

Canon
imagePROGRAF TC-20,
TC-20M Large Format
Printers



Canon imagePROGRAF TC-20, TC-20M Large Format Printers Installation Guide

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Canon

Canon imagePROGRAF TC-20, TC-20M Large Format Printers



Specifications

- **Model:** TC-20M
- **Recommended Installation Space:**
 - When using the BU-06 desktop basket:
 - Front space: 3.9 inches (100 mm)
 - Side space: 19.7 inches (500 mm)
 - When using the SD-24 printer stand:
 - Front space: 3.9 inches (100 mm)
 - Side space: 19.7 inches (500 mm)

Product Usage Instructions

- **Safety Precautions**

Before using the printer, please read and follow all safety precautions mentioned in the user manual to ensure safe operation.

- **Handling Cautions**

Handle the printer with care to avoid any damage. Make sure to follow the handling cautions provided in the manual.

- **Confirming the Installation Space**

When setting up the printer, make sure to provide the recommended space in front and around the printer as per the model being used (BU-06 or SD-24).

For BU-06 Desktop Basket:

- Front Space: 3.9 inches (100 mm)
- Side Space: 19.7 inches (500 mm)

For SD-24 Printer Stand:

- Front Space: 3.9 inches (100 mm)
- Side Space: 19.7 inches (500 mm)

Introductory Information

Read this manual before attempting to operate the printer. Keep this manual for future reference. The illustrations in this manual use the TC-20M as an example for explanation. Note that your printer may look different from these illustrations in some cases.

Confirming the Installation Space

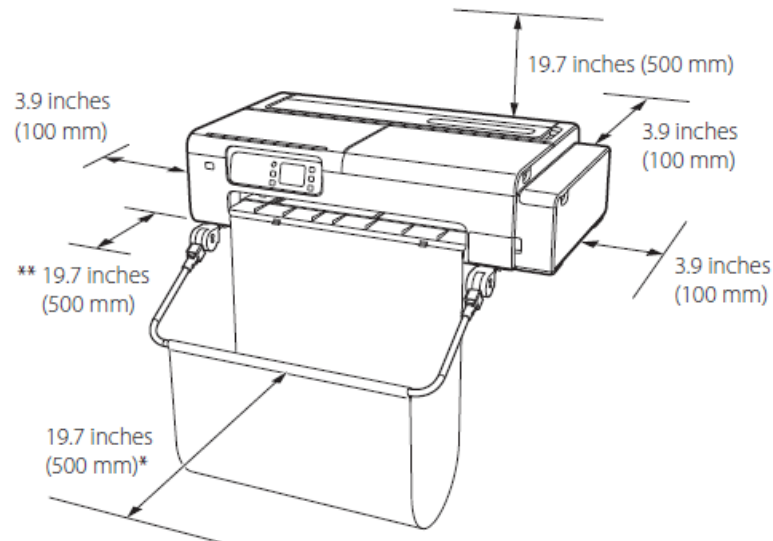
When installing the printer, it is recommended that you secure the following space around the printer.

Important

The space required in front of the printer varies depending on how the basket is used.

