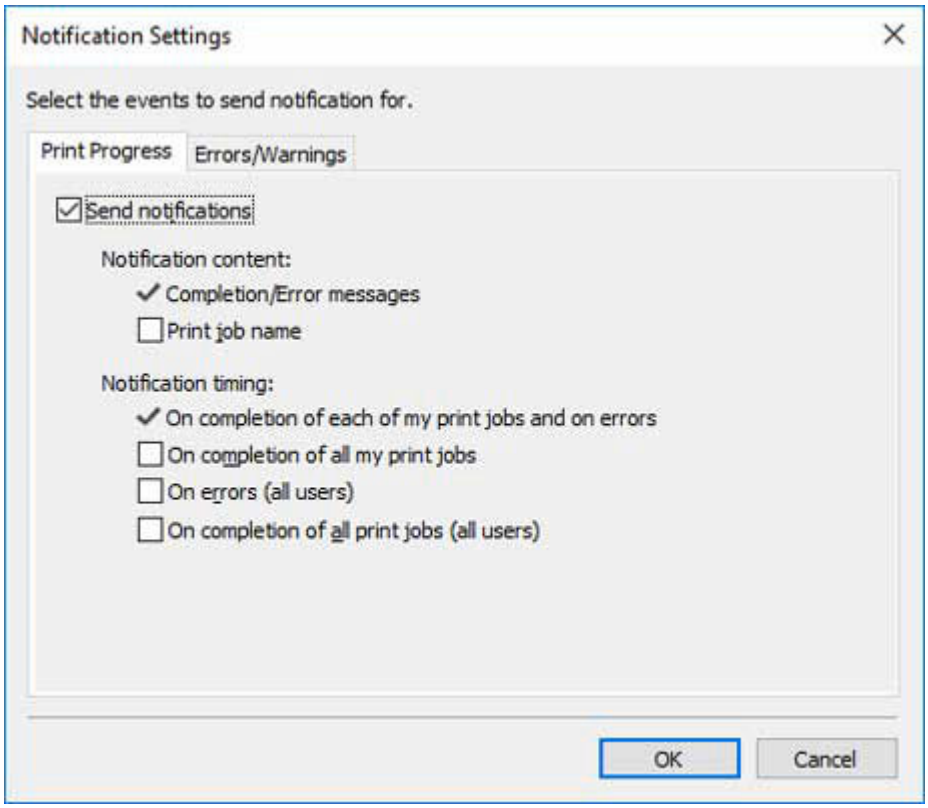
The dialog box consists of the **Print Progress** sheet, in which you set the items for finishing and stopping printing, and the **Errors/Warnings** sheet, in which you set the items for the status of printer errors and warnings.

Note

- The information set in **Notification Settings** does not change, even if you switch **Smartphone/Tablet Notifications** in the **User Information Settings** dialog box **On** and **Off**.

Print Progress sheet

Set the items to send notifications about when printing has finished or stopped.



Send notifications

Select this to notify your smartphone or tablet when printing has finished or stopped.

Notification content

Set the content of the notifications to send to your smartphone or tablet.

Completion/Error messages

If you select **On**, then notification messages are sent about print jobs that are finished or have stopped.

Note

- You cannot remove this check mark.

Print job name

Add a check mark to include the name of the print job in notification messages about print jobs that are finished or have stopped.

Notification timing

Set when to send notifications.

On completion of each of my print jobs and on errors

If you select **On**, then notifications are sent for print jobs of the user shown in **User name** if the jobs are finished or have stopped (including jobs on hold).

Note

- You cannot remove this check mark.

On completion of all my print jobs

Add a check mark if you want to be notified that all print jobs of the user shown in **User name** are finished, when multiple print jobs have been executed.

Note

- A notification is sent as soon as a print job of a user whose **User name** is displayed is put on hold. After that, notification is not done even if all the printable jobs are printed.

On errors (all users)

Add a check mark if you want to be notified that print jobs of other users, not just users shown in **User name** have stopped.

