Canon

CX-G6400
COLOR CARD PRINTER

Moving or Transporting the Printer

This manual describes the procedures for moving or transporting the printer. Be sure to read this manual prior to this operation.

CAUTION:

● The printer is not designed to be moved once the inks are installed and the printer is powered on. Moving the printer after this point can cause ink to leak, splash, splatter, spill, etc. ("leakage"), resulting in injury and/or damage to people and/or property, including but not limited to fire or electrical shock arising from ink coming into contact with printer components.

● If the printer has to be moved, follow the procedures in this manual that describe how to move or transport the printer to help you avoid injury and minimize ink leakage and/or damage arising from ink leakage. However, these procedures do not guarantee the ink will not leak and cause injury and/or damage.

● DISCLAIMER: Canon disclaims all warranties and/or liability for damage caused by ink leakage resulting from moving or transporting the printer after inks are installed and the printer is powered on. If you move the printer after inks are installed and the printer is powered on, you do so at your own risk.

● Refer to the printer's warranty for additional details.

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● When moving the printer indoors:

Move the printer following the procedure described in **"Moving the Printer Indoors (P.2)"**.

● When transporting the printer over a long distance for relocation, maintenance, etc. or by use of an airplane, train, automobile, etc.:

Make preparations following the procedure described in **"Transporting the Printer (P.10)"**.

Before You Begin

■ Conventions

The following marks are used in this manual.

⚠ **Warning**

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

⚠ **Caution**

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

Important

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

Note

Instructions including notes for operation and additional explanations.

■ Sample Screens

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

■ Trademarks

- Canon and the Canon logo are trademarks of Canon Inc.

- Microsoft and Windows are trademarks or registered trademarks of Microsoft Corporation in the United States and/or other countries.

- Other brand and product names may be trademarks or registered trademarks of their respective companies.

■ Abbreviations

Throughout this manual the following abbreviations are used in text.

- Microsoft Windows 10 is abbreviated as "Windows 10"
- Microsoft Windows 8.1 is abbreviated as "Windows 8.1"
- Microsoft Windows 7 is abbreviated as "Windows 7"
- Microsoft Windows is abbreviated as "Windows"

Moving the Printer Indoors

When moving the printer on the same floor or to another floor, follow the procedure below.

Important

- Administrative privileges may be required to configure printer settings. For more details, see "Using Utility Features" in the User's Guide.

- When printing is in progress or any error has occurred, [Preparation for Moving the Printer] cannot be initiated.

- Close the Status Monitor if it is running.

- In a printer sharing environment, do not launch the Status Monitor on the client when working on a server, or launch it on the server when working on the client. The process may not complete correctly if the Status Monitor is running.

- Initiating "Preparation for Moving the Printer" consumes ink. Initiate the procedure only when necessary.

1 Press the tray key to move the feeder lift tray downward.
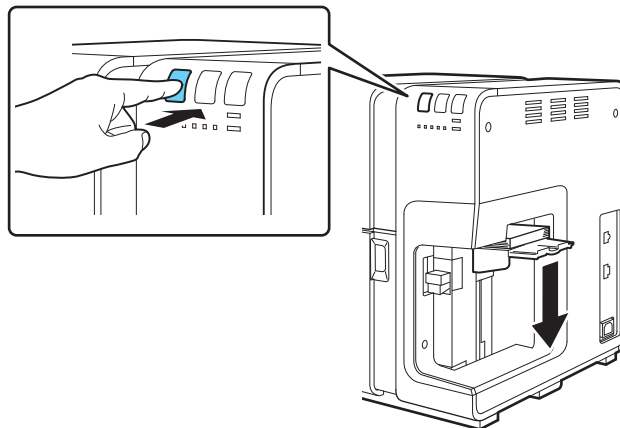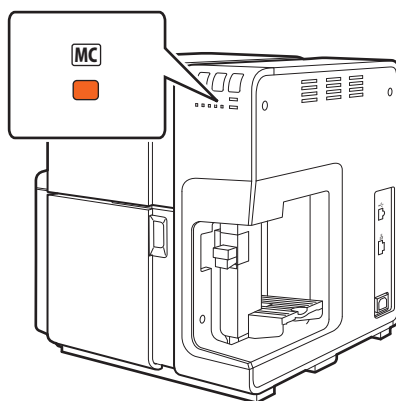
Wait until it stops.

2 Remove the paper from the feeder lift tray, and then close the auxiliary tray.
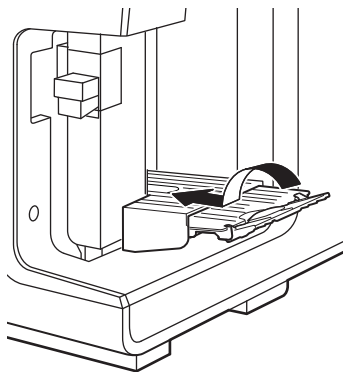
3 Check the maintenance cartridge warning lamp

When the maintenance cartridge warning lamp is lit, replace the maintenance cartridge with a new one.

Note

- To replace the maintenance cartridge, refer to "Replacing the Maintenance Cartridge" in the User's Guide.

4 Open [Devices and Printers].

For Windows 10:
   Right-click on Start and then select Windows System Tools -> Control Panel -> Hardware and Sound -> Devices and Printers.

For Windows 8.1:
   From the Desktop charms, select Settings -> Control Panel -> Hardware and Sound -> Devices and Printers.

For Windows 7:
   Select the Start menu -> Devices and Printers.
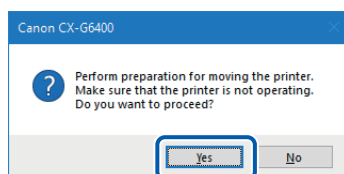
5 Open [Printer Properties].

Right-click on the printer icon and then select the [Printer Properties].
The printer driver setup window appears.

6 On the [Utility] tab, click [Preparation for Moving the Printer].
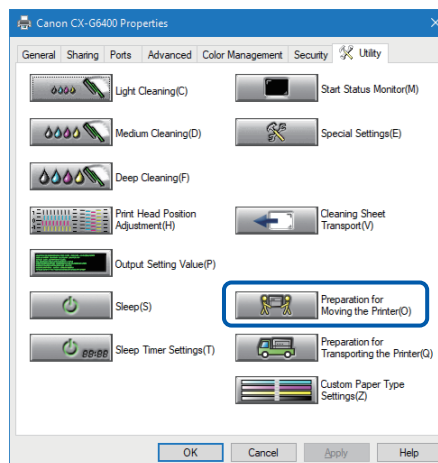

A confirmation message appears.

