



# Canon ImagePROGRAF GP-300 Graphics Printer User Guide

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# Canon

**Canon ImagePROGRAF GP-300 Graphics Printer**



## Installation Space

When installing the printer, it is recommended that you secure the following space around the printer.

### Important

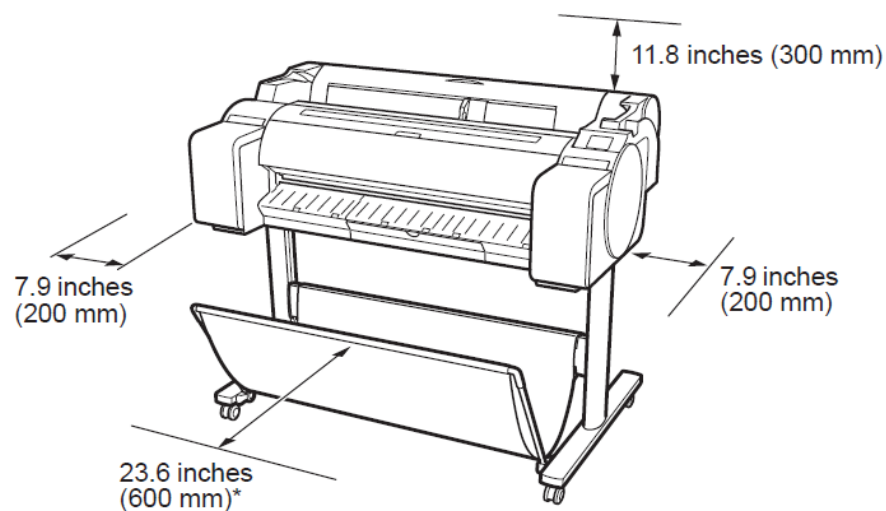
- The printer stand may not be included with the model you purchased. Please note that the required space differs depending on whether the options are used or not.
- The space required in front of the printer varies depending on how the basket is used.

#### GP-300

Required space\* (W x D x H)

66.5 × 57.9 × 53.6 inches

1,689 × 1,470 × 1,360 mm

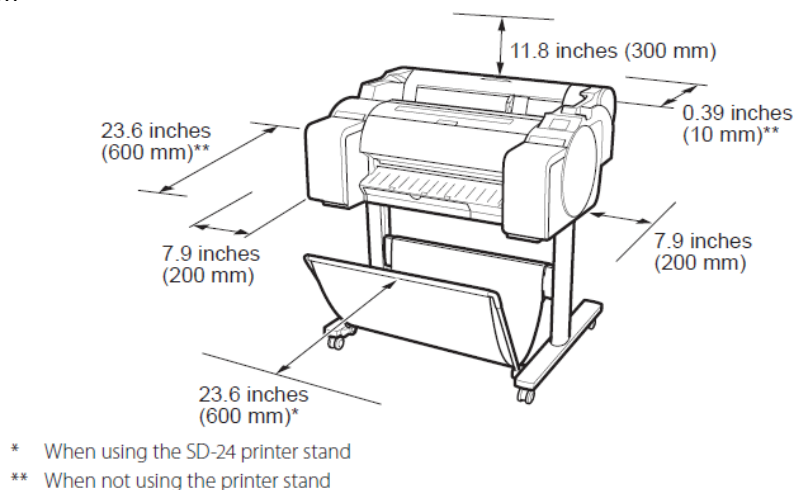


\* When using the SD-33 printer stand

#### GP-200

Required space\* (W x D x H)

54.5 × 57.9 × 53.6 inches  
1,382 × 1,470 × 1,360 mm  
Required space\*\* (W × D × H)  
54.5 × 53.5 × 29.1 inches  
1,382 × 1,358 × 739 mm



## Package Contents

Check that the following included accessories are contained in the package. Note that a cable to connect the printer to a computer is not provided with the printer.

### Note

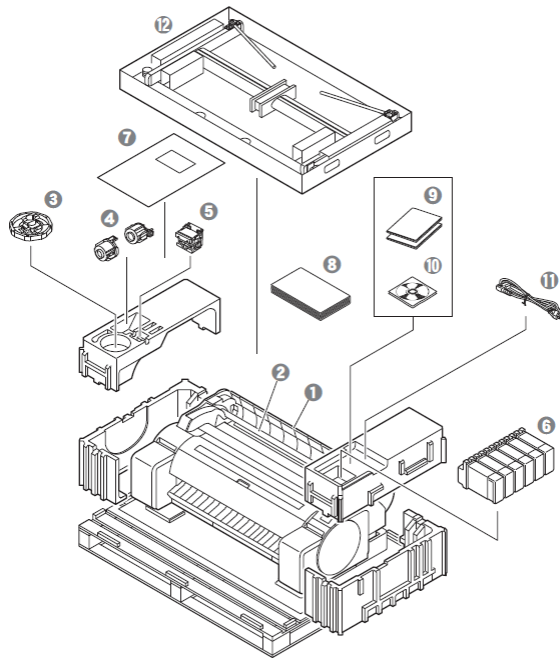
- Some of the included accessories are not described in this manual. Store them along with the other accessories as they are required for other functions.
- For instructions on the included items not described in this manual, refer to the Online Manual by following the instructions in “Displaying the Online Manual” on p. 13.

1. Printer
2. Roll holder (Already mounted on printer)
3. Holder stopper \*1
4. 3-inch paper core attachment (2 pieces) e Print head
5. Ink tanks (6 pieces)
6. Paper for adjustment
7. Setup Guide (this manual)
8. Set of printer documentation
9. Set of CD-ROMs
10. Power cord
11. Stand set \*2

This is used when loading roll paper. For details, refer to the Online Manual.  
Only included with models where the printer stand is included as standard.

### Note

that it may be packaged in a separate box depending on the region where you purchased the printer.  
The items included with the printer stand are described in the Printer Stand Setup Guide.



### Manuals Included with This Printer

Setup Guide (this manual)

Describe how to set up the printer.

### Printer Stand Setup Guide

Describe how to assemble the stand. This item might not be included depending on your model.

### Quick Guide

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

### Online Manual (Electronic Manuals)

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 Online Manual, refer to “Displaying the Online Manual” (p. 13).

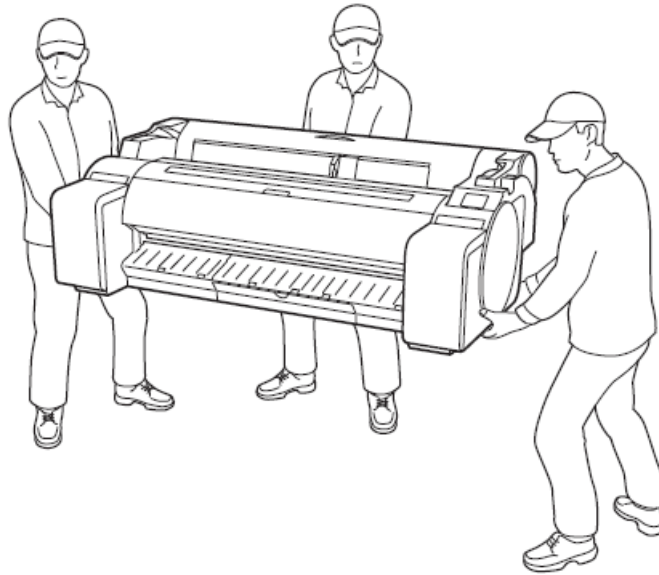
## Handling Cautions

### Moving the Printer

- Have the following number of people grasp each side and the rear of the printer. The weight may cause pain such as back pain.

