

BJC-4200

**USER
MANUAL**

Canon

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Warranty

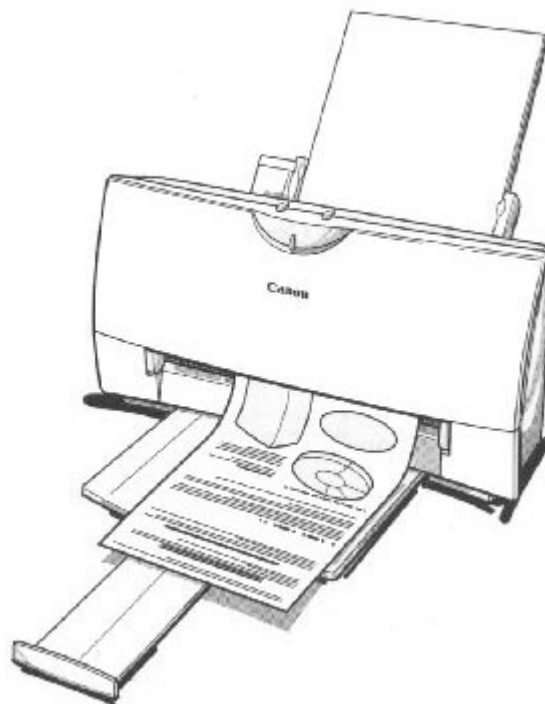
W-1

Introduction



Congratulations on your purchase of the Canon BJC-4200 Color Bubble Jet™ Printer. We appreciate your choosing this printer to meet your printing needs.

The BJC-4200 offers excellent print quality and fast print speed using both color and black inks. We are certain you will be satisfied with this advanced Bubble Jet technology.



This chapter:

- Lists the supplies, accessories, and options you can purchase for the printer
- Describe Canon's customer support services

Supplies and Accessories

Your BJC-4200 printer supports excellent and unique print media options that will allow you to produce dazzling, professional, and fun presentations. All of these print media are specially designed and manufactured to work with your Canon color printer so you can produce the finest output possible.



Canon has an extensive dealer network equipped to offer you supplies as you need them. To find a dealer near you, call the Canon Referral Service at **1-800-848-4123**.

If supplies are not available from your local dealer, you can order directly from Canon by calling **1-800-671-1090**.

BJ Cartridge and BJ Tanks

Your BJC-4200 comes with:

- One BC-21 Color BJ Cartridge
- One SB-21 BJ Cartridge Container

You can also purchase the following optional BJ cartridges for use with the printer:

- BC-20 Black BJ Cartridge
- BC-22 Photo BJ Cartridge
- BC-29F Neon BJ Cartridge

You can purchase the following ink tanks for use in the BC-21 Color BJ Cartridge:

- BCI-21 Black Ink Tank
- BCI-21 Color Ink Tank



BJ Cartridges contain the Bubble Jet print head and ink tank, while ink tanks contain ink only.

You can also purchase the optional Canon BC-22 Photo Kit, which includes everything you need to produce photo-realistic images:

- BC-22 Photo BJ Cartridge
- SB-22 BJ Cartridge Container
- Canon High Resolution Paper HR-101 (60 Sheets)

See Chapter 4, *Maintaining the Printer*, for details on replacing BJ cartridges.

Canon Specialty Papers

Canon manufactures the following specialty papers:

- Bubble Jet Paper LC-301 (water resistant)
- High Resolution Paper HR-101
- Transparency CF-102
- Back Print Film BF-102
- High Gloss Film HG-101
- Fabric Sheet FS-101
- T-Shirt Transfers TR-101
- Greeting Cards GC-101
- Brochure Paper BP-101

See Chapter 3, Paper Handling, for details on Canon's specialty papers.

Getting Help From Canon

Canon provides experienced support personnel to help you in every way.



On-line Support Services

You can easily contact Canon on the World Wide Web. Our address is:

<http://www.ccsi.canon.com>

Canon provides a bulletin board service (BBS), which is useful for obtaining newly developed third-party drivers. Call 1-757-420-2000. The protocol for the BBS is up to 28,800 bps, eight data bits, one stop bit, and no parity.

If you use CompuServe[®], you can access the Canon Peripherals Forum. This allows you to talk with other users, send a message to Canon, or download printer drivers. Just type GO CANON at any CompuServe prompt.

- If you have a modem, you can contact Canon through the Web, its BBS, or CompuServe. Through these on-line services, you can find out about the latest Canon products, or you can retrieve general information about specific products.
- If you are looking for information about any Canon printer driver for a unique situation, you can contact one of the Canon on-line services.
- You can retrieve information from the on-line services at any hour of the day or night



On-screen Support Services

Canon provides on-screen assistance with both the Visual Guide and the Super Solver.

- Canon's Visual Guide contains a wealth of information about your printer including basic operational functions, color printing, and troubleshooting. Once installed, you can select the Visual Guide from the Visual Guide tab in your printer driver or from Canon Creative.
- Canon's Super Solver is now included with Canon Creative. The Super Solver is an on-line troubleshooting guide. It includes questions and answers to any problems you may have. Once installed, you can select the Super Solver from the Visual Guide tab in your printer driver or from Canon Creative.



Fax Retrieval System

Canon provides a 24-hour, toll-free Fax Retrieval System. You can use this service to get helpful documents faxed directly to your fax machine. These documents contain useful information to assist you in the operation of your Canon Printer. To access this service call **1-800-526-4345**.

- One of the first things you may want to do after setting up your printer is call the Canon Fax Retrieval System and request an index of the documents available to you through this service. Documents will be faxed directly to your fax machine.
- The Fax Retrieval System offers up-to-date information about Canon's products as well as technical information about specific products. By reviewing the index, you

can determine what information would be beneficial to your installation.



Customer Care Center

Canon provides customer support and service for all Canon printer products. If you have any questions regarding your new printer, call the Canon Computer Systems Customer Care Center at 1-800-423-2366. Support is available from 6 a.m. to 12 midnight Eastern Standard Time (EST) seven days a week except holidays.

- If you seem to have an operation problem, try to solve it by using the Super Solver or by referring to the troubleshooting information in your Visual Guide. If you cannot quickly resume normal operation, contact Canon's experienced support personnel at the Customer Care Center.



Canon Canada

Customer support for Canadian residents is available 24 hours a day (seven days a week) at **1-800-263-1121**.

In other countries, please contact your Canon Dealer.

Servicing the Printer

The Canon BJC-4200 Color Bubble Jet Printer is designed with the latest technology to provide trouble-free operation. The warranty information at the back of this manual describes Canon's limited one-year warranty for its Bubble Jet printers. Be sure to read the warranty information to find out about the different service options available to you.



Save your sales receipt for proof of purchase. In the event that your printer needs service, you will need your proof of purchase to obtain warranty service.

If you feel your BJC-4200 Color Bubble Jet Printer needs servicing, contact Canon on the World Wide Web to locate the Canon Authorized Service Facility (ASF) nearest you or to find out about the exclusive Canon InstantExchange warranty program. If you do not have access to the Web, you can call the Customer Care Center.

Using the Printer With Windows



This chapter describes how to use the printer with your Windows applications. It includes:

- Installing a printer driver
- Printing a document
- Printer setup within Windows 95
- Printer setup within Windows 3.1
- The Windows tabs
- Printing speed versus color

Installing a Printer Driver

Before you can use any type of printer with your computer, you must install a printer driver. The printer driver tells the computer what kind of a printer you are using. The printer driver also controls the various settings, such as print quality and paper type. You define these settings within the printer driver, and then the printer driver communicates the settings to both the computer and the printer.



You must install the BJ Printer Driver before you can use the BJC-4200 with your computer. See your *Quick Start Guide* for instructions.

Printing a Document

This procedure describes the general steps required for printing from various Windows applications. The exact steps for printing a document may vary depending on the application program you are using. Refer to your software application's documentation for the exact printing procedure.

1

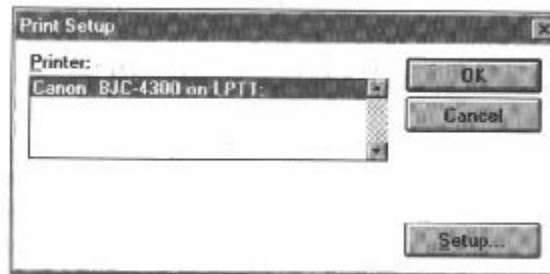
Start your application.

- o Start the program you are using to create the documentation and open the document you want to print.

2

Make sure the Canon BJC-4300 is selected as your default printer.

- o Choose Print Setup from the File menu.



- o Click on the **Setup** button if you want to make any adjustments as appropriate for printing your document. (See *Printer Setup Within Windows 95* or *Printer Setup Within Windows 3.1* for details.)
- o Select **OK** to close the Canon BJC-4200 printer driver.

3

Choose Print from the File menu.

- o After making any necessary changes to the printing parameters, select **OK** to start the print job.

Printer Setup Within Windows 95

You can use the printer with all your Windows 95 applications

Opening the Printer Properties Dialog Box in Windows 95

You can open the Properties dialog box in one of the following ways:

- From within any Windows application, you can select the Print or Print Setup command.
- From the Printers folder, you can select the printer and then select the Properties command from the File menu.
- From the Printers folder, you can select the printer, click the right mouse button, and then select Properties from the drop down list.

Using the Printer Driver in Windows 95

The printing options are displayed on the following Windows 95 tabs: General, Details, Paper, Graphics, Setting, Control, and Visual Guide (if installed). See *The Windows Tabs* section (page 2-5) for details.



For detailed information on any of the printing options, you can use Windows 95 on-line Help:

- Use the right mouse button to click an item on the screen; then click the **What's This?** command.
 - Click **?** and then click an item.
 - Press **F1**
-

Printer Setup Within Windows 3.1

You can use the BJC-4200 with all your Windows 3.1 applications.

Accessing the Printer Options

You can access the printing options from the Printers dialog box in the Control Panel, or you can select the Print Setup option available from the File menu of most applications that run in Windows.



If the Print Setup option does not appear in the File menu for your application, refer to the user's manual supplied with the application. It should provide information about changing the printer setup parameters.

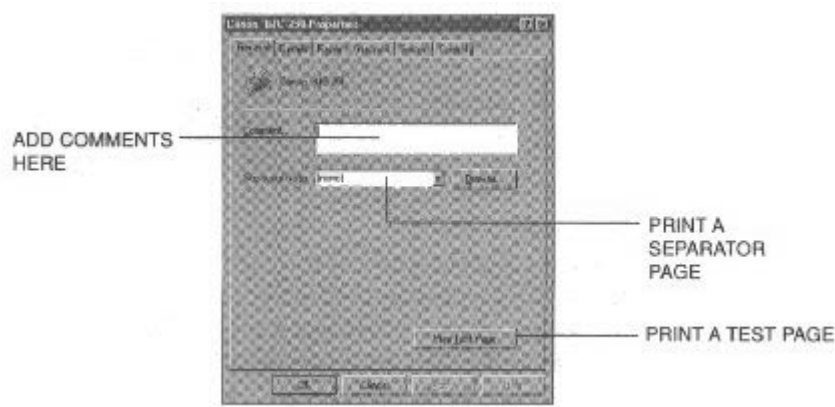
In Windows 3.1, the printing options are displayed on these tabs: Paper, Graphics, Setting, and Control, and Visual Guide (if installed). See the next section, *The Windows Tabs*, for details.

The Windows Tabs

The BJC-4200 printer driver has several tabs from which you can select your printing options and learn about your printer driver as well as your BJC-4200 printer.

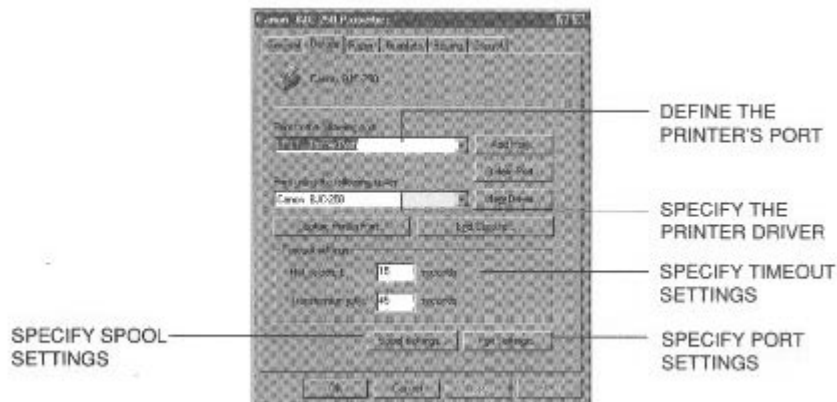
- o **General (Windows 95 only)**

This tab allows you to add comments regarding the printer driver and print a test page or a separator page. (You see this tab when you open the Properties dialog box from the Printers folder, but not from within a Windows application.)



- o **Details (Windows 95 only)**

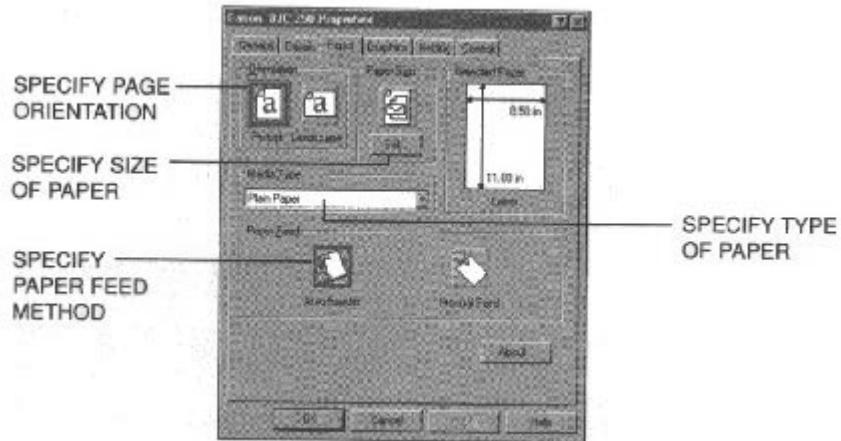
This tab allows you to specify printer port settings, spool settings, and time-out settings. (You see this tab when you open the Properties dialog box from the Printers folder, but not from within a Windows application.)