Note

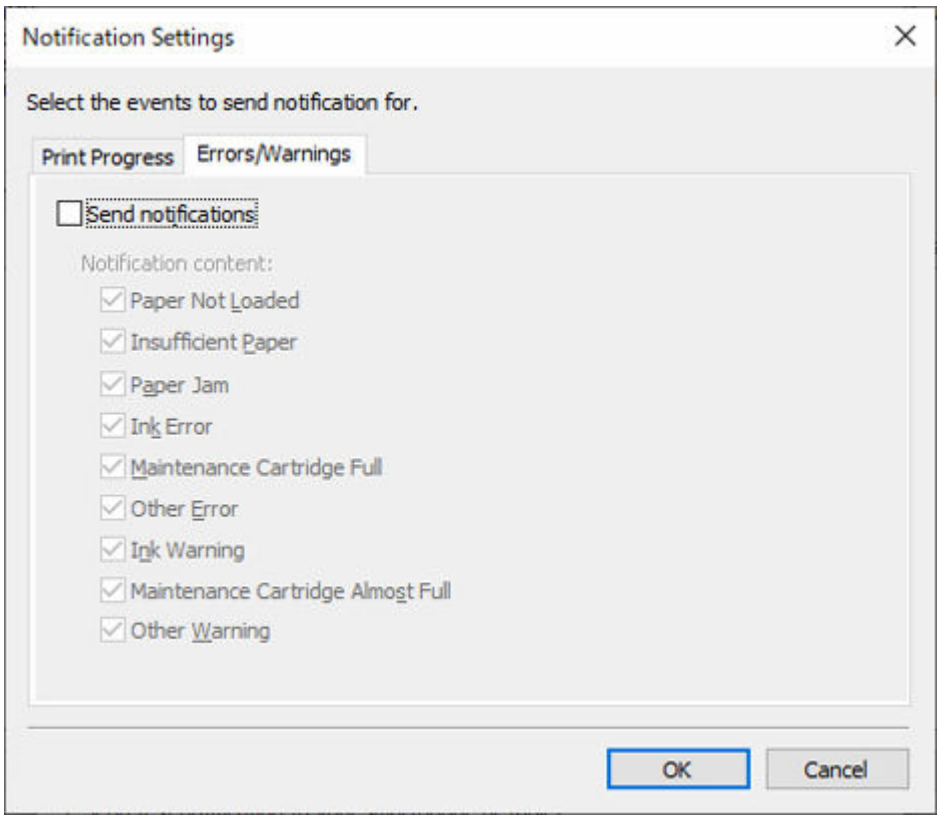
- If this check mark is cleared, then notifications are not sent if print jobs of users other than those shown in **User name** have temporarily stopped. Add a checkmark, and then do the operation.

On completion of all print jobs (all users)

Add a check mark if you want to be notified that print jobs of other users, not just users shown in **User name** are complete.

Errors/Warnings sheet

Set the items to send notifications about when printer errors or warnings occur.



Send notifications

Select this to notify your smartphone or tablet if there is a printer error or warning.

The check box is cleared by default.

Notification content

Set the content of the notifications to send to your smartphone or tablet.

Paper Not Loaded

Add a check mark if you want to be notified when paper is not loaded in the printer.

Insufficient Paper

Add a check mark if you want to be notified when paper is not loaded in the printer.

Paper Jam

Add a check mark if you want to be notified when the printer has a paper jam.

Ink Error

Add a check mark if you want to be notified when an ink-related error has occurred with the printer.

Maintenance Cartridge Full

Add a check mark if you want to be notified when the printer's maintenance cartridge is full.

Other Error

Add a check mark if you want to be notified when there is an error, other than the ones mentions above, with the printer.

Ink Warning

Add a check mark if you want to be notified when an ink-related warning has occurred with the printer.

Maintenance Cartridge Almost Full

Add a check mark if you want to be notified when the printer's maintenance cartridge is close to being full.

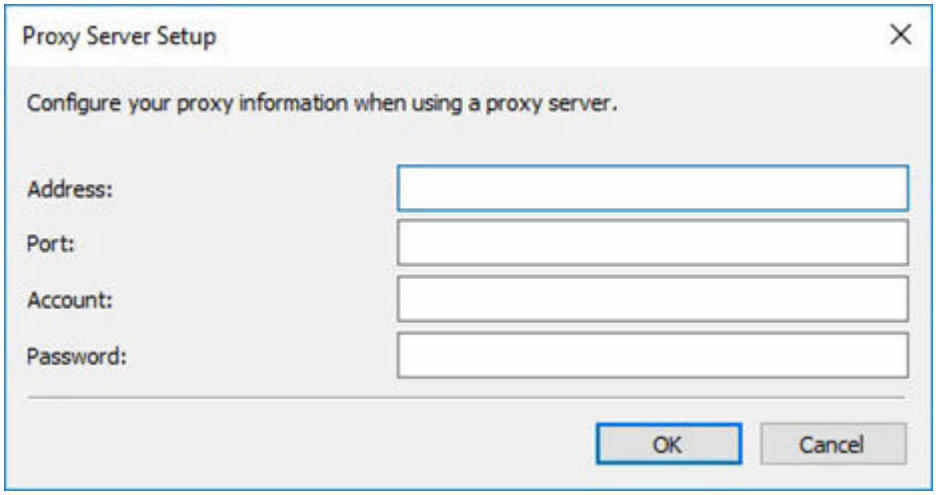
Other Warning

Add a check mark if you want to be notified when other warnings have occurred with the printer.