When using the BU-06 desktop basket

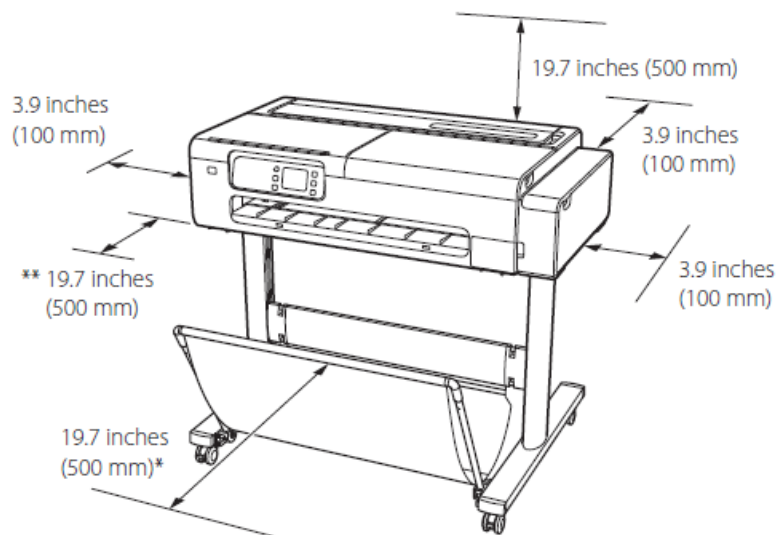
- Required space* (W x D x H)
46.0 inches (1,168 mm) × 56.2 inches (1,425 mm) × 57.7 inches (1,465 mm)
- Required space** (W x D x H)
46.0 inches (1,168 mm) × 44.3 inches (1,125 mm) × 29.4 inches (745 mm)



- When using the BU-06 desktop basket
- When not using the desktop basket

When using the SD-24 printer stand

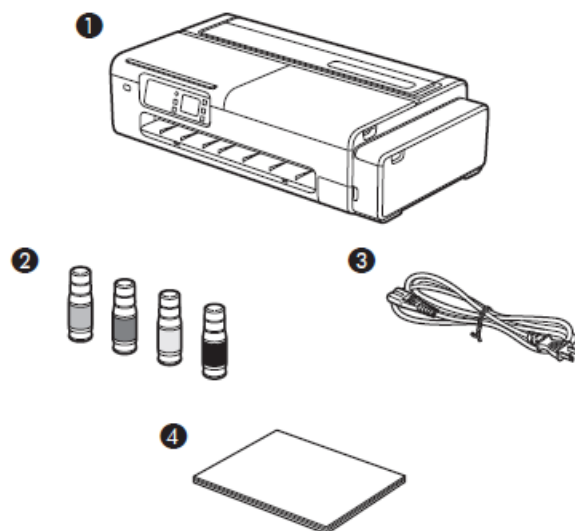
- Required space* (W x D x H)
46.0 inches (1,168 mm) × 57.0 inches (1,447 mm) × 54.1 inches (1,374 mm)
- Required space** (W x D x H)
46.0 inches (1,168 mm) × 44.3 inches (1,125 mm) × 29.4 inches (745 mm)



- When using the SD-24 printer stand
- When not using the printer stand

Confirming the Accessories

1. Printer
2. Ink bottles × 4
3. Power cord
4. Installation Guide (this document)



Manuals Included with This Printer

Installation Guide (this document)

