Canon

TX-4000/TX-3000/TX-2000

Setup Guide

Read this manual before attempting to operate the printer.
Keep this manual in a handy location for future reference.

⚠ **Caution** • Instructions in this Setup Guide show the TX-4000 printer. Note that your printer may look different from these illustrations in some cases. However, the basic operations are the same.

Before Setting Up the Printer

In order to ensure that this product is used safely, be sure to read the precautions.
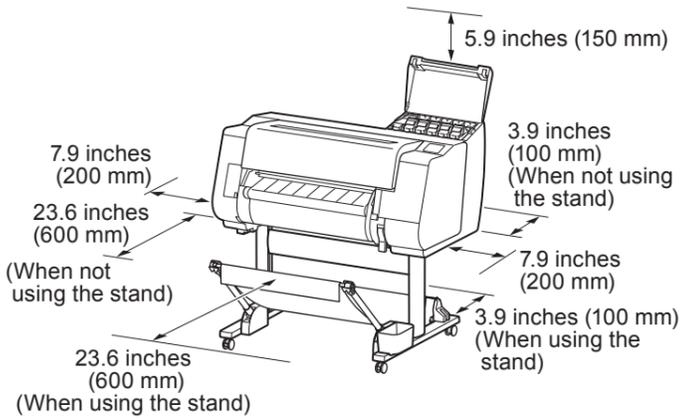-> Quick Guide (separate manual)

Confirming the Installation Space

It is recommended that you reserve space of the following dimensions to allow you to work around the printer.
Check the completed image of the printer you purchased and make sure you have enough space to install the printer.

✋ **Important** • The printer stand and roll unit may be options depending on the model. Care is required because the required space may differ depending on whether or not the options are used.
• The space required in front of the printer differs on how the basket supplied with the printer stand is used. This shows the installation space when used in the position in the illustration.
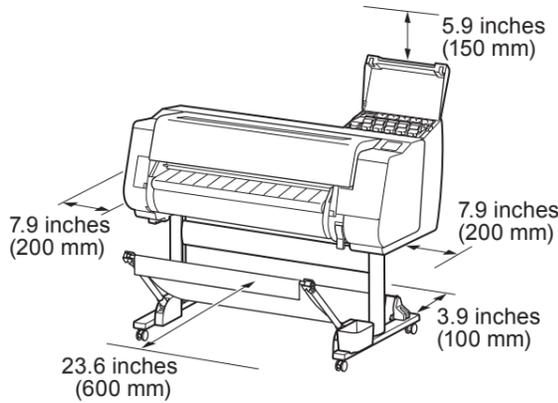
TX-2000

Installation space (W x D x H)
• When not using the stand
59.5 x 56.5 x 40.2 inches (1510 x 1434 x 1020 mm)
• When using the stand
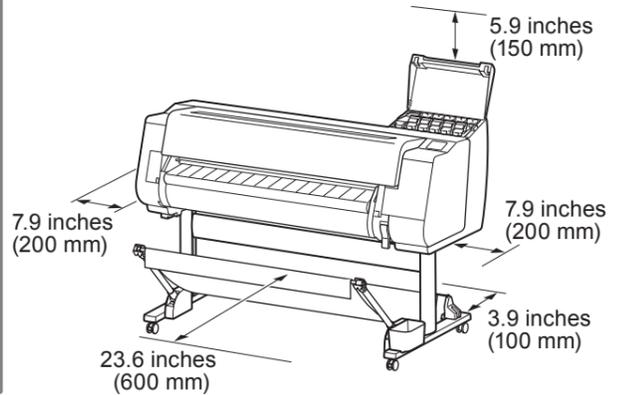59.5 x 66.3 x 61.5 inches (1510 x 1684 x 1560 mm)

5.9 inches (150 mm)
7.9 inches (200 mm)
3.9 inches (100 mm) (When not using the stand)
23.6 inches (600 mm) (When not using the stand)
7.9 inches (200 mm)
3.9 inches (100 mm) (When using the stand)
23.6 inches (600 mm) (When using the stand)

TX-3000

Installation space (W x D x H)
70.5 x 66.3 x 61.5 inches (1790 x 1684 x 1560 mm)

5.9 inches (150 mm)
7.9 inches (200 mm)
7.9 inches (200 mm)
3.9 inches (100 mm)
23.6 inches (600 mm)

TX-4000

Installation space (W x D x H)
78.5 x 66.3 x 61.5 inches (1993 x 1684 x 1560 mm)

5.9 inches (150 mm)
7.9 inches (200 mm)
7.9 inches (200 mm)
3.9 inches (100 mm)
23.6 inches (600 mm)

Overview of Setup

Set up the printer using the following procedure.

* Assemble the Stand (P.3) — * Refer to the separate manual
Attach the Alignment Rod (P.3)
Install the Printer (P.3)
* Attach the Roll Unit (P.5) — * Refer to the separate manual
* Attach the Basket (P.5) — * Refer to the separate manual
* Assemble the Stacker (P.5) — * Refer to the separate manual
Turn On the Printer (P.5)
Install the Ink Tanks (P.7)
Install the Print Head (P.9)
Load the Paper (P.10)
• Perform Print Head Adjustment and Select the Connection Method (P.11 ~ 12)
• Connect to the Printer
• Check this also after setup is complete.
Storage Locations (P.13)
How to Display the Online Manuals (P.14)

If an error message appears during setup or other problems occur, refer to "Responding to Messages" on p.14.

• Windows is a trademark or registered trademark of Microsoft Corporation in the U.S. and/or other countries.

RMC (Regulatory Model Code): K10475
RMC (Regulatory Model Code): K10474
RMC (Regulatory Model Code): K10473

QT62184V01

● Printer

A. Printer
B. Paper for adjustment
C. Setup Guide (this manual)
D. Starter ink tanks (C, M, Y, MBK, BK)
E. Set of CD-ROMs
F. Set of printer documentation
G. Print head
H. Power cord
I. Holder stopper*

* The holder stopper is used when loading roll paper.
 For details, refer to the Online Manual.

● Stand

Only included with models where the stand is included as standard.
Furthermore, it may be packaged in a separate box depending on the
region where you purchased the printer.

J. Stand leg L
K. Stand leg R
L. Stand stay
M. M4 hex screw (x 9)
N. M8 hex screw (x 4)
O. M8 Allen wrench
P. M4 Allen wrench
Q. Accessory pocket
R. 3-inch paper core attachment (x 2)

● Basket
These items might not be included depending on your region.

S. Rod holder (x 2)
T. Basket arm (x 2)
U. M4 Hex screw for basket arm (x 4)
V. Basket rod / Basket cloth
W. Basket locking support (x 2)
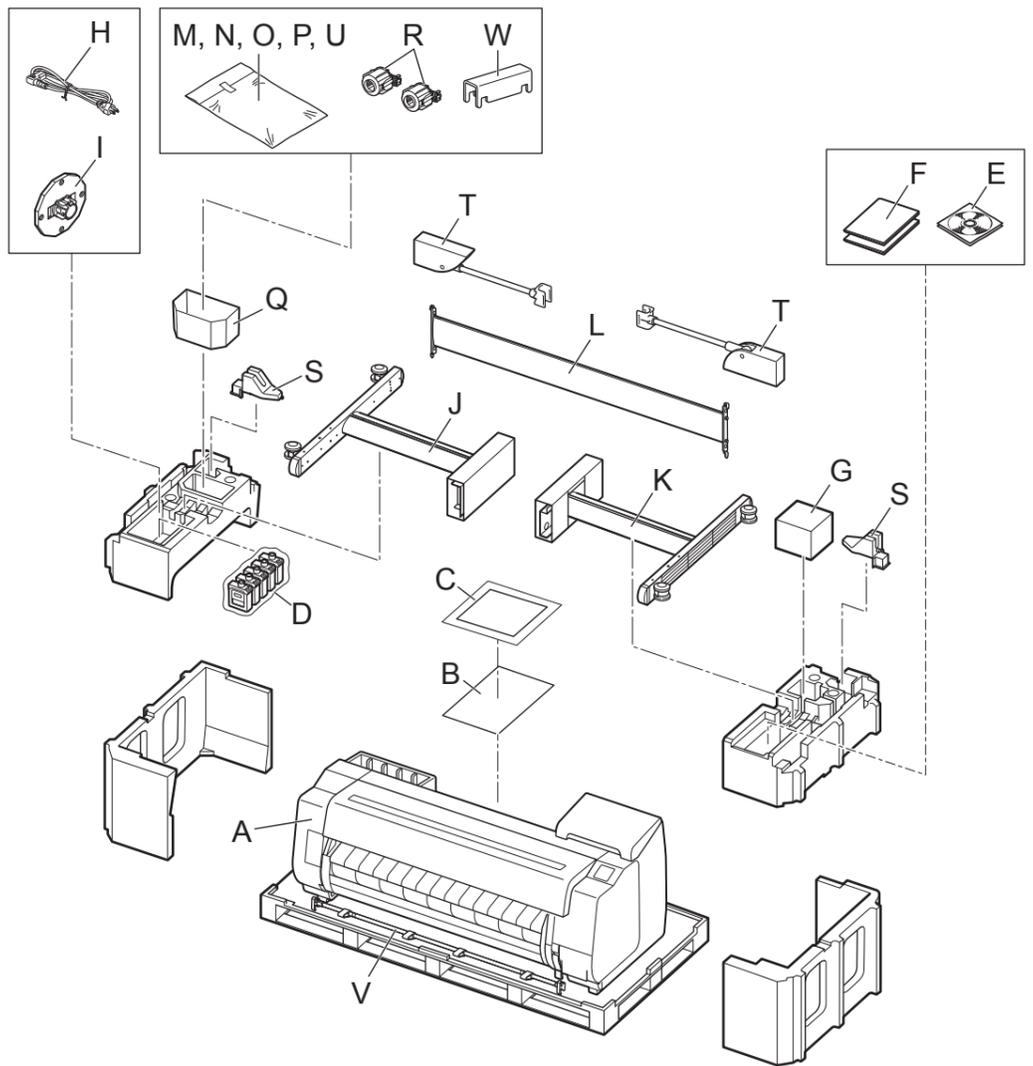
> **Note**
> • Some items are included with the printer but not described in this manual.
>   Keep these items in a safe place after setup because they are used in various printing applications.
>
> • For instructions on the included items not described in this manual, refer to the Online Manual. ("How to Display the Online Manuals" on p.14)
>
> • A cable to connect the printer to a computer is not provided with the printer.

