

Canon

CX-G6400

COLOR CARD PRINTER

User's Guide

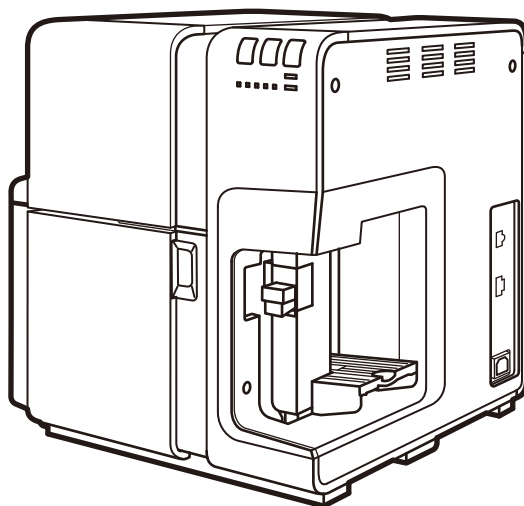


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Before You Begin

Conventions

The following marks are used in this manual.



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



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

Important

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

Note

Instructions including notes for operation and additional explanations.



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

Sample Screens

The sample CX-G6400 printer driver screens displayed in this manual were created with Windows 10.

Trademarks

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

Abbreviations

Throughout this manual the following abbreviations are used in text.

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

Important Notices

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

Legal Notice

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

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

■ Product Name

CX-G6400

Chapter 1

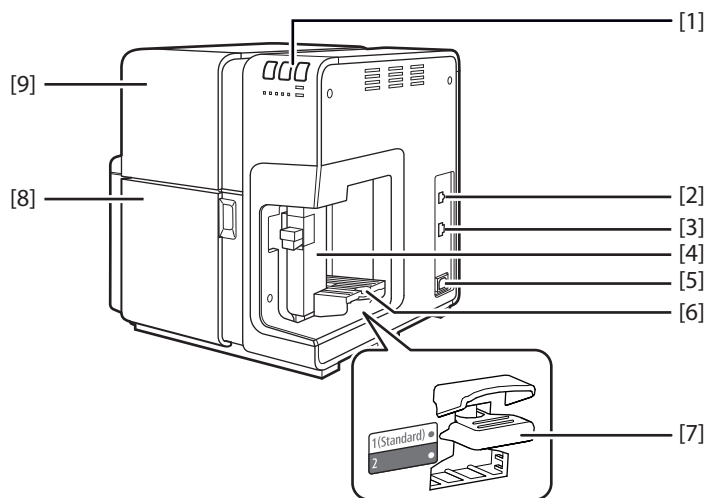
Basic Operation

This chapter describes basic things to remember before using this product.

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Printer Part Names and Functions

Front/Right Side View



[1] Operation panel (→ P.10)

Keys necessary for operation and lamps to indicate the state of printer are provided on this panel.

[2] USB port (→ P.11)

Connect a USB cable here to connect to the computer.

[3] LAN port (→ P.12)

Connect a LAN cable here to connect to the computer.

[4] Side guide (→ P.22)

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

[5] Power socket

Connect the power cord here.

[6] Feeder lift tray (→ P.20)

Load the paper.

[7] Tray switch lever

Use in the "1 (Standard)" position. Normally, this does not need to be changed. If paper cannot be fed properly, switch the lever position.

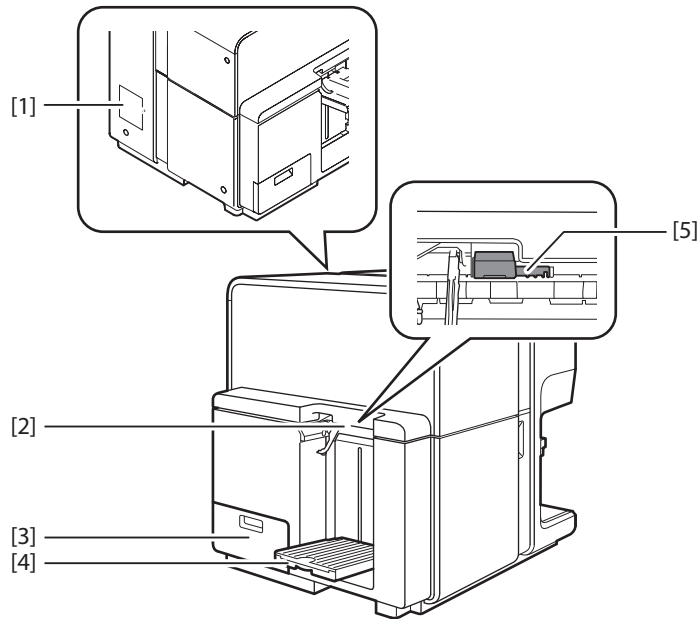
[8] Ink tank door

Open this door when replacing ink tanks or opening the upper unit.

[9] Upper unit

Open this unit when loading paper, removing paper jammed in the paper feed path, or cleaning inside of the machine. The upper unit holds the print head.

Left Side View



[1] Rating plate

A serial number for identifying the printer is shown on this plate.
(The serial number is required when you contact customer support or require any sort of printer repairs.)

[2] Paper delivery slot

Printed paper is delivered through this slot.

[3] Maintenance cartridge door (→ P.152)

Open this door when replacing the maintenance cartridge.

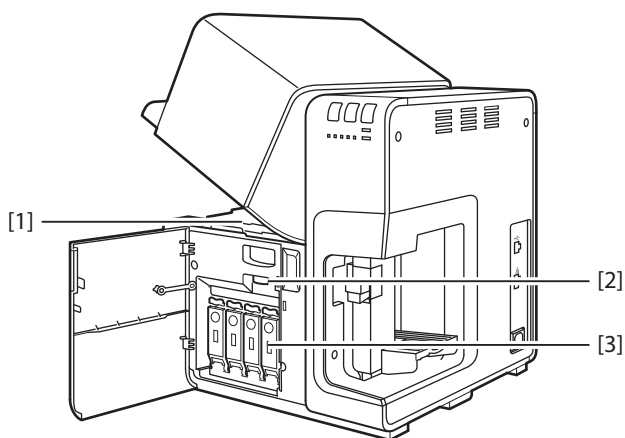
[4] Auto stacker (→ P.25)

Receives printed paper output from the printer.

[5] Thick paper transport lever (→ P.24)

Pull out this lever to use the special heavy paper and CR80 thick plastic card.

Inside the Printer



[1] Transport area

Transports paper. Clean paper dust and ink stains here. (→ P.145)

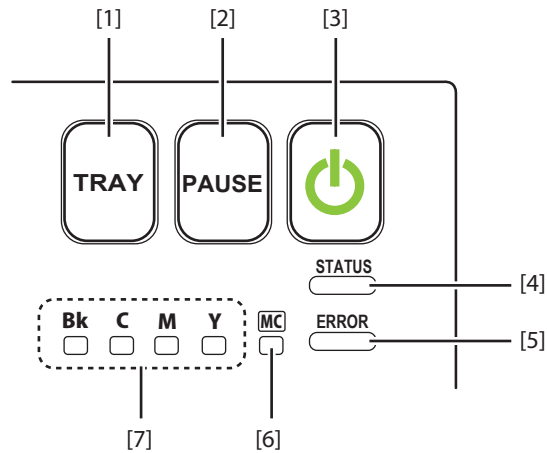
[2] Upper unit open lever

Opens the upper unit.

[3] Ink tank cover (→ P.145)

Open this cover when replacing the ink tank.

Operation Panel



[1] Tray key

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

[2] Pause key

Pressing this key suspends printing.
Pressing this key restarts printing.

[3] Power key/lamp

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

On: The printer is powered.

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

Off: The printer is not powered.

[4] Status lamp

This lamp lights up or blinks.

On: Printing from the computer is possible. (Online mode)

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

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

Chapter 1 Basic Operation

[5] Error lamp (→ P.182)

Lights when an error occurs.

Lit: An operator call error has occurred.

Blink: A service call error has occurred.

[7] Ink warning lamp (Bk/C/M/Y) (→ P.151)

These lamps indicate the remaining amounts of Black (Bk), Cyan (C), Magenta (M) and Yellow (Y) inks.

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

Blink: The ink tank is low.

Off: The ink tank is full.

[6] Maintenance cartridge warning lamp (→ P.156)

This lamp lights up or blinks when there remains a small or no maintenance cartridge space to collect ink.

Lit: The maintenance cartridge is full or faulty.

Blink: The maintenance cartridge has limited space.

Off: The maintenance cartridge has free space.

Important

- Opening the ink tank door or maintenance cartridge door during printing will cause an error and suspends printing. Do not open the ink tank door or maintenance cartridge door except when replacing an ink tank or maintenance cartridge or opening/closing the upper unit.
- Never attempt to open the upper unit by force or hit the upper unit. This could damage the printer or result in poor print quality. Always open and close the upper unit slowly.

Online and Sleep Mode

Online mode: This mode can print data from the computer. The power lamp and status lamp stays lit.

Sleep mode: The printer is in power-saving mode. The printer automatically switches to sleep mode to save power when a certain amount of time elapses without receiving a print job or operating printer controls. Power lamp is blinking and the Status lamp stays lit. When print data is received, the printer is automatically placed in the online status to start printing.

Status of the printer	Receive data	Power lamp	Status lamp
Online	Printable	Lighting	Lighting
Sleep	Printable	Blinking	OFF

Connecting the Printer and Computer

This section explains how to connect the printer to the computer. The printer is compatible with Hi-Speed USB and LAN.

Important

- The USB cable is hot-swappable. However, it should be noted that the USB cable should not be connected or disconnected in the following cases:
 - When the computer is being booted. (before the desktop appears)
 - When the printer is printing.
 - When the printer driver is being installed.

When disconnecting the USB cable with the computer or printer powered, be sure to remove the USB plug on the computer side (USB hub side) in advance.

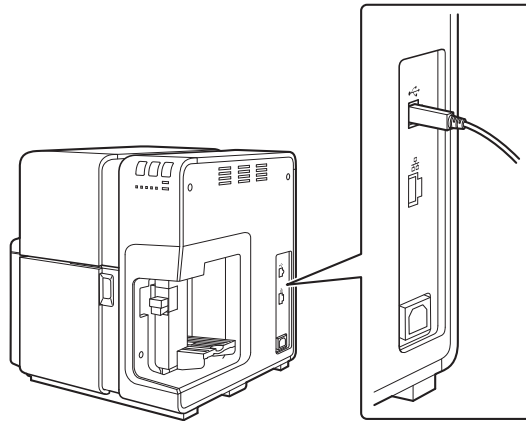
When reconnecting the USB cable, wait for at least 5 seconds after disconnecting it. If you connect the USB cable too early, the printer may malfunction.

Note

- A USB cable is not provided with the printer. Please prepare a cable that matches the port on your computer.

Connecting with USB Cable

- 1 Connect the USB cable to the printer and then to the computer.

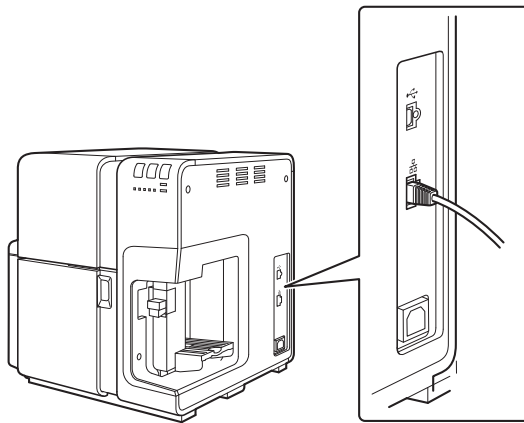


Note

- The printer driver must be installed prior to connecting the USB cable.
- For instructions on how to install the printer driver, refer to the Getting Started Guide.

Connecting with LAN Cable

- 1 Connect the printer to the network (LAN) using a LAN cable.



Note

- Use a Category 5e or better twisted pair Ethernet cable.
- Connection to a corporate LAN must be made by a network administrator.
- For instructions on how to install the printer driver and how to connect a printer to a network, refer to the Getting Started Guide.

Turning the Printer On/Off

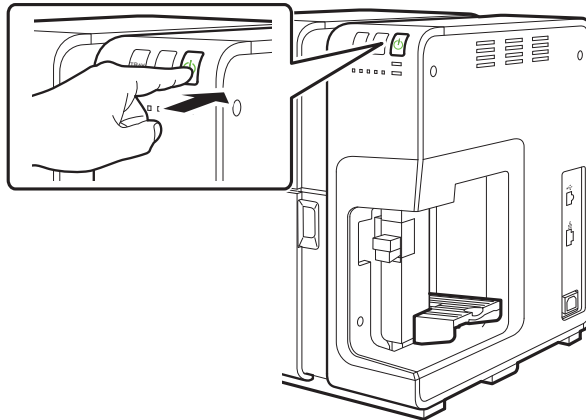
This section explains how to turn the printer on and off.

Turning the Printer On

Make sure that the power cable is connected properly, and then turn the printer on.

1 Press the Power key.

Print head cleaning is performed, the printer becomes ready for printing. The status lamp stays lit when the printer is in the online mode.

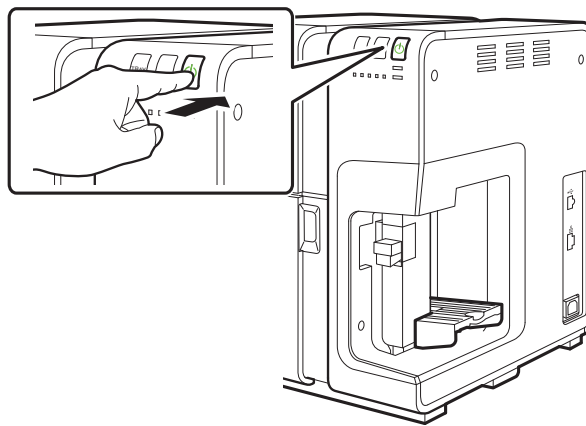


Note

- When the printer is in the sleep mode, press the power key to return the printer to online mode. The printer will also wake up from the sleep mode automatically as soon as it starts receiving a print job.

Turning the Printer Off

- 1 Make sure the printer is not operating.
- 2 Press the Power key for at least 1 second.



When the power lamp stops blinking, the printer is turned off.

Note

- When a given length of time elapses after switching to sleep mode, the printer is automatically turned off. (→ P.95)

Important

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

Loading Paper

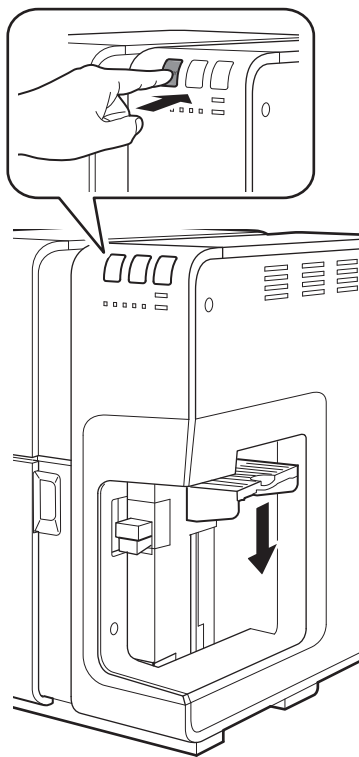
The procedure of loading paper is described below.

- 1** Make sure the power lamp is on.

If the power lamp does not stay lit or it is not blinking, press the power key.

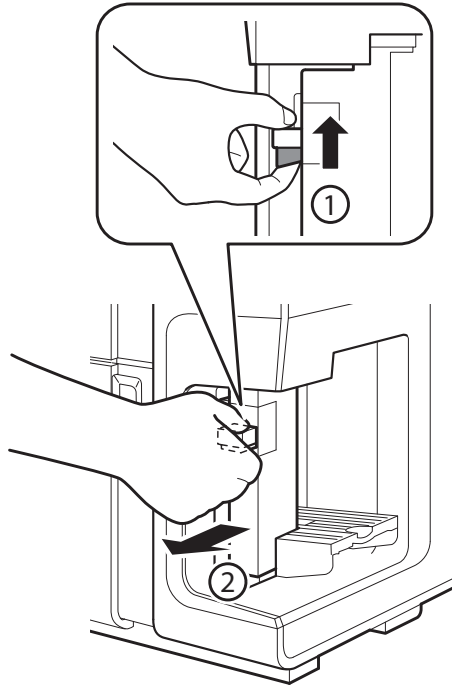
- 2** Press the tray key to move the feeder lift tray downward.

Wait until it stops.



Chapter 1 Basic Operation

- 3 While raising the side guide lever, move the side guide all the way towards the front of the printer.



4 Flip through the paper.

Important

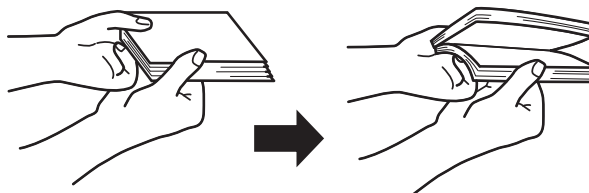
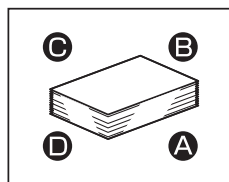
- Reduce the number of sheets when it is difficult to flip through the paper stack.
- Flip through the sides of the paper thoroughly to remove paper dust.
- Loading the paper after flipping through it might prevent the sheets from multiple feeding.
- When flipping through the media, do not touch the printing surface with your fingers.

● For 4 x 6 inch card/envelopes

1. When loading envelopes, press down on all four corners and edges of the envelopes to flatten them.



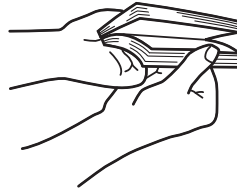
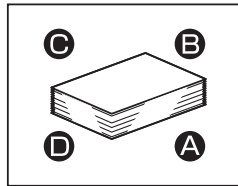
2. Stagger the paper stack as shown and flip through all 4 edge faces (A B C D) of the paper to separate the sheets.



Chapter 1 Basic Operation

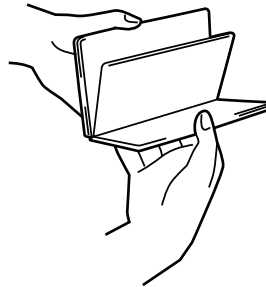
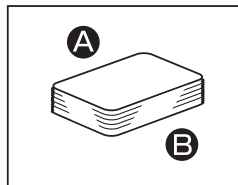
- For card CR80 paper/business card

Flip through the 4 edge faces (**A** **B** **C** **D**) of the paper to separate the sheets.



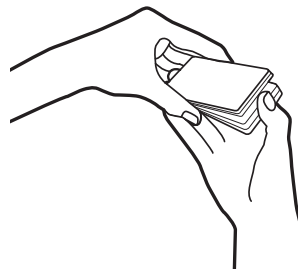
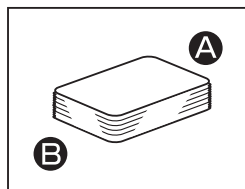
- For thick plastic card

Pick up 10 ± of the plastic card and separate them one by one as shown. Do the above at both edge faces **A** **B** .



- For thin plastic card

Flip through the 2 edge faces (**A** **B**) of the card to separate the cards.



5 Check for curl.

If the paper is curled, bend in the direction opposite the curl to flatten it.

Important

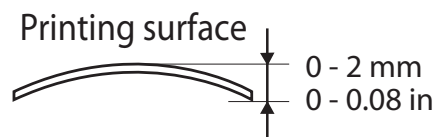
- Paper that is curled upward can cause paper jams or print surface rubbing.
- For card CR80 paper/business card/4 x 6 inch card/envelopes
As shown in the figure, if the paper is placed with the printing surface facing up and the paper is curled upward (Fig.1), decurl it so that the paper is flat.

(Fig.1)



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

(Fig.2)



- For plastic card
If the card is curled, decurl it so that the card is flat.

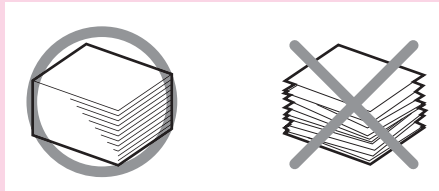
Chapter 1 Basic Operation

6 Load the paper in the feeder lift tray according to the paper type.

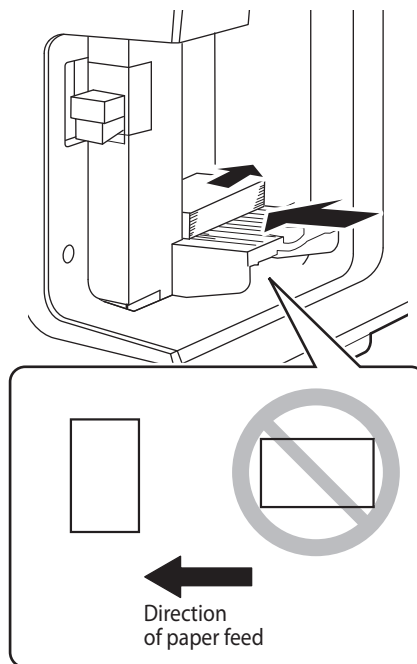
For details, see [Capacity of Feeder Lift Tray \(P.27\)](#) .

Important

- Align the edges before loading. Otherwise, printing may be slanted, or a paper jam may occur.

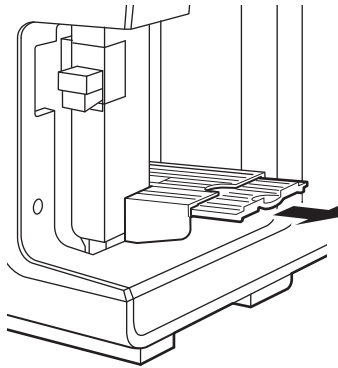


- When using business card/CR80 (paper/plastic card)
Load the paper in the feeder lift tray as shown in the figure.

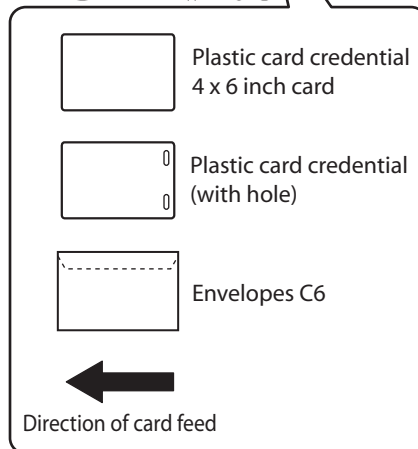
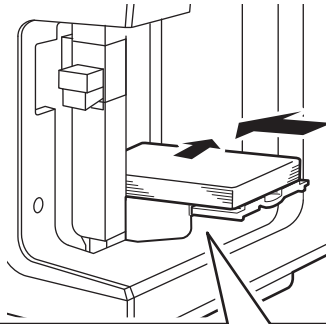


- When using plastic card credential/4 x 6 inch card/envelopes

1. Pull out the auxiliary tray of the feeder lift tray.

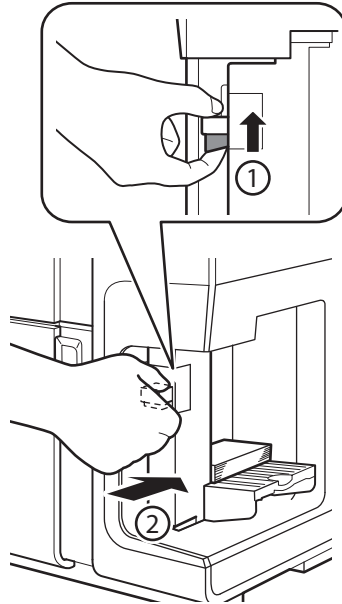


2. Load the paper in the feeder lift tray as shown in the figure.



Chapter 1 Basic Operation

- 7** While raising the side guide lever, slowly move the side guide against the paper until it stops.



Important

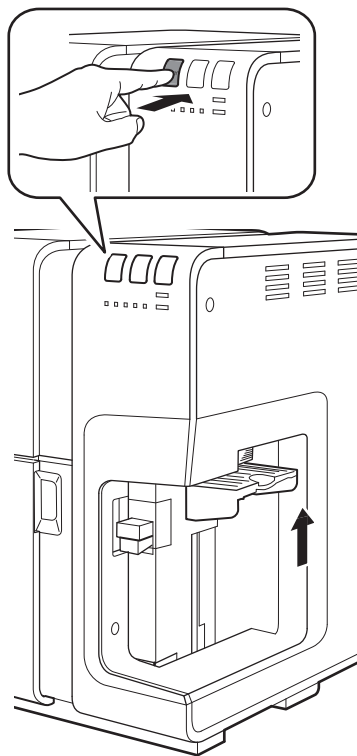
- Do not press the side guide against the paper stack too strongly. A paper jam can result.

8 Press the Tray key.

The feeder lift tray will automatically rise. Wait until it stops.

Caution

- Do not touch the feeder lift tray while it is in operation. In addition, do not insert your finger or any object under the tray. An injury or failure can result.



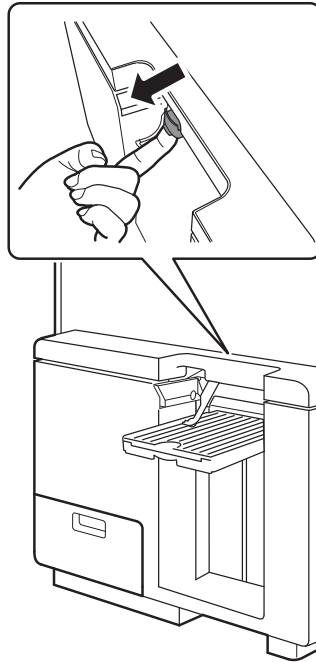
Important

- Do not press the side guide too much against the paper stack or the paper may misfeed.

Chapter 1 Basic Operation

9 Prepare the delivery area according to the paper type.

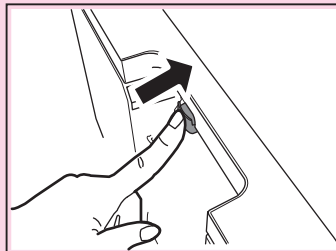
- When using special heavy paper/CR80 thick plastic card
Pull out the thick paper transport lever in the paper delivery slot.



Important

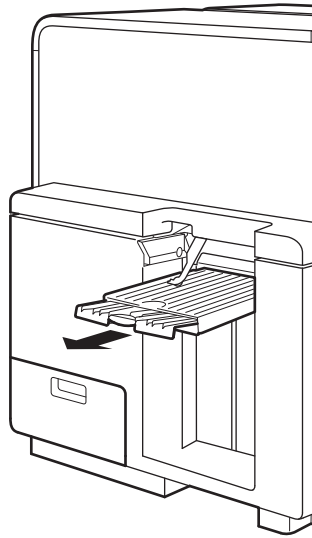
- When printing on paper type other than special heavy paper or thick plastic card (57 mm in length or more):

If the thick paper transport lever is pulled out, push it in.



- When the thick paper transport lever is not in the correct position, an error will appear on the status monitor. Set the lever to the correct position when the error appears.

- When using plastic card credential
Pull out the auxiliary tray from the auto stacker.



Important

- If you change to a different paper type or size, change the printer driver setting.
- When a print contains a lot of pictures and characters, paper may not neatly stack onto the auto stacker. To prevent paper jams, remove printed paper frequently from the auto stacker.
- It is normal for some noise to occur during paper feeding when printing on plastic cards.
- When using long paper, pull out the auxiliary tray of the auto stacker.

■ Information about Paper

Paper types

The following types of paper can be used with this printer:

- Matte Coated Paper
- Glossy paper
- Plastic card
- Envelope

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

Important

- Do not use incompatible paper in order to avoid paper jams and printer malfunctions.
- Use plastic cards for inkjet printers. Printing is not possible to other types of plastic cards.
- Do not stack a plastic card on the other card, on which the printed image has not yet been dried and fixed. If printed cards are smudged at the auto stacker because the images on the cards have not yet dried up, please refer to [“For Troubleshooting Operations \(P.168\)”](#)
- If the printer will not be used for a long period of time, remove paper from the printer to prevent it from discoloring and curling. Place the removed paper in the supplied plastic bag or box, and store it in a place which is not exposed to high temperature, high humidity, or direct sunlight.
- It is recommended that unpacked paper be used up first.
- Do not print outside the printable area of the dedicated paper.
- Do not print on the back of the envelope. A printing failure or other problems may result.
- To print on both sides of paper, use paper suited for duplex printing. Moreover, print the side with less pictures and characters (e.g., front side) first.
- If print side of media is moistened, please wipe it off soon. It is recommended that the printed medias are stored in card case to isolate from water.

Capacity of Feeder Lift Tray

The capacity of the feeder lift tray is as follows:

Paper Size Name	Paper Form	Tray Capacity (sheet)	Remarks
Card CR80 Paper	Thick Paper	300	<ul style="list-style-type: none"> Clean the feeder area every 400 sheets. ^{*4}
Plastic Card CR80 ^{*1*2*3}	Plastic card (thick)	100	<ul style="list-style-type: none"> Clean the feeder area every 200 sheets. ^{*4} Clean the transport area every 1000 sheets. ^{*5}
Plastic Card CR80 ^{*1*2*3}	Plastic card (thin)	100	<ul style="list-style-type: none"> Clean the feeder area and transport area every 1000 sheets. ^{*4*5}
Plastic Card Credential ^{*1*2*3}	Plastic card (thick) Plastic card (with hole)	100	<ul style="list-style-type: none"> Clean the feeder area and transport area every 1000 sheets. ^{*4*5}
Card 4 x 6 inch	Thick Paper	200	<ul style="list-style-type: none"> Clean the feeder area every 400 sheets. ^{*4}
Business Card US	Thick Paper	300	<ul style="list-style-type: none"> Clean the feeder area every 400 sheets. ^{*4}
Business Card	Paper	500	-
Envelope C6	Envelope	100	<ul style="list-style-type: none"> Clean the feeder area every 1000 sheets. ^{*4}

^{*1} Print card may not be fed normally in high-humid environment. When card is not fed normally, set a single sheet on the tray to print.

^{*2} When making double-sided print, please make sure that the printed image on the 1st side has dried up, then print on the 2nd side. The card may not be fed normally otherwise.

^{*3} When using plastic cards after paper cards or envelopes, please perform [“Cleaning the Pick-up Roller \(P.161\)”](#) and [“Cleaning Sheet Transport \(P.164\)”](#) prior to printing.

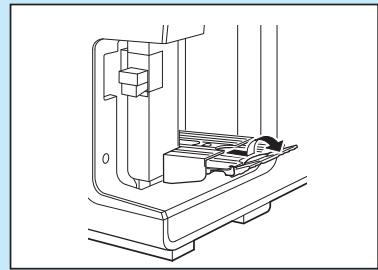
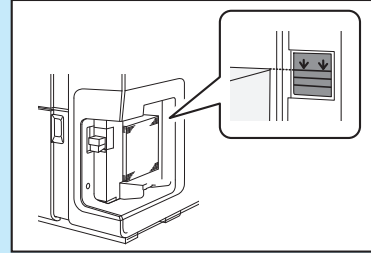
^{*4} Please perform [“Cleaning the Pick-up Roller \(P.161\)”](#) and [“Cleaning Sheet Transport \(P.164\)”](#) every designated number of sheet.

^{*5} Please perform [“Cleaning the Transport Area \(P.158\)”](#) every designated number of sheet.