7 Click [Yes].

It takes approximately 3 minutes for ink to drain from the printer.
Do not operate the printer before the message indicating that [Preparation for Moving the Printer] has completed appears.

Important

- While ink is being drained, ensure the following precautions to avoid interrupting the procedure.
  - Do not turn off the printer.
  - Do not open/close the ink tank door or maintenance cartridge door.
  - Do not operate any other printer components.

8 Check that execution of [Preparation for Moving the Printer] is completed, click [OK].
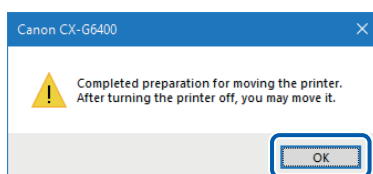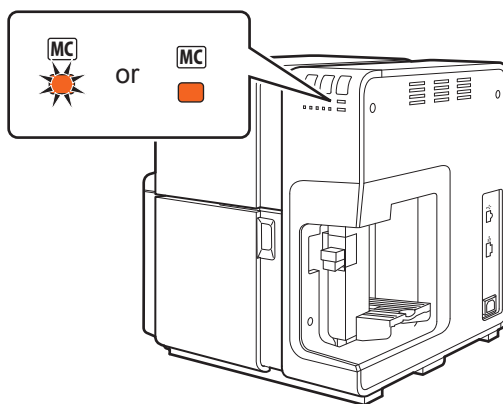

Important

- Do not turn off the printer before confirm the printer's status (→ P. 6).

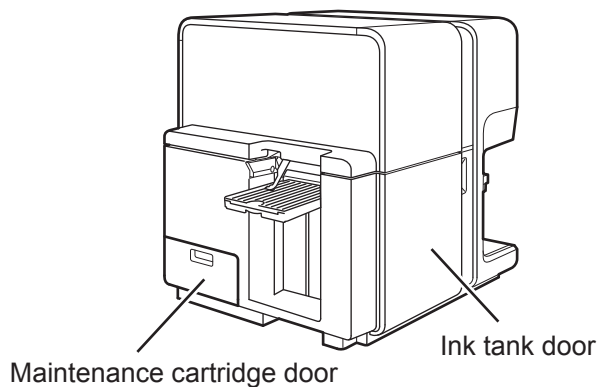## 9 Check the maintenance cartridge warning lamp.

When the maintenance cartridge warning lamp is lit or blinking, replace the maintenance cartridge with a new one.

Note

• To replace the maintenance cartridge, refer to "Replacing the Maintenance Cartridge" in the User's Guide.

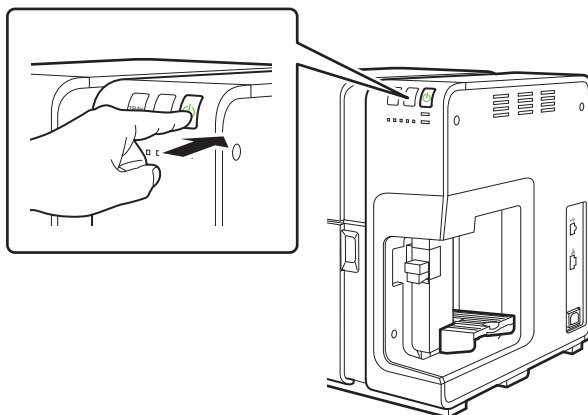## 10 Make sure the maintenance cartridge door and ink tank door are closed.

Ink tank door

Maintenance cartridge door

Important

• If the maintenance cartridge door or ink tank door is open, the auto stacker will not go down when the printer is powered off.

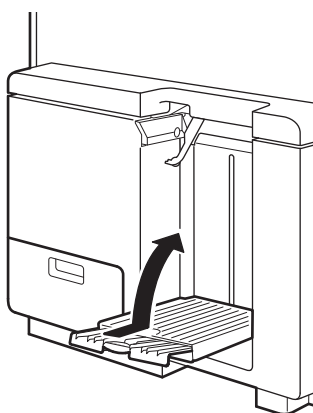## 11 Turn the power off after you confirm that the printer has stopped.

Press the power key for at least 1 second.

Important

- Do not press the power key after the printer has turned off. Doing so will cause ink to refill in the printer.

12 Close the auto stacker.

13 Disconnect the power cord and interface cable.

Important

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

## 14 Move the printer.

⚠ Caution

- This product weighs about 25 kg. (55 lbs) With one person standing at the front and another at the back, lift the printer while holding the left and right handles provided at the bottom of the printer. Bend your knees and use your legs to lift the printer. Bending your back to lift it can cause injury. Ensure a good grip before raising the printer to avoid dropping it and causing damage.
  In addition, if you hold the feeder area or auto stacker (paper eject section), you may damage or drop the printer, which may result in an injury.
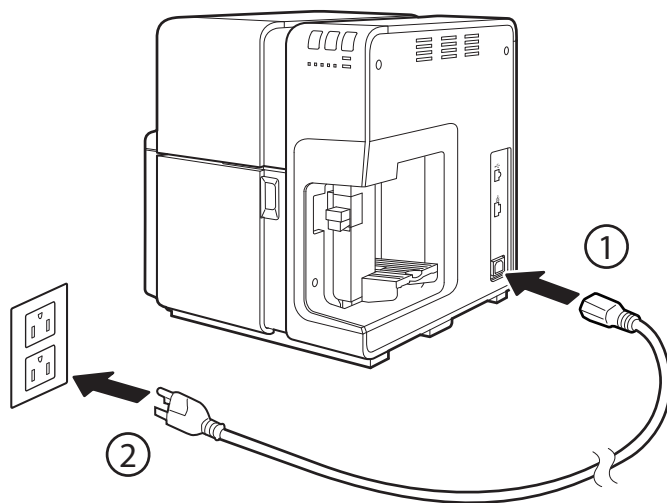

- Always hold the printer level and carry it slowly. Ink spillage inside the printer can cause fire or serious electrical shock or damage the printer.