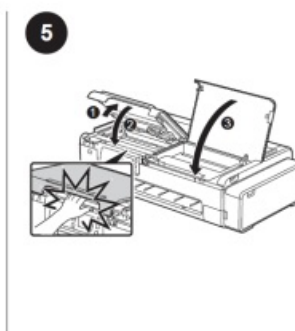
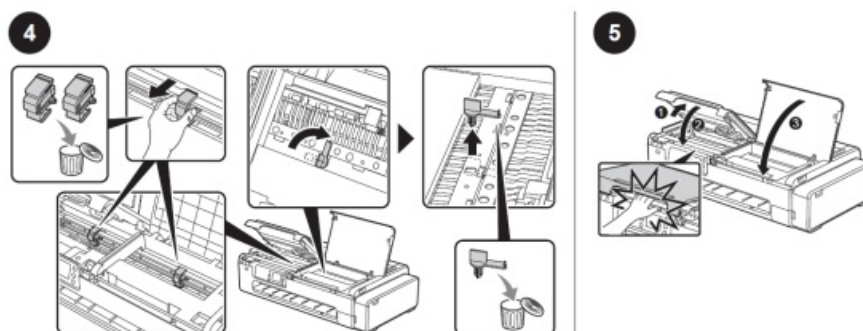
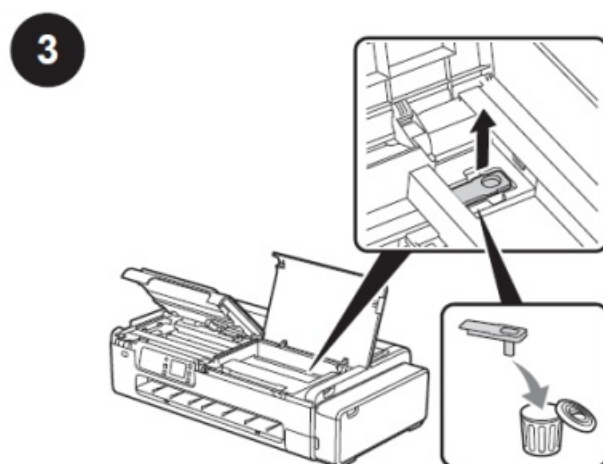
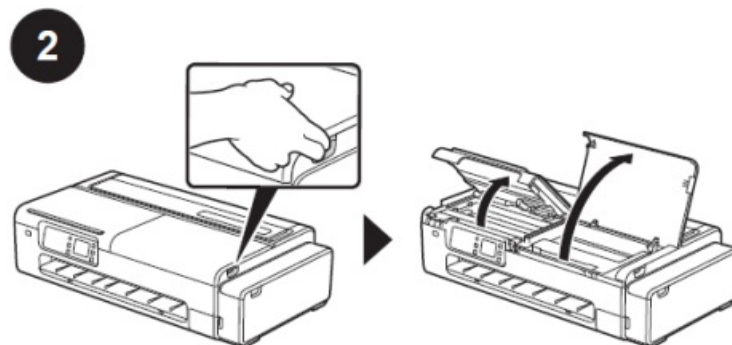
Describes how to set up the printer.

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 Online Manual, refer to “Displaying the Online Manual” (P.15).

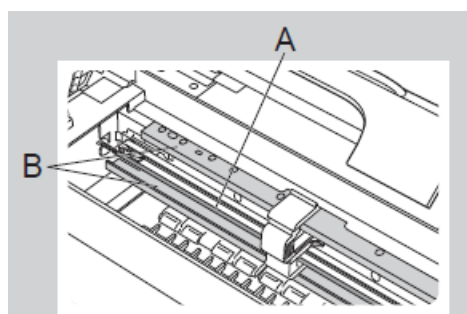
Removing the Packaging Material

1. Remove and discard the packaging material and orange tape from the printer.



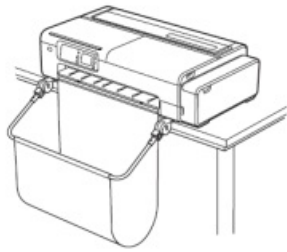
Important

When removing the packaging material, take care to avoid touching the linear scale (A) and carriage rail (B).

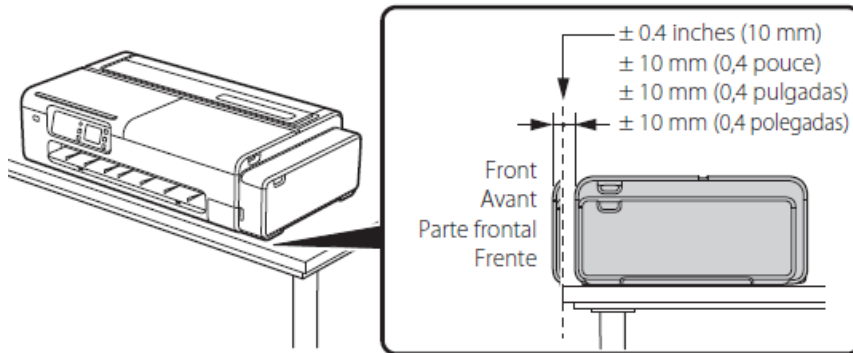


Preparing the Desktop Basket and Printer Stand

1. When using the desktop basket: Attach the basket by referring to the Desktop Basket Setup Guide (separate manual).
2. When using the printer stand: Assemble the stand by referring to the Printer Stand Setup Guide (separate manual).