Chapter 1 Basic Operation

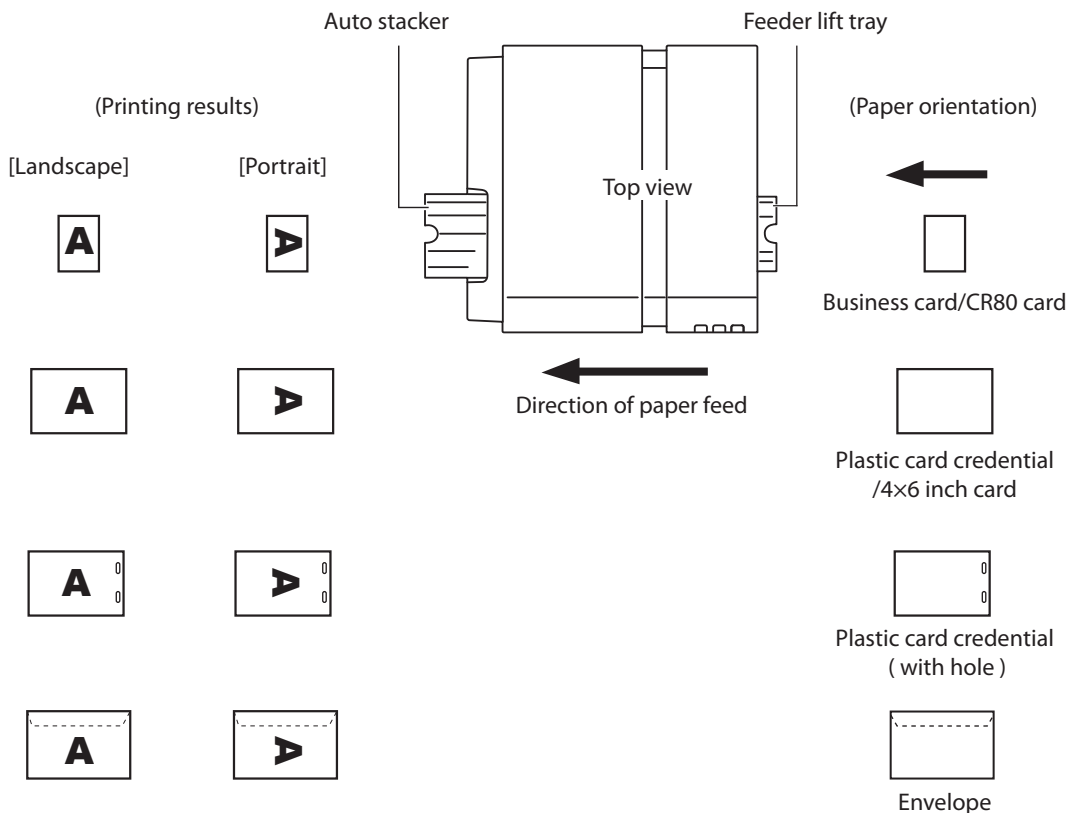
Note

- When using business card and card CR80 paper, check that the height of the paper stack does not exceed the load limit mark. If a paper feed error occurs, reduce the number of sheets loaded in the tray.
- When using long paper, open the folded tray of feeder lift tray.



Paper Feed Direction and Image Orientation

On this printer, paper is fed from the feeder lift tray located to the right and ejected to the auto stacker located to the left. Note that the paper loading direction and image orientation differ depending on the type of paper. Image orientation can be set on [Page Setup] tab in [Printing Preferences] dialog box of the printer driver.



Note

- The set print orientation is shown in the preview window on [Page Setup] tab. (→ P.41)
- Some types of application software determines the print orientation on its own accord. Be sure to carry out test printing to confirm the print orientation. For more details, refer to the documentation supplied with your application software.

Chapter 2

How to Print

The section describes how to basic printing procedure.

Making Prints	32
Canceling Printing	35

Making Prints

The basic printing procedure is described below.

Important

- Keep the printer free from vibration or impact while it prints. Paper jams or printing failures could occur.

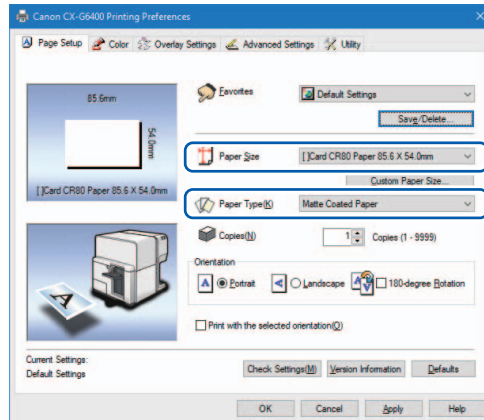
Note

- Take care that the computer does not allow to enter a sleep state during printing. The printer is designed to discard data received from the computer when the computer returns from a resting or sleep state to an operating state. Selecting "Never" in the [Power and Sleep] or [Power & battery] will prevent the computer from entering a sleep state. Follow the procedure below.

Start > Settings > Power and Sleep (or Power & battery)

- 1 Create a document using a paper size supported by the printer.
- 2 Select [Print] from the [Files] menu (or the toolbar) of the application software.
The Print dialog box appears.
- 3 Select [Canon CX-G6400], and then click [Preferences] or [Properties].

4 Set the paper size and type.



Important

- Select the correct paper type to ensure optimal print quality. (→ P.57)
- If the paper size you want to select is not found in the list, use the Customize feature to create a custom paper size. (→ P.50)
- See "How to Use the Printer Driver" to modify print settings to suit specific purposes. (→ P.37)

5 Click [OK].

Chapter 2 How to Print

6 Click [Print] in the Print dialog box.

Printing starts.

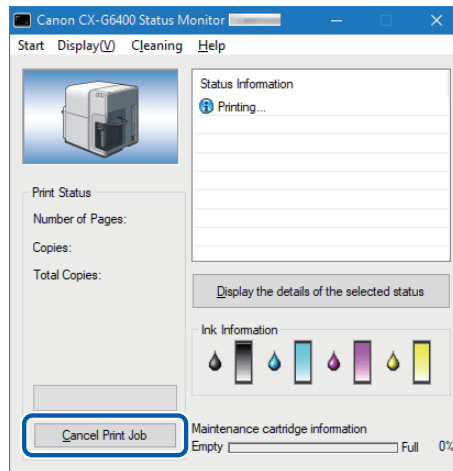
Important

- Do not print outside the printable area of the dedicated paper. (→ P.54)
- Prior to starting printing, check that the paper set in the printer is the same as the paper set with the printer driver in terms of size, shape and type.
- Selecting a wrong paper size could cause ink to be ejected into the transport area. If this occurs, clean the transport area. (→ P.158)
- If the application software and printer driver have the same setting options such as Paper Size, Orientation, and Copies, the settings made by the application software may be given priority.
- The print settings made by the application software are used only by this application software. To make print settings which can be commonly used by multiple application software, open the [Devices and Printers]. For more details. (→ P.39)

Canceling Printing

Canceling Print Jobs from the Status Monitor

To cancel printing from the computer, click [Cancel Print Job] on the Status Monitor.



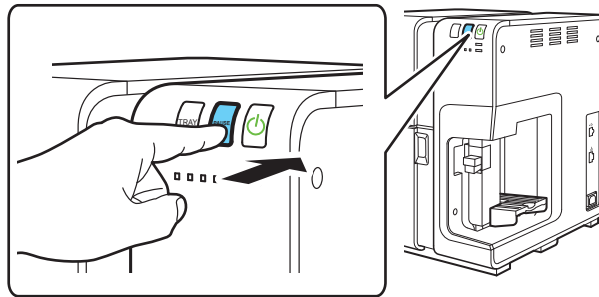
The printer stops its operation. The current print job and jobs that are processing or receiving data in the printer are also canceled. In addition, all print data in process in the computer are canceled.

Note

- If the Status Monitor is not displayed, check the following items.
 - Click the Status Monitor icon to retrieve the Status Monitor window as the window may be minimized.
 - Confirm that the auto start function for the Status Monitor is not disabled. (→ P.112) To start the Status Monitor, click [Start Status Monitor] in the [Utility] tab. (→ P.110)
- Besides the Status Monitor, you can cancel printing from the Print Queue window (a window in which print jobs are registered). Follow the steps below to open the Print Queue window.
 1. Click the search icon on the taskbar, type “Printers & Scanners” in the search box on the taskbar.
 2. Select [Canon CX-G6400] > [Open queue].

How to Pause Printing

To stop printing temporarily, press the Pause key on the operation panel. Press the Pause key again to resume printing.



Note

- Printing can be paused to perform print head cleaning. (→ P.122)

Chapter 3

How to Use the Printer Driver

This section describes the function of the each item in the printer driver dialog box.

Opening the Printer Driver	38
Using Page Setup Features	41
Using Print Quality Features	65
Using the Overlay Settings Feature.....	78
Using Advanced Settings.....	87
Using Utility Features.....	90

Opening the Printer Driver

There are multiple ways to access the printer driver and adjust settings:

- Opening the printer driver setup window from the application software (→ P.38)

The settings are effective only for the document that is currently open.

- Opening the printer driver setup window from the [Printers & scanners] (→ P.39)

The settings are effective for all documents.

- Opening the Properties window (→ P.40)

Display the [Utility] tab to perform printer maintenance or change printer settings.

Opening the Printer Driver Setup Window from the Application Software

Note

- The procedure may be different depending on the application software you use. For more details, refer to the Instruction Manual that comes with your application software.

- 1 Select [Print] from the [Files] menu or toolbar of the application software.

The Print dialog box appears.

- 2 Select [Canon CX-G6400] and then click [Preferences] (or [Properties]).

The printer driver setup window appears.

Opening the Printer Driver Setup Window from the [Printers & scanners]

- 1 Click the search icon on the taskbar, enter [Printers & scanners] in the search box.
- 2 Click [Printers & scanners].
- 3 Click this printer, and then select [Manage] → [Printer Preferences].

For Windows 11:

Click this printer, and then select [Printer Preferences].

The printer driver setup window appears.

Important

- The settings that can be configured on the [Utility] tab of the printer properties window are different from those that can be configured on the [Utility] tab of the printing preferences window. (→ P.90)

Opening the Printer Properties Window

- 1 Click the search icon on the taskbar, enter [Printers & scanners] in the search box.
- 2 Click [Printers & scanners].
- 3 Click this printer, and then select [Manage] → [Printer Properties].

For Windows 11:

Click this printer, and then select [Printer Properties].

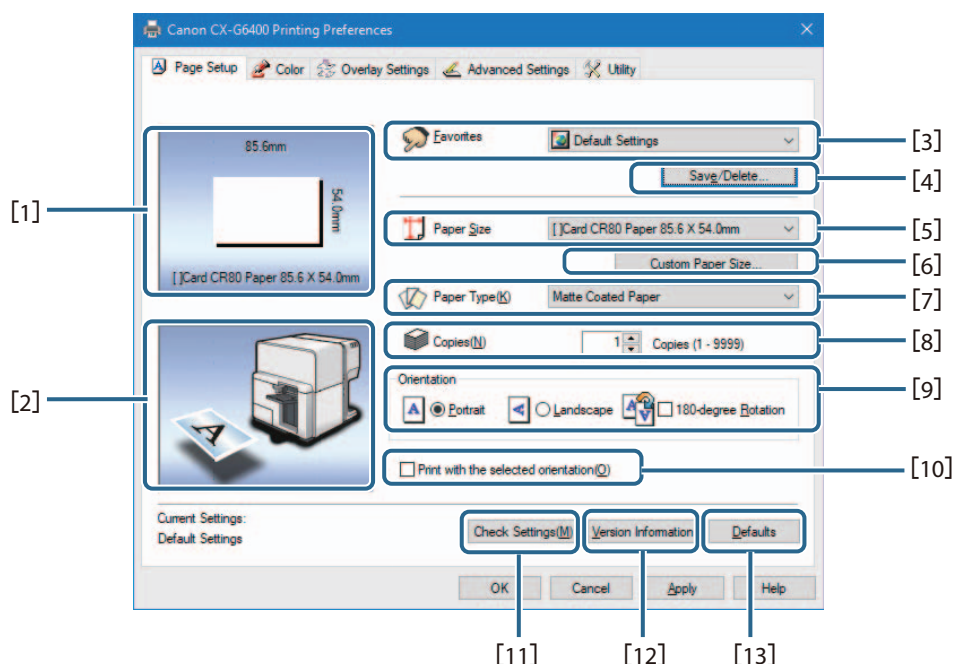
The printer properties window appears.

Important

- Some Windows functions and print settings are displayed in the printer properties window. Print settings are located in the [General] tab and the [Utility] tab of the printer properties window. Refer to Windows product documentation for information related to Windows functions.
- The settings that can be configured on the [Utility] tab of the printer properties window are different from those that can be configured on the [Utility] tab of the printing preferences window.
(→ P.65)

Using Page Setup Features

Changes to paper size, paper type, number of copies, page orientation and more can be adjusted in the [Page Setup] tab of the [Printing Preferences] window.



[1] Paper Size Preview

The current paper size is displayed in a preview.

[2] Print Orientation Preview

Paper orientation for printing is displayed in a preview.

[3] Favorites (→ P.43)

Save commonly used print settings.

[4] Save/Delete

Save or delete Favorites.

[5] Paper Size (→ P.48)

Set a paper size.

[6] Custom Paper Size (→ P.50)

Set an optional paper size.

Chapter 3 How to Use the Printer Driver

[7] Paper Type (→ P.57)

Set a paper type.

[8] Copies

Set the number of copies to print.

[9] Orientation (→ P.58)

Set the orientation of printing on the paper.

[10] Print with the selected orientation (→ P.61)

Click the check box on when printing with the selected the [Orientation].

[11] Check Settings (→ P.63)

Displays the current print settings.

[12] Version Information (→ P.64)

Displays the printer driver version and copyright information.

[13] Defaults

Reset the [Page Setup] tab to its defaults.

Important

- Keep the following points in mind when running [Obtain Printer Information].
 - Close the Status Monitor if it is running.
 - If this function is run on a shared printer, make sure the Status Monitor has not been launched on the client when working on a server, or has not been launched on the server when working on the client. The process may not be completed correctly if the Status Monitor is running.

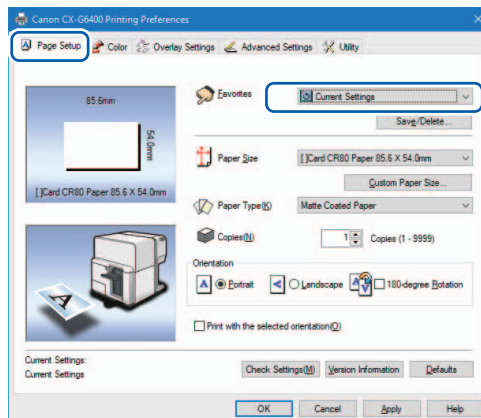
Saving the Favorites

Frequently used print settings can be saved using [Favorites]. Selecting a saved favorite from the [Favorites List] allows you to make prints with the saved print settings.

Note

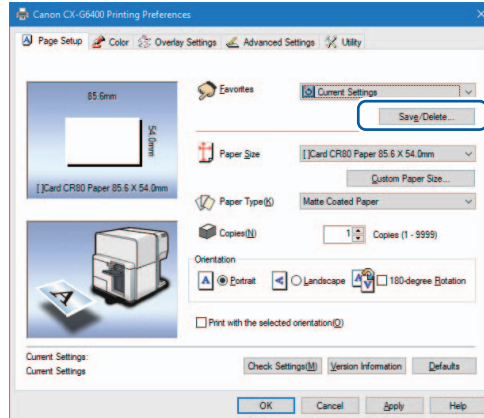
- Up to ten print settings can be saved in [Favorites].
- When the [Settings] screen of the printer driver is displayed from the application software, it is not possible to save or delete settings in/from [Favorites]. To do so, display the [Settings] screen of the printer driver from the [Printers & scanners] of Windows.

- 1 Open the printer driver setup window from the [Printers & scanners]. (→ P.39)
- 2 On the [Page Setup] tab, [Color] tab, [Overlay Settings] tab, and [Advanced Settings] tab, configure the settings you want to save.
- 3 Click the [Page Setup] tab.
Make sure the [Current Settings] is selected from the [Favorites].



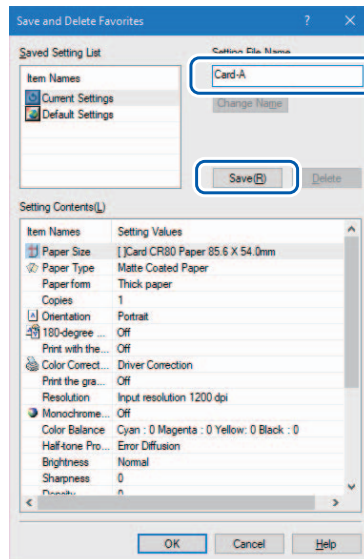
Chapter 3 How to Use the Printer Driver

- 4 Click [Save/Delete].



The Save and Delete Favorites dialog box appears.

- 5 Enter a desired name in the [Setting File Name] entry box and then confirm the [Setting Contents].

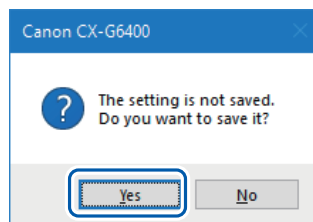


A confirmation message appears.

Note

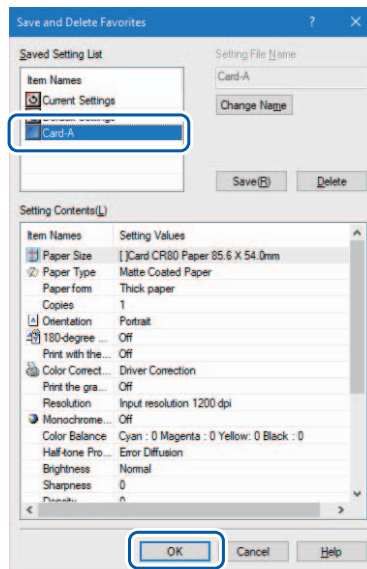
- Entry in the [Setting File Name] entry box is mandatory.
- Up to 16 characters can be entered. Spaces and tabs are not allowed.

6 Click [Yes].



The print settings are saved in the [Favorites].

7 Click [OK].



Note

- **Changing the Name of a Favorite**

To change the name of a saved favorite, select it from the [Saved Settings List] and then click [Change Name]. After changing the name, click [Save].

- **Deleting a Favorite**

To delete a saved favorite, select it from the [Saved Settings List], and then click [Delete].

- **Confirming a Saved Favorite (Settings)**

Clicking [Check Settings] on the [Page Setup] tab allows you to confirm the print settings saved in [Favorites].

Clicking [Copy] in the dialog box allows you to copy the print settings to the clipboard of the OS. To read the copied print settings, paste the settings into Notepad.

■ Default Settings

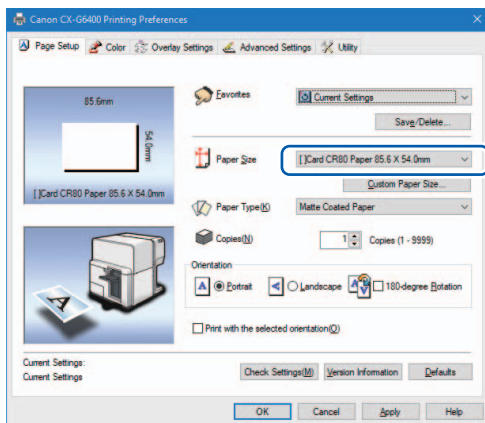
Default settings are as follows:

Tab Name	Item Name	Setting
Page Setup	Paper Size	[]Card CR80 Paper 85.6 x 54.0mm
	Paper Type	Matte Coated Paper
	Paper Form	Thick paper
	Copies	1
	Orientation	Portrait
	180-degree Rotation	Off
	Print with the selected orientation	Off
Color	Resolution	Input resolution 1200dpi
	Half-tone Process	Error Diffusion
	Color Correction	Driver Correction
	Monochrome Print	Off
	Print the gradation smoothly *	Off
	Sharpness *	0 (None)
	Color Balance *	Bk/C/M/Y All 0
	Brightness *	Normal
	Density*	0
	Contrast *	0
Overlay Settings	Overlay	Off
	Print Mode	-
	Preview	-
	Comment	-
	Print the overlay with simple setting	-
Advanced Settings	Print Order	Ascending
	Paper feed interval	0 sec

*Items in the Detailed Settings dialog box

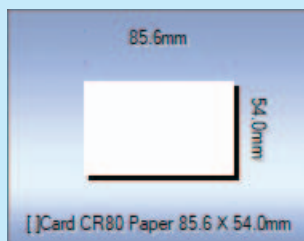
Selecting the Paper Size

Select the size of the paper to use for printing from the pull-down menu.



Note

- The current paper size can be identified in a preview.

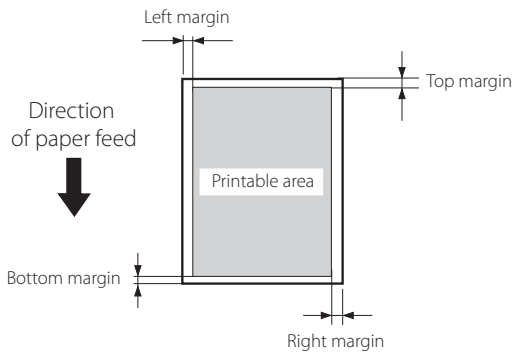


Standard card paper

In addition to the three selections for standard paper sizes, you can also register twelve custom paper sizes.

Paper Size	Paper Form	Paper Size (W × L) mm	Margins mm			
			Top	Bottom	Left	Right
Card CR80 Paper 85.6 x 54.0mm	Thick paper	85.6 x 54.0	1.5	1.5	2.0	2.0
Plastic Card CR80 THICK	Plastic card (thick)	85.6 x 54.0	1.5	1.5	2.0	2.0

Paper Size	Paper Form	Paper Size (W × L) mm	Margins mm			
			Top	Bottom	Left	Right
Plastic Card CR80 THIN	Plastic card (thin)	85.6 x 54.0	1.5	1.5	2.0	2.0
Plastic Card Credential	Plastic card (thick)	88.9 x 139.7	1.5	1.5	2.0	2.0
Plastic Card Credential w/hole	Plastic card (with hole)	88.9 x 139.7	11.0	1.5	2.0	2.0
Two-sided IJ Card 4 x 6inch	Thick paper	101.6 x 152.4	1.5	1.5	2.0	2.0
Envelope C6 114.0 x 162.0mm	Envelope	114.0 x 162.0	1.5	1.5	2.0	4.2
Business Card US 89.0 x 51.0mm	Thick paper	89.0 x 51.0	1.5	1.5	2.0	2.0
Business Card 91.0 x 55.0mm	Paper	91.0 x 55.0	1.5	1.5	2.0	2.0



■ Customize

It is possible to register in the printer driver a desired paper size (width, length, etc.) which cannot be selected from the [Paper Size] pull-down menu of the printer driver as "Customize."

However, this setting is effective only for the documents that are currently open.

Paper Size	Paper Form	Paper Size (W × L) mm	Margins mm			
			Top	Bottom	Left	Right
Customize	Thick paper	85.6 x 54.0	1.5	1.5	2.0	2.0

Saving a Custom Paper Size

If the desired paper size is not found in the [Paper Size], save a new paper size in the [Custom Paper Size Settings].

This setting is effective for all documents.

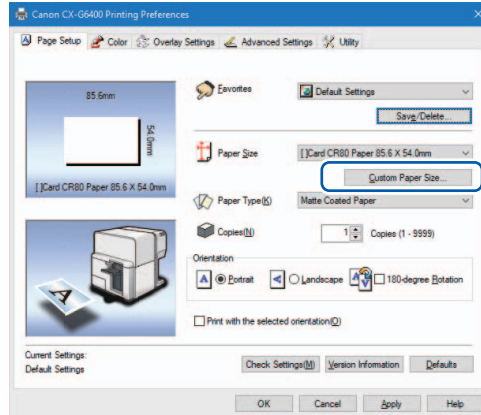
Saving a custom paper size allows the size to be selected from the [Paper Size] pulldown menu. Up to 50 different paper sizes.

Note

- Pre-registered paper settings marked with () can not be deleted.

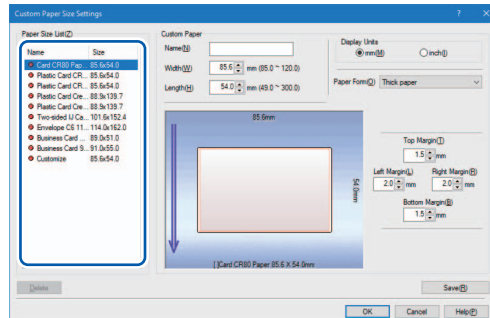
- 1 Open the printer driver setup window from the [Printers & scanners]. (→ P.39)

- Click [Custom Paper Size] on the [Page Setup] tab.



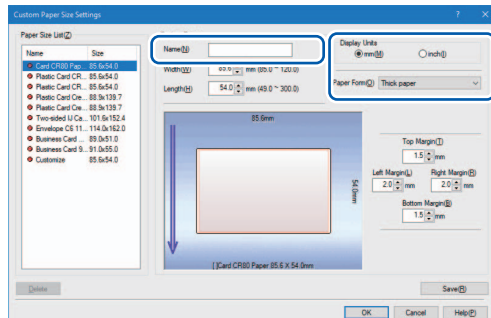
The Custom Paper Size Settings dialog box opens.

- Select a basic paper size from the [Paper Size List].



Chapter 3 How to Use the Printer Driver

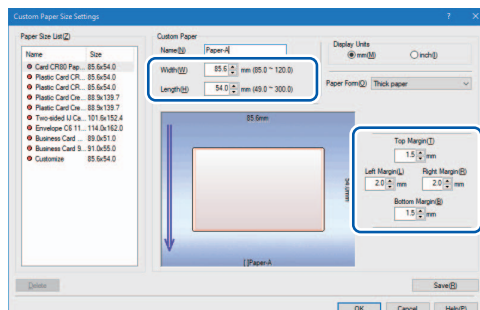
4 Enter information about the new paper.



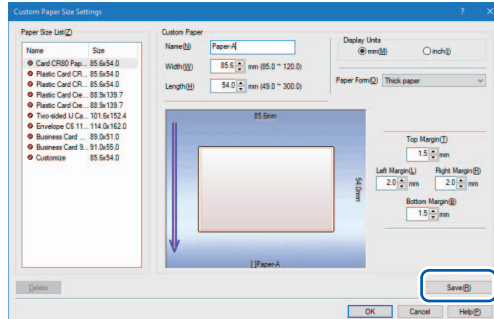
Name	Enter the name of new paper in the [Name] text box. Up to 15 characters can be entered. Spaces and tabs cannot be used.	
Display Units	Either mm or inch can be set.	
Paper Form	Select one of the following paper form.	
	Thick paper	Paper of thickness 0.30 mm - 0.35mm (11.8 mil - 13.8mil)
	Plastic card (thick)	Plastic card of thickness 0.76 mm (30 mil)
	Plastic card (thin)	Plastic card of thickness 0.4 mm (15.7 mil)
	Plastic card (with hole)	Plastic card of thickness 0.76 mm (30 mil)
	Paper	Paper of thickness 0.21 mm - 0.27 mm (8.27 mil - 10.6 mil)
	Extra thick paper	Paper of thickness 0.55 mm - 0.76 mm (21.7 mil - 30 mil)
	Envelope	Paper of thickness 0.24 mm - 0.48 mm (9.44 mil - 18.8 mil)

5 Enter the paper size and margin (Top/Bottom/Left/Right).

Items to be set differ depending on the paper form. For the ranges of settable values, see ["Ranges of Custom Paper Sizes \(P.54\)"](#).

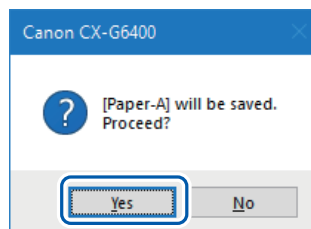


6 Click [Save].

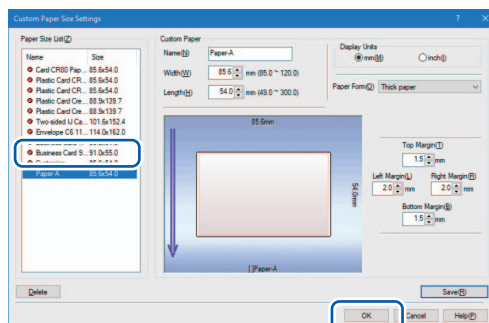


A confirmation message appears.

7 Click [Yes].

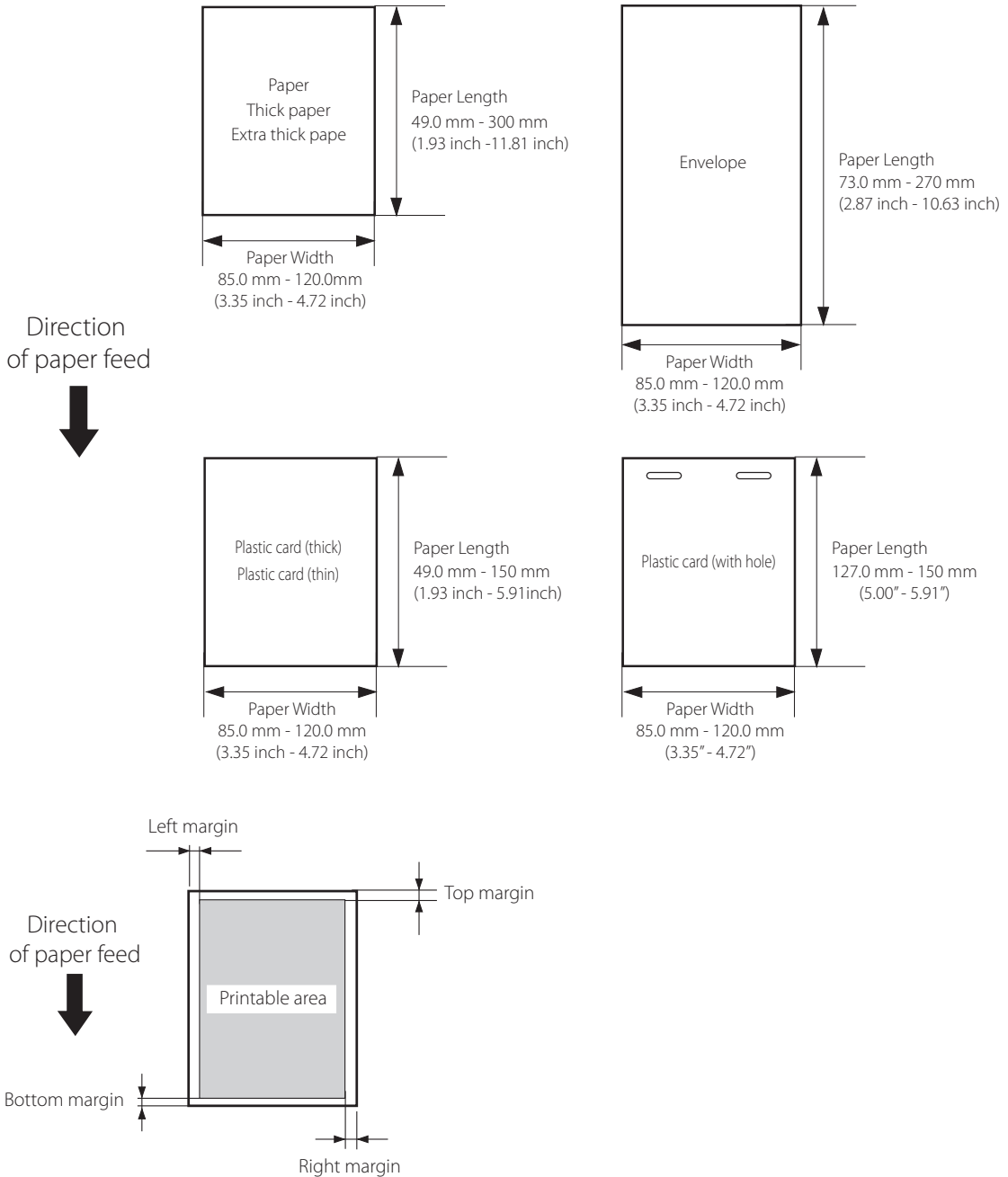


8 Click [OK].



Ranges of Custom Paper Sizes

Custom paper sizes can be selected from a range of values that are dependant on the paper type and form. Enter values within the ranges indicated in the table below.