- o **Paper**

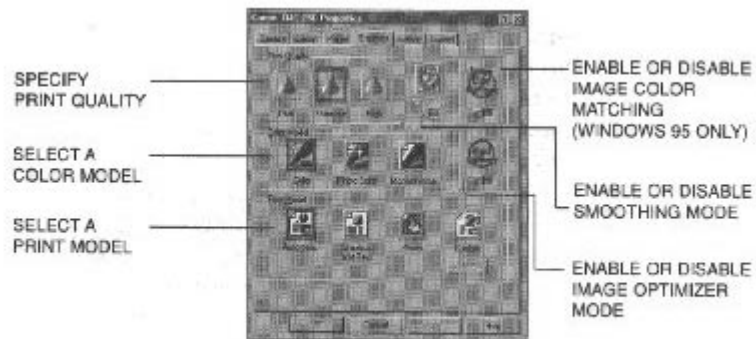
This tab allows you to specify page orientation, paper size, and type of print media. (The printing options on this tab are the same for both Windows 95 and

Windows 3.1.)



o Graphics

This tab allows you to specify print quality, color model, and print model. (The printing options on this tab are the same for both Windows 95 and Windows 3.1. However, the Image Color Matching feature is available in Windows 95 only.)



o Setting

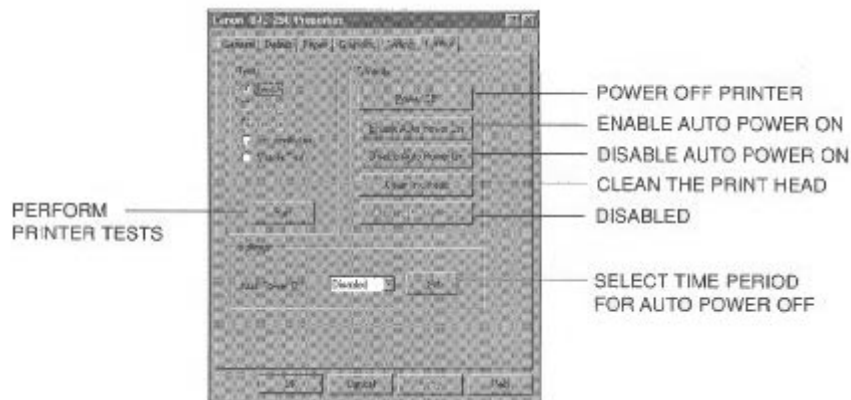
This tab allows you to turn on or off the Setup Analyzer and the Color Advisor. It also allows you to save up to four custom print settings. (The printing options on this tab are the same for both Windows 95 and Windows 3.1.)





o **Control**

This tab allows you to print test pages, turn off the printer, enable or disable the auto power on feature, clean the print head, or move the BJ cartridge so you can change it. It also allows you to turn off the printer after a certain period of inactivity. (The printing options on this tab are the same for both Windows 95 and Windows 3.1.)



o **Visual Guide**

This tab is selectable once you have installed either the Visual Guide or the Super Solver. From this tab you can initiate installation if either the Visual Guide or the Super Solver is not installed. Once installed, you can start either the Visual Guide or the Super Solver from this tab.

(image goes here)

Specifying Your Printing Options

Be sure to use your on-line help to find out about the settings available for each printing option.

- o To move between the Windows tabs, click on any of the tabs.
- o To select the settings on a tab, click the OK button.
- o To cancel your setting selections on a tab, click the Cancel button.
- o To save your settings without exiting, click the Apply button.
- o To access the Help file, click on the Help button.

- When you move the mouse cursor over one of the printing options, a help message appears at the bottom of the tab.

Recommended Graphics Settings

You can select the following printing options from the graphics tab to achieve the specified results.

(image goes here)

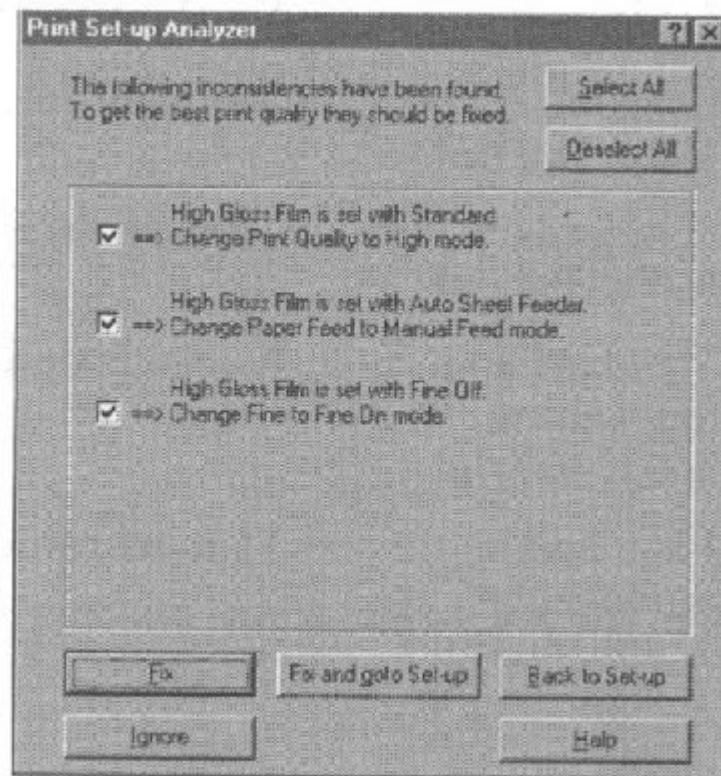
<u>Driver settings</u>		<u>Color</u>	
<u>To achieve</u>	<u>Print Quality</u>	<u>Model</u>	<u>Results</u>
Fastest B&W output possible	Draft 180 x 180 dpi	Monochrome	Uses less ink. Output quality is draft.
Fast letter quality output	Standard 360 x 360 dpi	Monochrome	Slightly slower than draft. Quality is standard.
Fast B&W photograph and graphic output	Standard and Fine 360 x 360 dpi	Monochrome	Slower than B&W but better grayscale quality.
High quality photograph and graphic output	High and Fine 720 x 360 dpi	Monochrome	Slower than Standard but optimizes B&W grayscale quality.
Fast color output	Draft 180 x 180 dpi	Color	Uses less ink. Output quality is draft.
Color output	Standard 360 x 360 dpi	Color	Fast color printing but quality is not optimized.
High quality color output	High and Fine 720 x 360 dpi	Color	Optimizes color print quality but the print speed is slower.
Photo-realistic color printing	---	Photo Color	Produces unsurpassed photo-realistic color printing. (Requires BC-22 Photo BJ Cartridge.)

Using the Setup Analyzer

The Setup Analyzer allows the printer driver to evaluate your choice of choice of printing settings. On the Setting tab, click on the green to enable the Setup Analyzer. Click on the red symbol to disable it.



When you exit the printer driver and accept your printing settings by clicking the **OK** button, the Setup Analyzer (if enabled) checks to see if any of your settings are contrary to the recommended settings. If there are inconsistencies, a dialog box similar to this appears:



The inconsistencies appear with check boxes. You can use the dialog box buttons to select or deselect the inconsistencies, and/or fix or ignore the inconsistencies.

Using Color Advisor

Canon's Color Advisor is automatically installed when you install the BJ Printer Driver from the Canon Creative CD. Color Advisor is a tool that colors documents even when your software application does not support color, and it expands the range of colors you can use when your application does support color. See your Visual Guide for details on using the Color Advisor.

To enable the Color Advisor, click on the green Click on the red symbol to disable it.



Using Cartridge Detection

Use Cartridge Detection if you want the driver to alert you when the installed BJ cartridge is not the correct choice to use with your Color Model setting. To enable Cartridge Detection, which is located on the Setting tab, click the green check. Click on the red symbol to disable it.



If cartridge Detection cannot detect the cartridge type, it advises you to check that you printer is on-line and that the cables are secure.

If you choose the monochrome Color Model and you have a BC-21 Color BJ Cartridge installed, you'll see:

Performance Tip!

You now have a color cartridge installed in your printer. For faster printing speed, change the color cartridge to the monochrome cartridge.

Printing Speed Versus Color

The BJC-4200 Windows printer driver can interpret and translate the full spectrum of colors, up to 16.7 million colors. When printing in color, there is a significant increase in the amount of information that the driver has to interpret and translate. When printing black ink only, the driver has only one color to interpret.

By decreasing the amount of colors that the printer driver has to interpret, you can significantly decrease the time needed to translate the information. This will speed up the overall printing process.

For Quick Color Printing

In the BJC-4200 Windows printer driver, choose the following settings. These selections allow the printer driver to interpret and translate 256 colors, which will increase your printing speed. However, your print quality will not be optimized.

- Media Type-Plain Paper
- Print Quality-Standard; Fine is off
- Color Model-Color
- Print Model-Custom
- Color Selection-Fast Color

For High Quality Color Printing

Select the settings shown below to allow the printer driver to interpret and translate up to 16.7 million colors. Keep in mind that your print speed will be slower than with other setting combinations.

- Print Quality- High; Fine mode is on
- Color Model-Color
- Print Model-Automatic

For Monochrome Printing

Use the BC-20 Black BJ Cartridge to optimize the printer's performance when you are printing black text and graphics only.

In the BJC-4200 printer driver, choose the following settings to tell your printer to print using black ink only.

- Media Type-Plain Paper
- Print Quality-Standard
- Color Model-Monochrome
- Print Model-Automatic

Other Ways to Improve Print Speed in Windows

To improve print speed, you can try the following:

- **Turn off the Print Manager in the Windows Control Panel (Windows 3.1 only).**

This avoids the extra step of sending the print file to the Print Manager and may increase your printing speed by as much as 25%, depending on the computer you are using.
- **Add a permanent swap file in Windows 3.1.**

Under the 386 Enhanced icon in the Windows Control Panel, add or create a permanent swap file that is from 4 MB to 9 MB. The computer will be able to prepare the print file faster. See your Windows documentation for instructions.
- **Avoid diffusion halftones.**

In the Custom Settings dialog box, choose Diffusion only when printing final output or photographic images. Choosing a Halftone setting of Fine allows the documents to print as much as 20% faster because the computer does not need to compute to "best possible position" for each dot.
- **Avoid screen matched color.**

In the Custom Settings dialog box, avoid Match as the Color Adjustment setting. The screen matching feature takes longer to process in the computer because it requires special information.
- **Avoid automatic settings.**

Although the automatic settings are easy to use, the computer must interpret the printed page. This takes more time than if you select each setting.
- **Free up your memory.**

Use only one software program at a time and unload any screen saving utilities or programs stored in Windows background; this frees up more memory for Windows processing.
- **Use Monochrome when possible.**

If you will be printing text in black only, choose a Color Selection of Black and White rather than Grayscale. Print draft documents in Monochrome rather than Color, or use Draft print quality when printing in color.
- **Limit the number of colors on each page.**

The computer will need to calculate and transmit fewer dots. Too many colors can make the image confusing and less effective as well as cause the print speed to slow down.
- **Use primary colors when printing presentation graphics.**

Use Black, cyan, yellow, magenta, blue, green, and red when possible. The computer will need to calculate and transfer less dot information.
- **Use the Draft print quality.**

The printer will need to image fewer dots.
- **Use Plain Paper as Media Type.**

The print head will make only one pass for each printed line.
- **Use smaller graphics and more white space in your documents.**

The computer will be able to prepare the print file faster.
- **Add RAM to your computer.**

The computer will be able to prepare the print file faster.

- Use a computer with a faster processor.
The computer will be able to prepare the print file faster.

Paper Handling



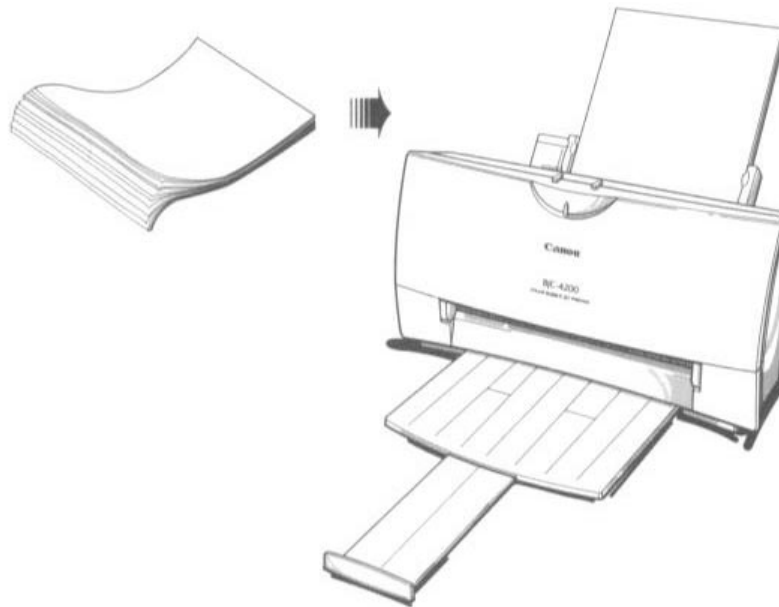
This chapter describes how to use the printer for all your printing operations. It includes:

- Selecting paper types
- Setting the paper thickness lever
- Summary of printer settings for various print media
- Automatically loading paper
- Manually feeding paper
- Printing on envelopes
- Using Canon's Specialty Papers

To ensure the best performance of your printer, you'll want to select the best paper and load it correctly. You can stack paper in the sheet feeder to load it automatically, or you can manually feed one sheet at a time.