Proxy Server Setup Dialog Box

The proxy server must be set up to notify your smartphone or tablet in an environment that is connected to the internet via a proxy server.

To open the **Proxy Server Setup** dialog box, select **Smartphone/Tablet Notifications**, and then **Proxy Server Setup** from the **File** menu.



Address

Input the address of the proxy server.

Port

Input the port number of the proxy server.

Account

Input the account used when connecting to the proxy server.

Password

Input the password used when connecting to the proxy server.

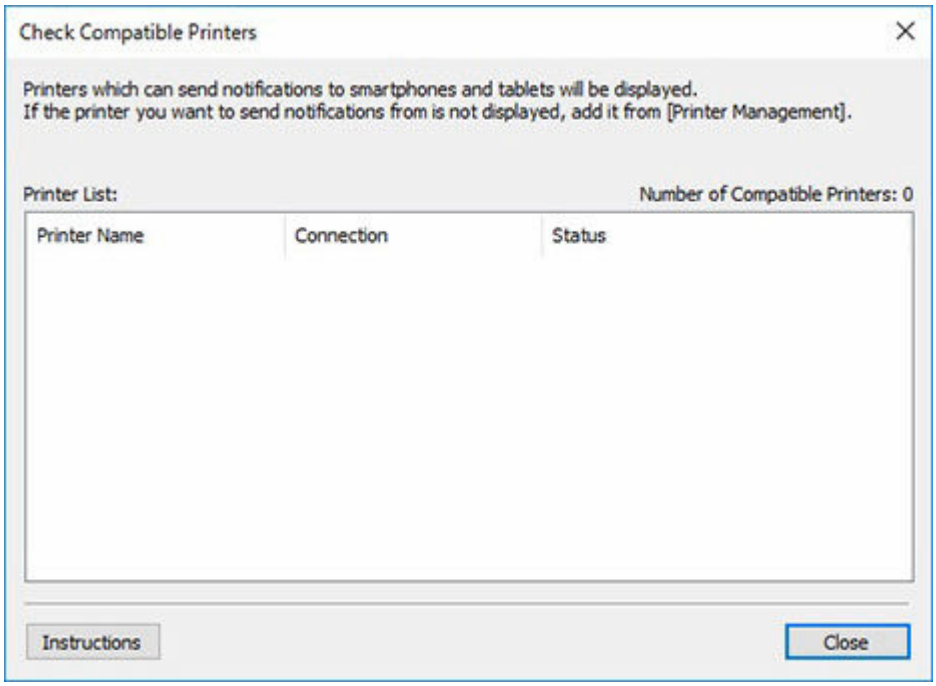
Check Compatible Printers Dialog Box

Displays a list of printers that support the function to notify smartphones or tablets from the printer being managed.

To open the **Check Compatible Printers** dialog box, select **Smartphone/Tablet Notifications**, and then **Check Compatible Printers** from the **File** menu.

Important

- You may not be able to use the smartphone/tablet notification function, depending on the country or region in which you live.



Printer List

Displays a list of printers that support the function to notify smartphones or tablets from among the printers being managed.

Number of Compatible Printers

The total number of printers that appear in **Printer List** are displayed.

Printer Name

The printer name appears.

Connection

The IP addresses appear for printers that are connected over a network. The name of the connected ports appear for printers that are connected via USB.

Status

The printer status appears.

Instructions button

The "Check Compatible Printers Dialog Box" page shown here appears.