● Roll Unit
● Stacker

Depending on your region, these might be included as standard or they might be available as optional accessories.
Refer to the included setup guides for details on the products included in the boxes.

The Manuals Supplied with This Printer

The following manuals are included with this printer.
* Might not be included depending on your region and selected purchase options.

Printed Manuals

Setup Guide (this manual)

Describes how to setup the printer.

Printer Stand Setup Guide*
Roll Unit Setup Guide*
Stacker Setup Guide*

Describes how to assemble the optional accessories.

Quick Guide

Contains information related to warnings for using this product safely and information related to replacing paper, ink tanks, and the print head.

Electronic Manuals

Online Manual

This manual describes advanced usage of the printer such as paper saving tips, how to print a poster and banner with the supplied software and print quality adjusting method, in addition to the basic instructions for printing on roll paper or cut sheet.

To view the electronic manuals, refer to "How to Display the Online Manuals" (p.14).

Assemble the Stand

• When using the stand

 -> Assemble the stand on which you will install the printer by referring to the Printer Stand Setup Guide (separate manual).

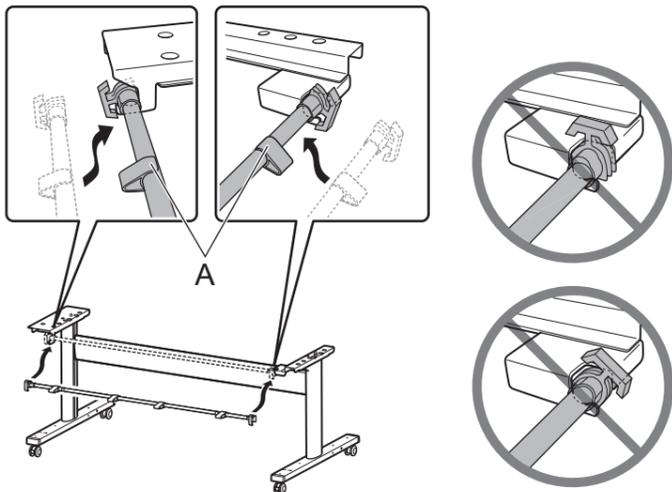• When not using the stand

 -> Proceed to "Install the Printer".

Attach the Alignment Rod

1 Attach the rod for aligning the printer to the stand.

When using the basket included with the stand

1. Prepare the basket rod (cord side).
2. Hook the basket rod onto the supporting plates of the stand legs. Attach such that the protrusions (A) on the basket rod are facing towards you.

When using the stacker

1. Open the stacker box and take out rod 2.
2. Hook rod 2 onto the supporting plates of the stand legs. Attach such that the holes (A) on rod 2 are facing up.
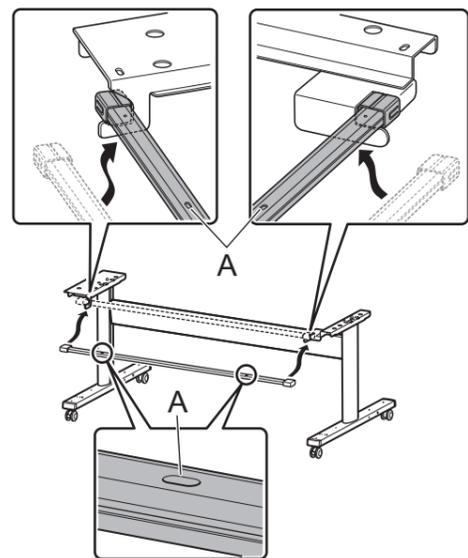
Install the Printer

1 Remove the packaging material.

① ②
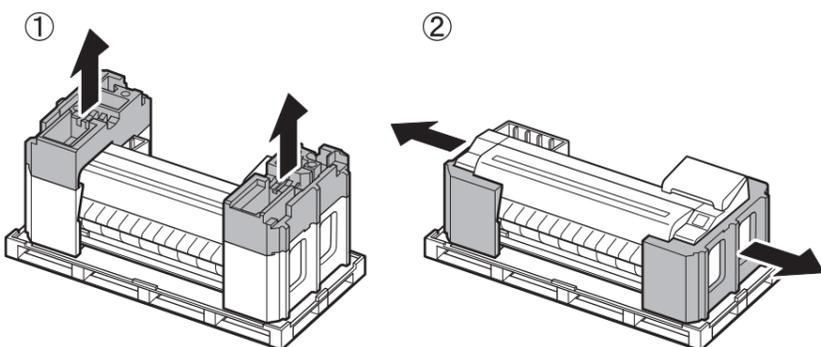
2 Remove all of the tape and other packaging material. Open the top cover (A) and output guide (B), and then remove the tape affixed to the roll holder.
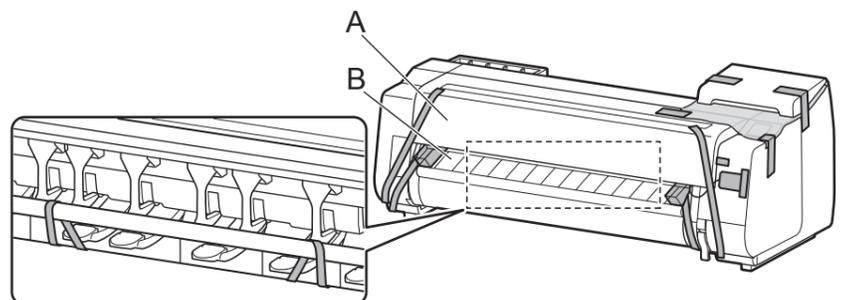
3

With 3 people holding the carrying handles under the printer on both ends, lift the printer.

⚠ **Caution**
• Moving the printer requires at least 6 people, 3 on either side. Be careful to avoid back strain and other injuries due to the weight of the printer.
  <Printer weight (printer only)>
  - TX-4000 : Approx. 211 lb (96 kg)
  - TX-3000 : Approx. 191 lb (87 kg)
  - TX-2000 : Approx. 163 lb (74 kg)

• When moving the printer, firmly grasp the carrying handles (A) under each side. Holding the printer at other positions is dangerous and may cause injury and damage if the printer is dropped.