GP-300 (Approx. 108 lb (49 kg)) 3 people or more

GP-200 (Approx. 91 lb (41 kg)) 3 people or more



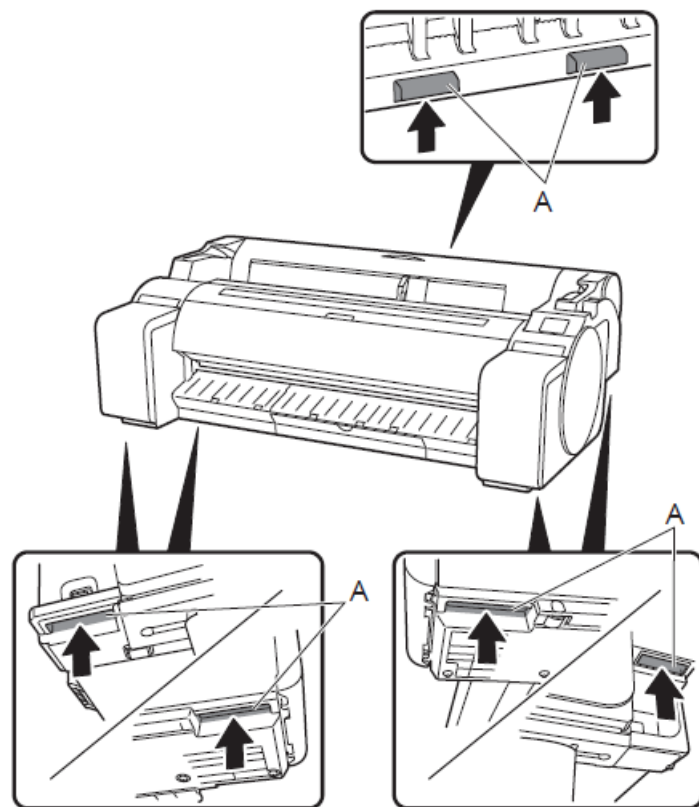
For the GP-300

## Other

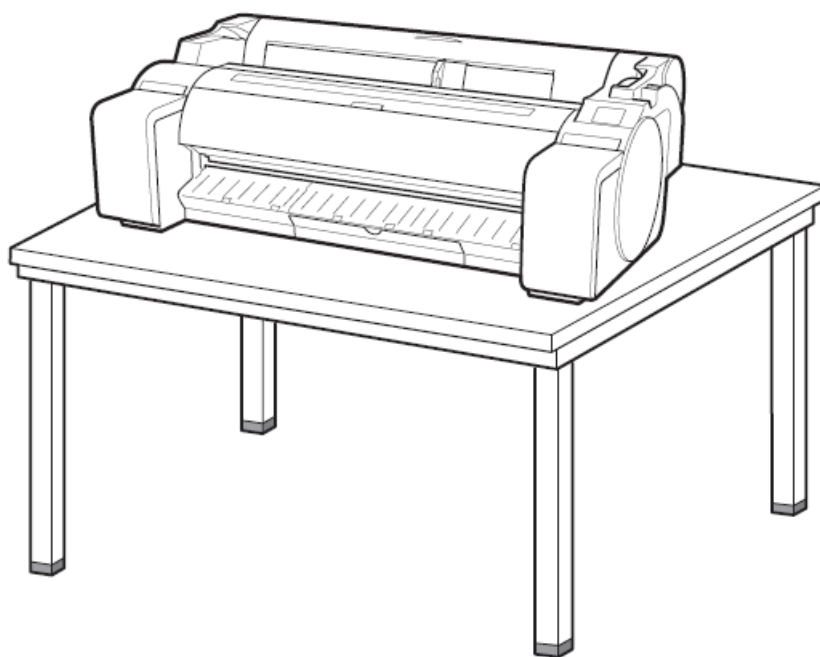
- Do not put the printer down or carry the printer with only the center of the printer supported. This may cause damage to the printer.



- Firmly grasp the carrying grips (A) on each side of the base and the rear of the printer. Holding the printer at other positions is dangerous and cause injury and damage if the printer is dropped.

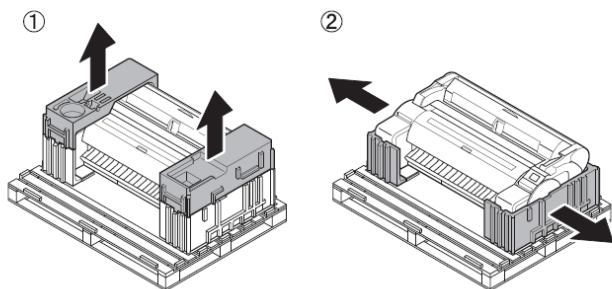


- When setting the printer down temporarily, make sure to put the printer on a flat, stable surface.

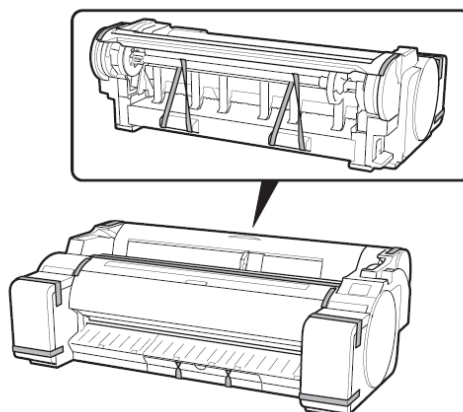


## Removing the Packaging Material

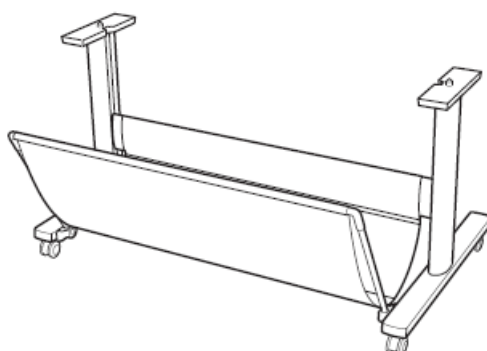
1 Remove the packaging material.



2 Remove all of the tape and other packaging material. Remove the tape affixed to the roll holder.



## Assembling the Printer Stand

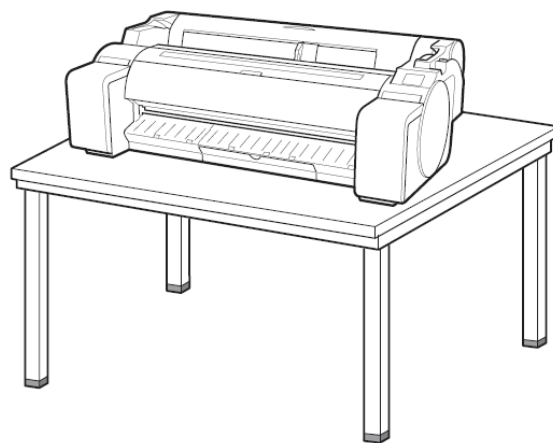
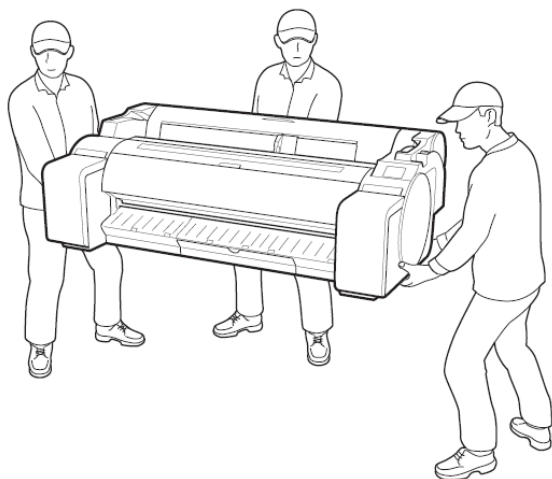


Assemble the stand by referring to the Printer Stand Setup Guide (separate manual). If you are not using the stand, proceed to "3 Installing the Printer".

