BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS

Canon Printers (PIXMA)

Setup, Wi-Fi, ink, scanning and simple fixes — explained in plain English, one step at a time

A plain-English guide for seniors and families

Take your time — you can't break it

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

For Canon PIXMA cartridge & MegaTank printers · facts current November 2026

What's Inside

This is your Canon PIXMA printer manual. Read it in any order and at your own pace — there is no test, and nothing here will break your printer. It covers the everyday Canon PIXMA home printers: the cartridge models (the TS and TR families) and the MegaTank models that you fill from bottles (the G family). You'll find how to get the printer on your Wi-Fi, print from a phone or computer, buy the right ink without overpaying, scan a stack of papers into one file, and fix the common problems yourself. Every chapter tells you what a feature actually does *for you*, with slow step-by-step directions. If a screen on your model looks a little different, the idea is still the same.

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PART 1

Getting to Know Your Canon PIXMA

Which PIXMA you have, the Canon PRINT app that runs most of it, and what the lights, buttons and little screen are telling you. Start here.

CHAPTER 1

A Note from Bill

Hello, and welcome. If you're reading this, there's probably a Canon printer in your home — maybe a brand-new one still in the box, maybe a faithful old one that has suddenly decided it doesn't know your Wi-Fi anymore. Either way, this guide is for **you**.

I'm Bill. Helping people feel comfortable with their technology is what I do every day, and printers are near the top of the list of things that frustrate folks. That's not your fault. Printers have more moving parts, more settings and more little warnings than almost anything else in the house. I've written this guide the way I'd explain it sitting beside you at the kitchen table: patiently, in plain English, one step at a time. When I use a term you may not know, I'll explain it right there.

You truly can't break it by exploring

A Canon PIXMA is sturdy and forgiving. Pressing the wrong button on the printer's panel or in the app won't ruin anything — at worst you'll print a test page or open a menu you didn't mean to. The few things that really matter, like not tilting a MegaTank printer full of ink or not forcing a paper jam, I'll point out clearly when we get there.

WHAT THIS DOES FOR YOU

What this guide does for you

When you understand your printer, you stop paying for ink you don't need, you stop losing afternoons to "printer offline," and you can print a boarding pass, a recipe or a grandchild's photo the moment you want it. You'll also know how to spot the fake "Canon support" websites that prey on frustrated printer owners.

What this guide covers

- Telling the Canon families apart: cartridge printers (**TS** and **TR**) and **MegaTank** printers (the **G** models) that you fill from bottles.
- The free **Canon PRINT** app — the one that used to be called Canon PRINT Inkjet/SELPHY.
- Getting on Wi-Fi three different ways, and getting back on after a new router.
- Printing from an iPhone, iPad, Android phone, Windows PC, Mac and Chromebook.
- Ink: the right cartridge number, XL versus standard, MegaTank bottles, third-party ink and Canon's PIXMA Print Plan subscription.

- Scanning to your phone or computer (including many pages into one PDF) and making copies.
- Fixing faded prints, paper jams and the numbered "support codes" Canon printers display.
- Staying away from fake Canon setup and support sites.

GOOD TO KNOW

Our other printer guide

This guide is all about Canon. If your household has printers of several brands, our **Home Printers & Scanners** guide covers the ideas that apply to every brand, and our **HP Printers** guide covers HP's own app and plans.

And I'm only a phone call away

This guide will carry you a long way on your own. But if you get stuck — the printer won't join the Wi-Fi, or a code on the screen has you worried — call me at **(330) 200-8042**. No question is too small.

So find the printer's model number, pour a cup of coffee, and let's get started.

— Bill

CHAPTER 2

Which Canon PIXMA Do You Have?

Canon sells its home inkjet printers under the name **PIXMA**. Inside that name are a few families, and the letters at the start of the model number tell you which one you own. That matters, because it decides what ink you buy and how some of the menus look.

Finding the model number

- Look on the **front or top** of the printer — the model is usually printed near the Canon logo, for example **PIXMA TS6420a** or **PIXMA G3270**.
- Check the **box** or the sticker on the **back or bottom**.
- In the **Canon PRINT** app, the printer's name appears at the top of the home screen once it's registered.
- On a Windows PC or Mac, the printer list in Settings usually shows the model name.

The families, side by side

Family	How it takes ink	Good to know
PIXMA TS (for example TS3520, TS4320, TS6420a, TS6520)	Two cartridges on most models: one black, one color	Everyday home all-in-ones: print, copy and scan.
PIXMA TR (for example TR4720, TR7120)	Cartridges, like the TS family	Leans toward a home office. Many have a document feeder on top for stacks of pages, and some can fax.
PIXMA G — **MegaTank** (for example G3270, G3290, G4280)	Built-in tanks you fill from bottles	Costs more up front, but ink is far cheaper per page.
PIXMA TR160 and other small portables	Cartridges	Battery-friendly printers for printing on the go.

The newest models

In September 2025 Canon U.S.A. added three cartridge models: the **PIXMA TR7120** (with a 35-page document feeder), the **PIXMA TS6520** and the **PIXMA TS4320**. Canon listed them at $172.99, $140.99 and $107.99 when they launched. Earlier in 2025 it introduced the **PIXMA TR160** portable printer. In the MegaTank family, the **G3290** and **G4280** arrived in late 2024, joining long-running models such as the **G3270**. Store prices move around, so treat launch prices as a starting point, not today's price.

TIP

The little letter on the end

Some models have a letter after the number, such as the "a" in **TS6420a**. It usually marks an updated version of the same printer. When you buy ink or download software, use the **exact** model, letter included.

FROM BILL

Shopping for a new printer?

If you print a few pages a month, a cartridge model is fine and costs less to buy. If you print school worksheets, photos or recipes every week, a MegaTank usually saves money over time. If you're torn, call me before you buy — five minutes of talking about how you print can save you years of pricey cartridges.

CHAPTER 3

The Canon PRINT App (It Used to Be Called Canon PRINT Inkjet/SELPHY)

Canon's free phone and tablet app is now simply called **Canon PRINT**. For years it was named **Canon PRINT Inkjet/SELPHY**, and you'll still see that old name in older Canon help articles and videos. Canon also folded its separate Canon PRINT Business app into it, so there's just one app to know.

WHAT THIS DOES FOR YOU

What the app does for you

The app walks you through putting the printer on Wi-Fi, lets you print photos and documents from your phone, scans papers straight to your phone, and can even make a copy using your phone's camera. For many people it becomes the printer's "remote control."

Getting the app

1. On an iPhone or iPad, open the **App Store**. On an Android phone, open the **Google Play Store**.
2. Search for **Canon PRINT**. The developer should be listed as **Canon Inc.**
3. Tap **Get** (iPhone) or **Install** (Android). The app is free.
4. Open it. The first time, it asks for a few permissions — for example, to use your location so it can find nearby printers. Tap **Allow While Using App** on an iPhone, or the matching choice on Android.