Note

- Of the printers that support Device Management Console, the following printers cannot use the smartphone and tablet notification function.
  PRO-1000/PRO-500

  PRO-6000/PRO-4000/PRO-2000

  PRO-560/PRO-540/PRO-520

  PRO-6000S/PRO-4000S/PRO-560S/PRO-540S

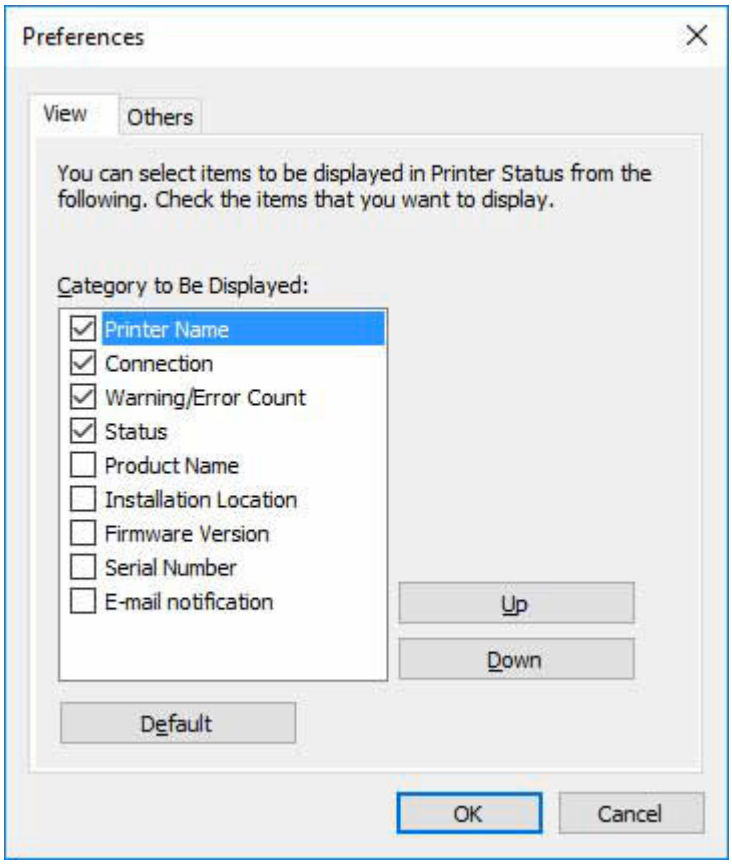
  TX-4000/TX-3000/TX-2000/TX-5400/TX-5300/TX-5200

Preferences Dialog Box

You can select the display language for the Device Management Console and the items to appear on the **Printer Status** sheet on the main screen.

View

You can select item to be displayed in **Printer Status**.
You can also change the order in which the items are displayed.



Category to Be Displayed

You can select the items to be displayed in **Printer Status** from the following. Check the items that you want to display.

Note

- You cannot remove the check mark for **Printer Name**.

Up

Moves the selected item up one row.

Down

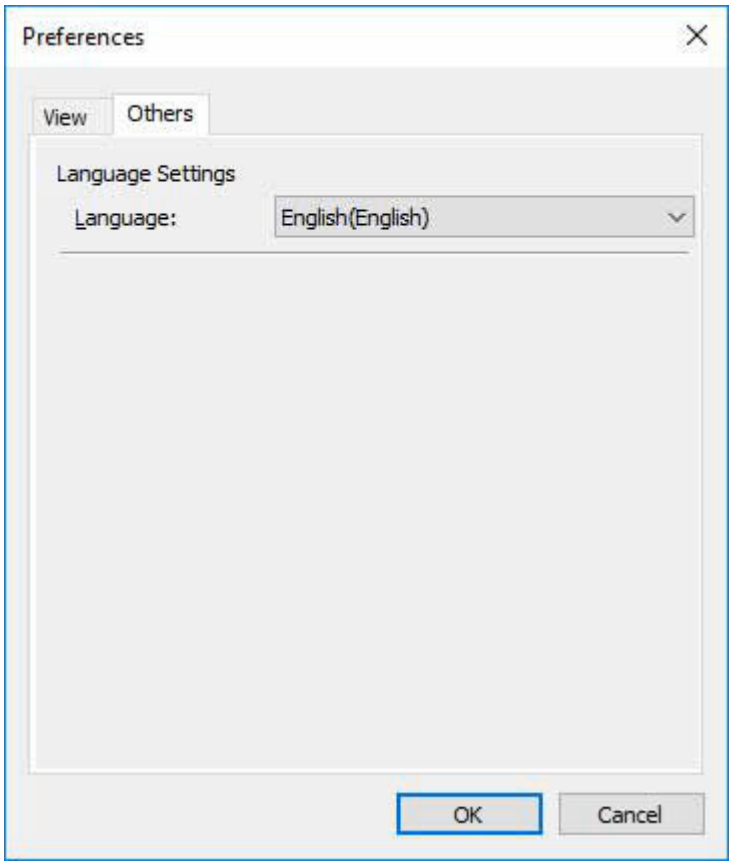
Moves the selected item down one row.