• When setting the printer down temporarily, make sure to put the printer on a flat, stable place.
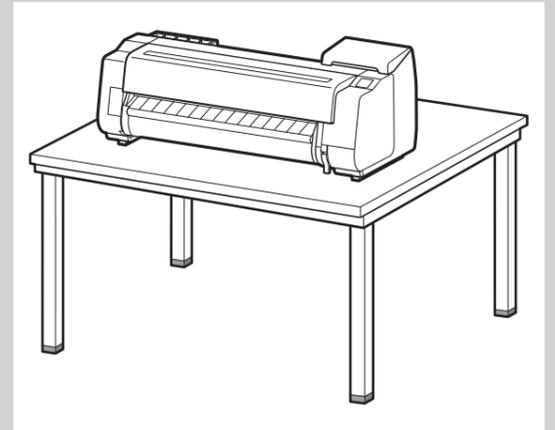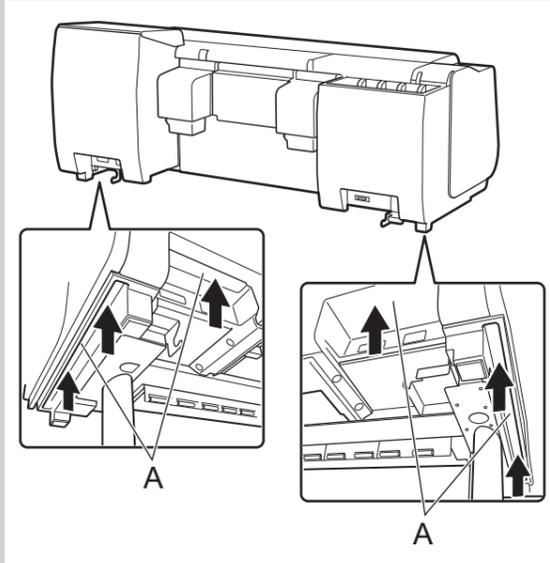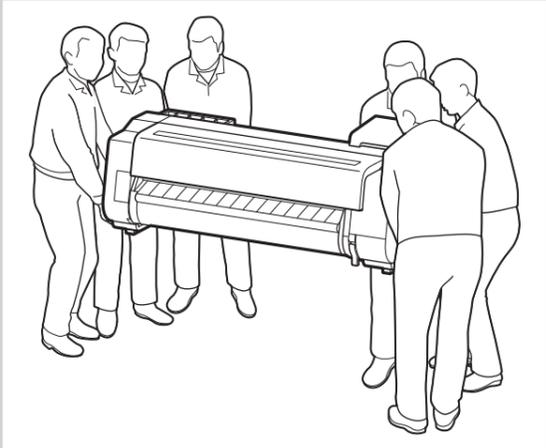
• When standing the printer up, make sure the side with the control panel is up, and place cardboard or other material underneath to prevent scratching. Furthermore, make sure that the weight of the printer is taken by the corner of the printer. If the weight is taken by any other part of the printer, the printer may become damaged.

• When standing up the printer or supporting the printer, hold the metal parts of the printer. If you hold a plastic part, the printer may become damaged.

• Carrying the printer with only the center of the printer loaded may cause damage to the printer.


4

Align the position of the printer.

When using the basket included with the stand

Place the printer on the stand such that the protrusion (A) for aligning the position of the printer under the rear side of the printer is aligned with the position of the black marker on the stand rod attached to the supporting plate.

When using the stacker

Place the printer on the stand such that the protrusion (A) for aligning the position of the printer under the rear side of the printer is aligned with the position of the holes on rod 2 attached to the supporting plate.
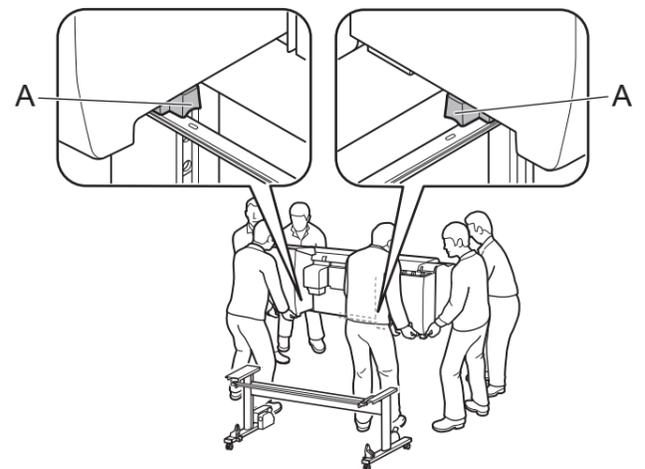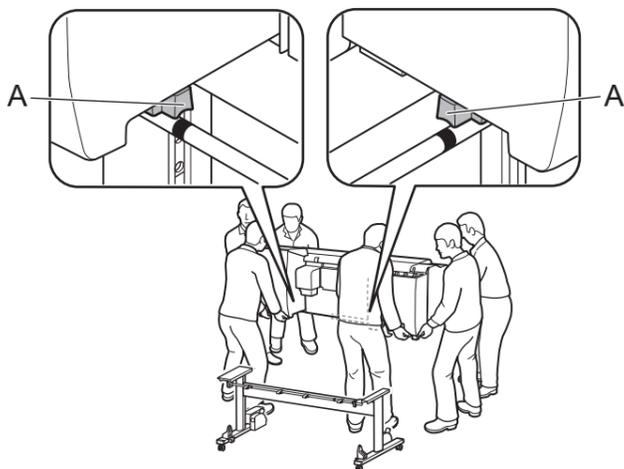
👆 **Important**
• If you are not using a stand, place the printer in the installation location and proceed to "Turn On the Printer".

👆 **Important**
• If you are not using a stand, place the printer in the installation location and proceed to "Turn On the Printer".
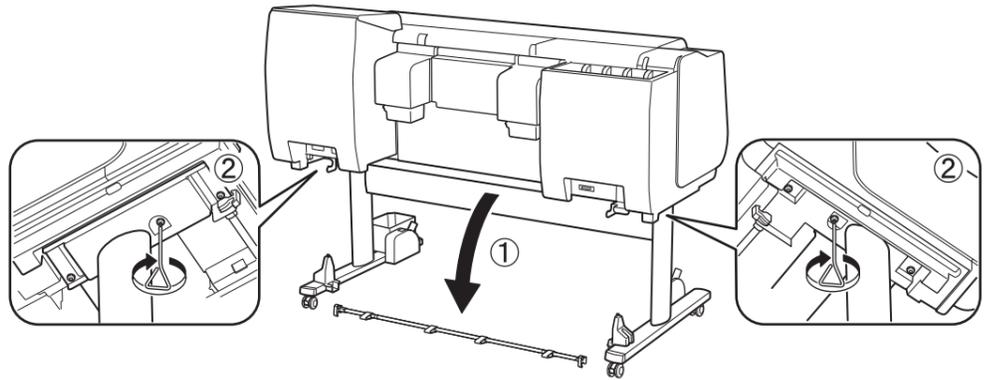
5 Affix the printer to the stand.
① Remove the alignment rod.
② Use an M4 Allen wrench to securely affix three M4 hex screws each on the left and right from the bottom of the supporting plate.

> 🖐 **Important**
> • The removed alignment rod will be used when attaching the basket.

Attach the Roll Unit

• When using the roll unit

-> Attach the roll unit to the stand by referring to the Roll Unit Setup Guide (separate manual).

• When not using the roll unit

-> Proceed to "Attach the Basket".

Attach the Basket

• When using the basket included with the stand

-> Attach the basket to the stand by referring to the Printer Stand Setup Guide (separate manual).
Proceed to "Attach the Basket".

• When not using the basket

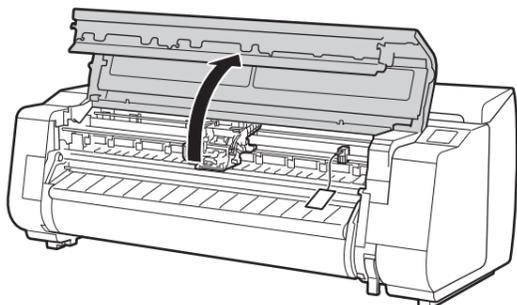-> Proceed to "Assemble the Stacker".

Assemble the Stacker

• When using the stacker

-> Assemble the stacker by referring to the Stacker Setup Guide (separate manual).

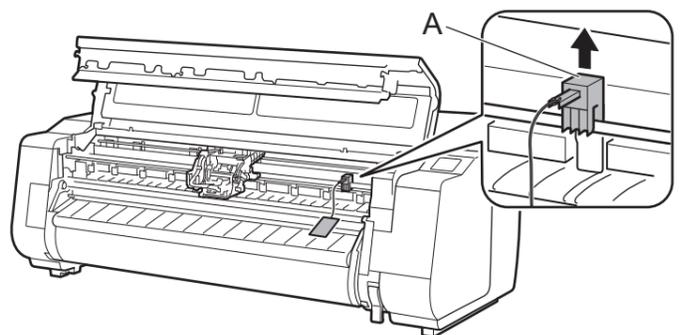• When not using the stacker

-> Proceed to "Turn On the Printer".