Note

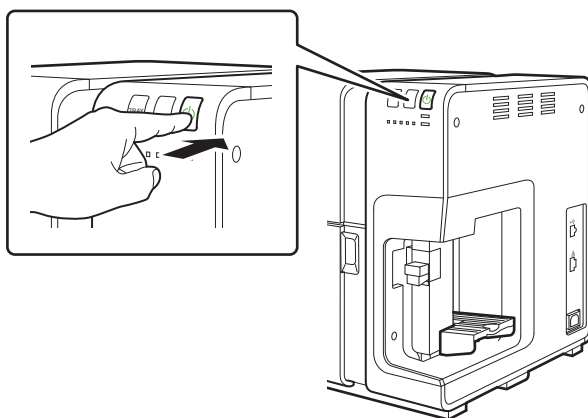- There is no need to remove the ink tank.
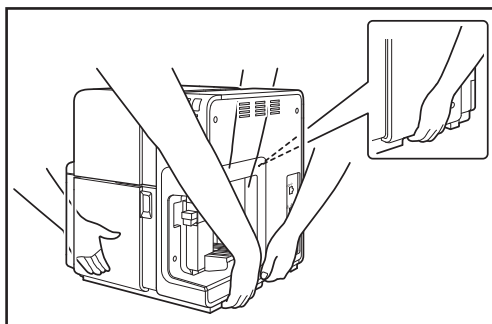
15 After moving the printer to its destination, connect the power cord.

⚠ Warning

- Do not use any power cord other than those supplied with the printer. This could cause a fire or electric shock.

16 Turn the printer on.

Transporting the Printer

When transporting the printer for relocation, moving, etc. over a long distance or by use of a transportation means (airplane, train, automobile, etc.) accompanied by vibrations, be sure to make preparations following the procedure described below.

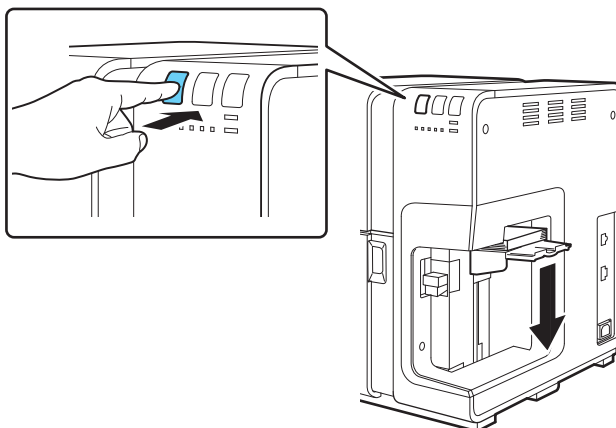## Initiating [Preparation for Transporting the Printer] from the Printer Driver

Remove ink from the printer so that ink does not leak during transporting.
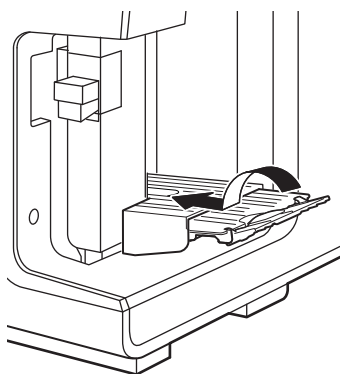
Important

- Administrative privileges may be required to configure printer settings. For more details, see "Using Utility Features" in the User's Guide.

- When printing is in progress or any error has occurred, [Preparation for Transporting the Printer] cannot be initiated.

- Close the Status Monitor if it is running.

- In a printer sharing environment, do not launch the Status Monitor on the client when working on a server, or launch it on the server when working on the client. The process may not complete correctly if the Status Monitor is running.

- Initiating "Preparation for Transporting the Printer" consumes ink. Initiate the procedure only when necessary.

- In order to initiate "Preparation for Transporting the Printer" the ink tanks must be installed properly. After the initiation process is complete, you will be instructed to remove the ink tanks. If the ink tanks are removed before this process is complete, ink may leak from the ink tank slots and may stain your hands, clothes, and surrounding work area.

1 Press the tray key to move the feeder lift tray downward.
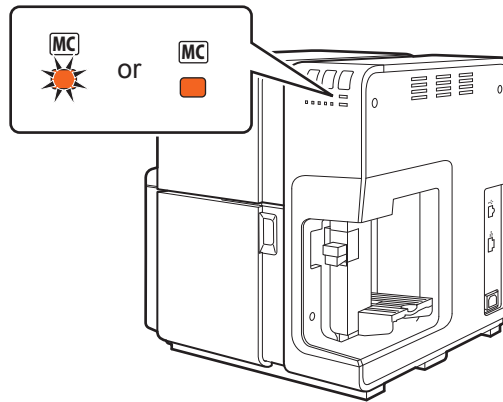
Wait until it stops.

2 Remove the paper from the feeder lift tray, and then close the auxiliary tray.

3 Check the maintenance cartridge warning lamp

When the maintenance cartridge warning lamp is lit or blinking, replace the maintenance cartridge with a new one.

Note

- To replace the maintenance cartridge, refer to "Replacing the Maintenance Cartridge" in the User's Guide.

4 Open [Devices and Printers].

For Windows 10:
  Right-click on Start and then select Windows System Tools -> Control Panel -> Hardware and Sound -> Devices and Printers.

For Windows 8.1:
 From the Desktop charms, select Settings -> Control Panel -> Hardware and Sound -> Devices and Printers.

For Windows 7:
  Select the Start menu -> Devices and Printers.
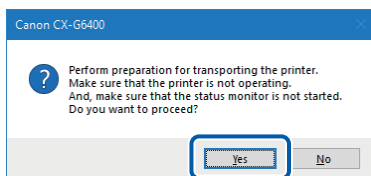
5 Open [Printing Properties].

Right-click on the printer icon and then select the [Printing Properties].
The printer driver setup window appears.

6 On the [Utility] tab, click [Preparation for Transporting the Printer].
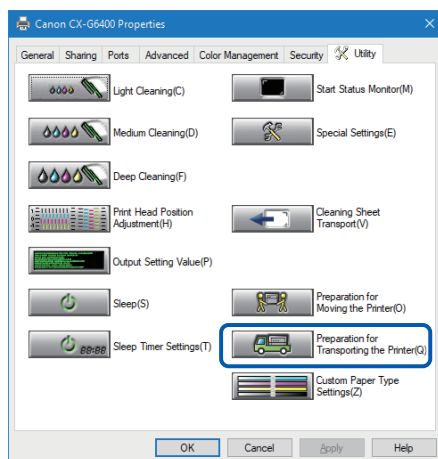
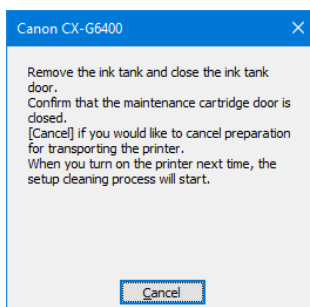A confirmation message appears.

7 Click [Yes].

It takes approximately 20 minutes for ink to drain from the printer.
Do not operate the printer before the specified message appears in step 8.