## Installing the Printer

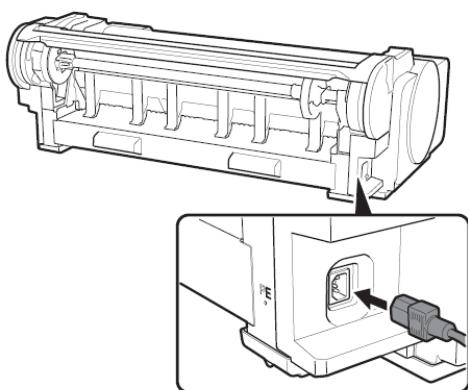
If you are not using the stand, install the printer in a location like the following.

1. Lift up the printer. For details on how to carry and the number of people, refer to "Handling Cautions" (p. 3).
2. Place the printer on a stable flat location.

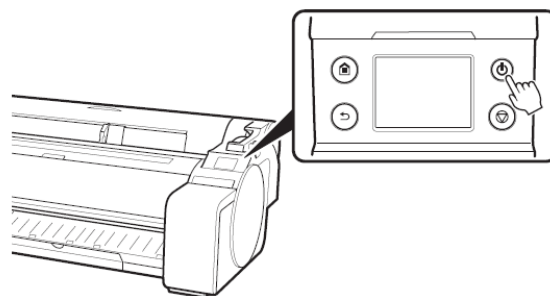


## Turning On the Printer

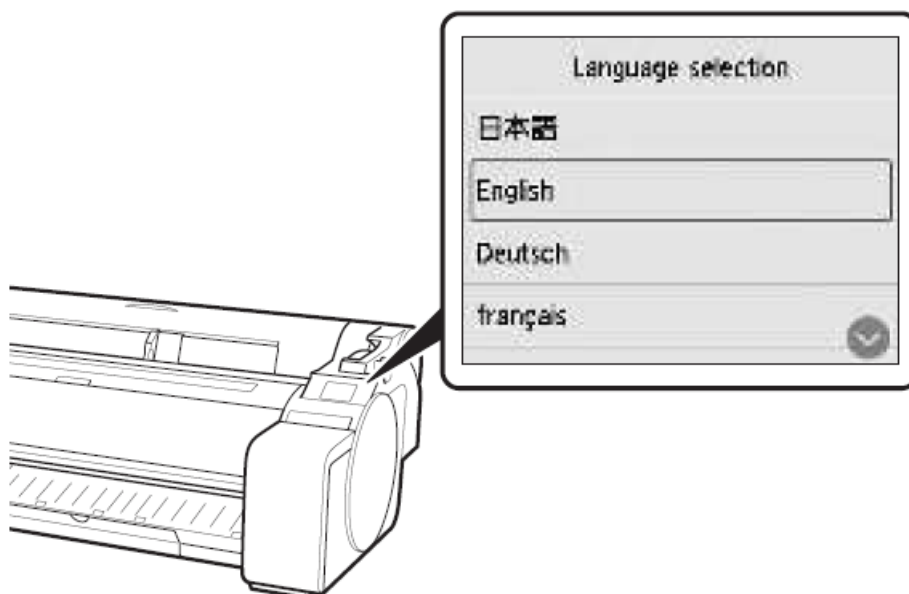
- 1 Connect the power cord to the printer.
  - Insert the power cord into the power connector on the side of the printer.



- 2 Turn on the printer.

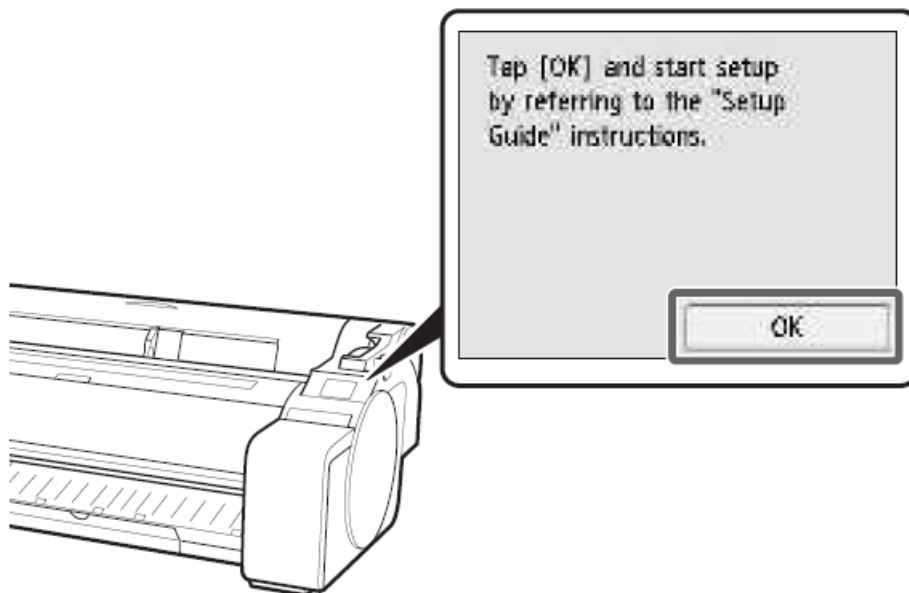


When the language selection screen appears on the touch screen, select and gently tap a language with your finger. Then, if the screen for selecting a time zone appears, select and tap your region.



Perform the remaining operations by following the instructions on the screen. In the middle of these operations, there is a choice about sending information. Read “Sending Information To Canon” (P.13).



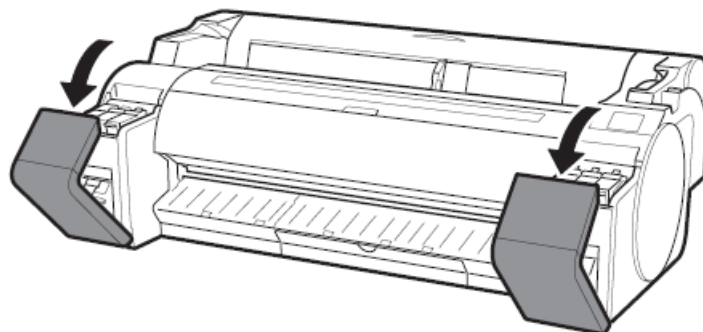


When a message prompting you to start the setup appears on the touch screen, tap OK.

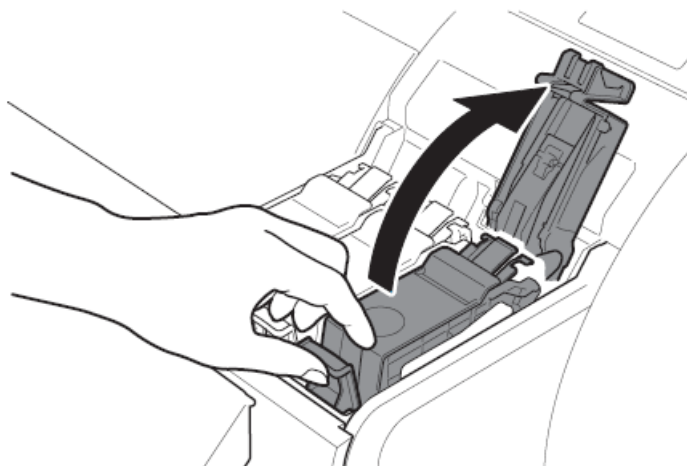
### Installing the Ink Tanks

Instructions on ink tank installation are shown on the touch screen. Install the ink tanks as instructed. If the ink tank is cold, allow it to adjust to room temperature before attaching it to the printer.