- Thick paper/Paper/Extra thick paper

		Minimum	Maximum
Paper Width mm (inch)		85.0 (3.35)	120.0 (4.72)
Paper Length mm (inch)		49.0 (1.93)	300.0 (11.81)
Top margin mm (inch)		1.5 (0.06)	Paper Length – 3 (0.12) – Bottom margin
Bottom margin mm (inch)		1.5 (0.06)	Paper Length – 3 (0.12) – Top margin
Left margin mm (inch)		2.0 (0.08)	Paper Width – 3 (0.12) – Right margin
Right margin mm (inch)	Paper Width \leq 111.8 (4.40)	2.0 (0.08)	Paper Width – 3 (0.12) – Left margin
	111.8 (4.40) < Paper Width \leq 120 (4.72)	Paper Width – 109.8 (4.32)	

- Plastic card (thick)/Plastic card (thin)

		Minimum	Maximum
Paper Width mm (inch)		85.0 (3.35)	120.0 (4.72)
Paper Length mm (inch)		49.0 (1.93)	150.0 (5.91)
Top margin mm (inch)		1.5 (0.06)	Paper Length – 3 (0.12) – Bottom margin
Bottom margin mm (inch)		1.5 (0.06)	Paper Length – 3 (0.12) – Top margin
Left margin mm (inch)		2.0 (0.08)	Paper Width – 3 (0.12) – Right margin
Right margin mm (inch)	Paper Width \leq 111.8 (4.40)	2.0 (0.08)	Paper Width – 3 (0.12) – Left margin
	111.8 (4.40) < Paper Width \leq 120 (4.72)	Paper Width – 109.8 (4.32)	

Chapter 3 How to Use the Printer Driver

- Plastic card (with hole)

		Minimum	Maximum
Paper Width mm (inch)		85.0 (3.35)	120.0 (4.72)
Paper Length mm (inch)		127.0 (5.00)	150.0 (5.91)
Top margin mm (inch)		11.0 (0.43)	Paper Length – 3 (0.12) – Bottom margin
Bottom margin mm (inch)		1.5 (0.06)	Paper Length – 3 (0.12) – Top margin
Left margin mm (inch)	Paper Width \leq 111.8 (4.40)	2.0 (0.08)	Paper Width – 3 (0.12) – Right margin
	111.8 (4.40) < Paper Width \leq 120 (4.72)	Paper Width – 109.8 (4.32)	
Right margin mm (inch)	Paper Width \leq 111.8 (4.40)	2.0 (0.08)	Paper Width – 3 (0.12) – Left margin
	111.8 (4.40) < Paper Width \leq 120 (4.72)	Paper Width – 109.8 (4.32)	

- Envelope

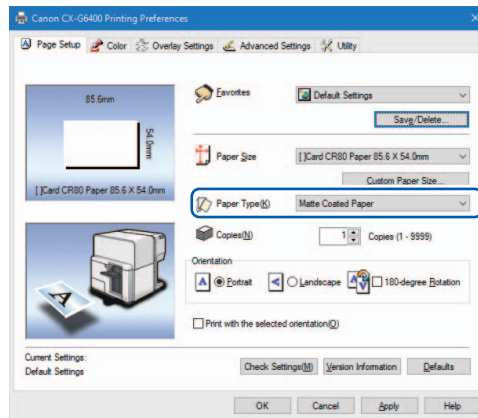
		Minimum	Maximum
Paper Width mm (inch)		85.0 (3.35)	120.0 (4.72)
Paper Length mm (inch)		73.0 (2.87)	270.0 (10.63)
Top margin mm (inch)		1.5 (0.06)	Paper Length – 3 (0.12) – Bottom margin
Bottom margin mm (inch)		1.5 (0.06)	Paper Length – 3 (0.12) – Top margin
Left margin mm (inch)		2.0 (0.08)	Paper Width – 3 (0.12) – Right margin
Right margin mm (inch)	Paper Width \leq 111.8 (4.40)	2.0 (0.08)	Paper Width – 3 (0.12) – Left margin
	111.8 (4.40) < Paper Width \leq 120 (4.72)	Paper Width – 109.8 (4.32)	

Important

- Do not print outside the printable area of the selected paper.
- Do not print on the back of envelopes.

Selecting the Paper Type

Select the correct paper type in the Paper Type drop down menu.



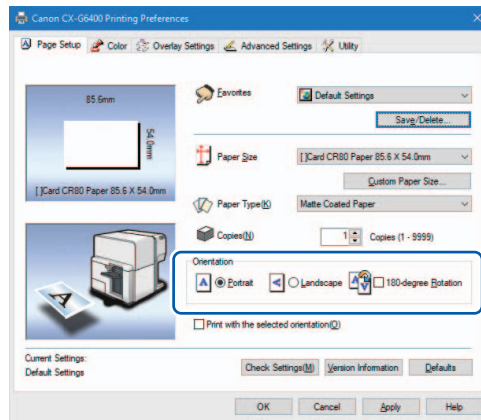
Matte Coated Paper	Choose when you select matte coated paper to print.
Glossy paper	Choose when you select glossy paper to print.
Inkjet postcard	Choose when you select Inkjet postcard to print.
Envelope	Choose when you select envelope to print.
Plastic card	Choose when you select plastic card to print.

Note

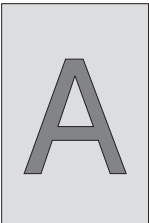
- Select the correct paper type in order to receive optimal print quality.
- When a paper type associated with Profile (the start character is "*"") is selected, the [Color Correction], [Print the gradation smoothly] and [Brightness] cannot be adjusted.

Selecting the Orientation

Select the direction of print under Orientation.

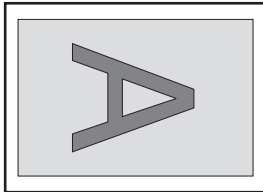


Printed results for portrait and landscape orientation can be achieved by following the descriptions below.

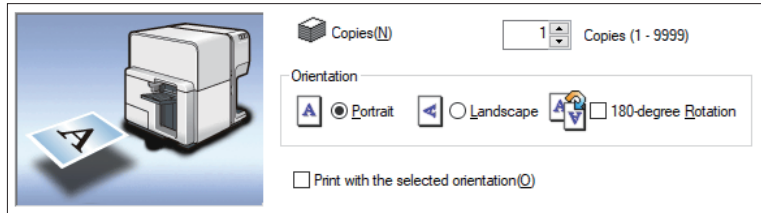


[Portrait]

Select this option to print the document rotated 90 degrees to the right in relation to the direction of paper feeding.

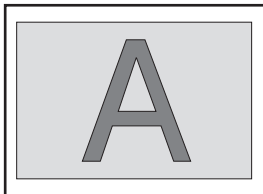


←
Direction of paper feed

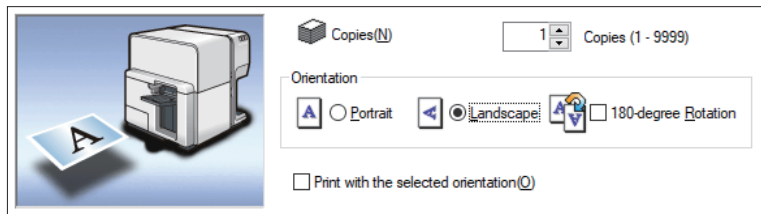


[Landscape]

Select this option to print the document horizontally in relation to the direction of paper feeding.



←
Direction of paper feed

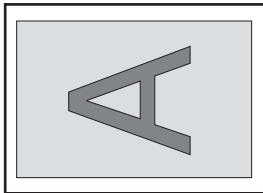


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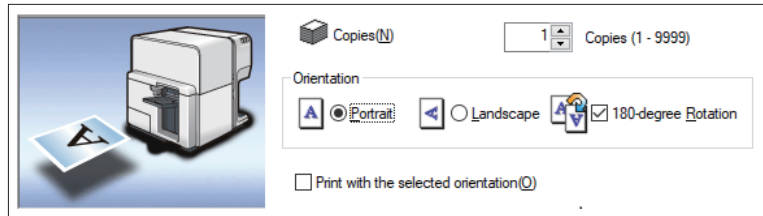
[180-degree Rotation]

Check this check box to print a document set for [Portrait] or [Landscape] rotated 180 degrees.

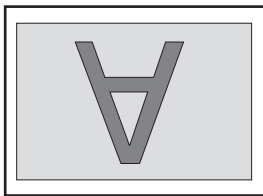
- Portrait/180 degrees rotation



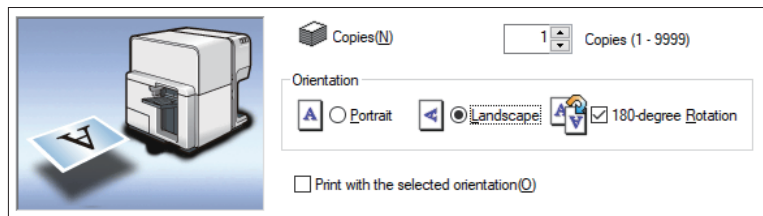
Direction of paper feed



- Landscape/180 degrees rotation



Direction of paper feed



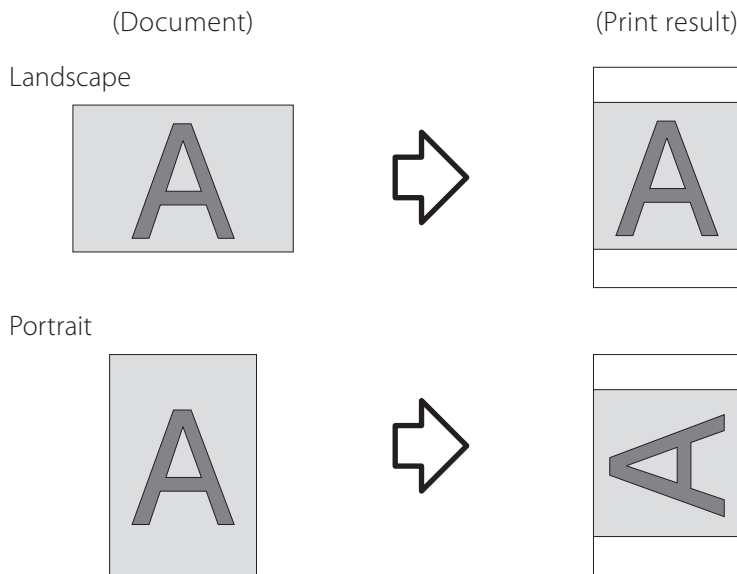
Important

- When printing on plastic card (with hole), load it in the feeder lift tray as shown in the figure according to check box status for "180-degree Rotation". (→ P.21)

Uncheck (no rotation)	Check (180-degree rotation)
<p>Direction of card feed</p>	<p>Direction of card feed</p>

Setting the Print with the Selected Orientation

When you print to a business card or paper whose width is longer than its height, some application software may automatically change the paper orientation, which could impact proper printing. If this happens, check the [Print with the selected orientation] check box so that proper printing takes place according to the [Orientation] setting of the printer driver.

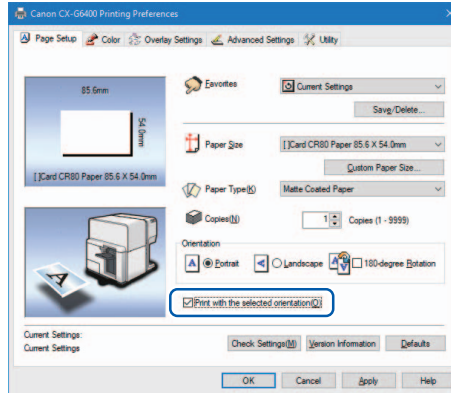


Note

- Choose this setting when proper printing is not possible from the application software. Normally, you do not have to choose this setting.
- Even if [Print with the selected orientation] is specified, proper printing may not be possible from some application software.
- [Print with the selected orientation] setting does not affect [180-degree Rotation].

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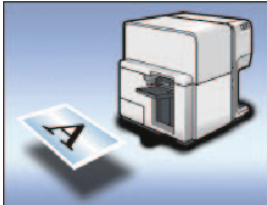
- 1 Select the [Print with the selected orientation] check box.



- 2 Set the [Orientation].


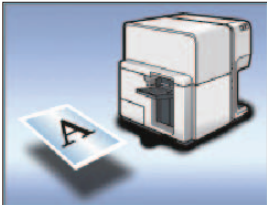
When printing a document is in the Landscape:

Select [Portrait] from the [Orientation] of the printer driver.

Document	[Orientation] of the printer driver
Landscape 	Portrait 

When printing a document is in the Portrait:

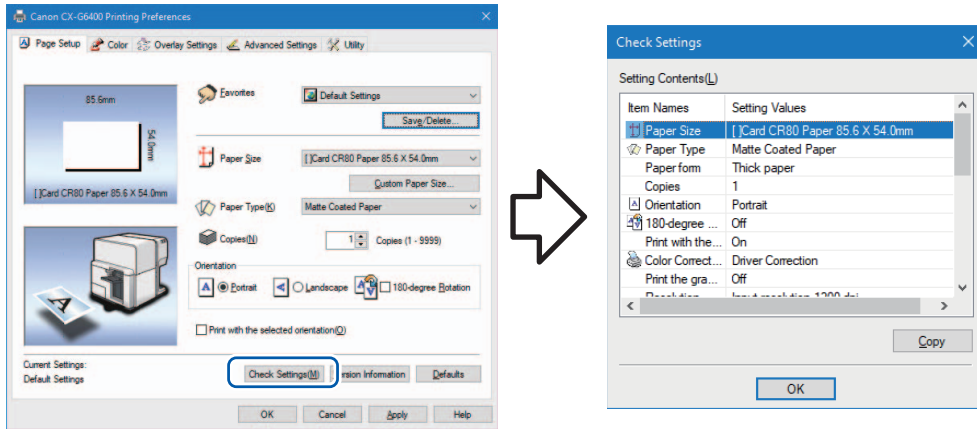
Select [Landscape] from the [Orientation] of the printer driver.

Document	[Orientation] of the printer driver
Portrait 	Landscape 

- 3 Click [OK].

Checking the Setting Contents

Click [Check Settings] to confirm the current paper settings.

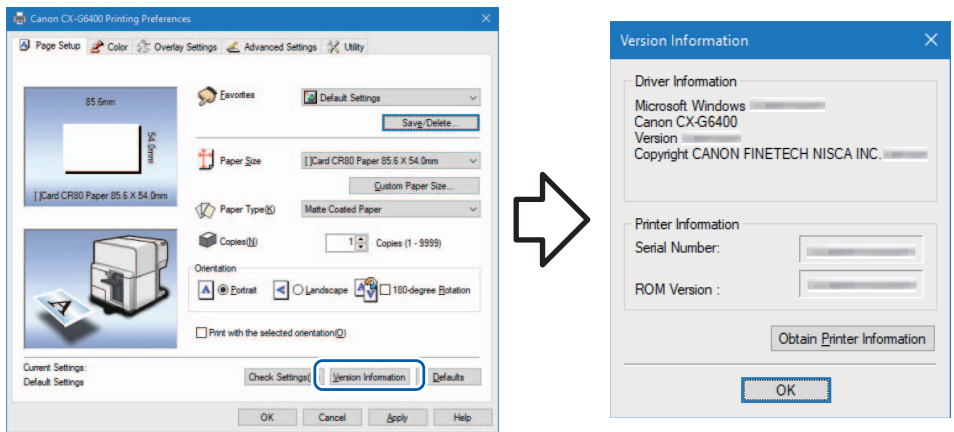


Note

- On the displayed screen, clicking [Copy] allows you to copy the settings. To read the copied settings, paste them to the page of an application software such as Notepad.

Checking the Version Information

Follow this procedure to confirm the printer driver version and copyright information. Click Version Information to open the Version Information dialog box.



Serial number	Printer serial number
ROM Version	Printer ROM version
Obtain Printer Information	Click [Obtain Printer Information] to get information on the printer connected.

Important

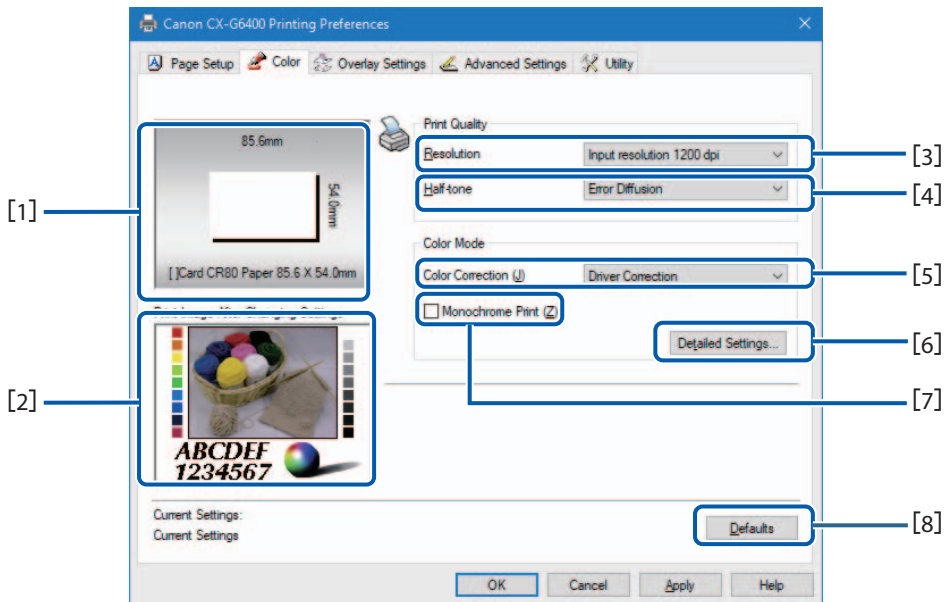
- Keep the following points in mind when running [Obtain Printer Information].
 - Close the Status Monitor if it is running.
 - If this function is run on a shared printer, make sure the Status Monitor has not been launched on the client when working on a server, or has not been launched on the server when working on the client. The process may not be completed correctly if the Status Monitor is running.

Note

- Printer information may not be collected depending on the status of printer connection.
 - Not connected to the printer.
 - Telecommunications lines or networks are busy.

Using Print Quality Features

Print quality and color settings can be configured in the [Color] tab of the [Printing Preferences] window.



[1] Paper Size Preview

The selected paper size is displayed in a preview.

[2] Print Image After Changing Settings

Preview of the image to be printed with the current color settings.

[3] Resolution (→ P.66)

Select the resolution.

[4] Half-tone (→ P.68)

Select a half-toning method.

[5] Color Correction (→ P.69)

Select the color correction method.

[6] Detailed Settings

Clicking this button displays the [Detailed Settings] dialog box. Use this dialog box to adjust advanced color settings.

(Color Balance (→ P.70) , Brightness (→ P.72) , Density (→ P.73) , Contrast (→ P.74) , Print the Gradation Smoothly (→ P.75) , Sharpness (→ P.76))

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[7] Monochrome Print (→ P.70)

Select this check box to make black-and-white prints.

[8] Defaults

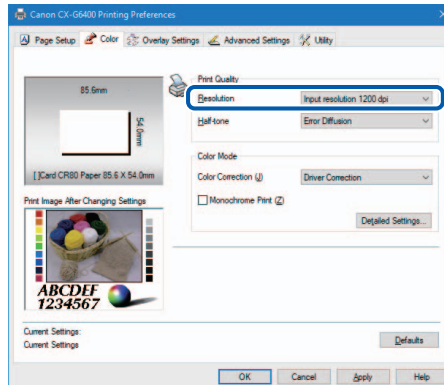
Reset the [Color] window to its defaults.

Note

- The settings configured on the [Detailed Settings] dialog box do not change even if you click [Defaults] in the [Color] tab.

Selecting a Resolution

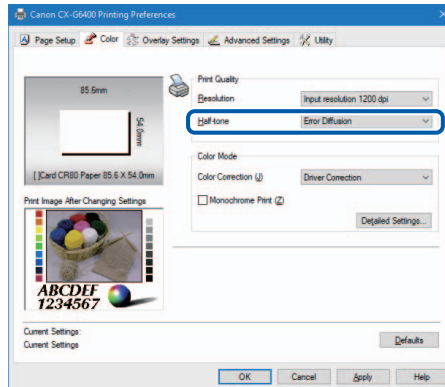
Resolution settings can be adjusted to control print quality.



Input resolution 1200 dpi	Prints data after processing it for a resolution of 1200 × 1200 dpi. Longer print times but higher print quality occurs when printing with the [Input Resolution 1200 dpi] setting.
Input resolution 600 dpi	Prints data after processing it for a resolution of 600 × 600 dpi. Faster print times but lower print quality occurs when printing with the [Input Resolution 600 dpi] setting.

Selecting a Half-tone

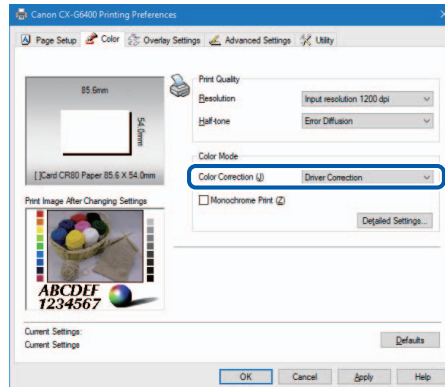
The dot pattern or half tone can be adjusted to control print quality.



Dither	This method is suitable for printing of graphics requiring clear borders between colors.
Error Diffusion	This method is suitable for printing of photos and graphics requiring subtle gradation.

Selecting a Color Correction

It is possible to select a color correction method suitable for the document to be printed



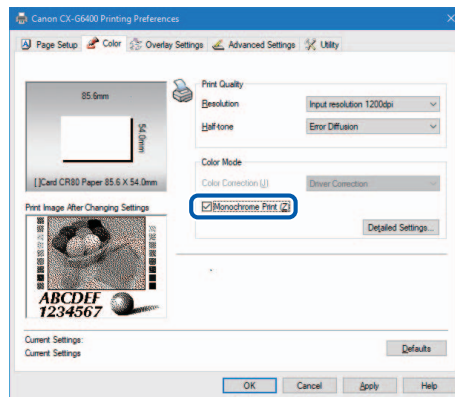
Driver Correction	The optimum color adjustment is made for this printer.
Off	Image processing is performed at the highest speed without color correction. Select this method to give priority to the printing speed.

Note

- [Color correction] can not be selected when a paper type associated with Profile (the start character is "*"") is selected.

Printing in Black and White

Color documents can be printed in black and white.
When black-and-white prints are made, only black ink is used.
To print in black-and-white, click the [Monochrome Print] check box.



Adjusting the Color Balance

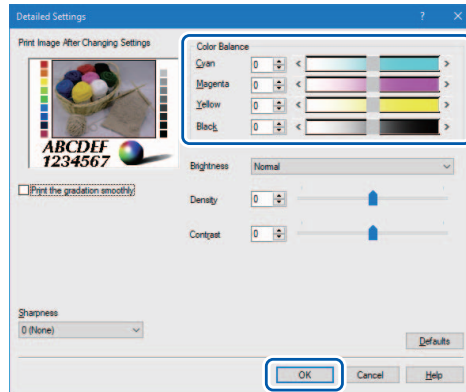
You can adjust the color balance for printed colors (cyan, magenta, yellow and black) if you are dissatisfied with the color tone of the printout.

- 1 Click the [Detailed Settings] in the [Color] tab. (→ P.65)

2 Adjust the color balance by moving the sliders for each color, and then click [OK].

The center of the slider bar is the default position (0). The slider can be moved between -50 to +50.

The more you move the slider to the left, the color becomes lighter. The more you move the slider to the right, the color becomes darker.



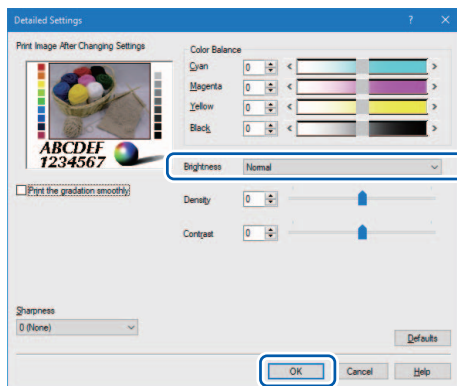
Note

- Color balance values can be directly entered into the entry box located to the left of the slider bars. Alternatively, clicking the arrows on both sides of the slider bar can decrease or increase the setting by 1.
- Click [Defaults] to return the printer to the default settings in the [Detailed Settings] dialog box.
- The print image with selected color corrections is displayed in the [Print Image After Changing Settings] section of the window.
- [Color Balance] in cyan, magenta and yellow can not be adjusted when the [Monochrome Print] check box is selected.

Adjusting the Brightness

If you believe the overall image is too dark or too bright, a brightness adjustment can be made. This adjustment changes the mid-range colors without affecting the darkest or brightest areas of the image.

- 1 Click the [Detailed Settings] in the [Color] tab. (→ P.65)
- 2 Selecting from the [Brightness] pull-down menu, and then click [OK].
Select one from the [Brighter], [Normal], and [Darker].



Brighter	Print with a brighter appearance. Select this setting when you feel that the result is too dark.
Normal	Print at normal brightness. Use this setting at first, and change the Brighter and Darker adjustments if needed.
Darker	Print with a darker appearance. Select this setting when you feel that the result is too light.

Note

- Click [Defaults] to return the printer to the default settings on the [Detailed Settings] dialog box.
- The print image with selected color corrections is displayed in the [Print Image After Changing Settings] section of the window.
- [Brightness] can not be selected when [Color Correction] is set to [Off].
- [Brightness] can not be selected when a paper type associated with Profile (the start character is "*"") is selected.

Adjusting the Density

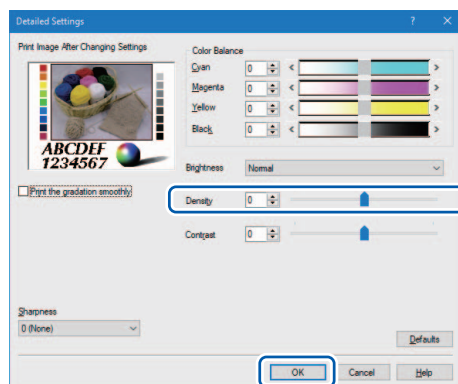
The overall density of the printout can be adjusted if you are dissatisfied with the results.

1 Click the [Detailed Settings] in the [Color] tab. (→ P.65)

2 Adjust the density by moving the slider, and then click [OK].

The center of the slider bar is the default position (0). The slider can be moved between -50 to +50.

Moving the slider to the left decreases the density. Moving the slider to the right increases the density.



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Note

- A density value can be directly entered into the entry box located to the left of the slider bar. Alternatively, clicking the arrows on both sides of the slide bar can decrease or increase the setting by 1.
- Click [Defaults] to return the printer to the default settings on the [Detailed Settings] dialog box.
- The print image with selected color corrections is displayed in the [Print Image After Changing Settings] section of the window.
- [Density] can not be adjusted when the [Monochrome Print] check box is selected.

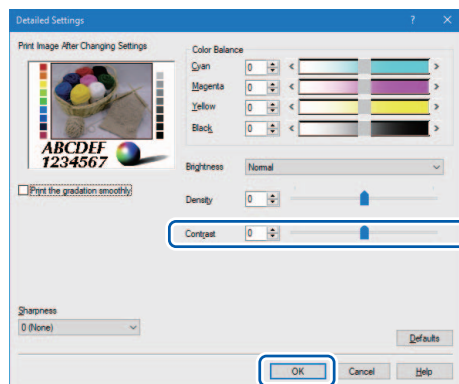
Adjusting the Contrast

An overall contrast adjustment can be made if you would like to better distinguish the light and dark areas of the printout.

1 Click the [Detailed Settings] in the [Color] tab. (→ P.65)

2 Adjust the contrast by moving the slider, and then click [OK]

The center of the slide bar is the default position (0). The slider can be moved between -50 to +50. Moving the slider to the left decreases the contrast. Moving the slider to the right increases the contrast.



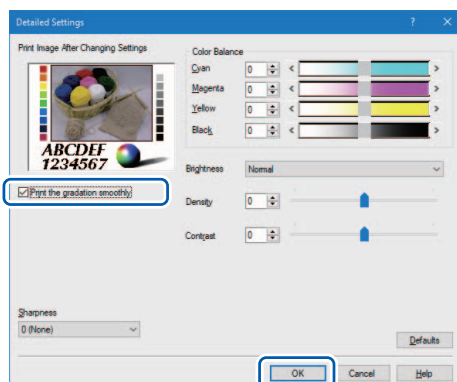
Note

- To distinguish clearly between the light portion and dark portion, increase the contrast. To increase the number of intermediate colors by reducing the difference between the light portion and dark portion, decrease the contrast.
- A contrast value can be directly entered in the entry box located to the left of the slider bar. Alternatively, clicking the arrows on both sides of the slide bar can decrease or increase the setting by 1.
- Click [Defaults] to return the printer to the default settings in the [Detailed Settings] dialog box.
- The print image with selected color corrections is displayed in the [Print Image After Changing Settings] section of the window.
- [Contrast] can not be adjusted when the [Monochrome Print] check box is selected.

Print the Gradation Smoothly

Use the [Print the gradation smoothly] feature if you see uneven color gradients in the printout.

- 1 Select [Driver Correction] from the [Color Correction] option in the [Color] tab. (→ P.69)
- 2 Click [Detailed Settings] in the [Color] tab. (→ P.65)
- 3 Click the [Print the gradation smoothly] check box, and then [OK].



Note

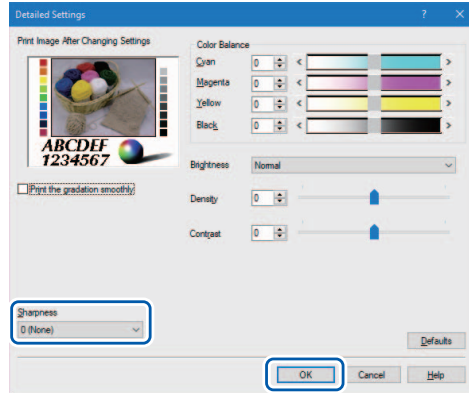
- Click [Defaults] to return the printer to the default settings in the [Detailed Settings] dialog box.
- The print image with selected color corrections is displayed in the [Print Image After Changing Settings] section of the window.
- [Print the gradation smoothly] can not be selected when the [Monochrome Print] check box is selected.
- [Print the gradation smoothly] can not be selected when [Color Correction] is set to [Off].
- [Print the gradation smoothly] can not be selected when a paper type associated with Profile (the start character is "*") is selected.

Setting the Sharpness

You can improve contours (edge definition) and reduce blurriness in an image by adjusting the sharpness.

- 1 Click the [Detailed Settings] in the [Color] tab. (→ P.65)

2 Adjust the sharpness level, and then click [OK].



0(None)	No adjustment is made to sharpness.
1(Small)	To increase sharpness, select one of [1(Small)], [2(Medium)], and [3(Large)]. The more the number, the more the contour enhancement effect.
2(Medium)	
3(Large)	

Note

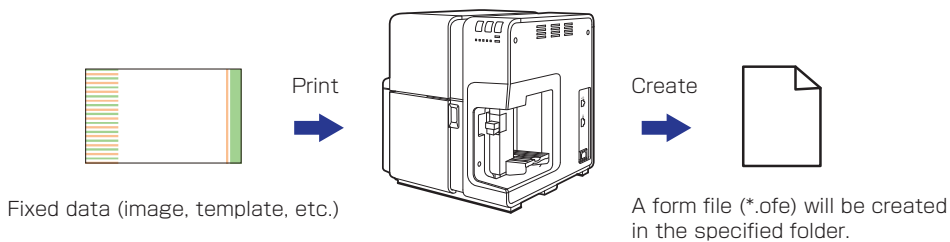
- Click [Defaults] to return the printer to the default settings in the [Detailed Settings] dialog box.
- The print image with selected color corrections is displayed in the [Print Image After Changing Settings] section of the window.

Using the Overlay Settings Feature

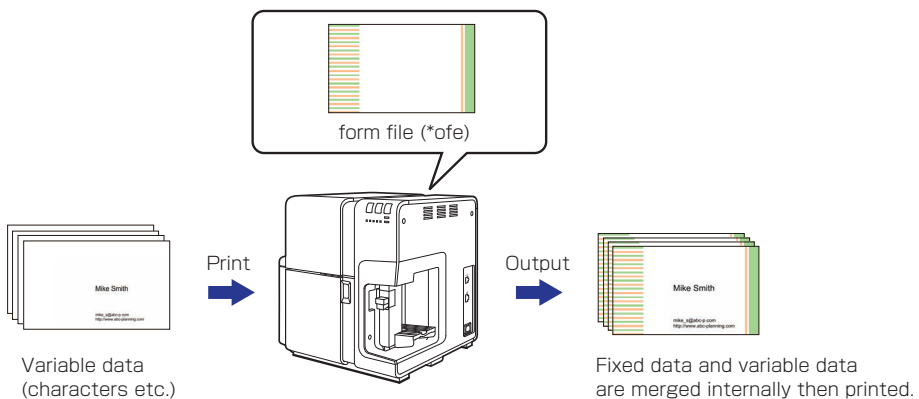
Overlay printing is a printer function which internally combines two pieces of data, i.e., the fixed data created in advance as a "form file" that is commonly printed on all pages and the data on each page of a document (variable data such as characters.) The combined data (form and variable data) is printed onto each printed sheet using the same form but different information from the variable data. Data using a template containing a lot of images can be printed without transferring large-capacity image data to the printer many times, allowing the data to be printed quickly.

■ Overlay printing process

Step1 Print fixed data (image, template, etc.) to the printer to create a form file. (→ P.79)



Step2 Print variable data such as characters, then use overlay printing. (→ P.83)

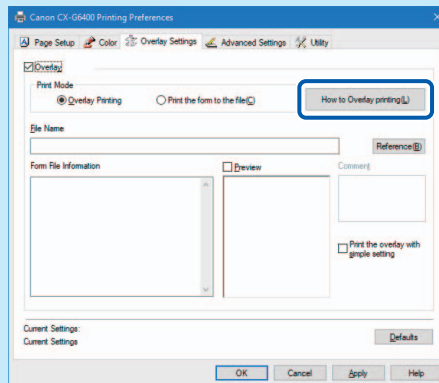


Printing a Form to a File

Send (print) fixed data (image, template, etc.) to the printer to create a form file.