Important

- While ink is being drained, ensure the following precautions to avoid interrupting the procedure.
  - Do not turn off the printer.
  - Do not open/close the ink tank door or maintenance cartridge door.
 - Do not operate any other printer components.

**8** When the following message appears, remove the ink tanks.

Canon CX-G6400   ×

Remove the ink tank and close the ink tank
door.
Confirm that the maintenance cartridge door is
closed.
[Cancel] if you would like to cancel preparation
for transporting the printer.
When you turn on the printer next time, the
setup cleaning process will start.

Cancel

Important

• If you click [Cancel], [Preparation for Transporting the Printer] will be interrupted. If this occurs, you will need to redo [Preparation for Transporting the Printer] again.

Remove all ink tanks as shown in the figure.
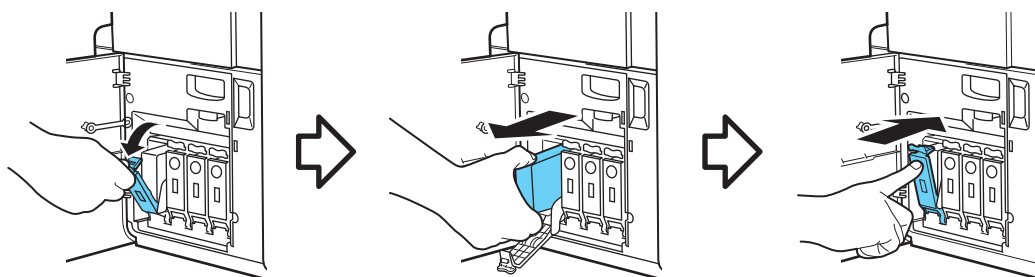
9 Close the ink tank door.
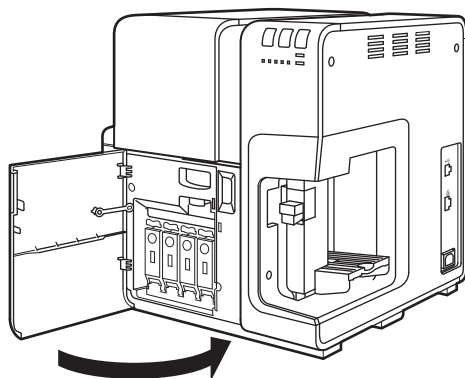
Closing the ink tank door will continue [Preparation for Transporting the Printer] procedure. Do not operate the printer before the message indicating that [Preparation for Transporting the Printer] has completed appears.

10 Check that execution of [Preparation for Transporting the Printer] is completed, click [OK].
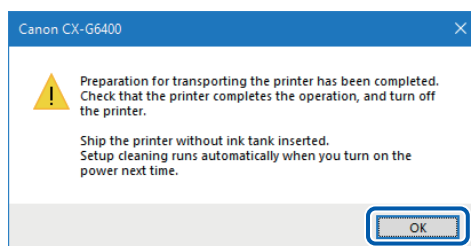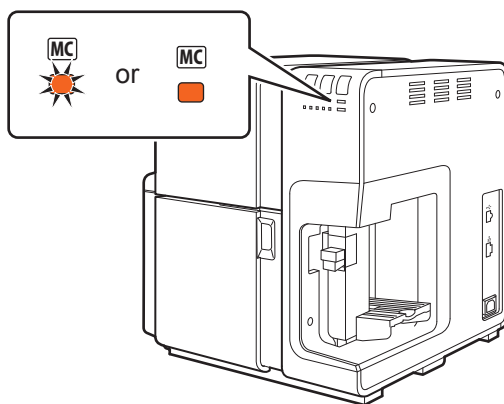

Important

• Do not turn off the printer before confirm the printer's status (→ P. 16).

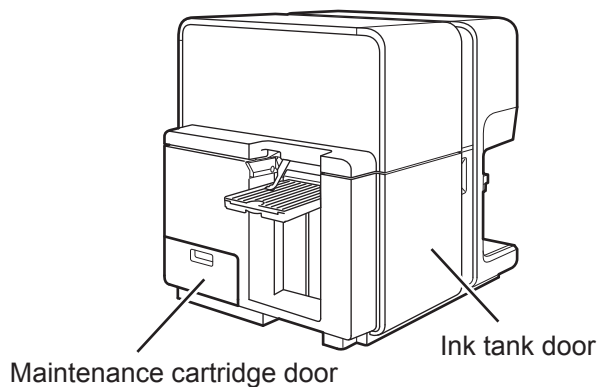## 11 Check the maintenance cartridge warning lamp.

When the maintenance cartridge warning lamp is lit or blinking, replace the maintenance cartridge with a new one.

Note

- To replace the maintenance cartridge, refer to "Replacing the Maintenance Cartridge" in the User's Guide.

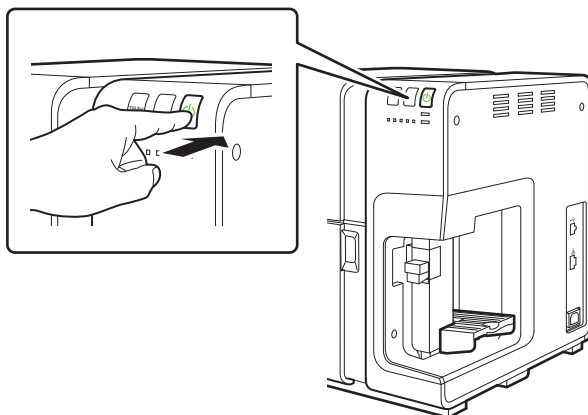## 12 Make sure the maintenance cartridge door and ink tank door are closed.

Ink tank door

Maintenance cartridge door

Important

- If the maintenance cartridge door or ink tank door is open, the auto stacker will not go down when the printer is powered off.

13 Turn the power off after you confirm that the printer has stopped.

Press the power key for at least 1 second.

Important

- Do not press the power key after the printer has turned off. Doing so will cause ink to refill in the printer.

14 Disconnect the power cord and interface cable.

Important

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

Packing the Printer

⚠️ Warning

- Before transporting the printer, initiate [Preparation for Transporting the Printer] from the printer driver to drain ink from the printer. Transporting the printer without taking necessary measures can cause ink to leak inside the printer, resulting in fire, electric shock, or machine failure.