Selecting Paper Types

One of the most important things you can do to assure the best possible performance of your Bubble Jet printer is to select the correct paper. Your printer produces letter quality print on most plain paper bond papers, including cotton bond and photocopying papers; it does not require special ink jet papers. However, the print quality varies with different paper types. Be sure to test a type of paper before you purchase a large quantity.



Plain Paper

The printer supports paper sizes of letter, legal, and A4 in portrait orientation. You can use regular copier paper, cotton bond papers, and typical letterhead. Always use paper without curls, folds, staples, or damaged edges.

Bubble Jet Paper (water resistant)

The Canon Bubble Jet Paper LC-301 has been developed for high quality printing with minimal or no smearing or running when in contact with water or damp surfaces, making a good choice for damp or rainy environments. The paper is specially created and printable on both sides. (In your printer driver, select Plain Paper when you load this paper.)

High Resolution Paper

The Canon High Resolution Paper HR-101 is designed to produce near photographic quality print output with sharp and vivid graphics. For best results, use the optional BC-22 Photo BJ Cartridge to produce images comparable to your favorite photographs.

Transparencies

Transparency CF-102 from Canon are recommended. These transparencies produce excellent contrast, sharpness, and color.

Back Print Film

Canon Back Print Film BF-102 has been specially developed for Canon Color Bubble Jet printers. The film is designed to deliver brilliant, high-intensity color images suitable for business presentations, design work, or professional reports. Back Print Film is printed on the back (non-glossy) side of the film in mirror image and then viewed from the front or glossy side using a backlighting device. For more details, ask a Canon Authorized Dealer for information or refer to the manual supplied with the film.

High Gloss Film

The Canon High Gloss Film HG-101 features a bright white finish that lends striking visual power to charts, graphs, and photographic images. Use this film to make your presentation materials and graphics look professional.

Fabric Sheets

Use Fabric Sheets FS-101 for Canon Bubble Jet printers to print banners, pillow covers, scarves, flags, and other textile items. Use these sheets for appliqués and other craft and sewing projects. Fabric sheets are 9.5" x 14".

T-Shirt Transfers

Use Canon's popular T-Shirt Transfers TR-101 to create and personalize T-shirts, sweatshirts, aprons, tablecloths, napkins, tote bags, and anything else your imagination allows! Use on any cotton or cotton/poly blend fabric. Your image is printed in mirror image (when you use T-Shirt Transfer mode through the BJC-4200 Printer Driver) so when you iron it onto the T-shirt, the image is viewed correctly.

Greeting Cards

Get the most out of your Canon Creative or other card making software with Canon Greeting Cards GC-101. These cards give your unique, personalized cards the look and feel of professional cards. You can create cards, invitations, announcements, and more.

Brochure Paper

Canon's Brochure Paper BP-101 is specifically designed for creating high quality brochures on glossy paper. Combined with Design Essentials from Canon Creative, you have everything you need to create professional half-fold, tri-fold, and full sheet brochures. Each glossy sheet is coated on both sides to allow manual duplex printing.



If you are printing in an application outside Windows, your software application or printer driver must support mirror image printing in order to use Back Print Film or T-Shirt Transfers

Paper Guidelines

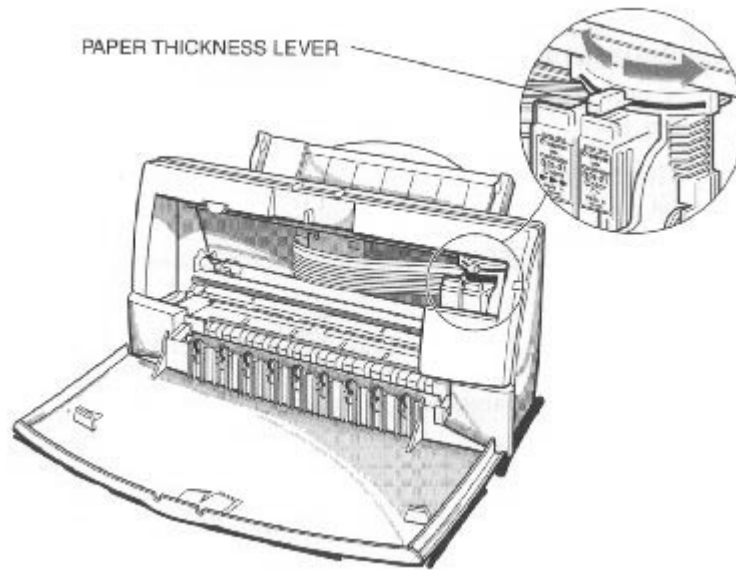
When selecting or loading paper, please remember the following:

- Attempting to print on damp, curled, wrinkled, or torn paper can cause paper jams and poor print quality.
- Use cut-sheet paper only. You cannot use multipart paper.
- When using graph paper, the lines may not match because the 1/6 inch line spacing of the printer is slightly less than that of graph paper.
- If the print density of your page is very high, light paper stock may curl slightly due to the large amount of ink. If you need to print dense graphics, try printing on heavier stock.
- Do not use thicker paper than meets the specifications for this printer. Printing with a paper that is thick enough to come in contact with the print head nozzles may damage the BJ Cartridge.
- When printing on legal size paper (or larger), do not extend the paper output tray.

Setting the Paper Thickness Lever

To ensure trouble-free paper handling, you'll want to set the paper thickness lever before loading paper.

- Center for the BC-21 Color BJ Cartridge
- Left for the BC-20 Black BJ Cartridge
- Right for heavier-weight print media or envelopes



Be sure check this lever when you change BJ cartridges, and before and after printing on heavier-weight print media or envelopes.

Printer Settings for Various Print Media

<u>Media</u>	<u>Paper</u>		<u>Paper feed</u>	
	<u>thickness lever</u>	<u>BC-21</u>	<u>BC-20</u>	<u>Method</u>
Plain paper	Center	Left	Auto	Approx. 100 (0.4" stack)
Bubble Jet Paper LC-301	Center	Left	Auto	Approx. 100 (0.4" stack)
High Resolution Paper HR-101		Center	Auto	Approx. 80 (0.4" stack)
Transparency CF-102		Center	Auto	50
Back Print Film BJ-102		Center	Auto	10
High Gloss Film HG-101		Right	Manual	1
Fabric Sheet FS-101		Center	Auto or Manual	1
T-Shirt Transfers TR-101		Right	Auto or Manual	1
Greeting Cards GC-101		Right	Manual	1
Brochure Paper BP-101		Right	Manual	1
Other heavier-weight print media		Right	Manual	1
Envelopes				
Single	Right	Manual	1	
Stack	Right	Auto	15	

Loading Paper

You can stack paper in the sheet feeder to load it automatically, or you can manually feed one sheet at a time through the manual feed slot.

You can place approximately 100 sheets of plain paper (20 lb. or 75 g/m²) in the sheet feeder at a time.

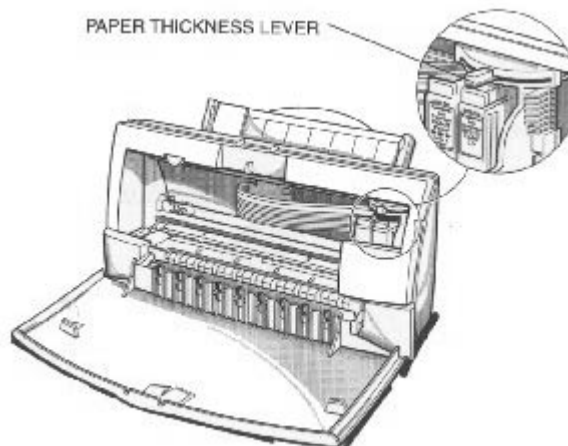
You can stack approximately 50 sheets of transparency film or 10 sheets of back print film in the sheet feeder. However, these special media may not advance correctly under unusual environmental conditions (such as extreme temperatures or humidity). If you have trouble with special papers becoming skewed or feeding multiple sheets, do not stack them in the sheet feeder. Load them one sheet at a time.

Automatically Feeding Paper

1

Set the
paper
thickness
lever.

- Center for the BC-21 Color BJ Cartridge
- Left for the optional BC-20 Black BJ Cartridge.

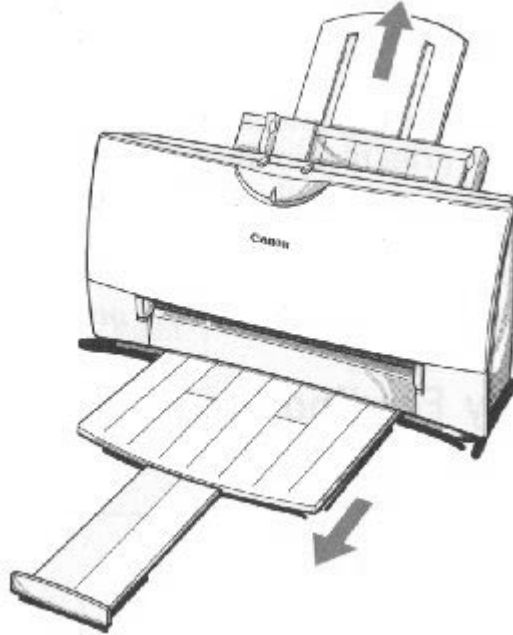


2

Pull the paper support up until it stops.

Pull out the paper output tray and its extension.

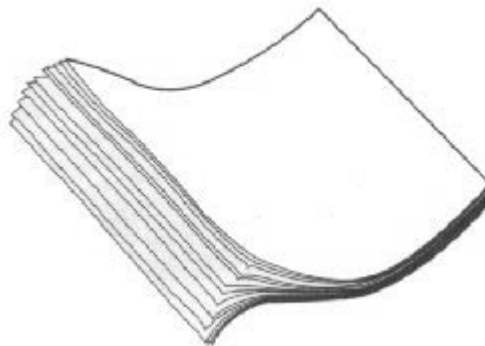
- For letter-size and A4-size paper, extend the paper output tray.



3

Fan the paper.

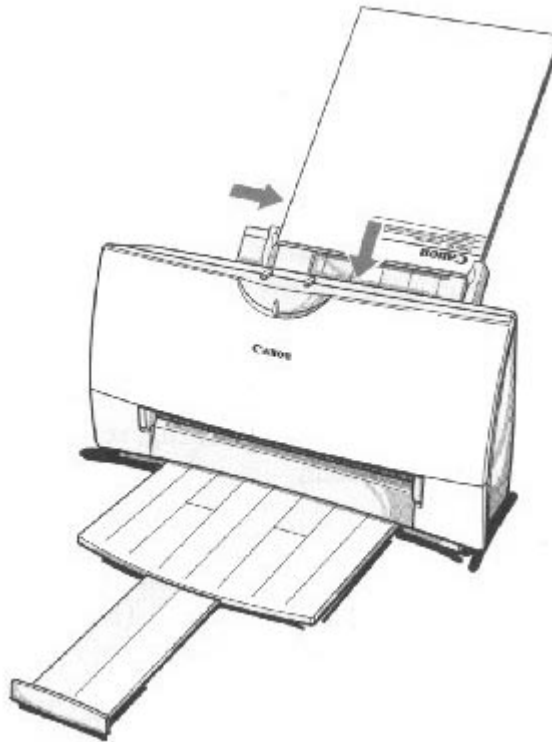
- For best results, fan the paper before loading it.
- Always fan a stack of paper along the edge that will feed into the printer first.



4

Slide the stack of paper into the sheet feeder until it stops.

- Align the edge of the paper with the right edge of the sheet feeder.
- Secure the stack with the paper guide.



5

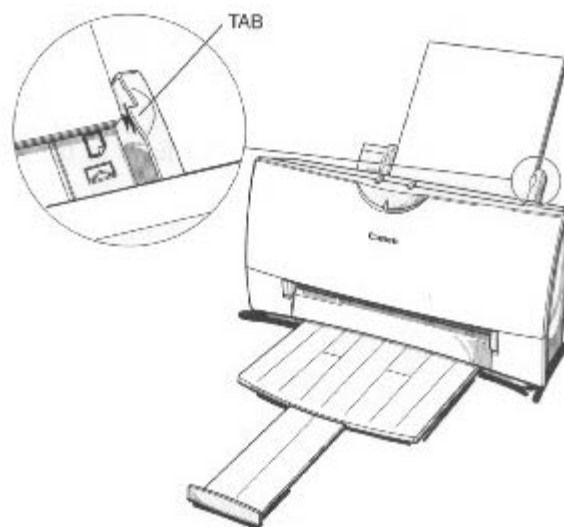
Start your print operation.

- Make sure that the printer is turned on.