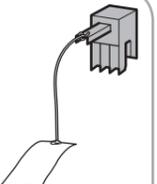## Turn On the Printer

1 Open the top cover.

**2** Pull up and remove the belt stopper (A).

A

> 📝 **Note**
> • Keep the belt stopper you removed for future use. You will need them in case you move the printer to another location.
>
> • When you open the top cover, a cleaning brush is stored on the right side. Take it out and use it when cleaning inside the top cover.
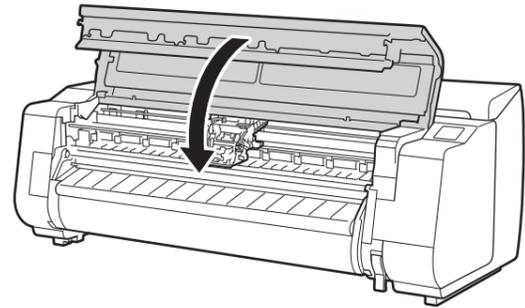
3 Peel off the tape affixed to the carriage, and then pull the protective material (A) towards you and remove it. Remove the protective sheet if there is one attached.
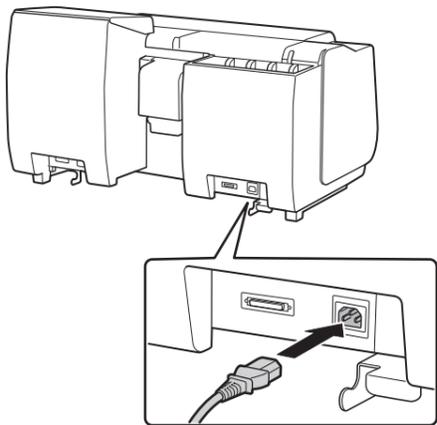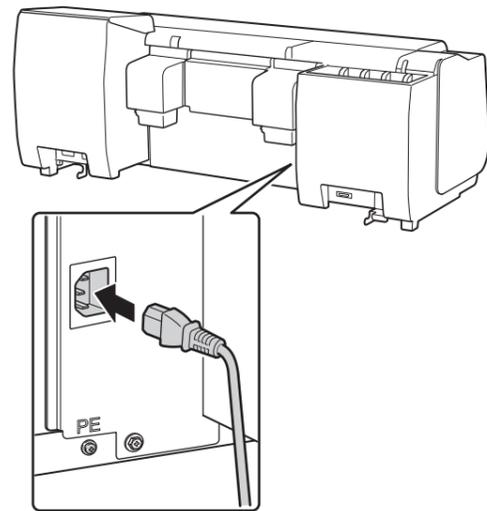
A
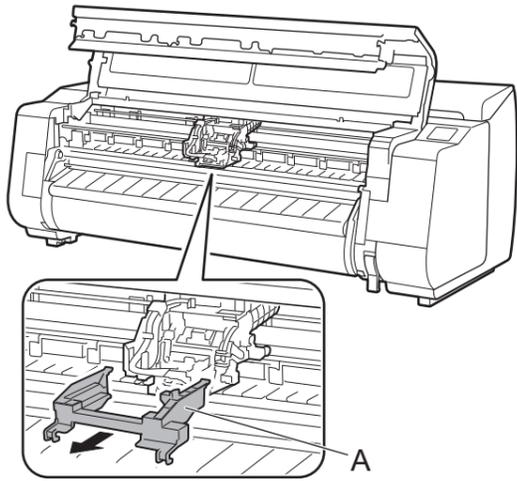
4 Close the top cover.

5 Plug the power cord into the power supply connector on the back of the printer.

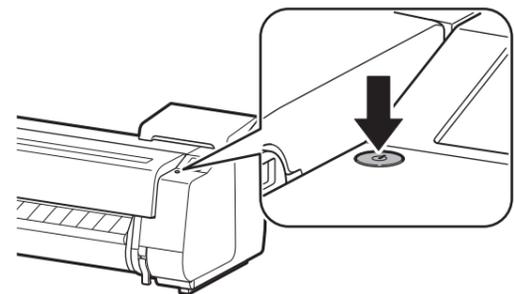TX-2000 / TX-3000

TX-4000

PE

**6** Plug the power cord into the outlet.

7 Turn on the printer.

8 When the language selection screen appears on the touch screen, select and tap a language (lightly with your finger, and then move your finger away). Then, if the screen for selecting a time zone appears, select and tap your region.

Language selection

日本語

English

Deutsch

français

9 When a message prompting you to start the setup appears on the touch screen, tap **OK**.
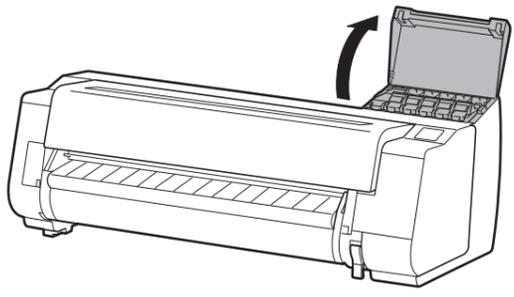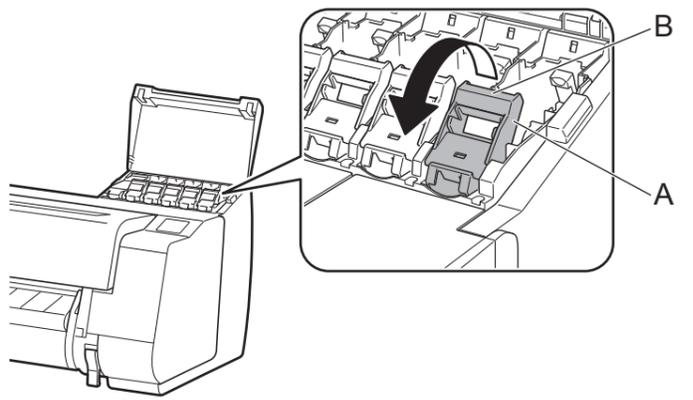
OK
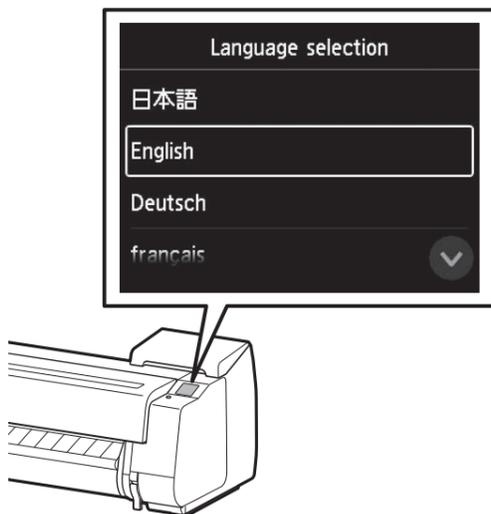
Install the Ink Tanks

Install the 5 ink tanks by following the instructions on the screen.

1 Instructions on ink tank installation are shown on the screen. Open the ink tank covers as instructed.
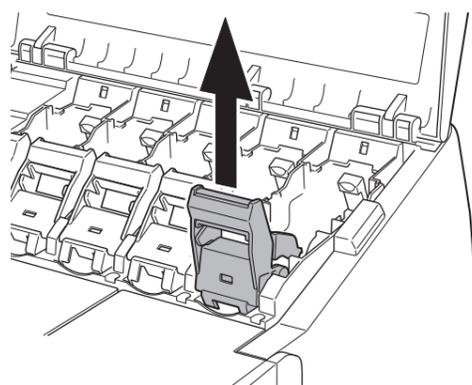
2 Release the ink tank lock lever for the color of ink to install. Pull the handle part (A) towards you while pressing the button at position (B).
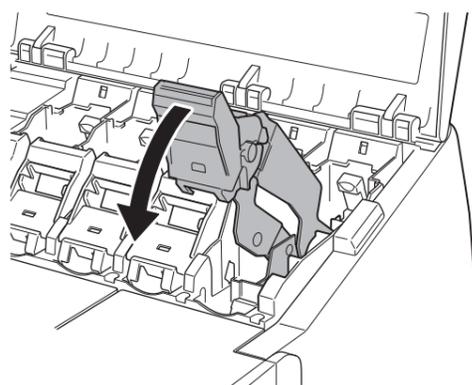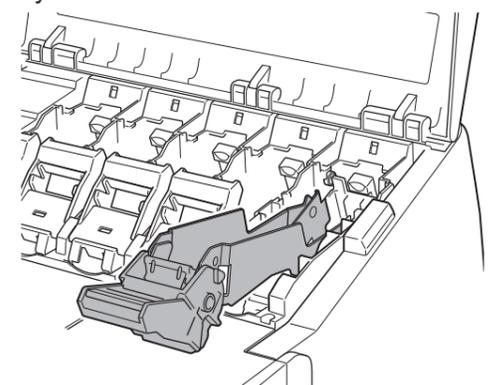
3 Pull out the ink tank lock lever.