Important

- To prevent the printer from being damaged or moving in the box during transporting, pack it using the original transporting box and protectors.
- Do not move the printer with the upper unit, ink tank door, or maintenance cartridge door open. The printer can break down or it can be damaged.
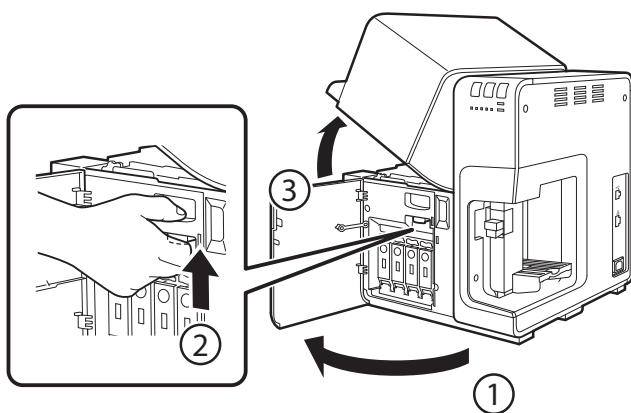
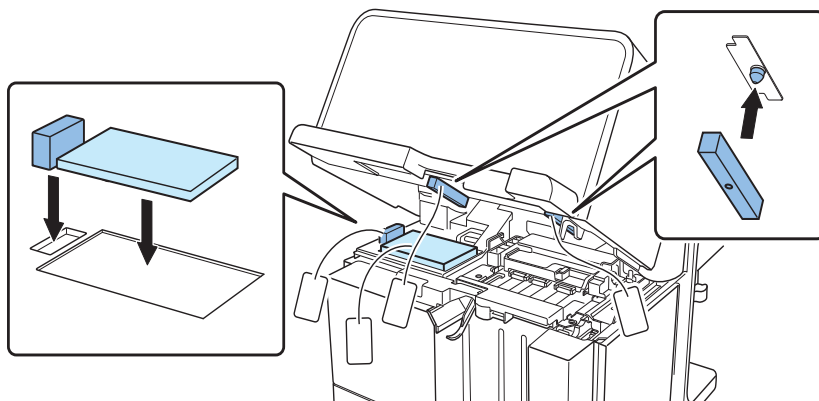**1** Put the ink tanks and power cord in the accessory box.
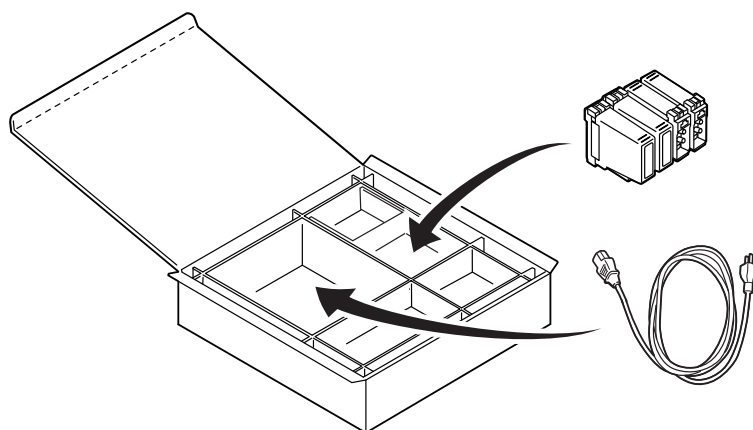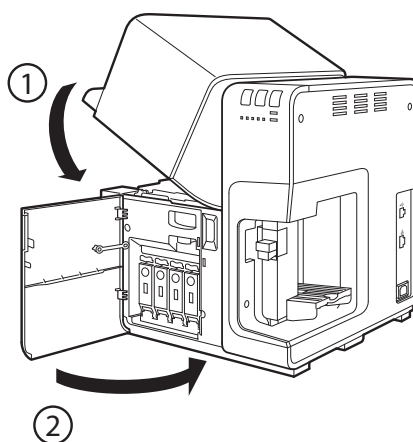
2 Close the auto stacker.
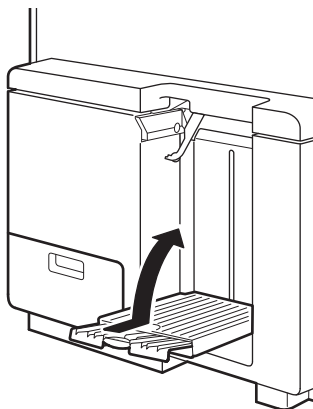
3 Open the ink tank door, press the upper unit release lever to open the upper unit.
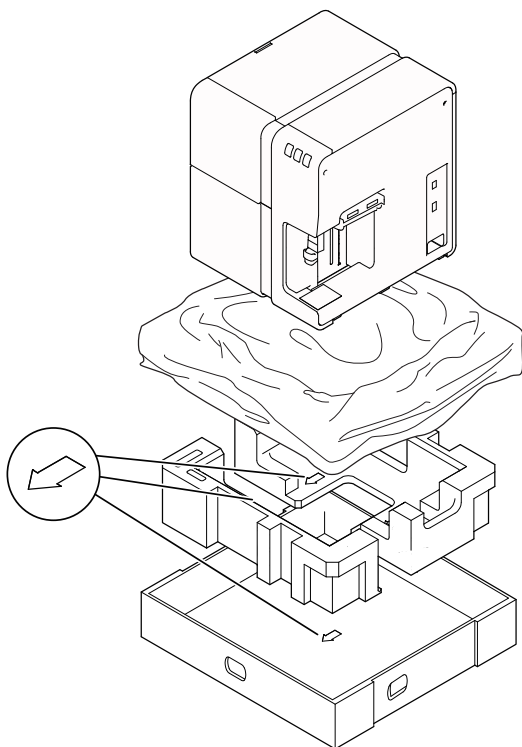
4 Install the 4 protectors in the printer.

5 Close the upper unit, then close the ink tank door.

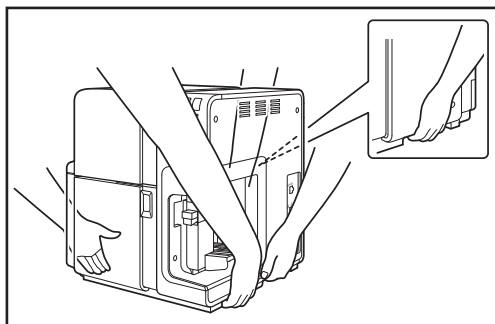**6** Set the bottom pads and plastic bag as following figure, and then put the printer on it.


⚠ Caution

• This product weighs about 25 kg. (55 lbs) With one person standing at the front and another at the back, lift the printer while holding the left and right handles provided at the bottom of the printer. Bend your knees and use your legs to lift the printer. Bending your back to lift it can cause injury. Ensure a good grip before raising the printer to avoid dropping it and causing damage.
In addition, if you hold the feeder area or auto stacker (paper eject section), you may damage or drop the printer, which may result in an injury.