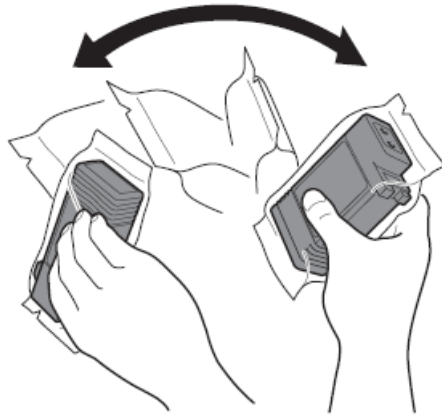
1. Open the ink tank covers by grasping the handles.



2. While pushing the tip of the ink tank lock lever horizontally, open the ink tank lock lever upwards.



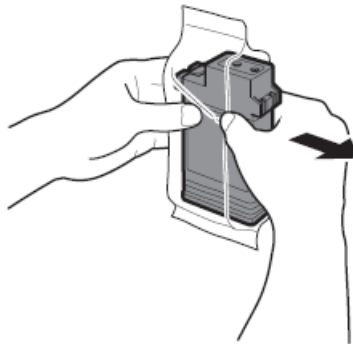
3. Shake each ink tank gently 1 or 2 times before opening its pouch.



### Important

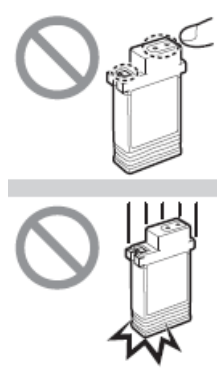
Failure to shake the ink tanks may result in reduced print quality because ink ingredients have settled on the bottom of the tank.

4. Open the pouch and remove the ink tank.

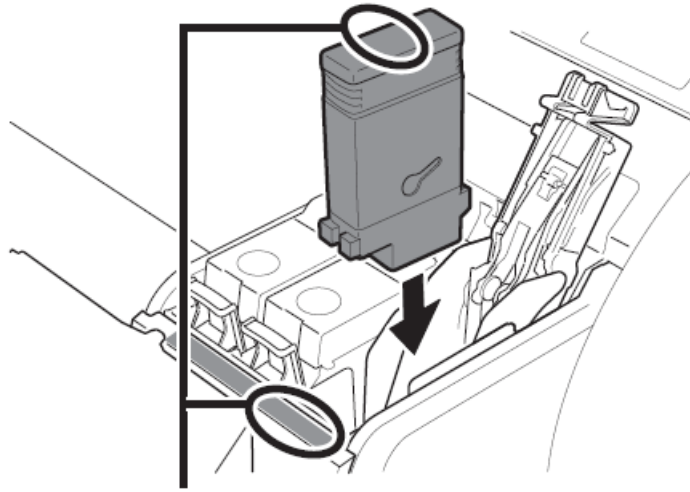


### Important

- Never touch the ink outlets or metal contacts (the area shown shaded in the diagram). 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

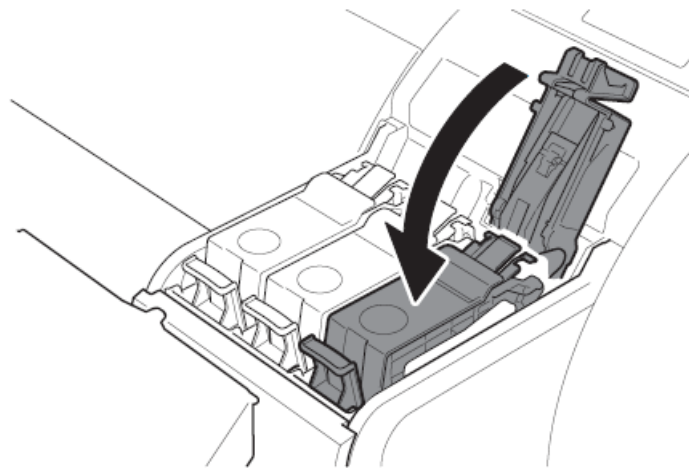


5. Check that the color of the ink tank is the same as the color displayed on the label in the printer, and insert the ink tank into the holder in the orientation shown in the diagram.



Insert with the ink tank label facing up and ensuring that the text on the label is not upside-down. Match the color of the ink tank label to the color of the label in the printer

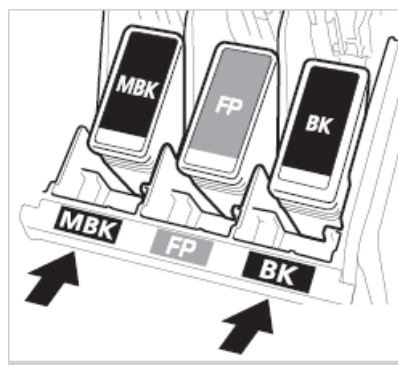
6. Close the ink tank lock lever until it clicks.



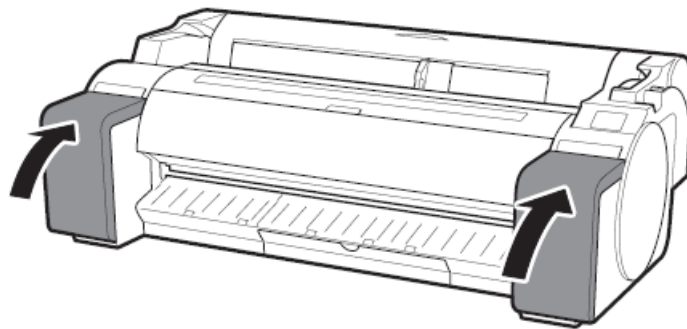
7. Repeat steps 2 to 6 to install each of the ink tanks.

**Important**

Take particular care with the BK and MBK ink tanks that are easy to confuse.



8. Close the ink tank cover.



9. Check that the color of the ink tank that was set is displayed on the touch screen, and tap OK.



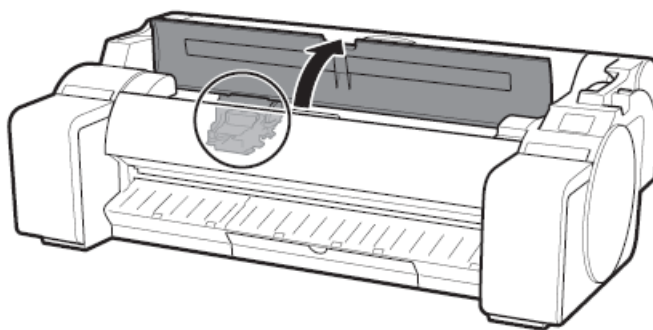
### **Important**

If the touch screen does not show the color, repeat steps 2 and 6.

## **Installing the Print Head**

Instructions are now shown on the touch screen regarding print head installation. Install the print head by following the instructions.

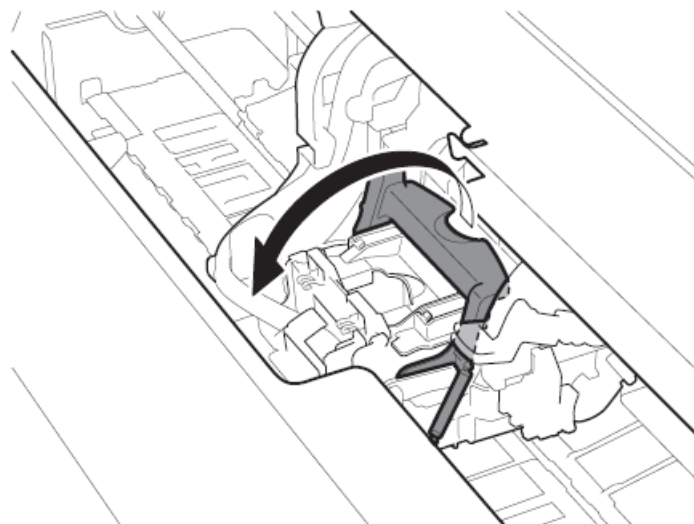
1. Open the top cover.