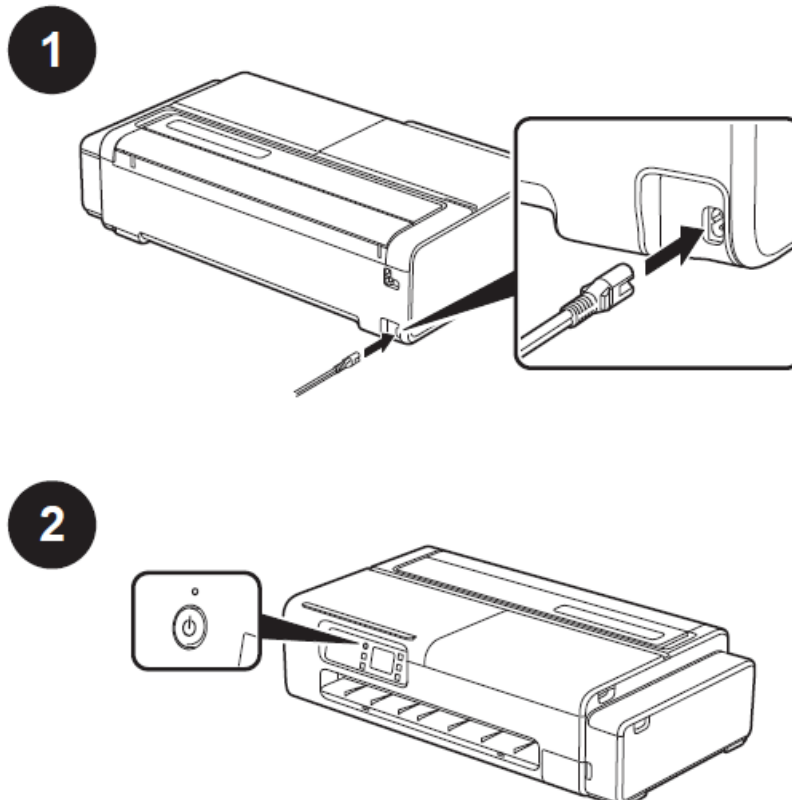
When using the printer without the desktop basket or the printer stand,: Place the printer as shown.



Important

- If you do not place the printer as shown, the paper output may be affected, resulting in printouts being damaged or streaks appearing in the images.
- We recommend using the desktop basket or the printer stand.

Turning on the Printer

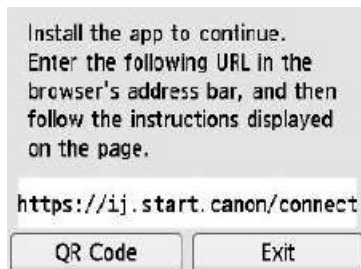


Continue setup by following the instructions on the operation panel.

You can also perform the setup while viewing the video. <https://ij.start.canon/TC-20M>




If this screen is displayed on the printer, proceed to “Connecting to a PC or Smartphone”.



<https://ij.start.canon/connect>

Setting Wi-Fi from the Printer's Touch Screen

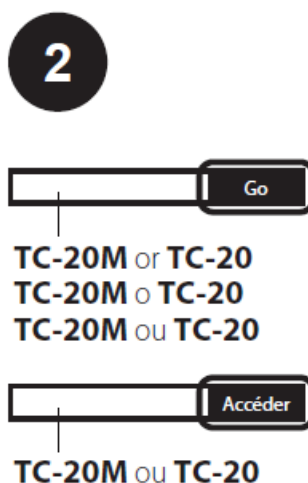
- Follow the instructions below to set up Wi-Fi manually from the Home screen.
-  > Wi-Fi > Wi-Fi setup
- Follow the on-screen instructions to continue.
- When settings are complete, proceed to Connecting to a PC or Smartphone