① Pull straight up.
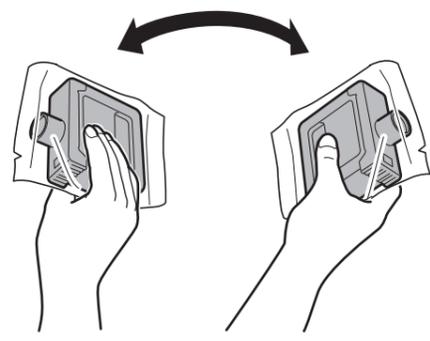
② Pull towards you.

③ Securely lay down at a position where it does not return when you release your hand.

Important
• Make sure the ink tank lock lever stays in the locked position.

4 Shake each ink tank gently 7 or 8 times before opening its pouch.

Important
• Failure to shake the ink tanks may result in reduced print quality because ink ingredients have settled on the bottom of the tank.

Note
• If the ink tank is cold, allow it to adjust to room temperature before attaching it to the printer.

**5** Open the pouch and remove the ink tank.
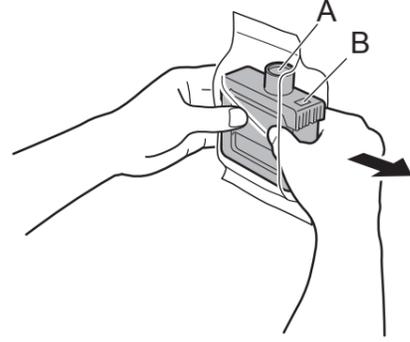
Important
• Never touch the ink holes (A) or metal contacts (B). Touching these parts may cause stains, damage the ink tank, and affect print quality.

• Avoid dropping the ink tank after removing it from the pouch. Otherwise, ink may leak and cause stains.

• Do not remove ink tanks to shake them after they have been mounted. Doing so may cause ink to spill.

**6** Mount the ink tank in the holder. Install with the ink holes facing down and the metal contacts facing away from you.
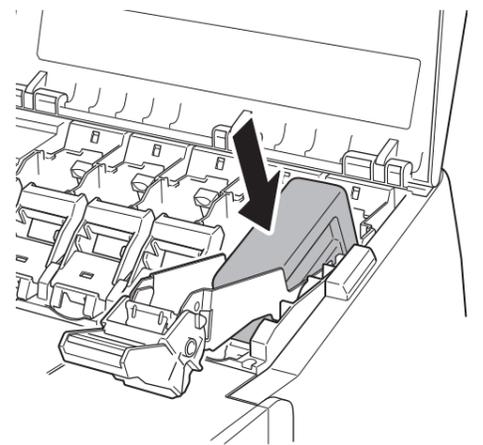
Important
• An ink tank cannot be mounted in the holder if it is not oriented correctly for the color.

• Do not try to force an ink tank into the holder if it does not go in normally. Check the color indicated on the label and the ink tank orientation, and then try mounting the tank into the holder again.

7 Lift up the ink tank lock lever once and then push it down.
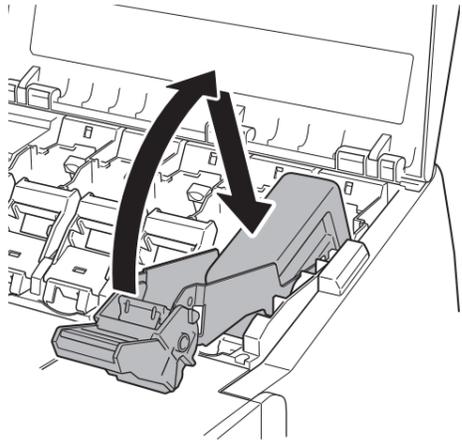
8 Firmly push down the handle part of the ink tank lock lever all the way in.
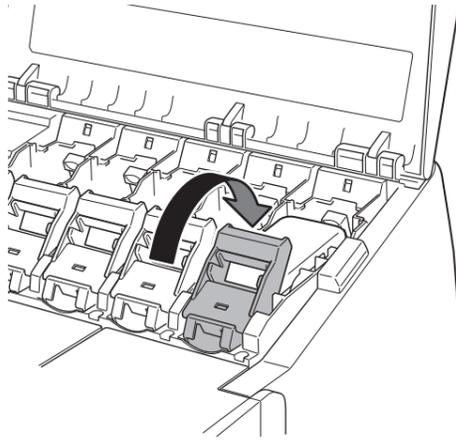
9 Make sure the ink lamp lights red.
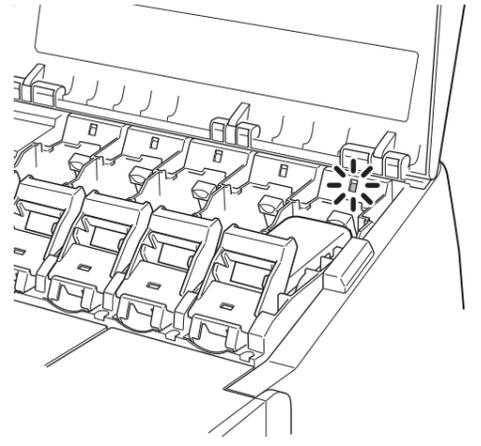
> Important
> • If the ink lamp does not light, repeat steps 2, 3, 7, and 8.

10 Repeat steps 2 to 9 to install each of the ink tanks.
Close the ink tank covers.

When the screen for confirming installation of the ink tank appears, tap **OK**.

Install the Print Head

1 When the instruction to open the top cover appears on the screen, open the top cover.

Instructions are now shown on the screen regarding print head installation.
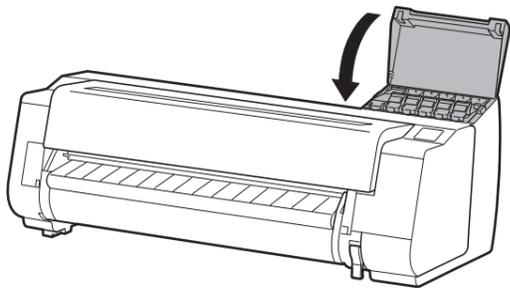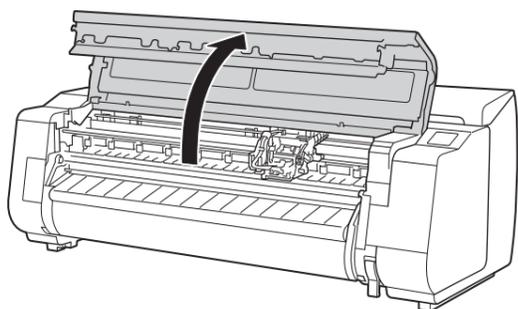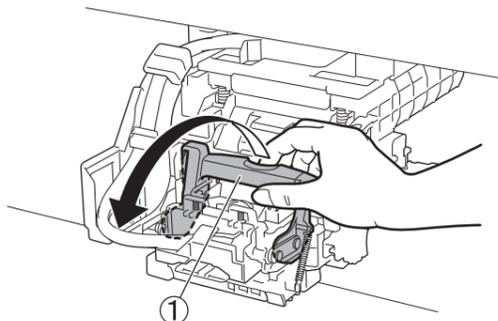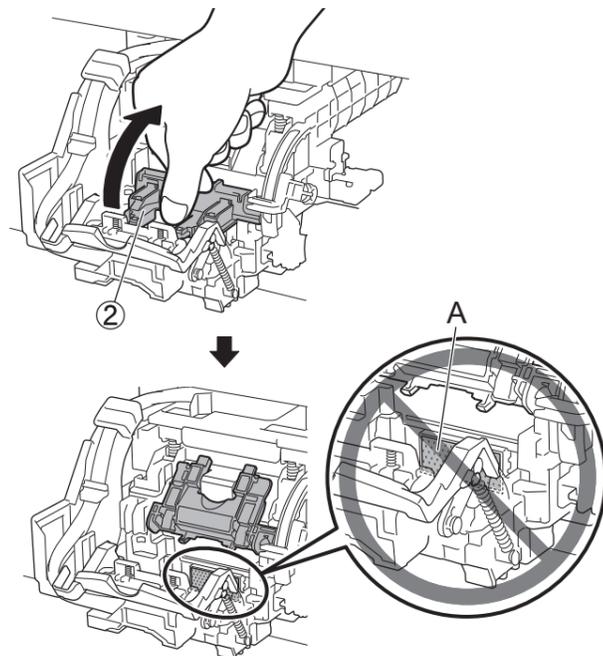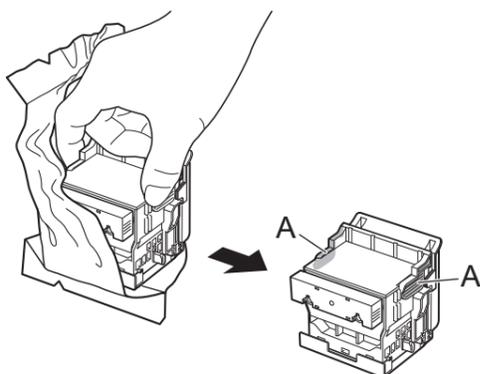
2 Tilt the print head lock lever ① towards you.