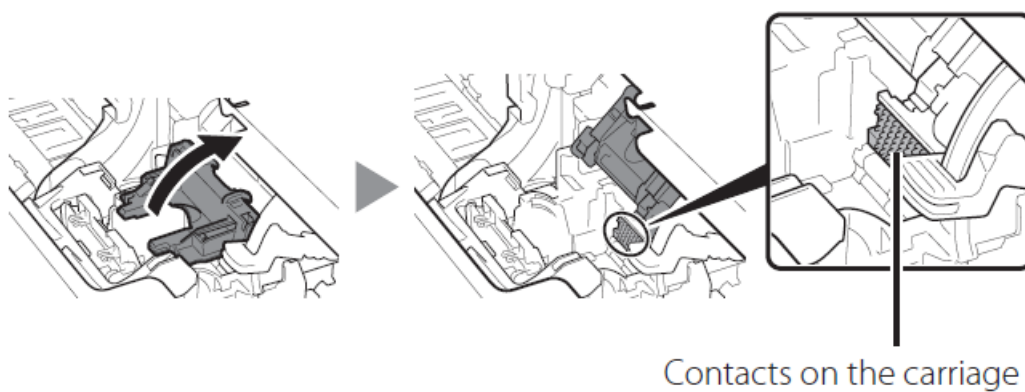
### **Important**

Do not move the carriage (the area enclosed by a circle in the diagram). If you accidentally move it, temporarily close the top cover and it will return to its original position.

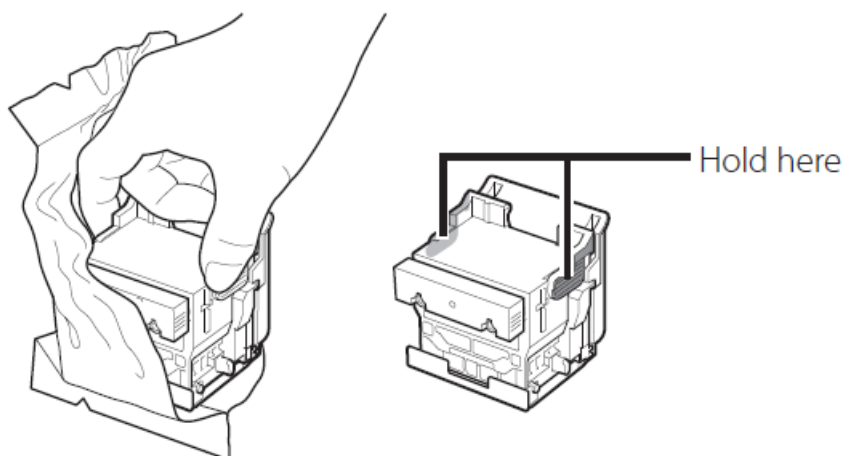
2. Tilt the print head lock lever towards you.



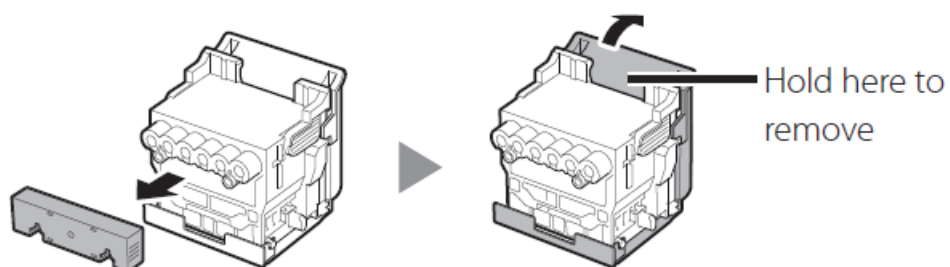
3. Open the print head locking cover and tap OK on the touch screen. At this time, check that there is no dirt on the electrical contacts of the carriage.



4. Grasp the print head as shown in the diagram and remove it from the bag.

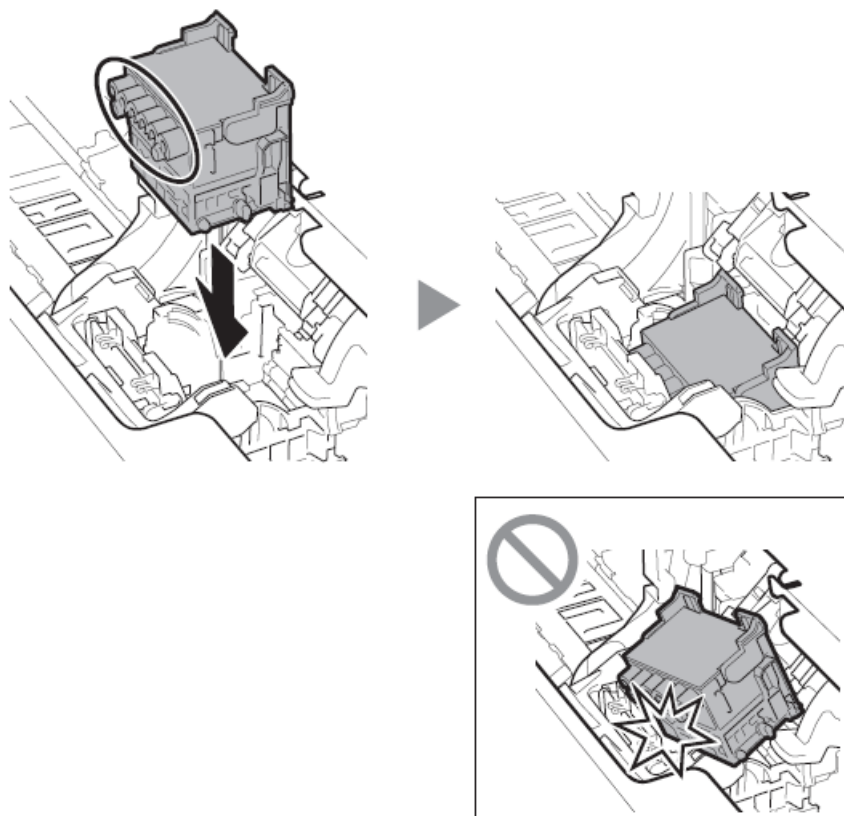


5. Remove the orange protective caps in the order shown in the diagram.



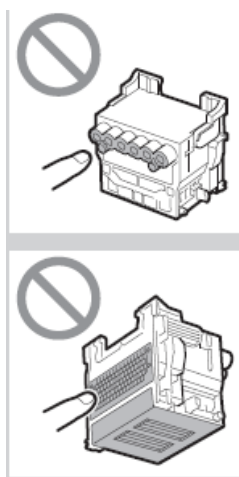
6. Install the print head.

Align the print head so that the area enclosed by a circle in the diagram is facing you, and carefully push the print head firmly into the printer, ensuring that the part covered by the protective caps does not touch the carriage.