Connecting to a PC or Smartphone

1. Open your web browser and access the Canon website.



2. Enter the model name and click Go.



3. Continue the operations by following the instructions on the screen.

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].
- This process will stop information related to your Canon product from being sent through the Internet to Canon.
- If you use services such as PIXMA Cloud Link that require information about your Canon product, you will no longer be able to use these services. Registration with these services may also be cancelled as a result of the process. Before you stop information from being sent, please confirm whether you wish to continue using such services.
- If you agreed sending information by Application Software or PC, you should also change the settings of them.

Displaying the Online Manual

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

Access the Canon website by either of the following methods.

- Enter the URL
<https://ij.start.canon>

Select the model number of the printer you are using.

- Scan the QR code



Select  Read Online Manual.

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

Trademarks

QR code is a trademark of DENSO WAVE INCORPORATED in Japan and/or other countries.

Safety Precautions

Follow the items below to use the printer safely. Furthermore, do not perform any actions that are not described in the instruction manual (this document and the Online Manual) of the product. This may cause unexpected accidents, such as fire or electrical shock.

Symbols

- **Warning**

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

- **Caution**

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

The product

- **contains a button/coin cell battery.**

Button/coin cell batteries are hazardous and must be kept out of reach of children at all times, whether new or used. These batteries can cause severe or fatal injuries in 2 hours or less if swallowed or placed inside any part of the body. If it is suspected that a button/coin cell battery has been swallowed or placed inside any part of the body, seek medical attention immediately.

- **For people who are using a cardiac pacemaker**

This product generates a low-level magnetic field. If you experience discomfort while working around this product, leave the area and consult a doctor.

Turn off the power immediately in the following circumstances.

If you continue to use the printer in the following cases, it may cause fires or electrical shock. Immediately press the power button to turn off the printer, disconnect the power plug from the outlet, and make a request for repairs.

- If any foreign matter (metal fragments, liquids, etc.) gets inside the printer
- If the printer emits smoke, abnormal odors, or abnormal noises
- If the power cord or any of the cables become hot, corroded, bent, frayed, or damaged

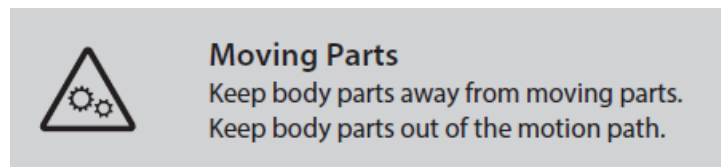
Follow the items below, as there is a risk of fire and electrical shock.

- Do not set up the product in any location exposed to alcohol, thinner, or other flammable liquids.
- Do not disassemble or modify the product.
- Use the cables that are included with the printer. Do not use the cables included with the printer with other devices.
- Do not use outside of the designated power supply voltage and frequency.
- Insert the power plug securely and completely into the power outlet.

- Never handle the power plug with wet hands.
- Do not damage, modify, pull, bundle, join, or forcefully bend the power cord or any cables.
- Never place a heavy object on the power cord or any cables.
- Do not insert multiple power plugs into the same outlet.
- Do not connect multiple extension cords.
- If there is lightning nearby, disconnect the power plug from the outlet and do not use the product.
- When cleaning, always disconnect the cables and power plug, and do not use highly flammable sprays or liquids such as alcohol or thinner.
- Once per month, disconnect the power plug and power cord from the outlet, and check that dust has not accumulate, and that there are no abnormalities such as heat generation, rust, bending, chafing, or cracking.

Caution

- Never insert your hand into the printer while it is printing.
- Never touch the electrical contacts of the print head by hand immediately after printing.
- The following symbol is displayed around the movable parts of the printer. Take care to avoid touching them with your hand or inserting your finger. Note that this symbol may not appear on your model.