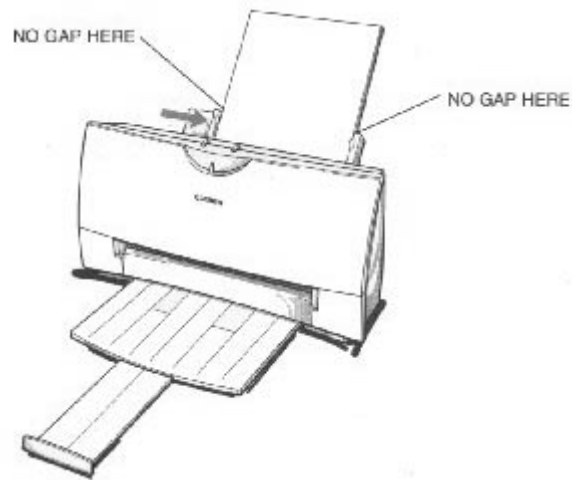
Auto Feed Guidelines

When automatically feeding stacks of paper, follow these guidelines:

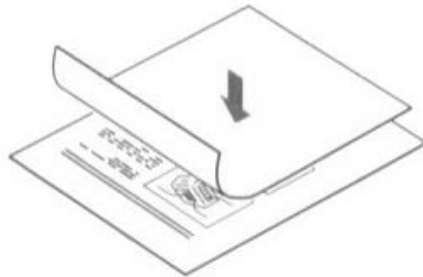
- Do not open the front cover while printing. This may cause paper jams, smudges, or malfunctions.
- Do not leave paper stacked in the printer for long periods of time; longer sheets of paper may become bent or curled over time. This may cause the paper to misfeed or jam.
- If your printed page contains lots of graphics, the ink on the page may be damp due to the print density. Remove the page right away and allow the ink to dry.
- The capacity of the paper output tray is 20 sheets of paper. To reduce paper jams, remove paper from the output tray before the count reaches 20.
- If paper curls after printing, remove it immediately; otherwise, paper jams may occur.
- The platen (a roller on the inside of the printer) may become inked if you print data beyond the width of the page. If this happens, clean the platen with a soft cloth. (For details on cleaning the platen, see page 4-3.)
- Depending on the density of your printed pages, the ink may need time to dry. Within two to three seconds, the ink becomes smudge resistant. After drying several minutes, the ink becomes water resistant.
- Do not try to load paper into the sheet feeder beyond the paper limit mark or the tab on the right side of the sheet feeder; stacking too much paper may cause paper feeding or printing problems.



- Make sure there are no gaps between the stack of paper and the paper guide nor the right edge of the sheet feeder.



- When automatically feeding transparencies or back print film, remove each sheet after it is delivered. Do not allow film sheets to stack up in the paper output tray.
- Let the printed sheets of film dry completely before storing them. The complete drying time required for Canon's transparencies or back print film is approximately 15 minutes.
- When a sheet of film has dried completely, cover its printed side with a sheet of plain (not coated) paper before storing it; this is recommended even if you place the sheets of film in a clear file.

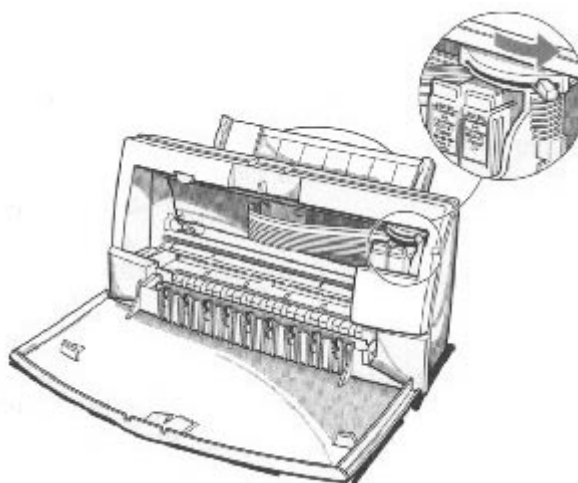


Manually Feeding Paper

You use the manual feed function when printing on heavier-weight print media (17 lb to 30 lb or 64 g/m² to 105 g/m²).

1

If you are manually feeding heavier-weight print media, set the paper thickness lever to the right.



2

Insert the single sheet.

- Slide the paper into the manual feed slot in the back of the printer.
- Align the sheet with the left edge of the manual feed slot.
- Hold the sheet for about two seconds until it feeds automatically.
- The printer will automatically load the paper into position.



3

Start your
print
operation.

- If you are using Windows, you must select Manual Feed in the BJC-4200 printer driver for the printer to accept manually fed paper.
- After printing on thick paper or envelopes, set the paper thickness lever (inside the printer) back to the left or center position before printing on other paper types.
- After manually feeding a sheet of paper or an envelope, extend the paper support.

Printing on Envelopes

You can stack up to 15 envelopes in the sheet feeder or you can manually feed envelopes one at a time.

U.S. Commercial number 10 (COM10) envelopes and European DL envelopes are recommended. You may be able to stack envelopes of other sizes in the sheet feeder; however, Canon cannot guarantee consistent performance on envelope sizes other than COM10 and DL.

The following envelopes are not recommended because they may cause jams or smears, or may damage your printer.

- Envelopes with windows, holes, perforations, cutouts, and double flaps.
- Envelopes made with special coated paper or deeply embossed paper.
- Envelopes using peel-off sealing strips.
- Envelopes in which letters have been enclosed.

When you are ready to print on envelopes, follow these steps to stack envelopes in the sheet feeder. (You can also manually feed envelopes one at a time.)

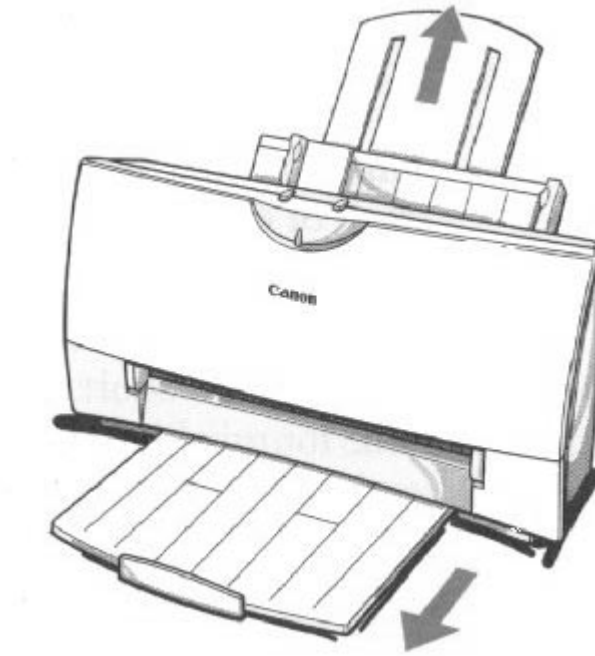
1

Make sure
that the
paper
thickness
lever is set
to the right.



2

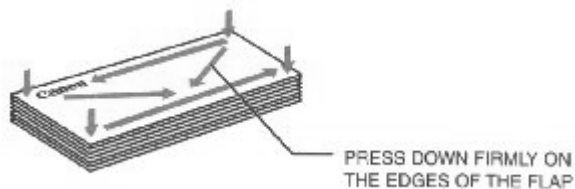
Make sure the paper support is raised, and the paper output tray is extended.



3

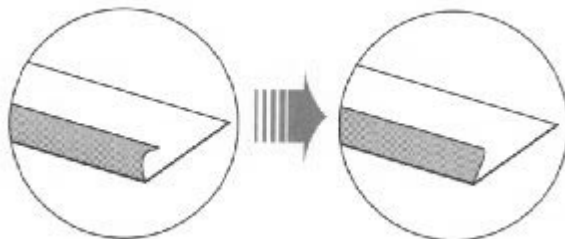
Prepare the envelopes.

- Arrange the stack of envelopes on a firm surface and press down firmly on the edges to make the folds crisp.
- Press all the way around the envelopes to remove any curls and expel air from inside the envelopes.



4

Make sure any curls are removed from the flap of each envelope.



5

Insert the envelopes.

- Slide a stack of envelopes into the sheet feeder until it stops.
- Align the edge of the paper guide with the left edge of the stack of envelopes.



6

Start your print operation.

- Make sure the printer is on.

Using Canon's Specialty Papers

This section describes how to use the cleaning sheet that comes with the Canon High Resolution Paper and how to use the Fabric Sheets for Canon printers.

Canon's High Resolution Paper HR-101

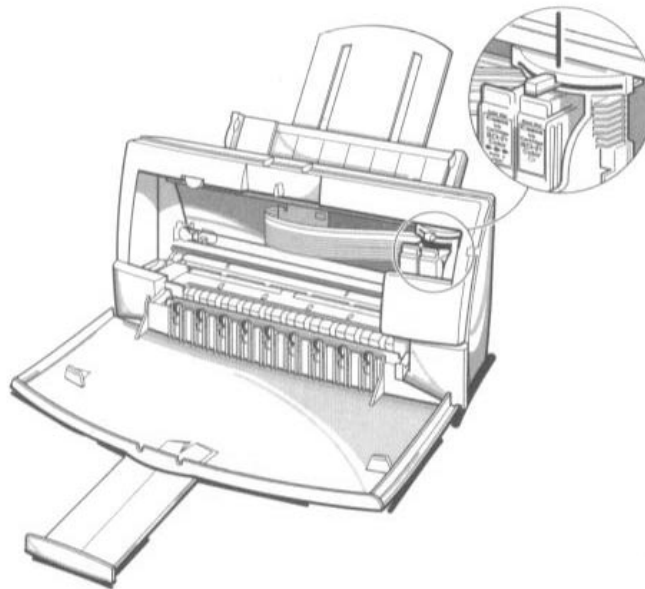
Canon's High Resolution Paper HR-101 is designed for high quality printing. This paper is specially coated to produce delicate color output. After using a package of High Resolution Paper (200 sheets), you need to use the cleaning sheet enclosed with the paper to remove paper dust from the printer's rollers; this will help prevent paper feed problems.

Using the Cleaning Sheet

1

Set up
the
printer.

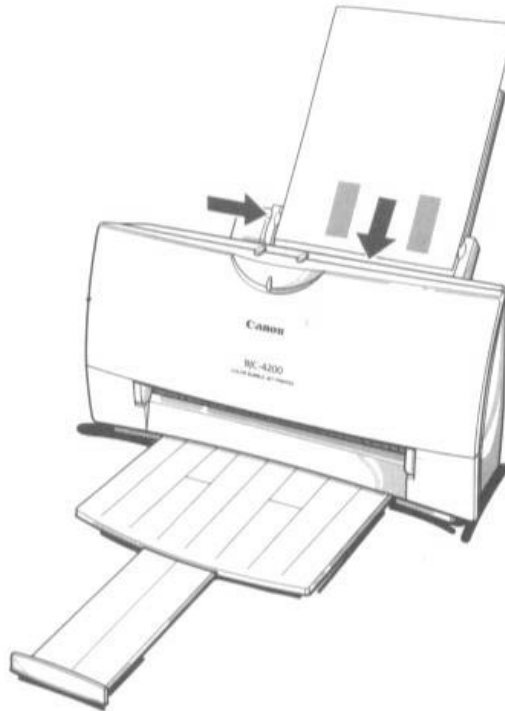
- Make sure the paper thickness lever is to the center.
- Make sure the paper support and paper output trays are extended.



2

Insert the
cleaning
sheet.

- Remove the two pieces of tape from the sheet.
- Insert the sheet with the sticky side out (toward you) and down (going into the sheet feeder).
- Adjust the paper guide to the edge of the cleaning sheet.



3

Press the
RESUME
button.

- Make sure the printer is on.
- Press **RESUME** to advance the cleaning sheet into the printer.
- Press **RESUME** again to start cleaning.
- The printer feeds the sheet and then ejects it.
- Use a cleaning sheet once only.

Fabric Sheets FS-101

Fabric sheets FS-101 for Canon printers come with a booklet that describes special handling procedures. Be sure to look through this booklet for special information regarding the Fabric Sheets. This section describes specific steps for using Fabric Sheets with the BJC-4200.

Be sure to follow these guidelines.

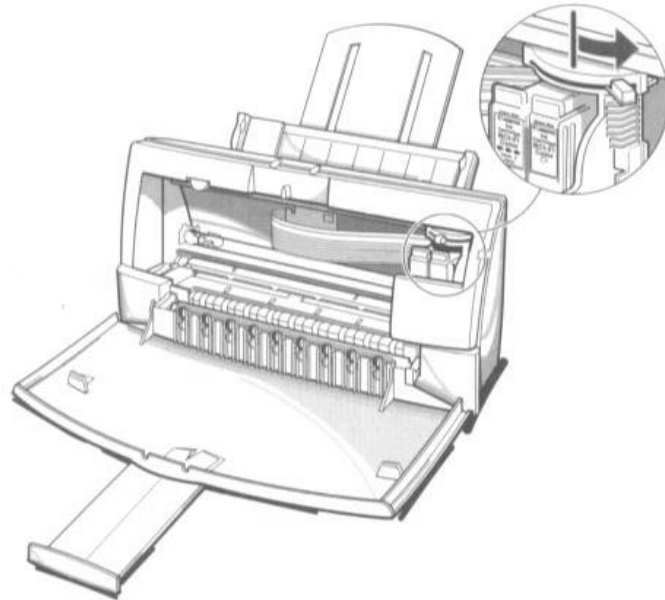
- To avoid paper jams, smearing, and other problems, do not open the printer's cover during printing.
- Use the fixing agent that comes with the Fabric Sheet FS-101.
- Do not touch newly printed fabric sheets until the ink is completely dry. This takes about one hour.

Printing On a Fabric Sheet

1

Set up the printer.

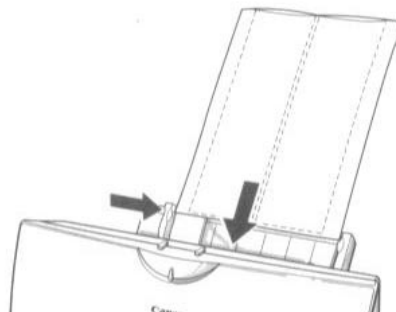
- Make sure the paper thickness lever is to the right position.
- Make sure the paper support and paper output tray are extended.