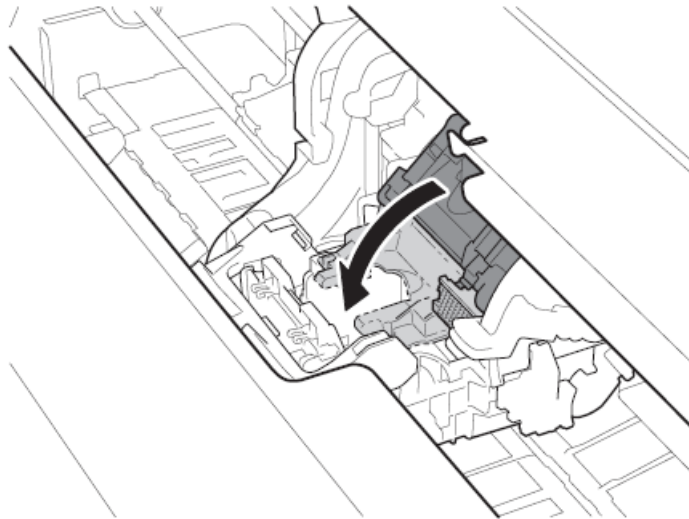


**Important**

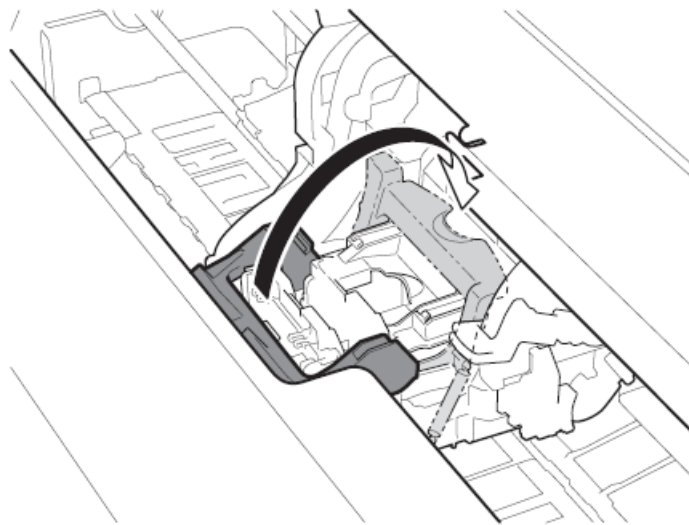
- Do not touch the part that was being protected by the protective cap (part shown shaded in the diagram) under any circumstances. Touching it may cause damage to the print head or printing problems.
- The print head is filled with ink. Be careful to avoid getting your clothes and surrounding items dirty when removing the protective caps. It is recommended that you remove the protective caps above the bag that contained the print head.
- Do not reattach the protective caps after removing them. Furthermore, dispose of them according to local regulations.



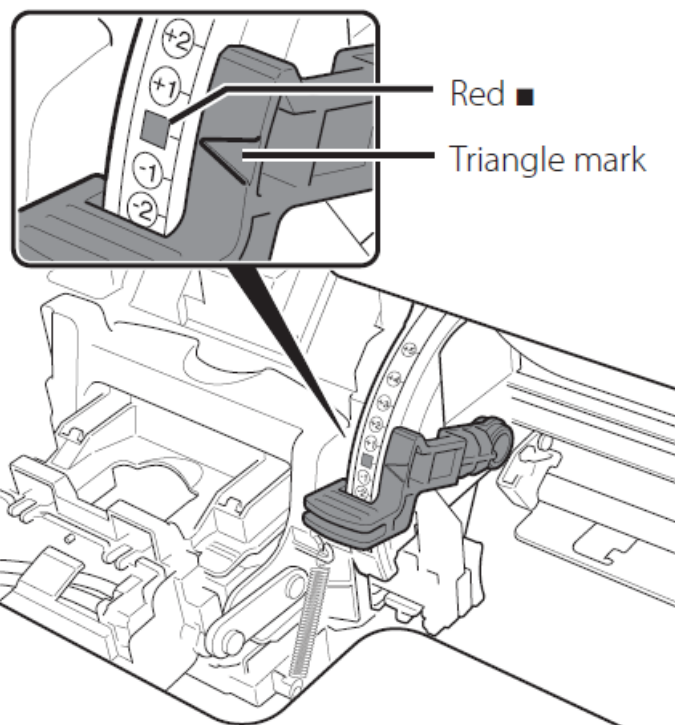
7. Pull the print head locking cover down toward you to lock the print head in place.



8. Push the print head lock lever all the way to the end.

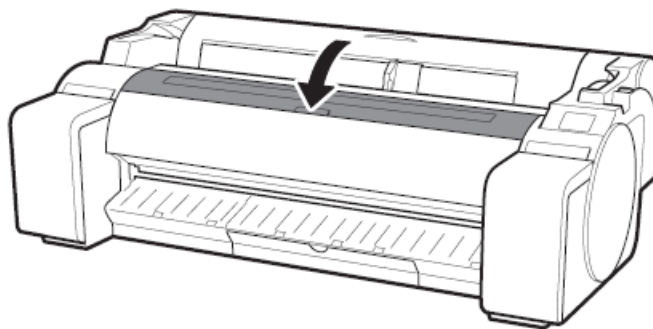


9. Check that the triangle mark on the angle adjustment lever is aligned with the red . If they are not aligned, move the angle adjustment lever up or down to align it with the





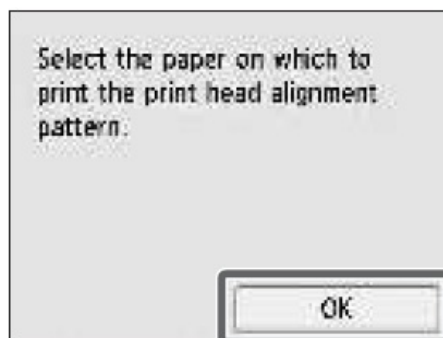
10. Close the top cover.



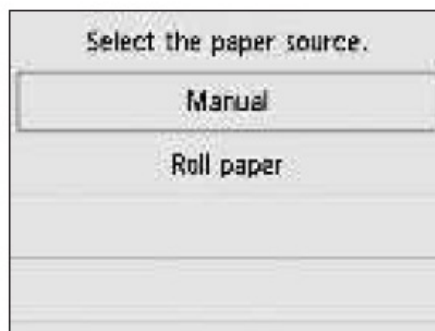
## Performing Print Head Adjustment

Instructions are now shown on the touch screen for loading the paper for adjustment. Load the paper by following the instructions.

1. Tap OK.

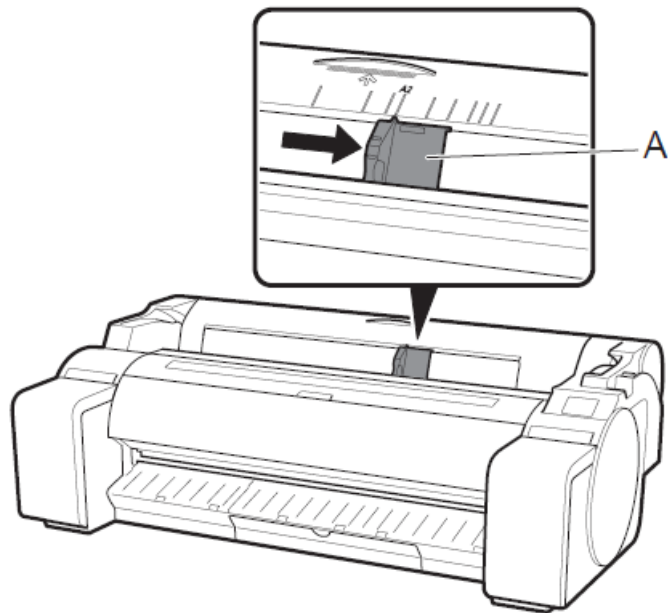


2. Tap Manual.



3. Slide the width guide (A) to align it with a marker indicating the size of the loaded paper. In this example, align the guide to A2, which is the size of the provided paper for adjustment.