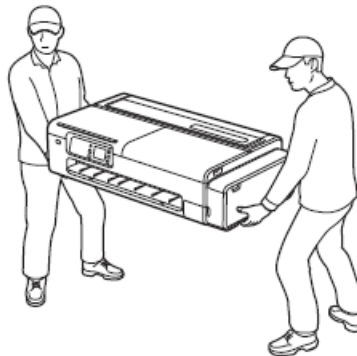
About Ink Bottles

- Always store consumables out of the reach of small children.
- Do not drink ink.
- If a child licks or ingests ink accidentally, wash out their mouth or make them drink 1 or 2 cups of water and immediately seek medical attention. If ink accidentally gets in your eyes, immediately rinse with water, and seek medical attention.
- If ink gets on your skin, immediately clean it off with soap and water. If irritation persists, immediately seek medical attention.
- When storing ink bottles, securely close the bottle cap of the ink bottle and store it in an always upright state. If it falls over, there is a risk of the ink spilling.
- Take great care to avoid ink spraying around when refilling the ink tanks with ink.
- If ink becomes adhered to your clothes or anything you are carrying, you might not be able to wash it out.
- Do not leave in a location that gets hot, such as near a fire, near a heater, or in a vehicle. The container may deform, causing the ink to spill, or the ink quality may become degraded.
- Do not expose ink bottles to impacts. The ink bottle may break, or the bottle cap may come off, causing ink to spill.
- Do not pour into a different container. This may cause accidental ingestion or misuse of the ink, or the ink quality may become degraded.
- Do not use it for any purpose other than refilling the ink in the printer specified by our company.
- Do not dilute with water, mix with other inks, etc. This may damage the printer.

Moving the Printer

Have the following number of people carry the printer. The weight may cause pain, such as back pain.

- TC-20M (Approx. 72 lb (33 kg)) 2 people
- TC-20 (Approx. 69 lb (32 kg)) 2 people



About the Printer Stand

- If you are purchasing an optional printer stand, please observe the following caution.
- When using a printer stand with the Canon TC-20M/TC-20 printer, follow the instruction manual to securely attach the printer to the stand. Furthermore, always use the following combinations.
- For Canon Printer TC-20M/TC-20, use Canon Printer Stand SD-24.
- Using a different combination of printer and stand than those shown above, using a printer stand not listed above, or not attaching the printer securely to the printer stand may cause it to be unstable and may result in injury.

Handling Cautions

Power Supply

- Do not disconnect the power plug while the power light is on. There is a risk of a malfunction occurring in the print head that makes it impossible to print cleanly. When removing the power plug after turning off the power, check that the power light is off.
- Keep the area around the power outlet clear of items so that you can disconnect the power plugs immediately.
- Always grip the plug to remove the power cord from the power outlet. Pulling on the power cord could damage the cord.

Ink

- The use of ink other than genuine Canon ink may cause degradation in printing quality or damage to the print head. Although this is not a safety issue, cases have occasionally been reported of the print head emitting heat and smoke* when non-genuine ink is used. It is recommended that you use genuine Canon ink.
(*The cases described above have not been reported for all non-genuine Canon ink.)
- The handling of malfunctions caused by using ink other than genuine Canon ink is not covered by the warranty.
Note: For details on refilling the ink, refer to the Online Manual.
- If only a small amount of ink is refilled, the remaining level detection might not function correctly. Make sure the

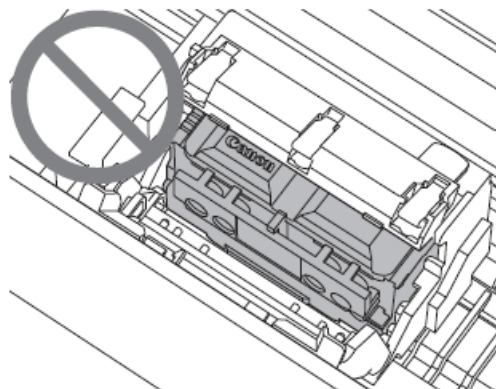
❗ is off after refilling the ink and closing the cover. If it ❗ does not turn off even after refilling all of the ink from the bottle you have, get another bottle and refill using that.