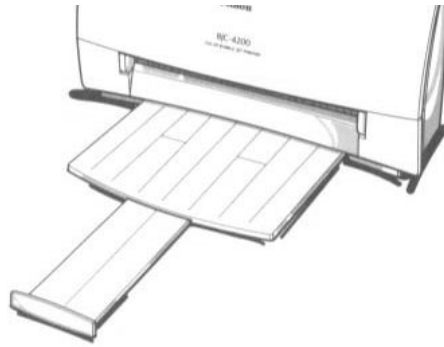


2

Insert the fabric sheet.

- Insert the sheet with the cloth side out (toward you) and the open end up (away from the sheet feeder).
- Adjust the paper guide to the edge of the fabric sheet.





3

Set up the
Windows
printer
driver.

- In the Paper tab, select A4 for the Paper Size and select Fabric Sheet for the Print Media.
- In the Graphics tab, select High for the Print Quality. You may also want to select Fine mode.
- Start the print operation from your Windows application.

4

Dry and
then wash
the fabric
sheet.

- Let the printed fabric sheet set for about one hour to allow the ink to completely dry.
- When dry, peel the film backing from the printed fabric sheet.
- Wash the printed fabric for about three minutes under lukewarm running water to remove extra ink.
- Hang the fabric sheet up to dry it again.
- Iron the dried fabric sheet with a clothes iron.
- See the booklet that comes with Fabric Sheet FS-101 for details on drying and washing.

Maintaining the Printer



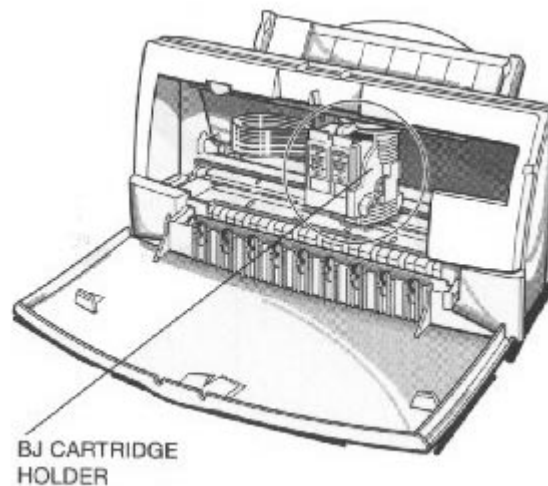
This chapter covers the care required for your Canon BJC-4200 Color Bubble Jet Printer. It includes:

- Printer guidelines
- Cleaning the printer
- Printing the test pages
- Cleaning the print head
- BJ cartridge guidelines
- Replacing the BJ cartridge
- Replacing an ink tank in the BC-21 Color BJ Cartridge
- Storing a BJ cartridge
- Transporting the printer

Printer Guidelines

Follow these guidelines to avoid damage to your printer and harm to you or others:

- Set the printer on a stable surface. Do not use an angled printer stand. Avoid setting the printer in direct sunlight.
- Keep the front cover closed when printing.
- Do not set anything on top of the printer
- Make sure the power is off any time you connect or disconnect the AC adapter or interface cable.
- Do not unplug the AC adapter unnecessarily.
- Do not unplug the printer or turn off a power strip to which the printer is attached when the printer's power is turned on. This may prevent the print head unit from returning to the *home position* on the right and being capped, which may cause the print head to dry out. This is critical. If left uncapped, the print head unit may clog and may need to be replaced.
- Do not move the mechanism that holds the BJ cartridge. Attempting to move the BJ cartridge holder may damage delicate mechanical parts.



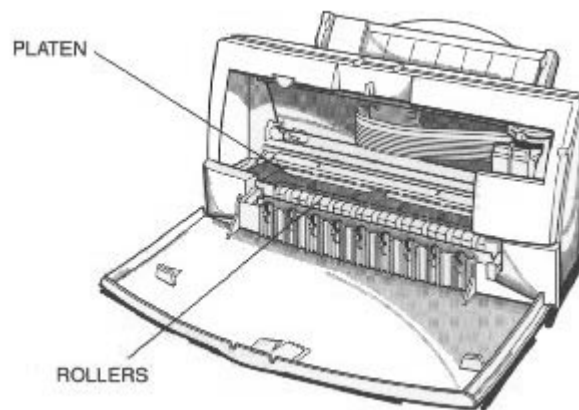
Cleaning the Printer

Your Printer requires little routine maintenance. Perform the following maintenance, as necessary, to keep your printer in good operating condition.



- Make sure the printer is turned off before cleaning it. It is a good idea to unplug the AC adapter also.
 - Do not clean the exterior of the printer with volatile liquids such as thinners, benzine, or any spray-type or chemical cleaners; doing so will damage the surface of the printer.
 - When cleaning the printer, avoid the area near the print head on the BJ cartridge. Do not touch the print head. Ink may leak out and cause stains.
-

Clean the printer regularly to avoid printing problems. Remove any ink mist or paper debris from the interior of the printer using a soft cloth moistened with water. Clean especially well around the platen area. If the rollers become dirty, you can clean them using a small soft brush.



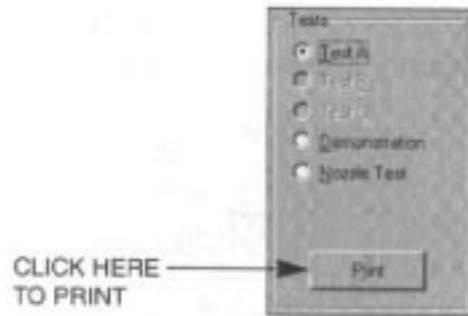
Clean the exterior of the printer with a soft cloth moistened with water. Clean away smudges and dust.



Do not use paper products (such as paper towels or tissues) to clean the inside of the printer.

Printing the Test Pages

You use the Tests option on the Control tab in your BJC-4200 printer driver to print a self test, demonstration page, or a nozzle test pattern. You can use these test prints to check the operation of your printer and your print quality.



Before selecting a Tests option, make sure paper is properly loaded in the sheet feeder (see *Automatically Feeding Paper* starting on page 3-7).

Click on the Tests option and then click on the Print button.

Test A

This test prints a repeating pattern of characters.

LQ Mode Ver 0.53

CG Ver 1.00

00001 00055

```
!"#$%&'()*+,-./0123456789:;<=>?@ABCDEFGHIJKLMNopqrstuvwxyz[\]^_`abcdefghijklmnop  
!"#$%&'()*+,-./0123456789:;<=>?@ABCDEFGHIJKLMNopqrstuvwxyz[\]^_`abcdefghijklmnop  
!"#$%&'()*+,-./0123456789:;<=>?@ABCDEFGHIJKLMNopqrstuvwxyz[\]^_`abcdefghijklmnopq  
!"#$%&'()*+,-./0123456789:;<=>?@ABCDEFGHIJKLMNopqrstuvwxyz[\]^_`abcdefghijklmnopqr  
!"#$%&'()*+,-./0123456789:;<=>?@ABCDEFGHIJKLMNopqrstuvwxyz[\]^_`abcdefghijklmnopqrs  
!"#$%&'()*+,-./0123456789:;<=>?@ABCDEFGHIJKLMNopqrstuvwxyz[\]^_`abcdefghijklmnoprst  
&'()*+,-./0123456789:;<=>?@ABCDEFGHIJKLMNopqrstuvwxyz[\]^_`abcdefghijklmnopqrstu  
'()*+,-./0123456789:;<=>?@ABCDEFGHIJKLMNopqrstuvwxyz[\]^_`abcdefghijklmnopqrstuv  
()*+,-./0123456789:;<=>?@ABCDEFGHIJKLMNopqrstuvwxyz[\]^_`abcdefghijklmnopqrstuvw  
)"+,-./0123456789:;<=>?@ABCDEFGHIJKLMNopqrstuvwxyz[\]^_`abcdefghijklmnopqrstuvwx  
+,-./0123456789:;<=>?@ABCDEFGHIJKLMNopqrstuvwxyz[\]^_`abcdefghijklmnopqrstuvwxy  
, -./0123456789:;<=>?@ABCDEFGHIJKLMNopqrstuvwxyz[\]^_`abcdefghijklmnopqrstuvwxyz  
-./0123456789:;<=>?@ABCDEFGHIJKLMNopqrstuvwxyz[\]^_`abcdefghijklmnopqrstuvwxyz{  
./0123456789:;<=>?@ABCDEFGHIJKLMNopqrstuvwxyz[\]^_`abcdefghijklmnopqrstuvwxyz{|  
./0123456789:;<=>?@ABCDEFGHIJKLMNopqrstuvwxyz[\]^_`abcdefghijklmnopqrstuvwxyz{|}
```

Demonstration

This test prints a sample page describing the printer's features.



Nozzle Test

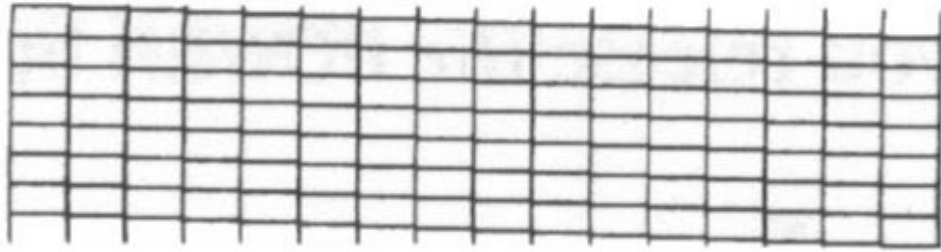
Use this test print to check that each print head nozzle is operating properly.

When the BC-21 Color BJ Cartridge is installed, the pattern includes all four colors: yellow, magenta, cyan, and black. In the color pattern, you'll notice that lines are missing between the colors. This is normal.



The following sample shows the Nozzle Test when optional BC-20 Black BJ

Cartridge is installed.

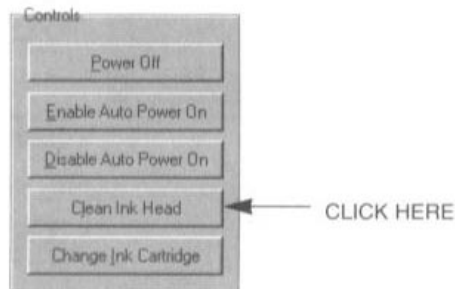


Cleaning the Print Head

Your printer is equipped with a print head cleaning function to ensure constant high quality printing.

Cleaning the Print Head From Windows

If you are using Windows, you can execute print head cleanings from the Control sheet in the printer driver. Simply click on **Clean Ink Head**.



Cleaning the Print Head Using the Operator Panel

If you want to clean the print head from the operator panel, follow these steps:

1

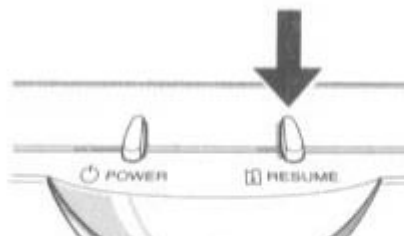
Make sure the printer is turned on.

- o Make sure the green power light is on.

2

Press and hold the RESUME button for at least two seconds until the

- o The power light will blink for several seconds while the print head is being cleaned.



printer
beeps
twice.



-
- Perform the print head cleaning only when you encounter a print quality problem. Unnecessary and repetitious cleaning will waste ink.
 - If you execute the print head cleaning while paper is manually loaded, the printer will eject the paper and perform the cleaning.
-

BJ Cartridge Guidelines

You can use these cartridges with the printer:

- **BC-21 Color BJ Cartridge**

Contains the print head unit and two replaceable ink tanks, one color (cyan, magenta, yellow) and one black. You can replace the ink tanks without replacing the print head unit when you run out of ink.



- **BC-20 Black BJ Cartridge**

Contains the print head unit and black ink only. Use this cartridge when you will be printing with black ink only. When you run out of ink, you replace the complete cartridge.



- **BC-22 Photo BJ Cartridge**

Contains the print head unit and color and black inks. Use this cartridge when you want to produce photo-realistic color printing. When used with Canon's High Resolution Paper (HR-101) or Glossy Photo Paper (GP-201), this ink produces images comparable to your favorite photographs. When you run out ink, you replace the complete cartridge.

- **BC-29F Neon BJ Cartridge**

Contains the print head unit and neon color and black inks. Use this cartridge when you want to add hot new colors to everything from your business graphs to stickers for your kids. These amazing bright fluorescent colors make your pictures, graphs, and fun images really stand out. When you run out ink, you replace the complete cartridge.

The actual amount of ink that you use will vary depending on the print density of a page. If the majority of your output is graphics, you may need to change cartridges or tanks more often than when you are printing text only. See Appendix A, *Specifications*, for details on the life expectancy of the BJ cartridges.

You may need to replace the BJ cartridge or a BJ tank when any of the following conditions exist:

- You have been using the cartridge for over one year.
- Your printed output is not crisp and clear, and there are gaps in the characters (missing dots) even after you have cleaned the print head at least five times.

If you are using the BC-21 Color BJ Cartridge and your output is blank, one of the ink tanks is probably out of ink. See the instructions starting on page 4-18 for replacing an ink tank.



Note

-
- Canon's limited warranty does not cover damage caused to Canon's Bubble Jet products that is attributable to the use of third party parts or supplies, including inks. The limited warranty remains in effect for its life once the particular damage has been properly repaired.
 - For optimum printing results, Canon recommends that you use only the Canon BC-21 Color BJ Cartridge or the optional Canon BC-20 Black, BC-22 Photo, and BC-29F Neon BJ Cartridges with your BJC-4200 printer.
 - When replacing ink tanks in the BC-21 Color BJ Cartridge, Canon recommends that you use only Canon BCI-21 Color and BCI-21 Black Ink Tanks.
-

BJ Cartridge and BJ Tank Maintenance

The most important thing you can do to extend the life of your BJC-4200 and to ensure optimum print quality is take care of the BJ cartridges.