3 Open the print head locking cover ② by following the instructions on the screen, and tap **OK**.
Do not touch the contacts (A) on the carriage.

4 Remove the print head from the bag by holding the tab parts (A).

5 Remove the orange protective caps (A and B). Remove the protective cap (B) by holding the tab part (C).
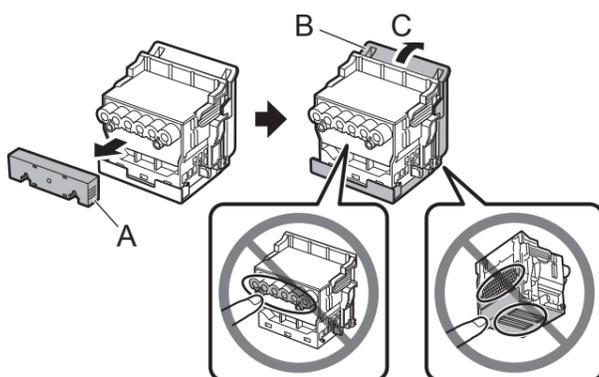
Important
- Do not touch the part that was being protected by the protective cap under any circumstances. Touching it may cause damage to the print head or printing problems.
- The print head contains ink, so be careful not to spill it once the protective caps are removed.
- Do not reattach the protective caps after removing them. Dispose of them according to local regulations.

6 Insert the print head into the carriage with the ink holes (A) on the upper side and facing towards you as shown in the figure. Carefully push the print head firmly into the carriage, ensuring that the part covered by the protective caps does not touch the carriage.
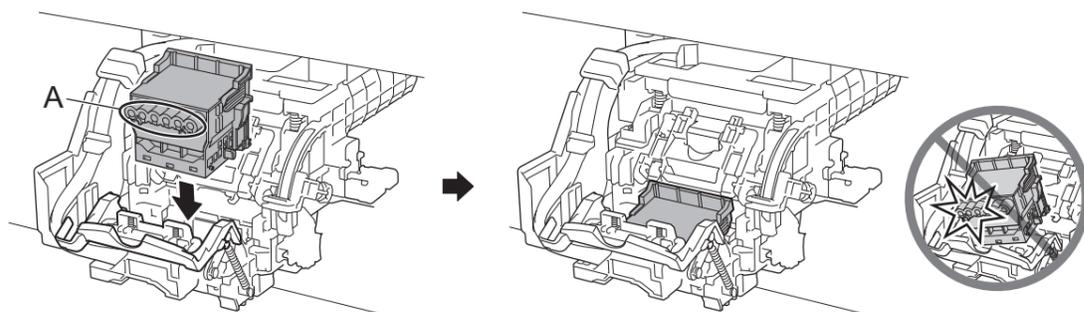
7 Pull the print head locking cover ③ down toward the front to lock the print head in place.
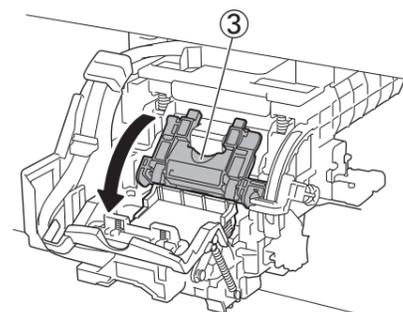
8 Push the print head lock lever ④ all the way to the end.
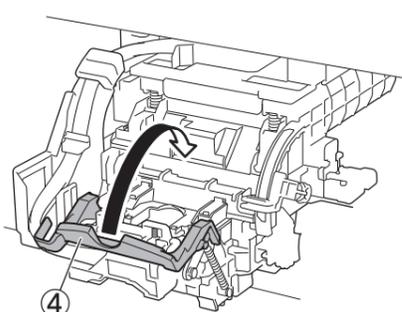
9 Close the top cover.
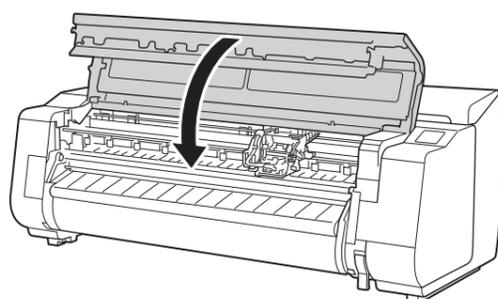
Note
- If the roll unit is installed, the roll unit calibration starts automatically after the print head is attached.
  If the roll holder is mounted on the roll unit at this time, calibration cannot be executed. Do not mount the roll holder on the roll unit until the setup has finished.

Load the Paper

Load the paper for adjustment.

1
① Tap **OK**.
② Tap **Manual**.

① Select the paper on which to print the print head alignment pattern.

OK

② Select the paper source.

Manual
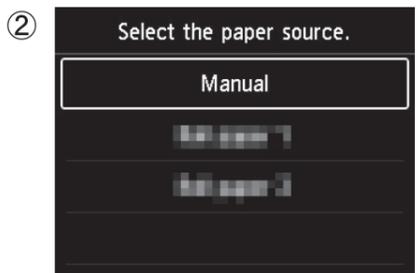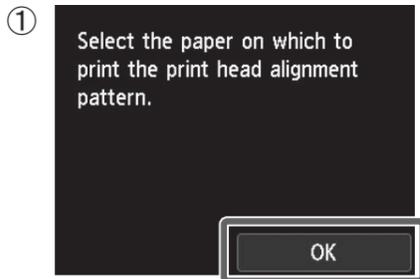
2 Open the top cover and lift the release lever.
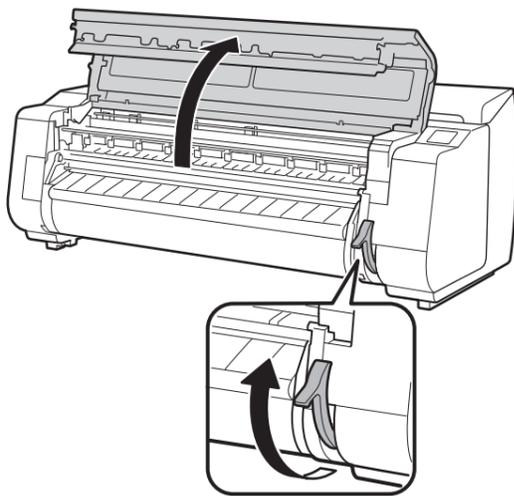
Important • Do not touch the linear scale (A), carriage shaft (B), or ink tube stabilizer (C). Touching them may cause damage.

B   C   A
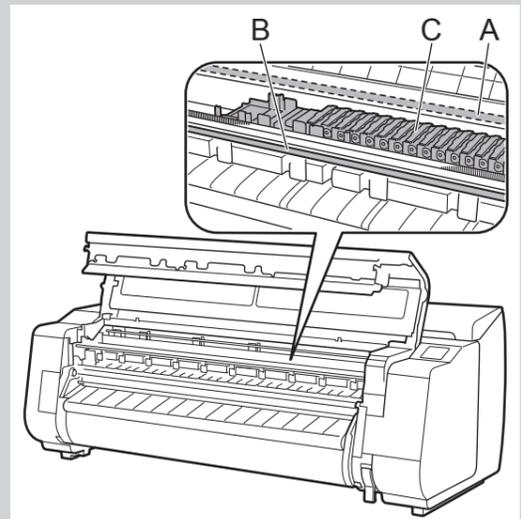
3 Insert the paper for adjustment between the platen (A) and paper retainer (B) in portrait orientation with the printed side of the paper facing up. Only one sheet of paper is needed.