Cautions When Requesting Repairs, Leasing, Transferring Ownership, and Disposing of the Printer

- If personal information is registered with the printer or security information such as passwords are set on the printer, that information may remain inside the printer.
- To prevent information leaks, perform the operations specified in the Online Manual before the printer is temporarily out of your hands, such as when it is being repaired or leased, or before the printer is transferred to another owner or disposed of.

Other

- Do not tilt the printer, place the printer on its sides, or turn it upside down. There is a risk of the ink spilling.
- When transporting the printer, always perform the steps in “Preparing to Transfer the Printer” to protect the internal structure.
- Refer to the Online Manual for “Preparing to Transfer the Printer”.
- Never throw the print head or ink bottles in a fire.
- Do not remove the print head more than necessary.
- Although this is not a safety issue, cases have occasionally been reported of the print head becoming damaged and emitting heat and smoke.

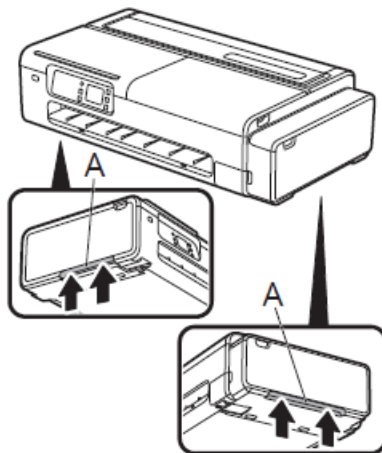


- If you modify or disassemble the print head or ink bottles, such as by drilling holes in them, it may cause ink spills and damage to the printer. It is recommended that you do not modify or disassemble these parts.
- When using the printer for the first time, ink is used to fill the print head nozzles with ink and get the printer ready for printing. As a result, the number of pages that can be printed with the included ink bottles is less than the second or subsequent refills.
- To maintain optimal print quality, it is recommended to fill the ink tanks until the ink level on the printer's screen shows full about once a year.
- If you do not print for a long period, the print head may dry out and become clogged. It is recommended that you print at least once per month.
- The consumed ink is absorbed by the “ink absorber” inside the maintenance cartridge. When the ink absorber becomes full, an error message is displayed, and it needs to be replaced.
- Ink may also be used to ensure clean printing. This product has a function for automatically cleaning the nozzles that spray the ink to prevent clogging. Since ink is sprayed out from the nozzles during cleaning, a small amount of ink is used.

- To safely use the printer

The printer cannot be directly connected to the communication lines (including public wireless LAN) of electronic telecommunication providers (mobile telecommunication providers, fixed telecommunication providers, or Internet providers). When connecting the printer to the Internet, always connect via a router or other equipment.

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

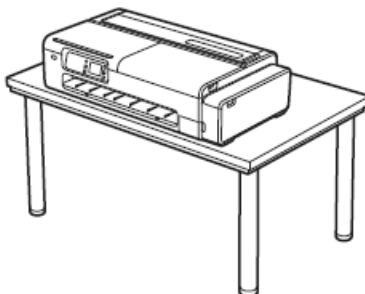


Other

- 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.