HEADS UP

Check the app's requirements

As of November 2026 the App Store listing says Canon PRINT needs **iOS 17 or later**. A very old iPhone or iPad that can't update that far may not be able to install it. AirPrint (Chapter 10) still works on older iPhones.

What you'll find inside

Section	What it's for
Print	Photos and documents from your phone, with paper size and type choices.
Scan	Scan from the printer's glass straight to your phone, then save or share as a PDF or picture (Chapter 20).
Smartphone Copy	Take a picture of a page with your phone's camera and print it — handy even on a printer without a scanner.
Printer setup	The guided Wi-Fi setup (Chapter 6) and the option to add another printer.
Printer settings and status	Information about the printer and its settings. What's shown varies by model.

GOOD TO KNOW

Not every feature on every printer

Canon notes that a printer can be compatible with the app without supporting every feature in it. If you don't see Scan or another option, your model may simply not offer it from the app.

TIP

You don't need the app to print

The app is helpful, but an iPhone can print through AirPrint and an Android phone through its built-in printing — no Canon app required. If you'd rather keep your phone uncluttered, Chapters 10 and 11 show you how.

CHAPTER 4

Lights, Buttons & the Little Screen

Canon printers talk to you with lights, a small screen and numbered codes. Once you know the basics, the printer feels a lot less mysterious. Layouts differ from model to model, so use this chapter as a general map and your printer's own manual for the exact spot of each button.

The buttons most PIXMA printers share

Button	What it does
ON / Power	Turns the printer on and off. Always turn it off with this button, not by pulling the plug — it parks the print head and caps it so the ink doesn't dry out.
Stop	Cancels what the printer is doing. On many models, holding it also starts maintenance or confirms certain warnings.
Black / Color	On models with these buttons, they start a black-and-white or color copy.
Wi-Fi or Wireless	On models without a menu screen, this button starts wireless setup.
Setup / Home / Menu	On models with a screen, this opens the settings menus, such as Device settings and LAN settings (the network settings).
OK and arrows	Move through menus and confirm a choice.

The lights

- **Power lamp** steady: on and ready. Flashing: busy or warming up — wait.
- **Wi-Fi lamp** steady: connected. Flashing: setting up or searching.
- **Alarm lamp** (often orange): something needs attention — paper, ink, a jam or an error. On models without a screen, the number of flashes is a code; Chapter 25 explains how to look it up.

The screen and the support codes

Most newer PIXMA models have a small screen. When something goes wrong, it shows a message and often a four-character **support code**, such as **1300** or **1700**. Some smaller models show a short code such as **E13** instead. Write the code down — it's the fastest way to find the right fix, and Chapter 25 lists the common ones.

TIP

The Canon online manual for your exact model

Canon keeps a free online manual for each printer, including a list of every support code. Search the web for your model number plus "online manual," and make sure the page you open is on a Canon address such as **ij.manual.canon** or **usa.canon.com**.

HEADS UP

Don't unplug it to turn it off

Pulling the power cord while the printer is on can leave the print head uncapped, which lets the ink dry in the tiny nozzles. Use the power button and wait for the lights to go out before you unplug it for a move or a storm.

PART 2

Getting Connected

Setting up a new printer, three ways to get it on your Wi-Fi, printing without Wi-Fi at all, and getting back online after a new router.

CHAPTER 5

Setting Up a New PIXMA, Start to Finish

A new printer setup has two halves: the **physical** part (unpacking, ink, paper) and the **connection** part (Wi-Fi and your devices). Give yourself about 45 minutes and don't rush.

The physical part

1. Unpack the printer and remove **all** the orange or blue tape and packing pieces — look inside the covers, too. A forgotten bit of tape is a common reason a new printer shows an error.
2. Plug in the power cord and turn the printer on. If it has a screen, choose your language and country.
3. Install the ink. For cartridges, the holder slides into view when you open the cover; remove the protective tape from each cartridge and click it into place. For a MegaTank, the printer's guide walks you through filling each tank from its bottle (Chapter 16).
4. Load plain paper. The printer may print an alignment page or a test pattern — that's normal.
5. Let the printer finish its first ink-filling cycle. On MegaTank models this can take several minutes. Don't turn it off while it works.

The connection part: start at ij.start.canon

Canon's official setup site is **ij.start.canon**. You type that address into a web browser, enter your model, and it gives you the right steps and software for a Windows PC, Mac, or phone. For a phone or tablet, Canon's address is **ij.start.canon/cscs**. The setup can connect by Wi-Fi, by a wired network cable, or by USB.

1. On your computer or phone, open the web browser and type **ij.start.canon** in the address bar yourself. Don't click a link from an email or an ad.
2. Click **Set Up** and enter your printer's model, such as **TS6520**.
3. Choose your computer type (Windows or Mac). On Windows, Canon may offer the setup from the **Microsoft Store**; on a Mac, it's a download you open and run.
4. Run the setup and follow the screens. When it asks how to connect, choose **Wireless LAN** or **Wi-Fi** for most homes.
5. When it finishes, print a test page to be sure.

SCAM ALERT

ij.start.canon is real — the look-alikes are not

Search for "ij start canon" and you'll find dozens of pages that copy the name — often on free website services, sometimes spelled "cannon," often with a phone number to call. Those are not Canon. The real address ends in **.canon** with nothing after it: **ij.start.canon**. Type it yourself. Chapter 28 explains the scam in full.

WHAT THIS DOES FOR YOU

Why this matters

Starting from Canon's own setup page means you get the right driver for your exact model and nothing extra, and you never end up on the phone with a stranger who wants to "activate" your printer.

CHAPTER 6

Wi-Fi Setup with the Canon PRINT App

If you mostly print from a phone or tablet, the Canon PRINT app is the friendliest way to put the printer on your Wi-Fi. Canon calls this **Easy wireless connect**; on some models it's called **Cableless Setup**. The idea is simple: the printer briefly makes its own little network, your phone talks to it, and the app hands the printer your home Wi-Fi details.

Before you start

- Your phone should be on your **home Wi-Fi** — the same network you want the printer on.
- Know your Wi-Fi password, in case the app asks.
- Stand near the printer, and keep the phone's location setting on during setup — the app uses it to find the printer.

Step by step

1. Start **Easy wireless connect** (or **Cableless Setup**) on the printer **first**. On models with a screen, look in the Wi-Fi or LAN settings menu. On models without one, it's usually a long press of the **Wi-Fi** button — check your model's setup sheet.
2. Open the **Canon PRINT** app on your phone.
3. If asked, allow the app to use your location. On iPhone, tap **Allow While Using App**.
4. Tap the option to add or register a printer, and follow the app's screens. It will find the printer and send it your Wi-Fi details.
5. If the app asks you to, go to your phone's **Settings** > **Wi-Fi** and pick the printer's temporary network, named like **Canon_ij_XXXX**. Then go back to the app.
6. When the app says the printer is connected, you're done. The printer's Wi-Fi light should stay on steadily.