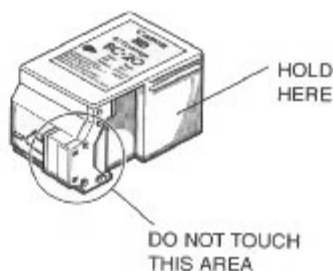
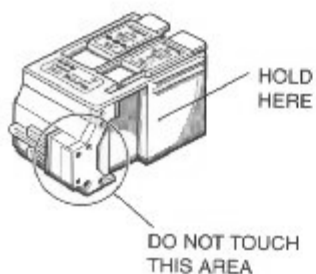


Spilled ink can stain any surface. Open BJ cartridges and ink tanks carefully, and follow the guidelines presented here to protect against spilled ink.

- If you are using both the BC-21 Color BJ Cartridge and any of the optional BJ cartridges, make sure you store the cartridge not being used in the BJ Cartridge Container.
 - Keep BJ cartridges and ink tanks in their sealed containers until you are ready to use them.
 - Do not remove the ink tanks from the BC-21 Color BJ Cartridge unnecessarily. This may cause the ink to clog.
 - Make sure both BJ tanks are installed in the BC-21 Color BJ Cartridge. Attempting to use the BC-21 Color BJ Cartridge with one ink tank only may cause ink clogging.
 - If spilled, the ink is difficult to remove. Therefore, it's a good idea to keep the BJ cartridges and ink tanks out of the reach of children.
 - Do not touch the print head area on the BJ cartridge. Ink may leak out and cause stains.
-



Hold the BJ cartridge on the sides only. Do not touch the silver plate on the bottom of the BJ cartridge or the silver metal or circuit area on the side. The metal area may become hot during printing.



Replacing the BJ Cartridge

The following procedure describes how to replace the BC-21 Color BJ Cartridge with the optional BC-20 Black BJ Cartridge. Follow the instructions in this section to replace an old BJ cartridge or to change BJ cartridges when you are switching between the BC-21 and any of the optional BJ cartridges.

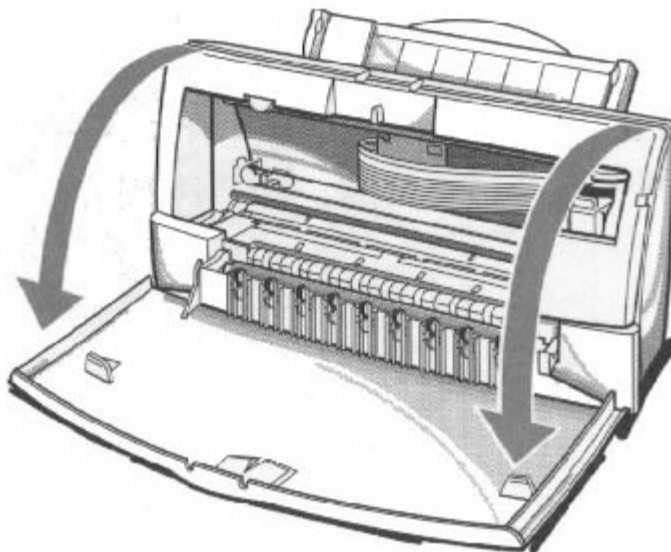
You only need to replace the BC-21 Color BJ Cartridge when the print head is damaged (or after printing approximately 2000 pages). If one of the ink tanks (either color or black) in your BC-21 Color BJ Cartridge is out of ink, see the next section (page 4-18) for instructions on how to replace an ink tank.

Before starting, make sure the printer's power is on.

1

Open the front cover.

- Use both hands to grasp the sides of the cover and pull it toward you.

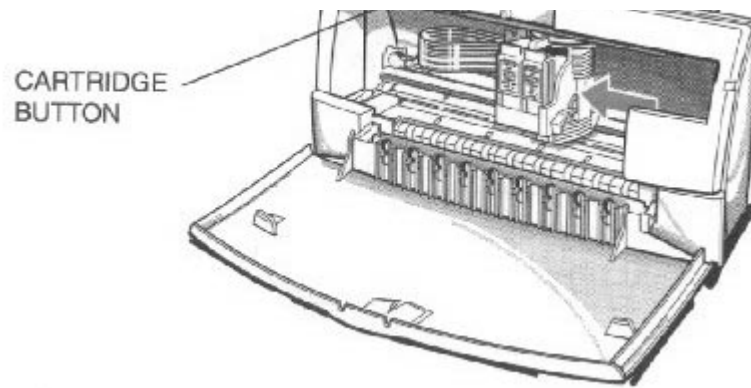


2

Press the CARTRIDGE button once.

- The printer beeps and moves the cartridge holder to the center of the printer.
- The power light blinks while the cartridge holder is positioned in the center of the printer.



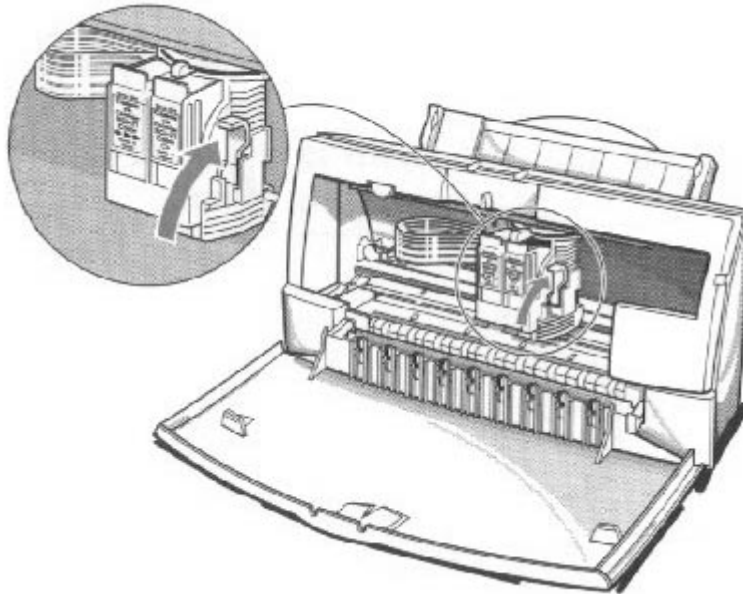


Note

Do not attempt to move the cartridge holder manually. This may damage the printer.

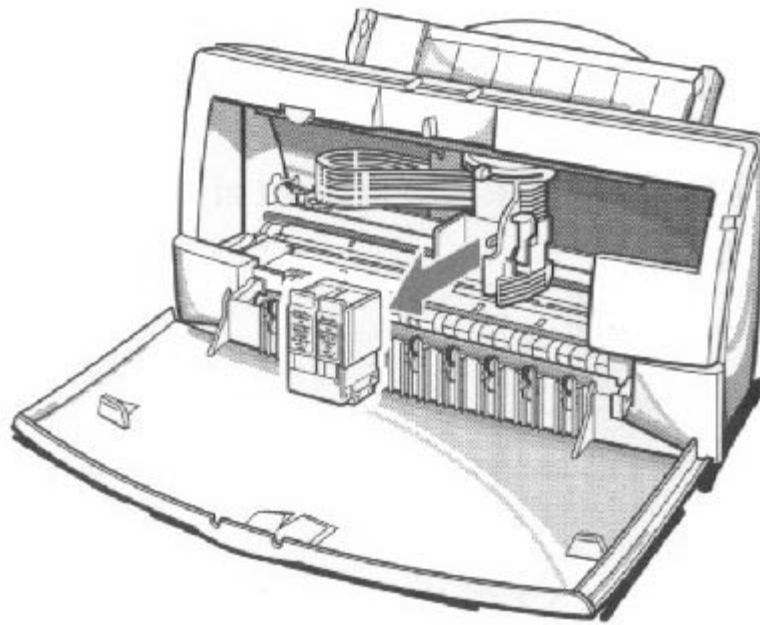
3

Lift the green lock lever on the cartridge holder.



4

Slide the BJ cartridge out of the holder.



5

Store or dispose of the BJ cartridge.

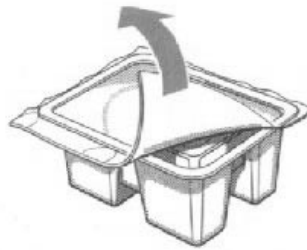
- If you are replacing an old BJ cartridge, dispose of the old cartridge properly.
- If you are switching cartridges, you must store the cartridge you are removing in the BJ Cartridge Container.



6

Take the new BJ cartridge out of its protective packaging.

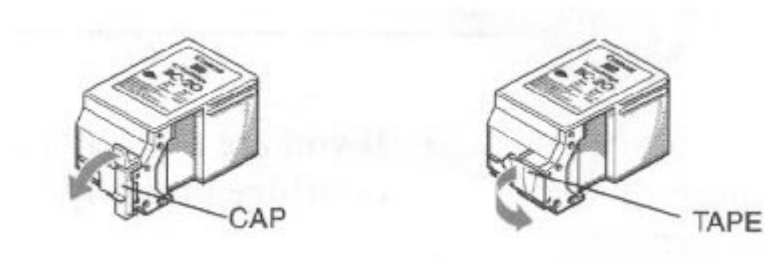
- o Peel off the protective foil.



7

Remove the protective material from the BJ cartridge.

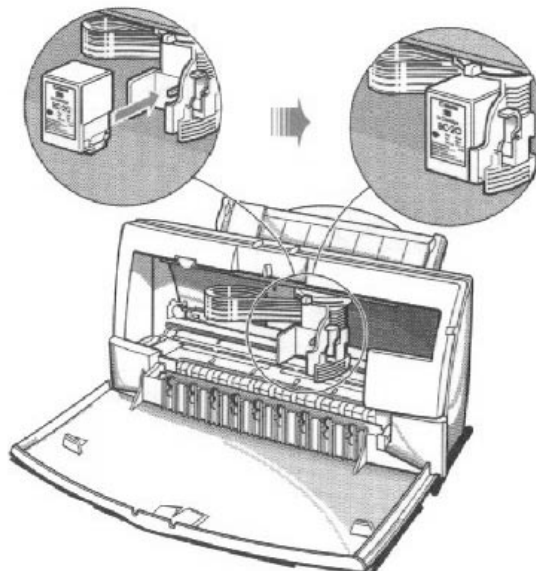
- o Lift off the cap from the print head and then remove the tape.



8

Slide the BJ cartridge straight into the cartridge holder.

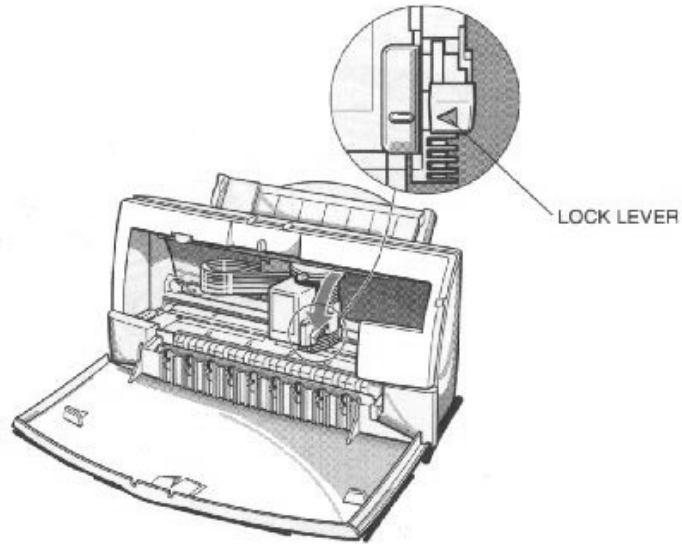
- o Be careful not to touch the rollers with the print head.
- o Make sure the cartridge is pressed against the back of the holder.



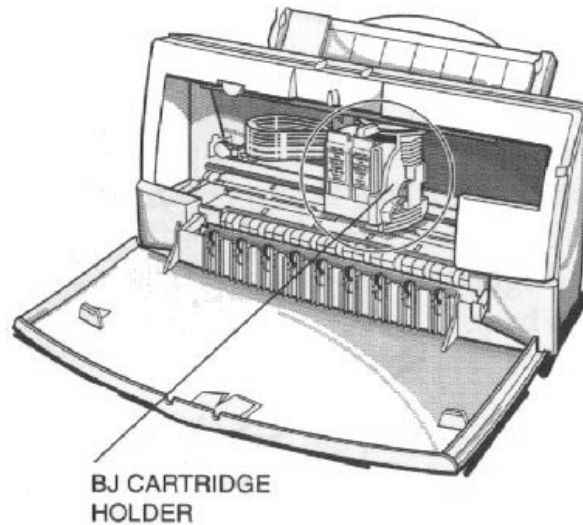
9

Press the lock lever down completely; do not use excessive force.

- Make sure the marks on the lever and the cartridge holder align.
- The BJ cartridge is now positioned and locked.



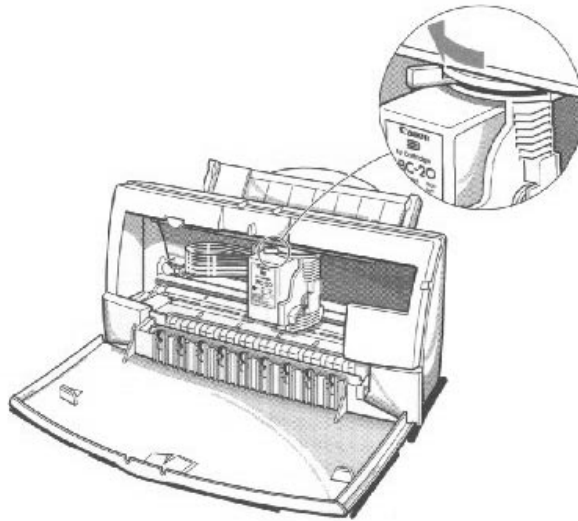
Do not manually move the mechanism that houses the BJ cartridge. Attempting to move the BJ cartridge holder will damage the printer.