Note

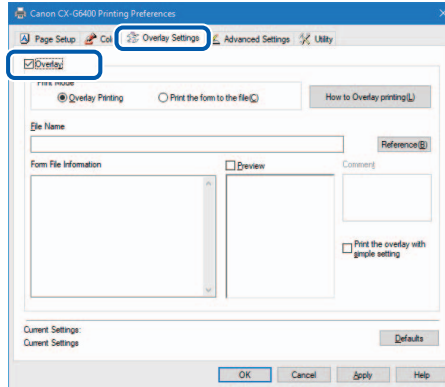
- Clicking [How to Overlay printing] in the [Overlay Settings] tab will display the help screen showing the Overlay printing method.



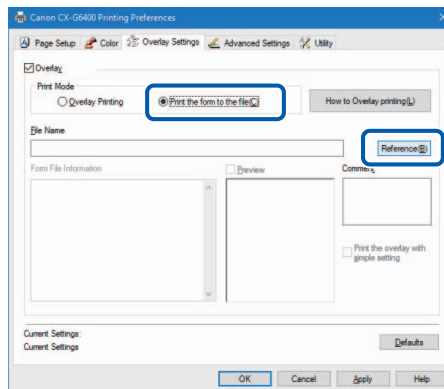
- 1 Open the data to be created as a form file using the application software used to create the data.
- 2 Display the printer driver setup window from the application software. (→ P.38)

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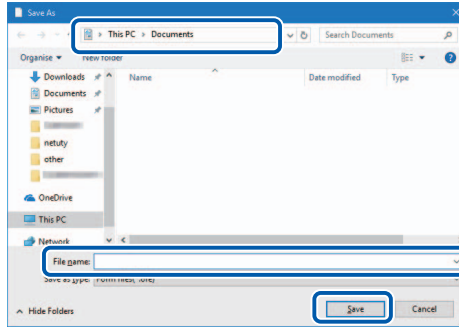
- 3 Click the [Overlay Settings] tab, and then check the [Overlay] check box.



- 4 Select [Print the form to the file], and then click [Reference].

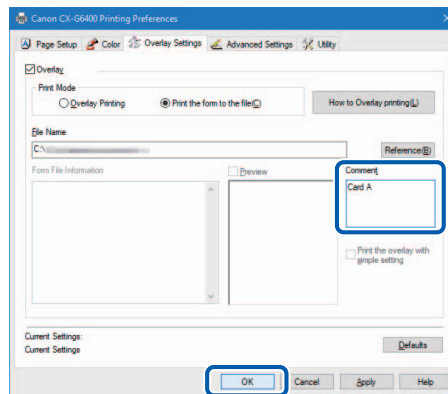


- 5 Specify the [File Name] and location to save the form file, and then click [Save].



- 6 Enter a comment (Optional), and then click [OK].

Can be entered up to 31 characters.



- 7 Click [Print] in the Print dialog box.

The form file (*.ofe) is stored at the specified storage location.

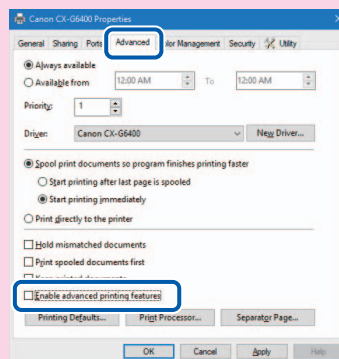
Note

- Even when two or more pages of print data are created as form files, they are stored as one file.

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Important

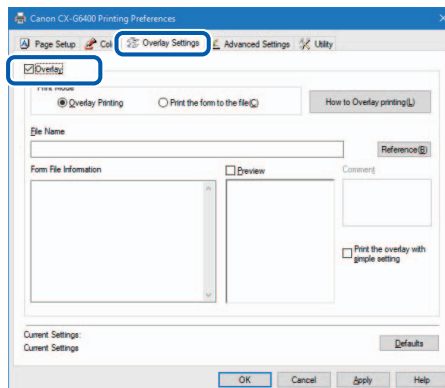
- When carrying out overlay printing in the server/client environment, observe the following setting precautions:
 - Store the form file (*.ofe) in a shared folder that can be referenced by both the server and client.
 - The file name to be entered in the [File Name] (storage location of form file (*.ofe)) entry box must be a path name (e.g., \\PC-Common\FormFolder\file.ofe) that can be referenced by both the server and client over the network.
- If overlay printing cannot be performed even after setting the above, set the printer driver's spool format to "RAW mode" with the following procedure.
 - 1) Open the properties window of the printer. (P. 40)
 - 2) Click on the [Advanced] tab and uncheck the [Enable advanced printing features].



The spool format will be set to RAW mode.

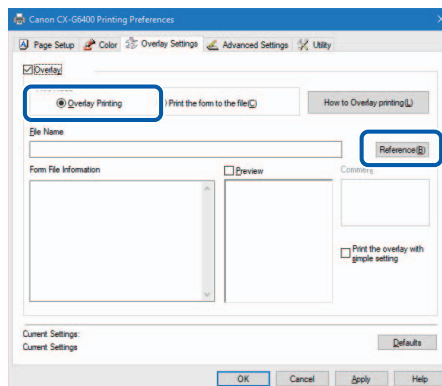
Carrying out Overlay Printing

- 1 Open the data to be used as print data using the application software used to create the data.
- 2 Display the printer driver setup window from the application software. (→ P.38)
- 3 Click the [Overlay Settings] tab, and then check the [Overlay] check box.



- 4 Select the [Overlay Printing], and then click [Reference].

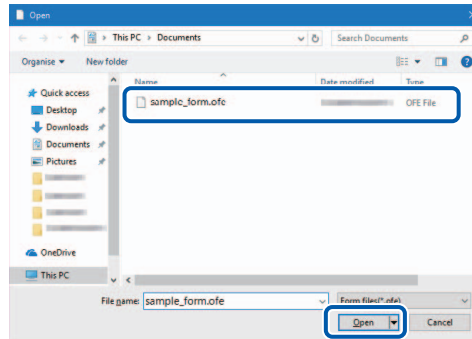
You can directly enter the file path name in the [File Name] entry box.



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5 Specify a form file and click [Open].

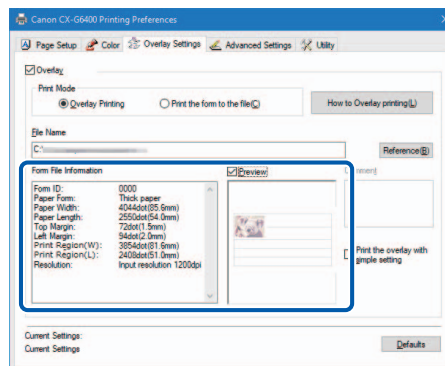
Select the file with an extension ".ofe".



6 Confirm the information about the form file shown in the [Form File Information] and the [Preview] panes.

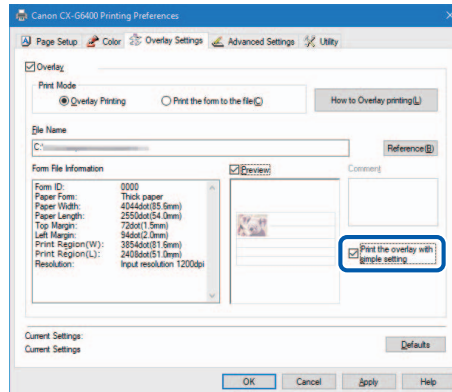
To see the preview, check the [Preview] check box.

Some form files may not show its information in the [Form File Information] and the [Preview] panes.



7 Select the method of combining the document and form data.

To complete overlay printing with simple settings, check the [Print the overlay with simple setting] check box.

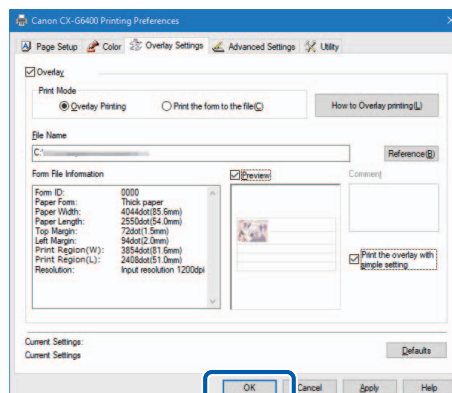


Note

• Carrying out Overlay Printing with Simple Settings

When the [Print the overlay with simple setting] check box is checked, overlay printing can be completed faster than normal overlay printing ([Print the overlay with simple setting] check box is not checked). However, since both the form file and document are printed in the portions where they overlap, colors of the form file and documents are mixed there. When normal overlay printing is performed ([Print the overlay with simple setting] check box is not checked), neither the form file nor document is printed in the portions where they overlap. Accordingly, the document is printed just like the original image.

8 Click [OK].



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9 Click [Print] in the Print dialog box.

The document is printed over the form data.

Note

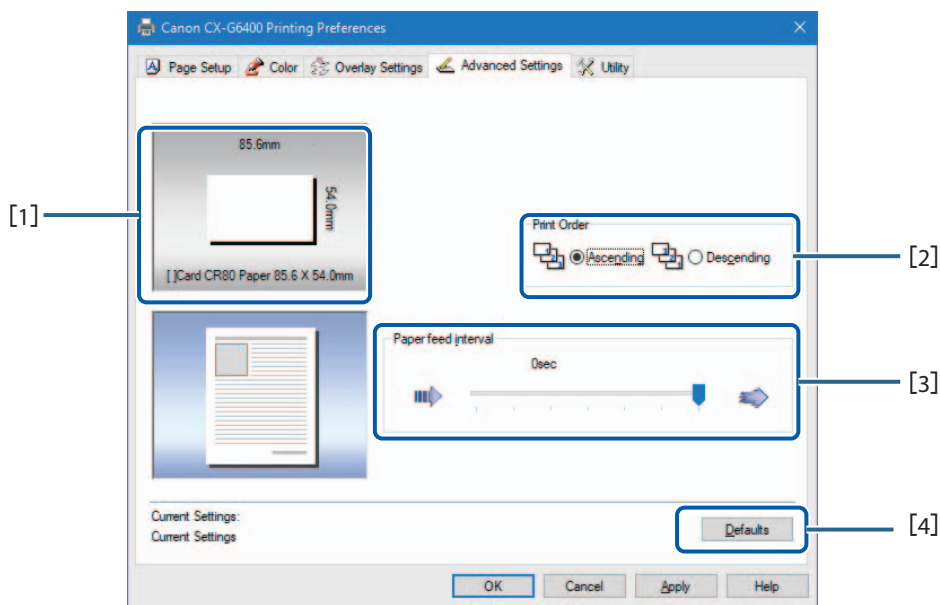
- When carrying out overlay printing, the print settings made for the form file must be completely the same as those made for the document. If any setting is different between them, overlay printing cannot be performed.

Print settings: Paper form, paper size (length, width, margins), and print quality

- If the version of the printer driver used to create the form file is different from the version of the printer driver used for printing, you may not be able to carry out overlay printing. In such a case, create the form file using the printer driver used for printing.

Using Advanced Settings

Print order and print speed can be adjusted in the [Advanced Settings] tab of the [Printing Preferences] Window.



[1] Paper Size Preview

The currently set paper size is displayed in a preview.

[2] Print Order (→ P.88)

Specify the order of printing.

[3] Paper feed interval (→ P.89)

Set the paper feed interval.

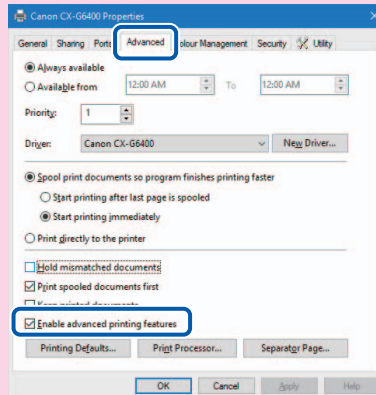
[4] Defaults

Reset the [Advanced Settings] tab to its defaults.

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Important

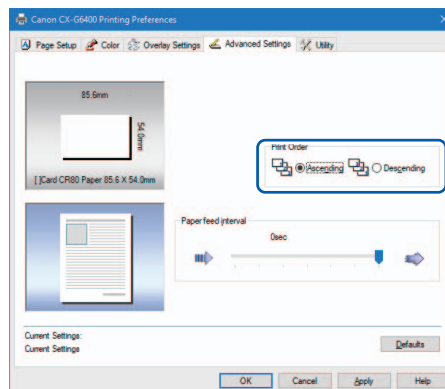
- The settings on the [Print Order] do not take effect when the [Enable advanced printing features] check box is not checked in the [Advanced] tab displayed in the printer properties window.



Selecting Print Order

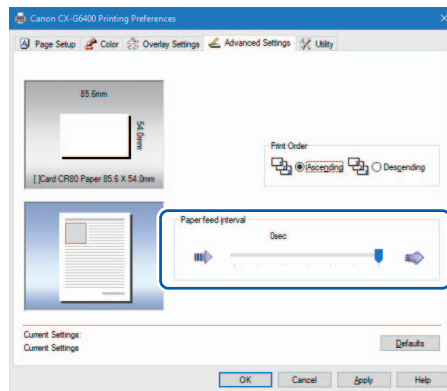
Decide on whether to start printing from the first or last page.

To print from the first page afterwards, select [Ascending]; to print from the last page upward, select [Descending].



Adjusting the Paper Feed Interval

Follow the procedure below to adjust the paper feed interval according to the type of print data, such as when sheets would be stained due to the next sheet being ejected before the printed surface of the current sheet dries completely.

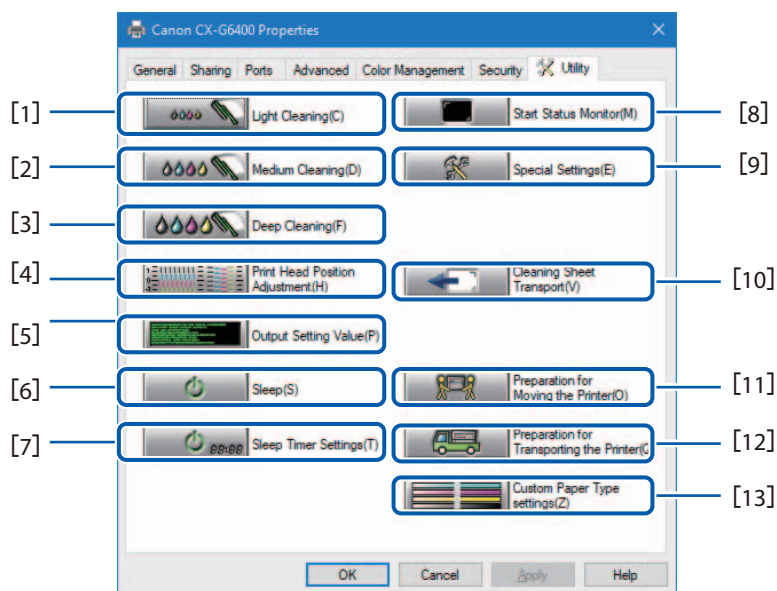


Note

- Adjust the paper feed interval by moving the sliders. Default setting is "0 sec." Three scale marks representing 0 sec, 0.5 sec, 1.0 sec, 1.5 sec, 2.0 sec, 2.5 sec and 3 sec are arranged from right.
- When performing high-density printing on glossy paper, increase the paper feed interval.

Using Utility Features

Printer maintenance and control of some printer features is performed in the [Utility] tab of the [Printing Preferences] window or the [Printer Properties] window.



[1] Light Cleaning (→ P.120)

Performs print head cleaning, which consumes some ink from the ink tanks.

[2] Medium Cleaning (→ P.120)

Performs cleaning, which uses slightly more ink than Light Cleaning.

[3] Deep Cleaning (→ P.120)

Performs cleaning, which uses slightly more ink than Medium Cleaning.

[4] Print Head Position Adjustment * (→ P.123)

Adjusts the Print head positions.

[5] Output Setting Value (→ P.142)

Prints the current settings of the printer.

[6] Sleep (→ P.93)

Switches the printer to sleep mode.

[7] Sleep Timer Settings * (→ P.95)

Sets the interval time to switch from active status to sleep mode and power off state.

[8] Start Status Monitor (→ P.110)

Displays the Status Monitor window.

[9] Special Settings * (→ P.98)

Configure custom printer settings. Normally, do not use this button.

[10] Cleaning Sheet Transport (→ P.164)

Clean the pick up rollers by automatically feeding a cleaning sheet.

[11] Preparation for Moving the Printer *

Prepares the printer to move it to the same or another floor in the same building.
For more details, refer to "Moving or Transporting the Printer" booklet included with this printer.

[12] Preparation for Transporting the Printer *

Prepares the printer for transport via truck or aircraft.
For more details, refer to "Moving or Transporting the Printer" booklet included with this printer.

[13] Custom Paper Type settings * (→ P.103)

Create custom settings for different paper types and ink droplet amounts.

* Items displayed are from the [Utility] tab of the printer properties window.

Chapter 3 How to Use the Printer Driver

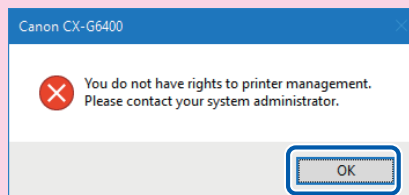
Important

- The settings that can be configured on the [Utility] tab of the printer properties window are different from those that can be configured on the [Utility] tab of the printing preferences window.
- When configuring settings in the [Utility] tab, the printer must be powered and connected to the computer.

- **Administrative privileges required for certain features**

Administrative privileges over this printer are required when configuring settings (marked with *) on the [Utility] tab of the printer properties window.

If a user without administrative privileges over this printer attempts to configure settings, the following message appears.



If this message appears, contact the administrator of the computer and proceed with operation following the procedure below.

1. Open the properties window of the printer. (→ P.40)
2. Click [Change Properties] in the [General] tab.

If the [User Account Control] screen appears, enter the password of the administrator of this printer.

Placing the Printer in Sleep Mode

Important

- When printing is in progress or an error has occurred, the printer cannot be switched to sleep mode.
- The printer enters sleep mode automatically when it has been left idle for a certain period of time under normal operating conditions.

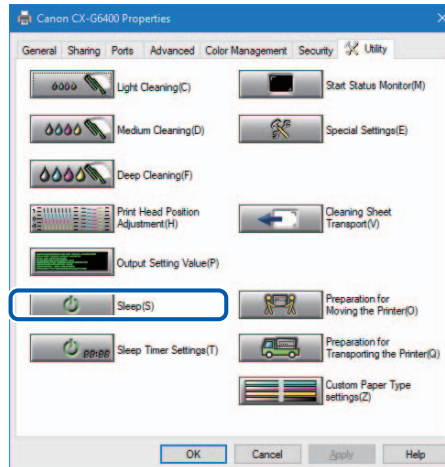
Note

- By default, the sleep timer is set to 4 minutes.
- The printer is automatically switched back from sleep mode to online in the following cases:
 - When the Power key is pressed.
 - When print data is received.
 - When cleaning, etc. is performed.

- 1 Make sure the printer is online. (the status lamp is lit)
- 2 Open the printer driver setup window. (→ P.38)

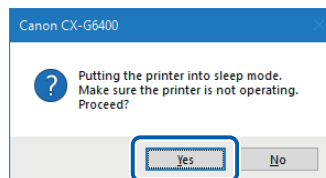
Chapter 3 How to Use the Printer Driver

- 3 Click the [Utility] tab and click [Sleep].



A confirmation message appears.

- 4 Click [Yes].



The power lamp blinks slowly, and the printer is switched to sleep mode.

Changing the Sleep Timer/Off Timer Setting

This printer can automatically enter sleep mode (sleep timer), or turn off (off timer) when it is not operated for a default amount of time.

Important

- When printing is in progress or an error has occurred, the printer cannot be set to the sleep timer and off timer.
- Administrative privileges over this printer are required to configure settings of this printer.

If a user without administrative privileges proceeds with configuration of settings, a message "You do not have rights to printer management. Please contact your system administrator." appears.

For more details, see "[Administrative privileges required for certain features \(P.92\)](#)".

Note

- By default, the sleep timer is set to 4 minutes and the off timer 240 minutes (4 hours).
- For the off timer, set how much time must elapse after switching to sleep mode before the printer is turned off.

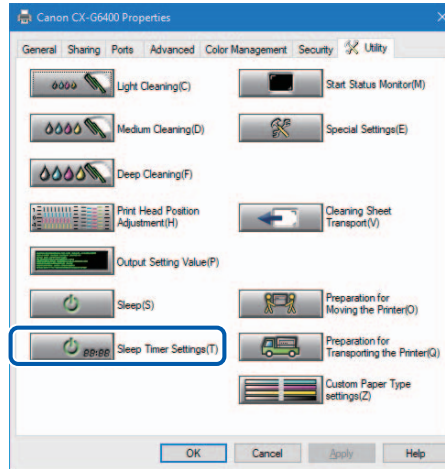
1 Make sure the printer is online. (the status lamp is lit)

If the printer is offline (the status lamp is off), press the Power key to switch the printer back to online.

2 Open the Properties window of the printer driver. (→ P.40)

Chapter 3 How to Use the Printer Driver

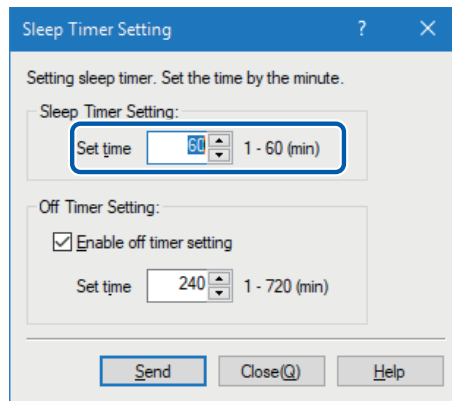
- 3 Click the [Utility] tab and click [Sleep Timer Settings].



The Sleep Timer Setting dialog box appears.

- 4 Enter the setting time of the sleep timer.

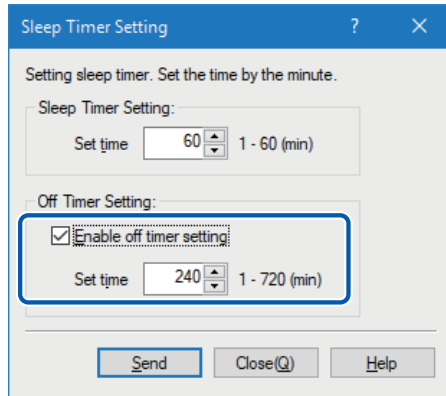
The time can be set in minutes within the range from 1 to 60 (min).



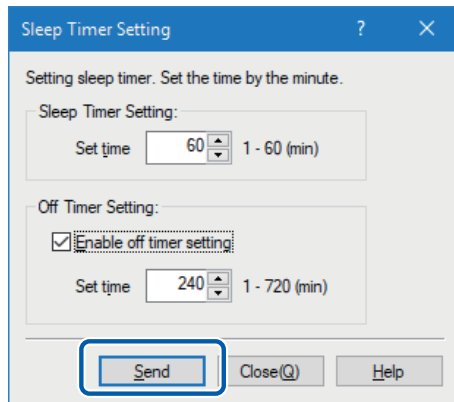
5 Enter the setting time of the off timer.

The time can be set in minutes within the range from 1 to 720 (min).

If the off timer is not necessary, uncheck the [Enable off timer setting] check box.

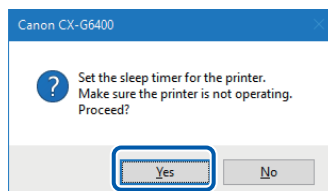


6 Click [Send].



A confirmation message appears.

7 Click [Yes].



Changing the Special Settings

Use the [Special Settings] to change the special settings of the printer as required. Normally, it is not necessary to change the settings.

There are five special settings.

[Ink Pre-fire On The Paper]

A very small quantity of ink is constantly discharged onto paper at regular intervals in order to maintain the print head performance. If this check box is unchecked, the printing time increases due to an extra process for print head cleaning.

By default, the [Ink Pre-fire On The Paper] check box is "Auto".

- [Auto] • When the paper form is "Plastic card (thick)", "Plastic card (thin)" or "Plastic card (with hole)": "Ink Pre-fire On The Paper" is performed.
- When the paper form is other than the above:
 - Paper length is more than 60.0 mm: "Ink Pre-fire On The Paper" is performed.
 - Paper length is 60.0 mm or less: "Ink Pre-fire On The Paper" is not performed.

[ON] "Ink Pre-fire On The Paper" is performed.

[OFF] "Ink Pre-fire On The Paper" is not performed.

[Low Temperature Print Mode]

Set the printer to [Low Temperature Print Mode].

When the printer is used at a temperature of less than 13 degrees Celsius (55.4 degrees Fahrenheit), the amount of ink pre-fire on the paper is increased for printing. Therefore, when used in a location where the room temperature easily fluctuates, the mode automatically switches according to room temperature when printing, resulting in uneven print quality. Use this mode when you want to keep printing quality consistent.

By default, this check box is not selected.

Use this function only when necessary, as it consumes more ink than other modes.

[Prevent Unevenness]

This prevents uneven printing.

By default, this check box is not selected.

When activated, it takes longer than usual for printing to begin and printing speed is slower than usual.

[Stain Reduction]

Use this function when the edges of the paper are stained with ink.

After clicking the check box, select [Mode 1] or [Mode 2]. First use [Mode 1], and if this does not improve printing, select [Mode 2].

By default, this check box is not selected.

When turned on, printing results may appear blurry and colors may be off depending on the printing data.

[Auto Cleaning Mode 2]

This feature produces the best results when making large amounts of prints or printing on paper with significant paper dust. However, printing may take longer than usual (check box not clicked) depending on the environment where the printer is used, and the printing data.

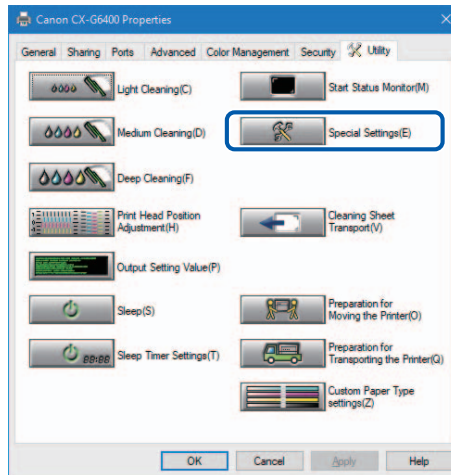
By default, this check box is not selected.

Important

- When printing is in progress or an error has occurred, you cannot change any special setting.
- Administrative privileges over this printer are required to configure settings of this printer. If a user without administrative privileges proceeds with configuration of settings, a message "You do not have rights to printer management. Please contact your system administrator." appears. For more details, see "[Administrative privileges required for certain features \(P.92\)](#)".

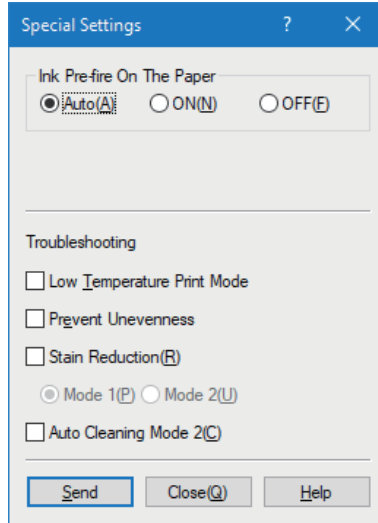
Chapter 3 How to Use the Printer Driver

- 1 Open the properties window of the printer. (→ P.40)
- 2 Click the [Utility] tab and click [Special Settings].



The Special Settings dialog box appears.

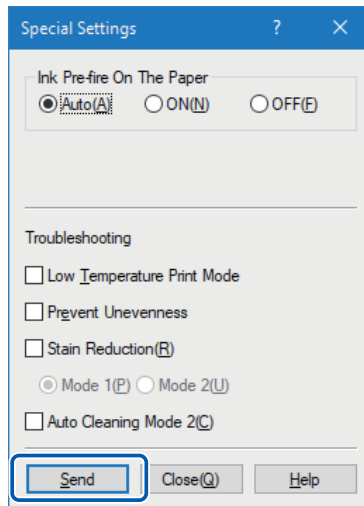
3 Change settings as needed.



Note

- When the computer cannot communicate with the printer (offline status), the special settings that the computer received in the last communication (when the printer was in the online status) are displayed.

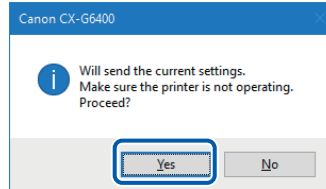
4 Click [Send].



A confirmation message appears.

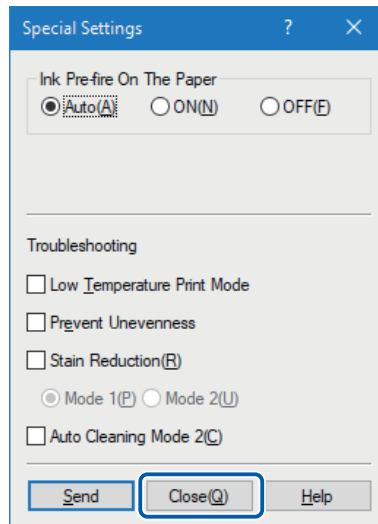
Chapter 3 How to Use the Printer Driver

5 Click [Yes].



The changed special settings are sent to the printer.

6 Click [Close].



Changing the Ink Droplet Volume for Printing

Change the amount of ink used for printing.

You can adjust the overall density, changing color settings such as color balance and density to exceed the setting range. You must first save a new paper type before increasing the ink droplet volume for printing.

Important

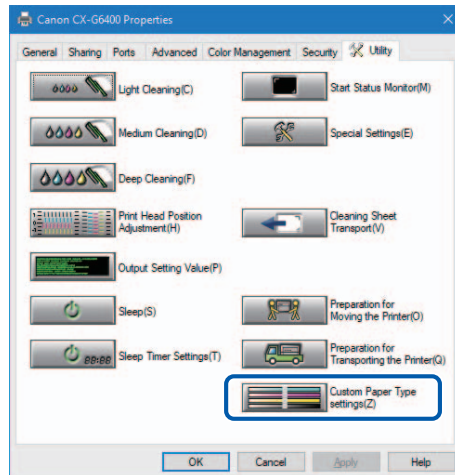
- Up to 100 custom paper types can be saved.
- Pre-registered paper types cannot be changed. (Matte Coated Paper, Glossy paper, Inkjet postcard, Envelope and Plastic card)
- Administrative privileges over this printer are required to configure settings of this printer. If a user without administrative privileges proceeds with configuration of settings, a message "You do not have rights to printer management. Please contact your system administrator." appears. For more details, see "[Administrative privileges required for certain features \(P.92\)](#)".
- **When increasing ink droplet volume for printing**

Because this mode uses more ink than in usual printing, it may bleed through the paper, stain the edges or back of the paper, or the transport area.

 - Do not touch the printed surface until the ink dries.
 - If the print is dirty, clean the transport area.

Chapter 3 How to Use the Printer Driver

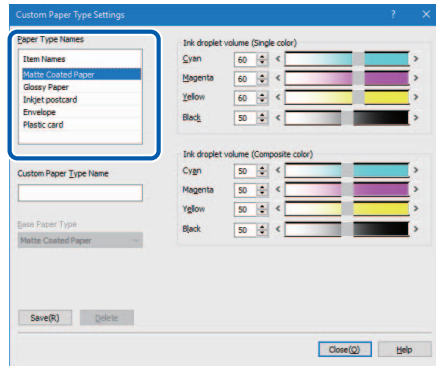
- 1 Display the properties window of the printer. (→ P.40)
- 2 Click the [Utility] tab and click [Custom Paper Type settings].



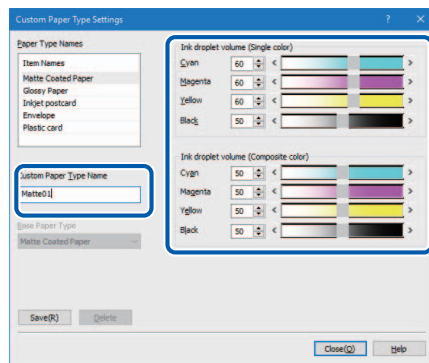
The Custom Paper Type settings dialog box appears.

3 Select the profile from [Paper Type Names].

Select one from Matte Coated Paper, Glossy paper, Inkjet postcard, Envelope and Plastic card.



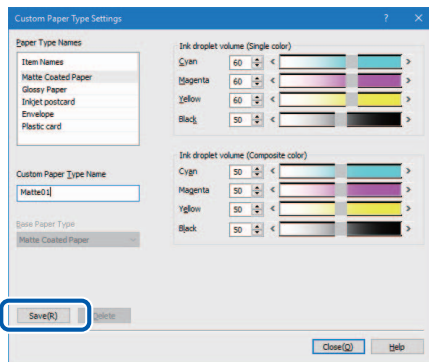
4 Enter information about new paper type.