TIP

If the app can't find the printer

Turn the printer off and on, start Easy wireless connect on the printer again, and then open the app within a minute or two — the printer only listens for a short time. Canon's Android help also notes that if setup stalls, joining the **Canon_ij_XXXX** network manually in Wi-Fi settings often gets it moving.

GOOD TO KNOW

2.4 GHz and 5 GHz

Many routers broadcast two kinds of Wi-Fi under one name or two names. Some printers connect only to the 2.4 GHz kind. If setup keeps failing, check your printer's specifications on Canon's site — and if your router uses two names, put the phone on the 2.4 GHz one during setup.

CHAPTER 7

The WPS Button Method

If your router has a **WPS** button (short for Wi-Fi Protected Setup), you can connect the printer without typing a password at all. You start WPS on the printer, then press the button on the router, and they introduce themselves.

WHAT THIS DOES FOR YOU

Why you might like it

No passwords, no app, no phone. It's the quickest method when you're standing within reach of both the printer and the router.

Step by step

1. Look at your router. Canon notes that not every router has a WPS button; look for a button marked **WPS** or the WPS symbol of two curved arrows.
2. On the printer, start WPS. On models with a screen, go into the Wi-Fi or LAN settings and choose **WPS (Push button method)**. On models without a screen, the setup sheet shows which buttons to hold — often the **Wi-Fi** button.
3. Within about **two minutes**, press and hold the WPS button on the router for a few seconds (usually about 3 to 5).
4. If the printer asks, press **OK**.
5. Wait for the printer to show it's connected, or for the Wi-Fi light to stay steady.

TIP

If it times out

If the Alarm light comes on or the screen says it couldn't connect, press **Stop** and start over. If WPS keeps failing, use the app method in Chapter 6 instead — some internet providers turn WPS off on their routers.

HEADS UP

Mesh Wi-Fi systems

If you have a mesh system with several pods, press the WPS button (if any) on the main unit — the one connected to your internet modem. Some mesh systems don't support WPS at all; that's normal, and the app method still works.

CHAPTER 8

Wireless Direct: Printing Without Home Wi-Fi

Wireless Direct is Canon's name for letting a phone, tablet or computer connect straight to the printer — no router involved. The printer makes its own small Wi-Fi network named **DIRECT-XXXX** followed by the model, and your device joins it. Other brands call the same idea Wi-Fi Direct.

WHAT THIS DOES FOR YOU

When it's handy

At a cabin or lake house with no internet, when a visiting grandchild needs to print something without your Wi-Fi password, or when your home Wi-Fi is down and you need a page right now.

Turning it on (models with a screen)

1. Make sure the printer is on.
2. Press **Setup** (or the home/menu button) and choose **Device settings**.
3. Choose **LAN settings**, then **Wireless Direct**.
4. Turn Wireless Direct **on**. The screen shows the network name and password; you can also print the network settings to see them.
5. On your phone or tablet, open **Settings** > **Wi-Fi** and choose the network that starts with **DIRECT-**. Enter the password if asked.
6. Print as usual from the app or the Print button. When you're done, switch your phone back to your home Wi-Fi.

Menu names vary a little. Some models say "Wireless Direct active/inactive," and some newer models show a QR code you can scan with your iPhone's camera to join instantly.

Limits worth knowing

- Up to **five** devices can connect this way at once.
- While your phone is on the printer's DIRECT network, it isn't on your home internet. Emails and web pages won't load until you switch back (or until your phone falls back to cellular data).
- Canon notes that firmware updates aren't available while you're connected through Wireless Direct.

TIP

USB still works

Most PIXMA printers also have a USB port. For a single desktop computer that sits right next to the printer, a USB cable is the simplest, most reliable connection of all.

CHAPTER 9

New Router? "Printer Offline"? Getting Back Online

A very common printer problem goes like this: the internet company swapped the router, and now the printer "won't print" or shows **offline**. Nothing is broken. The printer is still looking for the old Wi-Fi name and password, and it needs to be introduced to the new one.

Fixes for "offline," in order

1. Make sure the printer is **on** and not showing an error on its screen.
2. Turn the printer off with its power button, wait 30 seconds, and turn it back on.
3. Restart the phone or computer you're printing from.
4. Check the printer's Wi-Fi light. If it's off or flashing, the printer isn't on your network — go to the reconnect steps below.
5. If the router or Wi-Fi name changed, reconnect the printer (below). This is the fix most of the time.
6. On a Windows PC, open **Settings** > **Bluetooth & devices** > **Printers & scanners**, choose the printer, and run Windows' troubleshooter if it's offered.

Reconnecting after a new router

1. Have the **new** Wi-Fi name and password handy — often on a sticker on the new router.
2. Use any of the Wi-Fi methods from Chapters 6 and 7: the **Canon PRINT** app's printer setup, the **WPS** button, or Canon's setup at **ij.start.canon** on a computer.
3. If the app still lists the old printer and won't connect, remove it from the app's printer list and add it again.
4. On a computer, if the old printer entry stays offline after the printer is back on Wi-Fi, remove it in the printer settings and add it again (Chapters 12 and 13).

TIP

Keep the old Wi-Fi name and password

When a new router goes in, you can often give it the **same** Wi-Fi name and password as the old one. Then the printer, the TV, the doorbell and everything else reconnect on their own. Ask the installer, or call me — it saves a lot of re-setting-up.

SCAM ALERT

"Printer offline" search results

If you search "Canon printer offline," some of the top results are ads for companies posing as Canon support. They'll ask to connect to your computer and then charge for "repairs." Canon's real help is at **usa.canon.com/support**. See Chapter 28.

FROM BILL

Got a new router this week?

Reconnecting devices after a router swap is quick work for me. If the printer is the only holdout, a remote session usually does it. $49 remote · $99 in your home.

PART 3

Printing from Every Device

iPhone and iPad, Android phones and tablets, Windows PCs, Macs and Chromebooks — how each one finds your Canon and sends it a page.

CHAPTER 10

Printing from an iPhone or iPad (AirPrint)

Your iPhone and iPad have printing built in. Apple calls it **AirPrint**, and Canon PIXMA printers that connect over Wi-Fi support it. You don't need to install anything — not even the Canon app.

WHAT THIS DOES FOR YOU

What this does for you

Print a boarding pass, a recipe, an email or a photo in a few taps, straight from the app you're already looking at.

Printing something

1. Make sure the iPhone and the printer are on the **same Wi-Fi network**.
2. Open what you want to print — a photo in Photos, an email in Mail, a web page in Safari.
3. Tap the **Share** button (a square with an arrow pointing up). In some apps it's an **Actions** button with three dots instead.
4. Scroll down and tap **Print**.
5. Tap **No Printer Selected** (or the printer's name) and choose your Canon.
6. Choose the number of copies and other options, such as which pages.
7. Tap **Print** in the upper-right corner.