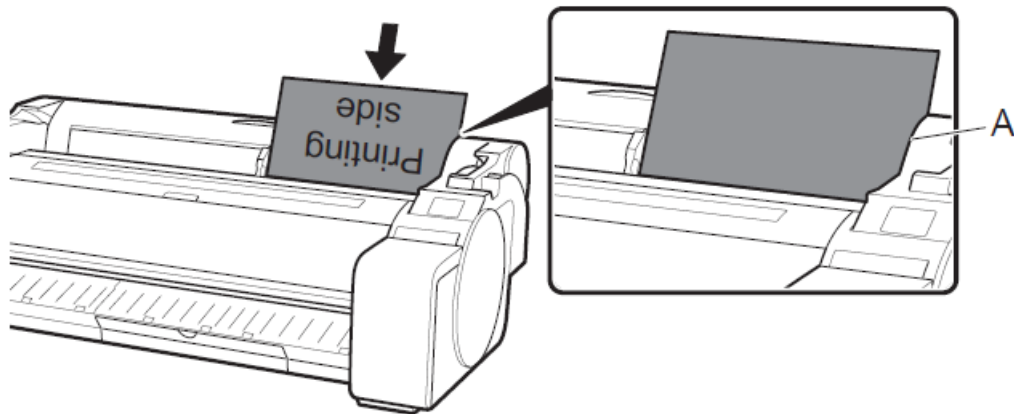
4. Prepare 1 sheet of paper for adjustment.

Identify the printing side by referring to the bag in which the paper came.

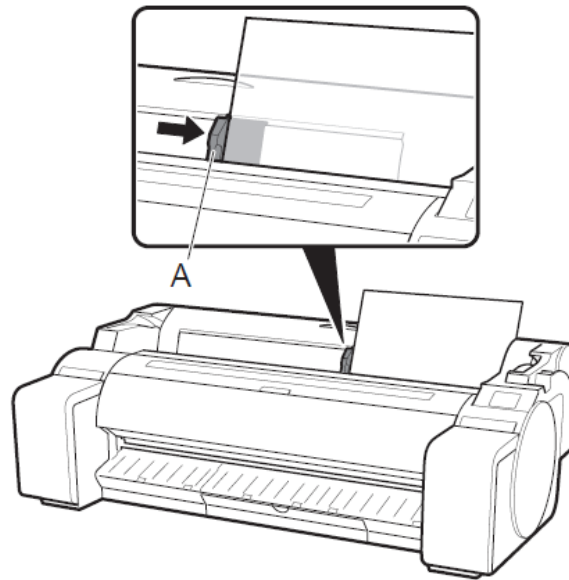
**Important**

Return unused paper to the bag in which it came and store it away from high temperature, high humidity, and direct sunlight.

5. Insert the paper straight into the feed slot, with the printing side facing up, so that the right edge of the paper is aligned with the paper alignment guide (A) on the right side of the roll paper cover.  
Insert the paper until the edge makes contact and you hear 2 short beep sounds.



6. Adjust the position of the width guide (A) according to the size of the loaded paper.  
Align the width guide exactly with the paper to avoid the loaded paper from tilting or crinkling.



### Important

- This printer allows only 1 sheet to be loaded. Do not load 2 or more sheets. Doing so may cause a paper jam.
- If the paper is wavy or warped, it may cause a paper jam. Flatten out the paper before loading it.

7. The screen for selecting the paper type appears. Tap the type of paper you loaded.

In this case, tap Coated papers then Coated papers.



8. Proceed to “Selecting the Method of Connecting to Your Computer” (P. 11).

## Selecting the Method of Connecting to Your Computer

When something like the following is displayed on the touch screen, select the connection method.

Select the connection method.	
Wired LAN connection	Connect the printer to the network using a LAN cable.
Wi-Fi connection	Connect the printer to the network wirelessly.
USB connection	Connect the printer to a computer using a USB cable.
Do not connect	Select this such as when connecting using a fixed IP address. The connection settings and software installation will need to be performed separately. Start the settings from the touch screen of the printer.

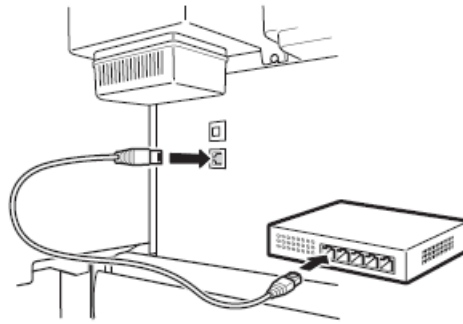
### Wired LAN connection

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

A message prompting you to connect the LAN cable appears.

2. Use the LAN cable to connect the wired LAN connector on the rear of the printer to the hub port.

3. Tap OK and proceed to “Installing the Software on Your Computer” (p. 12).



### Wi-Fi connection

1. Tap Wi-Fi connection. Check the message about the connection method and tap Yes if there are no problems.  
A message prompting you to set up Wi-Fi connection appears.
2. Tap Yes and proceed to “Installing the Software on Your Computer” (p. 12).  
To configure the settings from the printer, tap No and proceed to “Configuring Wi-Fi Settings on the Printer Touch Screen” (column below).

### USB connection

1. Tap USB connection. Check the message about the connection method and tap Yes if there are no problems.  
Do not connect the USB cable yet.
2. Tap OK and proceed to “Installing the Software on Your Computer” (p. 12).

### Important

The paper for print head adjustment starts feeding, and the printer starts charging the ink for the first time\* and adjusting the print head. This takes around 25 minutes. Do not open the covers of the printer or turn the power off during this time.

Charges ink between the ink tank and print head and perform cleaning to keep the printer in optimal condition. This may cause the remaining ink indicator and maintenance cartridge capacity indicator to drop some amount. Since the included ink tanks are for initial installation, it is recommended that you purchase replacement ink tanks quickly.

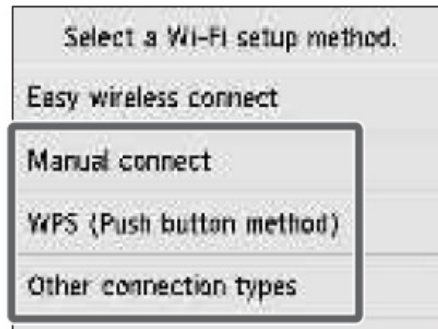
- When the print head adjustment is complete, the paper with the adjustment pattern printed on it is ejected.  
When instructions for removing paper are displayed on the touch screen, perform the operation according to the instructions.
- Do not operate the release lever until the instruction on removing paper is displayed on the touch screen. If you operate the release lever while printing is in progress, the printing will stop in the middle.

### Configuring Wi-Fi Settings on the Printer Touch Screen For Wi-Fi connection

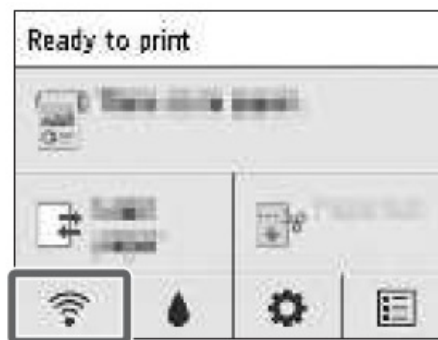
1. Check that the following screen appears and select OK.



2. Select the connection method.



3. Configure the settings by following the instructions on the screen.



When the home screen appears and (network) appears, the Wi-Fi settings are complete.

#### **Note**

If any of Checking the nozzle, Preparing the ink system., or Cleaning... is displayed, the printer initial settings are not finished. Wait until the above screen appears.