Default

Restores the selected items and display order to the default settings.

Others

Select the display language for Device Management Console.



Language Settings

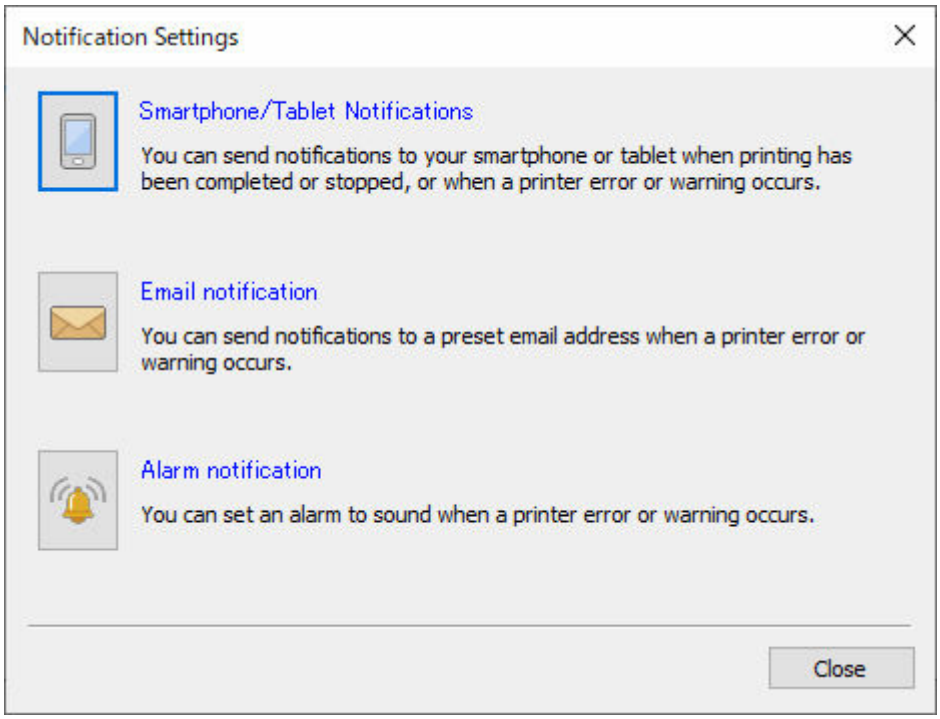
Select the display language for the Device Management Console from the **Language** pulldown menu.

Important

- Changes to the display language are applied the next time Device Management Console is started.

Notification Settings Dialog Box

Set the notifications for the status of printers being managed.



(Smartphone/Tablet Notifications) button

Click this to display the "User Notification Settings Dialog Box". Send notifications about print jobs and printer status to smartphones or tablets.

(Email notification) button

Click this to display the "Notification Conditions Dialog Box". Send notifications about the printer's status by email.

(Alarm notification) button

Click this to display the "Alarm Settings Dialog Box". Use alarms as notifications about printer status.

Troubleshooting

Check the following information if you are having troubles with the function to notify smartphones and tablets.

- Cannot receive test notifications

  Check this if you cannot receive test notifications.

- Test notification was received but there was no notification about the status of the print job

  Check this if test notification was received normally but there was no notification about the status of the print job.

Cannot receive test notifications

Your smartphone or tablet is not registered

To do a **Send** to a smartphone or tablet, you need to use Canon PRINT to scan the QR code that appears in the **User Information Settings** screen in Device Management Console and do the registration.

For details about the **User Information Settings** screen, see "User Information Settings Dialog Box."

Cannot connect to the internet

You need to be connected to the internet to do a **Send** to your smartphone or tablet.

Check the following items.

- Confirm that the proxy server settings are correct.

  For details about the proxy server settings, see "Proxy Server Setup Dialog Box."

- Check whether communications are being blocked by a Windows firewall or security software.
- Communications may have failed for some other reason. Wait a while, and then try again.

Note

- You may not be able to use the smartphone/tablet notification function, depending on the country or region in which you are using this equipment.

The notifications may be blocked by your smartphone or tablet

Notifications do not appear if the smartphone or tablet does not allow them.

Do the settings to allow notifications from Canon PRINT.

Note

- A message appears requesting permission for notifications when you install Canon PRINT or start it for the first time. If you select "Do not allow" or "No" at this time, then notifications are blocked until you set them to be allowed.

When the smartphone or tablet is turned off (offline).

In this case, the transmission on the notification server side is successful, so you cannot judge whether the notification was sent correctly.