• Always hold the printer level and carry it slowly. Ink spillage inside the printer can cause fire or serious electrical shock or damage the printer.

7 Put the upper pads, accessory box and outer case as following figure, and then install the 4 fixed parts.
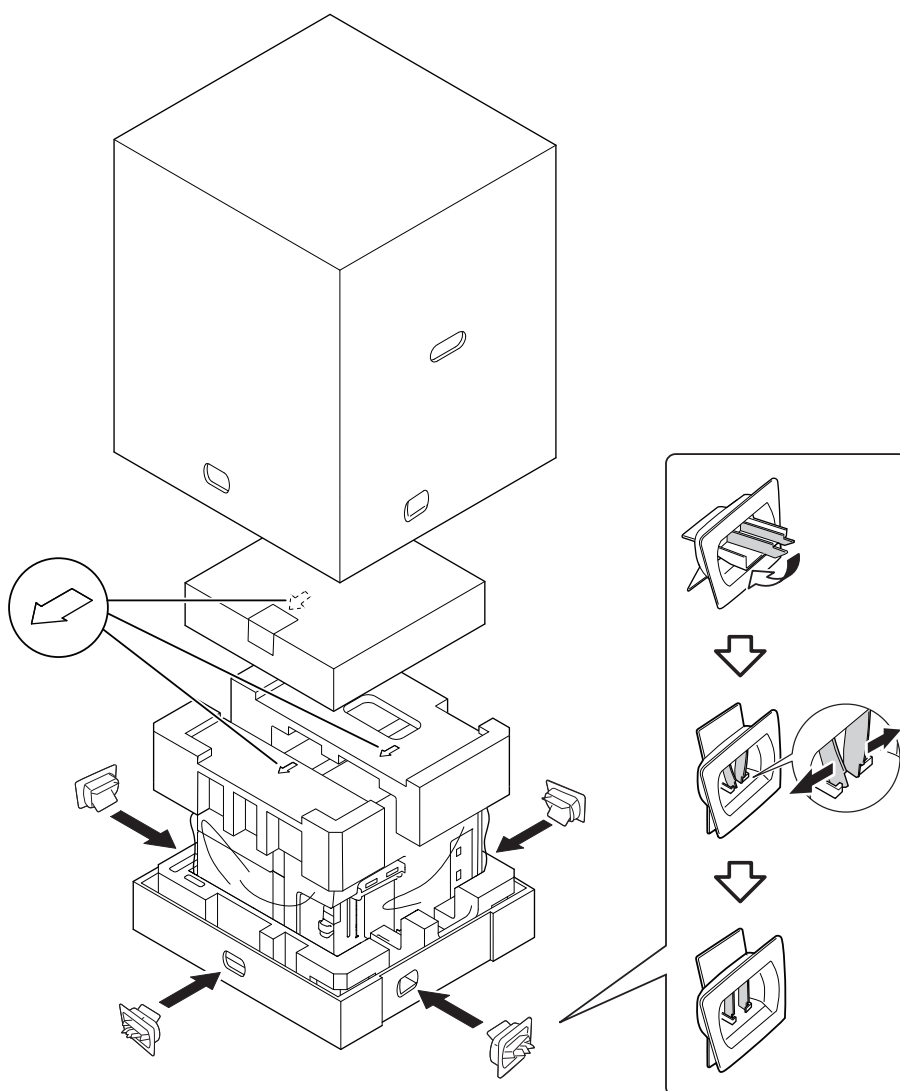

Important

- After packing the printer, do not lift the box or place the box with its upper or side surface down. Ink could leak during transportation.

- When transporting the printer, ask the carrier to affix "FRAGILE, HANDLE WITH CARE" and "THIS SIDE UP" labels with the bottom of the box down.

Installing the Printer

■ Installation

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

100 mm (3.93")

596 mm (23.5 ")

500 mm (19.7")

500 mm (19.7")

500 mm (19.7")

572 mm (22.5")

595 mm (23.4")
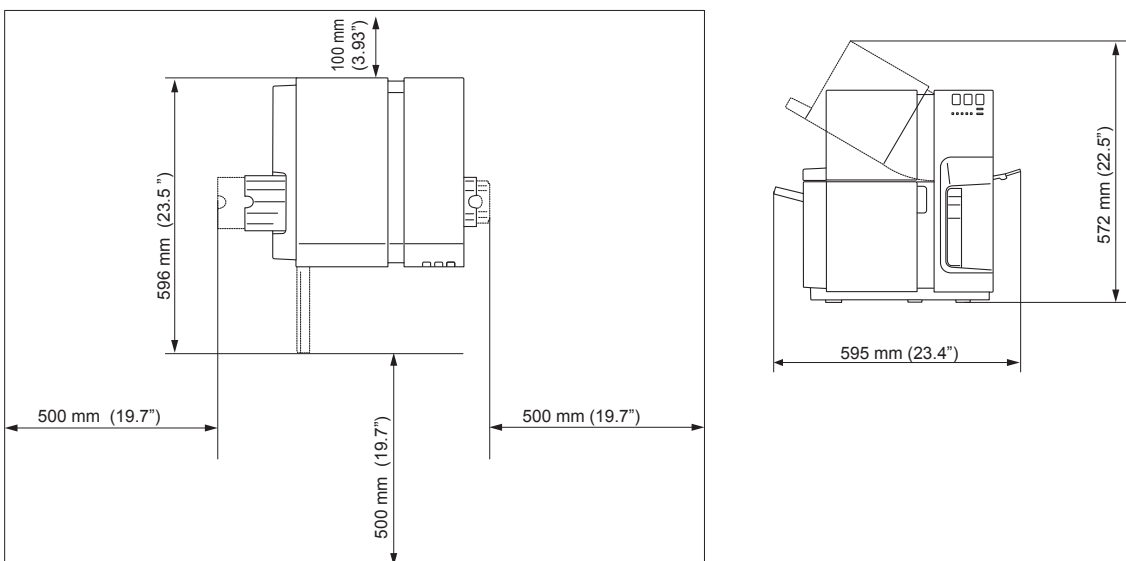
⚠️ Warning

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

  If such an object is brought into contact with the electrical parts inside the printer, this could cause a fire or electric shock. If an object enters the inside of the printer, turn the printer off immediately, disconnect the power plug from the power outlet and your place of purchase.
- The electrical contacts inside the printer become extremely hot during normal operation. To avoid causing a fire, do not store flammable substances like alcohol, thinner, etc. near the printer.