Canceling a print job

While something is printing, open the App Switcher (swipe up from the bottom and pause, or double-click the Home button on older iPhones), tap **Print Center**, choose the job and tap **Cancel Printing**.

TIP

No Print option?

Not every app supports printing. If you can't find Print in the Share menu, try taking a screenshot and printing that from Photos — or print the same thing from Safari or Mail instead.

HEADS UP

Printer doesn't appear in the list

Almost always this means the phone and printer aren't on the same Wi-Fi — for example, the phone is on a guest network or on the printer's DIRECT network from Chapter 8. Check the phone's Wi-Fi, then restart the printer and wait a minute before trying again.

CHAPTER 11

Printing from an Android Phone or Tablet

Android phones also have printing built in. They use small add-ons called **print services**. For Canon printers, two work well: Canon's own **Canon Print Service**, and the **Mopria Print Service** that works with many brands. On newer Android phones one of them is often already installed.

Setting up the print service

1. Open the **Google Play Store** and search for **Canon Print Service**. Make sure it's from **Canon Inc.** and install it if it isn't already there.
2. On Android 7 and later, Canon says the service turns itself on after installation. If you use Mopria instead, you may need to switch it on: open **Settings** and search for **Printing**, then turn on the service.
3. Make sure the phone and printer are on the same Wi-Fi.

Printing something

1. Open what you want to print — a photo, a web page in Chrome, a document.
2. Tap the **three-dot menu** or the **Share** button and choose **Print**.
3. At the top, tap the printer name and choose your Canon.
4. Set copies and paper size if needed.
5. Tap the round **print** button.

GOOD TO KNOW

When to use the Canon PRINT app instead

Canon's own help suggests the Canon PRINT app when you want finer control over paper type and print area, or for scanning. For everyday pages, the built-in Print option is perfectly fine.

TIP

Samsung and other phones

Menus look a little different on Samsung, Motorola and Google Pixel phones, but every one has a **Print** option in the share or three-dot menu of most apps, and a **Printing** page in Settings (use the search at the top of Settings to find it).

CHAPTER 12

Adding the Printer to a Windows PC

Windows 11 can usually find a Canon printer on your Wi-Fi by itself and add it in a minute or two. If you want Canon's full set of features — the scanning tool and the maintenance controls — you can also install Canon's software from **ij.start.canon** (Chapter 5).

Adding it in Windows 11

1. Make sure the printer is on and connected to your Wi-Fi (or plugged in by USB).
2. Click **Start**, then **Settings**.
3. Choose **Bluetooth & devices**, then **Printers & scanners**.
4. Next to **Add a printer or scanner**, click **Add device**.
5. Wait a minute while the list fills in. Next to your Canon, click **Add device**.
6. If your printer isn't listed, click **Add manually** (or "The printer that I want isn't listed") and follow the prompts.

WHAT THIS DOES FOR YOU

Why this matters

Once it's added, every program on the computer — email, Word, your web browser — can print to the Canon with **Ctrl+P**.

Printing from any program

1. With the document or page open, press **Ctrl** and **P** together (or choose **Print** from the File menu).
2. Choose your Canon from the printer list.
3. Set copies, pages and color or black-and-white.
4. Click **Print**.

TIP

Two copies of the printer in the list?

It's common to see the same Canon listed twice — for example, once as added by Windows and once by Canon's software. Either works. If one shows **offline** and the other doesn't, use the one that works and remove the other from Printers & scanners.

HEADS UP

Old "Devices" menu instructions

Older articles say **Settings > Devices > Printers & scanners**. That's Windows 10. In Windows 11 it's **Bluetooth & devices**. Our **Windows 11** guide has more about the Settings app.

CHAPTER 13

Adding the Printer to a Mac

A Mac connects to Wi-Fi Canon printers with AirPrint, so you usually don't need to download any software at all to print. If the Mac and printer are on the same Wi-Fi, the printer may already be there waiting.

Adding it

1. Click the **Apple menu** and choose **System Settings**.
2. Click **Printers & Scanners** in the sidebar (you may need to scroll down).
3. Click **Add Printer, Scanner, or Fax**.
4. Wait a minute or two. Choose your Canon from the list.
5. Click **Add**.

Printing

In any app, press **Command** and **P** together (or choose **File > Print**), choose the Canon, and click **Print**. Click **Show Details** to choose paper type and color options.

TIP

Doesn't show up?

Check that the Mac and printer are on the same Wi-Fi, then restart the printer. If it still doesn't appear, Apple's help explains adding a printer by its **IP address** (a number like 192.168.1.25 that you can find by printing the printer's network settings page). Or call me.

GOOD TO KNOW

Scanning on a Mac needs one extra step

Printing works without Canon software, but Canon's scanning app, **IJ Scan Utility Lite**, is a separate download. Chapter 21 shows you how.

CHAPTER 14

Printing from a Chromebook

Chromebooks print to Wi-Fi printers directly, with no Canon software. You add the printer once in Settings and it stays there.

Adding the printer

1. Make sure the Chromebook and the printer are on the same Wi-Fi.
2. Click the time in the lower-right corner, then the **Settings** gear.
3. Choose **Device**, then **Printers and scanners**, then **Print**. (On older Chromebooks it's under **Advanced** > **Print and scan** > **Printers**.)
4. Under **Other available printers**, find your Canon and click **Save**.
5. If it isn't listed, choose **Add printer manually**. You'll need the printer's IP address; for the protocol choose **IPP**, and for the queue **ipp/print**.

Printing

Press **Ctrl** and **P** together, choose your Canon as the **Destination**, and click **Print**.

HEADS UP

School or work Chromebooks

A Chromebook from a school or employer may be set to block adding printers. If you can't add one, that's a setting only the school's or company's administrator can change.

WHAT THIS DOES FOR YOU

One printer for the whole house

Once each device has the printer saved, everyone — the laptop, the tablet, a grandchild's school Chromebook at home — can print to the same Canon.

PART 4

Ink Without Overpaying

The right cartridge number, standard versus XL, MegaTank bottles, reading the ink warnings, the honest truth about third-party ink, and Canon's PIXMA Print Plan.

CHAPTER 15

Ink Cartridges: Finding the Right Number

Canon cartridges are sold by **number**, not by printer name. Most cartridge PIXMA models take two: a **PG** cartridge (black) and a **CL** cartridge (color, with three colors inside one cartridge). Buy the numbers your printer uses and you'll get the right fit every time.

A few common pairs

Printers (examples)	Black	Color
PIXMA TS3520, TR4720	PG-275 or PG-275 XL	CL-276 or CL-276 XL
PIXMA TS6420a, TS5320, TR7020a	PG-260 or PG-260 XL	CL-261 or CL-261 XL
PIXMA TS6520, TS4320, TR7120 (2025 models)	PG-295 (and XL)	CL-286 (and XL)

This is just a sample. To find yours, look at the label on the cartridge you're replacing, or use the **Ink & Toner Finder** on Canon's site: enter your model and it lists the matching cartridges.