B
A
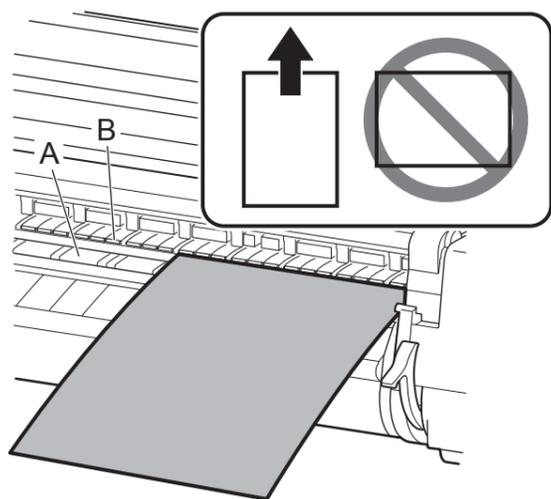
When using the TX-2000 without the printer stand

Important • Check that there is nothing under the printer.
If there is anything under the printer, it may cause scratches on the paper or paper jams, and you might not be able to adjust the print head correctly.

4 Load the paper aligned with the paper alignment lines (A) to ensure that the paper is not crooked, and align the leading edge of the paper with the front side of the line (B).

B

A
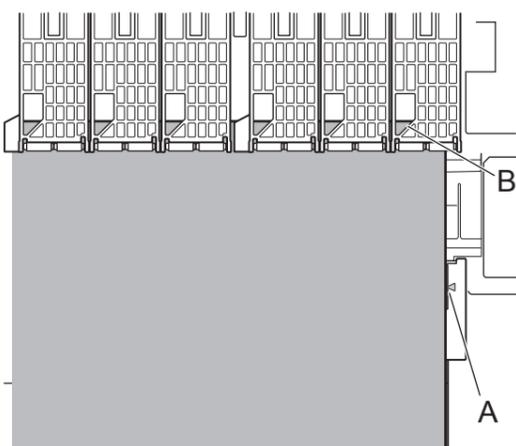
5 Lower the release lever to lock the paper and close the top cover.
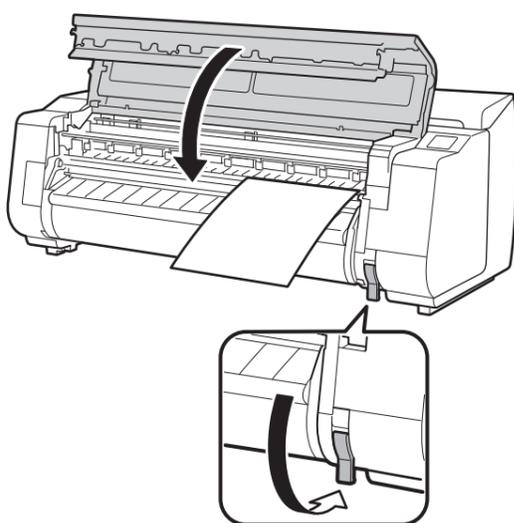
6 The screen for selecting the paper type appears. Tap the type of paper you loaded.
In this case, tap **Coated papers** then **Coated papers**.

Note • If **The paper is loaded askew.** appears, repeat steps 2 to 5.

Perform Print Head Adjustment and Select the Connection Method

When the screen for selecting the connection method appears, select the connection method to use.

Select the connection method.
- Wired LAN connection
- Wireless LAN connection
- USB connection
- Do not connect

Note
- If you are connecting the printer to the network using a fixed IP address, select **Do not connect**. Configure the settings from the touch screen of the printer after the printer has finished charging the ink for the first time and adjusting the print head.

Wired LAN connection

This is the method for connecting the printer to the network using a LAN cable.

1 Tap **Wired LAN connection**.
Check the message about the connection method and tap **Yes** if there are no problems.

2 A message prompting you to connect the LAN cable appears.

3 Use the LAN cable to connect the wired LAN connector on the back of the printer to the hub port.
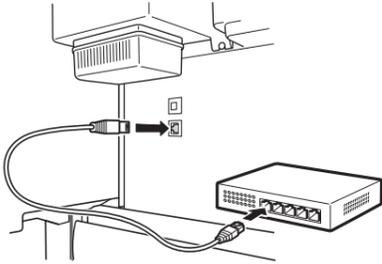
4 Tap **OK**.

Wireless LAN connection

This is the method for connecting the printer to the network without using a cable.

1 Tap **Wireless LAN connection**.
Check the message about the connection method and tap **Yes** if there are no problems.

2 A message prompting you to set up the wireless LAN appears.

3 **If you are configuring from a computer**
-> Tap **Yes**.

If you are configuring from the printer
-> Tap **No**.

USB connection

This is the method for connecting the printer to a computer using a USB cable. Only 1 printer can be connected.

Do not connect the USB cable yet.

1 Tap **USB connection**.
Check the message about the connection method and tap **Yes** if there are no problems.

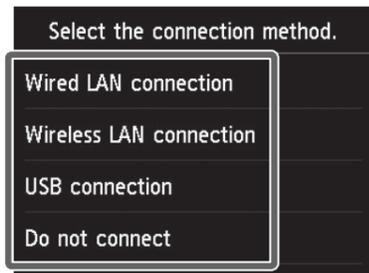The paper starts feeding, and then the printer automatically starts charging the ink for the first time and adjusting the print head.
Charging the ink for the first time and adjusting the print head for the first time takes about 35 minutes.

Important
- Do not open the covers of the printer or turn the power off while the ink is charging for the first time and the print head adjustment is executing.

Note
- If you selected **Do not connect**, the connection settings and software installation will need to be performed separately.

  Proceed to "Connect to the Printer" on p.12.

- Charging the system with ink fills the system from the ink tanks to the print head. In addition, cleaning is performed to keep the printer in optimal condition. This may cause the remaining ink indicator and maintenance cartridge capacity indicator to drop some amount. The starter ink tank is for first-time installation. It is recommended that you purchase replacement ink tanks quickly.

Wired LAN connection

Configure the printer and computer connection settings and install the software while the ink is charging for the first time and the print head is adjusting.

Proceed to "Connect to the Printer" on p.12.

Wireless LAN connection

If you are configuring from a computer
-> Configure the printer and computer connection settings and install the software while the ink is charging for the first time and the print head is adjusting.

  Proceed to "Connect to the Printer" on p.12.

If you are configuring from the printer
-> Configure the wireless LAN settings from the printer after the printer has finished charging the ink for the first time and adjusting the print head.

  Proceed to "Configure Wireless LAN Settings on the Printer" on p.13.

USB connection

Configure the printer and computer connection settings and install the software while the ink is charging for the first time and the print head is adjusting.

Proceed to "Connect to the Printer" on p.12.

Connect to the Printer

The printer connection settings and software installation are performed using a computer.
You can download the setup files from our website. If you are using a Windows PC, you can also start this from the CD-ROM.

However, if you selected **No** in step 3 for connecting to a wireless LAN on p.11, configure the wireless LAN settings only using the printer. Proceed to "Configure Wireless LAN Settings on the Printer" on p.13.

Downloading and running from the website

1 Enter the following URL in the web browser of your computer to access the website.

> http://**ij.start.canon**

2 Click **Set Up**.
Perform the remaining operations by following the instructions on the screen.

3 Click **Download** to download the setup file and then run the file.

If a warning screen about downloading appears, select **Do not block**, **Allow**, etc. and then proceed to the next step.

- Click Download on the computer to which you want to connect the printer.

Download

Running from the CD-ROM

If you are using Windows 10 or Windows 8.1

1 Insert the setup CD-ROM into the computer.

2 Click the popup message for the disk drive and click **Run Msetup4.exe** on the screen that is displayed.

If the message did not appear (or has disappeared)

① Click 📁 or 📁 **File Explorer** on the taskbar.
② Click **This PC** on the left side of the window that opens.
③ Double-click the 💿 CD-ROM icon on the right side of the window.
④ If the contents of the CD-ROM appear, double-click **Msetup4.exe**.

3 If the **User Account Control** dialog box appears, click **Yes** and proceed to the next step.

If you are using Windows 7

1 Insert the setup CD-ROM into the computer.

2 When the **AutoPlay** screen appears, click **Run Msetup4.exe**.

If the AutoPlay screen does not appear

① Click **Computer** from the start menu.
② Double-click the 💿 CD-ROM icon in the right side of the window that opens.
③ If the contents of the CD-ROM appear, double-click **Msetup4.exe**.