⚠ Caution

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

Important

- Use the printer in the following operating environment:
  Operating environment: 15 to 30 degrees Celsius (59 to 86 degrees Fahrenheit)
  RH 10% to 80% (with no condensation)
- Do not install under strong light. This could cause a malfunction.
- To ensure normal operation of the printer and avoid possible damage, do not install the printer near large office equipment or any other type of electrical device that emits a strong magnetic field.
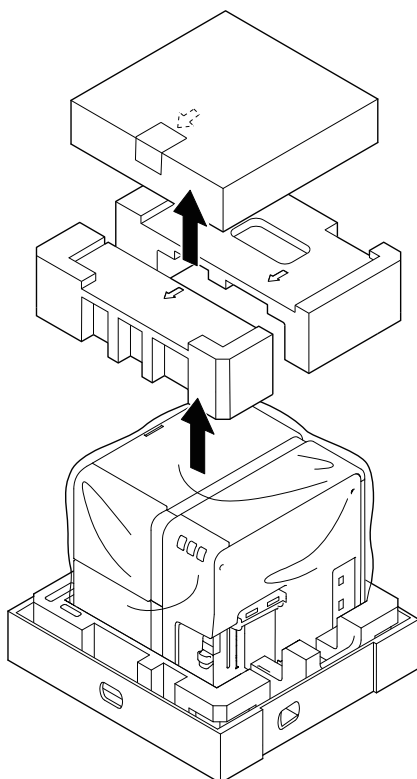
■ How to Install

Important

- If the printer is carried into a warm room on a cold day, this could cause condensation inside the printer. If this happens, allow the printer to sit for at least 2 hour at room temperature to adapt to the ambient temperature and humidity.
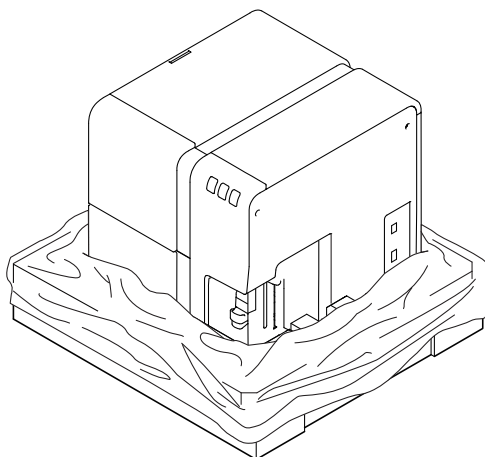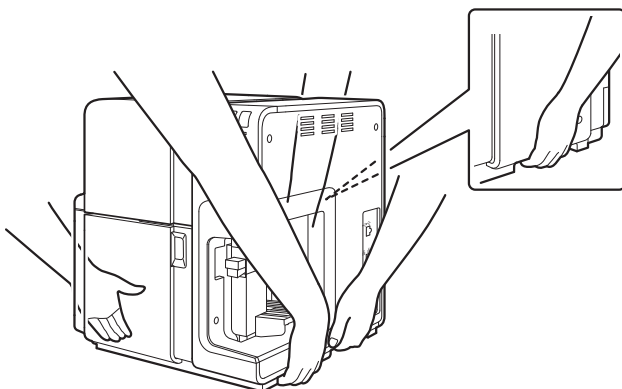
1   Remove the 4 fixed parts.
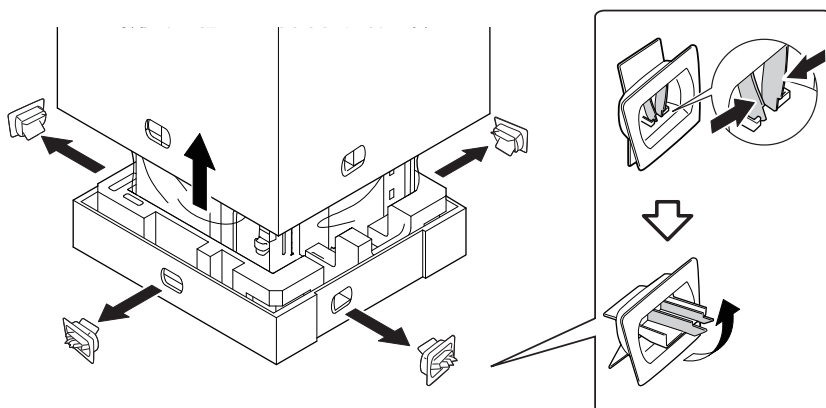
2 Lift up the outer case then remove the accessory box and upper pads.

3 Strip the plastic bag from top to bottom.

**4** Holding the handles at the bottom of Printer, lift Printer to take it out from the package.

⚠ Caution

- This product weighs about 25 kg. (55 lbs)
  With one person standing at the front and another at the back, lift the printer while holding the left and right handles provided at the bottom of the printer. Bend your knees and use your legs to lift the printer. Bending your back to lift it can cause injury. Ensure a good grip before raising the printer to avoid dropping it and causing damage.
  In addition, if you hold the feeder area or auto stacker (paper eject section), you may damage or drop the printer, which may result in an injury.