Standard or XL?

Choice	What it means
Standard	Less ink, lower price. Fine if you print a few pages a month.
XL	About one-and-a-half to two times the ink, depending on the cartridge — for example, Canon lists the PG-275 at 5.6 ml and the PG-275 XL at 11.9 ml. Costs more per cartridge, but usually less per page.
Value pack	A black and a color together, usually a little cheaper than buying them separately.
Starter cartridges	The ones in the box with a new printer. Don't be surprised when they run out sooner than the ones you buy later.

Changing a cartridge

1. With the printer **on**, open the cover. The cartridge holder slides to the middle where you can reach it. Wait until it stops moving.
2. Press down or flip up the lock on the old cartridge and lift it out.
3. Unwrap the new cartridge and gently pull off the **protective tape**. Don't touch the gold or copper contacts or the nozzles underneath.

4. Slide it in at a slight angle and push until it clicks or the lock snaps down.
5. Close the cover. The printer takes a moment to get ready.

TIP

Recycle the old ones

Don't just toss empty cartridges. Many office-supply stores accept them for recycling — ask at the counter.

WHAT THIS DOES FOR YOU

Why this matters

Knowing your two numbers means you can buy ink in a minute, at the store you trust, without guessing — and choosing XL when you print a lot stretches every dollar.

CHAPTER 16

MegaTank Printers: Filling from Bottles

Canon's **MegaTank** printers — the PIXMA **G** models — have see-through ink tanks built into the front of the printer. Instead of buying cartridges, you buy bottles of ink and pour (really, let them drip) into the tanks.

Why people choose them

The ink lasts a long time. For the popular **PIXMA G3270**, which takes **GI-21** bottles, Canon says a full set of bottles prints up to about 6,000 black pages in standard mode, and that one set equals about 30 standard black and color cartridges of the PG-260/CL-261 kind. The bottles that come in the box print fewer pages, because some ink is used to fill the print head the first time.

WHAT THIS DOES FOR YOU

What this does for you

If you print often — church bulletins, grandchildren's worksheets, photos — a MegaTank turns ink from a monthly worry into something you think about once or twice a year.

Refilling a tank

1. Check the bottle number matches your printer (for example **GI-21** for the G3270). Different G models use different bottle numbers.
2. Open the printer's tank cover, then open the cap of the tank you're filling. The colors are marked.
3. Take the cap off the bottle and stand the bottle upside-down in the tank's opening. On newer MegaTank models the bottle tip fits only its matching color and the flow stops when the tank is full; follow your model's setup sheet.
4. Wait for the ink to stop flowing, then lift the bottle straight up.
5. Close the tank cap firmly, then the cover.
6. Keep any leftover ink capped, upright, and out of reach of children.

HEADS UP

Don't tip it over

Canon's manuals warn not to tilt a MegaTank printer when you move it, because ink can leak. If you move it to another room, keep it level. For a long move or a repair shipment, follow your model's transport instructions in its online manual.

GOOD TO KNOW

"MAXIFY" is a different family

You may see Canon **MAXIFY GX** printers next to MegaTank in stores. They're Canon's small-business tank printers. Much of this guide applies, but their bottles and menus differ.

CHAPTER 17

Ink Levels & Ink Warnings

Printers estimate how much ink is left, and the estimates are cautious. A low-ink warning means "buy some soon," not "stop now."

Where to look

- **The printer's screen**, on models that have one — often an ink-drop icon or an ink information menu.
- **On a MegaTank**, simply look at the tanks on the front. Refill when the ink gets near the lower line.
- **On a computer** with Canon's software installed, the printer's status window shows estimated levels.
- **In the Canon PRINT app** on many models.

The ink codes you'll see

Code	What Canon says it means	What to do
1600	The ink may have run out.	Have a replacement ready. Replace when print quality drops or the printer stops.
1686	The ink level can't be detected; the ink may have run out.	Often seen with a refilled or third-party cartridge. Check it's seated properly, or replace it.
1688	The ink has run out.	Replace the cartridge. Canon allows you to keep printing by holding **Stop** for about 5 seconds, but that turns off ink-level detection for that cartridge and Canon warns it can affect print quality or the printer.

On some smaller models without a full screen, the same warnings show as short codes such as **E13** or **E16**, or as a number of flashes of the Alarm light. Your model's online manual has the translation.

TIP

Low black, plenty of color?

You can usually keep printing in black only from a computer by choosing grayscale or black-and-white in the print settings. But when a cartridge is truly empty, replace it — running a print head dry isn't good for it.

HEADS UP

Don't wait months with an empty cartridge in place

Ink keeps the tiny nozzles moist. A printer left for a long time with an empty cartridge, or switched off at the wall, can clog. Printing a page or two every week or two helps keep things flowing.

CHAPTER 18

Genuine vs. Third-Party Ink, Honestly

Canon ink isn't cheap, and you'll see much cheaper "compatible" cartridges and refill kits online. Here's a straight, balanced look so you can decide for yourself.

What Canon's warranty says

Canon's U.S. limited warranties for PIXMA printers exclude **damage caused by** non-Canon ink cartridges or refilled cartridges. In plain words: Canon doesn't stop you from using other ink, but if that ink damages the printer, Canon won't fix it for free under the warranty.

	Genuine Canon	Third-party or refilled
Price	Higher	Often much lower
Ink level reading	Works normally	May show "ink level can't be detected" (code 1686)
Warranty	Covered	Damage caused by the ink isn't covered
Print quality	What the printer was designed for	Varies by brand and batch

My honest advice

- **Under warranty?** Use genuine Canon ink until the warranty ends.
- **Print a lot?** A MegaTank printer (Chapter 16) or the PIXMA Print Plan (Chapter 19) is often a cheaper way to get genuine ink than chasing bargains.
- **Trying third-party?** Buy from a seller you know, keep the receipt, and start with one cartridge rather than a big multi-pack.
- **Refilling a cartridge yourself** is messy and the printer may refuse to read it. It's rarely worth the trouble for an occasional printer.

HEADS UP

Counterfeit "genuine" ink

Very cheap "Original Canon" listings from unknown online sellers are sometimes fakes. Buy from Canon's own store or a store you'd trust with your card.

WHAT THIS DOES FOR YOU

What this does for you

You make the ink choice on purpose, knowing the trade-off, instead of being steered by a pop-up or a too-good-to-be-true ad.

CHAPTER 19

Canon's PIXMA Print Plan (Ink by Subscription)

The **PIXMA Print Plan** is Canon's ink subscription in the U.S. Instead of buying cartridges, you pay a monthly fee for a set number of printed **pages**. Your printer, connected to the internet, tells Canon when ink is getting low, and Canon mails new cartridges. It's still offered as of November 2026.