3 If the **User Account Control** dialog box appears, click **Continue** and proceed to the next step.

4 Click **Start Setup**.

Configure the settings by following the instructions on the screen.

Canon
Start Setup
Starting the setup needed to use the machine from the computer.
Follow the on-screen instructions.

[Start Setup]

[Useful Software]
Installs software that allows you to use the machine more conveniently.

[Online Manual]
Manual can be checked online.

[Language]

[Exit]

→

Canon
Installation completed successfully.

[Exit]
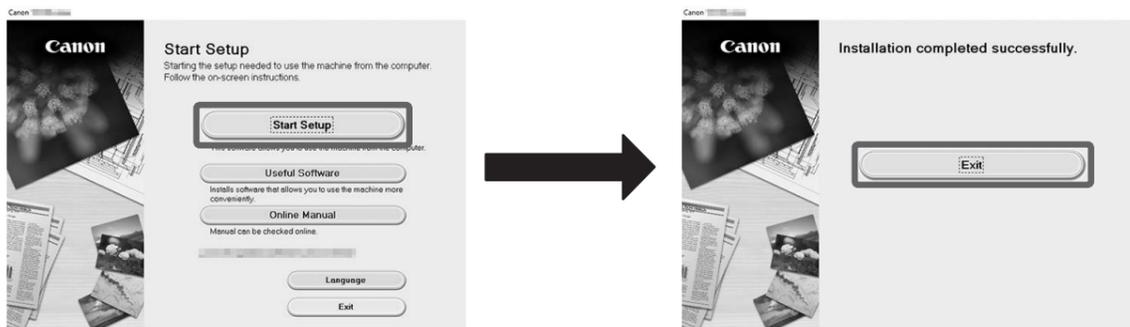
This completes the setup.

📝 Note
- A screen for selecting the printer connection method may be displayed in the middle of configuring the settings.
  If this happens, select the method you selected on p.11 and then click **Next** and continue with the rest of the settings.

Configure Wireless LAN Settings on the Printer

If you selected **No** in step 3 for connecting to a wireless LAN on p.11, configure the wireless LAN settings using the touch screen of the printer.
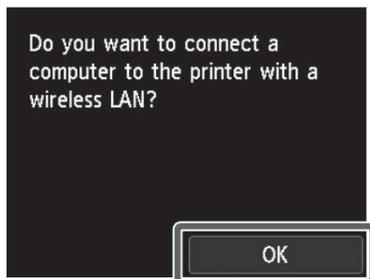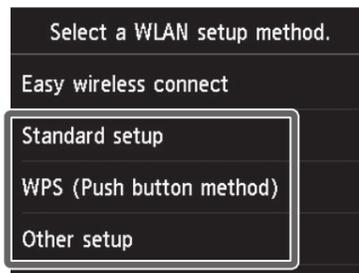
1 Once the print head adjustment has finished, check that the following screen appears and tap **OK**.

Do you want to connect a computer to the printer with a wireless LAN?

OK

Note • If the following message appears, the printer initial settings are not finished. Wait until the above screen appears.
Checking the nozzle.
Preparing the ink system.
Cleaning...

2 Select and tap the connection method.

Select a WLAN setup method.
Easy wireless connect
Standard setup
WPS (Push button method)
Other setup

Configure the wireless LAN settings by following the instructions on the screen.

3 When the home screen appears and appears, the wireless LAN settings are complete.

Ready to print
MBK BK Y M C
Maintenance
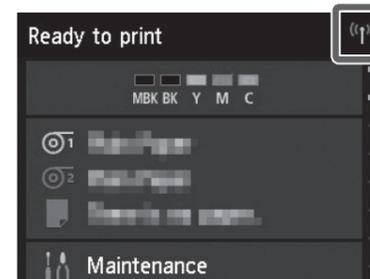
Note • Before using the printer, the software needs to be installed on the computer that is connected to the printer.

Proceed to "Connect to the Printer" on p.12.

Storage Locations

A: Spare ink box
   Can be used to store spare ink tanks.

Important • Do not place a used ink tank.

B: Accessory pocket
   • Can be used to store accessories such as the 3-inch paper core attachment.

   • The accessory pocket is included with the stand.
     Refer to "Attach the Accessory Pocket" in the Printer Stand Setup Guide (separate manual) for details on how to attach.
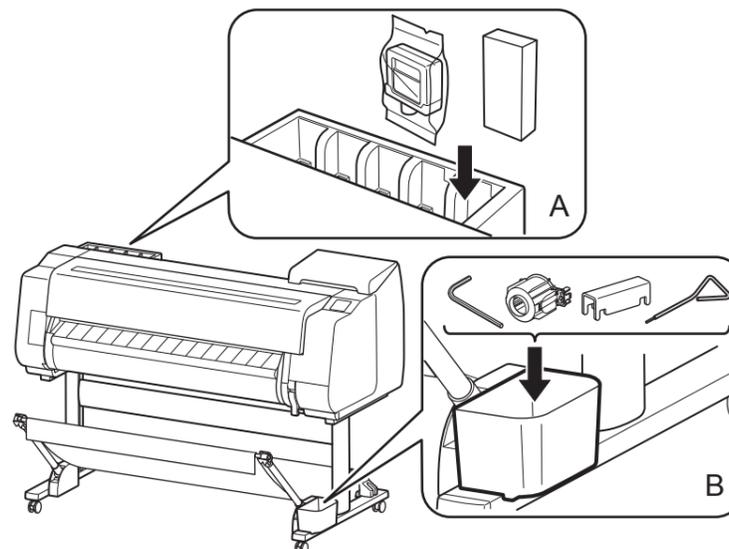
To load roll paper after setup, tap the paper settings display area from the home screen, then (roll paper icon), then **Replace paper**, and follow the instructions on the screen.

For details, refer to the Online Manual that can be accessed by the procedure in "How to Display the Online Manuals" (p.14).

How to Display the Online Manuals

Online Manual that describes how to use the printer in detail is published on the Web. Access it using the following procedure as needed.

1 Access the Canon website by any of the following methods.
- Enter the URL

  http://ij.start.canon

- Scan the QR code

  * A special app is needed in order to scan the QR code.

2 Click or tap **Read Online Manual**.
Perform the remaining operations by following the instructions on the screen to display the Online Manual.

Responding to Messages

Error messages may appear on the touch screen of the operation panel when setting up printer. If so, it may not indicate a problem with the printer, and the issue may be easily resolved. Common messages and the causes are listed here with corrective actions. For details on other messages, refer to the Online Manual.

Message	Cause	Corrective Action
The ink tank is not installed. Install the ink tank properly.	There is no ink tank loaded.	Load or reload the ink tank. (Refer to step 1 on p.7 to step 10 on p.8)
	The ink tank is not firmly installed all the way in.	
Print head cannot be recognized correctly. Open the top cover and install the correct print head.	The print head is not installed.	Install the print head. (Refer to steps 1-9 on p.9)
	Electrical contact failure in the print head.	Remove the print head, make sure that no debris is adhered to the contacts on the print head and the carriage, and then reinstall the print head.
The paper is loaded askew. Lift the release lever and reload the paper.	The paper may not be aligned with the paper alignment line.	Reload the paper so that the edge of the paper is aligned with the paper alignment line. (Refer to steps 2-6 on p.10)
Unsupported paper size. Lift the release lever and replace the paper.	The roll paper is fed even though cut sheet remains selected as the paper source.	Release the release lever and reload the paper. Tap the paper settings display area from the home screen, then ⊚ (roll paper icon), then **Replace paper**, and feed the roll paper again. For details, refer to "Removing the Upper Roll from the Printer" and "Loading the Upper Roll on the Printer" in the Online Manual.
Hardware error ECxx-xxxx (x represents a letter or number) Printer error has occurred. Turn the device off, wait a while, and then turn it on again.	The belt stopper or the tape inside the top cover has not been removed.	Turn off the power, open the top cover, and remove the tape and the belt stopper, then turn the power on.
	You may have encountered an error that cannot be resolved.	Turn off the printer and wait at least 3 seconds before restoring the power. If the message appears again, write down the error code and message, turn off the printer, and contact your Canon dealer for assistance.
Error Ecxxx-xxxx (x represents a letter or number) Printer error has occurred. See the manual and contact the service center.	You may have encountered an error that cannot be resolved.	Write down the error code and message, turn off the printer, and contact your Canon dealer for assistance.