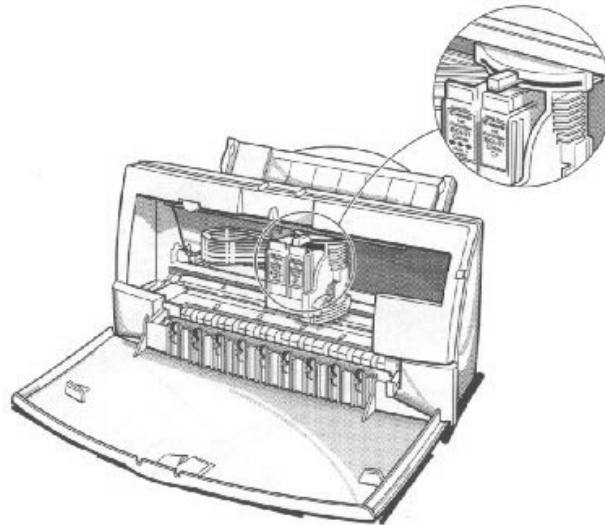
10

Set the
paper
thickness
lever.

- If you installed the BC-20 Black BJ Cartridge, set the paper thickness lever to the left.



- If you installed the BC-21 Color BJ Cartridge, set the paper thickness lever to the center.



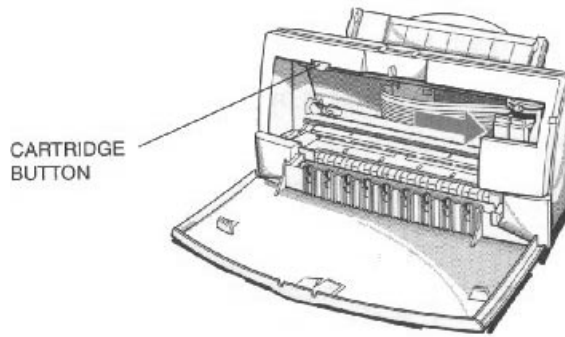
11

Press the

- The printer beeps and moves the cartridge holder to the home position on

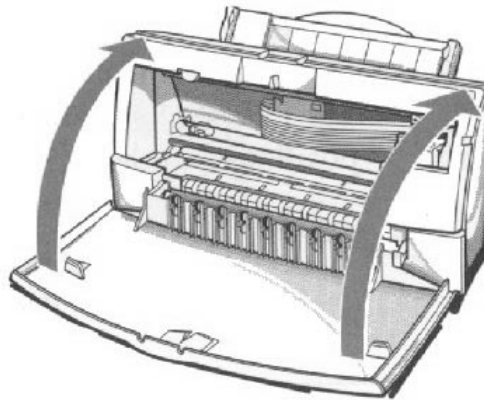
CARTRIDGE
button.

- the right side of the printer.
- o The printer cleans the print head automatically.



12

Close the
front
cover.



Whenever you turn off the printer, the BJ cartridge moves to the *home position* on the right and caps itself. If you unplug the printer while it is printing (or if you turn off a power strip to which the printer is connected), or if you manually move the cartridge holder from the home position, the BJ cartridge will not be capped and it may dry out.

If you installed a new BJ cartridge, the printer automatically cleans the print head. See page 4-6 for details on manually cleaning the print head.

Replacing an Ink Tank in the BC-21 Color BJ Cartridge

If you perform a print operation correctly but the output is blank, an ink tank may be out of ink. Perform the print head cleaning at least five times. If the output is still blank, replace the empty ink tank in the BC-21 Color BJ Cartridge.

Leave the BJ cartridge in the printer when replacing an ink tank. Make sure the printer's power is on.

1

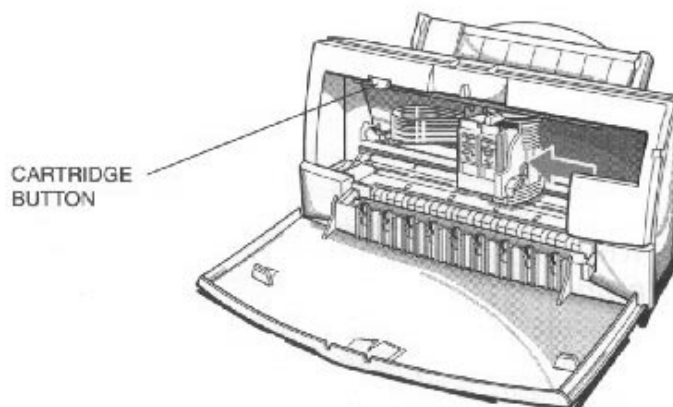
Open the front cover.

- Use both hands to grasp the sides of the cover and pull it forward.

2

Press the CARTRIDGE button once.

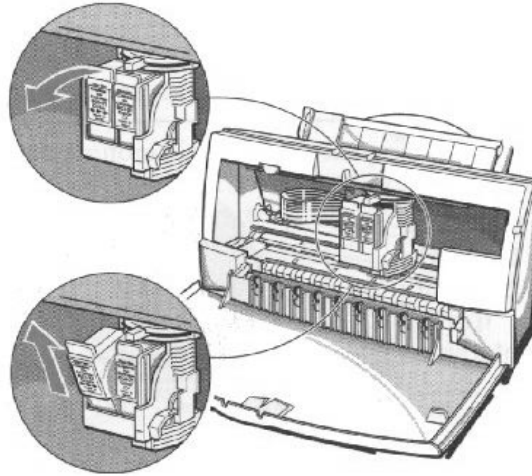
- The printer beeps and moves the cartridge holder to the center of the printer.
- The POWER light blinks while the cartridge holder is positioned to the center of the printer.



3

Remove the empty BJ tank.

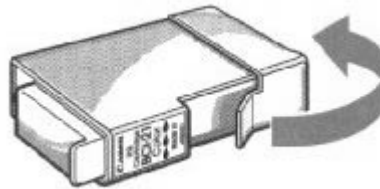
- The color ink tank is on the left; the black ink tank is on the right.
- Grasp the tab on the top of the tank and pull forward to release the ink tank.
- Then lift the ink tank up and out of the BJ cartridge unit.
- Dispose of the ink tank properly. You may want to place it in a plastic bag to keep from spilling any residual ink.



4

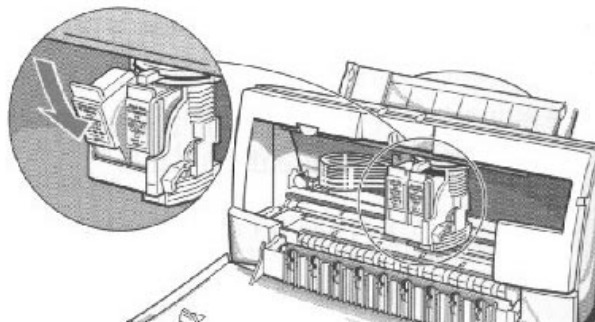
Take the new ink tank out of its packaging.

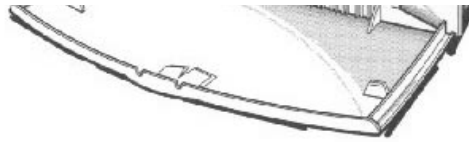
- Then remove the protective cap.



5

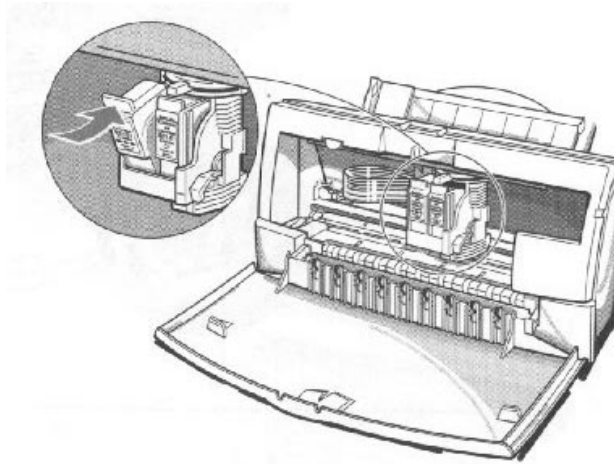
Slide the new ink tank into the empty slot on the BJ cartridge.





6

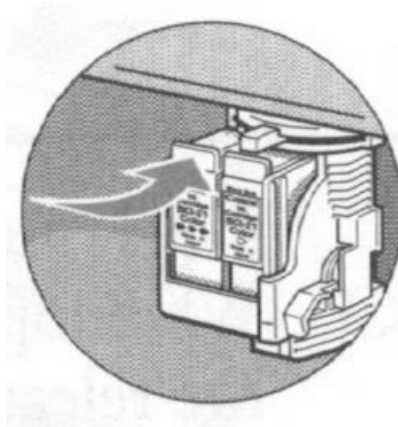
Press firmly on the tab on the top of the ink tank until it snaps into place.



7

Make sure each BJ tank is correctly seated in its respective slot.

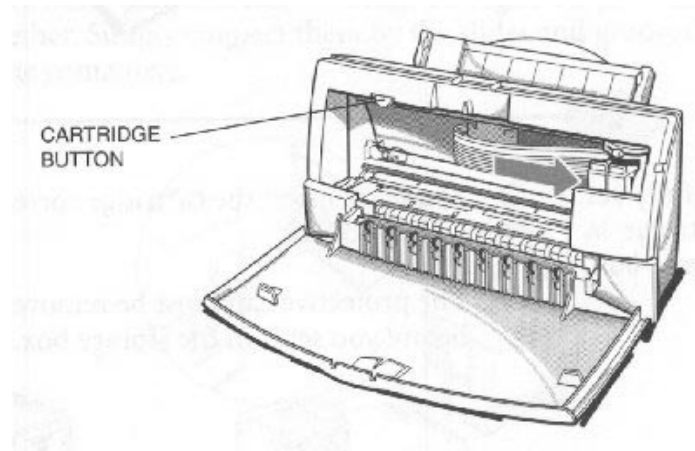
- o If you are replacing both tanks, repeat steps 3 through 6 for the other BJ tank.



8

Press the
Cartridge
button.

- The printer beeps and moves the cartridge holder to the home position on the right of the printer.
- The printer automatically cleans the print head unit.



9

Close the
printer's
front cover.

- Use both hands to lift the cover into place and press firmly to close it.

Storing a BJ Cartridge

Whenever you unwrap a BJ cartridge, you must either install it in the printer or store it in the BJ Cartridge Container to prevent the print head from drying and clogging.

1

Open the BJ Cartridge Container.

- When opening the BJ Cartridge Container, press in on the release tab that locks the cover in place.



2

Carefully set the cartridge in the container.

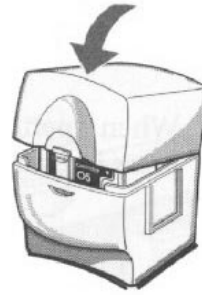
- You must insert the cartridge correctly or the container will not close.
- The protective cap must be removed from the cartridge before you set it in the container.



3

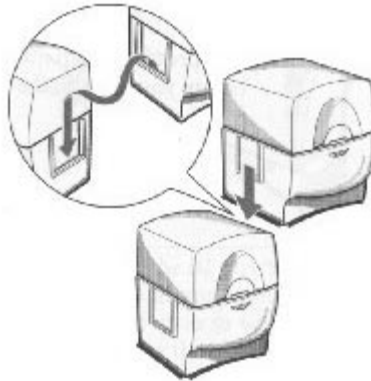
Close the
container.

- o Be sure the lid snaps closed.



Whenever you remove a BJ cartridge from the printer, store the cartridge in the container (unless you are disposing it).

If you have more than one BJ Cartridge Container, you can hook them together. Simply connect them by the slides and grooves on the sides of the containers.



Transporting the Printer



While the BJC-4200 Color Bubble Jet Printer is small and compact, it is not a portable printer and you need to take care when transporting it. The printer's components, such as the sheet feeder, may become damaged if subjected to severe vibration during transportation. Also, your print head may dry out during travel (and become unusable) if it is not capped and taped correctly.

If you plan to move the printer from one location to another, or if you want to store it, follow these steps.

1

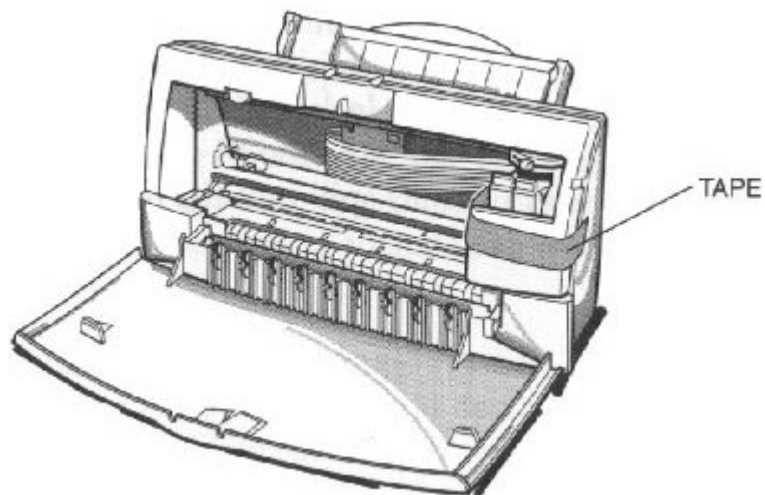
Turn off the printer's power.

- Make sure the print head is in the home position.
- Remove any paper from the sheet feeder.
- Detach the interface cable.
- Do not remove the AC adapter.