How it works

- **Two kinds of plan:** monthly page plans, which let unused pages roll over to the next month, and a **Pay Per Print** plan.
- **You pay by the page, not by the drop.** Canon's terms count pages printed, not how much ink each page used.
- **Only certain printers qualify**, and the printer must be on Wi-Fi with an internet connection.
- **Where it's available:** Canon says it doesn't ship to Alaska, Hawaii or U.S. territories, which isn't a concern for us in Ohio.
- **Changing plans:** Canon's terms say rollover, bonus and promotional pages don't carry over when you change plans.

What it costs

Canon advertises plans starting at a few dollars a month, often with a few free months when you first enroll. Canon's own pages and retailers showed slightly different starting prices and free-trial lengths when we checked in November 2026, so look at the current price list on **usa.canon.com** (search "PIXMA Print Plan") before you sign up, and pick a plan by how many pages you really print in a typical month.

HEADS UP

Pulling out the cartridges doesn't cancel it

Canon's terms say that removing the subscription cartridges, not printing, or disconnecting the printer from the internet does **not** cancel your enrollment. To stop being billed, you must cancel through your Canon account. Put a reminder on your calendar before any free months end.

Who it suits

- **Good fit:** you print a steady amount every month, especially color, and you like never shopping for ink.
- **Poor fit:** you print a handful of pages a year, or your printer is often off or offline.

FROM BILL

Not sure which plan you need?

I can look at how much you've actually printed and tell you honestly whether a plan, XL cartridges or a MegaTank makes the most sense. $49 remote · $99 in your home.

PART 5

Scanning & Copying

Turn paper into files on your phone or computer — one page or a stack into a single PDF — and make copies without a computer at all.

CHAPTER 20

Scanning to Your Phone with the Canon PRINT App

If your PIXMA has a scanner (the lid that lifts up to show glass), the Canon PRINT app can scan a page straight to your phone. From there you can save it as a PDF, email it, or keep it in your Files.

WHAT THIS DOES FOR YOU

What this does for you

Send a signed form to the doctor's office, a receipt to the insurance company, or a page of Mom's handwritten recipe to the whole family — without a computer.

Scanning a page

1. Lift the lid and place the page **face down** on the glass, lined up with the corner mark.
2. Open the **Canon PRINT** app and make sure your printer is selected at the top.
3. Tap **Scan**.
4. To change settings first, look for the settings option — you can pick the document type, size and the format (**PDF** or **JPEG**, which is a picture).
5. Start the scan. The page appears on your phone.
6. To scan more pages into the same file, place the next page and scan again before you save.
7. Tap the **share** icon to save it. On an iPhone, choose to save as a PDF and then **Save to Files**, or pick Mail or Messages to send it.

GOOD TO KNOW

Some models can't scan to a phone

Canon marks scanning to a smartphone as "not supported depending on the model." If your app has no Scan button, use a computer (Chapter 21), or use the app's camera-based copy feature described in the "Ways Your Canon PIXMA Can Make Life Easier" topic.

TIP

PDF or JPEG?

Choose **PDF** for documents — forms, letters, receipts — especially if there's more than one page. Choose **JPEG** for a single photo you want to keep in your photo album.

CHAPTER 21

Scanning on a Windows PC or Mac

On a computer, Canon's scanning tool is called **IJ Scan Utility** on Windows and **IJ Scan Utility Lite** on a Mac (newer models use the Lite version on Mac). If you set the printer up from ij.start.canon, it may already be installed.

On Windows: many pages into one PDF

1. Click **Start** and type **IJ Scan Utility**, then open it. (It's also in the **Canon Utilities** folder in the Start menu's app list.)
2. Click **Settings**, then **Document Scan**.
3. Under Save Settings, set **Data Format** to **PDF (Multiple Pages)**. This is the key step — plain "PDF" saves each page as its own file. Note the folder it saves to (usually Documents). Click **OK**.
4. Place the first page face down on the glass and click **Document**.
5. When it asks about another page, place the next page and click **Scan**. Repeat.
6. After the last page, click **Exit**. Your single PDF is in the save folder.

HEADS UP

Scan fails on Windows with a folder error?

Canon notes that a Windows Security setting called **Controlled folder access** can block IJ Scan Utility from saving. If it's on, you can allow the app through it in Windows Security, or call me to do it safely.

On a Mac

1. If it isn't installed, go to **usa.canon.com/support**, find your model, open **Software & Drivers**, choose **Software & Utilities**, and download **IJ Scan Utility Lite**.
2. Open the downloaded file and run the installer package inside it.
3. Open **Applications** > **Canon Utilities** > **IJ Scan Utility Lite**.
4. Pick a mode: **Auto**, **Document**, **Photo**, **Custom**, **Stitch** (for items bigger than the glass) or **OCR** (turns a page into editable text).
5. Use **Settings** to choose PDF and where files are saved, then scan.

TIP

Using the document feeder

If your PIXMA has a feeder on top (an ADF, or automatic document feeder), you can load a short stack face up and let it pull the pages through one at a time. It's a big time-saver for statements and tax papers.

WHAT THIS DOES FOR YOU

What this does for you

Scanning the important papers — wills, deeds, insurance cards, medication lists — into PDFs means you can keep a backup copy safe and share them with family when needed.

CHAPTER 22

Making a Copy

Every PIXMA all-in-one is also a copier, and you don't need a phone or computer to use it.

A quick copy

1. Make sure there's plain paper loaded.
2. Lift the lid and place your original **face down** on the glass, lined up with the corner mark. Close the lid gently.
3. On models with copy buttons, press **Black** for a black-and-white copy or **Color** for a color copy.
4. On models with a menu screen, choose **Copy**, set the number of copies with the arrows or touch screen, and press the Black or Color start button (or **Start** on the screen).
5. Lift the original off the glass when it's done.

TIP

Saving ink on copies

Copying a black-and-white letter? Use **Black**. A color copy of a text page uses color ink for no good reason.

GOOD TO KNOW

Two-sided and reduced copies

Many models can shrink or enlarge a copy or copy onto both sides of the paper. Look in the Copy menu on the screen. The exact choices depend on your model.

HEADS UP

Copying IDs and cards

Make copies of a driver's license, Medicare card or bank card only when you truly need to, and shred extra copies. Loose copies left on a desk or in the printer tray are an easy way for personal details to go astray.

PART 6

Fixing Problems

Faded or streaky prints, paper jams, the numbered support codes, the dreaded "ink absorber" message, and firmware updates.

CHAPTER 23

Faded, Streaky or Missing Colors

If prints come out with white lines, faint text or a color missing — say, skin tones that look green — the cause is almost always a few clogged **nozzles** in the print head. The print head is the part that sprays ink through hundreds of tiny holes. Canon printers have built-in tools to check and clean it.

Step 1: Print a nozzle check pattern

The **nozzle check** prints a small test page of lines and color blocks. Find it in the printer's **Maintenance** menu on models with a screen, in the maintenance section of Canon's software on a computer, or with the button combination in your model's online manual. Load plain paper first.