<p>Custom Paper Type Name</p>	<p>Enter the name of new paper. Can be entered up to 31 characters. Spaces and tabs cannot be used. "✳" cannot be used as the start character of the paper type name.</p>
<p>Ink droplet volume</p>	<p>Set ink droplet volume for respective colors. Moving the slider to the left decreases the ink droplet volume, and moving the slider to the right increases the ink droplet volume. Determine the ink droplet volume optimum for the selected type of paper after conducting the print test several times.</p>

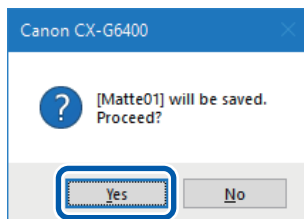
Chapter 3 How to Use the Printer Driver

5 Click [Save].



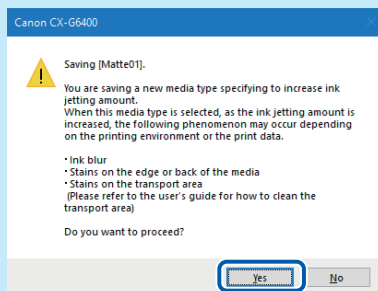
A confirmation message appears.

6 Click [Yes].



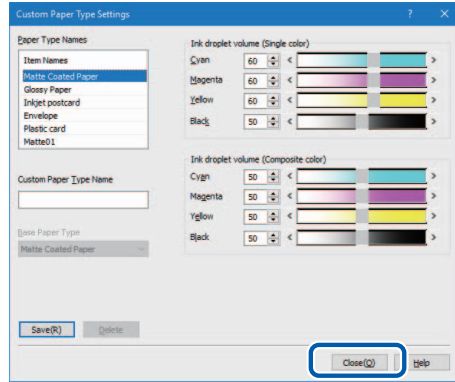
Note

- When saving a new media type specifying to increase ink droplet volume, a confirmation message such as the following will be displayed. Confirm the message, and then click [Yes].



The paper types are saved in the [Paper Type Names].

7 Click [Close].



Note

- Deleting a paper type

To delete a saved paper type, select it from the [Paper Type Names], and then click [Delete].

Chapter 4

How to Use the Status Monitor

The status monitor allows you to check the current status of the printer.

Displaying the Status Monitor.....	110
Using the Status Monitor.....	114

Displaying the Status Monitor

This section describes how to start and display the Status Monitor.

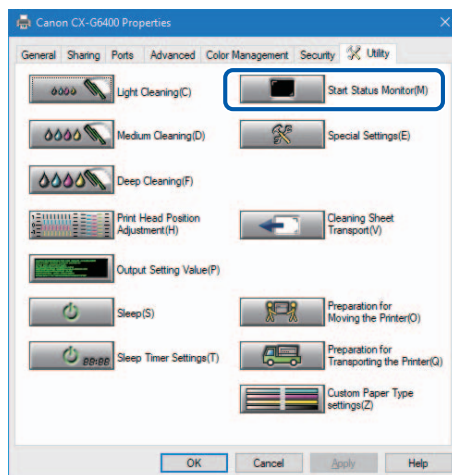
Starting the Status Monitor

Note

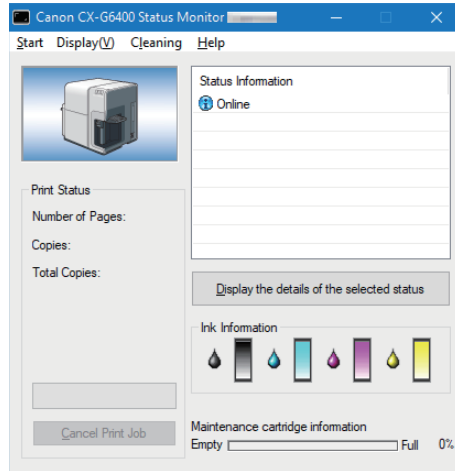
- By default, the Status Monitor will start automatically every time a print job begins.
- You can also start the Status Monitor as soon as Windows starts up by selecting the specific function in the menu.
- You can store the Status Monitor normally in the taskbar or the task tray and display it only if an error occurs.

1 Open the printer driver setup window. (→ P.38)

2 Click the [Utility] tab and click [Start Status Monitor].



The Status Monitor starts.



How to Start and Display the Status Monitor

The method to start and display the Status Monitor can be set.

■ Start Options

Use either method described below to set the start method.

[Start During Printing]

The Status Monitor automatically starts and displays when a print job starts.

The Status Monitor closes automatically when the print job ends. (This is the default setting.)

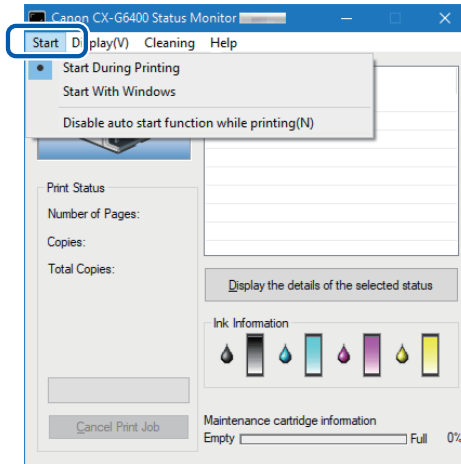
[Start With Windows]

The Status Monitor Starts when Windows starts.

Chapter 4 How to Use the Status Monitor

1 Click the [Start] and select the desired option.

Click either Start During Printing or Start With Windows. A dot symbol (●) marks the currently selected item.



Note

- **Disable auto start function while printing**

If you want to disable the Status Monitor from automatically appearing when printing begins, click the [Disable auto start function while printing] check box in the Start menu.

- If both [Start During Printing] and [Disable auto start function while printing] are selected, [Disable auto start function while printing] takes priority.
- Only the administrator of this printer (user who installed the printer drivers) can change the [Disable auto start function while printing] setting.
- To start the status monitor, click [Start Status Monitor] on the [Utility] tab. (→ P.110)

■ Display Options

Use one of the methods described below to set the display method.

[Start With Popup]

Open and display the Status Monitor window. (This is the default setting.)

[Minimize at Start]

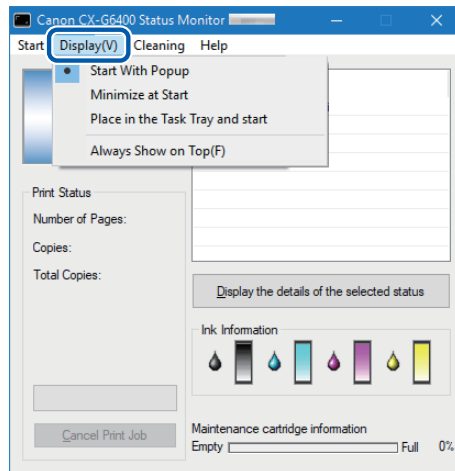
Minimize and store the open Status Monitor window on the taskbar.

[Place in the Task Tray and start]

Create an icon for the open Status Monitor window and stores the icon in the task tray.

1 Click the [Display] and select the desired option.

Click Start With Popup, Minimize at Start, or Place in the Task Tray and start. A dot symbol (●) marks the currently selected item.

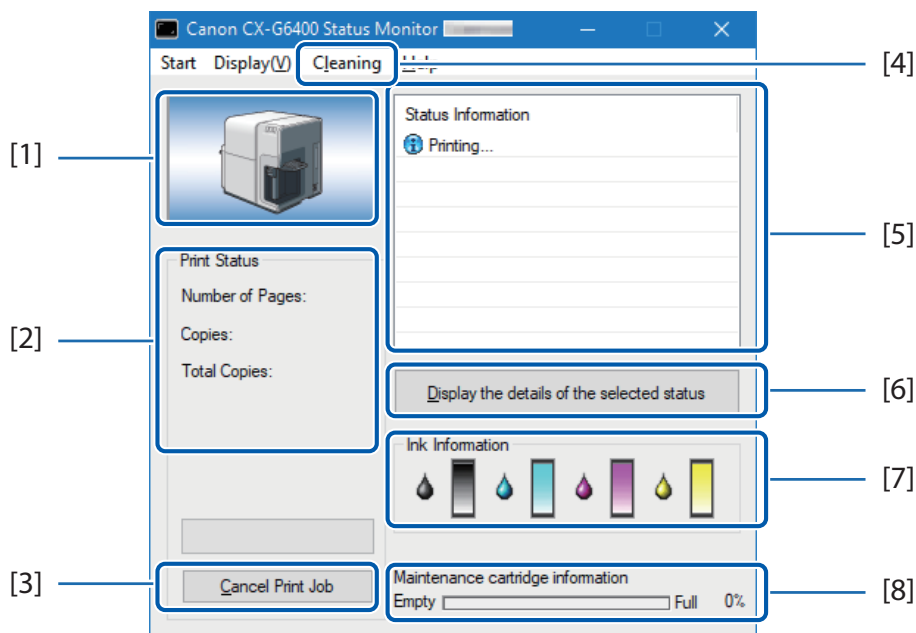


Note

- To always display the window on top, click [Always Show on Top]. The Status Monitor will appear semi-transparent on the screen.
- Even if you select [Minimize at Start] or [Place in the Task Tray and start], the Status Monitor will pop up and display a message when an error occurs. If you click the minimize button in the pop-up window, you can restore Status Monitor to the task bar.

Using the Status Monitor

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



[1] Graphic image of the printer status (→ P.116)

Graphic image showing the current status of the printer.

[2] Print Status (→ P.115)

Current printing status will be displayed with numerical value and indicator.

[3] Cancel Print Job (→ P.115)

Cancel print job in progress.

[4] Cleaning

This option is only effective when the Pause key of the printer is pressed for temporary stop.

[5] Status Information (→ P.116)

Messages to inform you about the current status of the printer.

[6] Display the Details of the Selected Status (→ P.116)

Open a separate window to display more information about the status of the printer.

[7] Ink Information (→ P.151)

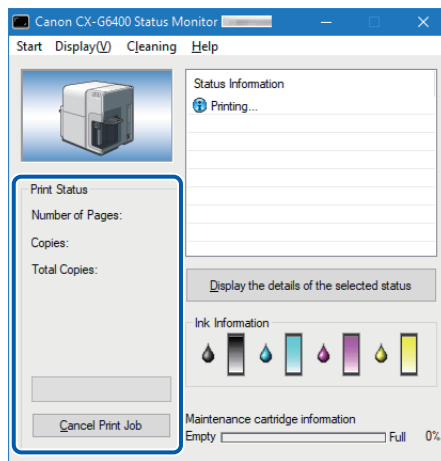
Displays the amount of remaining ink.

[8] Maintenance Cartridge Information (→ P.156)

Displays the amount of ink collected in the maintenance cartridge.

■ Viewing the Print Status

Use these features to monitor the progress of print jobs.

**[Number of Pages]**

Displays the number of pages to be printed.

[Copies]

The status of the specified number of copies in progress appears.

For example, if the printing of a three-page document in 10 copies is set, "0001/0010" to "0010/0010" appears while the first page is printed. The progress bar represents the status of printing the number of copies specified.

[Total Copies]

A total count of the specified number of copies printed appears.

[Cancel Print Job]

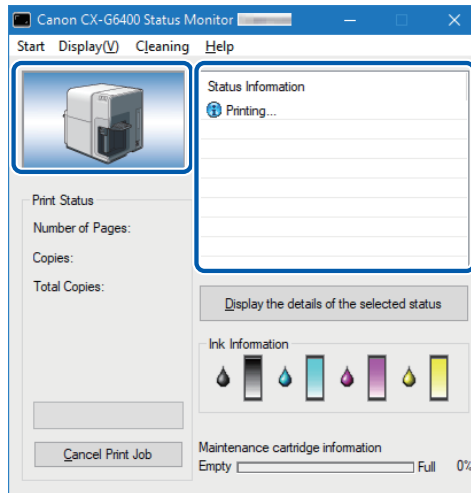
Click to cancel a print job in progress. The printer stops after the current print job is completed.

Note

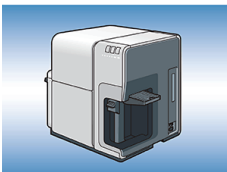
- If the print job does not stop even after clicking [Cancel Print Job], turn off the printer.

■ Viewing the Printer Status

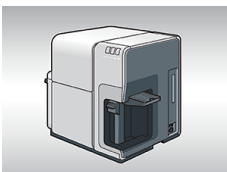
Use these features to monitor the status of the printer.



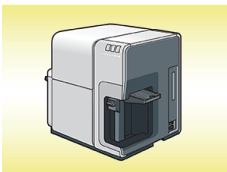
The printer status will be displayed using one of the following images.



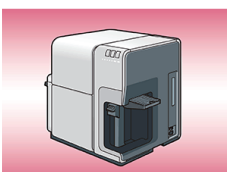
Displayed when the printer is in normal state. (Background is blue)
The printer is online and ready to print.



Displayed when the printer is offline. (Background is gray)



Displayed when a warning has been issued. (Background is yellow)
A warning message is displayed with the printer status, printing can be completed when a warning is issued. Troubleshoot the problem as required.



Displayed when an error has been issued. (Background is red)
An error message is displayed with the printer status, printing cannot be completed when an error is issued. Troubleshoot the problem as required.

Note

- The Status Monitor will only open when an error occurs if it has been minimized or placed in the task tray.

The Status Information indicates the status of the printer by displaying the following 4 icons and messages.



Information

Displays printer related information. Please confirm the content of the messages displayed here.



Warning message

Indicates a warning has been issued, review the message, printing will continue when a warning occurs.



Operator Call Error

These errors are issued for a problem that requires your attention. Review the message and follow the required troubleshooting procedure.



Service Call Error

This error message will be issued for problems that cannot be solved by the user. Please power the printer off and power back on, if the error occurs again make note of the 4 digit error code, and contact your place of purchase.

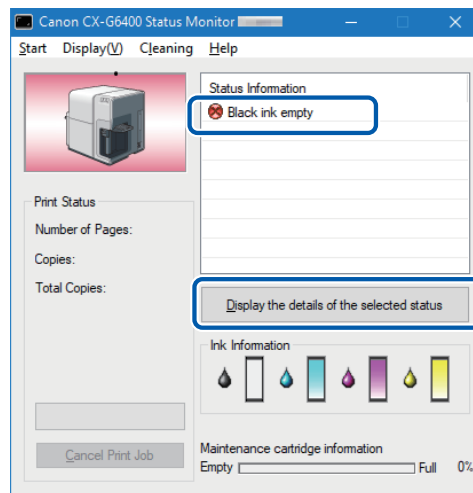
Note

- If multiple errors occur at once, the errors will be prioritized based on importance.

Chapter 4 How to Use the Status Monitor

After you read the message displayed in the Status Information, follow the procedure below if you want to open another window to learn more details.

- 1 Select the message to read, and click [Detailed Status Display button].



The description window opens and displays details of the message and provides troubleshooting advice.

Note

- You can also double-click the message in the Status Information list to open the same information window.

Chapter 5

Maintenance

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Cleaning the Print Head

If your prints appear faint, this could mean that dust and paper dust have clogged the print head. Clean the print head to clear clogged nozzles.

Select light, medium, or deep cleaning based on print results.

Light Cleaning	Recovery operation performed first when print head nozzle clogging occurs.
Medium Cleaning	Recovery operation performed when print head nozzle clogging occurs even after light cleaning is performed.
Deep Cleaning	Recovery operation performed when print head nozzle clogging occurs even after medium cleaning is performed.

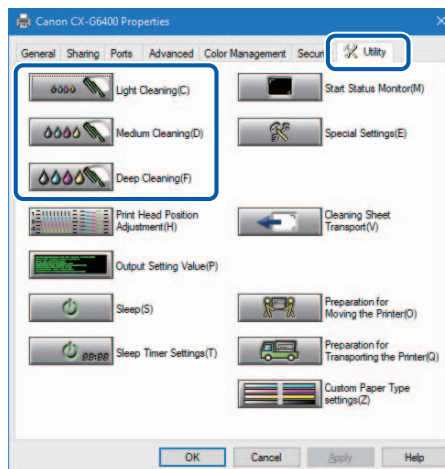
Important

- Do not perform any other operation while cleaning is in process.
- Cleaning cannot be completed during a print job or if an error has occurred.
- If deep cleaning does not unclog the print head, replacement of the print head may be required. Contact your place of purchase.
- Cleaning consumes ink, only clean the print head when necessary.
- Use the printer periodically. The print head may become dried or clogged if the printer has not been used for a long time.

Print Head Cleaning

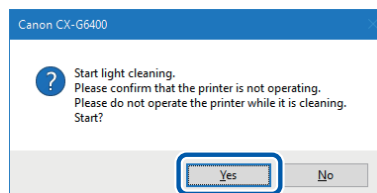
This section describes how to perform print head cleaning from the [Utility] tab.

- 1 Open the printer driver setup window. (→ P.38)
- 2 Click the [Utility] tab and choose [Light Cleaning], [Medium Cleaning] or [Deep Cleaning].



A confirmation message will appear.

- 3 Confirm the displayed message and then click [Yes].



Cleaning starts.

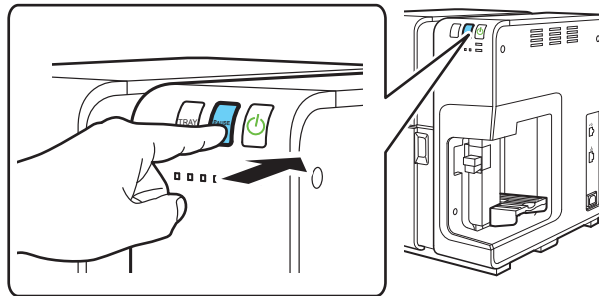
Cleaning During Printing

You can stop printing temporarily to clean print heads.

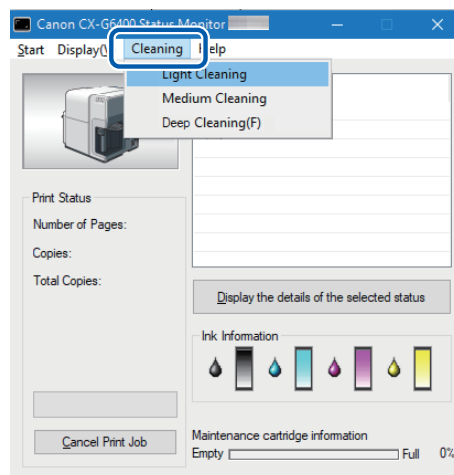
Important

- The [Utility] tab will not be available when the printer is paused.

1 Press the Pause key.



2 Select [Light Cleaning], [Medium Cleaning] or [Deep Cleaning] from the [Cleaning] menu on the status monitor.



Cleaning starts.

Adjusting Print Head Position

Adjust the print head position if a color shift is found.

To adjust the print head position, print adjustment patterns and enter adjustment values while looking at the printed adjustment patterns.

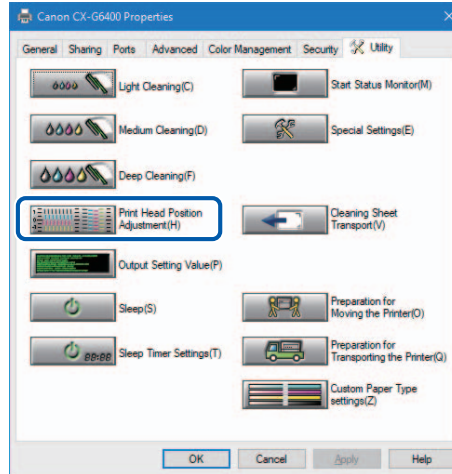
Important

- When adjusting the print head make sure to use the actual paper you will use for printing.
- The adjustment pattern cannot be printed when "Plastic card (with hole)" is selected. Select a paper form other than "Plastic card (with hole)".
- The length of the paper will impact the number of sheets used when printing the print pattern.
 - Paper Length 130 mm (5.11") or more: 1 sheet
 - Paper Length less than 130 mm (5.11"): 2 sheets
- Adjustment patterns change depending on the size of the paper being set to printer, although the adjustment method is the same.
- The print head position cannot be adjusted while printing is in progress or if an error has occurred.
- Administrative privileges over this printer are required to configure the printer settings. If a user without administrative privileges proceeds with configuration of settings, the following message will appear, "You do not have rights to printer management. Please contact your system administrator." For more details, see "[Administrative privileges required for certain features \(P.92\)](#)".

- 1 Check that paper is set in the printer.
- 2 Open the properties window of the printer. (→ P.40)

Chapter 5 Maintenance

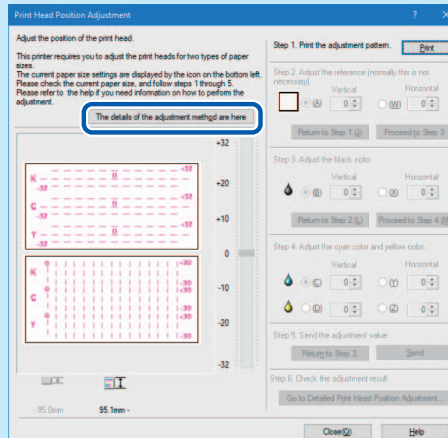
- 3 Click the [Utility] tab, and click [Print Head Position Adjustment].



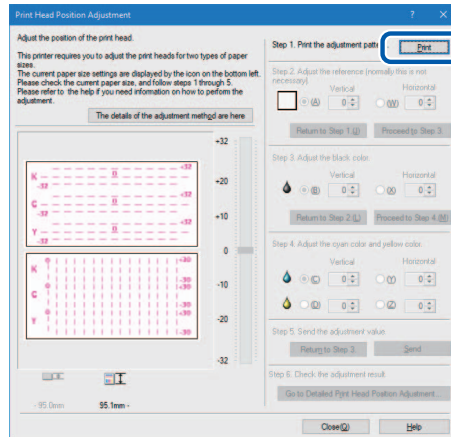
The Print Head Position Adjustment dialog box appears.

Note

- Clicking [The details of the adjustment method are here] in the Print Head Position Adjustment dialog box will display the help screen showing the print head adjustment method.

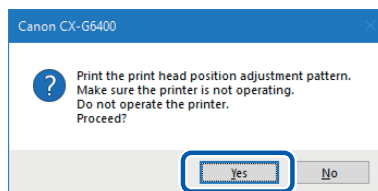


- 4 Make sure the printer is not operating, [Step 1] Print adjustment patterns.
Click [Print].



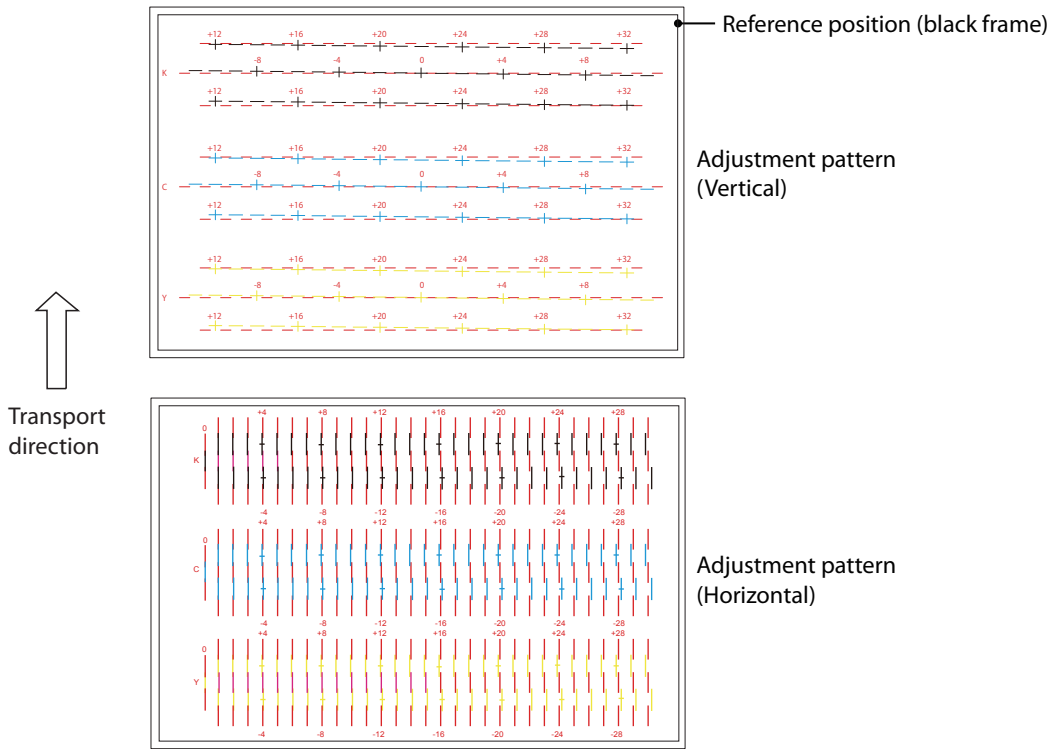
A confirmation message appears.

- 5 Confirm the displayed message, and then click [Yes].



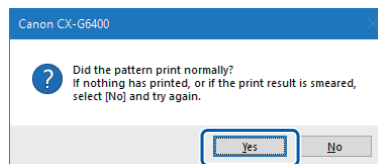
Chapter 5 Maintenance

Paper Length 130 mm (5.11") or more: The two print head position adjustment patterns are printed.
Paper Length less than 130 mm (5.11"): The one print head position adjustment pattern is printed.



A confirmation message appears.

- 6 If the adjustment pattern has printed correctly, click [Yes].
If you select [No], adjustment patterns will be printed again.



7 [Step 2] Check the reference position.

Check whether the black frame is centered on the paper.

Normally, this frame border is drawn 1.5 mm (0.06") above the top end of the paper and 2.0 mm (0.08") from the leftmost end. Adjust the reference position only when it is deviated significantly.

■ Adjusting the Reference Position

• Vertical adjustment:

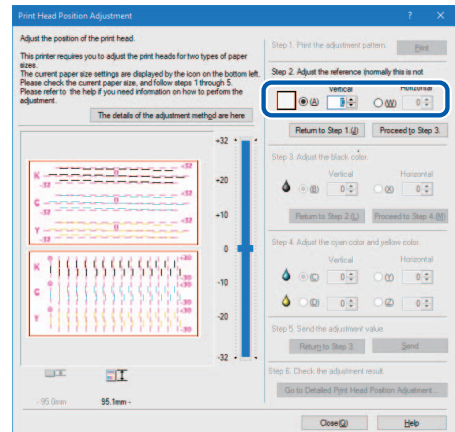
If the black frame is shifted upward, specify a negative (-) value. If the black frame is shifted downward, specify a positive (+) value.

Click the radio button (A) and then specify the adjustment value.



• Horizontal adjustment:

If the black frame is shifted leftward, specify a positive (+) value. If the black frame is shifted rightward, specify a negative (-) value.

Click the radio button (W) and then specify the adjustment value.

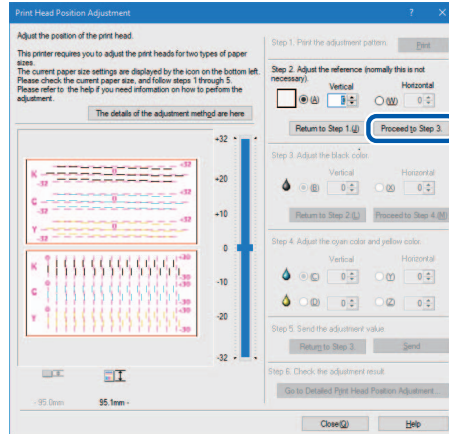


Note

- A value can be entered in the text box.
- Click the  and  buttons to increase or decrease the current value by one.
- Changing the value by 1 will move the black frame 0.0212 mm (0.0008") upward/downward/leftward/rightward.
- The vertical adjustment range is from -32 to +32, and the horizontal adjustment range is from -30 to +30. However, the adjustment range may be limited depending on the current setting. Specify the adjustment value between ▲ and ▼ shown on the slider scale.

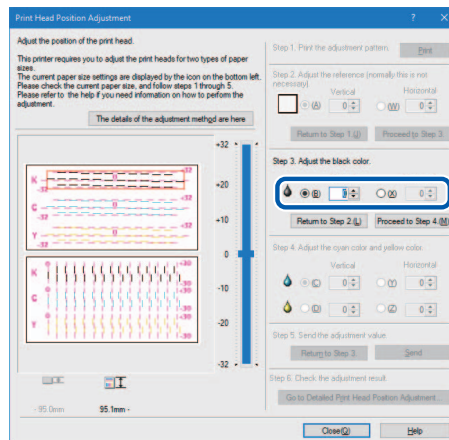
Chapter 5 Maintenance

8 Click [Proceed to Step 3].



9 [Step 3] Adjust the print head position for black.

Check (B) Vertical Direction and (X) Horizontal Direction in adjustment pattern [K] (Black).



Note

- If the radio button is selected, the visible point in the adjustment pattern in [Head Position Adjustment] dialog box will be outlined in red.
- To retry from [Step 2] (adjustment of the reference position), click [Return to Step 2].

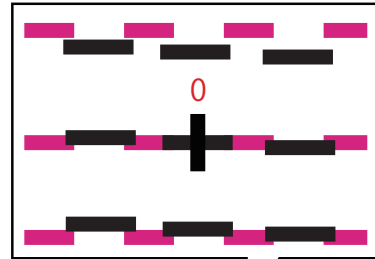
Adjusting Print Head Position

- **Vertical adjustment:**

The adjustment value is found on the magenta and black lines which appear to be connected most smoothly (without steps).

For example, in the pattern shown on the right, the adjustment value is 0.

Click the radio button (B) and then specify the vertical adjustment value.

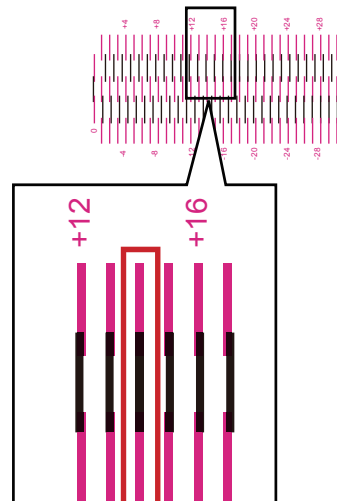


- **Horizontal adjustment:**



The adjustment value is found on the magenta and black lines which appear to be connected most smoothly (without steps).

For example, in the pattern shown on the right, the adjustment value is +14.

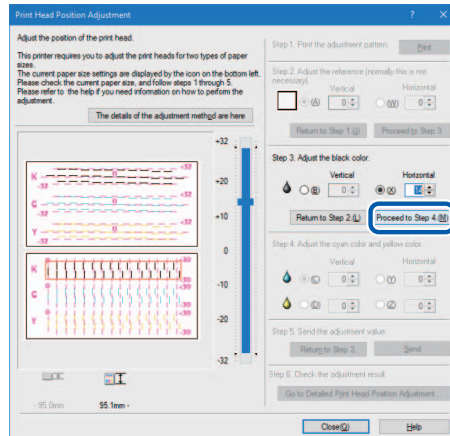
Click the radio button (X) and then specify the horizontal adjustment value.



Note

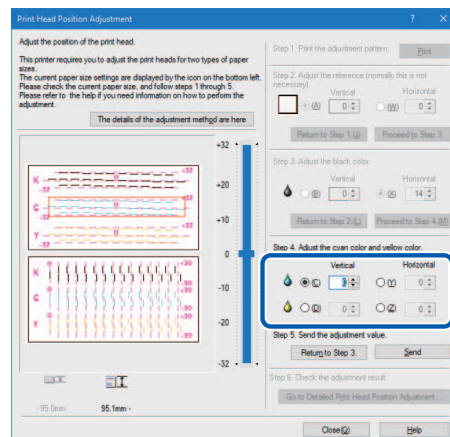
- Click the  and  buttons to increase or decrease the current value by one.
- The vertical adjustment range is from -32 to +32, and the horizontal adjustment range is from -30 to +30. However, the adjustment range may be limited depending on the current setting. Specify the adjustment value between ▲ and ▼ shown on the slider scale.

10 Enter the adjustment value, click [Proceed to Step 4].



11 [Step 4] Adjust the print head position for cyan and yellow.

Adjust the print head position for cyan while looking at the adjustment pattern [C], and adjust the print head position for yellow while looking at the adjustment pattern [Y].



Note

- If the radio button is selected, the visible point in the adjustment pattern in [Head Position Adjustment] dialog box will be outlined in red.
- To retry from [Step 3] (Adjust the black color), click [Return to Step 3].

12 Adjust the print head position for cyan and yellow.

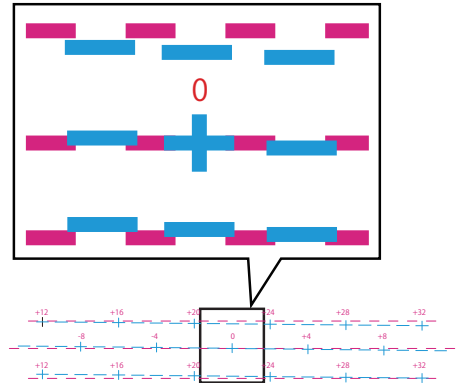
- **Vertical adjustment:**

With regard to cyan and yellow, the adjustment value is found on the magenta and cyan (or yellow) lines which appear to be connected most smoothly (without steps).