- Always hold the printer level and carry it slowly. Ink spillage inside the printer can cause fire or serious electrical shock or damage the printer.
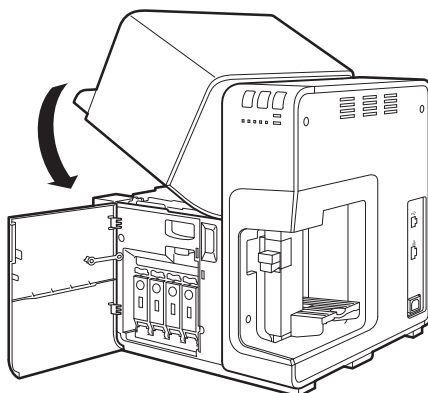
5 Open the ink tank door, press the upper unit release lever to open the upper unit.
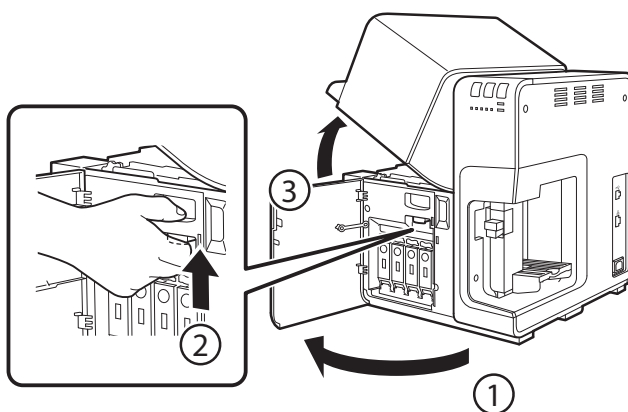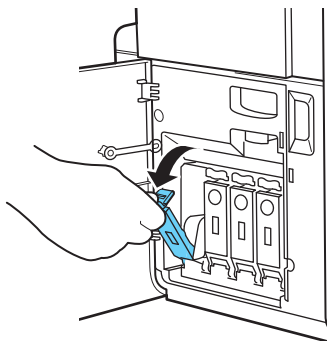
6 Remove the 4 protectors from the printer.
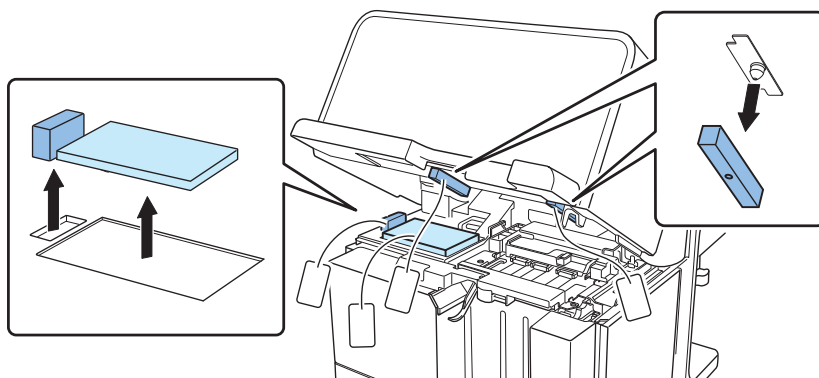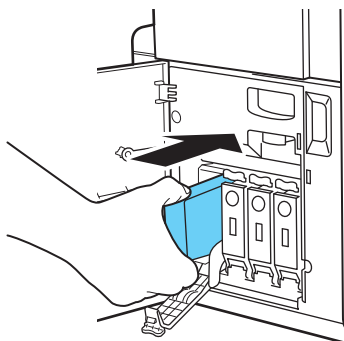
7 Close the upper unit.

8 Open the ink tank cover.
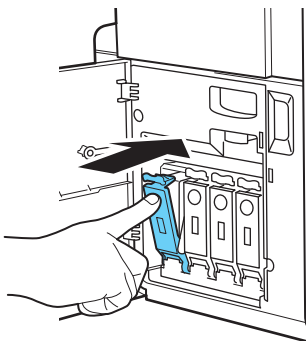
9 Load the ink tank.

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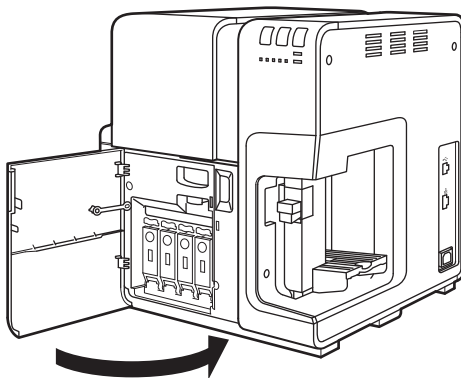
⚠ Caution

• There are sharp pins in the ink tank slots. To avoid injury, never put your fingers into this area.
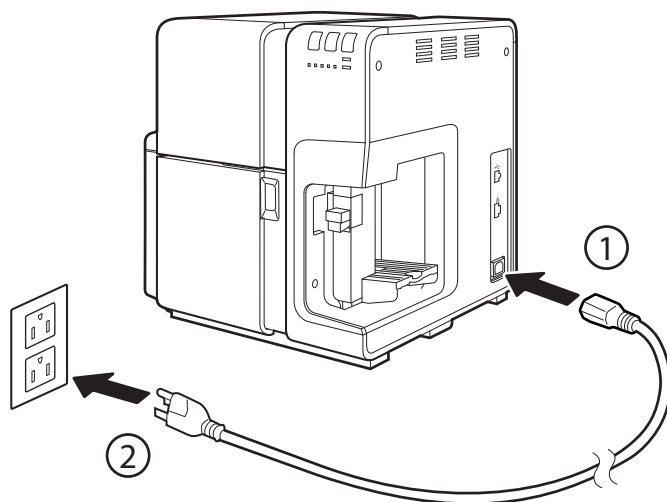
10 Close the ink tank cover securely.

11 Install all the other ink tanks in the same way according to the color order indicated on the label.

12 Close the ink tank door.

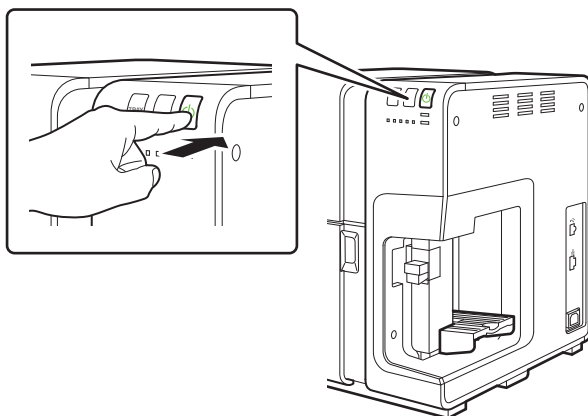## 13 Connect the power cord to the printer.

⚠️ Warning

- Do not use any power cord other than those supplied with the printer. This could cause a fire or electric shock.

14 Turn the power on.

When the power is turned on, the printer starts the initial setup operation.
When the status lamp is blinking, the printer is preparing to print. It will last approximately 25 min.

Note

- The Initial setup operation is required to prepare the printer for printing. In the initial setup operation, ink is consumed.

Important

- When the ink warning lamp turns on, replace the lit ink tank color with a new ink tank. There is insufficient ink required for the initial setup operation. After replacing the ink tank and closing the ink tank door, the initial setup operation is started.

- When the status lamp is blinking, the printer is preparing to print. Until the status lamp has gone from blinking to lit, adhere to the follow precautions.
  - Do not turn off the printer.
  - Do not open/close the maintenance cartridge door or ink tank door.
  - Do not operate any other printer components.

- If you turn off the power or open the door during the initial setup operation, the initial setup operation will be interrupted. In this case, you will need to redo the initial setup operation again.

- Should the printer be unexpectedly operated, the initial set up operation interrupts. When the initial setup operation interrupts, take the following procedure:
  1) If the printer has been turned off, turn it on again.
    If the ink tank door or the maintenance cartridge door has been opened, close it.
  2) When the ink warning lamp turns on, replace the lit ink tank color with a new ink tank.

4Y8-8175-030

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