- **Every line solid, no gaps:** the print head is fine. Check ink levels and paper type instead.
- **Lines broken or a color faint or missing:** go on to cleaning.

Step 2: Clean, then check again

1. Run **Cleaning** (sometimes called print head cleaning) from the same Maintenance menu.
2. Print the nozzle check pattern again.
3. If it's still poor, run **Cleaning** one more time and check again.
4. If two cleanings haven't fixed it, run **Deep Cleaning**. It's stronger and uses more ink.
5. Print the nozzle check again.
6. Still not right? Turn the printer **off**, wait **24 hours**, and run Deep Cleaning once more. The rest lets the ink soak into dried nozzles.

HEADS UP

Don't run cleaning over and over

Each cleaning uses ink, and deep cleaning uses a lot. The used ink goes into the printer's ink absorber (Chapter 26), so endless cleaning also brings that day closer. Follow the order above, and if it still isn't right, Canon's manuals say the ink may be empty or the print head may be worn.

Other things that cause poor prints

- **Wrong paper setting:** printing on glossy photo paper with the paper type set to plain paper (or the other way around) gives smeary or dull results.
- **Lines out of place or text slightly doubled:** run **print head alignment** from the same Maintenance menu.
- **An empty or third-party cartridge** (Chapter 18).
- **Long idle periods.** Printing a page or two every week or two keeps the nozzles from drying.

TIP

MegaTank models

MegaTank printers use the same check-and-clean steps. Some G models also have a stronger cleaning option and a print head you can replace, which your model's online manual describes. Use those only after the normal steps above.

WHAT THIS DOES FOR YOU

What this does for you

Ten minutes with the nozzle check usually fixes what looks like a broken printer — and saves you from buying a new one you don't need.

CHAPTER 24

Paper Jams & Paper That Won't Feed

A paper jam shows on Canon printers as support code **1300**, and an empty paper tray as **1000**. Jams happen to every printer; the trick is to clear them gently.

Clearing a jam

1. Press **Stop** or cancel the print job.
2. Find the paper. Canon's jam code points to the two usual spots: the **paper output slot** at the front, or the **rear tray** (or the cassette) where paper goes in.
3. Hold the sheet with **both hands** and pull it out **slowly**, in the direction it was traveling if you can. Slow pulling keeps it from tearing.
4. If it tears, look for and remove every scrap — even a small corner can cause the next jam.
5. If you can't reach it, turn the printer off and look inside the front cover or rear cover, depending on your model. Don't force anything or pry with tools.
6. Reload the paper neatly and press **OK** (or the button the screen shows) to carry on.

HEADS UP

Don't use force

Yanking hard on a jammed sheet, or reaching in with tweezers or a knife, can damage rollers or the print head. If the paper won't come out with gentle pulling, stop and call for help.

Preventing jams

- Fan the stack of paper before loading so the sheets don't stick together.
- Don't overfill the tray — stay below the fill line.
- Slide the paper guides snugly against the stack, without bending it.
- Use one kind of paper at a time; don't mix photo paper with plain paper.
- Keep paper flat and dry. Curled or damp paper jams more often.

TIP

Envelopes and card stock

Most PIXMA models take envelopes and heavier paper from a specific tray. Check your online manual for which tray and which way up, and print one test first.

CHAPTER 25

Support Codes Decoded

When something goes wrong, your Canon shows a **support code** — a four-character number or letter code on the screen or in the computer's status window. Knowing a few of the most common ones takes the worry out of them.

Code	What it means	What to do
1000	Out of paper (the tray named on the screen is empty).	Load paper and press OK.
1300	Paper jam, at the output slot or rear tray.	Clear it gently (Chapter 24).
1600	Ink may have run out.	Get a replacement ready (Chapter 17).
1686	Ink level can't be detected.	Check or replace the cartridge (Chapter 17).
1688	Ink has run out.	Replace the cartridge (Chapter 15).
1700	Ink absorber is **almost** full.	You can usually keep printing for now. Plan for service (Chapter 26).
5B00	Ink absorber is full — the printer stops printing.	Needs Canon service or replacement (Chapter 26).

Looking up any code

1. Write down the code exactly, including letters (for example 5B00, not 5800).
2. Search for your model plus the code, such as **TS6420a 1300**.
3. Choose a result on a Canon address — **ij.manual.canon**, **usa.canon.com** or **support.usa.canon.com**. Canon's online manual has a **List of Support Code for Error** for each model.
4. Follow Canon's steps for that code.

> **TIP**
>
> **Codes can differ by model**
>
> The common codes above mean the same thing across PIXMA models, but some codes are specific to certain printers. When in doubt, look up your exact model's list.

SCAM ALERT

Code-lookup sites that want you to call

Some websites promise to fix Canon error codes and show a phone number to call. Those aren't Canon. Canon's own pages don't ask you to call a stranger to clear a code, and they never ask for gift cards or remote access to your computer.

GOOD TO KNOW

"Turn it off and on" really does help

For a code you don't recognize, a good first step is to turn the printer off with its power button, wait a moment, and turn it back on. If the code comes back, then look it up.

CHAPTER 26

"The Ink Absorber Is Almost Full" (Codes 1700 & 5B00)

This message worries a lot of people, so let's take it slowly. Every time a Canon inkjet cleans its print head — when you turn it on, after a cartridge change, during deep cleaning — a little ink is flushed out. That waste ink soaks into a pad inside the printer called the **ink absorber**. After years of use, the pad fills up.

The two stages

Code	What it means
1700: almost full	A warning. On most models you can press **OK** (or the Resume/Cancel button) and keep printing for a while. Canon's manuals say to contact a Canon service center to request a repair.
5B00: full	The printer stops printing. Canon says the absorber must be replaced by Canon, and advises doing so as soon as possible.

What to do

1. Don't panic at **1700**. Print what you need, and start planning.
2. Check whether your printer is still under warranty — the purchase date and the warranty length on Canon's site for your model.
3. Go to **usa.canon.com/support**, find your model, and sign in to (or create) your Canon account to see your service options.
4. Ask for a repair quote, and compare it honestly with the price of a new printer.

HEADS UP

Videos that show you how to "reset" it

You'll find videos and downloads that claim to reset the counter. Canon's forum staff have said that cleaning the pad yourself isn't recommended, and resetting the counter without replacing the pad can let waste ink overflow inside the printer. Some of those "reset tool" sites are also scams.

FROM BILL

Repair or replace?

For an older, inexpensive printer, a repair can cost close to the price of a new one. I'll give you a straight answer about which makes sense for your situation, and set up the new one if that's the choice. $49 remote · $99 in your home.

WHAT THIS DOES FOR YOU

What this does for you

Understanding the absorber means you won't be rushed into a decision by a scary message — and you'll know why it pays not to run deep cleaning over and over.

CHAPTER 27

Firmware Updates

Firmware is the printer's built-in software — what runs its screen, Wi-Fi and features. Canon releases updates now and then to fix problems and improve how the printer works with phones and computers.