For example, in the pattern shown on the right, the cyan adjustment value is 0.

Click the radio button (C) and then specify the vertical adjustment value.

Adjust yellow (D) in the same manner.



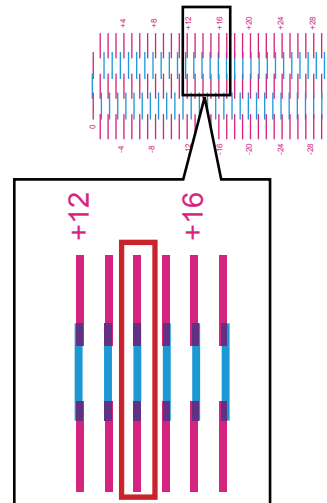
- **Horizontal adjustment:**

With regard to cyan and yellow, the adjustment value is found on the magenta and cyan (or yellow) lines which appear to be connected most smoothly (without steps).



For example, in the pattern shown on the right, the adjustment value is +14.

Click the radio button (Y) and then specify the horizontal adjustment value.

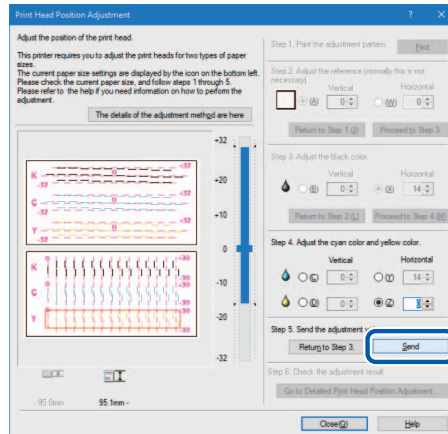
Adjust yellow (Z) in the same manner.



Note

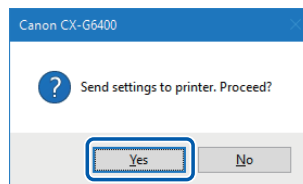
- Click the  and  buttons to increase or decrease the current value by one.
- The vertical adjustment range is from -32 to +32, and the horizontal adjustment range is from -30 to +30. However, the adjustment range may be limited depending on the current setting. Specify the adjustment value between ▲ and ▼ shown on the slider scale.

13 When the entry is complete, click [Send].



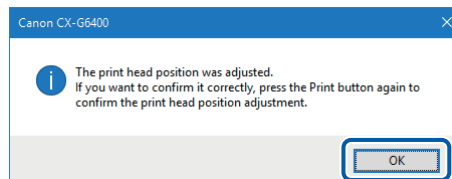
A confirmation message appears.

14 Click [Yes].

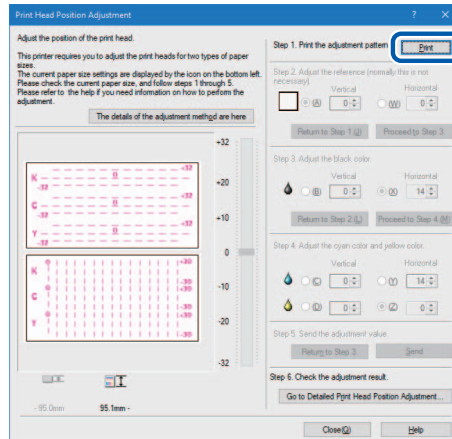


The adjustment value is transmitted to the printer to adjust the head positions.

15 Click [OK].

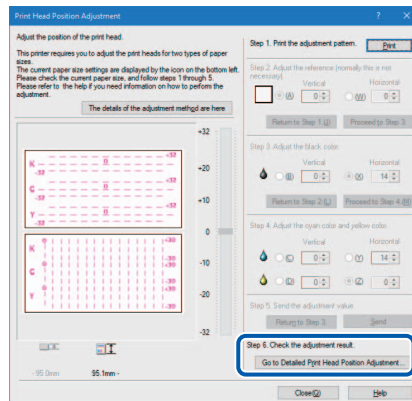


- 16** Click [Print] again to print a head position adjustment pattern and check that the head positions have been adjusted correctly.



Make sure the lines of each color are smoothly connected at "0" on the adjustment patterns. If the lines appear to be out of alignment (stepped), readjustment is required.

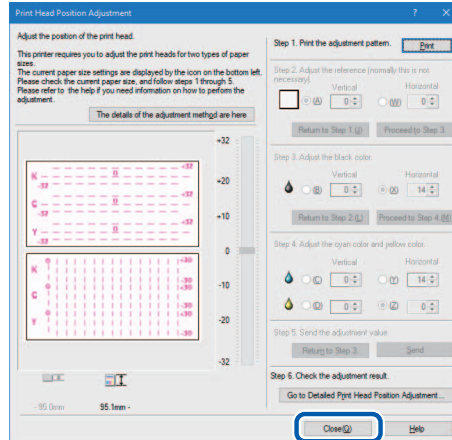
To perform detailed adjustment, click Step 6 [Go to Detailed Print Head Position Adjustment].
 (→ P.135)



Note

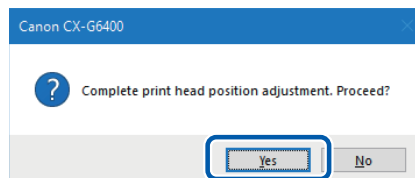
- The detailed print head position adjustment cannot be performed for business cards and card-size paper.

17 When the head position adjustment process is complete, click [Close].



A confirmation message appears.

18 Click [Yes].



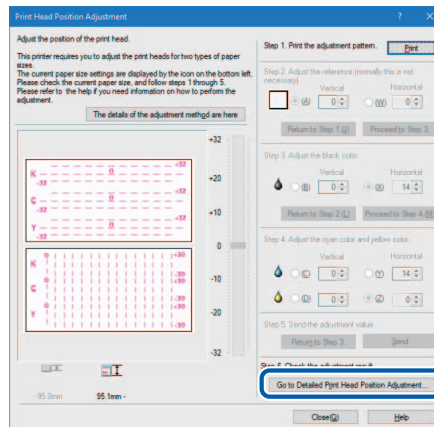
Detailed Print Head Position Adjustment

These adjustment procedures are intended for maintenance personnel who have completed regular [Print Head Position Adjustment] but seek more detailed adjustment.

Note

- The detailed print head position adjustment cannot be performed for business cards and card-size paper. Apply settings under postcards (100 mm x 148mm).

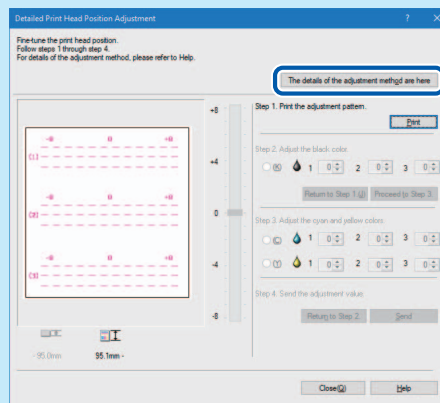
- 1 Click Step 6 [Go to Detailed Print Head Position Adjustment].



Detailed Print Head Position Adjustment dialog box appears.

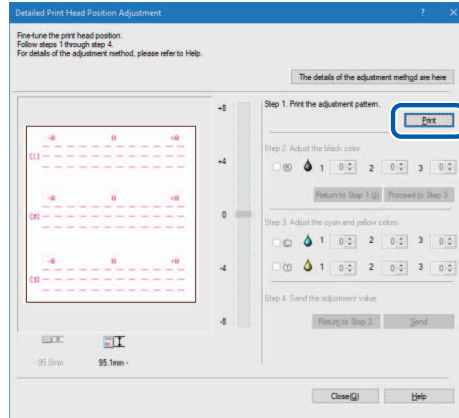
Note

- Clicking [The details of the adjustment method are here] in the Detailed Print Head Position Adjustment dialog box will display the help screen showing the print head adjustment method.



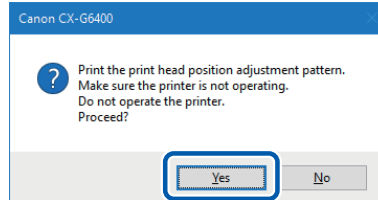
Chapter 5 Maintenance

- 2 Make sure the printer is not operating, and then click [Print].



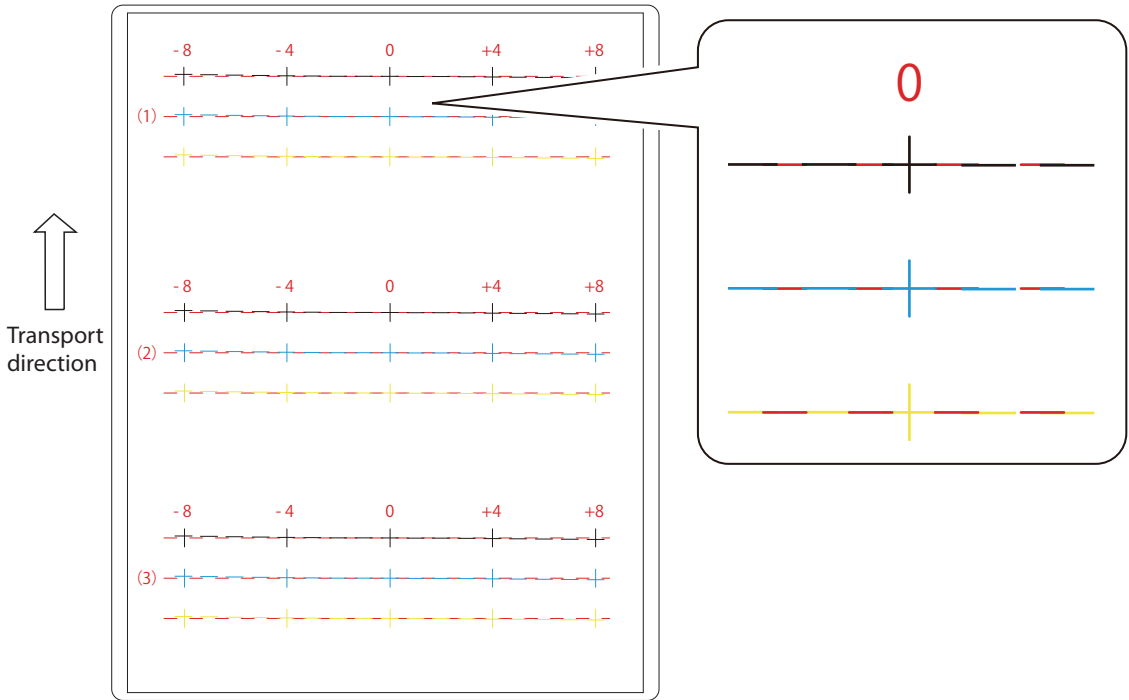
A confirmation message appears.

- 3 Confirm the displayed message, and then click [Yes].



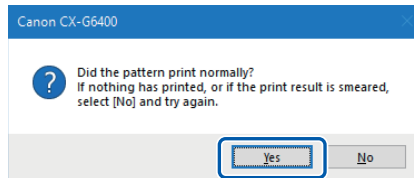
Printing of adjustment patterns starts.

■ Detailed print head position adjustment pattern



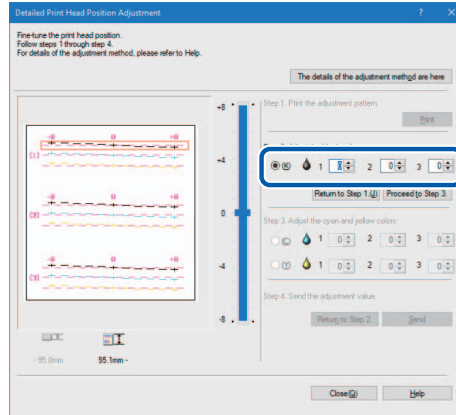
4 If adjustment patterns have been printed normally, click [Yes].

If you select [No], adjustment patterns will be printed again.



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5 [Step 2] Adjust the print head position for black.

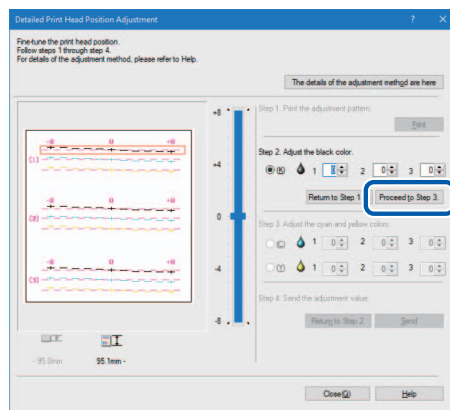


Check (1), (2) and (3) in adjustment pattern [K] (Black) and read and enter the value at the point of their intersection with the Magenta line.

Note

- If the radio button is selected, the visible point in the adjustment pattern in Detailed Print Head Position Adjustment dialog box will be outlined in red.
- To retry from [Step 1] (Print the adjustment pattern), click [Return to Step 1].

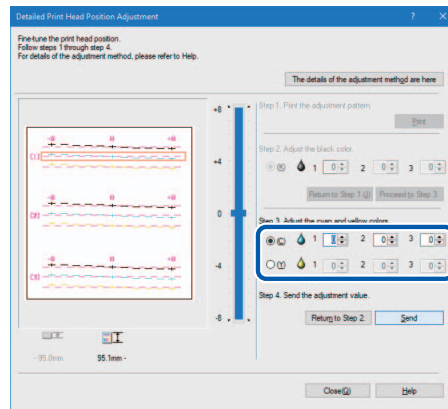
6 After entering the adjustment value, click [Proceed to Step 3].



Detailed Print Head Position Adjustment

7 [Step 3] Adjust the print head position for cyan and yellow.

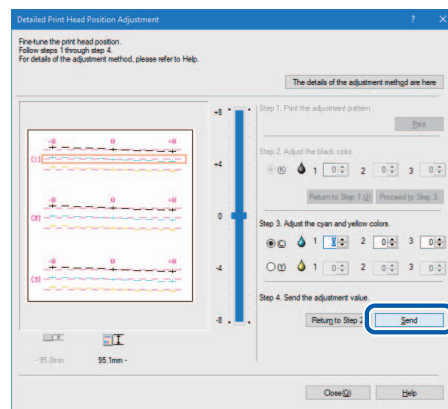
Check (1), (2) and (3) in adjustment pattern [C] (Cyan) and [Y] (Yellow), read and enter the value at the point of their intersection with the Magenta line.



Note

- If the radio button is selected, the visible point in the adjustment pattern in Detailed Print Head Position Adjustment dialog box is marked in a Red border.
- To retry from [Step 2] (Adjust the black color), click [Return to Step 2].

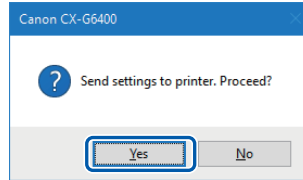
8 When the entry is complete, click [Send].



A confirmation message appears.

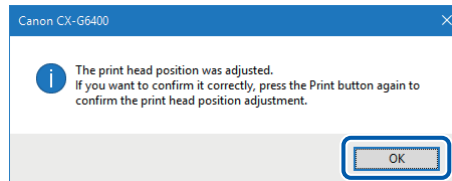
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- 9 Click [Yes].

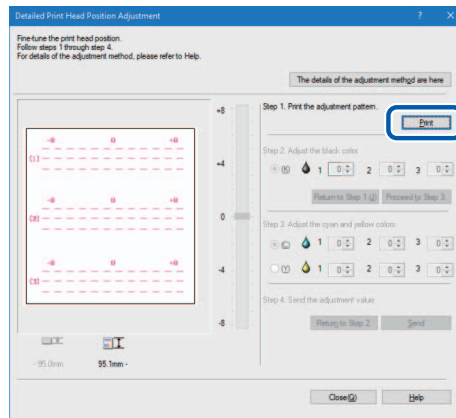


The adjustment value is transmitted to the printer to adjust the head positions.

- 10 Click [OK].

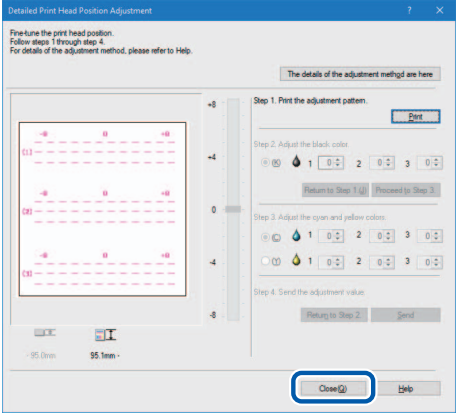


- 11 Click [Print] again to print a detailed head position adjustment pattern and check that the head positions have been adjusted correctly.



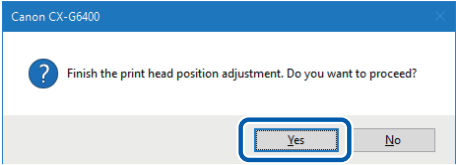
Make sure the lines of each color are smoothly connected at "0" on the adjustment patterns. If the lines appear to be out of alignment (stepped), readjustment is required.

12 Click [Close].



A confirmation message appears.

13 Click [Yes].



Checking Setting Values

How to print information about the current settings of the printer.

Select the printer or a file (*.txt) as the output destination.

Important

- The setting information cannot be printed if an error has occurred or while the printer is printing.
- The setting values cannot be printed when "Plastic card (with hole)" is selected. Select a paper form other than "Plastic card (with hole)".
- Close the status monitor if it is running.
- If this function is run on a shared printer, make sure the status monitor has not been launched on the client when working on a server, or has not been launched on the server when working on the client. The process may not be completed correctly if the status monitor is running.

1 When printing the setting values, check that paper is set in the printer.

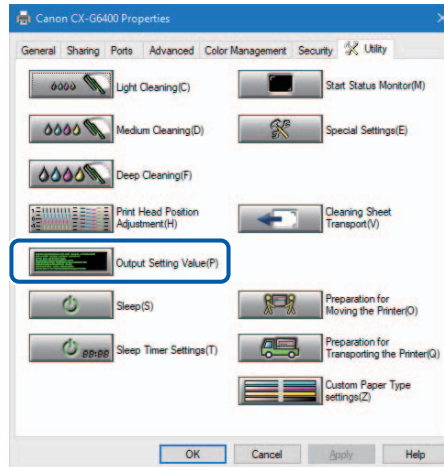
Set a sheet of paper larger than business card size in the printer.

Note

- The length of the paper will impact the number of sheets.
 - When using the postcard: 1 sheet
 - When using the business card and card-size paper: 2 sheets
- If paper size is smaller than 85 mm x 49 mm (3.35" x 1.93"), the print result may appear void or the setting values not printed on the paper.

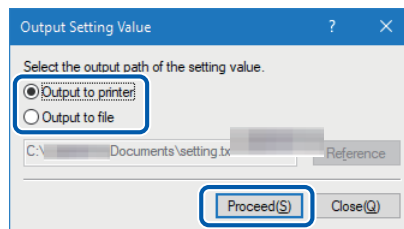
2 Open the printer driver setup window. (→ P.38)

- 3 Click the [Utility] tab, and click [Output Setting Value].



A confirmation message appears.

- 4 Select [Output to Printer] or [Output to File] and click [Proceed].



The setting values have printed.

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■ How to Read the Printed Setting Values

CX - G6400		
Printer Serial Number	No.XXXXX	Serial Number of Printer
Firmware ROM Version	Ver.00.XX	Firmware ROM Version
Date and Time	dd/mm/20yy hh:mm	The print date and time
Total Print Count	XXXX sheets	Total Print Count
Total Print Count (Plastic)	XXX sheets	Total Print Count of the plastic card
Printhead Position Adjustment-V(Long Paper)		Vertical adjustment value of each print head (BkCMY)
K	X dot	
C	X dot	
M	X dot	
Y	X dot	
Printhead Position Adjustment-H(Long Paper)		Horizontal adjustment value of each print head (BkCMY)
K	X dot	
C	X dot	
M	X dot	
Y	X dot	
Printhead Position Adjustment-V(Short Paper)		Vertical adjustment value of each print head (BkCMY)
K	X dot	
C	X dot	
M	X dot	
Y	X dot	
Printhead Position Adjustment-H(Short Paper)		Horizontal adjustment value of each print head (BkCMY)
K	X dot	
C	X dot	
M	X dot	
Y	X dot	
Ink Pre-fire on the Paper	XXX	Ink Pre-fire on the Paper (Auto/ON/OFF)
Low Temperature Mode	XXX	Low Temperature Mode (ON/OFF)
Prevent Unevenness	XXX	Prevent Unevenness (ON/OFF)
Stain Reduction	XXX	Stain Reduction (ON/OFF)
Auto Cleaning Mode2	XXX	Auto Cleaning Mode2 (ON/OFF)
Sleep Timer Setting	XXX min	Sleep Timer Settings
Power Off Timer Setting	XXX min	Power Off Timer Setting
Ethernet Information		
Use DHCP	XXX	DHCP (ON/OFF)
Mac Address	XX-XX-XX-XX-XX-XX	Mac Address
IP Address	XXX.XXX.XXX.XXX	IP Address
Subnet Mask	XXX.XXX.XXX.XXX	Subnet Mask
Default Gateway	XXX.XXX.XXX.XXX	Default Gateway
Ink Level Detection Mode		
Black Ink Tank	XXXXXXX	Each ink level detection function (BkCMY) (Enable/Disable)
Cyan Ink Tank	XXXXXXX	
Magenta Ink Tank	XXXXXXX	
Yellow Ink Tank	XXXXXXX	

Note

- The current number of prints made is displayed in "Total Print Count" and "Total Print Count (Plastic)".

[Total Print Count]

Printed paper length is calculated and counted based on business card size (55.0 mm (2.17")). Printed paper length of plastic cards is calculated at three times the normal amount.

[Total Print Count (Plastic)]

Printed paper length of plastic card is calculated and counted based on plastic card size (54.0 mm (2.13")).

Replacing the Ink Tank

If an ink tank is out of ink, the corresponding ink warning lamp lights up and an error message "xxxx ink empty" appears on the status monitor.

The procedures for replacing the ink tank and checking the ink condition are described below.

Replacing the Ink Tank

Caution

- For safety, keep ink tanks out of the reach of children.
- If a child licks or swallows ink by mistake, consult a physician immediately.

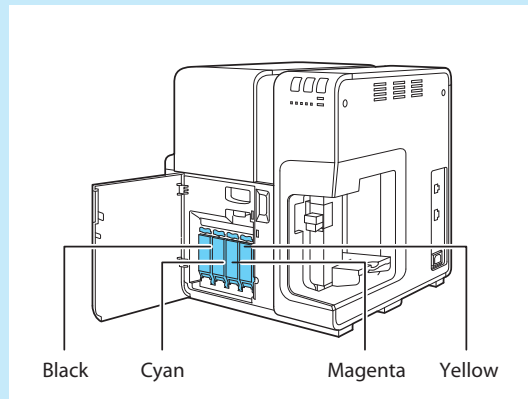
Important

- To maintain print head quality, printer stops operating before it is completely out of ink. Therefore, a small amount of ink remains in ink tank to be replaced.
- In order to retain high printing quality, use ink within 6 months of it being opened.
- Do not remove an ink tank unless you have to replace it.
- Replace the ink tanks quickly to avoid drying out.
- Do not store ink tanks in high temperature areas.
- Be sure to store ink tanks in a cool dry area.

Chapter 5 Maintenance

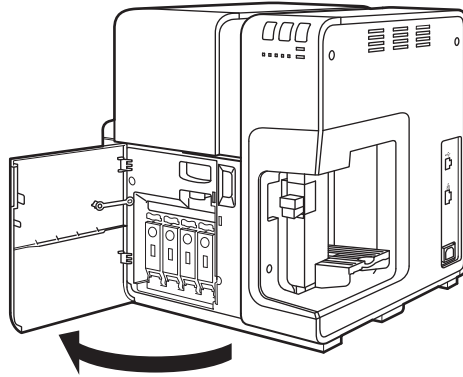
Note

- For best results, only use CX-G6400 ink tanks.
- The ink tank positions are shown below.
The printer is designed so that ink tanks cannot be inserted in wrong ink tank slots. Do not attempt to force ink tanks into the wrong slots.

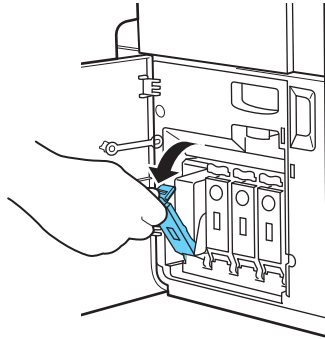


- Inks other than black ink may be used when characters represented only in black are printed or black-and-white prints are made. Cleaning performed to maintain the printer consumes all color inks. When a tank is out of ink, replace it with a new one as soon as possible.

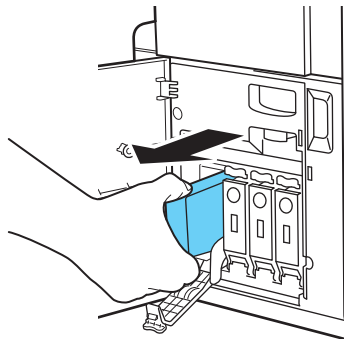
- 1 Open the ink tank door.



- 2 Open the ink tank cover.

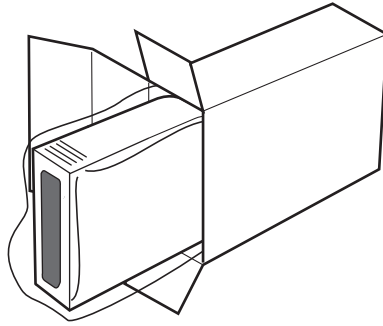


- 3 Slowly remove the ink tank.



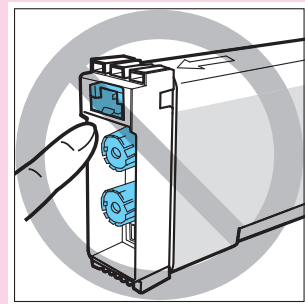
Chapter 5 Maintenance

- 4 Remove the new ink tank from the box.



Important

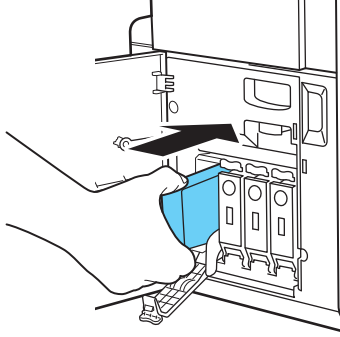
- To prevent soiling of the surrounding area, damage to the ink tank and poor printing, do not touch the ink outlet and terminal.



- Never drop or apply excessive force to an ink tank. Ink can stain clothing and the work area.
- Do not shake the ink tank. If you do, the error message "xxx ink empty" may appear immediately after replacing the ink tank. If this happens, remove the ink tank and insert it again.

5 Load a new ink tank.

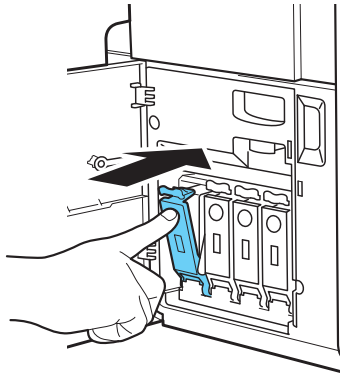
Insert the ink tank into the ink tank slot with the correct side up.



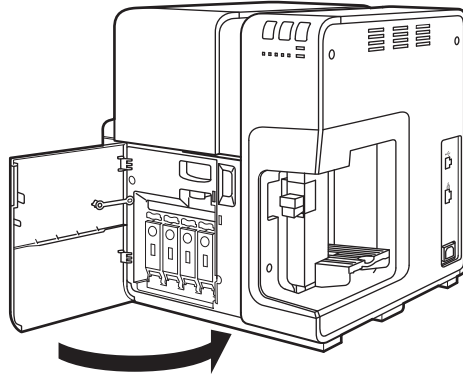
Caution

- There are sharp pins in the ink tank slots. To avoid injury, never put your fingers into this area.

6 Close the ink tank cover securely.



7 Close the ink tank door.

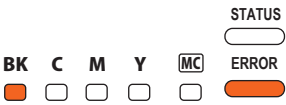
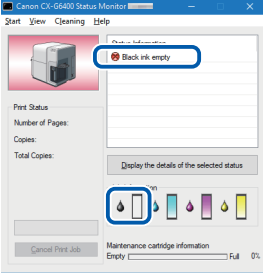
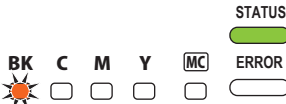
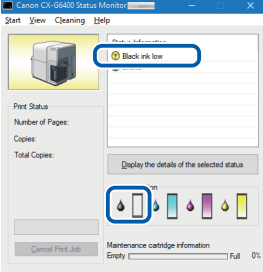
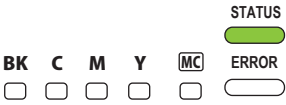
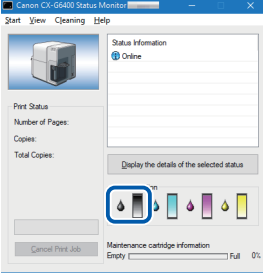


Important

- Dispose the used ink tank according local laws and regulations.

Checking the Ink Information

The ink information will be indicated on the status monitor and by the ink warning lamp.

Indication by ink warning lamp	Indication on status monitor	Status
<p>Lit</p> 		<ul style="list-style-type: none"> The ink tank must be replaced.
<p>Blinking</p> 		<ul style="list-style-type: none"> The ink tank is low. Remaining ink level: About 20% (It is recommended to have a new ink tank ready.)
<p>Off</p> 		<ul style="list-style-type: none"> The ink tank is full.

The pictures of ink tanks shown on the status monitor stand for black (Bk), cyan (C), magenta (M) and yellow (Y) ink tanks from left.

Note

- For details on how to purchase a new ink tank, contact your place of purchase.

Replacing the Maintenance Cartridge

When the maintenance cartridge becomes full of collected ink, the maintenance cartridge warning lamp lights up and a message "Maintenance cartridge full" appears on the status monitor.

Replacing the Maintenance Cartridge

Caution

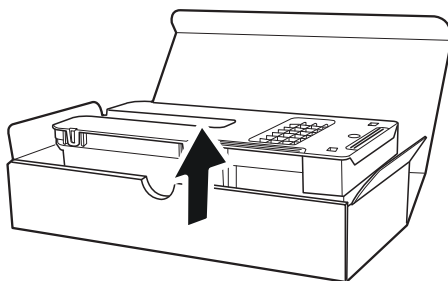
- For safety, keep the used maintenance cartridge out of the reach of children.
- If a child licks or swallows ink, consult a physician immediately.

Important

- Do not leave the printer for a long time with the maintenance cartridge removed.
- Do not insert or remove the maintenance cartridge except when replacing it.
- Avoid dropping the cartridge or storing it at an angle to prevent ink from leaking, if ink does leak it may cause stains.
- Ink adheres to the top of the Maintenance Cartridge after it has been used. Handle the Maintenance Cartridge carefully during replacement. The ink may stain clothing.

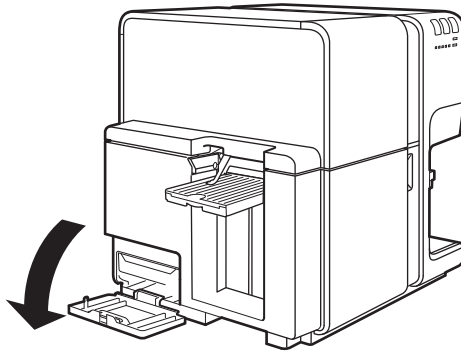
1 Take out a new maintenance cartridge from the box.

A new maintenance cartridge comes with a plastic bag for putting a used maintenance cartridge in it.

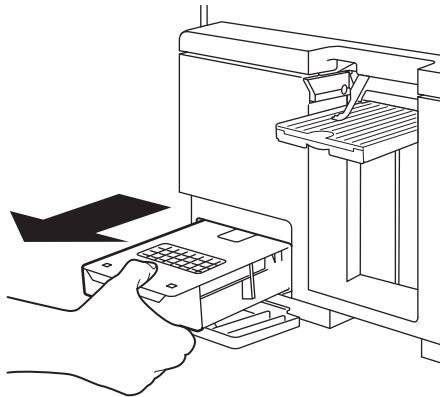


2 Open the maintenance cartridge door.

Replacing the Maintenance Cartridge



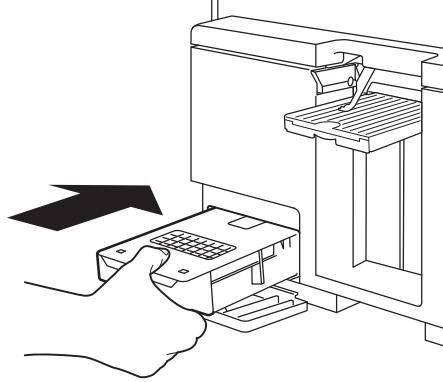
3 Slowly pull out the maintenance cartridge.