4. Proceed to “Installing the Software on Your Computer” (p. 12).

## **Installing the Software on Your Computer**

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

### **Downloading from the website (Windows/macOS)**

1. Go to the Canon website on your computer.

<https://ij.start.canon/GP-300>

This is the example input for the GP-300.

Input the model number of the printer you are using.

2. Click Download to download the setup file and then run the file.

Click Download to start setup.  
Follow the on-screen instructions to complete the setup.



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

### 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.
3. If the User Account Control dialog box appears, click Yes and proceed to the next step.
4. Click Start Setup. Configure the settings by following the instructions on the screen.



### Note

If the message does not appear (or has disappeared)

1. Click on 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. When the contents of the CD-ROM appear, double-click Msetup4.exe.

### If you are using Windows

1. Insert the setup CD-ROM into the computer.
2. When the AutoPlay screen appears, click Run Msetup4.exe.

### Note

If the AutoPlay screen does not appear

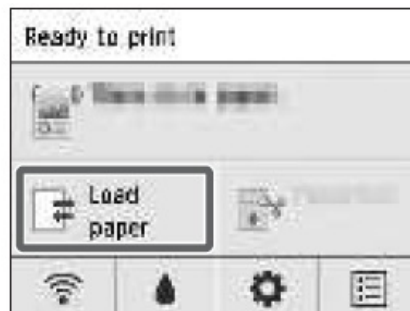
- Click Computer from the start menu.
  - Double-click the CD-ROM icon in the right side of the window that opens.
  - When the contents of the CD-ROM appear, double-click Msetup4.exe.
3. If the User Account Control dialog box appears, click Yes and proceed to the next step.

### 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.
- Connect the USB cable to the proper location by following the instructions on the screen.

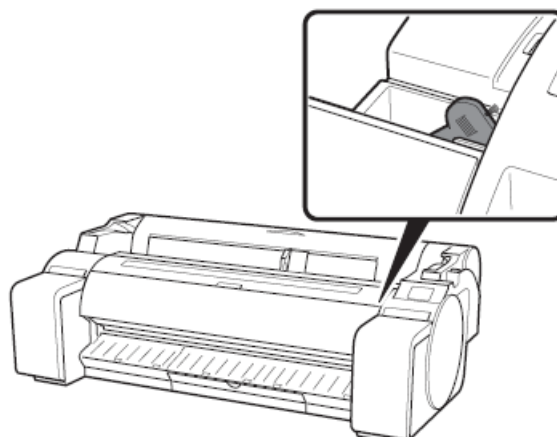
## Loading Paper

1. Tap Load paper or Replace paper.
2. Select the paper.
3. Perform the operations by following the instructions on the screen.



## About the Cleaning Brush

When you open the top cover, a cleaning brush is stored on the right side. Use it when cleaning inside the top cover.



## Printing From a Smartphone or Tablet

With the “Canon PRINT Inkjet/SELPHY” application software, you can easily, wirelessly print photos stored on

your smartphone or tablet (running iOS / iPadOS / Android).

Search for “Canon Print” in the App Store. Android

Search for “Canon Print” in Google Play.

### **Note**

You can also download the app by accessing the Canon website from the QR code on the right.

### **Displaying the Online Manual**

The Online Manual describes how to use the printer. It can be accessed from the Canon website as shown below.

1. Access the Canon website by any of the following methods.

To input the URL

<https://ij.start.canon>

Select the model number of the printer you are using.

Scan the QR code

2. Select Read Online Manual.

Perform the remaining operations by following the instructions on the screen to display the Online Manual.

### **Sending Information To Canon**

To provide services related to printer, and to develop and market products and services that better meet customer needs Canon requests that information such as that below, related to your Canon product, be sent to Canon (if you are using your Canon product in China, to the legally approved research company) through the Internet.

#### **Information related to printer/scanner/information devices**

- Basic information such as the printer ID number, installation date and time, country settings, etc.
- Usage history such as the type of ink installed, ink usage information, the number of sheets printed, scanning frequency, and maintenance information, etc.
- Paper use information, printing environment/conditions, scan job setting, and questionnaire results
- Basic device information such as the model name, OS version, language, and display setting information, etc.
- Version information and usage history of device driver and application software
  - Some of the above information may not be sent depending on your model and/or application software.
  - The sent information may be delivered to Canon's affiliated companies.
  - The Internet connection fee shall be borne by each customer.

If your Canon product is shared for use, the above information recorded in the shared product will be sent. If you are to agree, please convey this fact to the users who share the product and obtain their agreement as well beforehand.

If you agree to the above, choose Agree. Otherwise, choose Do not agree.

### **Trademarks**

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## Responding to Messages

Error messages may appear on the touch screen of the operation panel when setting up printer. 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

- Check if an ink tank is set, and its color and orientation.
- Print head cannot be recognized correctly. Open the top cover and install the correct print head.
- The paper has been loaded at an angle. Push the release lever back from you and reload the paper.
- Cannot detect the paper size. Move the release lever and reload the paper.
- Hardware error ECxx-xxxx (x represents a letter or number)

A printer error has occurred.

Turn the printer off, wait a while, and then turn it on again.

- Error ECxx-xxxx (x represents a letter or number)

A printer error has occurred.

Refer to the manual and contact the service center.

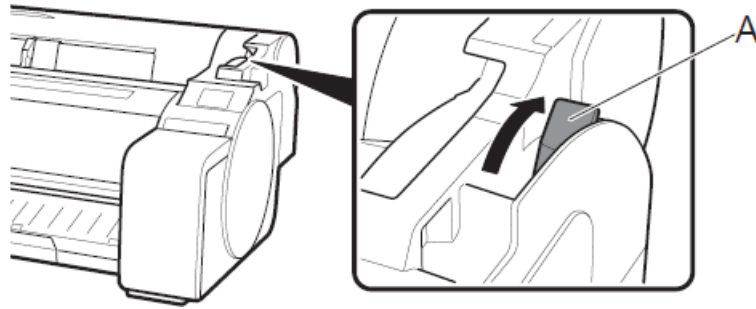
### Cause

- There is no ink tank loaded.
- The ink tank is not firmly installed all the way in.
- The print head is not installed.
- Electrical contact failure in the print head.
- The paper may not be loaded properly (in a straight direction).  
(The width guide may not match the paper. Refer to step 6 on p. 10)
- The paper may not be loaded in a proper location.  
(The right end of the paper may not be aligned with the paper alignment line. Refer to step 5 on p. 10)
- You may have encountered an error that cannot be resolved.
- You may have encountered an error that cannot be resolved.

### Corrective Action

- Install or reinstall the ink tank  
( Refer to steps 1 to 8 on p. 6 and p. 7)
- Install the print head.  
(Refer to steps 1 to 10 on p. 8 and p. 9)
- Remove the print head, make sure that no debris becomes adhered to the electrical contacts on the print head and the carriage, and then reinstall the print head.
- Reload the paper.  
(Refer to steps 3 to 7 on p. 10) Operate the following release lever (A).





- 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.

- Write down the error code and message, turn off the printer, and contact your Canon dealer for assistance.

## Documents / Resources

<p>Canon ImagePROGRAF GP-300/GP-200</p> <p>Setup Guide</p> <p>Guide d'installation</p> <p>Guia de configuração</p> <p>Guia de configuración</p>	<p><a href="#">Canon ImagePROGRAF GP-300 Graphics Printer</a> [pdf] User Guide GP-300, GP-200, ImagePROGRAF GP-300 Graphics Printer, ImagePROGRAF GP-300, Graphics Printer</p>
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## References

- [Canon : Official Manuals : Welcome!](#)
- [Canon : Manuals : Select Region](#)