Updating from the printer (models with a screen)

1. Make sure the printer is on and connected to your Wi-Fi with internet access.
2. Press **Setup** (or the home/menu button).
3. Choose **Device settings**, then **Firmware update**.
4. Choose **Install update** and answer **Yes** or **OK** to the prompts.
5. Wait. The printer downloads and installs the update, then turns itself off and on again. Don't turn it off or unplug it during the update.

GOOD TO KNOW

It needs the internet

Canon notes that the update from the printer's panel needs an internet connection, and it isn't available while you're connected through Wireless Direct. If the update fails, print the network settings page to check the printer's Wi-Fi signal.

HEADS UP

Updates and third-party ink

Printer makers have sometimes changed how printers check cartridges through firmware updates. If you rely on third-party cartridges, it's worth knowing that a future update could change how the printer treats them. For most people using genuine ink, installing updates is the right choice.

WHAT THIS DOES FOR YOU

What this does for you

Keeping the firmware current fixes known bugs and helps the printer keep working smoothly with the latest iPhone, Android and Windows versions.

PART 7

Staying Safe

Fake Canon setup pages, "printer offline" ads and support-number scams — and how to always land on the real Canon.

CHAPTER 28

Fake Canon Setup & Support Sites

Printers are a favorite target of tech-support scammers, because almost everyone gets frustrated with one sooner or later. The scam works like this: you search for help, land on a site that looks official, and are told to call a number or download a "driver." The person who answers is not Canon.

The two traps

- **Fake "ij.start.canon" pages.** Canon's real setup site is **ij.start.canon**. Search for it, though, and you'll see many look-alike pages hosted on free website services, document-sharing sites and code-sharing sites — some misspelling Canon as "cannon." They borrow the name to look official.
- **"Printer offline" and error-code ads.** Paid ads and pages that promise to fix "Canon printer offline" or a support code, with a toll-free number front and center.

SCAM ALERT

The warning signs

Someone asks to **connect to your computer** remotely. They say your printer or computer is "infected" or "blocked." They want payment by **gift card**, wire, payment app or cryptocurrency. They charge a fee to "activate" your printer or warranty. Canon's real setup is free, and a real company never asks for gift cards. Hang up.

How to always reach the real Canon

1. Type the address yourself in the browser's address bar: **usa.canon.com/support** for help, or **ij.start.canon** for setup. Don't click ads at the top of search results.
2. Check the address before you trust a page. Real Canon addresses end in **canon.com** (like usa.canon.com) or **.canon** (like ij.start.canon or ij.manual.canon) with nothing else after them.
3. Download drivers and apps only from Canon's site, the Microsoft Store, the Apple App Store or Google Play.
4. For a phone number, use the one shown on Canon's own support page for your model — not a number from an ad, a pop-up or a forum post.

HEADS UP

If you already called or let someone in

Turn off the computer's Wi-Fi or unplug its network cable. Don't pay anything more. If you paid with a card, call the bank's number on the back of the card. Change passwords from a different, safe device. Then call me — I can check the computer for anything they left behind. Our **Remote Support & Fake Tech Support** guide walks through it step by step.

WHAT THIS DOES FOR YOU

What this does for you

Knowing the real addresses means you can search for printer help freely, without the risk of handing your computer — or your bank card — to a stranger.

PART 8

Help & Reference

An honest word about when a hand is worth it, and the whole guide boiled down to one page.

CHAPTER 29

When to Call Bill

I've written this guide so you can handle most printer tasks on your own. But part of being helpful is being honest about when a hand saves you time and worry. Here's my straight advice.

Times it's well worth a call

- **A new router** went in and the printer won't reconnect, even after Chapter 9.
- **Setting up a brand-new printer** on every computer, phone and tablet in the house at once.
- **Scanning won't work** on the computer, or you'd like a one-click way to scan to a folder.
- **The ink absorber code** appeared and you want a straight answer on repair versus replace.
- **Choosing a new printer** — cartridge, MegaTank or the Print Plan — based on how you really print.
- **You called a number from an ad** or let someone onto your computer. Call right away.
- **You'd simply rather have a patient person** set it up and show you. That's always reason enough.

What working with me is like

I work at your pace — no rushing and no talking down. I explain what I'm doing in plain words, and I'll always tell you honestly when ink, a plan or a new printer isn't worth your money. I bring 30+ years of professional experience to every visit, and Bill's Home Tech serves Portage County, Ohio. Many printer problems can be fixed over a remote session; for a new setup or a stubborn jam, I can come to you.

FROM BILL

How to reach me

Call **(330) 200-8042** or book a time at **billshometech.com/book**. My help is **$49 remote · $99 in your home**. This guide is free to keep and share.

GOOD TO KNOW

You may meet Sophie first

When you call or visit billshometech.com, you may be greeted by **Sophie**, my AI receptionist. She can answer quick questions and book a time with me. A real person — me — does the actual help.

Thank you for taking the time to get to know your Canon. A printer that just works is one less thing to worry about.

— Bill

CHAPTER 30

Your Canon PIXMA Cheat-Sheet

The whole guide, boiled down. Keep a copy near the printer.

The essentials

To do this	Do this
The app	**Canon PRINT** (it used to be Canon PRINT Inkjet/SELPHY). Free.
Official setup	Type **ij.start.canon** yourself. Phones: **ij.start.canon/cscs**.
Official help	**usa.canon.com/support**
Wi-Fi from a phone	Start Easy wireless connect on the printer, then the Canon PRINT app.
No router needed	**Setup** > **Device settings** > **LAN settings** > **Wireless Direct**.
iPhone printing	**Share** > **Print** > choose the Canon.
Windows 11	**Settings** > **Bluetooth & devices** > **Printers & scanners** > **Add device**.
Mac	**System Settings** > **Printers & Scanners** > **Add Printer, Scanner, or Fax**.
Many pages, one PDF (Windows)	IJ Scan Utility > **Settings** > **Document Scan** > Data Format **PDF (Multiple Pages)**.
Faded prints	Nozzle check, Cleaning (twice), Deep Cleaning, then wait 24 hours.
1300 / 1000	Paper jam / out of paper.
1700 / 5B00	Ink absorber almost full / full — Canon service.

Write it down once

What	Yours
My printer model	_____
Black cartridge or bottle number	_____
Color cartridge or bottle number	_____
Wi-Fi name and password	_____
Date I bought it / warranty ends	_____
Print Plan? Renewal date	_____

When something's wrong, in order

1. Read the screen and write down any support code.
2. Turn the printer off with its power button, wait 30 seconds, turn it on.
3. Check paper, ink and that the Wi-Fi light is steady.
4. Restart the phone or computer you're printing from.
5. Look up the code on a Canon address (Chapter 25).
6. Still stuck? Call Bill at (330) 200-8042 — never a number from an ad.

FROM BILL

I'm here when you need me

Call **(330) 200-8042** or visit **billshometech.com/book**. $49 remote · $99 in your home.