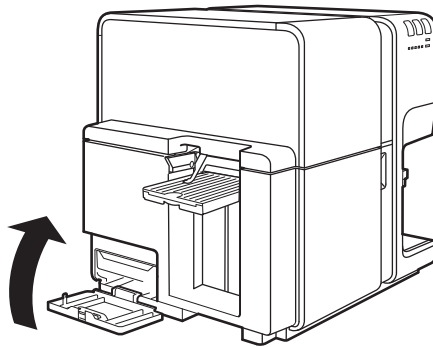
Important

- Be sure not to drop the maintenance cartridge, ink may stain the floor or clothing.

- 4** Insert a new maintenance cartridge.



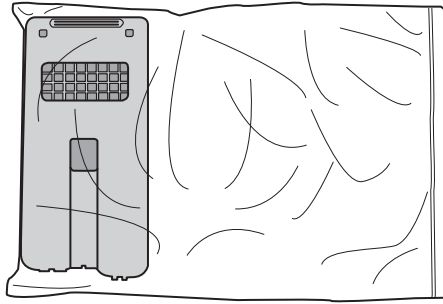
- 5** Close the maintenance cartridge door.



The error message on the Status Monitor disappears, and printing will begin.

6 Put the used maintenance cartridge in the plastic bag.

Zip the plastic bag completely closed.

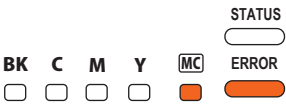
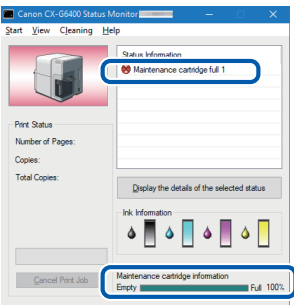
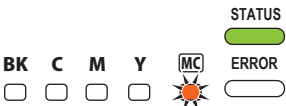
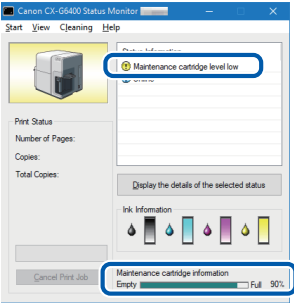

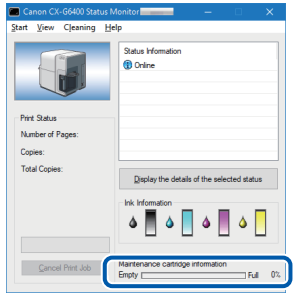


Important

- Dispose the used maintenance cartridge according local laws and regulations.
- Avoid dropping the cartridge or storing it at an angle to prevent ink from leaking, if ink does leak it may cause stains.

Checking the Maintenance Cartridge Information

The maintenance cartridge information will be indicated on the status monitor and by the maintenance cartridge warning lamp.

Indication by maintenance cartridge warning lamp	Display on status monitor	Status
<p>Lit</p> 		<ul style="list-style-type: none"> The maintenance cartridge is full and must be replaced.
<p>Blink</p> 		<p>The maintenance cartridge has limited free space. Free space: About 20% (It is recommended to have a new maintenance cartridge ready.)</p>
<p>Off</p> 		<ul style="list-style-type: none"> The maintenance cartridge has free space.

Note

- For details on how to purchase a new maintenance cartridge, contact your place of purchase.

Cleaning the Printer

Clean the printer periodically to preserve the print quality and prevent issues.

Warning

- When cleaning the outside and inside of the printer, do not use a flammable solvent such as thinner, benzene, or alcohol. As a result, a fire or electric shock may occur.

Cleaning the Exterior of the Printer

If the exterior is dirty, paper may become dirty and dust may find its way into the printer, resulting in poor quality prints. To preserve the print quality, clean the exterior of the printer periodically.

Caution

- Be sure to remove the power plug from the outlet before cleaning the printer. This can prevent personal injury or damage to the printer if you make a mistake during cleaning.

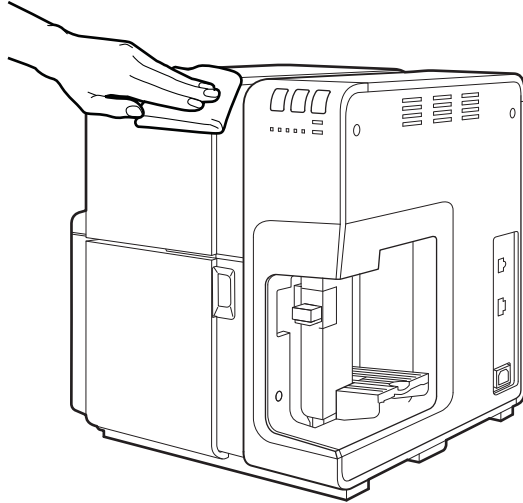
- 1 Turn off the printer. (→ P.13)
- 2 Disconnect the power plug from the outlet.

Important

- While the power lamp is lit or blinking, do not remove the power plug from the outlet. A printer failure could result.

- 3 Disconnect the power cord and interface cable.

- 4 Wipe the exterior clean with a damp cloth wrung out thoroughly.



- 5 Connect the power cord and interface cable.

Cleaning the Transport Area

If the transport area becomes dirty or clogged with paper dust, paper may not be transported properly, and prints may be dirty. Clean it regularly to ensure quality prints.

Caution

- Be sure to remove the power plug from the outlet prior to cleaning the printer. This can prevent personal injury or damage to the printer if you make a mistake during cleaning.

- 1 Turn off the printer. (→ P.14)

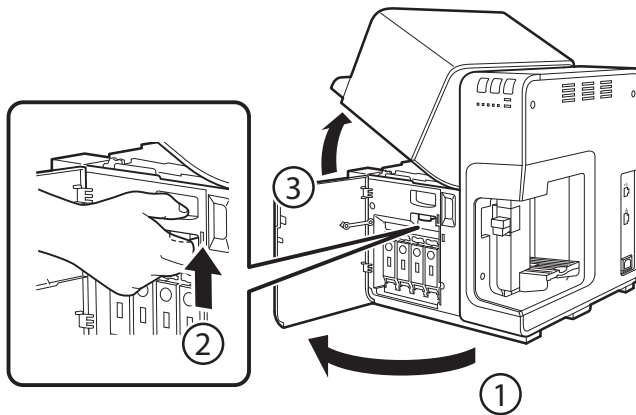
2 Disconnect the power plug from the outlet.

Important

- While the power lamp is lit or blinking, do not remove the power plug from the outlet. A printer failure could result.

3 Disconnect the power cord and interface cable.

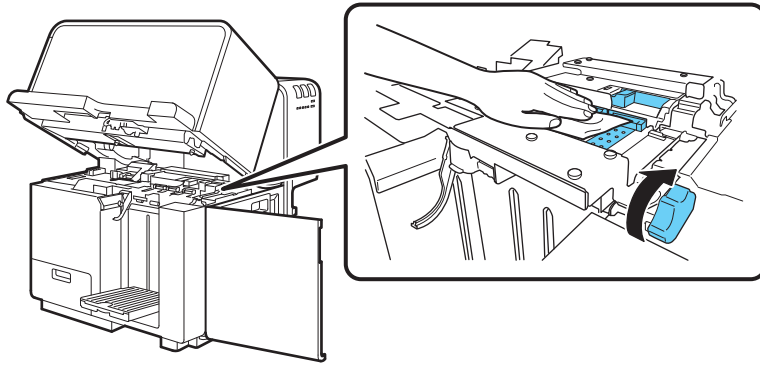
4 Open the ink tank door, press the upper unit release lever to open the upper unit.



Chapter 5 Maintenance

5 Using a dry cloth, thoroughly remove ink, dust, and paper dust around the transport area.

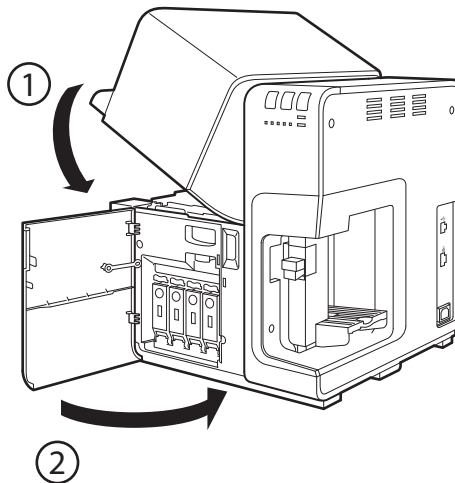
When cleaning the transport belt, turn the jam recovery dial in the paper feed direction.



Important

- Do not use paper towels, wet tissue paper or tissue paper. Cut paper chips or paper dust could enter the printer and cause a failure.
- Do not flip, loosen or directly touch the transport belt.

6 When cleaning is complete, close the upper unit, then close the ink tank door.

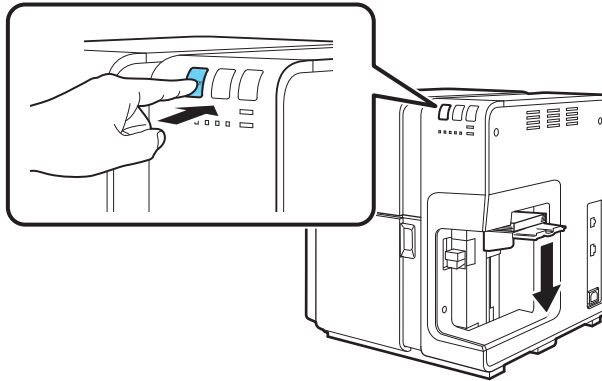


Cleaning the Pick-up Roller

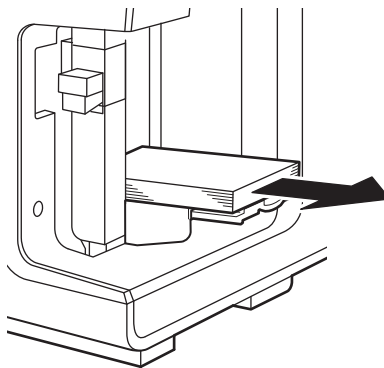
If printed paper is stained or paper cannot be fed properly, the pick-up roller may be stained and needs to be cleaned.

- 1 Press the TRAY key to move the feeder lift tray downward.

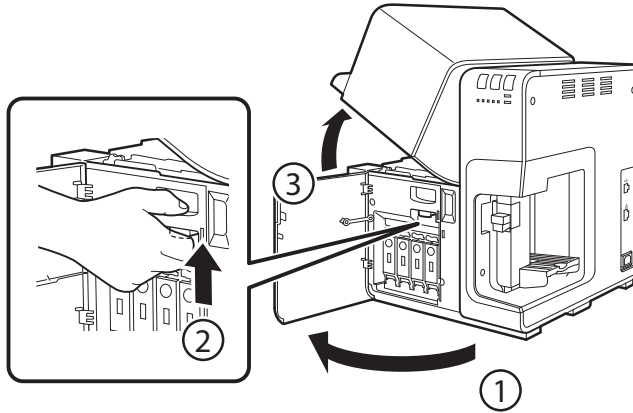
Wait until it stops.



- 2 Remove the paper from the feeder lift tray.



- 3** Open the ink tank door, press the upper unit release lever to open the upper unit.

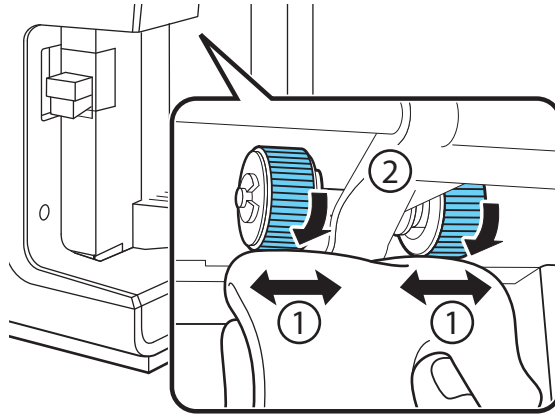


Important

- Make sure to carry out these steps to prevent misoperation.

4 Wipe the pick-up rollers clean with a damp cloth wrung out thoroughly.

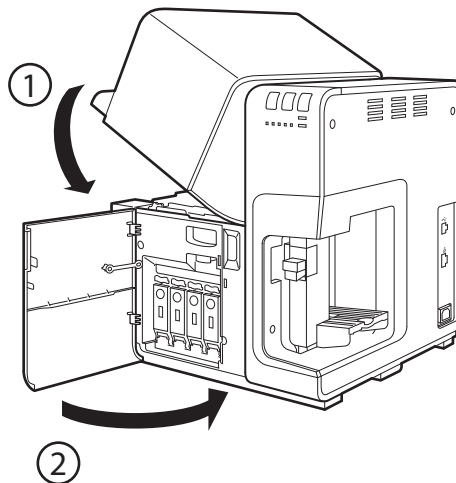
1. Thoroughly wipe the roller grooves.
2. Rotate the pick-up roller from front to back. If the roller does not turn, apply more force when rotating it.
3. Repeat this process once or twice until the pick-up roller makes one full rotation.



Important

- Do not use paper towels, wet tissue paper or tissue paper. Cut paper chips or paper dust could enter the printer and cause a failure.
- Do not directly touch the pick-up roller.

5 After completion of cleaning, close the upper unit, then close the ink tank door.



6 Reload paper. (→ P.15)

Printing restarts.

To cancel the print job, click [Cancel Print Job] on the status monitor. (→ P.35)

Cleaning Sheet Transport

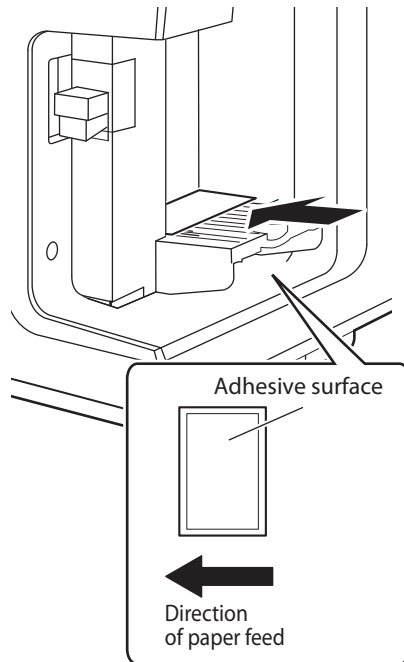
Clean the pick up rollers by automatically feeding a cleaning sheet.

1 Peel off the protective paper from the cleaning sheet.

Remove all the protective paper.



- 2 Set the cleaning sheet on the printer with the adhesive surface facing up.

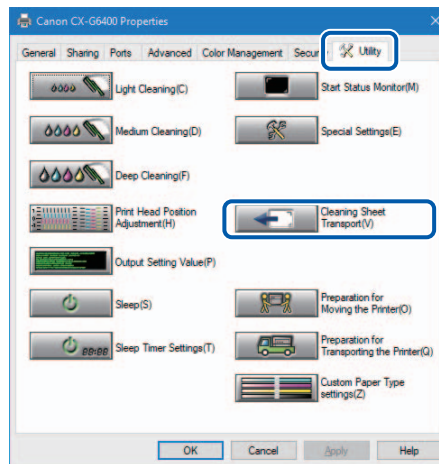


Important

- The adhesive surface should always face up to prevent paper feed issues or damage to the printer.
- When the side guide position has to be readjusted, do not press it up against the cleaning sheet too much to avoid mis-feeding. For the details of the side guide adjustment, refer to "Loading Paper (P.15)" .

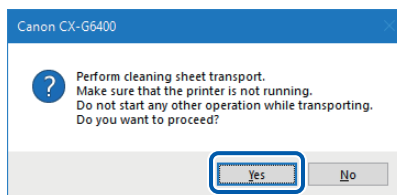
Chapter 5 Maintenance

- 3 Open the printer driver setup window. (→ P.38)
- 4 Click the [Utility] tab and then click [Cleaning Sheet Transport].



Confirmation message appears.

- 5 Click [Yes].



The cleaning sheet is transported.

- 6 Set the cleaning sheet back on the printer, repeat steps 4 to 5.
Transport the cleaning sheet once again, and this procedure is completed.

Important

- Please pay attention so ink on a used Cleaning Sheet does not smudge your hands when handling it.

Chapter 6

Troubleshooting

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For Troubleshooting Operations

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

Power Does not Turn On

Check Point	Solution
Power key is not switched on?	Press the Power key.
Printer power cord unplugged?	Make sure that the power cord is plugged in completely.
Is the power outlet supplying electricity?	Try plugging in other electric appliances. If it works properly, a printer failure is possible. Contact your place of purchase.

Printing Does not Start/Complete

Check Point	Solution
Did an error occur?	Double-click the message of the [Status Information] displayed on the Status Monitor and operate according to the directions given. (→ P.182)
Is it connected to the computer?	Connect the computer and the printer correctly with the interface cable.
Is the correct printer selected?	Select the printer to be used with the [Printing] dialog box.
Are you printing something such as a large image?	If the status lamp is flashing, the data is still being processed stand by.
Are you printing for long periods of time?	When printing for a long period of time, the print head temperature will rise. To protect the head, printing operations will be interrupted. After a while printing will resume.
Did the test pattern print?	From [Utility] tab of the printer driver, try performing the print out of a head position adjustment pattern or setting value. If printed, confirm the configuration and operation procedures of the application software and confirm the contents of the data to be printed.
Are there problems occurring with the computer?	Print after restarting the computer. Also, delete any print jobs left over when starting.

Check Point	Solution
Is the computer's configuration for suspend or sleep state set to something other than "Never"?	Selecting "Never" in the [Power and Sleep] or [Power & battery] will prevent the computer from entering a sleep state. (→ P.32)
Is "no ink" displayed even though an ink tank with remaining ink is set?	Reinstall the ink tank. (→ P.174)
Are the port settings correct?	<p>Follow the steps below to confirm the port settings:</p> <ol style="list-style-type: none"> 1. Open the properties window of the printer driver. (→ P.40) 2. Click on the [Ports] tab and confirm that the port is correctly selected. e.g.)For USB connection: USBnnn ("nnn" represents numbers) For network connection: CFTnnnnnn@MDL ("n" represents the last six digits of the printer's Mac address, and MDL is the printer's model name.) If the setting is incorrect, set it correctly. If the port to be used is not available, uninstall the printer driver and install the printer driver again. 3. Click [OK].

Chapter 6 Troubleshooting

Check Point	Solution
<p>(When you are connected within a network environment) Are the printer and computer configured on the same network?</p>	<p>Make sure that the computer and this printer are installed on the same network according to the following steps:</p> <p>(Confirming the IP address)</p> <ol style="list-style-type: none">1. Confirm the printer's IP address. Open the network settings. When the network settings open, the printer used will be detected and the configured IP address will be displayed. (→ P.205)2. Confirm this computer's IP address.<ol style="list-style-type: none">1)Click the search icon on the taskbar, enter [cmd] in the search box.2)In the window started, enter "ipconfig/all".3)After confirming the IP address, close the screen. <p>Once you have confirmed the IP addresses, if the printer and computer are not on the same network, change the printer's IP address according to the following steps and add a new port.</p> <p>(Changing the printer's IP address)</p> <p>Open the network settings and change the printer's IP address. (→ P.198)</p>

	<p>(Adding a new port)</p> <ol style="list-style-type: none"> 1. Open the properties window of the printer driver. (→ P.40) 2. Click on the [Ports] tab and click [Add port]. 3. Select [CNUS Network Port] and click [New Port...]. The [CNUS Network Port] dialog box will be displayed. 4. Click [Detect Printers]. This printer will appear in [List of Printers]. If this printer is not displayed, click [Limit detect area] and search for the IP address. 5. Enter the new port name in the [Output]. 6. Click [OK]. 								
<p>(When you are connected within a network environment) Is communication with the printer enabled?</p>	<p>The port number and protocol that the printer uses for communication are set as follows. Use these settings as references.</p> <table border="1" data-bbox="500 950 1101 1108"> <thead> <tr> <th>Port number</th> <th>Protocol</th> </tr> </thead> <tbody> <tr> <td>50000</td> <td>TCP</td> </tr> <tr> <td>50001</td> <td>TCP/UDP</td> </tr> <tr> <td>50002</td> <td>UDP</td> </tr> </tbody> </table>	Port number	Protocol	50000	TCP	50001	TCP/UDP	50002	UDP
Port number	Protocol								
50000	TCP								
50001	TCP/UDP								
50002	UDP								

Slow to Print

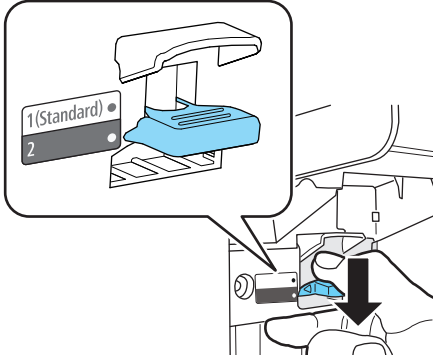
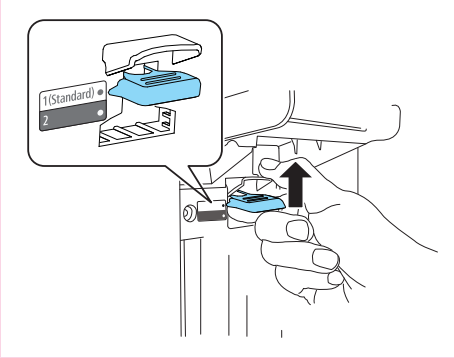
Check Point	Solution
Did you set the number of prints in the application software?	In such a case, specify the number of copies on the printer driver side. Depending on the application software, it may take more time than usual to print if you have set the number of prints in the application software.
Check whether the paper feed interval is set.	Open the [Advanced Settings] tab of the printer driver, and then check whether the settings in [Paper feed interval]. (→ P.89)
Check whether the Special Settings is set.	Open the [Utility] tab of the printer driver, and then check whether the settings in [Special Settings]. Printing may be slower than normal depending on settings. (→ P.98)

Printing Does Not Stop/Data is Not Sent/Settings are Not Sent from Utility

Check Point	Solution
Check whether Print Queue window (in which print data order is registered) remains.	Stop the printer temporarily to cancel printing from the Status Monitor, or delete the Print Queue window data. Next, reboot the computer.

Paper is Not Feeding Correctly

Check Point	Solution
Is the dedicated paper being used?	Use dedicated paper. Using paper other than dedicated paper can cause paper jams and malfunctions.
Is the paper leading edge folded or is the paper curled?	Fix the curl so that the paper is flat. (→ P.19) If the paper leading edge is folded or curled, the paper will not feed properly. Also, it can cause paper jams and malfunctions.
Is the side guide set in accordance with the paper width?	Reload the paper. Set the side guide in accordance with the paper width. (→ P.22)
Is the tray switch lever set to "1 (Standard)"?	Use in the "1 (Standard)" position. Normally, this does not need to be changed. Incorrect settings may result in paper transport problems. (→ P.174)
Is the maximum number of sheets that can be set exceeded?	Check the maximum number of sheets. (→ P.27)
Is the transport area stained?	If the transport area is stained with paper dust or ink, paper jams are more likely to occur. Clean the transport area regularly. (→ P.158)
Is there any paper dust stuck to the pick-up rollers?	If there is paper dust stuck to the rollers, paper feed may not function properly. Clean the pick-up roller. (→ P.161)

Check Point	Solution
If the above solutions do not solve the problem.	<p>Try the following step.</p> <ol style="list-style-type: none">1. If the feeder lift tray is lowered, press the TRAY key.2. Lower the tray switch lever as shown in the drawing and set [2]. (→ P.4)  <p>3. Print again.</p> <div data-bbox="514 1031 1236 1653" style="background-color: #f8d7da; padding: 10px;"><p>Important</p><ul style="list-style-type: none">• If you have changed the paper, hold the tray switch lever as shown in the drawing and change the setting to "1 (Standard)". Incorrect settings may result in paper transport problems.</div>

Status Monitor Does Not Start

Check Point	Solution
The Status Monitor setting is incorrect.	With some Status Monitor settings, printer errors will not be displayed and the Status Monitor will not start. Open the [Utility] tab of the printer driver, and click [Start Status Monitor]. Set the details after the Status Monitor starts. (→ P.111)
Check whether the printer and computer can communicate interactively.	If the printer and computer cannot communicate interactively, the Status Monitor will not start even if printing starts. Open [Properties] of the printer driver, click [Port] tab, and then verify that [Enable bidirectional support] check box is checked. If the problem persists after taking the above action, uninstall the printer driver, and then reinstall the printer driver.

Improving the Print Quality

Condition	Solution
Streaks appear on the print.	Confirm that the paper loaded (size, shape, and type) matches the paper (size, shape, and type) set in the application software or printer driver.
	Set the resolution to [Input resolution 1200dpi] (prioritize image quality) and then print. (→ P.67)
	If you are using the printer at low temperature (Room temperature is 14 degrees Celsius (57 degrees Fahrenheit) or lower) : Open the [Utility] tab in the printer driver and then select [Low Temperature Print Mode] in [Special Settings]. (→ P.98)
Areas aren't being printed on completely.	Confirm that the paper loaded (size, shape, and type) matches the paper (size, shape, and type) set in the application software or printer driver.
	Clean the print head. (→ P.120) The print head may become dried or clogged if the printer has not been used for a long time.

Chapter 6 Troubleshooting

Condition	Solution
The printing is blurred.	Confirm that the paper loaded (size, shape, and type) matches the paper (size, shape, and type) set in the application software or printer driver.
	Clean the print head. (→ P.120) The print head may become dried or clogged if the printer has not been used for a long time.
	If you are using the printer at low temperature (Room temperature is 14 degrees Celsius (57 degrees Fahrenheit) or lower) : Open the [Utility] tab in the printer driver and then select [Low Temperature Print Mode] in [Special Settings]. (→ P.98)
The color deviation appears on the print.	Confirm that the paper loaded (size, shape, and type) matches the paper (size, shape, and type) set in the application software or printer driver.
	Adjust the position of the print head. (→ P.123)
	Set the resolution to [Input resolution 1200dpi] (prioritize image quality) and then print. (→ P.67)
The halftone representation is coarse.	Open the [Color] tab of the printer driver, and set [Half-tone] to [Error Diffusion]. (→ P.68)
The area around characters or the layer areas appear uneven.	Open the [Utility] tab in the printer driver and then select [Prevent Unevenness] in [Special Settings]. (→ P.98)
	Open the [Color] tab of the printer driver, and set [Half-tone] to [Error Diffusion] (→ P.68)
	Confirm that the paper loaded (size, shape, and type) matches the paper (size, shape, and type) set in the application software or printer driver.

Condition	Solution
Overall appearance of the print is poor.	Use dedicated paper. Do not use paper other than dedicated paper. It can cause paper jams and malfunctions.
	Confirm that the paper loaded (size, shape, and type) matches the paper (size, shape, and type) set in the application software or printer driver.
	Set the resolution to [Input resolution 1200dpi] (prioritize image quality) and then print. (→ P.67)
Printed paper is wavy and rubbing marks are left on the paper.	Confirm that the paper loaded (size, shape, and type) matches the paper (size, shape, and type) set in the application software or printer driver.
	To print on both sides of the paper, print the side with less pictures and characters (e.g., front side) first.
	The paper may be curled. Flatten the paper. (→ P.20)
	Open the [Utility] tab in the printer driver and then select [Stain Reduction] (Mode 2) in [Special Settings]. (→ P.98)
	Open the [Utility] tab in the printer driver and then select [Auto Cleaning Mode 2] in [Special Settings]. (→ P.98)
The color printed differs from the color on the screen.	Open [Color] tab of the printer driver, and adjust the settings for image quality and color. (→ P.65)
	Confirm the [Advanced display settings] (or [Advanced display]) and [Color Management] are correctly configured on the computer. The proper color will not be displayed if the display type or gamma factor is improperly configured.

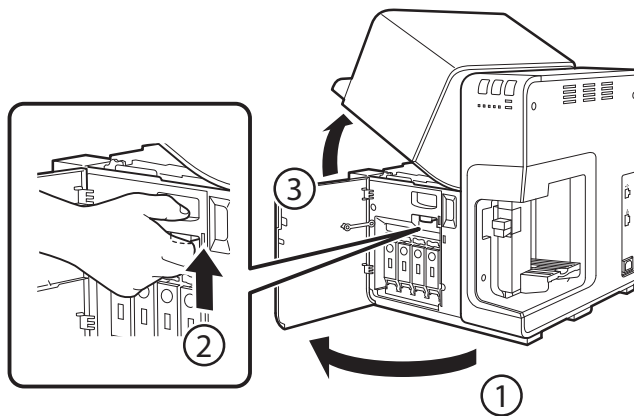
Chapter 6 Troubleshooting

Condition	Solution
The back side of the paper is stained. The paper edges are stained.	Clean the transport area. (→ P.158)
	The paper may be curled. Flatten the paper. (→ P.20)
	If printed cards are smudged at the auto stacker because ink has not yet dried, reduce color balance to the same amount on all the inks. (→ P.70)
	The sheets may be stacked before the printed surface is dry. Adjust the Paper feed interval. (→ P.89)
	Open the [Utility] tab in the printer driver and then select [Stain Reduction] in [Special Settings]. (→ P.98)
The images on the edge of the paper are missing.	Paper whose width is longer than its height is being printed with any of the following application software. - Microsoft Office PowerPoint - Microsoft Office Word 2010 - Microsoft Office Word 2013
	When you print to a business card or paper whose width is longer than its height, some application software may automatically change the paper orientation, hindering proper printing. Open the [Page Setup] tab in the printer driver and set [Orientation] and [Print with the selected orientation] according to the document orientation. (→ P.58)

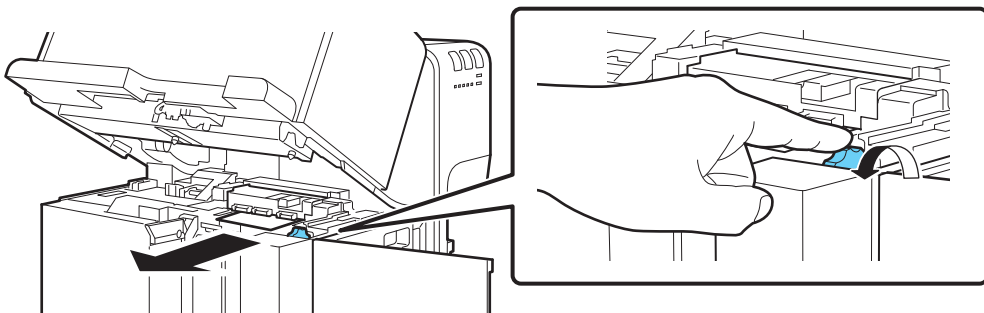
Paper Is Jammed

When a paper jam occurs during printing, the printing is interrupted and the Status Monitor will display an error message such as "Paper jam #". Follow the steps below to remove the paper jam.

- 1 Open the ink tank door, press the upper unit release lever to open the upper unit.

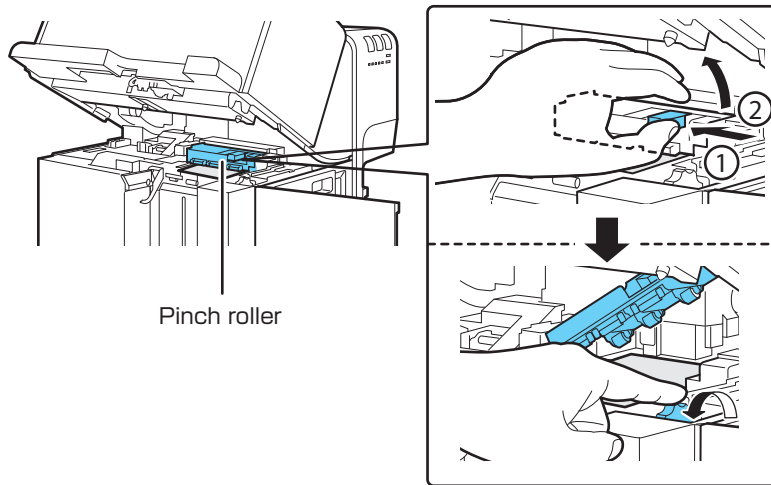


- 2 While turning the jam recovery dial in the direction to eject paper, remove jammed paper from the transport section.