You can check whether the Device Management Console has sent the notification correctly in the **Check Operation Status** screen. For details, see "Check Operation Status Dialog Box."

- Turn on the smartphone or tablet that is receiving the notification, and then do the operation.

Important

- Notifications, which were not received, cannot be received again after the smartphone or tablet is turned on.

Test notification was received but there was no notification about the status of the print job

The user names do not match

The login name (name of print job owner) of the computer that executes the print job and the user name that was registered in Device Management Console must be the same.

To confirm the login name of the computer that is executing print jobs, do the following procedure.

- For Windows 11/Windows 10

  From the **Start menu**, click **Settings** > **Account** > **User information**.

  - If you are logged in to a Microsoft account, a mail address will be displayed under User name.
  - If you are logged in to a local account, **Local Account** is displayed.

- For Windows 8.1

  From the Desktop charm, click **Settings** > **Change PC settings** > **Account** > **Your account**.

  - If you are logged in to a Microsoft account, the registered user name and mail address are displayed.
  - If you are logged in to a local account, **Local Account** is displayed.

- For Windows 7

  On the **Start** menu, click **Control Panel** > **User Accounts**, in this order.

- For macOS/OS X

  Open **Users and Groups** from **System Preferences**, and then right click **Current User** in the user list or click on **Current User** while pressing the **control** key and select **Advanced Options**.

  The **Account name** in **Advanced Options** is the user name.

For details, see "Confirming User Names."

Note

- The login user name of the computer may not be the print job's owner's name if you are not using a printer driver, such as RIP (Raster Image Processor) or HP-GL/2.
  If you want to receive notifications about print jobs like these, add a check mark to **On completion of all print jobs (all users)** in **Print Progress** in the **Notification Settings** in the **User Information Settings** dialog box.

- If you are logged in to a Microsoft account, part of your User name may be omitted from the print job owner's name.
- If you are logged in to a Microsoft account, from **Control Panel**, select **Hardware and Sound** > **Devices and Printers**. You can check the print job owner's name on the **See what's printing** list of current print jobs.

The resident service is not running

You need to start the resident service for Device Management Console to receive notifications on smartphones or tablets.

- Select **Resident Service Settings** in the **Tools** menu in Device Management Console, and then click **Start**.
  For details, see "Starting the Resident Service."

No compatible printers are registered

A compatible printer must be registered to notify smartphones or tablets about the print job's status.

- On the Device Management Console **File** menu, select **Smartphone/Tablet Notifications** > **Check Compatible Printers**, in this order.
  Check for printers that are compatible with the notification function on the **Printer List** in the **Check Compatible Printers** screen. For details, see "Check Compatible Printers Dialog Box."

Note

- Of the printers that support Device Management Console, the following printers cannot use the smartphone and tablet notification function.
  PRO-1000/PRO-500

  PRO-6000/PRO-4000/PRO-2000

  PRO-560/PRO-540/PRO-520

  PRO-6000S/PRO-4000S/PRO-560S/PRO-540S

  TX-4000/TX-3000/TX-2000/TX-5400/TX-5300/TX-5200

The notifications may be blocked by your smartphone or tablet

Notifications do not appear if the smartphone or tablet does not allow them.

Do the settings to allow notifications from Canon PRINT.

Note

- A message appears requesting permission for notifications when you install Canon PRINT or start it for the first time. If you select "Do not allow" or "No" at this time, then notifications are blocked until you set them to be allowed.

Confirming Notification Settings

Check the settings in **Notification timing** in **Notification Settings**.

- When your own print jobs are held on the printer while the **On completion of all my print jobs** check box has been selected
  If this happens, you are notified as soon as your print job is put on hold. After that, notification is not done even if all the printable jobs are printed.

  Clear the **On completion of all my print jobs** check box, and then do the operation.
- When print jobs other than your own are temporarily stopped while the **On errors (all users)** check box is not selected
  If this happens, you are not notified, even if your print job is completed, when the print jobs of other users are temporarily stopped.

  Select the **On errors (all users)** check box, and then do the operation.

When the smartphone or tablet is turned off (offline).

In this case, the transmission on the notification server side is successful, so you cannot judge whether the notification was sent correctly.

You can check whether the Device Management Console has sent the notification correctly in the **Check Operation Status** screen. For details, see "Check Operation Status Dialog Box."

- Turn on the smartphone or tablet that is receiving the notification, and then do the operation.

Important

- Notifications, which were not received, cannot be received again after the smartphone or tablet is turned on.