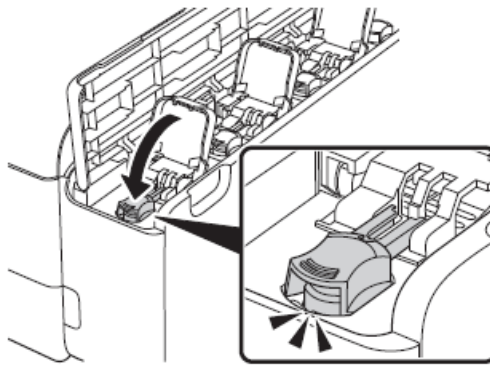
- When setting the printer down temporarily, make sure to put the printer on a flat, stable surface.



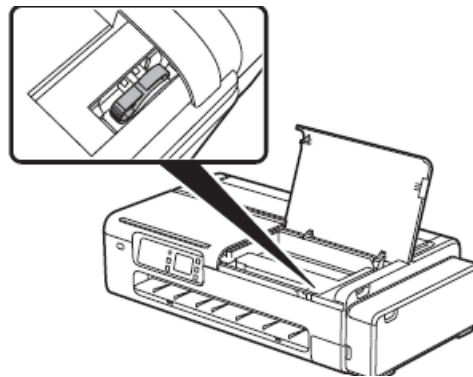
• Repairing this product

When packing/transporting this product, take care of the following points. For details, refer to the Online Manual.

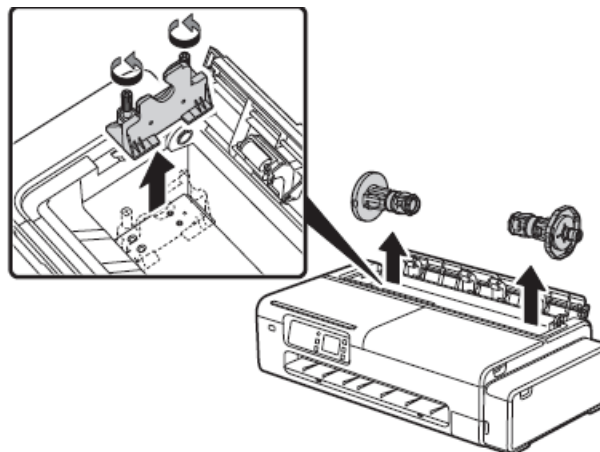
Check that the tank cap is closed.



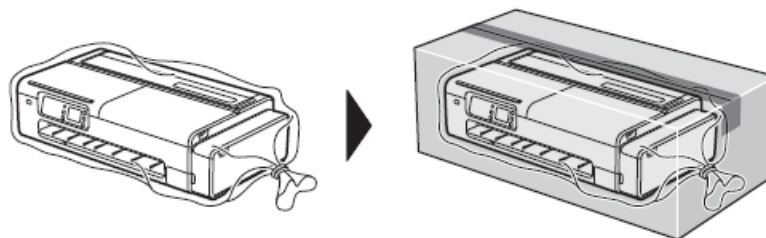
- Check that the ink valve lever is closed.



- Check that the roll holder and roll holder support are removed.



- Place the printer in a plastic bag and seal it.



- Seal using bands or tape.

Attach the “right side up with care” and “delicate equipment” labels with the bottom of the printer facing down.

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Frequently Asked Questions


- **Q: What should I do if my printer looks different from the illustrations in the manual?**

A: The illustrations in the manual are based on the TC-20M model for explanation. Your printer may look different in some cases, but the functionality remains the same. Please refer to the specific instructions provided for your model.





• **Q: Can I use a different basket or stand with this printer?**

A: It is recommended to use the specified BU-06 desktop basket or SD-24 printer stand, as mentioned in the manual, to ensure proper installation and functionality.

Documents / Resources

	Canon imagePROGRAF TC-20, TC-20M Large Format Printers [pdf] Installation Guide TC-20, TC-20M, imagePROGRAF TC-20 TC-20M Large Format Printers, imagePROGRAF TC-20 TC-20M, Large Format Printers, Format Printers, Printers
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References

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-  [Canon : Manuals : Select Product Name](#)
-  [Canon : Manuals : Select Region](#)
- [User Manual](#)

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