2

Open the front cover.

- Tape the BJ cartridge to the side of the printer.



3

Close the front cover.

- Remove the BJ cartridge container from the side of the printer and store it in a safe place.
- Return the paper support and paper output tray to their original positions.



4

Repack the printer in its original packing materials.

- **Do not remove the BJ cartridge from the printer or ship a BJ cartridge or an ink tank from which you have removed the protective cap.** An opened BJ cartridge or ink tank that is not installed in the printer may leak, and the print head may dry out. Also, if you do not tape the BJ cartridge to the side of the printer, ink may spill into the printer.

Troubleshooting



Due to today's rapidly changing personal computer environment, we have placed troubleshooting information in a variety of places to ensure that the most accurate information possible is available. The best place to find current information is through our on-line support services and through our Fax Retrieval System. On-line services include the World Wide Web and our BBS, and CompuServe. On-screen services include the Visual Guide, which includes visual images, and Canon's Super Solver, which includes questions and answers to most problems you may have.

This chapter contains very basic information to help you solve printer problems. It describes how to use Canon's various support services, covers a few basic problems, and describes how to clear a paper jam. For complete problem solving information, be sure to use the Super Solver and our other support services.

Using Canon's Support Services

This section describes where to look for help. For information on the numbers for these services, see *Getting Help From Canon* (page 1-4).

- If you have an operational problem:
 - Try to solve it using the Super Solver.
 - Look through the Visual Guide for related information.
- If you have a need for a unique printer driver:
 - Contact Canon through the Web, its BBS, or CompuServe.
- If you are an MS-DOS user (and do not have Windows):
 - Use Canon's Fax Retrieval system to obtain information regarding how to use the printer with your MS-DOS application.
- If you have a hardware problem:
 - Call the Customer Care Center.
- If you do not have a CD drive:
 - Call the Customer Care Center to order Canon's Super Solver and Color Advisor on diskette.

Identify Your Printer Problem

Before contacting Canon, identify your printer problem and make sure you have the following information.

- Product Name -- BJC-4200
- Serial Number
- Place of Purchase
- Nature of Problem
- Steps you have taken to solve the problem and the results

The serial number is located on the label on the back of the printer:

CANON INC.(DA1) RS5-8658
MADE IN JAPAN

NO. X X X X X X X X — SERIAL
NUMBER



Attempting to repair the printer yourself may void the limited warranty as to that repair. See the limited warranty information at the back of this manual for details.

General Problems

The most basic problems you may encounter are "the printer does not print" and "your print quality is not satisfactory."

- **If the printer does not print**
 - Check all your cable connections
 - Check your printer driver setup
 - Check your computer configuration

- **If your print quality is not satisfactory**
 - Clean the print head
 - Clean the print head five times
 - Replace the BJ cartridge

Using the Super Solver

Canon's Super Solver is included with Canon Creative. The Super Solver is an on-line troubleshooting guide. It includes questions and answers to most problems you may have.

You install the Super Solver from the Canon Creative CD. You can install it along with the Visual Guide or separately from the Canon Creative Launcher.

Once installed, you can select the Super Solver from the Visual Guide tab in the BJC-4200 Printer Driver or from Canon Creative.

Clearing Paper Jams

When a paper jam occurs, the power light turns orange and the printer goes off-line.

1

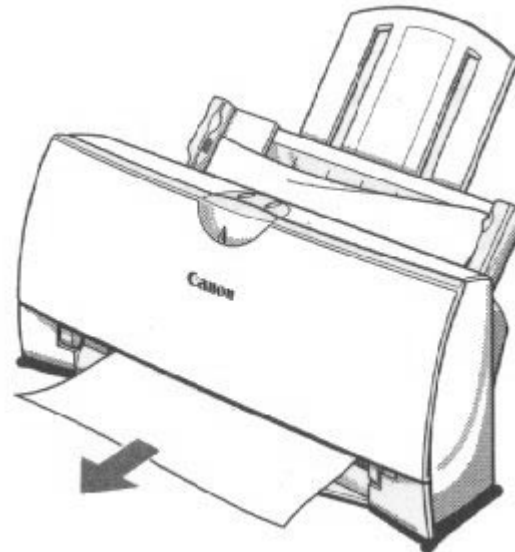
Press the
POWER
button.

- Turn off the printer.

2

Gently pull
the paper out
with one hand
while holding
down the
printer with
the other
hand.

- If the paper tears off inside the printer, open the front cover and remove the paper left inside the printer.



3

Press the
POWER
button to
turn the
printer back
on.

- The POWER light comes on and the print head moves to the home position.
- The printer is now ready for printing.



Note

If you are printing high density graphics when a paper jam occurs, feed at least two sheets of paper through the printer to clean the rollers.

Technical Notes

Compaq Presario 7170/7180

Problem

A [k prints at the top of the page when printing from Windows 95 on a Compaq Presario 7170/7180

Cause

Configuration of parallel port in CMOS

Solution

Change CMOS on Compaq Presario 7170/7180 to enable bi-directional capability:

- Reboot computer, press "Delete" to go into CMOS setup
- At Setup menu, cursor to "Advanced System Setup" and "Enter" to select
- From Advanced System Setup menu, select "Integrated Peripherals"
- From the Integrated Peripherals Menu, Cursor to 'LPT Extended Mode" (Note: This is different than LPT1 mode)
- The LPT Extended Mode will probably show "Standard"- Use the "Page Down" key to cycle to "ECP Mode"
- Press "ESC" key to back to Advanced System Setup Menu
- Press "ESC" key to go back to main setup menu
- Press "F10" to save new configuration, and confirm save by answering "Yes" to final question

Toshiba Laptop

Problem

A[K prints at the top of the page and/or partial printout when printing on a Toshiba laptop.

Cause

Configuration of parallel port in CMOS and LPT.VXD file.

Case #1 Partial printout may occur with the following settings:

CMOS value for LPT1 is ECP LPT.VXD v4.00.950 file size 35,479

Case #2 [K is printed at top and the rest of the page is correct with the following settings:

CMOS value for LPT1 is Standard Bi-Directional LPT.VXD v4.00.950 file size 35,479

Solution

This corrected configuration should provide correct output. CMOS value for LPT1

is Standard Bi-directional LPT.VXD v4.00.503 file size 35,487.

The LPT.VXD file is located in the Windows/System directory. The LPT.VXD file will be available on the BBS and CompuServe Filename: LPT.EXE located in the Windows 95 section.

To change the CMOS settings:

- From Windows 95, click on Start
- Go to Programs
- Select Toshiba Utilities

You will have either TSETUP or HARDWARE SETUP UTILITY

For TSETUP Select Hardware Options

- Select Parallel/ Printer
- Select Standard bi-directional
- Click OK
- The computer will ask if you want to reboot-Select Yes

On both utilities you will have to save and reboot the system.

Note that selecting standard Bi-directional changes the CMOS setting to bi-directional.

Compaq Presario

Problem

A Compaq Presario running windows 95 will print only 3/4 page out of any windows application.

Cause

This occurs with Windows 95, Windows 3.1, and Win95 mini drivers.

Solution

Change the Resource Setting of LPT1.

- Right Click on My computer
- Select Properties
- Select Device Manager Tab
- Double-click Ports (COM & LPT)
- Double-click LPT1
- Select Resources Tab
- De-select Automatic Settings
- Change Basic Config from 0000 (0) to 0003 (3)
 - This step may require setting to 0002 (2) first, and then reboot in order

to see 0003 (3)

- Select OK

The above solution has found to be successful on some machines. If unsuccessful, then try the following procedure forwarded from Compaq Tech Support.

- Go to Control panel
- System
- Device Manager
- Click "+" in Front of Port
- Highlight ECP Printer Port
- Properties
- Resources
- Disable "Use Automatic Settings"
- Double-click on Direct Memory Access Line
- Change Volume Line to 3
- Click OK
- Close
- Reboot

Specifications



Printing Specifications

Printing Method

Bubble jet ink on-demand

Paper Handling

Automatic feed

Manual feed

Sheet Feeder Capacity -- auto feed only

Maximum thickness of stacked paper: 0.4 inches (10 mm)

Plain Paper (20 lb or 75 g/m²) Approx. 100 sheets (0.4" stack)

Bubble Jet paper Approx. 100 sheets (0.4" stack)

High resolution paper Approx. 80 sheets (0.4" stack)

Transparencies 50 sheets

Back print film 10 sheets

Fabric sheets 1 sheet

T-shirt transfers 1 sheet

Envelopes 15 envelopes (U.S. Commercial number 10 or European DL)

Paper Size

Letter 8.5 in x 11 in

Legal 8.5 in x 14 in

A4 210 mm x 297 mm

A5 148 x 210 mm

B5 182 x 257 mm

U.S. Commercial 10 envelope 9.5 in x 4.1 in

European DL envelope 220 mm x 110 mm

Paper Type	Recommended
Bubble Jet paper	Canon Bubble Jet Paper (water-resistant) LC-301
High resolution paper	Canon High Resolution Paper HR-101
Transparencies	Canon Transparency CF-102
Back print film	Canon Back Print Film BF-102
High gloss film	Canon High Gloss Film HG-101
Fabric sheets	Fabric Sheet FS-101 for Canon Bubble Jet printers
T-shirt transfers	Canon T-Shirt Transfers TR-101
Greeting cards	Canon Greeting Cards GC-101
Brochure paper	Canon Brochure Paper BP-101
Envelopes	Commercial number 10 or European DL

Paper Weight

Automatic Feed	17 to 24 lb (64 to 90 g/m ²)
Manual Feed	17 to 30 lb (64 to 105 g/m ²)

Print Speed

BC-21 Color BJ Cartridge; black ink	Standard mode -- 173 cps at 10 cpi Draft mode -- 255 cps at 10 cpi
BC-21 Color BJ Cartridge; color ink	Approximately 0.3 to 0.8 ppm at full coverage of printable area (print speed depends on content of print data)
Optional BC-20 Black BJ Cartridge; black ink only	Standard mode -- 346 cps to 10 cpi Draft mode -- 510 cps to 10 cpi

Print Width

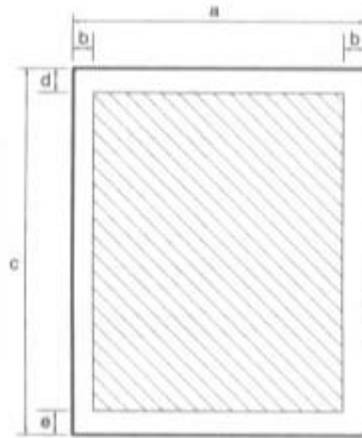
Maximum	8 inches
---------	----------

Line Feed Speed

Approximately 150 ms/line at 1/6-inch line feeds

Printable Area --Papers

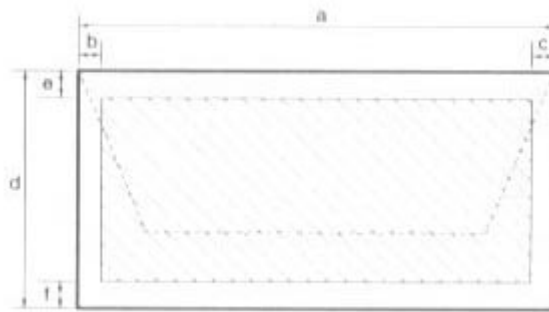
The shaded portion in the following figure shows the printing area for papers.



<u>Letter size</u>	<u>Legal size</u>	<u>A4 size</u>	<u>B5 size</u>
a 8.5 in	a 8.5 in	a 210 mm	a 182 mm
b 0.13 in	b 0.13 in	b 3.4 mm	b 3.4 mm
c 11.0 in	c 14.0 in	c 297 mm	c 257 mm
d 0.12 in	d 0.12 in	d 3.0 mm	d 3.0 mm
e 0.27 in	e 0.27 in	e 7.0 mm	e 7.0 mm

Printable Area -- Envelopes

The shaded portion in the following figure shows the printing area for an envelope.



U.S.

Commercial European DL

number 10

a 9.5 in	a	220 mm
b 1.2 in	b	6.4 mm
c 1.2 in	c	10.4 mm
d 4.1 in	d	110 mm
e 0.12 in	e	3.0 mm
f 0.27 in	f	7.0 mm

BJ Cartridges

BC-21 Color BJ Cartridge

Print head	64 nozzles for black 24 nozzles for each color (cyan, magenta, yellow)
Print head life	Approximately 2,000 color pages at 30% coverage
Ink tanks	BCI-21 Color (cyan, magenta, yellow) BCI-21 Black
Ink color	Black, cyan, yellow, magenta
Ink tank yield	
BCI-21 Color	Standard mode -- 100 pages Draft mode -- 200 pages (at 7.5% coverage for each color)
BCI-21 Black	Standard mode -- 150 pages Draft mode -- 300 pages (at 7.5% coverage)

BC-20 Black BJ Cartridge (optional)

Print head	128 nozzles
Ink color	Black
Cartridge life/ Ink tank yield	900 text pages at 5% coverage

General

Interface

IEEE 1284 compatible parallel interface

Acoustic Noise Level

Approx. 45 db(A) per ISO 9296

Operating Environment

Temperature 41° F to 95° F (5° C to 35° C)

Humidity 10% to 90% RH (no condensation)

Storing Environment

Temperature 32° F to 95° F (0° C to 35° C)
Humidity 5% to 95% RH (no condensation)

Power Source

USA/Canada AC 120 V 60 Hz

Power Consumption

5 watts maximum nonprinting
20 watts maximum printing

Dimensions

15.1 in (383 mm) W x 9.1 in (232 mm) D x 8.0 in (203 mm) H

Weight

Approx. 7.7 lb (3.5 kg)