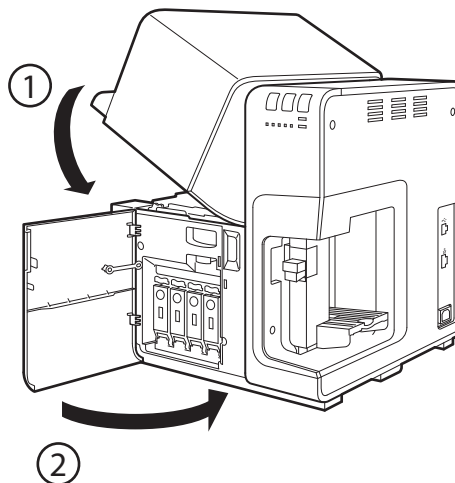


Chapter 6 Troubleshooting

- 3** If paper cannot be removed in step 2, remove it by turning the dial in the direction to eject paper with pinch roller opened. After removing paper, return the pinch rollers to their original positions.



- 4** Close the upper unit, and then close the ink tank door.



- 5** Load a paper again. (→ P.15)

Printing restarts.

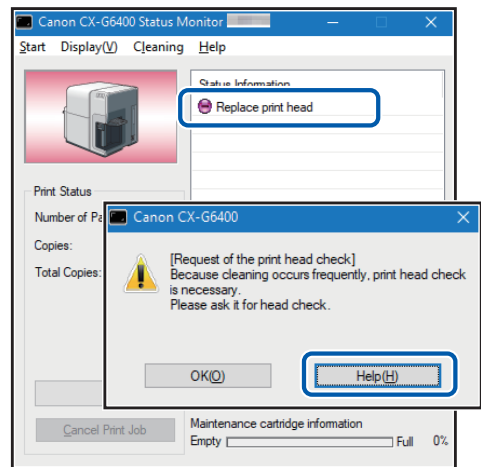
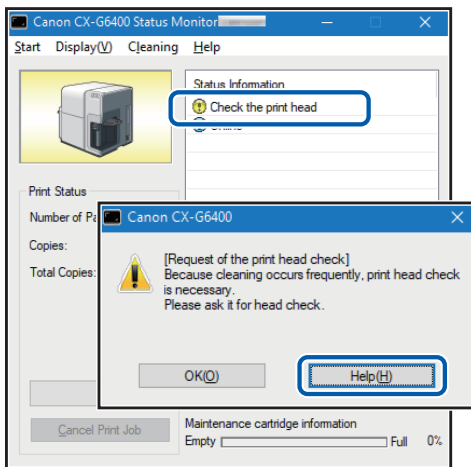
To cancel the print job, click [Cancel Print Job] on the status monitor. (→ P.35)

"Request of the print head check" Appears on the Screen

If a "Check the print head" warning or "Replace print head" a Service Call Error appears, "Request of the print head check" will also appear as a pop-up on the screen. Because cleaning is more frequent than usual, print head check is necessary. If this message appears, click [Help].

- Check the print head (Warning Messages)

- Replace print head (Service Call Error)



Note

- If the "Check the print head" warning appears, ask for print head check right away.

List of Error Messages/Warning Messages

When trouble occurs while operating the printer or printing, the Status Monitor will activate and display error messages and warning messages. If problems persist after trying these procedures, please contact your place of purchase.

Note

- When error messages are displayed the printer will automatically go offline. Depending on the type of error, even after handling the error, there are cases where it will not go online automatically. In this case, press the pause key and return the printer to online state.
- If multiple errors occur simultaneously, the errors will be shown in order from the importance.
- If the Status Monitor is minimized or is in the task tray, Status Monitor window will be displayed when an error occurs.
- After selecting the message displayed, if [Display the details of the Status] is clicked (or the message of the [Status Information] is double-clicked), a separate screen will appear to confirm the message details along with steps to handle the error.

Error Message

■ Operator Call Error

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

Error Message	Error Content	Handling
Upper unit open	The upper unit is open.	Close the upper unit.
Ink tank door open	The ink tank door is open.	Close the ink tank door.
Maintenance cartridge door open	The maintenance cartridge door is open.	Close the maintenance cartridge door.
Pinch roller cover open	The pinch roller cover is open.	Close the pinch roller cover. (→ P.180)
Paper empty 1	Paper has run out.	Load a paper. (→ P.15)

List of Error Messages/Warning Messages

Error Message	Error Content	Handling
Paper Length difference X ("X" represents number)	The length of the paper that is set differs from the paper size set in the application software or printer driver.	If the paper is different, replace with the proper paper.
		If the application software or printer driver's configuration is different, click on the Status Monitor's [Cancel Print Job] and print again after correctly configuring the paper size.
Paper Width difference	The width of the paper that is set differs from the paper size set in the application software or printer driver.	If the paper is different, replace with the proper paper.
		If wrong paper is loaded or the side guide is displaced, replace with correct paper or move the side guide to the correct position.
		If the application software or printer driver's configuration is different, click on the Status Monitor's [Cancel Print Job] and print again after correctly configuring the paper size.
Paper jam XX ("XX" represents numbers)	The transport area, feeder slot, or paper delivery slot is clogged with paper.	Remove the paper jam and reload the paper. (→ P.15)
		If the same error occurs again, update the printer drivers and firmware to the latest versions.
Feeder tray overloaded	The amount of paper loaded in the feeder lift tray is over the limit.	Load paper so that the number of sheets is less than the specified amount and the top surface of the paper stack is lower than the paper loading limit mark. (→ P.28)

Chapter 6 Troubleshooting

Error Message	Error Content	Handling
Stacker overloaded	Paper ejected to the auto stacker has exceeded the upper limit.	Remove the ejected paper.
Stacker inspection	Paper is jammed in the auto stacker.	Remove the ejected paper.
Paper retention X ("X" represents number)	Paper still remains after removal of jammed paper.	Open the upper unit and check the transport area. (→ P.15)
Feed error 1	The paper is not fed. Or there is paper dust stuck to the pick-up roller.	Reload a paper. (→ P.15)
		Check to make sure the printer driver paper type settings are correct. (→ P.48) *When using a custom paper size (→ P.52)
		If the same error occurs again, there could be paper dust stuck to the pick-up roller. Clean the pick-up roller. (→ P.161)
Feed error 2	Paper has been pulled out of the feeder tray during printing.	Do not pull out paper during printing. If it is absolutely necessary to pull out paper during printing, press the PAUSE key on the operation panel to stop printing temporarily, and then pull out paper.
Thick feed lever position error 1	The thick feed lever position is not correct.	When using special heavy paper or plastic card, pull the thick paper transport lever. (→ P.24)
Thick feed lever position error 2	The thick feed lever position is not correct.	When using other than special heavy paper or plastic card, push in the thick paper transport lever original position. (→ P.24)

List of Error Messages/Warning Messages

Error Message	Error Content	Handling
XXXX ink empty ("XXXX" represents Black, Cyan, Magenta, or Yellow.)	There is no ink available for printing.	Replace with a new ink tank. (→ P.145)
XXXX ink tank setting error ("XXXX" represents Black, Cyan, Magenta, or Yellow.)	The ink tank is not inserted properly.	Install the ink tank again. (→ P.145)
XXXX ink tank error X ("X" represents number) ("XXXX" represents Black, Cyan, Magenta, or Yellow.)	The ink tank is not recognized. Either the ink tank is abnormal or an unsupported ink tank is installed.	Replace with a new ink tank. (→ P.145)
Maintenance cartridge full X ("X" represents number)	The maintenance cartridge's ink is full.	Replace with a new maintenance cartridge. (→ P.152)
Maintenance cartridge setting error	The maintenance cartridge is not installed correctly.	Install a maintenance cartridge again. (→ P.152)
Maintenance cartridge error X ("X" represents number)	The maintenance cartridge is not recognized.	Replace with a new maintenance cartridge. (→ P.152)
There is not enough XXXX ink for cleaning ("XXXX" represents Black, Cyan, Magenta, or Yellow.)	There is not enough ink left in the tank for cleaning.	Replace with a new ink tank. (→ P.145) Press the Pause key to temporarily clear the error. However, if the printer is restarted, the error will occur again.
Update error X ("X" represents number)	The firmware update has failed.	Retry the update.

Chapter 6 Troubleshooting

Error Message	Error Content	Handling
Data mismatch X ("X" represents number)	Abnormal data was received from the computer.	Confirm the cable connection and print again
		If the same error occurs again, update the printer drivers and firmware to the latest versions.
		For a LAN connection, set an extension of the Network Time-Out Value from the Network utility. (→ P.207)
Memory full	Insufficient memory due to the overlay printing's form data being large.	Click on [Cancel Print Job] in the Status Monitor, and cancel printing and recreate the form data. (→ P.114)
Overlay data error	Error with overlay printing data.	Confirm the cable connection and retry printing.
Unknown error XXXX ("XXXX" represents number)	An unknown error was returned.	If the same error occurs again, update the printer drivers and firmware to the latest versions. If the same error occurs again, take note of the message displayed "XXXX" and contact your place of purchase.
Connected to a model other than Canon CX-G6400	It is connected to a printer other than this printer.	Connect with this printer.

List of Error Messages/Warning Messages

Error Message	Error Content	Handling
Bidirectional communication error	An unknown error was returned.	Confirm that the printer's power is on (online or sleep state).
		Restart the computer and printer.
		If the printer is connected to the computer with LAN connection, check the [Extend Time-out value] check box from the network utility. (→ P.48)
		If the printer is shared, start Windows Task Manager, and confirm that "Canon XXXX Status Monitor Service" (where XXXX is the model name) is registered in the [Service] tab. If it is not registered, refer to "Installing the Printer Driver" in Getting Started Guide to register the server client.
		Confirm the port settings. (→ P.169)

Error Message	Error Content	Handling
XXXX ink level unknown ("XXXX" represents Black, Cyan, Magenta, or Yellow.)	The remaining ink level cannot be detected.	Replace with new ink tank. To continue printing, the ink level detection function must be disabled. Press the printer's pause key for more than 5 seconds. After this, the ink tank's ink level detection will be disabled and the disabling action will be logged.

Important

- Printing with the ink level detection function disabled may damage the printer or cause errors. We cannot be held responsible for malfunctions as a result of refilling the ink or installing unsupported ink tanks.
- Once the ink level detection function is disabled, the ink level function cannot be restored for that ink tank. Replace with a new ink tank.
- If the same ink tank is removed and inserted many times, the joint between the ink tank and printer can be damaged and consequently ink can leak from the ink tank, damaging the printer.
- The ink tank's ink level detection will be disabled and the disabling action will be logged on this printer.

■ Service Call Error

Error Message	Error Content	Handling
Service call error XXXX ("XXXX" represents number)	An error that cannot be fixed by the customer occurred.	Turn the power off then on. If the same error occurs again, take note of the message displayed (XXXX) and contact your place of purchase.
Replace print head	Cleaning is performed very frequently. Print heads need to be checked.	Please ask for print head check. (→ P.181)

Information Message

Message	Content	Handling
Preparing for cleaning...	The printer is preparing for print head cleaning.	Wait until the print head cleaning starts. The wait time may be long.

Warning Message

Warning Message	Warning Content	Handling
XXXX ink low ("XXXX" represents Black, Cyan, Magenta, or Yellow.)	The remaining ink is low.	Prepare a new ink tank.
Maintenance cartridge level low	The maintenance cartridge is running out of space and is about to be full.	Prepare a new maintenance cartridge.
Check the print head	Cleaning is performed very frequently. Print heads need to be checked.	Please ask for print head check. (→ P.181)
Print head error	Replace with the print head.	Take note of the message displayed and contact your place of purchase.
Replace XXXX print head ("XXXX" represents Black, Cyan, Magenta, or Yellow.)	Time to replace the Bk/C/M/Y print head.	
Replace purge unit	Time to replace the purge unit.	
Replace blade cleaner	Time to replace the blade cleaner.	
Stopping XXXX ink level detection ("XXXX" represents Black, Cyan, Magenta, or Yellow.)	The ink level detection function is disabled.	Set an ink tank that is compatible with this printer.
Clean transport feed belt	The transport area may be stained with paper dust or ink.	Clean the transport area. (→ P.158) If the transport area becomes dirty or clogged with paper dust, paper may not be transported properly, and prints may be dirty.

Chapter 6 Troubleshooting

Warning Message	Warning Content	Handling
XXXX print head is over-heated ("XXXX" represents Black, Cyan, Magenta, or Yellow.)	Adjust the paper feed interval to lower the print head temperature.	Please wait a while. To cancel the print job, click [Cancel Print Job] on the status monitor.
Adjusting the feed interval (cleaning mode 2)	When Special Settings Auto Cleaning Mode 2 is selected, the paper feed interval is automatically adjusted.	Please wait a while. To cancel the print job, click [Cancel Print Job] on the status monitor.
		To cancel automatic adjustment of the paper feed interval, open the printer driver Utility window and turn [Special Settings] -> [Auto Cleaning Mode 2] off. (→ P.98)
Data transmission is not completed	The paper feed interval was adjusted because data transfer processing from the computer was not completed in time.	Printing will resume as the processing progresses. Please wait a moment. To cancel the print job, click [Cancel Print Job] on the status monitor.
The battery for the clock has ran out	The clock's (RTC) battery needs to be replaced.	Take note of the message displayed and contact your place of purchase.
Unknown warning XXXX ("XXXX" represents number)	An unknown warning was returned.	If the same error occurs again, update the printer drivers and firmware to the latest versions. If the same error occurs again, take note of the message displayed "XXXX" and contact your place of purchase.

Chapter 7

Appendix

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Uninstall Printer Driver

Before uninstalling, exit all running software applications and confirm that all print jobs are completed.

1 Remove all interface cables.

After confirming that printing is completed, remove all interface cables after turning off the printer's power.

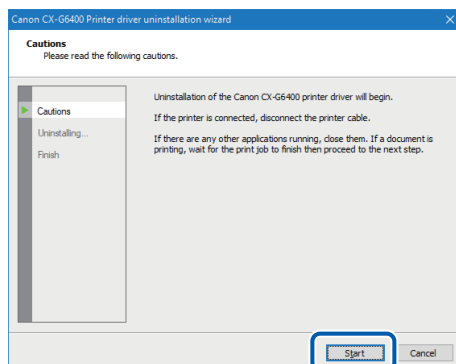
2 From Start menu, select [Canon CX-G6400] > [Canon CX-G6400 Printer Driver Uninstall].

For Windows 11:

From Start menu, select [All apps] > [Canon CX-G6400] > [Canon CX-G6400 Printer Driver Uninstall].

The uninstaller starts.

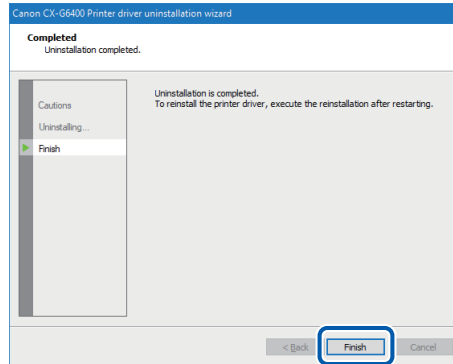
3 Click [Start].



Note

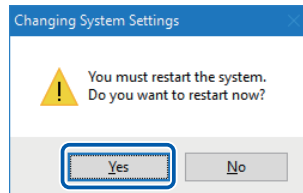
- A user account control dialog box may appear. In this case, click [Yes].

4 Click [Finish].



The [Changing System Settings] dialog box will appear.

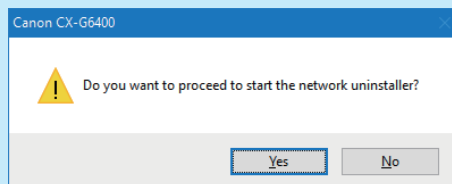
5 Click [Yes].



Restart Windows.

Note

- If [No] is selected, always restart your computer before installing the printer driver again.
- If the network utility is installed, a screen such as the following will be displayed. To continue uninstalling, follow the instructions on the screen.



About Network Utility

The network utility is software that configures the printer's network environment. The network administrator needs to configure the network utility.

Starting the Network Utility

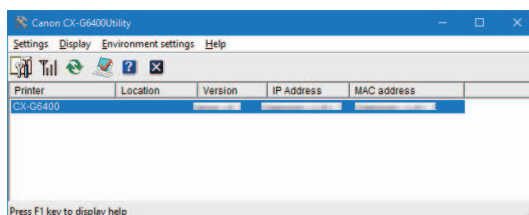
- 1 From Start menu, select [Canon CX-G6400 Network IF] > [Utility].

For Windows 11:

From Start menu, select [All apps] > [Canon CX-G6400 Network IF] > [Utility].

The network utility will be launched.

After searching for a printer, the main screen will be displayed.



Note

- **Finding Printers on the Network**

When the network utility is launched, it will automatically find printers but if the printer is not detected perform finding printers again.

From the main screen's [Display] menu, click [Find printers again] (or click  on the toolbar).

- **Displaying Help**


Displaying help will present an explanation of various network utility features and allow you to confirm configuration methods.

From the main screen's [Help] menu, click [Help] (or click  on the toolbar).

- **Displaying Version Information**

From the main screen's [Help] menu, click [Version Information].

- **Exiting the network utility**

From the main screen's [Settings] menu, click [Exit Utility] (or click  on the toolbar).

Configuring the Network

Important

- **Regarding the Network Configuration Password**

Changing the printer's network configuration requires a password. The default password is "admin". To prevent people other than the network administrator from configuration, it is recommended to change the default password at the time of purchase.

■ Configure the Installation Site

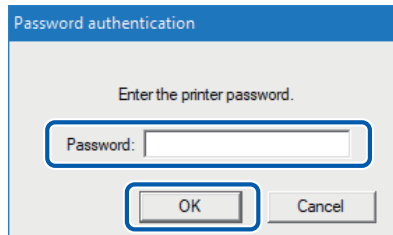
Configure the installation site for this printer.

1 Select the printer to configure from the main screen.

2 From the [Settings] menu, click [Printer settings].

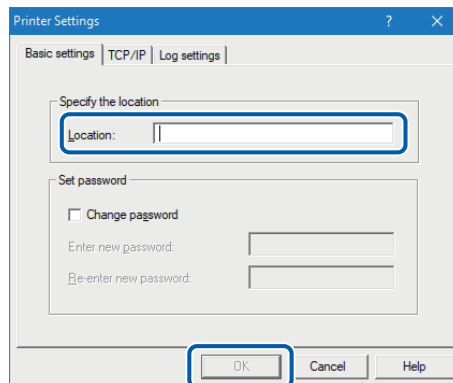
Or click  on the toolbar.

3 Enter the password, click [OK].



4 Enter the printer's installation site into [Location], click [OK].

When changing the configuration, limit it to 15 characters. (single byte alphanumeric characters and some symbols. For details, refer to help.)



■ Changing the Password

Change the password necessary for changing this printer's network settings.

It is recommended to change the default password at the time of purchase so that only the network administrator can change the settings.

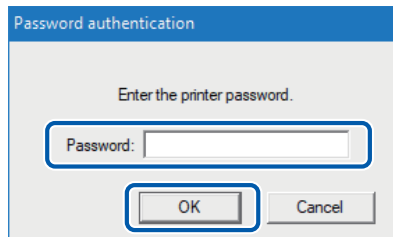
1 Select the printer to configure from the main screen.

2 From the [Settings] menu, click [Printer settings].

Or click  on the toolbar.

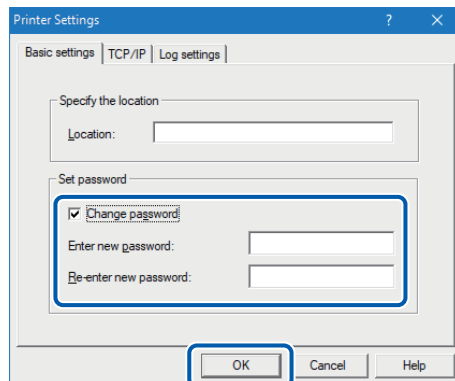
3 Enter the password, click [OK].

The default password is "admin".



4 Check the option [Change password], enter the new password.

Enter a password that is up to eight characters (single byte alphanumeric characters).



5 To confirm enter the same new password again, click [OK].

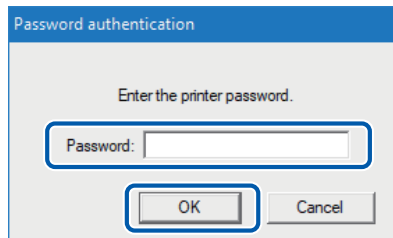
■ Setting IP Address

1 Select the printer to set an IP address from the main screen.

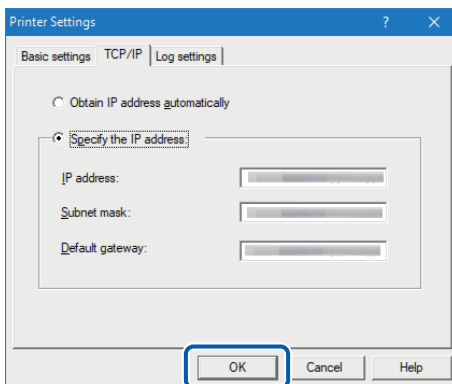
2 From the [Settings] menu, click [Printer settings].

Or click  を on the toolbar.

3 Enter the password, click [OK].



4 Click on the [TCP/IP] tab, select one of the followings.



[Obtain IP address automatically]

If there is a DHCP server on the network, the printer's IP address will be acquired automatically.

[Specify the IP address]

Manually set the printer's IP address.

The IP address, subnet mask, and default gateway show the currently configured information. To change it, re-enter.

5 Click [OK].

■ Saving the Printer's Log File

Save the log files (*.log) of this printer and network communication.

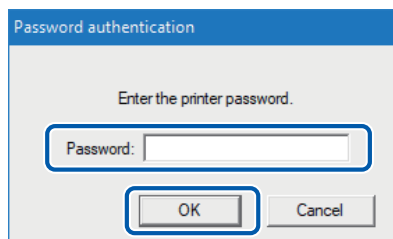
Follow the steps below when instructed by dealer. Normally, this is unnecessary.

1 Select the printer to configure from the main screen.

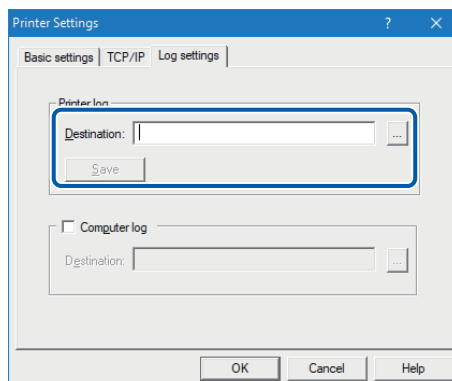
2 From the [Settings] menu, click on [Printer settings].

Or click  on the toolbar.

3 Enter the password, click [OK].



4 Click on the [Log settings] tab. Designate the destination to save and click [Save].



5 Click [OK].

■ Saving the Computer's Log File

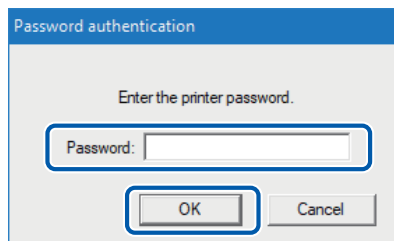
Save the log file (*.log) of network communication between this printer and the computer. Follow the steps below when instructed by dealer. Normally, this is unnecessary.

1 Select the printer to configure from the main screen.

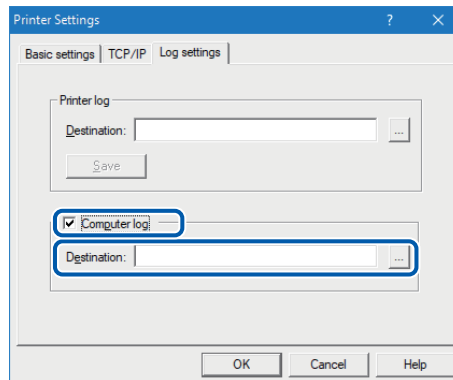
2 From the [Settings] menu, click on [Printer settings].

Or click  on the toolbar.

3 Enter the password, click [OK].



4 Click on the [Log settings] tab. Check the option [Computer log] and designate the destination to save.



5 Click [OK].

■ Confirming Communication Status

Confirm this printer's network status.

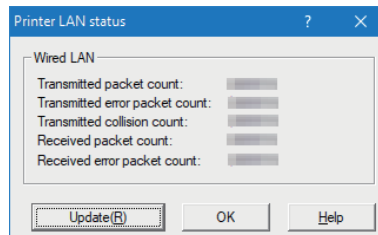
1 Select the printer to configure from the main screen.

2 From the [Settings] menu, click [Printer LAN status].

Or click  on the toolbar.

The LAN's communication status will be displayed.

To update to the latest information, click [Update].

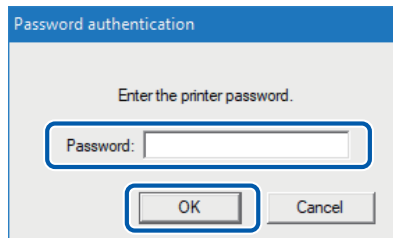


3 Click [OK] after confirming.

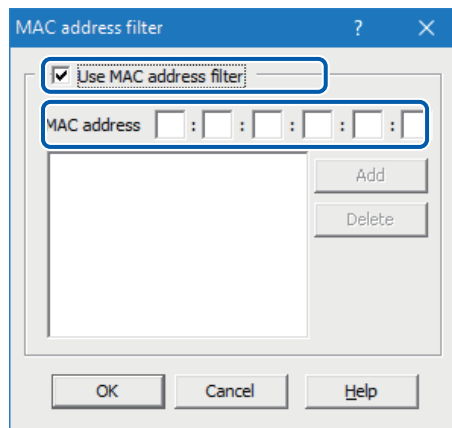
■ Configuring Access Restrictions for the Printer

Configure so that only computers with the designated MAC address can connect to this printer.

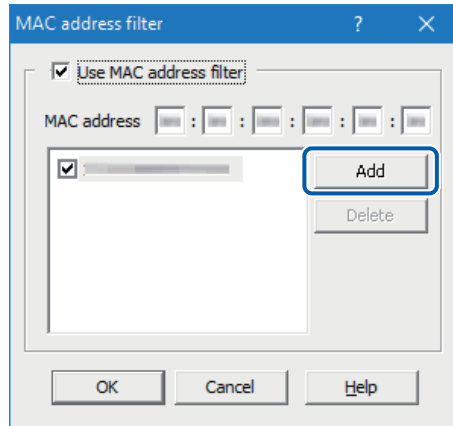
- 1 Select the printer to configure from the main screen.
- 2 From the [Settings] menu, click [MAC address filter].
- 3 Enter the password, click [OK].



- 4 Check the option [Use MAC address filter], Enter MAC address.



5 Click [Add].



The MAC address will be added. A maximum of 32 addresses can be configured.

Note

- To remove a MAC addresses that was added:
Select a MAC address to delete from the list and click [Delete].

6 Click [OK].

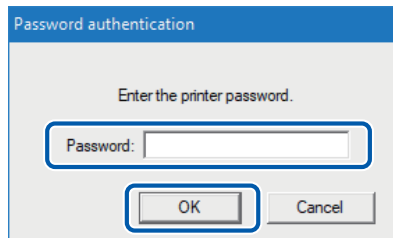
Important

- When the MAC address set had been wrong, the computer will not be able to connect to this printer. If you are unable to cancel the setting, contact your place of purchase.

■ Initializing the Printer's Network Settings

All the network settings of this printer will be initialized.

- 1 Select the printer to configure from the main screen.
- 2 From the [Settings] menu, click [Restore the factory default].
- 3 Enter the password, click [OK].



A confirmation message will be displayed.

- 4 Click [OK].

Note

- After executing [Restore Factory Default Settings], the password necessary for configuring the printer's network will also be initialized. The default password is "admin".

Configuring Network Using the Network Utility

The following explains how to configure the network using the network utility. How to set the printers searching area and the network's time out value are described below.

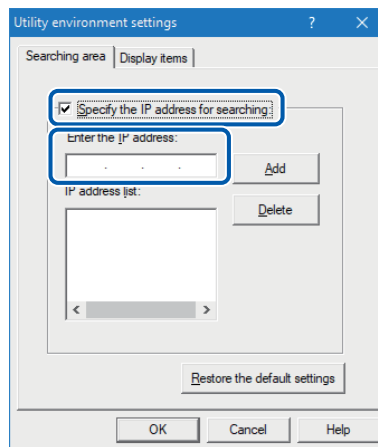
■ Setting the Printers Search Area

When searching for this printer, the IP address to be searched for can be specified.

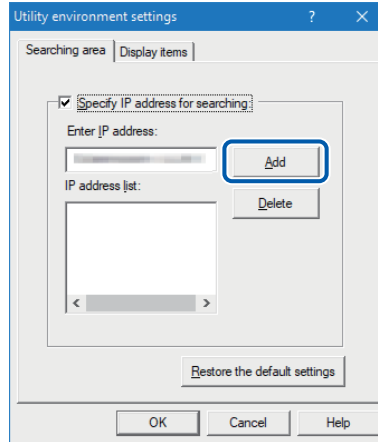
- 1 From the [Environment settings] menu, click [Utility environment settings].

Or click  on the toolbar.

- 2 Check the option [Specify the IP Address to Search], enter the IP address.



3 Click [Add].

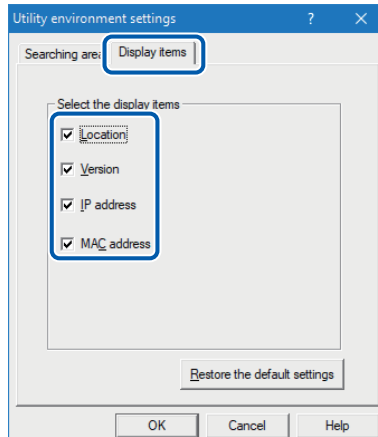


The IP address will be added. Up to 16 IP addresses can be specified.

Note

- To remove an added IP addresses, select from the list and click [Delete].
- Clicking [Restore default settings] will restore the content of the [Searching area] tab to its defaults.

- Click the [Display items] tab and check an item (such as Installation Location) check box to display.

**Note**

- Clicking [Restore default settings] will restore the content of the [Display items] tab to its defaults.

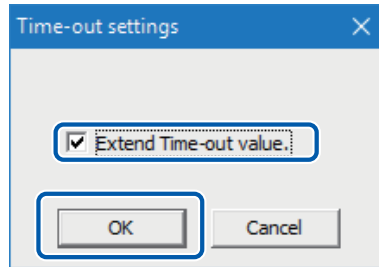
- Click [OK].

■ Set the Time-out Value

If you want to avoid resending print data due to the printer timing out, or fix errors due to network delays (Bidirectional communication error), extend the network time-out value.

- From the [Environment settings] menu, click [Time-out setting].

- 2 Check the [Extend Time-out value] check box and click [OK].



Specifications

■ Printer

Product name	CX-G6400
Printing method	Inkjet
Print colors	Full color
Output resolution	1200 dpi x 1200 dpi
Printing speed	Business card: 100 sheets/minute CR80 card: 95 sheets /minute Plastic card (CR80): 90 sheets/minute Plastic card (Large): 44 sheets/minute Envelope: 45 sheets/minute
Printable area (W x L)	107.8 mm x 297.0 mm (4.2" x 11.7")
Minimum margin	Top/Bottom: 1.5 mm (0.06")* Left/Right: 2.0 mm (0.08") * When using plastic card (with hole): Top 11.0 mm (0.43")/Bottom: 1.5 mm (0.06")
Number of nozzles	5,097 nozzles (effective nozzles)
Ink used	Aqueous dye-based ink Yellow (Y), Magenta (M), Cyan (C), and Black (Bk)
Interface	USB 2.0 (High Speed), 1000BASE-T/100BASE-TX/10BASE-T Ethernet
Operating noise	About 58dB (A) or less
Installation environment	Temperature: 15 to 30 degrees Celsius (59 to 86 degrees Fahrenheit) Humidity: 10% to 80% (with no condensation)
Power supply	AC100-240V 50/60Hz
Power consumption	Maximum power consumption: 229 W Sleep mode: 8.5 W
Dimensions (W x D x H)	595 mm x 410 mm x 464 mm (23.4" x 16.1" x 18.3")
Weight	About 25 kg (About 55 lbs) (without ink tanks and print head)

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

Media

Media types	Dedicated paper (matte coated paper, glossy paper, envelope) Dedicated plastic card (for Inkjet)
Media size	85 mm - 120 mm (3.35" - 4.72") (W) 49 mm - 300 mm (1.93" - 11.81") (L)* * When using plastic card: 49 mm - 150 mm (1.93" - 5.91") (L) When using plastic card (with hole): 127 mm - 150 mm (5" - 5.91") (L) When using envelope: 73 mm - 270 mm (2.87" - 10.6") (L)
Media thickness	Cut paper: 0.21 mm - 0.76 mm (8.27 mil - 30 mil) Thick plastic card: 0.76 mm (30 mil) Thin plastic card: 0.4 mm (15.7 mil) Envelope: 0.24 mm (9.45 mil) (Maximum thickness 0.48 mm (18.9 mil))

- Please contact your place of purchase for media specifications and availability.

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